BlackBerry AtHoc

SiRcom Installation and Configuration Guide

Contents

Getting started

The BlackBerry® AtHoc® management system uses the IIM add-on module interface with Giant Voice (GV) outdoor warning devices to enable wide area Mass Notification System (MNS) broadcasts. Giant Voice features can broadcast critical information using voice messages, wave files, musical tones, or text-to-speech (TTS) conversion. This guide describes the AtHoc interoperability using the AtHoc IP Integration Module (IIM) utilizing the OASIS Common Alerting Protocol (CAP) 1.2 standard. This ability via non-IP means, will combine the AtHoc network-centric enterprise alerting capabilities with SiRcom Giant Voice notification systems, while integrating over non IP interfaces.

After the BlackBerry AtHoc management system is integrated with the SiRcom Giant Voice System, operators can disseminate emergency alerts to the siren system from the BlackBerry AtHoc management console. Alert messages can be delivered using key functions programmed in the SiRcom Giant Voice hardware or software, text-to-speech or pre-recorded audio files to dynamically selected targets. Targeting choices are All Poles simultaneously, individual Zones of poles, and Poles.

The BlackBerry AtHoc integration with SiRcom voice notification systems provides the following capabilities:

- Enable BlackBerry AtHoc to activate emergency notifications in SiRcom Voice notification systems.
- End previously activated messages.
- Monitor the connectivity status to the SiRcom Giant Voice notification system and view its operational states: All operational, partially operational (degraded), and failure.
- If applicable, provide high availability configurations.

Product requirements

This section describes the hardware and software requirements to install and configure the SiRcom Giant Voice system.

Hardware requirements

- SiRcom SMART Alert (SiSA) v2.0.2 or higher
- 64 bit Processor
- 1.60 GHz CPU
- 4.00 GB RAM

Software requirements

- Windows Server 2012 R2
- Capnode build 10057 or later

Configure the SiRcom device on the BlackBerry AtHoc application server

Log in to the BlackBerry AtHoc management system and check the Delivery Gateways section to verify that the SiRcom device gateway has been installed. If it is installed, skip this section.

1. Log in to the BlackBerry AtHoc application server as an administrator.
2. Navigate to `<BlackBerry AtHoc alerts install path\ServerObjects\Tools>` and run the `AtHoc.Applications.Tools.InstallPackage.exe` file.
3. On the **Configure Device Support** window, select **SiRcom**.
4. Click **Enable**.
5. When the Installation Complete pop-up window is displayed, click **OK**.
6. Click **Close**.

Prerequisites to enable SiRcom gateway

- Configure the SiRcom gateway in the settings section of the BlackBerry AtHoc management system to enable BlackBerry AtHoc to publish alerts through SiRcom Giant Voice.
- Log in to the BlackBerry AtHoc management console and check the **Delivery Gateways** section to verify that the SiRcom device gateway has been installed. If it is installed, skip this section.

Configure the SiRcom delivery gateway

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Click .
3. In the **Devices** section, click **SiRcom**.
4. On the **SiRcom** page, click **Copy default settings**.
5. In the **CAP Parameter Defaults** section, verify that the **Sender** field is BlackBerry AtHoc Alerts.

   If the Sender field contains invalid sender information, it will display an error asking to enter the name of a sender.
6. Click **Save**.

Enable the SiRcom device

1. Click .
2. In the **Devices** section, click **Devices**.
3. On the **Devices** page, click the **Mass Devices** tab.
4. In the **Search** field, search for **SiRcom**.
5. Click the **SiRcom** device that you want to configure.
6. On the **SiRcom** page, click **Edit**.
7. In the **Name** field, enter **SiRcom**.
8. In the **Common Name** field, enter **IIM-SERIAL-GIANT-VOICE**.

9. In the **Device Group Order** drop-down list, select **1** for a single device or **10** for a group of devices.
10. In the **Contact Info Editing** drop-down list, select **All** so that operators and end users can edit contact information in Self Service.

