

MultiBridge and Talon Installation Guide

MultiBridge and Talon Installation Guide
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Table of Contents

HOW TO USE THIS GUIDE	5
CONVENTIONS.....	5
GETTING STARTED	7
OVERVIEW.....	7
BEFORE YOU INSTALL.....	8
GETTING STARTED CHECKLIST.....	9
<i>Network Information</i>	9
<i>Server Requirements</i>	9
<i>Server Requirements - iSeries-AS/400</i>	10
<i>MultiBridge Setup Information</i>	10
<i>Client Requirements</i>	11
Users and Groups Configuration Options	11
WINDOWS INSTALLATION	12
INSTALLATION	12
STARTING MULTIBRIDGE - WINDOWS	13
<i>Service</i>	13
Windows NT.....	13
Windows 2000/2003/XP and higher	13
Program	14
UNIX INSTALLATION	15
UNIX INSTALLATION	15
STARTING MULTIBRIDGE - UNIX	17
STOPPING MULTIBRIDGE:.....	17
WEB SERVER CONFIGURATION - UNIX	17
<i>Define a Virtual Directory (virtual root, alias, or additional document root)</i>	17
<i>Add MIME Type for CTCBridge Application Support</i>	17
ISERIES-AS/400 INSTALLATION	18
PRE-INSTALLATION.....	18
INSTALLATION	20
STARTING MULTIBRIDGE - ISERIES-AS/400.....	21
WEB SERVER CONFIGURATION - ISERIES-AS/400.....	22
<i>IBM HTTP Server Only Instructions</i>	22
STARTING MULTIBRIDGE ADMINISTRATOR	24
APPLICATION ON THE MULTIBRIDGE SERVER MACHINE.....	24
APPLET FROM A REMOTE PC	24
APPLICATION USING JAVA WEB START FROM A REMOTE PC.....	24
LAUNCH THE APPLICATION VERSION OF MULTIBRIDGE ADMINISTRATOR	25
SIGN IN TO MULTIBRIDGE ADMINISTRATOR	25
STARTING TALON	26
START HERE HTML.....	26
APPLICATION VERSION.....	27
<i>Launching the Application Version of Talon</i>	27
APPLET VERSION.....	28
TALON APPLETS AND WINDOWS VISTA.....	29



ADDITIONAL RESOURCES 30
 DOCUMENTATION30
 QUESTIONS.....30
COPYRIGHTS, TRADEMARKS, AND LIABILITIES 31

How to Use This Guide

This MultiBridge and Talon Installation Guide is intended as an installation resource for the initial installation of MultiBridge and Talon. For detailed configuration information, please see the MultiBridge Administrator Guide for Talon, TalonMail, & Who's Where.

Conventions

This guide uses textual and graphical conventions to simplify comprehension of its contents. The table below highlights the text conventions used in this guide.

Text or Graphic	Explanation	Example
Bold	Indicates user input and/or names (report name, field name, screen name, dialog box name, button or key name)	In the CAM Enrollment dialog box enter your matrix pattern, and then click the [OK] button or press the Enter key.
<i>Italics</i>	Indicates user is to supply the actual information for the italicized word or words	Enter your login <i>code</i> .
"text inside quotations"	Indicates user is to type the quoted word or phrase exactly as it appears	Ensure you type " https " in the URL to access the secure CAM Manager.
[Bracketed Word]	Indicates a Screen Button	To start over or reset the pattern, click on the [Reset] button.
Click or Double-Click	Usage of the left mouse button	Double-click the item you wish to view.
+	Indicates the action of pressing multiple keys simultaneously	Press  +  to print the report.
NOTE:	Indicates a message containing a suggestion, tip or information about a feature	NOTE: After five (5) unsuccessful attempts to authenticate, you will be locked out of your system.

