RollCall V4 Suite & RollCall Lite

Introduction

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Introduction

The **RollCall V4 Suite** of applications provides a set of tools that can be used to control, manage and monitor RollCall enabled infrastructure hardware. It is included with RollMap, RollMap Enterprise, and RollCall Middleware Services. The RollCall Suite comprises the following components:

- RollCall Control Panel
- RollCall LogServer
- RollView
- RollTrack Command Line Inteface.
- RollNet IP Share
- RollCall IP Proxy

RollCall Lite is available free of charge, and does not include the RollCall LogServer or RollView components. It can be downloaded from the Snell Web site, http://www.snellgroup.com. RollCall Lite includes:

- RollCall Control Panel.
- RollTrack Command Line Interface.
- RollNet IP Share.
- RollCall IP Proxy.

Each component application of RollCall V4 can be installed individually. The components you choose to install will be decided by the nature of the installation. For example, if only direct control of RollCall enabled units on a single network is required, the only component that would need to be installed is the RollCall Control Panel. On the other hand, a more complex installation might require the logging and monitoring functions provided by the RollCall LogServer and RollView applications, along with the RollCall IP Proxy to allow several IQ Chassis and LogServers to be aggregated in a single Control Panel view.

The RollCall V4 components are briefly described below.

RollCall Control Panel

The RollCall Control Panel enables the control of RollCall compatible units over a network.

Every RollCall compatible unit has a control template that allows the user to control the device. Control levels can be configured with different access levels (User, Engineer, or Supervisor), allowing only access to those functions and settings required by the user.

RollCall LogServer

The RollCall LogServer collects logging information from units on a RollCall network, keeping a running log file of every event received. It maintains a current status file for every configured unit, which allows the RollView program to display the log information. Additional monitoring applications, such as the RollMap Schematic Viewer, can also access this log information.

The RollCall LogServer is only available in the RollCall V4 Suite.

RollView

RollView, the RollCall Alarm Monitor, displays the messages generated by the RollCall LogServer, providing real-time status monitoring.

System status is indicated in the System Alarms window by means of a 'traffic light' system – green to indicate an OK status, yellow to indicate a minor issue and red to indicate a critical issue.

In addition to on-screen color notifications, audio alarms can be generated and external notification can be sent by means of:

- Email.
- SNMP.
- RollTrack.
- Other programs by means of a command line function call.

RollView is only available in the RollCall V4 Suite.

RollTrack Command Line Interface

The RollTrack command line interface provides a simple command line interface for sending unconnected RollTrack commands to any RollCall compatible unit on the network.

RollNet IP Share

The RollNet IP Share service provides a direct connection into a RollNet network, and allows this connection to be shared by multiple applications on the same PC or on other PCs on a computer network.

The computer providing the RollNet IP Share service must have a RollNet adaptor fitted; this can either be a USB22 RollNet adaptor, a RollPCI adaptor for PCI-bus PC workstations, or a RollPCM adaptor for PCMCIA laptops. The other PCs using the shared connection need only a TCP/IP link to the sharer PC.

The server PC must also be running TCP/IP protocol drivers. Assign an IP address or IP name to this PC. For more information, refer to the Microsoft documentation on how to install TCP/IP for your operating system.

RollCall IP Proxy

RollCall IP Proxy is a Windows service that enables multiple RollCall control and logging connections from IQ chassis, RollCall IPShares, and Log Servers to be aggregated into a single unified view for the RollCall Control panel.

Installing the RollCall V4 Suite

This section describes how to install the RollCall V4 Suite.

Installation Requirements

The RollCall V4 Suite requires:

- Microsoft Windows 2000 or Microsoft Windows XP.

- A TCP/IP network connection.

- Java Runtime Environment (JRE) 1.6 or higher.

- Adobe Reader (or another application capable or reading .pdf files) to view the manuals.

- Windows TCP/IP protocol drivers (usually installed by default)

Upgrading from RollCall V3.x

If you are upgrading from RollCall version 3.x, it is possible that conflicts will arise between RollCall V3 and RollCall V4. Therefore, it is recommended that you uninstall RollCall V3 before installing RollCall V4. However, this may not always be possible. For example, if access to the GPI and SPI Configurator tools is required, certain components of RollCall V3.8 must be retained.

