Release Notes for RescueNet FireRMS™ version 5.03

April, 2017

Introduction

Before Installing or Upgrading to FireRMS version 5.03, you must read the important notices below regarding compatibility with add on programs SMS, MWO and S&I as well as alternate versions of FireRMS.

These release notes accompany the release of FireRMS™ version 5.03. This document is not meant to comprise complete documentation of the software. For detailed information about using the software, refer to the user documentation listed below available on the FireRMS Installation CD.

 The following documents are available and recommended:

FireRMS Administrator's Guide (contained in the Documentation directory on the Distribution CD-ROM).
FireRMS User's Guide (contained in the Documentation directory on the Distribution CD-ROM).
FireRMS SQL Utilities Guide (contained in the Documentation directory on the Distribution CD-ROM).
 FireRMS Installation Guides and Technical Support Bulletins (available from ZOLL Sales and Support departments).

Other documents may also be included in the Documentation Folder on the CD-Rom or image.
For the latest version of this document, and other support notes about this product, please check our Customer Support Website at:
http://www.zolldata.com/

RescueNet® FireRMS

Important Notices

The following information applies to systems running a version of FireRMS earlier than version 5.0 that intend to upgrade directly to version 5.03. If your system is already running Version 5.0 or version 5.01, you should already have the following minimum requirements installed and can skip this section of the Release Note.

FireRMS 5.0 and later requires .NET 4.0 runtime package to be pre-installed. If you are upgrading from FireRMS version 5.0 or 5.01, the .NET 4.0 Runtimes are already installed on your system.
The installer will check for the existence of the runtimes and prompt the user to download and install the runtimes if they are not found. The FireRMS .MSI installer does not include this check. If you are planning to use the .MSI installer, please ensure your package includes the .NET 4.0 runtime package. Failure to ensure the .NET 4.0 runtime is installed before installing FireRMS will require reinstalling FireRMS after the .NET 4.0 runtime is installed. The latest .NET 4.0 runtimes may be obtained from the Microsoft Web Site.

FireRMS 5.0 and later include several security changes that are not compatible with earlier versions of FireRMS. If you are hosting Multiple FireRMS databases on a single instance of SQL Server, you must upgrade every database to at least version 5.0 when upgrading any database to version 5.03. As always, if you are using SMS to create Rosters or Incidents in your databases, all databases updated by a single instance of SMS must be running the same version.

If you are using Alternate Login, you will need to create new individual Logins for the Application & Reporter user roles if you are upgrading from a version earlier than 5.0. Please see below for details on the new Logins and Password requirements.

If you are using Windows 8, 8.1, 10 or 2012, please be aware of the requirement to disable the local Security Policy *User Account Control: Run all administrators in Admin Approval Mode.* Failure to disable the policy will require you to right click on the setup program and select 'Run as An Administrator' in order to install and use FireRMS. SMS may not install or run on systems where the policy remains enabled.

Before upgrading your software, if you have any work-in-progress User Defined Tabs, you must run the Update UDTab and Reset Permissions in the SQL Utilities program. If you do not reset permissions, an error will occur during the upgrade.

When upgrading the FireRMS client on a machine where SMS is running as a Service, stop the SMS Service before attempting to upgrade the FireRMS client. Once the upgrade has completed, launch & login using the FireRMS client one time before restarting the SMS Service.

If you install FireRMS in a directory other than c:\firerms5sql, and you will be running SMS on the same machine, you must open the SMS configuration and register the FireRMS executable in its new location. ZOLL Customer Support is available to assist with any SMS configuration questions.

ZOLL recommends running the Microsoft Tablet Ink Service on computers that will use the Mobile Inspection Report. The Microsoft Tablet Ink Service is installed automatically on Client Operating Systems including Windows 7, 8, 8.1 and 10. Administrators may optionally install the Service on Windows 2008, 2008 R2, 2012 & 2012 R2 by selecting Server Manager, Add Roles & Features, and then installing the Feature 'Ink and Handwriting Services'. You may be prompted to reboot after completing the installation of the Service software. After the install has completed, be sure to check Windows Services to ensure the Service is running and is set to start automatically.

Additional Program Compatibility Requirements:

Maintenance & Work Orders: MWO version 1.0.145 or later is the minimum required version for use with FireRMS 5.03. MWO version 1.0.153 or later is required for systems that will use SQL 2016.

SQL Audit Viewer: SQL Audit Viewer version 2.1.14 or later is required to review changes in Audit Databases for systems using FireRMS 5.03.   Please note that this version of SQL Audit Viewer requires you to login with your SQL Server SA Credentials.

Supplies & Inventory: S&I version 2.0.150 is the minimum required version for use with FireRMS 5.03. S&I version 2.0.166 or later is required for systems that will use SQL 2016 or if you are increasing your FireRMS Password to have more than 8 characters.

System Message Server: SMS version 4.54.212 or later is required for Roster Processing when using FireRMS 5.03. SMS version 4.54.232 is recommended for all systems.

