

WIN-911 Version 7 Recovery Document

The purpose of this document is to prepare and assist the user for a disaster recovery effort with WIN-911. The document will outline what files need to be backed up in order to duplicate the configuration, how to install the files, as well as how to relicense the software.

Always keep your WIN-911 **CD Tracking Number** and your **Software Maintenance and Support Number** in a safe place where it can be easily retrieved. This information will help the factory expedite the relicensing of the software if it is necessary.

WIN-911 Version 7.07 and newer

This section pertains to WIN-911 Version 7.07 and newer. This section also assumes WIN-911 was installed in the default location. For older versions of WIN-911, please contact the factory.

Backing up the Configuration

There are 6 types of data files that need to be backed up. The initialization file containing information that is common to all configurations, configuration files, sound files, log files, license files, and the override data file.

1. The initialization file is named **"C:\Program Files or Program Files (x86)\Specter Instruments\WIN-911 V7\WIN-911.INI"**.
2. The configuration files have an extension of **".MDB"** and are generally found in the **"C:\Program Files or Program Files (x86)\ Specter Instruments\WIN-911 V7\Configuration Files"** folder.
3. The sound files have an extension of **".WAV"** and are generally found in the **"C:\Program Files or Program Files (x86)\ Specter Instruments\WIN-911 V7\Sound Files"** folder.
4. The log files have an extension of **".MDB"** and/or **".TXT"** and are generally found in the **"C:\Program Files or Program Files (x86)\ Specter Instruments\WIN-911 V7\Log Files"** folder.
5. The license files have an extension of **".CSR"** and **".CSL"** and are generally found in the **"C:\Program Files or Program Files (x86)\ Specter Instruments\WIN-911 V7\License"** folder.
6. The Overrides database file is named **"C:\Program Files or Program Files (x86)\ Specter Instruments\WIN-911 V7\Overrides.TeleDAC"**.

These files may be located elsewhere at the discretion of the user. If none of your configurations use the voice capabilities of WIN-911, you may not have any sound files.

Restoring the Configuration

This section assumes the same version of WIN-911 has been reinstalled and has been installed in the default location.

1. Copy your initialization file (**WIN-911.INI**) into the “C:\Program Files or Program Files (x86)\Specter Instruments\WIN-911 V7” folder.
2. Copy your configuration files (***.MDB**) into the “C:\Program Files or Program Files (x86)\Specter Instruments\WIN-911 V7\Configuration Files” folder.
3. Copy your sound files (***.WAV**) into the “C:\Program Files or Program Files (x86)\Specter Instruments\WIN-911 V7\Sound Files” folder.
4. Copy your license files (***.CSR & *.CSL**) into “C:\Program Files or Program Files (x86)\Specter Instruments\WIN-911 V7\License” folder.

Note: The license files are only backed up and restored for record keeping purposes. If anything has changed about the computer, and new license will need to be generated. See the Relicensing section below.

5. Copy your log files (***.TXT & *.MDB**) into “C:\Program Files or Program Files (x86)\Specter Instruments\WIN-911 V7\Log Files” folder.
6. Copy your Overrides data file (**Overrides.TeleDAC**) into “C:\Program Files or Program Files (x86)\Specter Instruments\WIN-911 V7” folder.

Relicensing

Relicensing the software with the factory is only required if the hardware the license was originally tied to has change. WIN-911 will run on a new machine in a fully functional demo period for 30 days. If the 30 day demo has expired, WIN-911 will need to be licensed before it will run.

Note: A Software Maintenance and Support agreement is required to relicense the software. Relicensing the software can only take place Monday-Friday during normal business hours.

A new License Request file will need to be generated and sent in to the factory so that a new License File can be created. Once a new license is sent back, the license can be installed. Only after a new license request file has been created and a new license file is received should the old license files can be deleted. The old files are no longer valid.

Requesting a License

The first time Scan & Alarm is started the CopyShield Administrator dialog appears. Click Request a License and complete the following form that will provide Specter Instruments with the data necessary to generate a license file for your computer.

1. The first time Scan & Alarm is started the CopyShield Administrator dialog appears. Click **Request a License** and complete the form that will provide the factory with the data necessary to generate a license file for your computer.
2. From the pull-down menu select **Permanent** license will remove restriction on running Scan & Alarm on this machine.
3. Enter the **CD Tracking Number** found on the CD in this text entry box.

