E Team Admin Guide   
Appendix A − Pre-Install Checklist

E Team Software Admin Guide

Product Version 9.7 GA | 10/30/2016

NC4 Disclaimer

The written and visual contents of this manual are the sole and exclusive property of NC4 Inc., and/or one of its wholly owned subsidiaries (collectively as “NC4”), and is issued to the customer solely for its own internal business purposes in connection with use of the products or services provided by NC4. No part of this manual may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying, taping, recording or information storage and retrieval systems, without the prior written consent of NC4 Inc. No part of this manual may therefore be copied, loaned or otherwise disclosed to any third party without the prior written consent of NC4 Inc. Copyright protection claimed includes all forms and matters of copyrightable material and information now allowed by applicable statutory or judicial law or hereinafter granted, including without limitation, material generated from the corresponding software programs which are displayed on the screen such as icons, screen displays, looks, etc.

While NC4 has exercised reasonable skill and care in producing this manual, its accuracy cannot be guaranteed. Information in this manual is subject to change without notice and does not represent a commitment on the part of NC4.

NC4 and the NC4 logo are trademarks of NC4 Inc.

ActivTravel is a trademark of NC4 Inc.

E Team and the E Team logo are trademarks of NC4 Public Sector LLC.

E•SPONDER, E•SPONDER Express, and the E•SPONDER and E•SPONDER Express logos are trademarks of NC4 Public Sector LLC.

NC4 Street Smart and the NC4 Street Smart logo are trademarks of NC4 Public Sector LLC.

NC4 Risk Center and NC4 Mission Center are trademarks of NC4 Inc.

All other brand and product names and logos are the trademarks of their respective holders.

NC4 Inc.

100 N. Sepulveda Blvd., Suite 200

El Segundo, CA 90245

©2002-2016 NC4 Inc. All Rights Reserved.

Table of Contents

[NC4 Disclaimer 2](#_Toc465074253)

[Table of Contents 3](#_Toc465074254)

[Section 1 – Introduction 4](#_Toc465074255)

[NC4 Support Center 4](#_Toc465074256)

[Customer Work Environment 5](#_Toc465074257)

[E Team Application Details 6](#_Toc465074258)

[GIS Details 6](#_Toc465074259)

[Analysis and Report Engine (ARE) 7](#_Toc465074260)

[Hardware Requirements 7](#_Toc465074261)

[Server 1 Specifications 7](#_Toc465074262)

[Server 2 Specifications 7](#_Toc465074263)

[Server 3 Specifications 8](#_Toc465074264)

[Server 4 Specifications 8](#_Toc465074265)

[Server 5 Specifications 8](#_Toc465074266)

[Server 6 Specifications 8](#_Toc465074267)

[Email / SMTP Server Information 8](#_Toc465074268)

[Network / Firewall Requirement 9](#_Toc465074269)

[Remote Access Information 9](#_Toc465074270)

[Secure Socket Layer (SSL) – Encrypting the Data 10](#_Toc465074271)

[Instructions for procuring an SSL Certificate 10](#_Toc465074272)

[Named Callers 11](#_Toc465074273)

# Section 1 – Introduction

The purpose this document is to validate the readiness of your servers and network environment for the installation of the E Team application; and to provide “as-built” documentation for your E Team installation. You, the customer, are only responsible for the pre-installation data which is denoted in black font. This information is necessary to ensure that you are ready for the installation and that NC4 has all the information it needs to do the installation. Your NC4 installer will fill out the information denoted in red font. Please contact your account manager if you have any questions.

Submit the completed questionnaire to [support@NC4.us](mailto:support@NC4.us) with requested attachments. Information that cannot be provided in electronic format should be faxed to: (310) 606-4309, ATTN: Support Center.

## NC4 Support Center

The Support Center is available to answer any questions regarding the E Team application.

The Support Center is available 24 hours a day, 7 days a week.

Phone: 800-209-2312

Email: [support@NC4.us](mailto:support@NC4.us)

Support Website: <https://supportcenter.nc4.com/>Section 2 – Pre-Installation Data

Several of the fields that follow contain pre-loaded information from which you can make the appropriate selection. Please ensure that you select the correct response from the pull-down list provided.

## Customer Work Environment

|  |  |  |
| --- | --- | --- |
| **Physical Location** | Street Address 1  Street Address 2  City  State  Zip |  |
| **Contact Person/Liaison** | Name  Work Phone:  Cell Phone:  Email Address |  |
| **Additional Comments** |  | |

## E Team Application Details

|  |  |  |
| --- | --- | --- |
| **E Team Current Version**  9.6  9.5  Other | **E Team Patch Level** | **Database**  If other, please specify: |
| **ASP Backup?** | **Local Backup** | **Architecture** |
| **SSL**  If yes, has the certificate been ordered? | **Database will be installed by:**  Customer  NC4 |  |
| **Will E Team be connected to a third party mass notification service?**  If yes, will NC4 need to help configure the service to interface to E Team? | | |
| **Interfaces to be used** (check all that apply)**:** | | |
| Dashboards  Embedded Report Viewer  E Team DRS  Risk Center  IPAWS  E Team Datasharing | Yes  No  Yes  No  Yes  No  Yes  No  Yes  No  Yes  No  If yes, please list data sharing jurisdictions below: | |