FireRMS version 5.03 New Features

This section lists new features in FireRMS version 5.03. Unless otherwise specified, each update listed is available on both the USA and Canadian versions of the FireRMS program.

Administrative/General

➢ SQL Server 2016 is now supported for use with FireRMS. Please see the Important Notices above regarding minimum versions of Add On programs such as MWO and S&I if you will be using those programs on a system using SQL 2016. If you are running additional RescueNet programs on the same server with FireRMS, be sure to confirm if those other programs support SQL 2016 before upgrading.

➢ Three new options have been added to the Security module:
   - You may now search or filter security objects. Enter a value in the new Search field and all security objects that match your term will be displayed. Return to the complete list by selecting the option Show All Restricted Options.
   - You may now update multiple security objects at once. Select any security object, then hold the Shift or Control keys down while using the mouse to select additional security objects. When all objects have been selected, you may update them all to Level 3 – Full Access or Level 1 – No Access. If all the objects selected also support Level 2 – Read Only access, that level may also be selected.
   - You may now apply changes made to security objects to additional or all security groups without having to leave the Security Objects selection page. After making changes to one or more security objects, use the new drop down field to select any other Security Group – or select 'All Groups' to apply the changes to all Security Groups.

➢ Two new system options have been added that control how the User Interface responds:
   - **Auto Expand Combos**: When this option is selected, fields that display code values in a dropdown list (*) will automatically expand when you tab into the field if no value had previously been selected for that field. Remember to drag your most commonly used codes to the top of each list for easiest selection. (*) does not apply to fields with non-editable code lists.
   - **Auto Tab Combos:** When this option is selected, the cursor will automatically move to the next field after you make a selection in any coded field.

➢ Two new System Options related to the ePCR Export routine have been added:

RescueNet® FireRMS

- o For ePCR Systems that require Apartment to be included in the Address 2 data element only: Select the new System Option **ePCR Comp Addr Apt** to strip the Apartment information from the composite Address section of the Export file posted to ePCR. When this option is not selected, Apartment data is included in both the Address 1 & Address 2 data elements.
- o To prevent Apparatus records from being exported until a certain date/time stamp has been posted for the Unit: Select a value from the new System Option '**Unit to ePCR Based on'** field. By default, apparatus records are posted to ePCR as soon as the record is created. This new option allows you to restrict when Apparatus data is posted to ePCR based on the existence of a date or time in the selected field.   Selections available include: Dispatch, EnRoute to Scene, Arrived, At Patient Side, EnRoute to Facility, Arrived at Facility, Cleared. Apparatus records that do not have a date/time in the selected field will not be posted to ePCR. Only after a date/time has been entered in the designated field, whether through a CAD update or by manually entering a value, then the record will be posted to ePCR.

➢ A new System Option has been added to allow a Mobile Inspection Report for a Checklist style inspection to be marked complete without requiring users to complete all selections on the Checklist. Enable the System Option **Chcklst All Not Req** to make this change. After each mobile is synchronized, the new setting will be enforced – there is no need to reinitialize or make other changes to the mobile for this setting change to take effect.

➢ Administrators may now define different email options for Desktop versus Mobile systems.   Select the email option for Desktop clients on the System, More Settings Tab. Select an alternate email option for Mobile clients on the Mobile Preferences Tab. Note: If you select SMTP email for Mobiles, enter the Email Relay Service Credentials on the More Settings tab.

➢ A new System Option has been added to prevent Activities from being automatically marked complete when the Mobile Inspection Report is used to record the activity. By default, after electronic signatures have been added to an Inspection Report, the activity is marked complete using the Current Date and current user name. You may prevent these fields from being automatically filled out by disabling the System Option **Auto Set Comp Date.** If your Mobile Computers have already replicated before you change this setting, select 'Reinitialize Codes' in SQL Utils to push the new setting out to the mobile computers. The next time a user logs into FireRMS on the mobile device, the change will take effect.

➢ A new System Option now allows Administrators to quickly disable User Defined Rules without affecting other Design Mode changes such as Conditional Formatting, Recommended or Mandatory settings.   Located on the System Tab in the Design Mode section, clear the checkbox labeled **Enable User Defined Rules** to disable all User Defined Conditional Rules.   Re-selecting the checkbox

will re-enable the Rules. FireRMS clients must be restarted one time after making any changes to this checkbox for the changes to take effect.

➢ The automatic update option is now available for use with FireRMS Mobiles. Similar to the automatic upgrade option available for Core clients, you may now select the location of the Mobile setup.exe file from the Mobile Properties form. After upgrading your core database, add your mobile systems in SQL Utils and allow replication to complete. Because the mobile database is dropped and recreated after an upgrade, the Mobile users will need to run SQL Utils one time after replication completes. When they next launch the Mobile client, the system will recognize that the application is out of date and prompt the user to upgrade. If the user has access to the defined network path, the upgrade routine will proceed automatically. If the user does not have access to the defined network path, the upgrade must be run manually by putting a copy of the setup.exe file on the mobile computer. Please be sure to place the proper Setup.exe file for FireRMS Mobile in the designated Mobile Upgrade path.