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Getting Started

Overview

Thank you for using Core Technology Corporation's Talon Desktop. Talon is the next generation of client software for law enforcement personnel. It is based upon the CTCBridge for LEIN client program, giving access to the Law Enforcement Information Network, while providing additional organization and formatting features for participation with information sharing. It was designed for law enforcement personnel who need to perform queries to multiple systems on a regular basis. Some of the key features include:

- Requests queries (such as person or license plate) to multiple data sources
- Format results to find critical data more easily
 - ✓ Images
 - ✓ Highlights important phrases (configured by user)
 - ✓ Result text formatting (colors, font, etc.)
- Four different ways to view the data that is returned
 1. Activity View, which displays all messages in a single scrolling window, has been enhanced to make messages easier to read and find.
 2. Message List View, which displays a list of messages in an email-like format, now has a tool to filter messages.
 3. Manage Messages view organizes queries and responses in folders to easier find what response goes with what query.
 4. Case View is designed for investigative work by allowing you to organize your information according to case.
- Floating forms tree to allow users to select forms without having to go to the Forms menu.
- Configurable Form buttons customizable by the users for quick access to their most commonly used query forms.
- Option to open the details of a query response in a separate window for ease of viewing.

Before You Install

1. Stop **MultiBridge** if it was previously installed. If MultiBridge is running as a normal program, select **Exit** from the **File** menu to end the program. If MultiBridge is running as a service use the Services Control Panel to stop it.

NOTE: Make sure to shut down the Services Control Panel prior to installing.

2. Use the provided checklist under the **Getting Started Checklist** section to ensure you have fulfilled all the requirements.

Getting Started Checklist

Network Information

- Approval of the department's network diagram
- Confirm the physical network connection between the MultiBridge server and the Point of Presence (POP) is working
- Confirm the router and firewall configurations on both the site's LAN and the state network will allow traffic to and from the state's MultiBridge Secure Tunnel
- Provide Core Technology with the User Code, Password, and Station Name

Server Requirements

- Static IP Address
- Windows 2008 Enterprise Server or newer operating system
- Dual Core 2GHz+ CPU or greater dedicated to Core Technology applications
- 8 GB RAM or higher recommended based on number of users
- 30 GB+ database storage space
- 300 GB or greater disk space to store the daily LEIN logs, TIMS database(s) and associated TIMS files (e.g. images and documents)
- Back-up hardware and software to archive LEIN logs and backup TIMS database (e.g. RW/CD ROM or tape unit)
- Web server software, such as Microsoft Internet Information Server® (IIS) or Apache HTTP Server
- A Java capable browser installed with JVM for testing during installation. See Client Requirements for additional details.
- Telnet access to the state's server
- Server must be running at all times
- Microsoft SQL Server 2000 or Oracle Database desired if logging to a database instead of the transaction log file
- Provide Core Technology with virtual access to the server (e.g., remote desktop, STS VPN, etc.)
- Performance problems have been observed with McAfee and MultiBridge together on Windows 2008 Server in a VMWare environment

Server Requirements - iSeries-AS/400

- Telnet access to the state's server
- You must have a static IP address
- An OS/400 operating system of at least V4R2, or upgradeable to V4R2. The PTF MF25550 for V4R4Mo will help avoid problems with installing Core Technology software
- iSeries-AS/400 Developer Kit for Java
- Back-up hardware and software to archive LEIN transaction log file (e.g. RW/CD ROM or a tape unit)
- Web server on the iSeries-AS/400: HTTP Server (usually included with OS/400) or Domino®
- Needs enough hard drive space to store the daily log files until they are archived
- Java v1.7 or higher

MultiBridge Setup Information

- Confirm that a PC that conforms to the server requirements has been identified for the MultiBridge installation
- Confirm that the Client and Agency ORIs to be used for MultiBridge have been associated with the PC's IP address with LEIN Field Services
- Provide Core Technology with the LEIN routing header first character and the routing header last character.
 - Routing Header First Character: _____
 - Routing Header Last Character: _____
- Determine how many groups you will need for your users. Groups can be determined based on which LEIN forms your users will be allowed to access
- Have a list of the client PCs with the ORIs and their associated static IP addresses or MAC addresses to add as computers
- Have a list of authorized usernames and suggested passwords to add as users
- Determine which users/computers will be allowed to receive unsolicited messages

Client Requirements

- High-speed internet connection
- Windows 7 SP1 or newer operating System
- 4 GB RAM or higher recommended
- Screen Resolution 1024X768 or higher
- Adobe Acrobat Reader
- Java Runtime Environment (JRE) v1.7 or higher containing Java Web Start
- Java capable browser installed with capable JVM
- All Windows user accounts must have read, write and execute access to the c:\ctccore directory

