# Systems
## ARMS, CARS & Interpark

## What's New in 2004

Changes abound in 2004. Users can look forward more features, more enhancements and easier access to support. Some features that we are working on:

**Racial Profiling**: A Racial Profiling module is now available as an upgrade to your current system in both ARMS/CARS Classic and ARMS/CARS  Enterprise.

**Enterprise v2**:  We will begin installing ARMS/CARS Enterprise v2 in May 2004. The new   version of Enterprise uses the Microsoft .NET technology. More information regarding v2 can be found on page 5.

### ODBC Export—ARMS 5.0 :
For those who are using Omnis 3.8, the ability will be available to export information via an ODBC connection.  Examples of this could be to use Microsoft Access or  Excel. In addition, customers will be able to ex-port out of Access into other third party reporting software such as Crystal Reports.

### Internet Training:
End2End is now offering internet training for current ARMS/CARS customers. The topics covered are: Basic use of ARMS/CARS; System Maintenance; and UCR/Clery Reporting.  Each session is 90 minutes.  For training costs and scheduling, call technical support.

### Off Site Training:
For those users who wish to have more in depth training on ARMS/CARS and the maintenance of the system, we are offering training at our new Customer Service Center.

### Off-Site Data Storage:
End2End is now offering off site storage for users to keep copies of their data files. End2End will provide a secure site to store a copy of your data file for a nominal annual fee.

### ARMS and CARS Mobile
ARMS/CARS Mobile allows users to be in the field while entering cases and conducting queries.  This will improve officer efficiency and keep the officers in the field instead of being in the department.

### Interpark
The InterPark Parking Man-agement System has now been in release for 2 years. For more information on InterPark see the article on Page 4, and come see the demonstration on March 4th at the User Group Conference.

*For further information regarding any of the above you may call technical support at 800-776-6783 or e-mail us at armssupport@e2e.org*

## 2004 User Group Conference

The 2004 User Group Conference will be held March 3—5th at the Embassy Suites in New Orleans, LA.

The Embassy Suites are  just steps away from the finest art galleries in the city. From our It is located only 4 blocks from the Aquarium of the Americas and IMAX Theatre, and just 5 short blocks from the renowned French Quarter. Commercial transportation is available from the airport and to the hotel for a nominal fee. Taxis are available on a 24-hour basis.

## A Note from the Manager of Customer Service:

We continue to strive to improve the quality of our applications and the support that we offer. It is our goal to ensure that every customer uses the full power of the applications. As each of you know we offer a Yearly Maintenance Agreement This agreement covers the following:

⇒ Technical Support via phone, email and the web.
⇒ Product Enhancement.
⇒ Product Upgrades to ensure compatability with the latest Operating Systems
⇒ Elgibility to attend all User Group Conferences
⇒ Technical Assistance with Database problems.
⇒ Subscription to the List Serves.
⇒ This News Letter!

As you have seen, we have many exciting enancements and changes in our services that will allow us to continue to offer you qualtiy affordable solutions that can grow with your agency in the ever changing world of technology.

Thank you for your continued support.

Michael Bryant
Manager, Customer Service

## Enterprise, The future begins……………...

## Reporting Made Easy; Crystal Reports

Crystal Reports is considered the industry standard in Reporting Software. Crystal is currently in release 9.0 and is produced by Segate Software. Here is some information from the Crystal Web site.

**Access all of your data** - Use Crystal Reports to access almost any data source, including Microsoft® Access, Microsoft Excel, XML, OLAP and the ARMS/CARS Microsoft SQL relational data sources.

**Easy, intuitive designer** - Quickly design interactive reports using an intuitive drag-and-drop interface and object-oriented explorers. Experts and Wizards guide novice users through common tasks such as connecting to the data source, selecting fields and records, grouping, sorting and formatting. Reports created with Experts and Wizards can be further customized using easy drag-and-drop operations.

