Network Recorder
and
Remote Database Reviewer
Quick Start Guide

VOIProven

TELEX
Radio Dispatch

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Quick Start Guide

Overview

This document contains **NR** (Network Recorder) to **RDR** (Remote Database Reviewer) software installation as well as connectivity instructions. The Remote Database Reviewer software allows clients to remotely access Network Recorder's database and play audio from its collection of recorded audio files.

REFERENCE: For more information, see the Network Recorder Technical Manual (P/N LIT000250000) and the Remote Database Reviewer Technical Manual (P/N LIT000367000, available at www.telex.com/Downloads/.

1.0 Network Recorder Installation

The Remote Database Reviewer requires Network Recorder version 4.300 or later. The updated Network Recorder software file is available at Telex.com.

1.1 Uninstall Previous Version Network Recorder Software

To **uninstall Network Recorder software**, do the following:
1. Select **Start|Settings|Control Panel** from the Start menu.
2. From the Control Panel window, double-click **Add or Remove Programs**.
3. Click **Telex Network Recorder**.
4. Click **Remove**.
   Network Recorder is uninstalled.

1.2 Install Updated Network Recorder Software

To **install updated Network Recorder software**, do the following:
1. Download the **Telex Network Recorder .zip file**, available at http://www.telex.com/Downloads/.
   NOTE: The Telex Network Recorder .zip file on also available on the Telex Radio Dispatch CD.
2. From the Network Recorder .zip file, extract the **files** to your Network Recorder computer.
   NOTE: The Network Recorder files consist of a Tools folder, an Installation folder and an Auto-Install shortcut.

3. From the saved Network Recorder folder, click **Auto-Install**.
   The Auto-Install window opens. The USB security key (dongle) driver installs. The MySQL 5.0 Server, MySQL ODBC Driver 5.1, and Network Recorder software installs. A MySQL Server Configuration window appears.

4. Click **Yes** to specify a new password.
   The Enter Previous Password window appears.

   a   In the password field enter the **previous root account password**.

      NOTE: If this is the first time MySQL 5.0 is being installed, leave this field blank.

   b   From the Enter New Password window, enter the **new root account password**.
      A message appears: Password Changed Successfully.

   c   Click **OK.**
      The MySQL root account password is changed. See Figure 2.

   OR

   Click **No** to specify a blank password.

5. Once the installation is complete, press **Enter**, to close the Auto-Install window.
   The window closes. Network Recorder's software is updated.
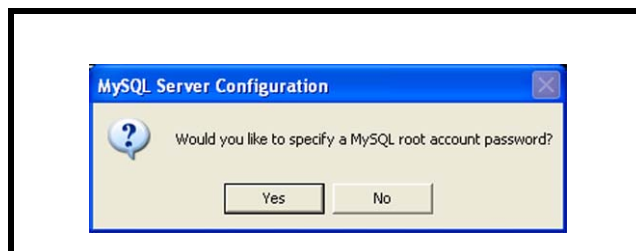