➢ When multiple line items are selected in the Training, Other Entries or Security modules, the number of records selected will now display at the bottom of each form.

➢ When FireRMS is setup to use the Multiple FDID option, and records are being exported to ePCR, the Agency Name for each FDID number selected on the Incident Location Tab will be used in the Export. If no FDID number is entered on the Location Tab, or if the Multi-FDID Option is not enabled, the program will continue to work as it has in previous releases, using the Company Name from the Customize Department tab, if entered, or having no company name listed in the export file. NOTE: When using SMS to process files from a database using the Multiple FDID Option, all databases must use the default XML Output path. Unique export paths for each agency may only be defined when all listed Databases host a single agency only.

➢ User Passwords may be changed to any value up to 32 characters. Previous releases of FireRMS supported passwords up to 8 characters long only. Special characters and numbers are also supported for the password. Please note that if you are using the Add On programs Supplies & Inventory (S&I) or Maintenance & Work Orders (MWO) , you must upgrade to S&I version 2.0.163 or later and MWO version 1.0.150 or later in order to use passwords longer than 8 characters.

➢ User Defined Code sets may now be exported and imported using the UDShare option in SQL Utils. This change allows you to share these custom code sets with your User Defined Tabs without having to import the entire Department Code set when importing User Defined Tabs into another database.

➢ A new type of User Defined Tab – One to Many Date Only – is now available for use in the Incident, Training, Other Entries, Occupancy, Hydrants, Vehicles & Equipment and Personnel Module. This new User Defined Tab records only the date of new entries rather than logging both the date and time.

➢ A new type of Text Field – Decimal – is now available for use in User Defined Tabs. Previously, users could select Character or Numeric for the type of data accepted in these fields. The new Decimal field will allow you to better capture fees and other values that require decimal level values.

➢ The ability to hide unused Tabs has been expanded to every module. Tabs that do not contain Basic Info or other required fields may optionally be hidden.

Incidents

➢ Two new Tabs have been added to the Fire Service Casualty section of the Incident Module. These tabs should help you collect data required for NFPA 1581 – Fire Service Exposures. The new Fire Exposure Tab primarily collects data related to Fire Exposures, while the new Other Exposure Tab primarily collects data related to Infectious Disease Exposures. Both tabs include a button to optionally copy the data from the Incident to the Personnel Module Exposure record. The tabs may be optionally hidden using the Incident Module Tab Control option if you do not wish to use them.
Two new security objects have been created that control access and usage of the new Tabs:
Form, Incident, Casualties, Exposure: Users in a security group where this option is set to 3 – Full Access may enter, edit or delete information from the new Exposure Tabs. Users in a security group where this option is set to 1 – No Access, will be unable to view any data on the Exposure Tabs. The tab headers will continue to display, but users will see the text 'Access Denied' when attempting to view either tab.
Form, Incident, Casualties, Exposure, Export: Users in a security group where this option is set to 3 – Full Access may use the available Export button to copy the data entered on the Exposure Tabs to the Personnel module. The data will be added as an Exposure Record in the Notes section of the Personal Tab. Users in a security group where this option is set to 1 – No Access, will not be able to use the Export button to copy the data to the Personnel module.

To ensure confidentiality, information added to the new Exposure tabs is not included in the Incident Print Report.

➢ A new Security Option – **Form, Incident, Controlled Time** – is now available. This option removes the Controlled Time field, located on the Incident Basic Response Tab, from the group of dates/times controlled by the Security Option Form, Incident, Times. The Form, Incident, Times security option is used to restrict access to the Incident Basic Response Alarm, Arrival & Cleared times, as well as the Times on the Resources Apparatus tab, and is typically set to 1 – No Access on systems where a Computer Aided Dispatch (CAD) system is used to create and update Incident Reports. Because CAD systems do not typically post Controlled Time, and Controlled time is required when the Wildland form is used for reporting, users were unable to complete these incidents. The new

RescueNet® FireRMS

option will initially inherit the value set for the original Security Option, **Form, Incident, Times.** (Applies to USA Only)

➢ A new System Option has been added to restrict the displayed list of Streets to only those associated with a selected city. Enable the System Option **Restrict Streets**, then, when filling in the location tab in the Incident or Occupancy module, select a City. When you later open the Street Explorer, only Streets associated with that City will be displayed.

➢ Dynamic Properties may now be set on the Resources Apparatus Actions Taken fields. This change allows Administrators to create User Defined Rules based on these fields. Caution is advised to ensure your changes do not impact existing NFIRS or FireRMS functionality related to these fields. User Defined Rules set on the Basic Response Actions Taken fields will impact Rules created on the Resources Apparatus Actions Taken fields.

➢ Additional space has been added around the check boxes located on the Incident Response tab. This change was made to accommodate new labels for the fields that Administrators may have created using Design Mode. (USA Only)

Hydrants

➢ The Hydrant Print form has been updated to optionally include In and Out of Service Status information along with comments.

