Trunk Supervisor Applications

Trunk Supervisor App.doc
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Application Requirements

Trunk Supervisor is a 32-bit Windows application designed to run under Windows 2000/XP. It will also run under Windows NT 4.0 or later, as well as Windows 95/98 with Internet Explorer V4.0 or later (with V4.72 or later of the 32-bit common controls library). It should also run under Windows ME, but has not been tested in these configurations.

Trunk Supervisor uses Microsoft Data Access Objects (DAO) and V3.5 of the Microsoft Jet engine to create and manipulate database files compatible with Microsoft Access 97. You do NOT need to have Microsoft Access installed in order to use the Trunk Supervisor but you do have to have V3.5 of the DAO/Jet engine installed. The Jet engine is installed by many applications (including Microsoft Office and/or Access), so it may already be installed on your computer. If the Jet engine is not already installed, you will need to install it from the re-distributable DAO package available from your Telex representative.

The Trunk Supervisor database files can be opened and viewed with Microsoft Access 2000 (or later) but cannot be modified without converting the database files which will render them inaccessible to the Trunk Supervisor.

To open a Trunk Supervisor database file for the first time with Microsoft Access 2000 (or later), the file must NOT already be opened by Trunk Supervisor. You must exit Trunk Supervisor and open the database to allow Access to confirm that you do NOT want to convert the database file, and that you simply want to open and view the database. After the initial time, you may use Access 2000 (or later) to open the database file, even if it is already open in Trunk Supervisor.

What's New

Version 1.04.02

General:

Trunk Supervisor can now be licensed to a particular TM-2000 system without being tied to running on any specific computer via a MAC addresses or CPU ID. This means that Trunk Supervisor can be licensed to run on any computer as long as the license file identifies at least one TM-2000 system by name. Using Trunk Supervisor with FR9589 Trunk Masters or with unlicensed TM-2000's still requires Trunk Supervisor to be licensed to a particular computer (or computers) by specifying a set of CPU IDs or MAC addresses in the license file.

Trunk Supervisor now recognizes the Cronus intercom when it is connected to a Trunk Master.

Communications:

A new registry setting allows adjusting the AutoTIMS communication timeout if necessary. See Customizing Trunk Supervisor for details.

Installation

To Install Trunk Supervisor, insert the installation floppy diskette into a floppy disk drive and execute the SETUP.EXE file on the diskette. Follow the on screen instructions. The default directory for installation is:

```
C:\TELEX\TKSUPV\V10400
```

but you may change this if desired. The installation program creates the desired directory if necessary, and then creates another BIN directory beneath it. The TKSUPV.EXE application file, and the release notes (this file) are copied to the BIN directory.

The installation program also creates a shortcut to TKSUPV.EXE on the Programs sub-menu of the Start menu on the Taskbar. The shortcut is labelled:

Trunk Supervisor V1.04.00

The location of this shortcut, and its name, are not customizable during the installation process. You may move, rename, or delete this shortcut afterwards; however, if you move or rename it, it will NOT be deleted as part of the uninstall process.

At the end of the installation process, you are presented with a dialog that allows you to view this file, and to launch the application when complete.

To view this file at a later time, you can choose the Release Notes menu item from the Help menu within the application.

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Running Trunk Supervisor

To run Trunk Supervisor after installation, simply select the shortcut from the Start | Programs menu.

The first time Trunk Supervisor is executed, it will create several directories as siblings to the BIN directory. Assuming that the installation directory was the default as described above, the directories created will be:

`C:\TELEX\TKSUPV\V10400\LOGS`
(stores diagnostic log information files)

`C:\TELEX\TKSUPV\V10400\VIEWS`
(stores graphical display layout files)

`C:\TELEX\TKSUPV\V10400\DATABASE`
(stores the trunk information database)

`C:\TELEX\TKSUPV\V10400\DATABASE\ARCHIVES`
(contains two sub-directories)

`C:\TELEX\TKSUPV\V10400\DATABASE\ARCHIVES\REQUESTS`
(stores request archives)

`C:\TELEX\TKSUPV\V10400\DATABASE\ARCHIVES\ALARMS`
(stores alarm archives)

These directories, and the files created within them, are NOT removed during the uninstallation process.

Trunk Supervisor will also create a set of registry entries located at:

`HKEY_CURRENT_USER\Software\Telex\tksupv`

For the most part, you will not need to edit the settings stored here directly as almost all of them are modifiable through the View | Configuration dialog in the application.

While each new version of Trunk Supervisor is installed into its own directory so that the corresponding database files are unique to each version, ALL installed versions of Trunk Supervisor utilize the same set of registry settings.

These registry settings are also NOT removed during the uninstallation process.

Uninstalling Trunk Supervisor

To uninstall Trunk Supervisor, use the Add/Remove Programs applet from the Control Panel. Select the Trunk Supervisor application from the list of available applications and press the Remove button.

The uninstall process will delete the TKSUPV.EXE program file, the Release Notes file, the BIN directory, and the Start Menu shortcut. It will NOT delete the directories and files created when running the program for the first time, nor will it delete the registry entries used to customize the application.

To fully remove Trunk Supervisor, you must manually delete the installation directory (which defaults to `C:\TELEX\TKSUPV\V10400`), and all of the files and directories beneath it. You may also decide to manually delete all of the registry settings under `HKEY_CURRENT_USER\Software\Telex\tksupv`, although these settings are also used by other installed versions of Trunk Supervisor.

