

# Up In ARMS

## Summer 2004

### 2004 User Group Conference Highlights

The 2004 User Group Conference was a great success in the beautiful City of New Orleans. It was held two blocks from the historic French Quarter. The users had the opportunity to enjoy the sights offered in New Orleans as well as a glimpse of the future technologies offered by End 2End.

Allen Shumway opened the conference by discussing the past, present and future of the software. It has been an exciting time for End2End with the development of a new version of the Enterprise application. We continue to develop software that remains current with the ever changing technologies. This new version will offer user more options

Michael Bryant provided an in-depth look into the new Enterprise V2 application and discussed the Enterprise life cycle and development process. "We have spent thousands of hours and many thousands of dollars to ensure that the software in the End2End product line continues to keep current with the ever changing operating systems" The attendees were shown Enterprise V2, the .NET and SQL Server application.

The users were also provided information on the new Customer Service Center that has opened in Oxford, MS. This new approach for End2End is going to improve the level of support that we can offer. In the past we placed great emphasis on finding former users of the systems to serve in the role of technical support, now we are going to rely on more IT (Information Technicolor) professionals to serve in this role. "Our support questions are becoming more 'technical' in nature and the vast majority of the time have nothing to do with the application but have more to do with the network and Operating System. Because of this we needed people with a solid IT background and education."

All attendees were given the opportunity to ask questions concerning the applications and future development. "We gain a lot of insight on what the users need at these conferences. It is a great opportunity for us and allows us to put our development plans in place for the future." We hope all attendees had a great time and we look forward to the next conference.

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### Planning for 2005 User Group Conference

We are already receiving request for information on next year's conference. While we do not have the location picked, you may mark your calendars for the month of April. We will try to pick a central location so it is easy for everyone to attend. While we do not know the exact location, some sites have been kicked around, Memphis TN, Biloxi MS, Houston TX and St. Louis MO.

You should budget between \$175 and \$300 for the registration fees and plan on a three day conference.

If you have any suggestions concerning the conference or location, email those to [armssupport@e2e.org](mailto:armssupport@e2e.org).

**Note from the Manager of  
Customer Service:**

What an exciting year 2004 is turning out to be. New voices, new faces, new location, new web site and new software and we are not even half way through the year. We had a great time at the user group conference and learned a lot about what you are looking for in software and support services. We continue to review our notes and draft plans for future development.

In April many of you received support letters for next year's support and maintenance. To allow us to continue to offer you improved service and enhanced software, we are increasing our support and maintenance by a nominal fee. Support and maintenance has not increased in over 4 years and we will continue to strive to keep this as an affordable option. You will also have the additional services such as on-line training and remote storage outlined in the support and maintenance letters.

As always, we thank you for your continued support and look forward to the upcoming years.

Michael Bryant

## End2End Offers Online Training!

Starting in May of 2004, we will now offer on-line training services through our new customer service center. This service is intended to give a user individual instruction on certain topics. Michael Bryant, Manager of Customer Service says: "Many times in support we have seen an agency lose a system administrator or simply need a refresher course, we wanted to give these agencies the ability to receive training without having the cost and the disruption of someone going on site." The sessions are set up to focus on one particular area of the application for 1-hour. "I feel having these individual 1 hour sessions will give the user the chance to fully grasp the topic." End2End is offering these sessions and discounts on purchasing blocks of training.

Session Overview- Each session will completely cover one of the topics outlined. The user will be provided a document outlining the topic and the functionality. At a scheduled time the users will place a call to technical support and then log on via the Internet and view our PC's desktop. We do not recommend more than two persons participate in the training.

Requirements - Internet Access and a telephone.