    Note: To navigate to Self Service, click . On the **Settings** page, click **General Settings**. Then, click the URL, `https://<domain-name>/SelfService/<organization-id>`, that is displayed in the **User Login** field.
11. Select **Users must provide contact info for this Device in Self Service**.
12. In the **Targeting Help Text** section, enter **You are targeting a SiRcom device. Please make sure the endpoints selection is in compliance with vendor specifications**.
13. In the **Contact Info Help Text** field, enter text to help user understand format or any specific details that they need to know. For example, type "When you enter characters into caller ID field, use only letters and numbers."
14. In the **Contact Info Tool Tip** field, enter text for contact information. For example, type "Enter a valid 10-digit phone number."
15. In the **Delivery Gateways** section, click **Add a Delivery Gateway** > **SiRcom**.
16. In the **SiRcom** row, click .
17. In the **Configure Gateway** window, check for XML code in the **Configuration XML** field. If the field is empty, copy and paste the following code into the field:
    ```
    <Configuration><CapParams><GVSystemType>SERIALGV</GVSystemType><AllMode>0</
    AllMode><ZoneMode>2</ZoneMode><PoleMode>1</PoleMode><KeyMode>1</
    KeyMode><UnusedMode>0</UnusedMode><DefaultAllCall>0</
    DefaultAllCall><DefaultKeyActivationCode>0</
    DefaultKeyActivationCode><NoPARequired>0</NoPARequired><PARequired>1</
    PARequired><PAWav>1</PAWav><IsCancelable>false</
    IsCancelable><ContentSource>GiantVoice</ContentSource></CapParams></
    Configuration>.
    ```
18. Click **Submit**.
19. Click **Save**.
20. Click **More Actions** > **Enable**.

Setting up mass device endpoints (targets)

To create a speaker pole, zone, or an all-poles user, complete the normal mass device endpoint creation flow. You should give an endpoint a functionally descriptive name so that it is recognizable in the End User Manager and Report Windows as a mass communication device target entity.

Note: An operator must target either a single GV Group (Zone) or multiple GV Towers (Poles) in the alert. Otherwise, publishing to SiRcom GV can fail and you may get errors.

Create mass device zone and pole endpoints

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Click ⚙.
3. In the **Devices** section, click **Mass Devices Endpoints**.
4. On the **Mass Device Endpoints** screen, click **New**.
5. Select **SiRcom** from the list.
6. On the **New Mass Device Endpoint** screen, in the **Endpoint Name** field, enter a name.
7. To create a new endpoint for a pole, complete the following steps:
   a) In the **Configuration** section, select the **Pole** option for Giant Voice type.
   b) In the **Address** field, enter **P, C2**.
8. To create a new endpoint for a zone, complete the following steps:
   a) In the **Configuration** section, select the **Zone** option for Giant Voice type.
   b) In the **Address** field, enter **Z,1**.
9. Click **Save**.

Create mass device key endpoints

To create the object that displays the list of keys associated with SiRcom Giant Voice system, complete the following tasks:

- Create the ATHOC-GV-KEYS attribute XML configuration
- Create the key mass device endpoint