For more information, see *Converting from RollCall V3.x to V4.x*.

Installation

The RollCall Suite is installed by means of a Windows installation executable file. To start the installation process, double-click on the installer file. The installation Wizard starts.
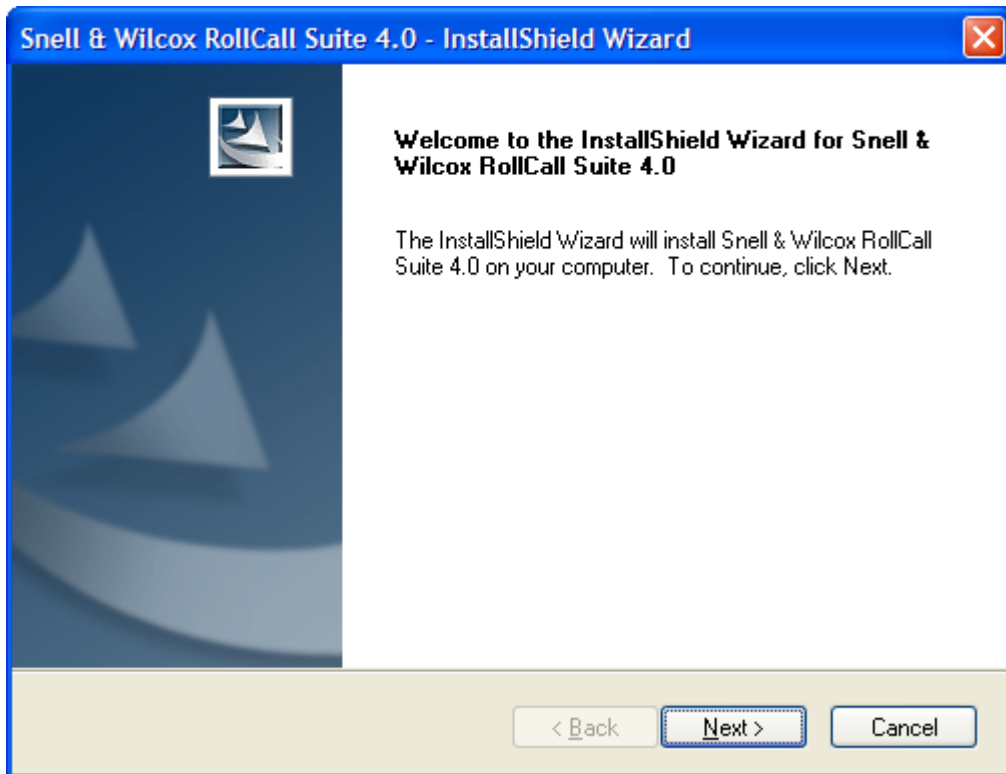
Click **Next** to continue, read the terms of the license agreement. To print a copy of the license agreement, click print.