Cost - 1-hour session - \$195.00  
5 - 1-hour sessions - \$895.00  
10 - 1-hour sessions - \$1845.00

**Topics:**

**System Administration**

- Installation
- Updates
- Back ups and recovery
- Code Maintenance
- Database maintenance

**Basic Training (Data Entry)**

- Data Entry for CAD, Case Management and Master Names
- How to add, modify and delete records
- Best Practices
- Reports and Statistical Summaries

**UCR and Clery Reporting**

- How to properly set up for UCR and Clery Reporting
- Data entry for UCR and Clery Statistics
- How to validate UCR and Clery Statistics
- Preparing UCR and Clery Reports

**Reporting**

- Statistical and Summary reports
- Where does the data come from: CAD, Case Management and Master

**Name Reports**

- Exporting reports to other formats

**User Choice**

- User may provide a list of questions for a trainer to outline and review during an On-line session.

## ARMS Enterprise v2 Released—Upgrade Procedures

Enterprise Users,

I am pleased to announce the release of Enterprise v2 version 2.03. After months of development, the new application was released on July 1, 2004. To ensure a smooth upgrade for all users we have a project outline that we will follow.

**STEP 1:** Prepare hardware, network and software. **Objective:** Ensure Hardware meets minimum specs; Install necessary software components and download ARMSv2 installer.

Minimum requirements:

Server:	Client:
SQL Server 2000 sp3	.NET Framework version 1.1
.NET Framework version 1.1	MDAC 2.7 or greater
MDAC 2.7 or greater	

The .NET framework and Microsoft Data Access Component (MDAC) are available from Microsoft's website. Running Windows update on all machines will identify if these components are installed. Microsoft SQL server should be installed and configured using the default installation as outlined by Microsoft.

The latest release of Enterprise v2 is posted at the Enterprise FTP site. You will need to download the ARMSv2.zip file which contains the installation files.

**STEP 2:** Installation of Enterprise v2. **Objective:** Ensure proper installation of ARMS v2 and test database.

To ensure a successful first experience, contact technical support to arrange a time for a support technicians to assist you with the installation. Do not attempt to install the application the first time without our assistance. There are several components that must be installed in order to ensure functionality of the application.

Your data may be ported from ARMS Classic 5.0 to Enterprise v2 or from Enterprise v1 to v2. For the classic port, you will be required to upload a copy of your database to the FTP site and we will port it to the v2 format.

If you are currently using Enterprise and have a powerful, up-to-date server, the data port from v1 to v2 can be conducted on your server. During this port, you may notice a slow down with the server, as we are using SQL DTS services to port the data. When you speak with the support, we will discuss other options. If your server is running several applications and you cannot have its performance impeded, you may upload your database and we will conduct the conversion.

**STEP 3:** Training, Testing, Dummy Data Entry **Objective:** Learn the new interface

We have redesigned many of the screens for Enterprise v2 to improve the user interface. Over the past two years, we have spoken with many of you and used your suggestions in v2. You will notice a consolidation of many screens. We do not feel that you will be "lost" or need "re-training" with the new interface. We feel it will be easier for you. We have posted "walk-through" of the application at the support web site.

You may run ARMS Enterprise v2 with your current system during the training and testing. We suggest that you spend the necessary time learning the new application prior to going live. The more time you spend now, the easier the transition will be. You should run the application until you are comfortable with the new interface.

**STEP 4:** Go Live **Objective:** Upgrade to ARMS Enterprise v2

After you and your staff have worked with v2 and are comfortable with the interface and features, contact ARMS support and schedule a time to "Go Live." We will ensure that you are running the latest release and schedule your final data conversion.

## Why Should You Upgrade to ARMS 5.0?

Here are a few reasons why we developed ARMS version 5.0 and some good reasons to consider upgrading.

1. Database Normalization. The ARMS 5.0 database is now much more efficient than the older version. By following the guidelines of normalization, that in essence eliminate any redundant data, we were able to make the 5.0 database smaller and faster.
2. Look up tables. The end user sees these in ARMS 5.0 as the yellow text-boxes that give only a predefined set of options. In doing this we are eliminating redundant data such as abbreviations (E.g.. Eye color: HZL, HAZL, HAZEL etc).
3. Splitting names into first, middle and last name. This is another issue of strengthening the integrity of the database. Now every name will be in the same format regardless of who enters it. Users are now able search for persons by entering any part of their first, middle or last name.
4. More robust exporting. ARMS 5.0 now allows the end user to export data from ARMS into any third party software such as Microsoft Word or Excel.