Create the ATHOC-GV-KEYS attribute XML configuration

This section describes how to create the key user ATHOC-GV-KEYS attribute configuration. The key name and description parameters cannot contain spaces or any of the following characters:

```
' ! $ % ^ ( ) = { } , ; : ? " < > |
```

```
<giantVoiceSetting
    <messages>
          <message id = "MSG-TARGETING-NOT-ALLOWED"> The Giant Voice key you have
 selected on the previous page does not allow additional selection of Giant Voice
 poles or zones. You may still target users for other devices, but Giant Voice
 targeting will be ignored.</message>
```

```
          <message id = "MSG-TARGETING-ALLOWED"> The Giant Voice key you have
 selected on the previous page already has Giant Voice poles and zones targeted,
 but you can override them by targeting different zones in the Targeting area just
 below. </message>
          <message id = "MSG-TARGETING-REQUIRED"> The Giant Voice key you have
 selected on the previous page does not have any targeting information built in,
 and will require you to target at least one Giant Voice pole or zone below.</
message></messages>
<keys>
     <key   id = "1"
            messageIdRef = "MSG-TARGETING-REQUIRED"
            targetingRule = "TargetingRequired">
            <name>Message 1</name>
            <description>Message 2</description>
     </key>
         <key id = "44"
         messageIdRef = "MSG-TARGETING-REQUIRED"
         targetingRule = "TargetingRequired">
         <name>Message 2</name>
         <description>Message 2</description>
      </key>
          <key  id = "45"
          messageIdRef = "MSG-TARGETING-REQUIRED"
          targetingRule = "TargetingRequired">
          <name>Message 3</name>
          <description>Message 3</description>
      </key>
         <key    id = "4"
         messageIdRef = "MSG-TARGETING-REQUIRED"
         targetingRule = "TargetingRequired">
         <name>Message 4</name>
         <description>Message 4</description>
        </key>
           <key  id = "5"
           messageIdRef = "MSG-TARGETING-REQUIRED"
           targetingRule = "TargetingRequired">
           <name>Message 5</name>
           <description>Message 5</description>
        </key>
           <key  id = "6"
           messageIdRef = "MSG-TARGETING-REQUIRED"
           targetingRule = "TargetingRequired">
           <name>Message 6</name>
           <description>Message 6</description>
        </key>
           <key   id = "7"
           messageIdRef = "MSG-TARGETING-REQUIRED"
           targetingRule = "TargetingRequired">
           <name>Message 7</name>
           <description>Message 7</description>
         </key>
            <key  id = "8"
            messageIdRef = "MSG-TARGETING-REQUIRED"
            targetingRule = "TargetingRequired">
            <name>Message 8</name>
            <description>Message 8</description>
        </key>
           <key   id = "51"
           messageIdRef = "MSG-TARGETING-REQUIRED"
           targetingRule = "TargetingRequired">
           <name>Biological Agent</name>
```

```
            <description>Biological Agent</description>
            </key>
</keys>
</giantVoiceSetting>
```

Create the key mass device endpoint

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Click .
3. In the **Devices** section, click **Mass Device Endpoints**.
4. Click **New** and select SiRcom from the list.
5. In the **General** section, enter a endpoint name and display name.
6. In the **Configuration** section, select **Key** for Giant Voice Type.
7. In the **Giant Voice Key** field, copy the Key XML configuration.
8. In the **Address** field, **K** should be auto-populated.
9. Click **Save**.

Create and publish a SiRcom Giant Voice alert template

Before you begin:

- Before you start sending test alerts through SiRcom Giant Voice devices, consider the impact it has on everyone within hearing distance of the poles you are using during the test.
- This process assumes that the IIM is not configured to download data from the BlackBerry AtHoc management server and is not connected to the giant voice equipment.
- Consult with your POC as to the acceptable content of the test alert. For example, the word "test" should appear at, or very near to, the start of the broadcast message.
- Although the initial use of this template is to test the data creation process, this template can be used during the audio tuning phase after the IIM and Giant Voice hardware are connected.

To confirm that the SiRcom Giant Voice device is installed correctly on the BlackBerry AtHoc management system, create a template.

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Click **Alerts** > **Alert Templates**.
3. On the **Alert Templates** page, click **New**.
4. In the **Alert Template** section, enter a template name and description.
5. Select a folder from the **Folder** list.
6. Select **Available for Quick Publish**.
7. In the **Content** section, enter the title and content of the alert.
8. In the **Mass Devices** section, select **SiRcom**.
9. Select one or more mass alert endpoints from the list.
10. In the **Mass Devices** section, click **Options**.
11. On the **Mass Devices Options** screen, select **Text to Speech** and **Alert Body** or **Custom Text**.
12. In the **Play Alert Content** field, enter the number of times to play the alert.
13. Click **Apply**.
14. In the **Schedule** section, change the **Alert Duration** to 15 minutes.
15. Click **Preview and Save**.
16. On the preview screen, review the settings and selections.
17. Click **Save**.
18. Click  .
19. On the Home page, in the **Quick Publish** section, find the alert template you created.
20. Click **Publish**.
21. On the **Review and Publish** screen, review the settings and selections.
22. Click **Publish**.