If you agree with the terms and conditions set out in the agreement, select **I accept the terms of the license agreement**, and then click **Next**.
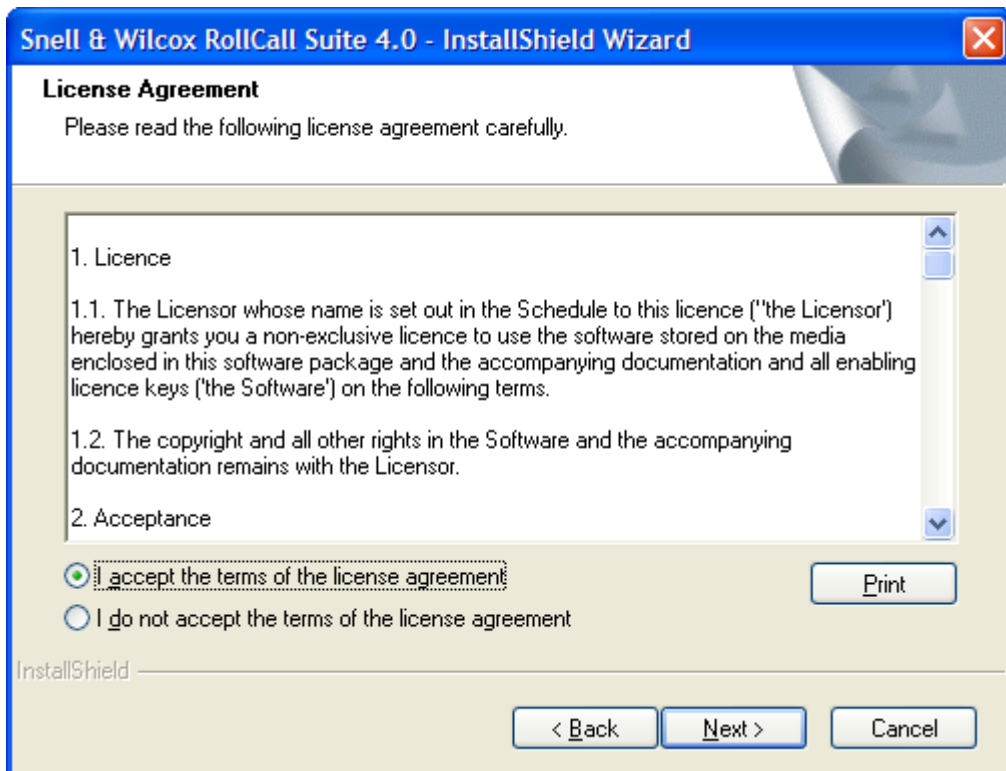
The next screen shows the folder into which the RollCall Suite will be installed. By default, this is C:\Program Files\Snell\RollCallSuite.

To specify a different installation directory, click **Change**.