Occupancies

➢ Florida Specific Versions of NFPA 1 and NFPA 101 (Fifth Edition Florida Fire Prevention Code) are now available for use with FireRMS. Please contact ZOLL Sales for information on purchasing these code sets.

➢ The mobile inspection form may be optionally licensed for use with Core clients. The mobile inspection form allows your users to use Microsoft Ink Tools functionality to collect electronic signatures from appropriate parties after performing an inspection. Microsoft Ink Tools must be installed using Server Manager Features on Windows 2008 & 2012. The tools are typically installed by default on client level Operating Systems such as Windows 7, 8 & 10, but you will want to ensure the Services are set to run automatically.   When using the Mobile Inspection form on a Core Client, and you have purchased IFC or NFPA Codes, the Concurrent User license limit for your Core clients is respected. Using IFC or NFPA codes on a Core client does not affect licensing you may have purchased for your Mobile client systems. Please contact ZOLL Sales if you are interested in purchasing licensing to use the Mobile Inspection form on your Core clients. Please refer to the FireRMS Admin & User Guides for information on how to customize and use the Mobile Inspection Report. (USA Only)

Operations Day Manager

- The Roster Calendar View option displays a list of all Personnel on the Roster during the current day. New in version 5.03, you may optionally double click on any name in the list to open the actual Roster in the case where you may wish to make changes. By default the Day Manager list shows Personnel from all shifts for the current day. If your shift setup includes 24 hours shifts that overlap a Calendar day, be sure to select the appropriate Shift Schedule to ensure only employees On Duty for the Current Day's shift are displayed.

Personnel

- When changes are made to Scheduling Information in the Personnel Module, the date/time of the change will be stored in the ChangeDate column in the Per_bas table. Roster, Payroll, or other 3rd party systems may query the ChangeDate column to assist in keeping the two programs in sync.

SQL Utils

- A new option available in SQL Utils allows you to create a Data Dictionary of your Local FireRMS database. On the SQL Utils Maintain Tab, click the button labeled Data Dictionary XLS to create the Data Dictionary. The Microsoft Office Excel program must exist on the system where SQL Utils is being run in order to generate the file. The database does not need to be locked to use this Option. Descriptions for the Hydrant, Incident and Occupancy modules are complete in the 5.03 release, along with some other important tables. Descriptions for tables used in additional modules will be completed in a future release of FireRMS.

- The SQL Utils UDShare option now provides the ability to export and import User Defined Conditional Rules as a standalone set of objects. Previous versions of SQL Utils supported exporting User Defined Rules only as part of the entire Dynamic Properties set. This new option will allow Administrators to export and import User Defined Conditional Rules without also exporting and importing other Dynamic Properties changes such as Local Help, Recommended and Mandatory or any other Dynamic Property settings available in FireRMS.

Vehicles & Equipment

- Activities created via the Recurring Schedule process will now have the default Priority set based on the selection made for this field in the Customize Vehicles & Equipment Actions tab.

- Vehicle and Equipment records may now be marked as Retired. When a Vehicle or Equipment item has been set to Retired, a checkmark will display in the Retired column on the Vehicle or Equipment list. To set a vehicle or equipment item to Retired, select the 'Retired' checkbox located on the Basic tab for each record type and optionally add a comment regarding the change. A new checkbox has been added at the top of the list box to filter out all Retired records when viewing a complete list or performing a search for records in this module. The checkboxes to filter on In or Out of Service or Retired records

have been moved to the top of the tab to better display the three filter options. The Retired or Unretired Status and comments may be optionally included when printing the Vehicle or Equipment record.

➢ The Vehicle and Equipment Print forms have been updated to optionally include In and Out of Service Status information along with comments.

RescueNet® FireRMS

FireRMS version 5.03 Problems Solved

This section lists problems that have been resolved in FireRMS version 5.03

Administration/General

> ➤ The Security Object Menu, Tools, Customize, Tab Control has been applied to the Hydrants and Other Entries module. In previous releases, users in a Security Group where this object was set to 1 – No Access, could still update the Tab Control options for those two modules if other security settings did not explicitly prevent such access.

> ➤ The Query Builder Utility no longer displays the "Order By" clause if you started building a query that included the clause, but then removed all selected fields.

> ➤ Equipment, Hydrant & Vehicle records may now be deleted even after being set to Out of Service or Retired.

> ➤ A blank space will no longer display in the Combo box list of Personnel when such a list is added to a User Defined Tab. This blank space represented an internal record in the Personnel table and that record is now suppressed in the display.

> ➤ Using the keyboard combination of Tab and Down Arrow will no longer cause an error to display when moving Combo-fields on User Defined Tabs inside the Design Palette form.

> ➤ The Other Agencies Code field is now limited to no more than 5 characters. This change ensures that Other Agencies may be associated with Apparatus records and are properly posted to NFIRS when these Agencies are recorded as having provided or received Mutual Aid. If you had previously entered more than 5 characters for any Other Agency code, you are encouraged to update the values to the proper 5 character limit.