Users and Groups Configuration Options

- Should users be allowed to see the message log? YES/NO
- Have you restricted users to certain valid ORIs? YES/NO
- Have you prevented users from specifying a different ORI in the ORI field? YES/NO
- Have you prevented users from changing the Operator Name? YES/NO
- Which form groups are these users allowed to access (e.g. Warrant forms)?
- Are function buttons needed to make often used screens accessible through function keys, or buttons? YES/NO
- Depending on the type of monitors your clients are using, where should the screens appear on the desktop, LEFT, RIGHT, or CENTER?
- Should forms remain open after transmit to allow multiple requests with the same form? YES/NO
- Is auto printing needed? YES/NO

* *Multi-agency implementations and/or additional product interfaces may increase the requirements. Please speak with your sales representative or project manager about your particular environment.*

Windows Installation

Installation

1. To start the installation, use one of the methods below (depending on the medium in which you received the software):
 - **CD-ROM Instructions:** Place the CD-ROM on your CD-ROM drive tray. Wait for the CD to begin spinning. The auto-run will open a window with your installation options. Click **[Install]**. (If your autorun capability is not enabled, run the file **autorun.exe** from the CD.)
 - **Downloading from FTP Server Instructions:** If you downloaded the software from our FTP server, unzip the downloaded file to a convenient directory, and then run **setup.exe** from that directory.
2. Install the **Talon Server** and **Client**. This is the main install and is a complete install of everything you will need (Talon, MultiBridge, etc.).
 - **NOTE:** The **Talon Application** install is a second, optional, client install. It is included for sites that wish to install the client application on the client's PC instead of using the Java Web Start deployment method.
3. Follow the instructions on the installation windows.
4. When the installation is complete, the **Installation Complete** window will open and ask you to click **[Done]**.
5. Start **MultiBridge** (see next section for instructions).

Starting MultiBridge - Windows

You can run MultiBridge as a **service** or as a **program**.

Service

If you designated MultiBridge to run as a service during the installation, it will start automatically with a restart of your Windows operating system. If you would like to start it manually, follow the steps below:

Windows NT

1. Click **[Start]** in the task bar.
2. Select **Settings**.
3. Select **Control Panel**.
4. On the **Control Panel** window, double-click the **Services** icon.
5. In the list box, select the **MultiBridge Enterprise** item, scrolling if necessary.
6. Click **[Start]**.

Windows 2000/2003/XP and higher

1. Click **[Start]** in the task bar.
2. Select **Settings**.
3. Select **Control Panel**.
4. Select **Administrative Tools**.

5. Select **Services**.

6. Select **MultiBridge Enterprise** and do one of the following to start it as a service:
 - A. Right-click **MultiBridge Enterprise** and select **Start**
 - B. Double-click **MultiBridge Enterprise** and select **Start**
 - C. Click the **[Start]** button
 - D. Select **Start** from the **Action** menu

Program

1. Click **[Start]** in the task bar.

2. Select **Programs**.

3. Select **Core Suite**.

4. Select the **MultiBridge Enterprise** item. MultiBridge will start.

UNIX Installation

UNIX Installation

You can run the install with a user interface if your system allows it, or you can run it in console mode.

NOTE: There are two UNIX installations – a generic UNIX install that will run on any UNIX operating system and a Linux specific installation. If running the generic UNIX install, make sure that a JDK or JRE is installed and added to the path statement before you run the CTCBridge Enterprise Edition installation program.

1. To start the installation on your server, use one of the methods below (depending on the medium in which you received the software):

CD-ROM Instructions:

- A. If running CD from a Windows machine, place the CD-ROM in your CD-ROM drive.
- B. Wait for the CD to begin spinning. The auto-run will open a window with your installation options. (If your autorun capability is not enabled, run the file **autorun.exe** from the CD.).
- C. In the autorun, click **[Install]**. Click **[Unix/Linux]**. You can then choose to either read the installation instructions or to use our program to FTP the files over to your Unix server by clicking the **[Unix/Linux]** option.
- D. Once you FTP the files, continue with step 3. If you choose not to use our program to FTP the files over to your UNIX server, proceed with step 2.
- E. If running CD from a Unix machine, continue with step 3.