When the correct installation directory has been selected, click **Next**.
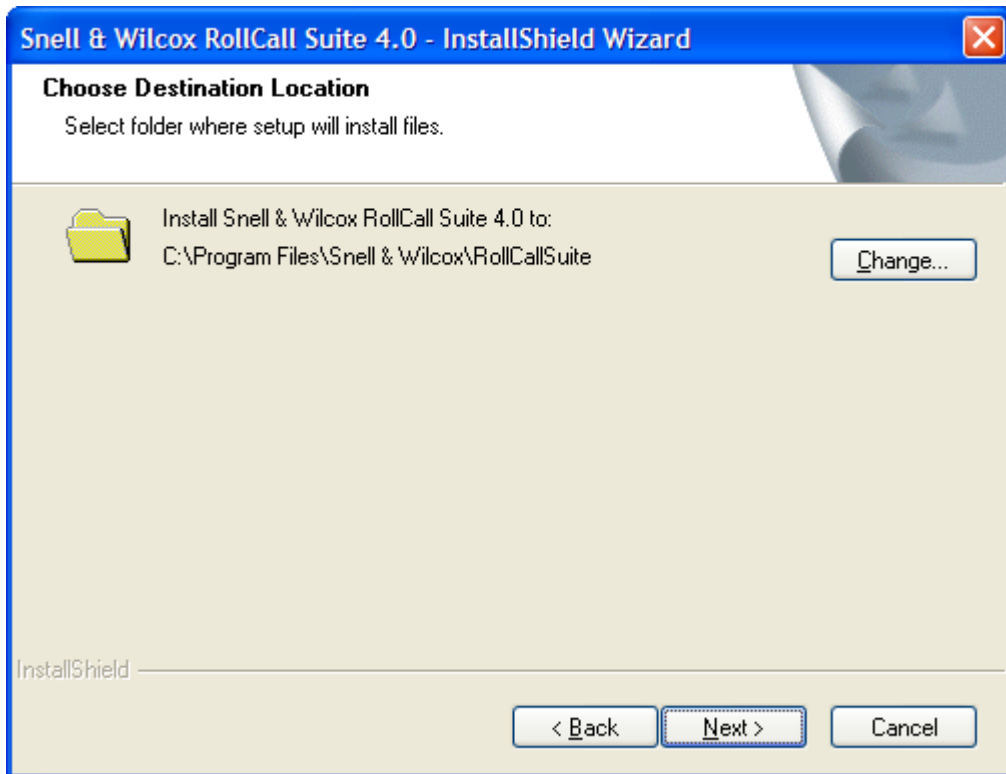
Select the RollCall components that you want to install on this computer. Note that you should only select the components that are required on this computer. For more information about the RollCall components, see page 3. Click **Next** to continue.
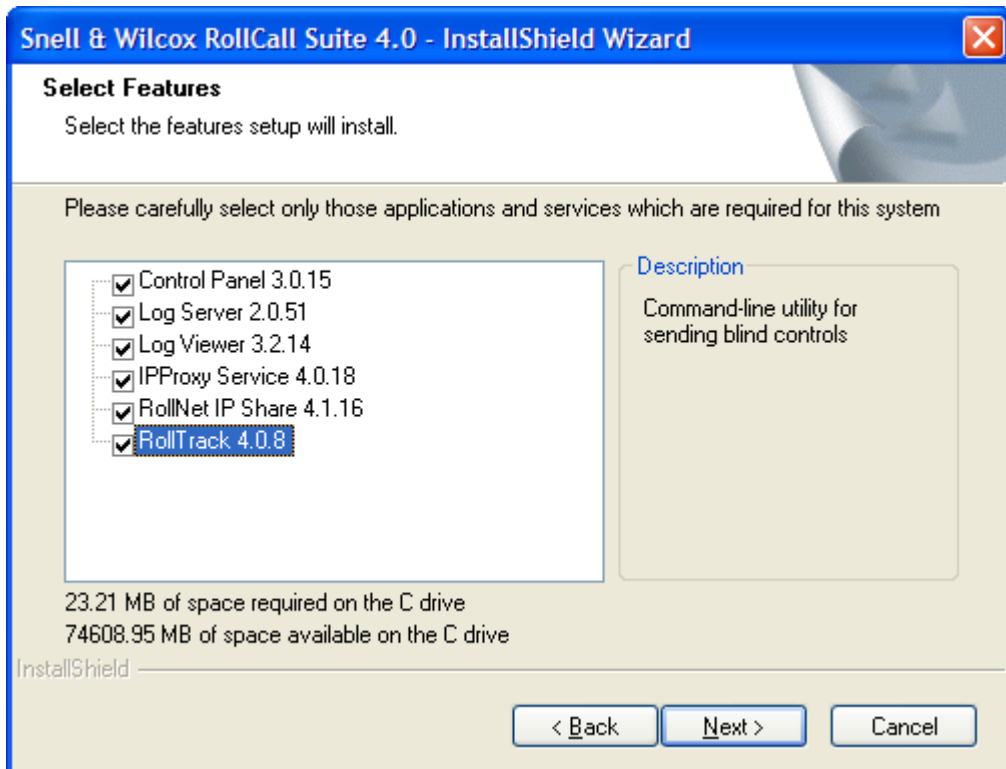
The confirmation screen appears. To review or change any of the installation options, click **Back**.