Publish and verify a test alert template

Before you begin:

- You must have administrator access to test this alert template before publishing an actual alert.
- Before you start sending test alerts through SiRcom GV system, consider the impact on everyone within hearing distance of the poles you are using during the test.

- Consult with your POC as to the acceptable content, user targeting, and device selection of the pretest notification.

To create a template that targets end users using desktop pop-up, email, and messages to other devices to inform them of a Giant Voice System test, complete the following steps:

1. Log in to the BlackBerry AtHoc management system as an administrator.
2. Click **Alerts** > **Alert Templates**.
3. On the **Alert Templates** page, click **New**.
4. On the **Alert Template** section, enter a template name and description.
5. Select a folder from the **Folder** list.
6. Select **Test** if available.
7. Select **Available for Quick Publish** and **Available for mobile publishing**.
8. Select **Informational** from the **Severity** list and **Other** from the **Type** list.
9. In the **Content** section, enter an alert title. The alert title can be the same as the template name. In the **Body** field, enter the text to be read by the text-to-speech. The Body should contain the details of the testing with information such as the time testing will start and finish and any actions that should be taken as a result.
10. In the **Target Users** section, select the appropriate targeting group, individual users, or query to send the pretest notification to.
11. Click **Select Personal Devices**.
12. Select **Desktop App** and **Email - Personal**.
13. In the **Personal Devices** section, click **Options**.
14. On the **Personal Devices Options** screen, select **App Template** and **App Audio** options.
15. Click **Apply**.
16. In the **Schedule** section, change the alert duration to the expected duration of the testing.
17. Click **Preview and Save**.
18. On the preview page, review the settings and selections.
19. Click **Save**.
20. Click .
21. On the Home page, on the **Quick Publish** section, find the Giant Voice System Test Notification template.
22. Click **Publish**.
23. On the **Review and Publish** screen, click **Publish**.
24. To verify that the alert was published correctly, observe the receipt of desktop pop-up or email messages on the POC workstation.

Configure IIM IP connectivity

This section describes how to configure the IP Integration Module (IIM) to communicate with SiRcom.

Prerequisites for IIM IP configuration

The BlackBerry AtHoc IIM allows legacy or traditional non-IP based devices to be triggered from the BlackBerry AtHoc management system. It operates with BlackBerry AtHoc using the Common Alerting Protocol (CAP) to communicate with SiRcom using a serial interface.

Before you perform any tasks, ensure that the following prerequisites have been met.

Complete	Requirement
☐	Install and configure the latest Generic Serial System device package.
☐	Install and configure the latest Capnode package to work as part of the BlackBerry AtHoc system.
☐	Verify that you have the BlackBerry AtHoc system base URL.
☐	Verify that you have the BlackBerry AtHoc organization ID.
☐	Verify that you have the customer's proxy server and port information (if applicable).

Note: IIM must be able to communicate with the BlackBerry AtHoc server to download the CAP packets.

Find required information for IIM IP configuration

Before you begin:

1. Use a local computer to log in to your local instance of the BlackBerry AtHoc management console. The URL can be a base "`https`" address used to access a specific system.
   Note: You can obtain the URL of the system from the local system administrator or from the BlackBerry AtHoc customer support team.
2. Launch the BlackBerry AtHoc management console. The URL from the "https" to the last character before the third forward slash (/) is the "base URL" of the system. For example, in the following URL, the full URL for the sign-on page is: `https://<domain-name>/client/auth/login?ReturnUrl=%2fclient%2fathoc-iws`. The "base-URL" of the system is `https://domain-name`.
3. The organization ID is a 7 or 8-digit numerical identifier of the specific system of that customer.
   a. To obtain this organization ID, log in to the BlackBerry AtHoc management system for the customer. Once logged in, you can find the system's organization ID at the top right of the **Home Page** of the system.
4. Navigate to the settings page of the browser and determine if you are using any type of Proxy server for routing internet traffic. For example, if the browser you are using is Microsoft Internet Explorer (IE), go to the **LAN settings**, in Internet Explorer, and select **Tools** > **Internet Options**. On the **Internet Options** screen,

click the **Connections** tab. At the bottom of the window, click **LAN settings**. In the **Proxy Server** section, click **Advanced**. The **Proxy Settings** screen displays the **Proxy Server Address**.
Note: Record the proxy server address and the port number.

