

TPS Workstation installation

1st disable IPv6 and reboot the workstation.

For Windows 7 go to...

<http://support.microsoft.com/kb/929852> and select the following

Disable IPv6



Disable the Windows firewall

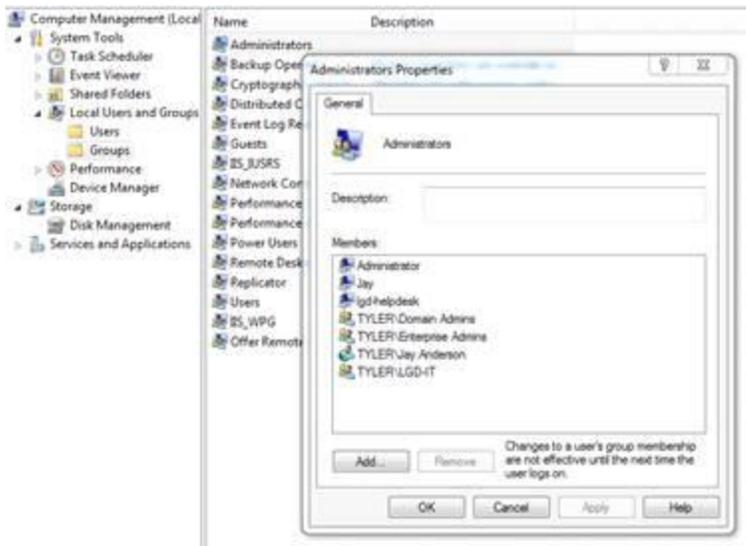
Open the control panel, click System and Security, then click Windows Firewall, then click "turn windows firewall on or off" on the left hand panel click "turn off Windows Firewall under domain network location settings and click OK

If you do not want to disable the firewall, you can set exceptions for the following ports

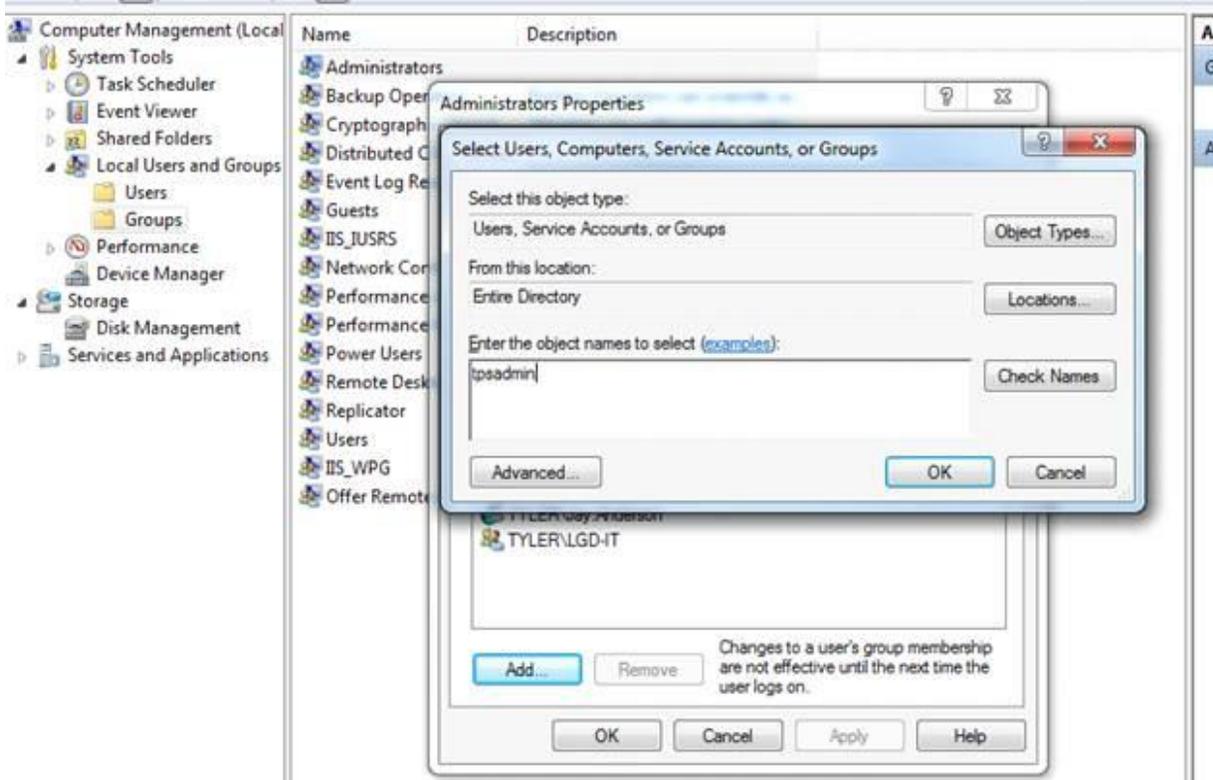
Port	Software	Protocol
11001	UDP Server	UDP
11002	UDP Server	UDP
11005	AVL Server	UDP
11006	AVL Server	UDP
8989	Mobile Cad Server	TCP
11012	LETS	UDP
4501	Connect CIC	TCP
11010	LETS	TCP
4582	Chat	TCP
55001	Combined Search Controller	TCP
55002	Combined Search Endpoint	TCP
80	HTTP, and Web Services	TCP
443	HTTP SSL	TCP
1433	SQL Server	TCP