To install the selected RollCall Components, click **Install**.
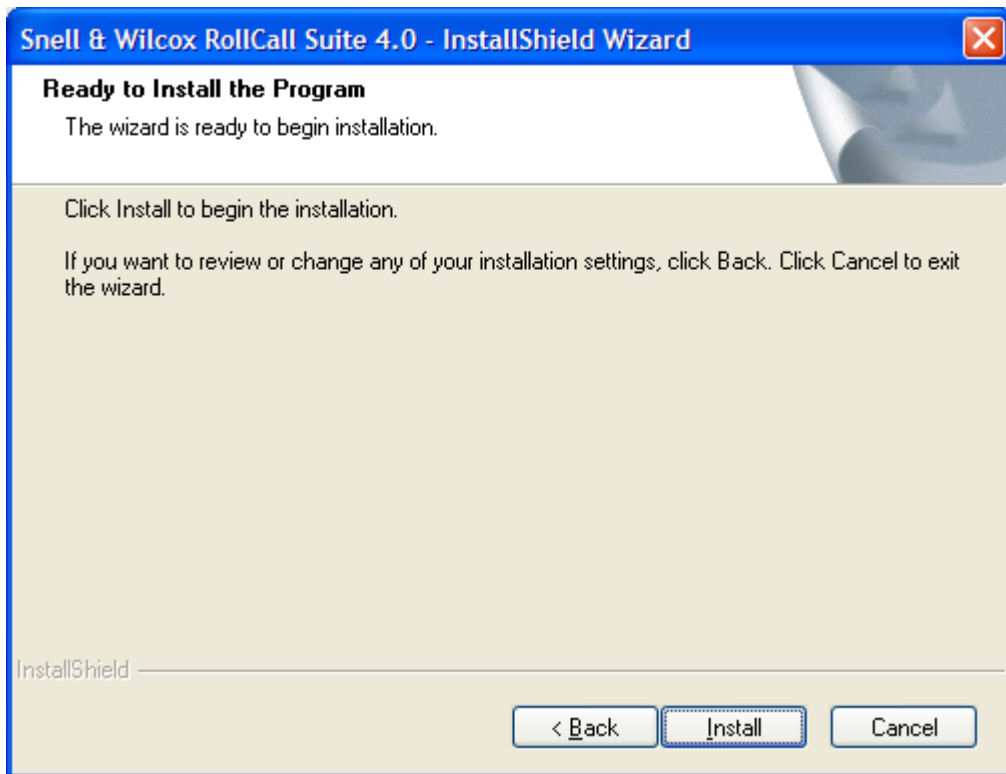
The progress of the installation is displayed.
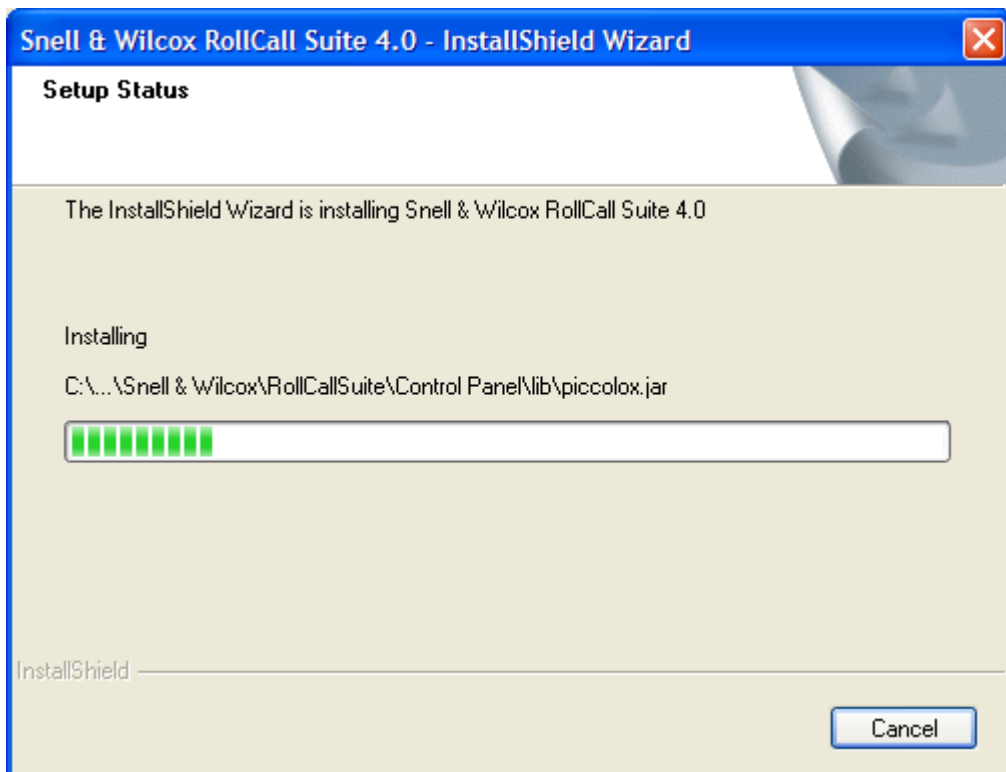
After the Installation is complete, the following Window is displayed.

