



Recommendations for Running SmartMsg Server on a Laptop

SmartMsg

Secure Notification Software

Additional SmartMsg documentation is available through the Codespear website.
<http://www.codespear.com/helpcentral.asp>

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Overview

Often, SmartMsg customers will acquire a laptop for use as a mobile SmartMsg server should it become necessary to assume SmartMsg activities outside their property. A laptop may be configured as a SmartMsg Child Server that is part of the SmartMsg environment. Codespear does not recommend using a laptop as the root server in a SmartMsg system.

There are some recommendations for changing certain settings on a laptop to make it better suited to run as a SmartMsg server. These include turning off power-save options and hibernation settings.

The laptop might not always be connected to the SmartMsg system full-time, as are the other servers that make up the environment. It may be kept powered off and disconnected most of the time. For this reason, it is necessary to perform the regular re-synchronization procedure described in this document to ensure the laptop is kept current with the rest of the SmartMsg environment.

Every server defined in a SmartMsg system maintains its own copy of the database needed for any server to function on its own should other SmartMsg servers in the environment become unavailable. SmartMsg servers regularly inquire of each other as to the currency of data and will synchronize automatically to ensure all servers contain the most current data.

Since the laptop might not be connected to the SmartMsg environment on a full-time basis, its database could become outdated and require synchronization with the rest of the system. This can only be done by connecting a laptop to the SmartMsg environment and permitting SmartMsg to determine the status of the database and to initiate the synchronization process. If a laptop is connected to the network on a regular basis, this process does not take much time.

Special note: The regularity with which the laptop is connected to the customer's network is very important. *There is an embedded rule within SmartMsg which states if the SmartMsg server that just connected to the environment has a database seven (7) days or older; SmartMsg will perform a complete re-synchronization of the SmartMsg database on the laptop.*

Secondly, if any changes had been applied to the SmartMsg environment on the laptop while it has been disconnected from the system (new users, phone number changes, email address changes, etc.) and it has been seven or more days since the last re-synchronization, then the changes on the laptop will be lost and replaced by the data from the Parent server.

Laptop Power Recommendations

- 1) Go to the laptop's Control Panel > Power Options.
 - a) On the Power Schemes tab, set all of the dropdown options to Never.
 - b) On the Hibernate tab, disable Hibernation mode.
 - c) Go to the Advanced tab.
 - d) For the Closing Lid dropdown choose Do Nothing.
 - e) For the 'When I press the power button on my computer' dropdown, select Shutdown or Power Off.
 - f) For the Sleep Button option, select Do Nothing.

- 2) Go to the laptop's Control Panel > System Properties.
 - a) Click the Hardware tab.
 - b) Click the Device Manager button.
 - c) Expand Network Adapters.
 - i) Select a network card and click the Action menu > select Properties.
 - ii) Under power management uncheck 'Allow the computer to turn off this device to save power'.
 - iii) Click OK.
 - d) If you use an AirCard connection, expand Modems.
 - i) Select the Aircard and click the Action menu > select Properties.
 - ii) Under Power Management uncheck 'Allow the computer to turn off this device to save power'.
 - iii) Click OK.
 - e) If you are connecting a RIU via USB to the laptop, expand Universal Serial Bus Controllers.
 - i) Select a USB Root Hub and click the Action menu > select Properties.
 - ii) Under Power Management uncheck 'Allow the computer to turn off this device to save power'.
 - iii) Click OK.
 - iv) Do this for every USB Root Hub listed.

Re-Synchronization Procedure

It is recommended that the laptop be connected directly to the customer network to ensure reliable and quick connection speeds.