> ➤ Spell check in any module now recognizes and checks words entered in all upper case.

> ➤ Incident Data exported for ePCR no longer removes spaces in the address when no Apartment record exists.

> ➤ The ePCR Patient Care report may now be retrieved from the ePCR Web Service when that service is setup to use HTTPS rather than HTTP. Please see the latest version of the ePCR to FireRMS Interface document for additional information on this option.

Daily Roster

➢ Pay codes may now be selected when creating a Roster Exception entry. In previous versions, users had to create the entry before selecting the Pay code.

Incidents

➢ The v1 Version of the Advanced EMS Flow Chart displays correctly when creating a new incident.

➢ The Actions Taken & Position in Vehicle fields on the Resources Personnel tab refresh properly to show the selected values for each Person listed.

➢ The Toronto Vehicle Report is installed to the Reports folder. This allows the report to be run from the Highway tab.

➢ The Incident Completeness Report may be run without errors when User Defined Tabs exist in the Incident Module.

➢ The Company view of Incidents has been updated to display correctly at the new default form size.

➢ When viewing incidents at default size, the Code Explorer will no longer appear to truncate the last code in lists that require scrolling to review.

➢ The Tab Control option may now be used to optionally hide User Defined tabs associated with the Wildland forms in the Incident Module. In previous releases of FireRMS, all User Defined tabs in the Incident Module could be optionally hidden except tabs created for the Wildland forms.

➢ An error that would display when selecting the Incident Filter if you had deleted Codes from the Apparatus Type List, but still had Units with those codes assigned has been corrected.   Units with no apparatus type selected will no longer display in the Filter List. NOTE: If you have accidentally deleted any codes from the Codes901 code list, you can easily restore them by selecting the Category, then clicking the button labeled Restore.

Occupancies

➢ The Occupancy concatenated Location, which is the combination of Street Number, Prefix, Street Name, Suffix and Apartment, now saves the full Street Name up to 30 characters. This change ensures the complete Street Name is displayed on the Occupancy list tab.

➢ The Occupancy auto-numbering sequence mask has been increased from a max value of 99,999 to 999,999,999. This ensures systems using auto-numbering may create more than 100,000 Occupancy records.

➢ Checklist Style Activities with comments may now be deleted by authorized users.

- ➤ Violations are now included in the print report available in the Occupancy module when the user selects to include Activities.

- ➤ NFPA or IFC Codes pre-associated with Violations will now be included when a violation is created from a Checklist inspection.

- ➤ Email addresses entered or modified in a linked Master Name Index database are now properly reflected in the Occupancy module's Contacts tab.

- ➤ The field Census Area will now accept values where the code is up to eight (8) characters. In previous versions of FireRMS, an error could occur when trying to select Census Area values where the code exceeded four (4) characters.

- ➤ When linking Inspection Items to Standards in the Customize Occupancies module, users may review the Full Description of the Standard by selecting the button labeled 'View Full Text'.

- ➤ Users working on a Checklist or CUPA inspection created through the Recurring Schedule Process or from the Scheduling & Tracking module no longer need to reselect the Action Type before the Open Checklist or CUPA Inspection tabs become available.

- ➤ The Mobile Inspection Report has been updated to properly display dates found and cleared for listed Violations. Previous versions of this report displayed an unrelated time value of midnight for each Violation listed.

- ➤ The Mobile Inspection Report has been updated to allow multiple violations to be added when working on a Virtual Machine where VM Tools have not been properly installed.

- ➤ When using the Date Range option to view Activities, users may no longer set the From Date to a value later than the To Date. This change prevents an error that could occur due to the invalid date selections.

Operations Day Manager

- ➤ If the Default Shift Start Date is later than the current or selected date, a message will inform users of the problem when they attempt to open the Operations Day Manager To Do Calendar form. In previous versions of FireRMS this problem would have resulted in an error that prevented the Operations Day Manager Calendar from being displayed. The Default Shift Start Date must be defined properly in order to view items on the Calendar for that month.

Personnel

- Deleting secondary shifts from multiple Personnel records in a row could result in an error message being displayed in previous versions of FireRMS. This problem has been corrected.

SQL Utils

- SQL Utils with Mobile and Master Name Index may now be used without errors on Systems where SQL Server is hosting one or more databases that include a numeric value or other special character. Mobiles with Master Name Index may now be added and deleted successfully.

- An invalid error message that could display when replicating a database that was restored to SQL 2012 – 2016 will no longer display. The error indicated that the NTServer account did not exist in the database and the Publications could not be generated. After dismissing the error, users would see that replication was completing as expected. This problem will no longer occur

- SQL Utils has been updated to recognize unsupported versions of SQL Server. This change will assist customers by preventing them from inadvertently upgrading databases hosted on unsupported SQL Server versions after installing a new release of FireRMS.

- The Upsize process in SQL Utils has been modified to ensure duplicate records are not created when SQL Utils is responsible for creating key values for the data being imported.