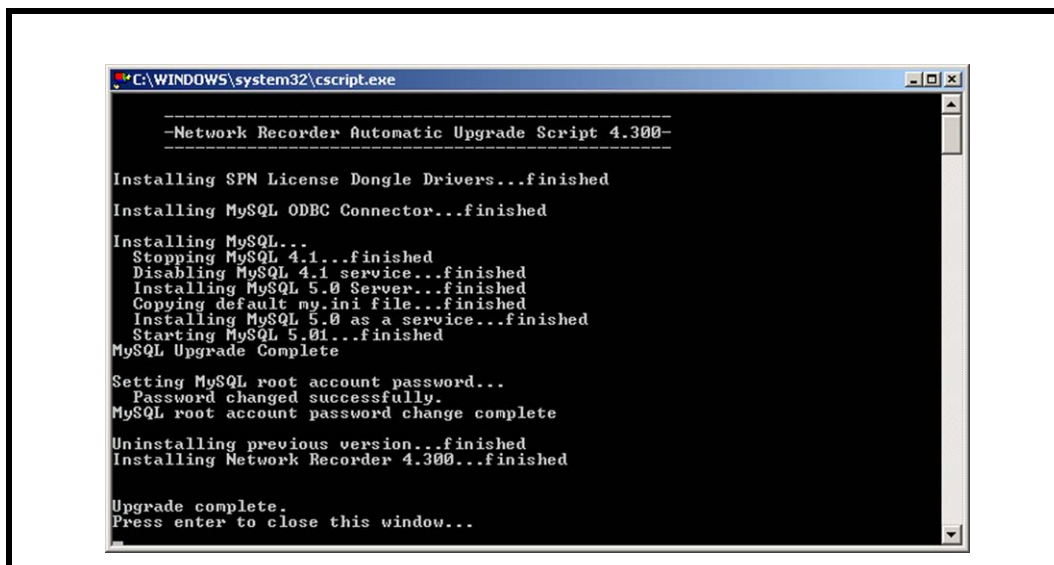FIGURE 1. MySQL Server Configuration

FIGURE 2. Auto-Install Window

2.0   Network Recorder Database Connection

Once the Network Recorder software is installed, a connection to the MySQL Server must be configured. On startup, Network Recorder attempts to connect to the local MySQL service.

2.1   Connect to MySQL Server

To **configure a connection to the MySQL Server**, do the following.

1. Start the **Network Recorder** application.
   The following message, shown in Figure 3, appears: Failed to connect to database: Invalid Password Would you like to configure Database Settings?.

2. Click **Yes**.
   The Database Connection Options window, shown in Figure 4, appears.
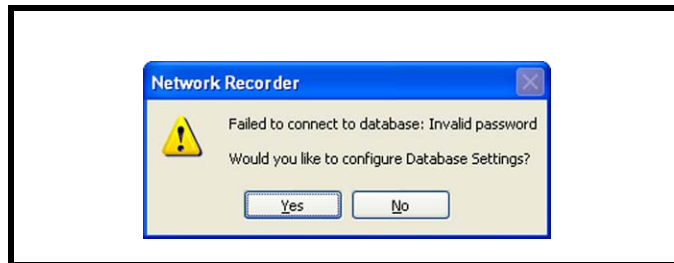
FIGURE 3. Failed to Connect Database Message

FIGURE 4. Database Connections Options Window

3. In the Password field, enter the **MySQL root account password**.

4. Click **OK**.
   Network Recorder's main window appears.
   OR
   If the connection fails, a message with troubleshooting information appears.

   NOTE: If the MySQL root account password is blank, Network Recorder attempts to connect using a blank password, and no additional configuration is necessary.

3.0   Remote Database Reviewer Server Setup

The Network Recorder must be configured to accept requests from Remote Database Reviewer.

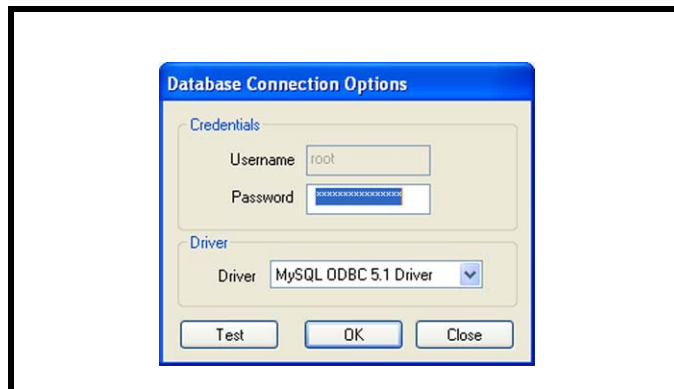### 3.1   Enable Remote Database Server

To **enable the Remote Database Reviewer server**, do the following:

1. Open **Network Recorder**.

2. Select **Remote Utilities|Remote DB Reviewer Setup** from the menu bar.
   The Remote Database Reviewer Setup window appears.

3. Select the **Enable Remote Database Reviewer Server** check box.

4. Click **OK**.
   The Remote Database Reviewer server starts and Network Recorder can detect incoming Remote Database Reviewer requests.

3.2   Create a User Account

The Network Recorder's Remote Database Reviewer Setup window, see Figure 5, is also used to create user accounts. These account(s) are used in the Remote Database Reviewer to access the Network Recorder's database.

To **create a user account to the Remote Database Reviewer server**, do the following:

1. Open **Network Recorder**.

2. Select **Remote Utilities|Remote DB Reviewer Setup** from the menu bar.
   The Remote Database Reviewer Setup window appears.

3. In the User field, enter a **username**.

   NOTE: The username can contain 1 to 16 alphanumeric characters

4. In the Password field, enter a **password**.

   NOTE: The password can contain 1 to 16 alphanumeric characters.