Add the tpsadmin user as a local administrator (ONLY IF NOT ON DOMAIN):

Right Click on 'My Computer' and click on 'Manage'. Expand Local Users and Groups'. Click on Groups then Administrators.

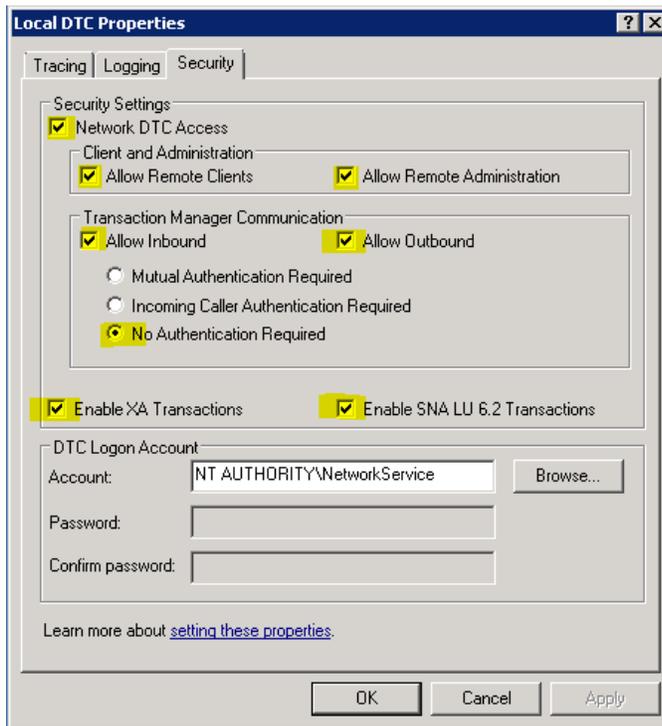


Click Add, and type 'TPSADMIN' and ok. (note: Make sure Location is set to 'Entire Directory')