5. Close the settings windows and exit Internet Explorer.
Note: It is also possible that your Internet Explorer instance may not use proxy servers. If this is the case, when you click the **LAN settings** button, no proxy server is used for internet traffic on this network. The proxy settings will be set to **Automatically detect settings**.

Check IIM connectivity to SiRcom using heartbeats

IIM sends a communication check (heartbeat) to SiRcom at a regular interval to verify connectivity.
When SiRcom receives the communication from the IIM, it responds by sending a CAP XML payload file. The sent and received heartbeat files are saved in the capnode folder on your local computer. Once a day, these files are put into a .zip file and stored in the capnode/archiveGenericSerialCAPMessage folder.

The rate of the communication check can be configured by setting `SirenCentralDeiverGenericSerial.HBFrequency` parameter in the `system_private.config` file.

Note: The `SirenCentralEncoder.RemoteComPort.BaudRate` parameter in the `system_private.config` file must be set to to 9600 for the heartbeat communication check to function.

To check the current connectivity between BlackBerry AtHoc to SiRcom, view the current heartbeats:

1. Go to the **capnode/CAPSentToGenericSerial** folder on your local computer.
2. Double click to open the **CAPSentToGenericSerial** file for the heartbeat XML file you want to view. Each file name includes the date of the heartbeat.
3. Go to **capnode/CapAlertsReceivedFromGenericSerial** folder on your local computer.
4. Double click to open the **CapAlertsReceivedFromGenericSerial** file for the heartbeat XML file you want to view. Each file name includes the date of the heartbeat.

To check the past connectivity between BlackBerry AtHoc to SiRcom, view past heartbeats:

1. Go to the **capnode/archieveGenericSerialCAPMessage** folder on your local computer.
2. Double click to open the **CAPSentToGenericSerial** .zip file for the heartbeat XML file you want to view. Each .zip file name includes the date of the heartbeat.
3. Go to **capnode/archieveGenericSerialCAPMessage** folder on your local computer.
4. Double click to open the .zip **CapAlertsReceivedFromGenericSerial** file for the heartbeat XML file you want to view. Each .zip file name includes the date of the heartbeat.

The following is a sample heartbeat sent from IIM to SiRcom:

```
<?xml version="1.0" endcoding="UTF-8"?>
<alert xmlns="urn:oasis:names:tc:emercency:cap:1.2">
  <identifier>HB</identifier> !--A unique identifier generated by BlackBerry
 AtHoc.
  <sender>ATHOC</sender> !--Sender identity, from BlackBerry AtHoc.
  <sent>2019-06-28T09:39:07</sent> !--Date and time of message origination.
  <status>System</status>
  <msgType>Alert</msgType>
  <scope>Private</scope>
</alert>
```

If the SiRcom giant voice system is active and fully operational, it responds with the following payload:

```
<?xml version="1.0" endcoding="UTF-8"?>
<alert xmlns="urn:oasis:names:tc:emercency:cap:1.2">
   <identifier>SIRCOM_GV_|unique-id</identifier> !--A unique identifier generated
 by SiRcom.
   <sender>SIRCOM</sender> !--Sender identity, from SiRcom.
   <sent>2019-06-28T09:40:07</sent> !--Date and time of message origination.
   <status>System</status>
   <msgType>Ack</msgType>
   <scope>Private</scope>
   <references>ATHOC,HB,2019-06-28T09:39:07</references> !--Information about the
 original message; sender, identifier and time sent.
</alert>
```