Despite the convenience of the new features in ARMS 5.0, it will be missing the ARMS 4.6 report designer. This is due to the limitations of Omnis after the database was normalized. ARMS 5.0, however, has the ability to export data into Microsoft Excel. This allows for more robust column type reports that can then be opened in MS Access or via Crystal Reports

## Backup!! Backup!! Backup!! YOUR DATAFILE

We continue to hear horror stories about hardware failures that cause a loss only because no plan was in place to backup the ARMS database. Below is from a recent email and is also an item posted on [www.armssupport.net](http://www.armssupport.net)

If users are logged into the application, files in the Omnis folder are opened and locked. I do not recommend backing up the Omnis program, it is like any other program file, when a user is using an application, the files are opened. (If you use Outlook for you email program, try to copy the outlook.PST file while you are logged in, you will receive an error message.)

Within Omnis, there is no way to back up an open data file. You must log off all users. If you are using a tape back up and backup software, we recommend that someone in the department copy the data files to a different location and allow the backup software to backup the copied files. This ensures a good copy and it prevents the system from being off line waiting on the tape system to complete.

An example: Every M,W,F at noon all users are instructed to log off and close the application. The data file resides on a network share \\Server\ARMSDATA. At noon, using Windows Explorer, the system administrator copies the ARMS-DATA.DF1, ARMSDATA.DF2 and DEPTPIC.DF1 and paste the files to \\Server\ARMSDATABACKUP. Since the system administrator is using a simple copy and paste command, this is much quicker than a tape backup. If the copy and paste fails, because someone is logged on, the system administrator can be given the necessary utilities, like Computer Management Console, to close or disconnect the login to make a clean copy. This process should take no more than 10 minutes. The IT department can then set the backup software to back up the files at \\Server\ARMSDATABACKUP instead of the live data files. This ensures that a good clean copy of the files are made. Also the program files, i.e. the files in the \Omnis7 folder, including the library file, are not backed up nightly. They will always be in use and can be reinstalled by running the set up files. No data is stored in the program files.

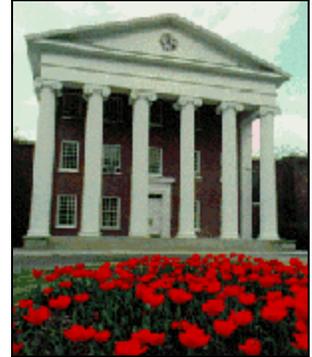
With the Enterprise application, you can backup the Microsoft SQL server database while users are logged in, using the backup command in SQL server. This is a great benefit of migrating to Enterprise. This prevents you from having to log off the users to backup the database.

Again, however, if a well meaning IT person expects a clean backup by simply points Verities at the SQL Server program, the .NET environment and the SQL Database, they are going to have problems. You have to use the correct SQL backup command and you do not backup open program files.

## End2End Customer Service and Operations: Oxford, MS

Oxford, Mississippi, the home of the infamous Ole Miss Rebels and great literary authors such as John Grisham and Nobel Prize winner William Faulkner, is now also the home of End2End's new Customer Service Office. Set in the hills of North Mississippi, approximately one hour South of Memphis, Tennessee, Oxford is a sparkling, quaint town with a rich history pre-dating the Civil War.

"Oxford is a great choice for E2E's Support home base" said Manager Michael Bryant. With a very low crime rate, a commitment to education and great health care facilities, Oxford has become a popular place to settle down, whether it's for raising a family or retiring. "It's a beautiful town with about 13,000 permanent residents and a great student population from the local university." The University of Mississippi is the temporary home to approximately 13,000 students during the Fall and Spring semesters, offering a unique opportunity for End2End as an employer. "As End2End grows we will, of course, need more help whether it's part-time or full-time. Having our customer service, sales and operations base in a university town I believe will not only help us grow as a company, but will also help give quality support to our customers."