## GIS Details

|  |  |
| --- | --- |
| If you plan to utilize the R9.7 NC4 Maps with a local map, you will need to ensure you have a separate ArcGIS server. | |
| **Is there an ArcGIS server in your current infrastructure?** Yes  No | |
| **Are you currently running a map service?** Yes  No   **If yes, ArcGIS Version** | |
| **If you are upgrading to E Team 9.7, has your organization previously customized map icons for any of the E Team reports?** Yes  No | |
| **Do you have Geoprocessing enabled under your current GIS configuration?** Yes  No | |
| **Additional Comments:** |  |

If E Team will be pointing to your **ArcGIS** map service on your GIS server, please complete the following:

|  |  |
| --- | --- |
| **MAP Server Name:** |  |
| **MAP Service Name:** |  |
| **Port Number** |  |
| **ArcGIS Geocoding Service URL** |  |
| **ArcGIS Places Service URL** |  |
| **Additional Info** |  |

## Analysis and Report Engine (ARE)

|  |  |
| --- | --- |
| If you plan to utilize the Analysis and Reporting Engine (ARE), with your own Crystal Server, you will need to ensure you have a Crystal installed on a separate server. | |
| **Will NC4 be installing ARE on a new server?** Yes  No  **Which version of Crystal will be installed?** | |
| **Additional Comments:** |  |

|  |  |
| --- | --- |
| exclamation | The NC4 Administrator should have access to a machine with Crystal Reports installed, access to the Central Management Console and the rights to add folders and reports to the Crystal Server Repository. If there are questions about how this is accomplished, please contact NC4 for direction. |

## Hardware Requirements

|  |  |
| --- | --- |
| exclamation | Please review the R9.7 Hardware Requirements section of the System Administration Guide. |

### Server 1 Specifications

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Host Name:  FQDN: | Function: | Internal IP Address   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| Does the Server have Internet Access? | Yes  No | External IP Address (if applicable)   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| Can the Server be accessed over the Internet? | Yes  No |  |

### Server 2 Specifications

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Host Name:  FQDN: | Function: | Internal IP Address   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| Does the Server have Internet Access? | Yes  No | External IP Address (if applicable)   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| Can the Server be accessed over the Internet? | Yes  No |  |

### Server 3 Specifications

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Host Name:  FQDN: | Function: | Internal IP Address   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| Does the Server have Internet Access? | Yes  No | External IP Address (if applicable)   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| Can the Server be accessed over the Internet? | Yes  No |  |

### Server 4 Specifications

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Host Name:  FQDN: | Function: | Internal IP Address   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| Does the Server have Internet Access? | Yes  No | External IP Address (if applicable)   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| Can the Server be accessed over the Internet? | Yes  No |  |

### Server 5 Specifications

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Host Name:  FQDN: | Function: | Internal IP Address   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| Does the Server have Internet Access? | Yes  No | External IP Address (if applicable)   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| Can the Server be accessed over the Internet? | Yes  No |  |

### Server 6 Specifications

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Host Name:  FQDN: | Function: | Internal IP Address   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| Does the Server have Internet Access? | Yes  No | External IP Address (if applicable)   |  |  |  |  | | --- | --- | --- | --- | |  |  |  |  | |
| Can the Server be accessed over the Internet? | Yes  No |  |

## Email / SMTP Server Information

|  |  |
| --- | --- |
| Server Hostname | Server IP Address |
| Is SMTP Relaying allowed to E Team Server? | Yes  No |

## Network / Firewall Requirement

Please only fill out the section that applies to the way E Team is architected for you.

|  |
| --- |
| **For Single Tier in Local network only (No Internet access required)** |
| There is no specific network requirement to run E Team application internally; User will need to have access to the server from their specific locations/sub-nets. If needed, add any comments here |

|  |
| --- |
| **For Single Tier in DMZ. Network firewall rules should be granted as follows and as applies:** |
| TCP Inbound Port 80 from ANY to the server (for HTTP) Yes  No  TCP Inbound Port 443 from ANY to the server (for HTTPS/SSL) Yes  No  TCP Outbound port from Web Server to customer’s SMTP Yes  No  Server has an External or NAT’ed address? Yes  No  If needed, add any comments here |

|  |
| --- |
| **For Multi-Tier, web server in DMZ, App/Database Server on local Network. Network firewall rules should be granted as follows and as applies:** |
| TCP Inbound Port 80 from ANY to the web server (for HTTP) Yes  No  TCP Inbound Port 443 from ANY to the web server (for HTTPS/SSL) Yes  No  TCP Outbound Port 25 from Web Server to customer’s SMTP Yes  No  TCP Outbound Port 1433 from APP Server to JBOSS Server for SQL Yes  No  TCP Outbound Port 1521 from APP Server to JBOSS Server for Oracle Yes  No  TCP Outbound port xxxx from APP Server to JBOSS Server for DB2 Yes  No  Server has an External or NAT’ed address Yes  No  Does the configuration at your site include firewalls between JBoss  and its clients? Yes  No  If needed, add any comments here |

|  |
| --- |
| **For IBM Front End Server in DMZ using ArcGIS (Port MUST be Opened)** |
| Port 8399 Yes  No |