4. From the pull-down menu, select the **Machine ID** for your license. WIN-911 Software recommends selecting the **Hard Disk Drive** since Windows creates virtual Network Adapters who's ID's can change on a reboot.
5. The license file location is printed at the top of the window. Be sure to make note of it and then click OK and email the ***.CSR** file to **license@win911.com**. If you cannot email the license request in please contact the factory during normal business hours and follow the steps to manually install the license below.

Installing a License (Import a License File)

After you have received your license file via email from WIN-911 Software, copy the ***.CSL** file into the **"C:\Program Files or Program Files (x86)\Specter Instruments\WIN-911 V7\License"** folder.

1. Start **Scan & Alarm** so that the CopyShield Administrator splash screen appears. If you are running Windows 7 or Server 2008 you will need to right-click Scan and Alarm and select Run as Administrator.
2. From the CopyShield Administrator click **Install a License**.
3. Click **Import a License File**.
4. Select the license file (***.CSL**) and click Open.
5. Check that the Type is **Permanent** and the Status is **Licensed** in the Copy Shield Administrator dialog to confirm the license was installed properly.

Installing a License (Manually Install a License)

This may be an option if you are unable to email in the license request file.

1. After obtaining your license, and CD Tracking Number from WIN-911 Software, start **Scan & Alarm** so that the CopyShield Administrator splash screen appears.
2. From the CopyShield Administrator click **Install a License**.
3. Click **Manually Install a License**.
4. Select **Permanent**.
5. Enter your **CD Tracking Number**.
6. From the pull-down menu, select the same **Machine ID** option used for creating your License Request file (*.CSR).
7. Enter the **Unlock Code** provided by WIN-911 Software.
8. Check that the Type is **Permanent** and the Status is **Licensed** in the Copy Shield Administrator dialog to confirm the license was installed properly.

Mobile-911 V2.4 and newer

This section pertains to Mobile-911 Version 2.4 and newer. This section also assumes Mobile-911 was installed in the default location. For older versions of Mobile-911, please contact the factory

Backing up the Configuration

There are 8 files that need to be backed up. All files are required to maintain the same Mobile-911 Server Settings as well as the networking settings. If anything has changed about the environment the Mobile-911 Server is now in (computer, network, etc.) some of the original settings may not be valid.

1. The Mobile-911 Bridge Service Settings located on the WIN-911 machine. The two files “Mobile-911 Bridge Inbound.exe.config” and “Mobile-911 Bridge Outbound.exe.config” will be located on the WIN-911 machine and can generally be found at “**C:\Program Files or Program Files (x86)\Specter Instruments\WIN-911 V7**”.
2. The remaining Mobile-911 files can be found on the Mobile-911 Server machine and can generally be found at “**C:\Program Files or Program Files (x86)\WIN-911 Software\Mobile-911 Server**”.
 - a. The database file “M9.s3db” is in the SQLite.NET4 folder. Just copy the SQLite.NET4 folder.
 - b. “Mobile911.Server.exe.config”
 - c. “Mobile911.Server.Settings.Manager.exe.config”
 - d. “server.pfx”
 - e. “serverconfig.xml”
 - f. “web.config”

Restoring the Configuration

This section assumes the same version of WIN-911 and Mobile-911 have been reinstalled and have been installed in the default location.

1. On the WIN-911 machine, copy your Mobile-911 Bridge Service Settings (**Mobile-911 Bridge Inbound.exe.config**) and (**Mobile-911 Bridge Outbound.exe.config**) into “C:\Program Files or Program Files (x86)\Specter Instruments\WIN-911 V7” folder.
2. On the Mobile-911 Server machine, copy the remaining Mobile-911 Server data files: (**SQLite.NET4 folder, Mobile911.Server.exe.config, Mobile911.Server.Settings.Manager.exe.config, server.pfx, serverconfig.xml, web.config**) into “C:\Program Files or Program Files (x86)\WIN-911 Software\Mobile-911 Server”.

Relicensing

Mobile-911 does not require licensing. The Mobile-911 license is built into the WIN-911 license.