Any of the installed RollCall components that run as Windows services will not be started until the computer is rebooted.

To restart the computer, select **Yes, I want to restart my computer now,** and then click **Finish**.

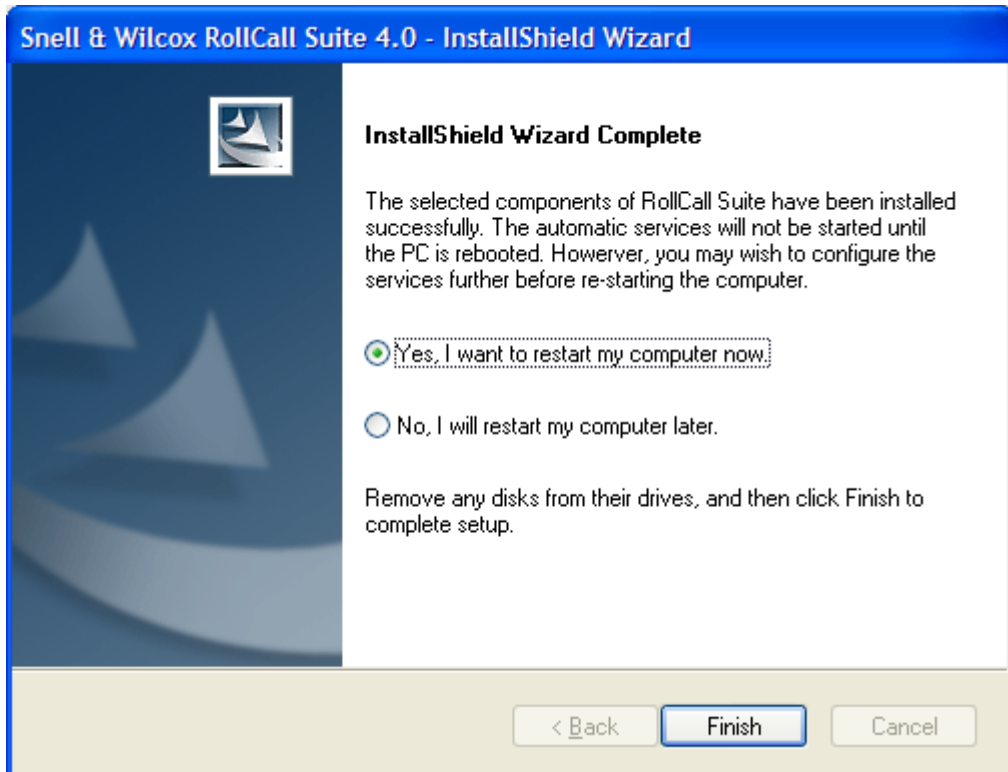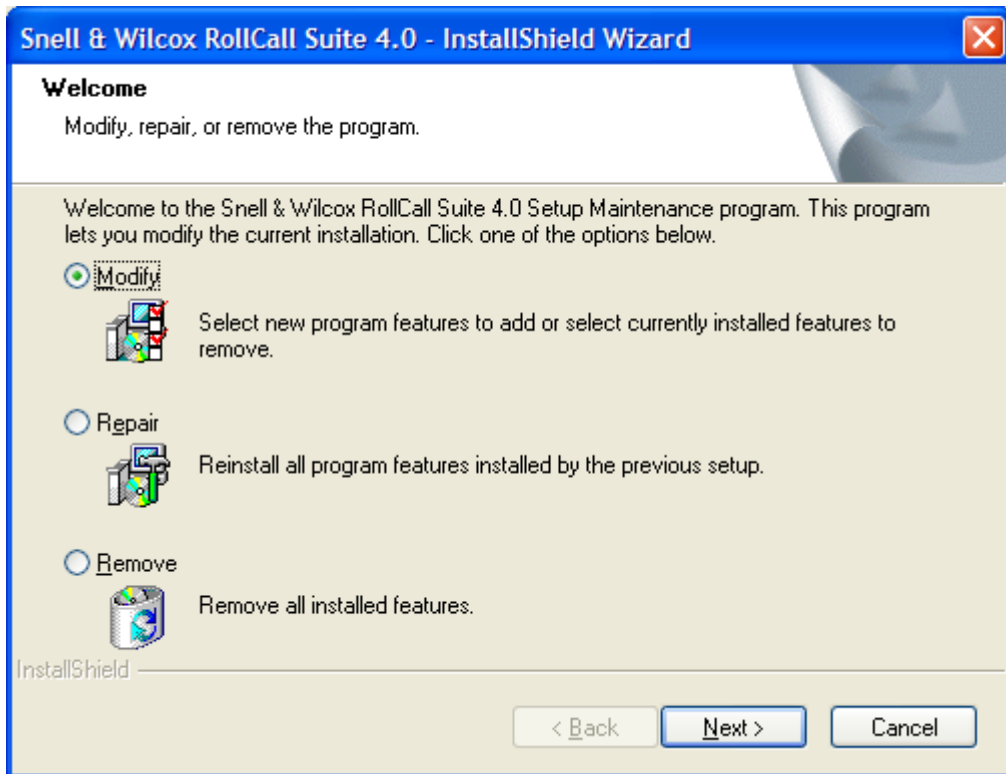## Changing a RollCall V4 Installation