- When multiple User Defined Rules exist for a single field, all rules will now be imported into a target Database when importing User Defined Conditional Rules or Dynamic Properties. Please note that each rule must have a description for the export and import process to work correctly.

Vehicles & Equipment

- User Defined Tabs assigned to a specific Vehicle or Equipment Category will now display for those Vehicle and Equipment records regardless of the Search option used to find the specific record. In previous versions, the tabs would only display when a user selected the Specified Category

- An error that could occur when switching from one Vehicle record to another after entering data on User Defined Tabs has been corrected.

FireRMS version 5.03 Known Problems

This section lists problems that have not been resolved in FireRMS version 5.03.

Incident Reporting

➢ The Patient Disclosure Form, available on FireRMS Mobiles using Advanced EMS or NEMSIS report forms, does not currently work on Windows 8.1 or Windows 10.

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FireRMS version 5.03 System Minimum Software & Hardware Requirements

Client Computers and Workstations

Processor	Pentium IV 1GHz or greater
RAM	2 GB (minimum)
Disk Space	2 GB (minimum)
Microsoft .NET	.NET 4.0 must be installed prior to installing FireRMS 5.03
Supported Platforms	Windows 7, Windows 8.1(*), Windows 10(*), Windows 2008, Windows 2008 (R2), Windows 2012(*) The Operating Systems should have the latest Service Packs and other Windows updates installed. (*) Please reference the following Microsoft TechNet Article for information on how to properly disable User Account Control on these Operating Systems prior to installing FireRMS or SMS, or contact ZOLL Customer Support for additional information on installing/using FireRMS & SMS with these Operating Systems https://technet.microsoft.com/en-us/library/jj574202(v=ws.11).aspx

Mobile Client*

Processor	Intel® Centrino™ Mobile Technology (recommended)
RAM	4 GB (minimum)
Disk Space	4 GB (recommended)
Microsoft .NET	.NET 4.0 must be installed prior to installing FireRMS 5.03
Supported Platforms	Windows 7, Windows 8.1(*), Windows 10 (*) The Operating Systems should have the latest Service Packs and other Windows updates installed. (*) Please reference the following Microsoft TechNet Article for information on how to properly disable User Account Control on these Operating Systems prior to installing FireRMS or SMS, or contact ZOLL Customer Support for additional information on installing/using FireRMS & SMS with these Operating Systems https://technet.microsoft.com/en-us/library/jj574202(v=ws.11).aspx
Client DB	SQL Server 2008 Express Edition or SQL Server 2008

RescueNet® FireRMS

	Express R2 Edition if running Microsoft SQL Server 2008 or SQL Server 2008 R2 on the server. SQL Server 2012 Express Edition if running Microsoft SQL Server 2012 on the server. SQL Server 2014 Express Edition if running Microsoft SQL Server 2014 on the server. SQL Server 2016 Express Edition if running SQL Server 2016 on the Server.
Additional Software Requirement	To use Mobile Inspection Reports, Adobe Reader must be installed on the mobile computer. You can obtain the latest version of the reader from: http://www.adobe.com/ Click on downloads to select the appropriate version of the reader program for your operating system.

* Handwriting recognition is supported on Tablet PCs equipped with a digitizer pen. Other devices may not support handwriting recognition in all fields.

Database Server - Microsoft SQL Server 2008 - 2016 *

Processor	Intel Core2 Duo 2.5 GHz (minimum) or Dual Intel, Quad Core Xeon Processor 3.0Ghz or higher (minimum) for multiple mobile installations
RAM	8 GB (minimum) **
Disk Space	40 GB (minimum)
Supported Platforms	Windows 2008, Windows 2008 (R2), Windows 2012 The above Operating Systems should have the latest Service Packs and other Windows updates installed. FireRMS versions 4.15 and later are also certified to run on Windows Hyper-V Virtual Servers hosted on Windows 2008 and later.

* Check the Microsoft Web site for additional requirements.
** A minimum of 16GB may be required for mobile installations with greater than 75 mobiles, or if you are hosting more than one database on the single server.
Contact ZOLL Systems Customer Support or Sales for more information.

Sunpro Message Server (SMS)

Processor	Pentium IV 1GHz or greater
RAM	4 GB (minimum) / per SMS instance
Disk Space	10 GB (minimum)
Network	TCP/IP connectivity
Supported Platforms	Windows 2008 Server, Windows 2008 Server (R2), Windows 2012 Server (*), Windows 7, Windows 8.1(*),

Windows 10(*).

The above Operating Systems should have the latest Service Packs and other Windows updates installed.

(*) Please reference the following Microsoft TechNet Article for information on how to properly disable User Account Control on these Operating Systems prior to installing FireRMS or SMS, or contact ZOLL Customer Support for additional information on installing/using FireRMS & SMS with these Operating Systems

https://technet.microsoft.com/en-us/library/jj574202(v=ws.11).aspx

Installing FireRMS 5.03

These installation procedures describe how to install FireRMS software on the client and the server.