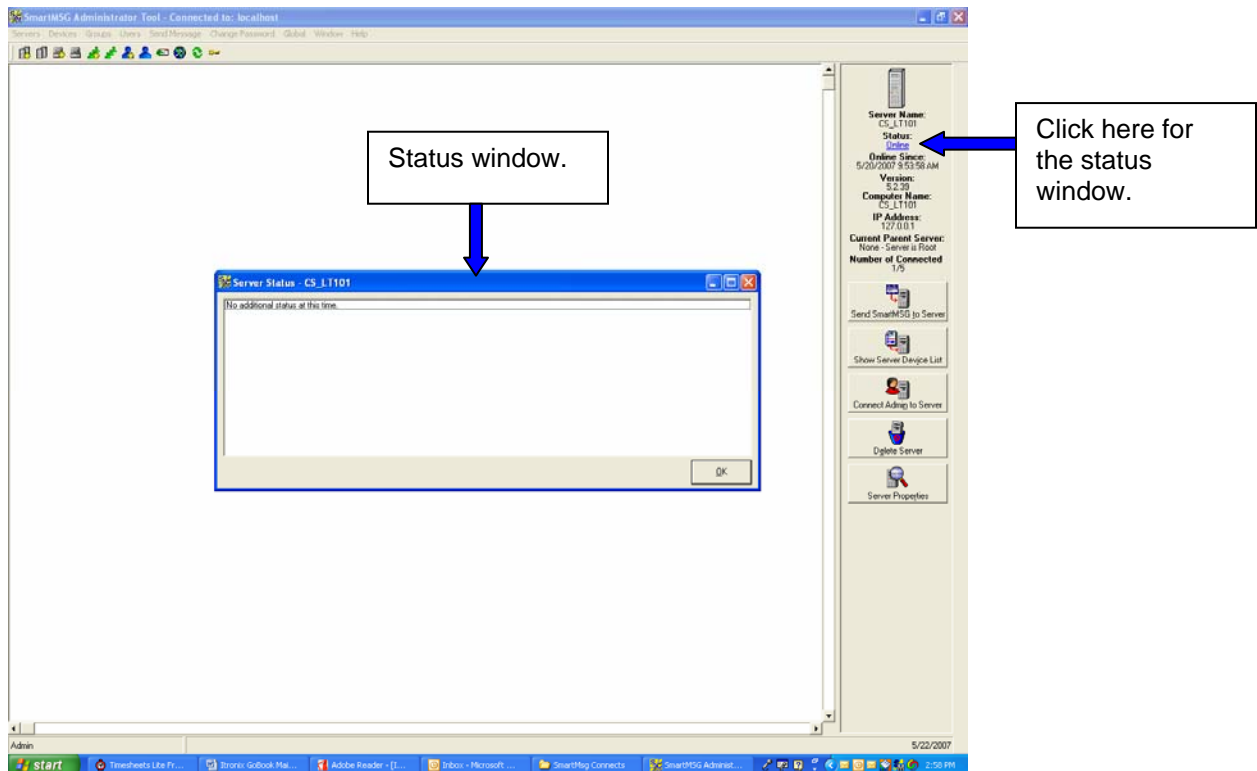
1. Connect a laptop to the Customer network using the most reliable/fast connection that can connect to the SmartMsg server.
2. Log in to the **SmartMsg Admin Tool** as a Global Administrator on the laptop to view the progress of the re-synchronization.
3. The re-synchronization process will begin automatically once the laptop has connected to SmartMsg and SmartMsg has determined a re-synchronization is necessary.

Recommendations for Running SmartMsg Server on a Laptop

- a) If six or fewer days have passed since the last re-synch, the process should not take much time because only data that has changed since the previous re-synch is copied to the laptop.
- b) If seven or more days have passed since the last re-synch, then the data on the laptop will be completely replaced. Any new SmartMsg data entered on the laptop will be replaced by the data from the Parent server.

Note: This is why it is important to perform a re-synch to the laptop on a regular basis to reduce the time it takes for the re-synch to complete.

4. The status of the re-synch can be determined by clicking on the laptop server's icon, then finding **Status** in the server information area (right side of window) and clicking the [Online](#) link. This will tell you the state of any files downloading for the re-synch between the laptop and the Parent SmartMsg server.



Status Codes

Status	Description
Download <file> <size>	Server is currently downloading the files it needs for the re-synch.
Processing	Server is currently querying for current status of any updates.
No additional status at this time	No activity is taking place. The re-synch is finished.

5. Viewing the Progress of the Server Re-Synch

The Status window does not automatically refresh, so it is necessary to close it, and reopen it by using the [Online](#) link to obtain the current status. It is important that the status be observed until you receive the line **No additional status at this time** to indicate the re-synch has finished and SmartMsg can be used from the laptop.

Recommendations

- Since the maximum six day schedule is important to ensure a quick and timely re-synch, make the re-synch part of a regular maintenance routine.
- Make an entry to any existing maintenance schedules.