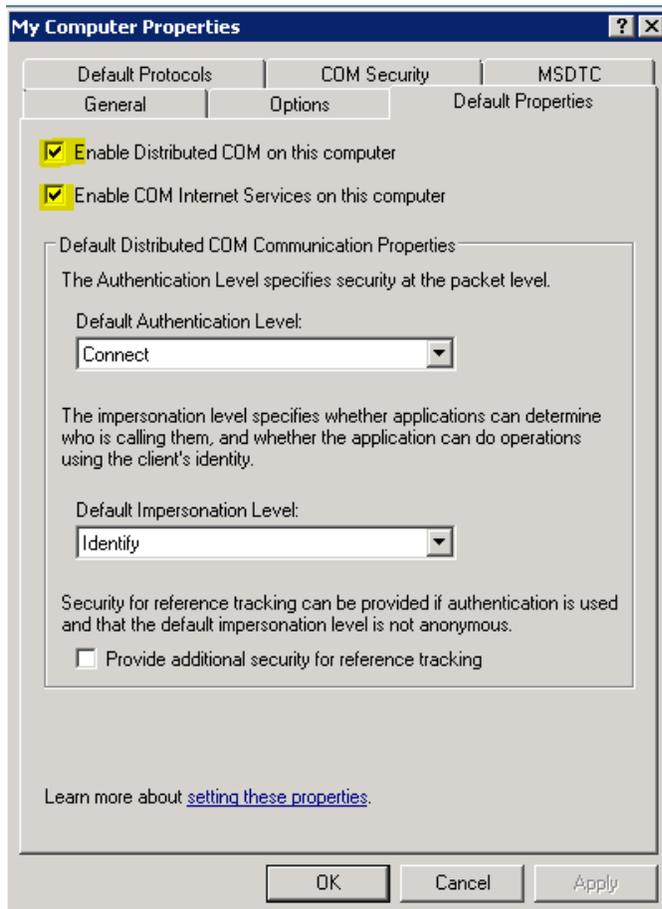


MSDTC Configuration (ONLY REQUIRED ON DESKTOP CLIENT):

The following configuration items must be configured for all machines. On each machine open the "Component Services" manager, expand "Computers" expand "My Computer" then expand "Distributed Transaction Coordinator". Right click on "Local DTC" and select "Properties", select the "Security" tab. You should see the following dialog, insure all of the highlighted items are selected, when you are finished click the "Apply" button.