Downloading from FTP Server Instructions:

- A. If you downloaded the software from our FTP server, extract the tar file to a convenient directory, and continue with step 2.
 - I. If you did not already put the necessary files below on the UNIX server, **FTP** these files to the UNIX server:
 - a. setup.bin
 - b. Any ".lf" files

II. Set the executable permission on the setup file:

chmod +x setup.bin

2. Designate the file path to the install in the console or terminal.
3. To start the installation on the UNIX server, type the command associated with the mode you are in:
 - Console Mode:
setup.bin -i console
 - GUI Mode:
setup.bin
4. Follow the instructions in the installation displays.
5. Wait as the installation is completed.
6. When the installation is complete, an **Install Complete** message will appear and ask you to press **[Done]**.
7. Start **MultiBridge** (see next section for instructions).

Starting MultiBridge - UNIX

1. At a command prompt, enter the full path to where MultiBridge was installed and "**mbee.sh start**".
2. Press **[Enter]**. MultiBridge will begin running.

Stopping MultiBridge:

1. At a command prompt, enter the full path to where MultiBridge was installed and "**mbee.sh stop**".
2. Press **[Enter]**. MultiBridge will end.

Web Server Configuration - UNIX

Depending on how you installed Talon, you may need to make the following configuration changes to your web server to allow access to Talon.

Define a Virtual Directory (virtual root, alias, or additional document root)

Please make sure the following directories are accessible via the web server:

<webserver directory>/talon
<webserver directory>/mbadmin
<webserver directory>/ctcinstall

Add MIME Type for CTCBridge Application Support

If using the application version of Talon via Java Web Start, you will need to configure your web server so that all files with the **.jnlp** file extension are set to the **application/x-java-jnlp-file** MIME type.

iSeries-AS/400 Installation

Pre-Installation

1. Determine an administrator password.
2. If MultiBridge was previously installed, it must be stopped prior to installing this update. To stop MultiBridge, follow these steps:
 - A. Type “**WRKACTJOB**” and press [**Enter**].
 - B. Find MBRIDGE under QSYSWRK subsystem and type “**4**” next to it.
 - C. Press [**F4**].
 - D. On the **ENDJOB** screen, in the **How to end** field type “***IMMED**”.
 - E. Press [**Enter**].
3. At an iSeries-AS/400 terminal or through another emulator, make sure the QUSER user profile is enabled and has a valid password. To look at the user profile, type “**DSPUSRPRF USRPRF(QUSER)**” at a command prompt.
4. Enter “**STRSBS QSERVER**” at a command prompt and press [**Enter**].
5. Verify that you have web server software installed on the iSeries-AS/400.

NOTE: If you are or will be using a web server other than the default HTTP web server, you need to know its root directory location before the install in order to help the installation properly place its files automatically. Otherwise, you will be required to move the **ctcweb** directory into your web server's root directory yourself manually.
6. At an iSeries-AS/400 terminal or through an emulator, enter “**STRHOSTSVR SERVER(*ALL)**” at a command prompt and press [**Enter**].

7. Enter “**STRTCPSVR SERVER(*DDM)**” at a command prompt and press [**Enter**]. These servers must be running during the installation.

8. Note the IP address of your iSeries-AS/400 host.

9. Type **NETSTAT** on the command line. Select **#3: Work with TCP/IP** status. Check to make sure ports are not already in use (except port 23).

Installation

1. To start the installation at a client machine running Windows, use one of the methods below (depending on the medium in which you received the software):
 - **CD-ROM Instructions:** Place the CD-ROM in your CD-ROM drive. **Wait** for the CD to begin spinning. The auto-run will open a window with your installation options. (If your autorun capability is not enabled, run the file **autorun.exe** from the CD.) In the autorun, click **[Install]**. Click **[iSeries-AS/400]**.
 - **Downloading from FTP Server Instructions:** If you downloaded the software from our FTP server, a self-extracting zip file will prompt you to save the files to a directory, then run **setup.exe** from that directory.
2. **Follow** the instructions on the installation windows. Click **[Next]** to move through the installation windows. Click **[Install]** on the last window.
3. Make sure you select the iSeries-AS/400 option during the install, otherwise the software will be installed on Windows.