If the SiRcom giant voice system is active but not fully operational (in a failed or error condition), it responds with the following payload:

```
<?xml version="1.0" endcoding="UTF-8"?>
<alert xmlns="urn:oasis:names:tc:emercency:cap:1.2">
   <identifier>SIRCOM_GV_|unique-id</identifier> !--A unique identifier generated
 by SiRcom.
   <sender>SIRCOM</sender> !--Sender identity, from SiRcom.
   <sent>2019-06-28T09:40:07</sent> !--Date and time of message origination.
   <status>System</status>
   <msgType>Error</msgType>
   <scope>Private</scope>
   <note>Text describing the error.</note>
<references>ATHOC,HB,2019-06-28T09:39:07</references>
</alert>
```

The <note> node describes the error conditions of the SiRcom giant voice system:

- NOT-ACTIVE: The SiRcom giant voice system is not active.
- NOT-OPERATIONAL, <*details*>: The SiRcom giant voice system is not operational due to an error.
- DEGRADED, <*details*>: The SiRcom giant voice system is operational, but its functionality is degraded.

Note: If the <msgType> node indicates an error, contact BlackBerry AtHoc customer support.

Configure IIM environment parameters

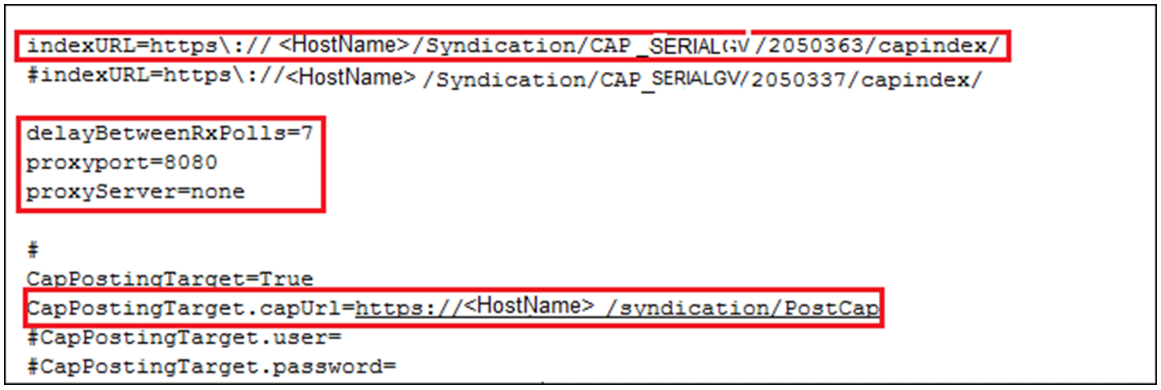
The most common file you can modify is the `system_private.config` file. This file is used to configure the operational environment parameters, as well as the TTS parameters, of IIM. To configure the `system_private.config` file, complete the following steps:

1. Open **Microsoft Notepad** as an administrator.
2. Click **File** > **Open**.
3. Navigate to `C:\Program Files\capnode` and change the file selection from "Text Documents (*.txt)" to "All Files (*.*)".
4. Select the `system_private.config` file.
5. Click **Open**.
6. Verify the following items in the `system_private.config` file:
   a) The `indexURL` variable should be formatted similar to the System Private Config XML figure shown below with highlighted `indexURL`. The base URL should be followed by "`/syndication/`", then the device

gateway protocol ID. For example, CAP_SERIALGV for a Generic Serial system, the organization ID number, followed by "`/capindex`".

b) The "#" at the beginning of a line in the `system_private.config` file is used to comment out or null out an unused line. The "#" should be removed from a line to use the variable.

7. Enter the proxy server and proxy port information you collected earlier in the proxyServer and proxyPort parameters. If the settings on the machine that you tested with are set for "Automatic" in the proxy settings, the settings for those two lines displays as follows:
   - proxyServer=none
   - proxyPort=8080
8. Update the `CapPostingTarget` variables to reflect the correct URL using the same base URL as in the `indexURL` variable.