If the RollCall installer is run on a computer that already has RollCall components installed, when the installer is started, the following screen is displayed.

From this screen, select one of the following options:

- **Modify:** Select this option to add or remove specific RollCall components.

- **Repair:** Select this option to reinstall any components that have already been installed. This option will not add any components that have not previously been installed or remove any installed components.

- **Remove:** Select this option to uninstall all RollCall components installed on the computer.

Converting from RollCall V3.x to V4.x

The RollCall V4 Suite is intended as a direct replacement for RollCall V3.

Communications

Unlike previous versions of RollCall, RollCall V4 does not require the Commtrol application. The Commtrol application (commtrol.exe) was an application that was shared by the other RollCall components. It provided basic communications with the PC card, serial port communications, and TCP/IP protocols. With RollCall V4, communication with the RollCall network is made by means of IP connections on specific ports. Each RollCall V4 component is an entity unto itself, requiring no other components to run.

Windows Services

Some of the RollCall V4 components now run as Windows services. Running RollCall components as Windows services enables the RollCall components, once configured, to start and run automatically, without user intervention. This service approach is ideal for applications such as the LogServer, which, after configuration, do not need to be changed frequently.

The RollCall V4 components that run as Windows services are:

- LogServer.

- RollCall IP Proxy.

- RollNet IP Share.

Port Usage

Since communication between the RollCall V4 components is made via IP connections on specific ports, it is possible that conflict may arise if the default ports used by RollCall are in use (either by other RollCall components or external applications).

The `netstat` command-line prompt is useful for determining if any port conflicts exist.

To use the `netstat` command:

1. Open a command prompt Window (Start > Run > cmd).

2. At the command prompt type either:

   `netstat –a`
   Displays all connections and listening ports.

   `netstat –b`
   Displays the executable involved in creating each connection or listening port. In some cases well-known executables host multiple independent components, and in these cases the sequence of components involved in creating the connection or listening port is displayed. In this case the executable name is in [ ] at the bottom, on top is the component it called, and so forth until TCP/IP was reached. Note that this option can be time-consuming and will fail unless you have sufficient permissions.

The default ports used by the RollCall service components are:

TCP Port	Service : RollCall Application	Client : RollCall Application	Comments
2050	**IP-Proxy** **RollNet IP-Share** and IQ Gateways	**ControlPanel** **IP-Proxy**(access to Remote IQ Gateways)	This port is the default for all control applications. If using **IP-Proxy** and **RollNet IP-Share** on the same PC, set **RollNet IP-Share** Port to 2057

2051	(IQ Gateways)	**IP-Proxy**(access to Remote IQ Gateways)	Used in some bespoke **IP-Proxy** setups
2052	**Logserver**	**RollMap LogViewer**	Default connection between **RollMap/Logviewer** and **Logserver**
2053	**IP-Proxy**	**Logserver**	Used in bespoke Log Proxy setups
2056	**Logserver**	**RollSNMP**	Default connection from **RollSNMP** to **Logserver**
2057	**RollNet IP-Share**	**ControlPanel IP-Proxy**	Port to use if system is also running **IP-Proxy**

Inheriting Previous Configurations

Previous configurations of the IP Proxy and LogServer should continue to work after installing RollCall V4. However, it is recommended that you check these configurations to ensure that is the case.