5. Click **Add New**.
   The new user is added to the Account List.

6. Click **OK**.

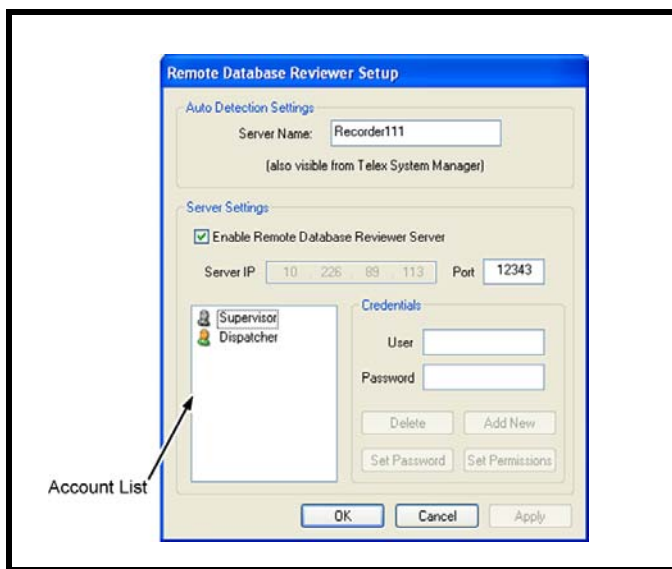*The account is created. The Remote Database Reviewer Setup window closes.*

FIGURE 5. Remote Database Reviewer Setup Window

4.0 Remote Database Reviewer Setup

The Remote Database Reviewer requires Microsoft .NET Framework 2.0 or greater be installed to run properly. The installer for this program is available from Microsoft's website. The Remote Database Reviewer installation zip file contains all other files required to run Remote Database Reviewer.

NOTE: If not already installed, the following components are also installed:

- Visual C++ Runtime Libraries (x86)
- MySQL Connector 5.1

4.1 Install Remote Database Reviewer

To **install Remote Database Reviewer**, do the following:

1. Download the **Remote Database Reviewer zip file**, available at http://www.telex.com/Downloads/.

   NOTE: The Remote Database Reviewer .zip file is also available on the Telex Radio Dispatch CD.

2. From the Remote Database Reviewer .zip file, extract the **files** to your computer.

3. Double-click **setup.exe**.
   The Telex Remote Database Reviewer wizard appears.

4. Click **Next**.
   The Select Installation Folder window appears.

5. Click **Next** to start the installation process.
   The Installing Remote Database Reviewer window appears. The Installation Complete window appears.

6. Click **Close**.
   The Installation Complete window closes.

5.0   Remote Database Reviewer Connection

Once the Remote Database Reviewer software is installed, a connection to the Network Recorder must be configured.

5.1   Configure Remote Database Reviewer Connection to Network Recorder

To **configure Remote Database Reviewer's connection to Network Recorder**, do the following:

1. Open **Remote Database Reviewer**.
   If connection settings have not been configured, the Welcome window, shown in Figure 6, appears.

FIGURE 6. Welcome

2. Click **Yes**.
   The Connection page, shown in Figure 7, appears.

3. Click **Refresh**.
   Detected Network Recorder server name(s) appear in the Auto Detection list.

4. From the Auto Detection list, select a **server name**.
   OR
   Enter the **IP Address** and **Port numbers** manually, if no server name appears in the Auto Detection list.

   NOTE: The IP Address and Port numbers should match the entries in the Server IP and Port fields on the Network Recorder's Remote Database Review Setup window. See Figure 5.

5. Click **Set** to automatically fill the IP Address and Host Port fields.

6. In the Username field enter a **username**.

7. In the Password field enter the **password** for the username.

8. Click **OK**.

9. Click the **Execute query** button.
   Database results appear in the list.

NOTE: The username and password used to connect are configured in the Network Recorder. See "Create a User Account" on page 6
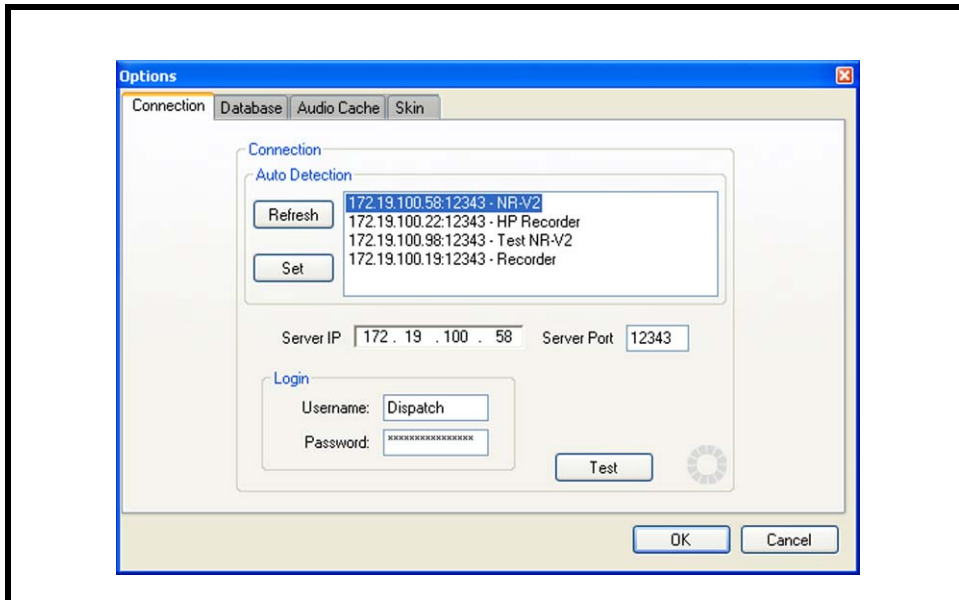