*The Lyceum. The University of Mississippi's oldest building, built in 1848.*

### **ARMS Enterprise Parking!!!! Interpark goes mainstream and integrates with ARMS**

We are pleased to announce that we are updating our parking application Interpark. During the past few months we have been diligently working to improve upon the functionality of the existing Interpark application and the ARMS Parking modules. ARMS Parking will improve many of the existing features of Interpark and add many new features. ARMS Parking is being designed to handle all of your citation, parking permit, and billing needs, will feature an open database structure, automatic billing, and will be completely integrated into the ARMS suite.

ARMS Parking will utilize the existing Microsoft SQL Server database structure. ARMS Parking is being written in Microsoft's .NET. We feel that this new platform offers many advantages because it is mainstream technology being used in all of our applications. One of the biggest advantages for this new platform is its familiarity with IT professionals. IT professionals will have no problems backing up and administrating the system. Also, because it is written in .NET the applications environment will automatically be updated when you run Windows update.

ARMS Parking will be completely integrated into ARMS Enterprise. Because both applications will be written in the same language it allows them to share a single database. The ARMS Parking will actually be a menu option on the ARMS Enterprise system. If you choose to purchase ARMS Parking we will simply activate that module, and you are ready to go. Sharing a database also offers another unique advantage. Information in ARMS Parking will be linked to information in the Enterprise system. When you run a query on an individual all the information stored in the parking application will be displayed. This information would include their vehicle information, license plate number, previous citations, mailing address, permanent address, phone number, and any other information you ask for when issuing their parking permit.

ARMS Parking, like Interpark, will utilize handheld computerized citation machines, wireless printers, and feature automatic billing. These machines are designed to make the citation process more efficient and much faster than the conventional pen and ticket book method. ARMS Parking will also bill to a Bursar, individuals, or to an outside processing company via scheduled exports. We are very excited about ARMS Parking, and the opportunity to reaffirm ourselves as a company that provides applications that let you focus on information, not technology.

## Data Scrubbing Woes.....Is Normalization necessary...

There is a saying that goes something like "If I had only known then what I know now." This is very true when it comes to updating software. As technologies change and new features are added, we find ourselves having to change the way we had once structured the database. ARMS has been around for over 15 years and has evolved and kept up with the changing technology. Over the last couple of years, the normalization of the database has been our focus.

So what is normalization really.... As defined in the literature: Normalization is typically a refinement process after the initial exercise of identifying the data objects that should be in the database, identifying their relationships, and defining the tables required and the columns within each table..... More simply put it is breaking down the data base and ensuring that as many like values as possible are shared through the database. One way to accomplish this is by using as many list values as possible.

Lets view an example of this when upgrading from 4.6 to 5.0 or Enterprise. The Involvement Code in 4.6# was a text field and allowed for any text that the user entered. This has lead to many different values being entered. As many of you have discovered after the upgrade there are several values in this list that have been used over the years. SUS, SUSP, SU, S, SUSPC, ?, just to name a few.

Now that you have these values, what do you do with them. ARMS has a "Replace" option in the List Maintenance window, which will allow you to pick a value from the list and replace it with any other values. In the example concerning "Involvement" you could choose "SUS" as the code that you want to use for "SUSPECT" and replace SUSP, SU, S, SUSPC and any other with the code of "SUS." This process will take a few minutes for each code and we recommend that you perform this on the server.

Once you complete the process of "scrubbing" and normalizing the database, you will find that it is easier to find information since users may no longer enter any value that they wish. You will also find that some of your users will feel that this a problem, and may report errors such as "I can't enter 'Chevy' as a vehicle." We recommend that you spend some time educating your user to this new interface.

Vehicle Makes and Models must also be scrubbed before and after the upgrade and migration. You will find that there has been many makes and models added over the years. Unfortunately there is no easy way to do this other than reviewing the list and making the necessary corrections.