## Remote Access Information

Remote access to server(s) is required for support. NC4’s technical staff will work with you to address any security concerns that you may have.

|  |  |
| --- | --- |
| Has remote access to customer’s network been granted? Yes  No | If not, will the access be granted?  Yes  No |
| If yes, please include access method here including all necessary authentication credentials |  |

## Secure Socket Layer (SSL) – Encrypting the Data

Do you intend to run your E Team system with SSL enabled? Yes  No

If you selected ***Yes***, you will need to procure SSL certificate(s) for your server(s) from a Certificate Authority.

### Instructions for procuring an SSL Certificate

SSL certificates are sold by a number of Certificate Authority (CA) like Verisign, Network Solutions and Thawte. In order to obtain a certificate, the domain owner must submit the purchase request to the CA. For security reasons, the CA requires a background check and the vesting process takes about two days to complete on average. This is to ensure that the purchaser is in fact the owner of the domain the certificate is generated for so that the authenticity of the SSL certificate can be trusted 100%.

In order to buy a certificate, a specific process must be followed for a particular type of web server. Essentially, a Certificate Signing Request (CSR) must be generated from your E Team web server first followed by an enrollment process which typically takes about 2 days on an average. Then when the CA sends you the certificate, it must be installed on the server the CSR was generated from.

As NC4 purchases, installs and generates certificates regularly for our own domains, we can help you throughout this process including walking someone through the steps of generating the CSR and installing the certificate itself. However, the purchase request must come from the domain owner. NC4 is not allowed to submit this for its customers.

|  |  |
| --- | --- |
| Step 1 | [**Generate a CSR (Certificate Signing Request)>>**](http://www.verisign.com/support/ssl-certificates-support/page_dev019431.html_)  The CSR is a string of text generated by your server software. You provide this string of text to VeriSign during the enrollment process. To generate a CSR, you will need to know what kind of server software runs on your Web server to choose the correct instructions. |
| Step 2 | [**Enrollment >>**](http://www.verisign.com/support/ssl-certificates-support/security-solutions.html_)  Once you have determined which SSL Certificate to purchase, you will need your CSR with the exact domain name of the site you intend to secure.  The CA you select must verify your enrollment information before you receive your certificate and installation instructions. This step may take a few hours or a few days, depending on the documentation you provide and your response to requests for information. Processing times for SSL Certificates with Extended Validation (EV) may take longer due to additional verification requirements mandated by the Extended Validation Standard. You must respond to verification requests within 30 days to complete the enrollment process. |
| Step 3 | [**Installation Instructions >>**](http://www.verisign.com/support/ssl-certificates-support/install-ssl-certificate.html_)  Once your information has been validated, the CA will email you a text file to install on your server. Choose the appropriate installation instructions for your server software and for your product. If you are installing a true 128-bit SSL Certificate with SGC, you will need to install an Intermediate CA certificate. |
| Step 4 | [**Backup Certificate >>**](http://www.verisign.com/support/ssl-certificates-support/backup-certificate.html_)  Once your SSL Certificate is installed, you will not need to make any updates until renewal unless your information changes. VeriSign recommends purchasing multi-year SSL Certificates to reduce costs and save time. We also recommend that you back up your certificate to avoid a replacement fee. |

## Named Callers

You are authorized a maximum of three named callers, each of whom may contact NC4’s Customer Support department. Please identify your named callers below:

|  |  |
| --- | --- |
| **Named Caller #1** | |
| **First Name** | **Last Name** |
|  |  |
| **Phone Number** | **Fax Number** |
|  |  |
| **Email address** | **Other Contact Information** |
|  |  |
| **Preferred Contact Method:** Phone  Fax  Email  Other | |

|  |  |
| --- | --- |
| **Named Caller #2** | |
| **First Name** | **Last Name** |
|  |  |
| **Phone Number** | **Fax Number** |
|  |  |
| **Email address** | **Other Contact Information** |
|  |  |
| **Preferred Contact Method:** Phone  Fax  Email  Other | |

|  |  |
| --- | --- |
| **Named Caller #3** | |
| **First Name** | **Last Name** |
|  |  |
| **Phone Number** | **Fax Number** |
|  |  |
| **Email address** | **Other Contact Information** |
|  |  |
| **Preferred Contact Method:**  Fax  Email  Other | |