**Any report type** - Create virtually any report you need, including:
- Cross-tab
- Conditional
- Drill-down
- Top N
- Summary
- Form
- OLAP
- Subreports
- Mailing labels

**Complete formatting power** - Customize the look of your report by adding logos, pictures, shapes and colors, or simply changing the font. Crystal Reports includes customizable templates and more than 100 formatting options for virtually unlimited control over the presentation of your data.

We are excited about the flexibility that Crystal Reports has given our users to design custom reports. There are no longer any limitations on the reports that you may build, if there is a field in the database, you can build a report using it!

To encourage all Enterprise users to explore the power of this software, we have designed and released the Enterprise Report viewer. This application allows users to view any Crystal Report Template without having Crystal Reports installed.

In addition to the support you will receive from the ARMS and CARS support staff, you may take advantage of the many training and learning opportunities with Crystal Reports. This application is so popular that there are many computer learning centers that offer coarses on Crystal Reports. As for references, we Recommend The Complete Reference on Crystal Reports written by Osborne publishing.

# FAQ's


Caption describing picture or graphic.

*"We will continue to support ARMS 5.# as long as the Technology will allow.*

**Q:** How long will it take to upgrade our data files once we have uploaded them?
**A:** You should plan on the upgrade taking 2-3 hours per 256 MB segment (this includes armsdata and deptpict files). If there is damage to your data file, this could increase the time.

**Q**: After upgrading, when a user types a "?" and hits the tab key the list does not come up.
**A:** If this happens it means that the "?" is listed as a value in your list options. Simply delete the "?" from the list value and it will work properly.

**Q:** What is End2End? I thought ARMS was the name of the company.
**A:** End2End is the company that develops and sells the ARMS program. ARMS is simply the name of the software.

**Q:** How long will ARMS Classic be supported?
**A:** ARMS Classic uses the Omnis program. Omnis is currently supported by Windows, however there is no way to predict how long Windows will support Omnis. We will continue to support and make small enhancements to ARMS Classic as long as it is supported by Windows.

**Q:** How do we contact technical support?
**A:** You may reach technical support at 800-776-6783. At times all technical support representatives are busy with other customers and it is necessary for you to leave a message. A representative will return your call as soon as possible.

You may also e-mail technical support at : armssupport@e2e.org.

**Q:** I'm putting together a plan for technology needs and upgrades over the next few years. What do we need for ARMS/CARS?

**A:** Technology is ever changing and we continue to strive to keep up with the changes. We will continue to mainstream on Microsoft technologies to ensure that we can meet the increasing demands. As for software and hardware requirements, we recommend never letting your Operating System become "non– supported' by Microsoft and keep your data on hardware not older than three years.

# Data File Backup and Disaster Recovery

One of the most frequently asked questions in technical support is about backing up data files. Here are a few facts on ARMS/CARS backup:

∗ The ARMS/CARS Omnis data files <u>cannot</u> be backed up while the program is open. Make sure all users have logged out Go to File> Log Off > Quit

∗ End2End does not support the use of any backup software that can backup an open system. Many agencies use this without problems.

∗ We recommend that you test your backup data files to ensure that the back up is successful and can be used if necessary. Remember the backup is only as good as ability to restore. Do not wait until the disaster strikes

∗ Remember an Omnis Data file can be copied from a network share to allow your users to log on and then make a 'backup' of the copy.

∗ Enterprise, with the Microsoft SQL server database, may be backed up while all users are logged on. We support the MS SQL backup and can assist you with a restore of a MS SQL data file.

End2End is now offering off site storage for backups of your data files. Anyone choosing to take advantage of the off site storage will be given a secure ftp site to upload their data files to. End2End will ensure the backup is received in its entirety. There is a nominal annual fee for this service. For more information call technical support at 800-776-6783 or e-mail us at armssupport@e2e.org.

# Customer Spotlight—Classic



Caption describing picture or graphic.