By performing the necessary data scrubbing, you will be rewarded with accurate and reliable statistics.



### **WWW.ARMSSUPPORT.NET Even a newer look.....**

You may have noticed yet a new look to our support website. We are or in the process of consolidating some information with our support sites. If you have previously visit us at [www.armssupport.net](http://www.armssupport.net) and been issued a user-name and password, you will need to click on 'Forgot Password' to receive a new password to the site. If you have not visited the site, please do.

Email [armssupport@e2e.org](mailto:armssupport@e2e.org) to receive your user name and password.

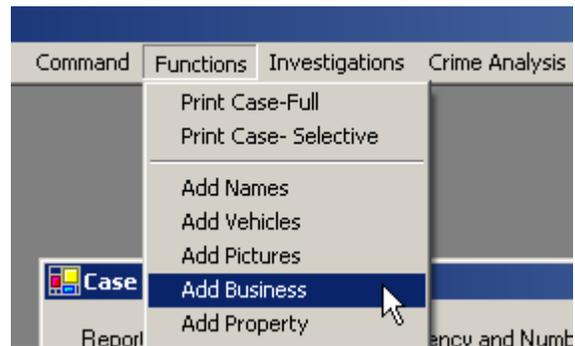
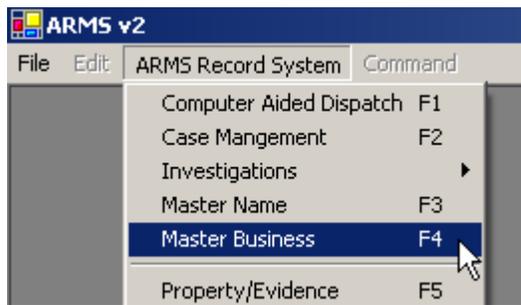
[WWW.ARMS.COM](http://WWW.ARMS.COM) and [WWW.ARMSSUPPORT.NET](http://WWW.ARMSSUPPORT.NET)

## Master Business List Added to ARMS v2!

We have added a feature to the ARMS v2 to allow you to track and use business just as you do names in the Master Name file. After upgrading many ARMS Classic user's, we notice that the Master Name file was being used to track business. This was easily accomplished when the Name record had one field for First, Last and Middle Name. We changed the windows in 5.0 to allow you to enter the Business name in the "Business Name" field and leave the names blank. As a further enhancement in Enterprise, we added separate windows and table to track businesses. The benefits of this are:

1. You may enter a business exactly like a name, selecting the involvement form the contact involvement list.
2. The Business will print out on case reports like a name record.
3. You may view the contact history of a business just as you would a name.

To select this feature, go to "ARMS Record System" and select Master Business or press F4. If you are in Case Management go to "Functions".



A screenshot of the 'Master Business' data entry form. The form contains several input fields for business information:

- Business Name:
- Business Type:
- Location:
- Street Nbr:  Street:  Suite:  Floor:
- City:  ST:  ZIP:  Phone:
- Additional:
- Email:  Web Address:
- Alarm Type:  Alarm Company:  Phone:
- Primary Contact:  Phone:  Other Contact:  Phone:
- Email:  Pager:  Email:  Pager:

At the bottom of the form is a 'Contact History' table:

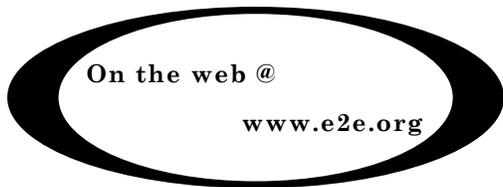
Reference Number	Crime Incident	Involvement	Type	Arrest	Date



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## **UP in ARMS!**

We would like to welcome these customers to the growing ARMS family!

**Cedar Hills Independent School District**  
Cedar Hill, TX

**Forrest General Hospital**  
Hattiesburg, MS

**Auraria Higher Education**  
Denver, CO

**University of Houston**  
Houston, TX

**Waterford Police Department**  
Waterford, CA