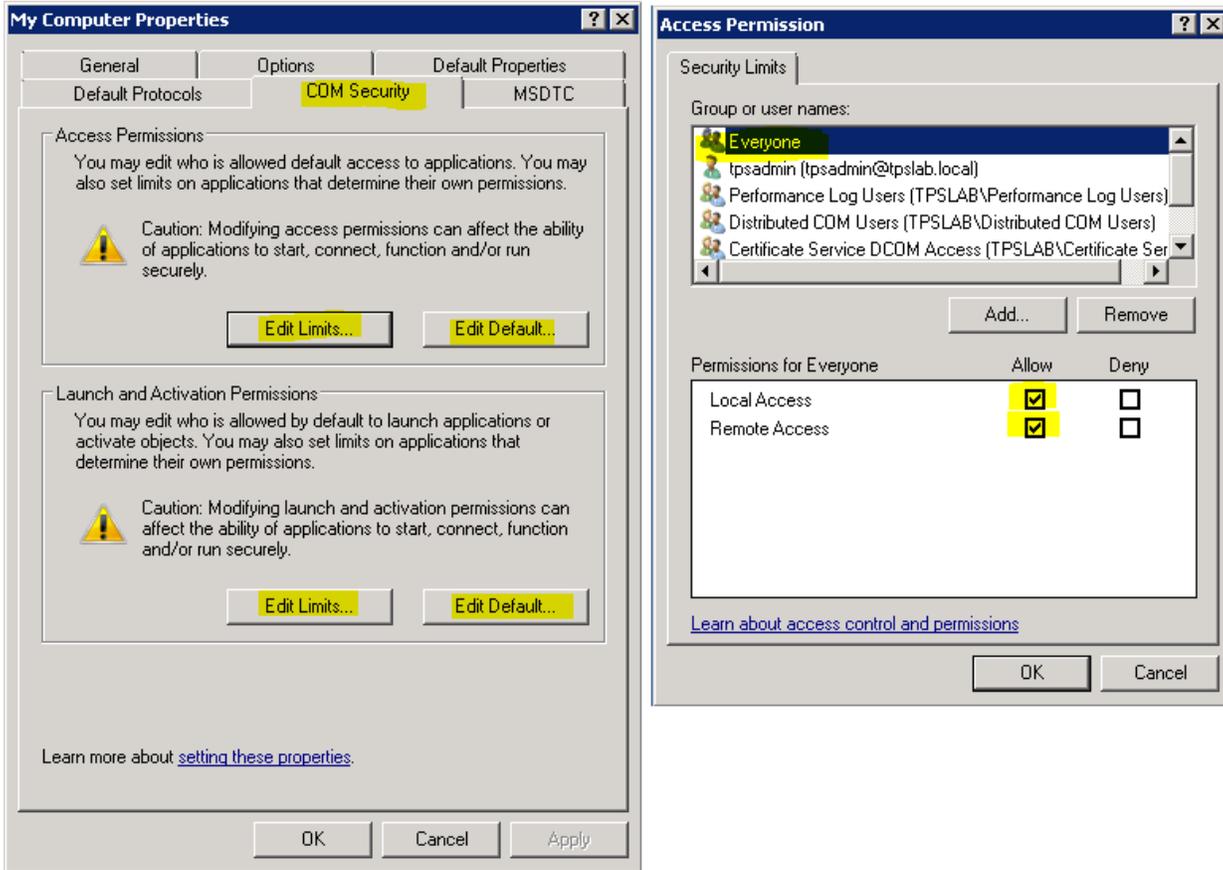


In "Component Services" manager right click "My Computer" and select "Properties" and click the "Default Properties" tab you should see the following dialog. Ensure the two highlighted items are checked then click "Apply".



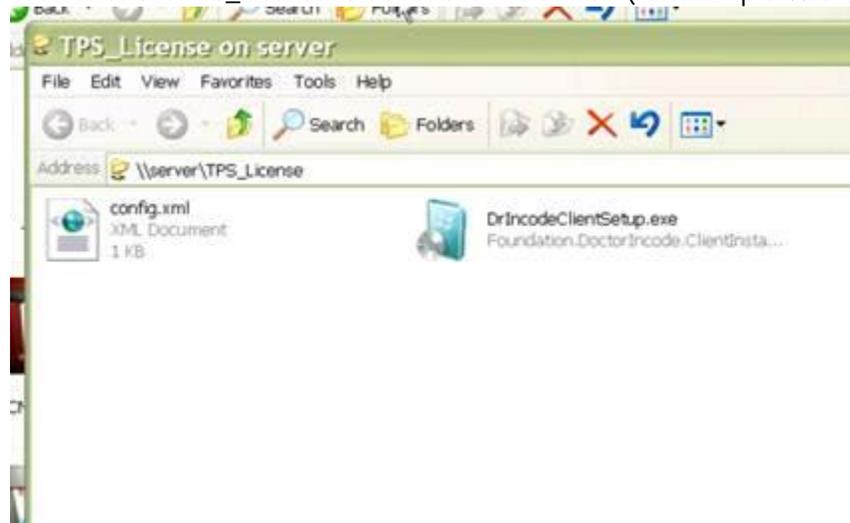
While on the "My Computer" dialog click the "COM Security" tab. Settings for each of the four buttons below must be configured, the dialog on the right is essentially the same for each button. On each "Access Permission" dialog insure the group "Everyone" is included in the "Group or user names" table, insure each "Allow" checkbox is checked, click "OK" and move on to the next button in the dialog on the left.

Each "Access Permission" dialog may have more or less permission items to be checked, ensure all of them are checked and ensure the group "Everyone" is added.