Customizing Trunk Supervisor

Most of the configuration customization options are available via the Configuration dialog accessed via the View | Configuration menu item or by pressing ALT+ENTER. The configuration options in this dialog should be self-explanatory.

There are a number of other customization options that are currently only available by editing the registry directly. These options are located under the `HKEY_CURRENT_USER\Software\Telex\tksupv` key in the registry.

Here is a list of the advanced customization options (default values shown in brackets), followed by a description of the option.

Preferences\AutoUpdateSortOrder (0)

This option controls whether the sort order on list views is automatically updated when the list data is changed. When enabled, this can make the display visually distracting if the list data is changed frequently.

Allowable values for this setting are:

0 = The list is NOT automatically re-sorted when a data update occurs
1 = The list is automatically re-sorted when a data update occurs

Preferences\AlternateLineShading (2)

This option controls the shading of alternate lines in the list views.

Allowable values for this setting are:

0 = No line shading
1 = Shade every other line
2 = Shade every other pair of lines
4 = Shade every other set of 4 lines

Note that the alternate line shading color offset is now a customizable registry setting. See Colours.

Preferences\AutoSynchronizeTreeView (1)

This option controls whether the navigation tree tries to remain synchronized to what is being displayed in the list view. For instance, if the user changes a filter setting, or navigates by using a context menu on the list view, the navigation tree will try to update itself and expand to show the current navigation node.

Allowable values for this setting are:

0 = Disable auto synchronization of the navigation tree
1 = Enable auto synchronization of the navigation tree

Preferences\ShowNamelessIntercoms (0)

This option controls whether undefined intercoms appear in the navigation tree, and in combo boxes showing lists of intercoms.

Allowable values for this setting are:

0 = Don't show undefined intercoms
1 = Show undefined intercoms

Settings\Alarm Setup\EmailFromAddress (TKSUPV)
Settings\Alarm Setup\EmailFromDisplayName (Trunk Supervisor)
Settings\Alarm Setup\EmailReplyTo (<null>)

These options are strings that can appear in the headers of email (and even pager messages, if desired). The control the appearance of who the notification emails are from, and which email address will receive replies if necessary.

By default, email message appear to come from Trunk Supervisor (with an email address of TKSUPV), and the ReplyTo field is empty.

Settings\Alarm Setup\IncludeEmailFromInPagerMessages (0)
Settings\Alarm Setup\IndludeEmailReplyToInPagerMessages (0)

These options control whether the From and ReplyTo address fields are included in pager messages.

In general, it is a good idea to omit this information from pager messages as there is typically not enough room on the pager display to include these fields and still display the actual alarm messages.

Allowable values for these settings are:

0 = Omit the field from pager messages
1 = Include the field in pager messages

Settings\Alarm Setup\EmailSMTPLoginType (0)
Settings\Alarm Setup\EmailUsername (<null>)
Settings\Alarm Setup\EmailPassword (<null>)

These options are for advanced SMTP use and may be necessary if your SMTP server requires authentication in order to send email. If this is the case, you will need to supply a Username and Password, as well as changing the EmailSMTPLoginType to one of the following values:

0 = Authenication not required, Username and Password are not necessary
1 = CRAM MD5 Authentication required
2 = Authentication Login required
3 = Plain Login required

Please see your email administrator if it is necessary to provide a login.

Settings\Alarm Setup\EmailSMTPPort (25)

This option sets the SMTP port to use. Most SMTP servers use Port 25 by default, so you should not likely need to change this setting.

Settings\Alarm Setup\EmailXMailer (Trunk Supervisor)

This option sets an email field indicating the mailing program name. It is an optional field and should not need to be changed.

Settings\Preferences\Colors\...

There are a large number of color setting parameters under this key. All of the colors are stored as RGB values in hex where the value 0x00BBGGRR indicates the color components for Red (RR), Green (GG), and Blue (BB), and each two digit hex number can have a value of 0x00 to 0xff (0-255).

Black is 0x00000000, White is 0x00ffffff, pure Red is 0x000000ff, pure Green is 0x0000ff00, and pure Blue is 0x00ff0000. Most of the entries consist of some combination of RGB components.

Each of the parameters names should be self-explanatory, and you can edit these color entries directly if you feel it is necessary.

Settings\Configuration\AutoTIMSTimeout (10)

This value is the AutoTIMS communication timeout value in seconds. Versions prior to V1.04.01 had a hard coded value of 5 seconds. The default value is now 10 seconds, and can be adjusted here if necessary

AutoTIMS Communications

The AutoTIMS communicates with the PC via a standard serial RS-232 connection. The AutoTIMS will not communicate with a PC unless it sees that CTS is asserted. This is best done by shorting RTS to CTS (pins 7 and 8) at the AutoTIMS end of the cable.

The AutoTIMS protocol is an ASCII protocol. To verify communications with the AutoTIMS you can connect a PC to the AutoTIMS, and run a terminal emulator (9600 baud, 8 data, no parity, one stop bit); then power on the AutoTIMS. You should see it display various messages, followed by a ">" prompt. You should be able to send commands to it, including just a return - it should display another prompt.