Installation Directories

The default installation directories of RollCall V3 and the RollCall V4 Suite are:

- **RollCall V3:** C:\Program Files\RollCall

- **RollCall V4:** C:\Program Files\Snell\RollCall

Potential Conflicts

- If RollCall V3 is still installed, the port used by the Commtrol application will conflict with that used by RollNet IP Share.

- You should not run the old LogServer and the new LogServer at the same time. Doing so will cause a port conflict. As well, running more than one LogServer, even of the same version, is not recommended.

- If V3 is still installed, it is strongly recommended that, at a minimum, the old LogServer and RollCall IP Proxy applications are removed.

Using GPI & SPI Configurators

If using these tools, you must keep the RollCall V3 Core Components; however, all other items may be uninstalled.
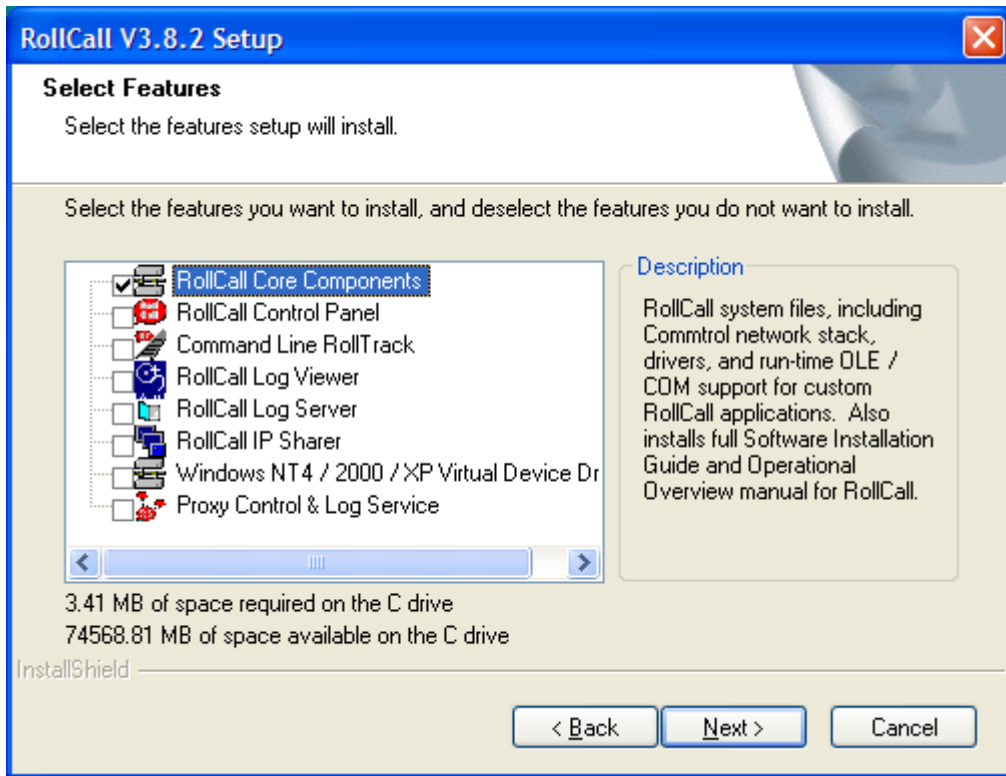
Security

To improve security and prevent access to control features available through RollCall, it is advisable to provide a PC security firewall to limit access on the main control port 2050. Applications that need protection are IP Proxy and RollNet IP Share.

If updating your firewall to prevent this access, it is also advisable to check IQ Gateway Ethernet settings. The IQ Gateways also provides control access. These can be configured to allow access from certain ranges of IP address only, effectively programming a safe range of control PCs.