NOTE: The user name you enter during the installation must have the rights to create directories and to add files to directories or the installation will not complete. After you sign on to your iSeries-AS/400, files that have been copied to the Windows temporary directory will be copied to the iSeries-AS/400 directory(ies) that you have specified. These files are then deleted from the Windows machine.
4. When the installation is complete, the **Install Complete** window will open. Click **[Done]** to exit the installation program.
5. Verify that MultiBridge is running by accessing the Work Active Jobs (“**WRKACTJOB**”) through an iSeries-AS/400 terminal or other emulator. MultiBridge is called **MBRIDGE** and is located under the **QSYSWRK** system.

Starting MultiBridge - iSeries-AS/400

MultiBridge will already be running if you specified during the installation that it should automatically be started. To manually start the application in the background, follow these steps:

1. At the iSeries-AS/400 command prompt, enter “**CALL CTCLIB/STRMBRIDGE**”.
2. Press [**Enter**]. MultiBridge will begin running as a background application.

Web Server Configuration - iSeries-AS/400

The following information is necessary to configure access to MultiBridge Administrator and if you will be running the Applet or Application versions of Talon.

If you are using a web server other than the HTTP server, follow the instructions with that server for making directories accessible. You may want to refer to that section even if you are using the HTTP server, to make sure you have the necessary directories accessible.

NOTE: On newer versions of the operating system, the IBM HTTP server has been replaced by the Apache Web Server. Please follow the instructions provided with the Apache Web Server to configure web server access to Talon.

IBM HTTP Server Only Instructions

You need ***IOSYSCFG authority** in order to modify the HTTP Server configuration.

1. At a command prompt, enter:
WRKHTTPCFG
2. Type **"1"**. Press **[Enter]**.
3. Enter a sequence number for the location of the new data.
4. In the **Entry** field, enter the following:
Map /talon/* /ctcweb/talon/*
5. Press **[Enter]**.
6. Repeat steps 3-5 for all of the following lines (replacing the originally entered text in step four with each line below). Enter them in sequential order and each on a separate line.
 - **Map /mbadmin/* /ctcweb/mbadmin/***
 - **Map /ctcinstall/* /ctcweb/ctcinstall/***

- **Pass /ctcweb/* (or the name you gave this directory; case sensitive)**
- **Pass /talon/***
- **Pass /mbadmin/***
- **Pass /ctcinstall/***

NOTE: The "Pass" statements must appear after the corresponding "Map" statements and should be consistent with the Map statement.

7. To add support for the application version of Talon, you will need to add the jnlp MIME type to your web server configuration. In the **Entry** field, enter:

AddType .jnlp application/x-java-jnlp-file

8. Press **F3** to exit.

9. To apply these changes, the HTTP server must be stopped and restarted. Stop the HTTP Server by typing the following at a command prompt:

ENDTCPSVR SERVER(*HTTP)

10. Restart the HTTP Server by typing the following at a command prompt:

STRTCPSVR SERVER(*HTTP)

NOTE: If you have already been using your web server on the iSeries-AS/400, you may have a MAP statement in the HTTP configuration file that redirects all web pages to a specific directory like this: “**Map /* /defaulthtml/***”. Ensure that the Map and Pass statements you enter for Core Technology software appear **ABOVE** this statement. Otherwise, the web server will not be able to find the files.

Starting MultiBridge Administrator

MultiBridge Administrator is used to configure and setup additional Talon users. There are three ways MultiBridge Administrator can be launched.

Application on the MultiBridge Server Machine

To run the application version, select **MultiBridge Administrator** from **Start Menu | Programs | Core Suite**.

Applet From a Remote PC

Connect to the following address in your web browser:

http://yourservername_or_IP/mbadmin/mbadmin.html

Application Using Java Web Start From a Remote PC

NOTE: Make sure the client PC has Java Web Start installed. If the client PC is running Windows, use the following to install Java Web Start.

1. Open a browser and access the Java Web Start install by typing the following into your browser's address field:

http://yourservername_or_IP/ctcinstall/webstart.htm

2. Follow the instructions on the web page that is displayed.

Launch the Application Version of MultiBridge Administrator

1. Open a browser and access MultiBridge Administrator by typing the following into your browser's address field:

`http://yourservername_or_IP/mbadmin/mbadmin.jsp`

2. Java Web Start will launch and download MultiBridge Administrator.
3. In the Security Warning window, click **[Start]**.