# Customer Spotlight—Enterprise

Bentley College

*"To catch the reader's attention, place an interesting sentence or quote from the story here."*

# InterPark

The InterPark Parking Management System has now been installed and running in various customer sites since 2001. InterPark is a multi-user client server parking management system which handles input from new Symbol Pocket PC's. It is designed to keep violators in check while minimizing the resources necessary to do it.

InterPark is designed to exchange information with ARMS. It will also manage vehicle registration, parking permits, collections and much more.

InterPark will be demonstrated on Wednesday, March 4th during the User Group Conference.

# ARMS/CARS Enterprise

In the last few years we have spent a considerable amount of time and resources developing our Enterprise or "SQL" application. This has been quite the undertaking and we have made every effort to keep the cost reasonable and give you the user the options to move to this more robust platform. In the fall we paused to evaluate where we are with the application and where we need to go.

The Enterprise Version 1.0, Omnis Studio application, is a functional application and has been in use at agencies since June 1, 2001. It serves many of these agencies well and the users are satisfied with the application and performance. Everyone is very happy with Microsoft SQL Server, the ease of administration of the database, the stability of the database server and the flexibility to use other software generate reports. No agencies have reported data loss or corruption of any kind.

While many changes and enhancements have taken place with the application we are still experiencing problems with Omnis Studio at some sites and are not completely satisfied with this programming environment in the ever changing Microsoft Windows environment. Over the years Windows has increased their releases of the operating systems and shortened the life span with each release. We must keep up with the windows operating system with this being the preferred home and business platform. The available resources for Omnis have not kept pace with this environment. We continue to find ourselves seeking additional resources in Omnis and unable to find them. At this time we made a decision for the future of the Enterprise application.

In choosing the next platform, there were many considerations:

1. Mainstream technologies
2. Common Language

3. Available resources for support
4. Longevity of programming environment
5. Cost of development
6. Cost of licensing

Many of these relate to one another but were evaluated individually. The obvious choice was discovered early on and had been used for a module in the Enterprise application and the current ARMS mobile application. That choice was the Microsoft .NET environment. This environment met our search criteria and was chosen for version 2 of the Enterprise application.

In the fall of 2003 we began focusing on the .NET environment, developing the screens and preparing for Enterprise Version 2.0, a fully .NET application. In this development we have focused on the following:

1. Simplified User Interface
2. Develop using Mainstream Technologies
3. Similar interface to 5.0 for ease of implementation
4. More stable environment for the various Network configurations
5. Additional resources for development and special projects.
6. More and more integrated reports.

We anticipate releasing a beta version of 2.0 in May 2004, and will demonstrate this application at the User Group Conference in March at New Orleans.

The current Enterprise Omnis application is being placed in a maintenance mode. We will continue to maintain and correct problems, but we will not be adding additional features or changing the interface.

# ARMS/CARS Classic

We have been working tirelessly over the last year on releasing and upgrading current 4.62 customers to ARMS/CARS 5.0.

New features in ARMS/CARS Classic include:

* Racial Profiling

* ODBC Export with Microsoft Access

# Microsoft .NET

Microsoft .NET connects a broad range of personal and business technologies, enabling users to access and use important information, whenever and wherever it is needed.

Built on XML Web service standards, Microsoft .NET enables both new and existing applications to connect with software and services across platforms, applications, and programming languages.

*Benefits:*
* Improved reliability, scalability, performance and security.
* Makes integration easier
* Makes the implementation and deployment of software easier

For more information about Microsoft .NET go to www.microsoft.com/net

# e²e

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## Welcome Our New Customers of 2003

We would like to welcome our all the new customers of 2003 to the growing End2End family:

Texas Southern Univ.
University of Southern Maine
Florida Atlantic Univ.
Judson ISD
Tarrant County Cmnty. College

Muhlenberg College
Grant ISD
North Manchester PD
Embry Riddle Univ.
Armstrong Atlantic



End2End Customers

Sites As of
November 1, 2000