9. The following GenericSerial COM Port settings are default values and should be changed if the com port settings on your IIM are different:

```
SirenCentralEncoder.RemoteComPort.monitorRelayInputs=no
SirenCentralEncoder.RemoteComPort.BaudRate=9600
SirenCentralEncoder.RemoteComPort.DataBits=8
SirenCentralEncoder.RemoteComPort.StopBits=1
SirenCentralEncoder.RemoteComPort.Parity=n
SirenCentralEncoder.RemoteComPort.Port=COM7
SirenCentralEncoder.RemoteComPort.FlowControl=none
```

   Note: The SirenCentralEncoder.RemoteComPort.BaudRate must be set to 9600 for communication checks (heartbeats) between BlackBerry AtHoc and SiRcom to be exchanged successfully.

10. Configure the GenericSerial `SirenCentralDriverGenericSerial.HBFrequency` parameter to set the frequency, in milliseconds, of heartbeat communication checks between IIM and SiRcom. The default is 30000 (30 seconds.)
11. Click **File** > **Save**. Close the `system_private.config` file.
12. Restart CapCon console service.

    For more information about restarting CapCon services, see Restart the CapCon service.

Restart the CapCon service

If you make changes to the configuration file or properties file, you must restart the CapCon services on the IIM to apply the changes.

1. Navigate to your IIM system.
2. Go to **Start** > **Run** > **Services**.

3. Launch an instance of the Services application (there should be a quick-launch icon in the taskbar of the desktop).
4. In the **Services (Local)** section, scroll down to the IIM **CapCon Service**.
5. Right-click the CapCon Services row and select either **Restart** or **Stop**.
6. Right-click the CapCon Service again and click **Start**.

Verify connectivity between the CapCon console and BlackBerry AtHoc

1. Log in to the IIM console as an administrator. The CapCon Console loads automatically. The data in the CapCon System Activity console polls at the rate set by `thedelayBetweenRXpolls=7` variable in the `system_private.config` file. The default setting is 7 seconds. A message indicates the total number of items in the index. The index number is the number of active alerts on the BlackBerry AtHoc system at that time.
2. Verify that the IIM console does not show any new errors. You will see any errors displayed in the CapCon system Errors/Exceptions/Warnings in the console area.
3. Verify that the console icon in the task tray appears green, indicating that the connectivity between the IIM and the BlackBerry AtHoc Alerts system is good.

Troubleshoot the configuration

If the CapCon System activity console indicates anything other than a total number of items in the index and a number, or if the CapCon System Errors/Exceptions/Warnings console has content in a red color, it indicates that the configuration has not been executed correctly.

1. If the BlackBerry AtHoc management system (for example, `https:/<domain-name>/athoc-iws`) is available on Internet Explorer on a local computer, then the `indexURL` should also be available.
   a. Enter SiRcom Giant Voice System Integration Guide's `indexURL` in the browser. For example, `https://<DomainName>/syndication/cap_ SERIALGV_2060520/capindex`. If there are no items in the syndication feed, an XML message similar to the following image should be displayed:

2. If there are items in the feed, an XML message similar to the following image should be displayed.

3. If connectivity is still not good, try commenting out the `proxyServer` and `proxyPort` variables.
4. If an HTTP or HTTPS error is displayed instead of XML, this may indicate a firewall or certificate issue or a configuration problem with the BlackBerry AtHoc server syndication folder or sub-folders.
5. Check the `indexURL` and proxy settings in the `system_private.config` file for any misspellings.
6. If any line have been misspelled, repeat the configuration steps above.
7. Check the `capnode log` file for errors. Right-click IIM to Open Windows Explorer.
8. Click the **Start** button and navigate to `C:/Program Files/capnode/capnodelogs` and open the `capnode.log` file with Notepad. Browse the file to find the time that the `indexURL` was changed and the CapCon service restarted.
9. Contact BlackBerry AtHoc technical support. Be prepared to provide the `system_private.config` and `capnode.log` files and screen shots of the console screen and the BlackBerry AtHoc management console pages.

BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

https://www.blackberry.com/us/en/support/enterpriseapps/athoc

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

Documentation feedback

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