Sign in to MultiBridge Administrator

An administrator logon is provided for you. Use **admin** for the username and **password** for the password.

Starting Talon

Talon contains two different client types – an applet and application client. The following section explains how to launch each of the client types.

Start Here HTML

An HTML file is included in Talon that contains shortcuts for each of the different client types. To access this page, open a web browser and type the following into your browser's address field:

`http://yourservername_or_IP/talon/starthere.html`

If you decide not to use the start here HTML, the following sections provide more in-depth details on how to launch each of the client types.

Application Version

Talon can be installed on the client's PC instead of using a web browser as the primary method of launching it. The application version uses Java Web Start technology to download and install the software on the client's machine and can also be used to check for updates on the server.

NOTE: Make sure the client PC has Java Web Start installed. If the client PC is running Windows, use the following to install Java Web Start.

1. Open a browser and access the Java Web Start install by typing the following into your browser's address field:

`http://yourservername_or_IP/ctcinstall/webstart.htm`

2. Follow the instructions on the web page that is displayed.

Launching the Application Version of Talon

1. Open a browser and access Talon by typing the following into your browser's address field:

`http://yourservername_or_IP/talon/talon.jnlp`

2. Java Web Start will launch and download Talon.
3. In the **Security Warning** window, click **[Start]**.
4. Talon has two modes – administrator mode and regular mode.
 - A. To enter administrator mode, use the provided administrator account. Type “**admin**” for the user code and “**password**” for the password.
 - B. To run Talon as a normal user, enter one of the user codes you defined in the step before.

Applet Version

To run Talon via a web browser, make sure you have the Java Runtime Environment (JRE) installed and follow these steps to start it:

1. **Open a browser** and access Talon by typing the following into your browser's address field:
`http://yourservername_or_IP/talon/talon.html`

2. Talon has two modes – administrator mode and regular mode.
 - A. To enter administrator mode, use the provided administrator account. Type “**admin**” for the user code and “**password**” for the password.
 - B. To run Talon as a normal user, enter one of the user codes you defined in the step before.

Talon Applet and Windows Vista

In order to run the applet version of Talon on Windows Vista, the c:\ctccore directory must have special permissions. Core Technology has provided a utility program that will create the appropriate rights on the c:\ctccore directory.

NOTE: This program must be run by a Windows user that has administrator rights to the PC.

1. Open a browser and type the following into your browser's address field:
`http://yourservername_or_IP/talon/vista.html`
2. Click "**Talon Vista Utility**" link.
3. Click **[Run]** to download and run talonvistautility.exe.
4. Click **[Run]** when asked if you are sure you want to run the software.
5. Click "**Allow this program to run**". If you are not running under a Windows account that has administrator rights, you may also be prompted to enter an administrator account and password.
6. The Talon Vista Utility will launch.
7. Click **[Install]**.
8. Click **[Finish]** on the **Install Completed** screen.
9. Vista may display a window that says the install may not have installed correctly. If this displays, click "**This program installed correctly**".

Additional Resources

Documentation

Once the software is installed, you can access the complete on-line documentation for information about using Talon. The on-line documentation is accessed from the following locations:

- **Enter Talon Administrator Help** through the Core Suite Program group for assistance with administering MultiBridge and Talon. Click **Start | Program Files | Core Suite | Talon | Documentation | Talon Administrator Help**.
- **Enter Talon Client Help** through the client **Help** menu or **[Help]** buttons or by using your web browser to connect directly to the client help at the following address:

http://yourservername_or_IP/talon/help/talonhelp.htm

Questions

Contact Core Technology Corporation's support department at support@coretechcorp.com, 800-338-2117 in the US or Canada, or 517-627-1521. Sales can be reached at sales@coretechcorp.com.

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For additional questions or issues, our Support Department is available to you Monday -Friday during regular business hours (8 a.m. to 5 p.m. Eastern Time) and 24 hours a day if you are hosted on the Core Service Bureau or have purchased an after-hours support contract. To reach a support representative, please contact us at **800-338-2117**.

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