Verifying SQL Server Settings

SQL Server 2008 (SP1 or later), SQL Server 2008 R2, SQL Server 2012 (SP1 or later), SQL Server 2014 or SQL Server 2016 is required to use FireRMS version 5.03.

Before installing either SQL Server, or SQL Express, check the Microsoft web site and review all requirements. After installing either SQL Server or SQL Express, you must use the *Surface Configuration Management Utility* to verify the following settings so that FireRMS successfully runs with SQL Server:

Under SQL Server Network Configuration, Protocols make sure that *Named Pipes* and *TCP/IP* are both **Enabled**.
Under SQL Native Client Configuration, Client Protocols, make sure that *Named Pipes* and *TCP/IP* are both **Enabled**.

Under SQL Server Services, make sure the SQL Server Agent is Running, and that the Start Mode is set to **Automatic**.

Refer to the next sections for information on installing the FireRMS software.

Installing FireRMS Client Software

This section describes the procedure you follow to install the FireRMS client software. The installation of FireRMS Client installs *FireRMS Client* software and *Crystal Reports run-time*.

Important Note: The FireRMS Mobile client has separate/unique installation instructions in the "Installing FireRMS Mobile Client and FireRMS Mobile Configuration" section below. Refer to this section if you are installing software for a FireRMS Mobile Client.

The following must be installed on the FireRMS Client before installing FireRMS client software:

- Supported Windows Operating System including Microsoft .NET 4.0.

To install the client software from a CD-Rom:

- Insert the FireRMS installation CD in the client CD drive. After a pause, the CD options screen appears. (If the CD options screen does not start automatically, in Windows Explorer open the FireRMS installation CD directory and double-click **Launch.exe**.)
- Click **Install Products** in the list of options.
- Click FireRMS Client.
- A Welcome screen is displayed. Click **Next**. A Customer Information screen is displayed with User Name and Company Name fields.
- We recommend selecting the default option to **install the application for anyone who uses this computer**. This allows any computer user to run this application on the client.
- Enter this information and click **next**.
- The Destination Location screen will display. We recommend using the default directory (typically c:\firerms5sql). Click **next**, or click **Browse** to install to a different directory.
- A Setup Type screen will display. You may choose **Complete** or **Custom** install, and then click **next**.
- A File Copy screen will display with Setup information. Click **Next**.
- A Setup Status screen will display and the software is installed.
- When the installation has completed, click **Finish**. The main screen will display.
- Click **Exit** to close the FireRMS install program.

To install the client software from a Downloaded image:

- Browse to the FireRMS Folder and click on the file setup.exe.
- A Welcome screen is displayed. Click **Next**. A Customer Information screen is displayed with User Name and Company Name fields.
- We recommend selecting the default option to **install the application for anyone who uses this computer**. This allows any computer user to run this application on the client.
- Enter this information and click **next**.

- The Destination Location screen will display. We recommend using the default directory (typically c:\firerms5sql). Click **next**, or click **Browse** to install to a different directory.
- A Setup Type screen will display. You may choose **Complete** or **Custom** install, and then click **next**.
- A File Copy screen will display with Setup information. Click **Next**.
- A Setup Status screen will display and the software is installed.
- When the installation has completed, click **Finish**

Installing FireRMS SQL Utilities Software

The SQL Utilities program is typically installed on the machine where SQL Server is running. The FireRMS Client must also be installed on the system. This section describes the procedure you follow to install the SQL Utilities software on the server.

To install SQL Utilities software from a CD-Rom

- Insert the FireRMS installation CD in the client CD drive. After a pause, the CD options screen appears. (If the CD options screen does not start automatically, in Windows Explorer open the FireRMS installation CD directory and double-click **Launch.exe**.)
- In the list of options, click SQL Utilities.
- If this is an SQL Utilities upgrade only a message box will display prompting you to upgrade SQL Utilities. Click **Yes** if you want to proceed.
- A Welcome screen will be displayed. Click **Next**.
- A Customer Information screen is displayed with User Name and Company Name fields.
- Enter this information and click **next**.
- The Destination Location screen will display. We recommend using the default directory, (typically c:\firerms5sql). Click **next**, or click **Browse** to install to a different directory.
- A Setup Status screen will display and the software will be installed.
- After completing the install, click **Finish**.

To install SQL Utilities from a Downloaded image:

- Browse to the SQL Utils Folder and click on the file setup.exe.
- If this is an SQL Utilities upgrade only a message box will display prompting you to upgrade SQL Utilities. Click **Yes** if you want to proceed.
- A Welcome screen will be displayed. Click **Next**.
- A Customer Information screen is displayed with User Name and Company Name fields.
- Enter this information and click **next**.

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- The Destination Location screen will display. We recommend using the default directory, (typically c:\firerms5sql). Click **next**, or click **Browse** to install to a different directory.
- A Setup Status screen will display and the software will be installed.
- After completing the install, click **Finish**.

Upgrading your FireRMS Database

NOTE: ZOLL strongly recommends making a backup of your FireRMS Database(s) prior to running any upgrades.