FIGURE 7. Connections Page

5.2 Log in to Remote Database Reviewer Using a Different Account

1. Open **Remote Database Reviewer**.
   The Remote Database Reviewer window appears.

2. Select **Tools|Options** from the menu bar.
   The Connections page, shown in Figure 7, appears.

3. In the Username field enter a **username**.

4. In the Password field enter the **password** for the username.

5. Click **OK**.

6. Click the **Execute query** button.
   Database results appear in the list.

5.3 Test Remote Database Reviewer's Connection

The Connections page also allows you to test the Remote Database Reviewer's connection to the Network Recorder and the MySQL Server.

To **test the Remote Database Reviewer's connections**, do the following:

1. Select **Tools|Options** from the menu bar.
    The Connections page appears.

2. Click **Test**.
    A success message, shown in Figure 8, or a failure message, example shown in Figure 9, appears.

    NOTE: *If a failure is detected, see "Troubleshooting" on page 12 to resolve the problem.*
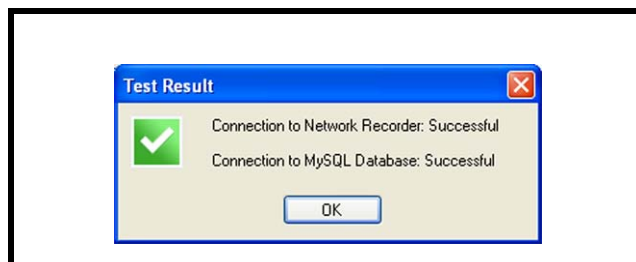

FIGURE 8. Test Result Window

6.0 Troubleshooting

Once configured correctly, Remote Database Reviewer should be able to connect to both the Network Recorder and the MySQL database. If an error message appears when testing the connection, use these troubleshooting instructions to resolve the problem. See Figure 9 for an example.
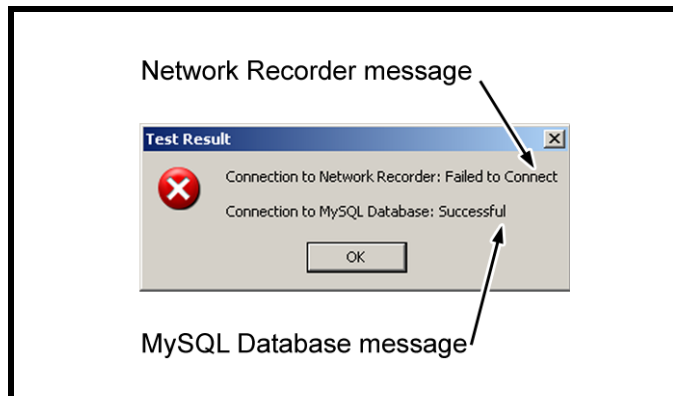

FIGURE 9. Test Result Window

6.1 RDR is Unable to Connect to Network Recorder

Issue: A failure message appears when testing the connection in the Connection Options window. Remote Database Reviewer is unable to connect to Network Recorder

Reason 1: The IP Addresses and Port numbers between the Network Recorder and Remote Database Reviewer do not match.

Solution: Configure Host IP and Ports on both the Network Recorder and RDR to match.

To **configure the Host IP and Host Port numbers on the RDR and Network Recorder**, do the following:

1. While in Network Recorder, select **Remote Utilities|Remote DB Reviewer Setup** from the menu bar.
2. Make a note of the **Server IP** and **Port numbers**.
3. While in Remote Database Reviewer, select **Tools|Options** from the menu bar. *The Options window opens to the Connections page.*
4. Change the **Remote Database Reviewer Host IP** to match the Server IP in Network Recorder**.**
5. Change the **Remote Database Reviewer Host Port** to match the Port number in Network Recorder.