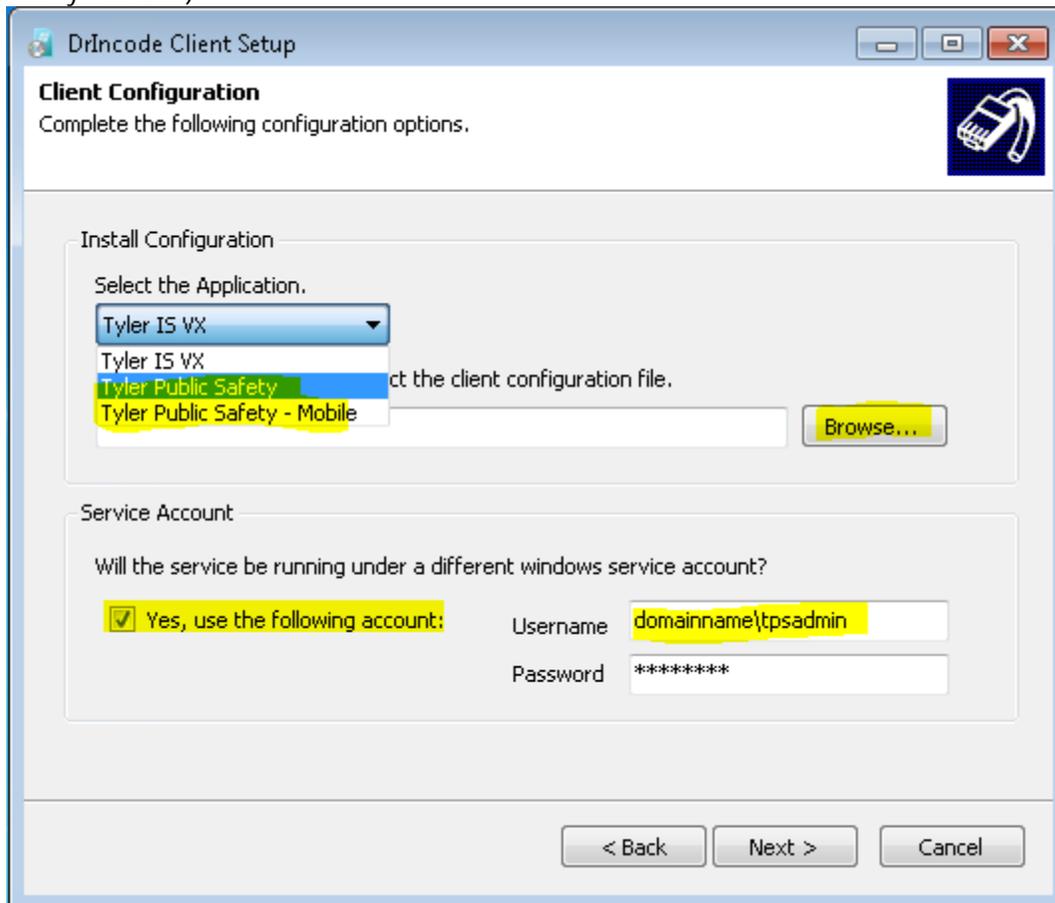
Installing the Client:

Browse to the TPS_License folder of the TPS server. (for example \\servername\Tyler_TPS\TPS_License)



Run the 'DrIncodeClientSetup.exe' and click Next:

From the 'Install Configuration' window. Drop down the 'Select the Application' menu and choose the TPS application you want to install. (For Workstations choose 'Tyler Public Safety', for Mobiles choose 'Tyler Public Safety - Mobile')



On the Same Window, click the 'Browse' button, and navigate to the config.xml in the TPS_License folder of the TPS server. For example: (\tyleras\Tyler_TPS\TPS_License) and choose the config.xml

From the same window, check the box that says, 'Yes, use the following account:'

For username type: miamicountysher\tpsadmin

Contact Tyler Technologies Deployment at 800-646-2633 option 2 to obtain the password

click next

Leave the next window default unless you want the application to install at a different location, and click Next:

When the Installer is finished, click Finish.

At this point the workstation is installed and is talking to the server to grab and install the correct applications assigned to the workstations. It may take up to 5-7 minutes per machine to fully install the TPS software. If the icons do not show up on the desktop within 5-7 minutes, call TPS Support at 800-646-2633.