Double-click the **SQL Utilities** icon on the desktop. Depending on how your SQL Server is configured, you may optionally login using the SA or Active Directory account.

Then, Do one of the following:

To Update the FireRMS database(s) if you are upgrading your software.
- Verify that no clients are connected to the database(s).
- In the **Your Databases** list of the SQL Utilities for FireRMS dialog, locate and highlight the FireRMS database that you are updating.
- Click the **Lock Database** check box.
- Click the **Update** button to update a single database or the **Update ALL** button to update all the databases.
- Uncheck the **Lock Database** check box to unlock the FireRMS databases.

Create a new database if you are performing a new install.
- Click the **Create** button. The Create Database dialog box displays.
- Enter the database name in the **Database Name** text box.
- Click **OK**.

Close the SQL Utilities application.
Start FireRMS on a client machine.
Click the **Help** menu, and then click **Help About**.
In the About dialog, click the **Details** button. In the Details dialog, verify the application version number is correct.

Note: If you are using FireRMS Mobile, you will need to delete all subscribers and disable the publisher before running this upgrade. After the upgrade has completed, you may re-enable the publisher and re-add the mobile subscribers

Installing FireRMS Mobile Client and FireRMS Mobile Configuration

This section describes the procedure you follow to install software on the server.

NOTE: If you are using FireRMS Mobile version 4.1 or earlier, contact ZOLL Systems Customer Support for additional information before beginning the upgrade.

MOBILE SETUP OPTIONS:

After installing FireRMS Mobile on each mobile client, the System Administrator must complete the mobile configuration as described in Chapter 7 of the *SQL Utilities Guide*, or in the FireRMS Mobile Release Notes. Also, refer to *FireRMS User's Guide* for details about the FireRMS features created for use on a mobile device: a laptop or Tablet PC.

Note: Be sure to install the proper version of SQL Express to match your server based SQL Program.

To install FireRMS Mobile Client from a CD-Rom:

- Insert the FireRMS Mobile installation CD in the client CD drive. After a pause, the CD options screen appears. (If the CD options screen does not start automatically, in Windows Explorer open the FireRMS Mobile installation CD directory and double-click **Launch.exe**.)
- Click the **Install FireRMS Mobile** button. The Welcome Wizard screen will display.
- Click **Next**. The Customer Information screen will display.
- Enter a User Name and Company and click **next**. The Choose Destination Location screen displays with a destination of **C:\FireRMS5SQL**.
- Click **Next**. A Setup Type screen displays.
- Choose **Complete** or **Custom** and click **next**.
- Click **Next**. The File Copy screen displays with your selections.
- Click **Next**. The Setup Status screen will display.
- After completing the install, click **Finish**.
- Click **Exit** twice to close the FireRMS Mobile install program.
- Restart your mobile client computer.

To install FireRMS Mobile Client from a downloaded image:

- Browse to the FireRMS Mobile Folder and click on the file setup.exe.
- Click **Next**. The Customer Information screen will display.
- Enter a User Name and Company and click **next**. The Choose Destination Location screen displays with a destination of **C:\FireRMS5SQL**.
- Click **Next**. A Setup Type screen displays.
- Choose **Complete** or **Custom** and click **next**.
- Click **Next**. The File Copy screen displays with your selections.
- Click **Next**. The Setup Status screen will display.
- After completing the install, click **Finish**.

- Click **Exit** twice to close the FireRMS Mobile install program.
- Restart your mobile client computer.

After installing the software on each mobile client, you must complete the mobile configuration on the server. Please refer to the *SQL Utilities Guide* for information on configuring the FireRMS DB servers, databases, and utilities for the mobile clients for proper database synchronization.

Setting Security on Mobile Devices

After installing FireRMS Mobile Client software, you may need to set the security on each mobile device to enable users who are not OS Administrators, to enter data on the mobile devices:

Open Windows Explorer and right-click on the FireRMS5SQL folder.

Select **Properties** from the menu to display the Properties dialog.

Click the **Security** tab.

Select the "Group" **Users**.

In the **Permissions for Administrators** list box, select the **Full Control** check box and click **OK**.

Disabling User Account Control on mobile devices

In order to use the many integrated components of FireRMS and FireRMS Mobile clients, you may need to disable User Account Control on your system. Please refer to the appropriate Microsoft Help file for your operating system to learn how to disable UAC.

Database Synchronization for FireRMS Mobile on a system with a Firewall

When you install Windows Vista or later Operating System, the firewall is turned on by default. Database synchronization will not work with the default firewall settings. You may either turn off the firewall or update the firewall settings to allow SQL server connections to pass through the firewall. Information on how to setup firewall exceptions is provided on the Microsoft Web site or in the online help for your operating system.

Note: If, after the installation or upgrade is complete, an administrator uses design mode to create local configuration options, the mobile users should run the SQLUtilsMobile program to reset permissions before running the FireRMS mobile again. This ensures all changes to the local version of the program are set properly.

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