Reason 2: The Network Recorder is not running.

Solution: Open **Network Recorder**.

To **open Network Recorder**, do the following:

- Double-click the desktop shortcut to open **Network Recorder**.

Reason 3: A firewall is blocking access to the host port.

Solution: An exception to the Network Recorder's host port is configured.

> **NOTE:** If a third-party firewall is in use, it must be configured to allow access to the port.

To **configure an exception to the Network Recorder's host port**, do the following:

1. On the Network Recorder PC, select **Start|Settings|Control Panel** from the Start menu.
2. From the Control Panel window, double-click **Windows Firewall**.
   The Windows Firewall window opens.
3. Click the **Selections** tab.
4. From the Selections page, click **Add Port**.
   The Add a Port window opens.
5. In the Name field, enter **Network Recorder RDR Server**.
6. In the Port field, enter the **Network Recorder's port number**.

   > **NOTE:** The Network Recorder's port number is set on the Remote Database Reviewer Setup window. See Figure 5.

7. Select the **TCP** radio button.
8. Click **OK**.
   The Add a Port window closes.
9. Click **OK**.
   The Window Firewall window closes.

6.2 RDR is Unable to Connect to MySQL Service

Issue: A failure message appears when testing the connection in the Connection Options window. Remote Database Reviewer is unable to connect to the MySQL Database.

Reason 1: A firewall is blocking access to the MySQL Server port.

Solution: Configure an exception to the MySQL Server port.

To **configure an exception to the MySQL Server port**, do the following:

1. On the Network Recorder PC, select **Start|Settings|Control Panel** from the Start menu.
2. From the Control Panel window, double-click **Windows Firewall**.
   The Windows Firewall window opens.
3. Click the **Selections** tab.
4. From the Selections page, click **Add Port**.
   The Add a Port window opens.
5. In the Name field, enter **MySQL Server**.
6. In the Port field, enter the MySQL's port number, **3306**.
7. Select the **TCP** radio button.
8. Click **OK**.
   The Add a Port window closes.
9. Click **OK**.
   The Window Firewall window closes.

6.3   Unexpected Results Appear on Query Execution

Issue: Executing a query from RDR produces no records or a limited number of records.

Reason: The Date/time Filter is set. By default, the Date/Time filter check box is selected when Network Recorder is started and the Begin Date and Time are set to the current time.

To **set the Date/Time filter to show all records**, do the following

1. Clear the **Active** check box.

2. Click the **Execute Query** button.
    The query is executed and all records in the database appear in the List of Records.
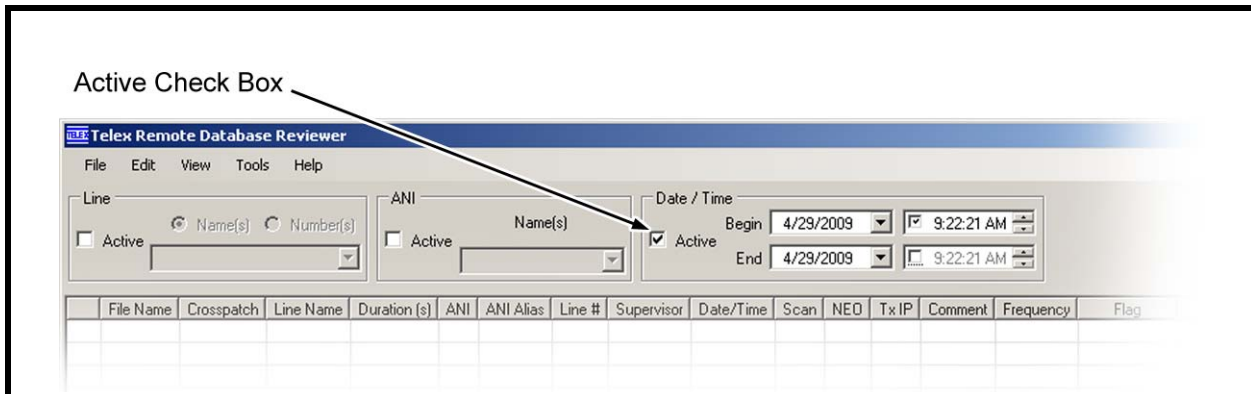

FIGURE 10. Active Check Box—Date/Time Filter

Revision History		
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Revision	**Change Description**	**Date**
A	Initial release	July 2009

Suggestions or comments:

Contact technical support with suggestions or comments concerning this application note.

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