ENTRÉ AND ENTRÉ NOC CHECKLIST

ENTRÉ
ENTRÉNOC

COMPANY NAME: _____Date:_____

FOUR WEEKS PRIOR TO VISIT ——————————————————

Please review and complete the following checklists at least four weeks prior to the estimated start date for the Entré/ Entré NOC installation. These checklists include information about hardware and supporting software configuration, DMP panel Entré configuration, personnel, training, and a general outline of the installation process. Providing this information is a critical part of that process as it allows DMP to review the proposed installation and identify required adjustments prior to the proposed beginning date.

After receiving this information, DMP's technical personnel will schedule a conference call with the dealer's technical personnel. Submitting this information within the required timeline will result in a timely and efficient installation process. Thank you for your cooperation! We look forward to a smooth and professional installation.

HARDWARE:

- ☐ Hardware Specifications According to the Architecture Document
  Number of Panels:_____
  Number of Events/Day:_____
  Number of Doors:_____

  - ☐ Entré App Server
    Processor:_____
    Hard Drive:_____
    RAM:_____

  - ☐ Microsoft SQL Database Server
    Processor:_____
    Hard Drive:_____
    RAM:_____

  - ☐ Entré Client Server(s)
    Processor:_____
    Hard Drive:_____
    RAM:_____

  - ☐ Event Server(s) — as needed by design
    Processor:_____
    Hard Drive:_____
    RAM:_____

  - ☐ Apache Server — as needed by design
    Processor:_____
    Hard Drive:_____
    RAM:_____

- ☐ Panel(s) ready to be configured and tested after installation
- ☐ Client PCs ready for install
- ☐ Tools to perform a panel installation
- ☐ Notebook computer with administrative rights and Internet access

_____   _____
Dealer Entré Technician Signature   Date

SOFTWARE:

☐ Licensed MSSQL(s)

☐ Remote Link

☐ Apache Tomcat — As needed by design

☐ Java RE — As needed by Apache Tomcat

_____   _____
Dealer Entré Technician Signature   Date

PERMISSION:

☐ Installation of Entré server with administrative rights

☐ Installation of Entré Client with administrative rights

☐ IT permission, in writing, to configure hardware and software as needed for the purposes of testing and troubleshooting

_____   _____
Dealer Entré Technician Signature   Date

PERSONNEL:

☐ Minimum of four Entré operators hired to be trained

☐ SQL database administrator

☐ IT director for site

☐ Operator Roster Sheet completed

_____   _____
Dealer Entré Technician Signature   Date

INFORMATION:

☐ IP addresses of servers for the purposes of configuration

☐ SQL login information

_____   _____
Dealer Entré Technician Signature   Date

PLANNING:

☐ Plan to configure any preexisting panels to communicate to Entré – as needed by site

☐ An understanding of the end user's specific needs for Entré configuration and planned use

☐ Plan for SQL maintenance, backups, and replication

☐ A review of the DMP scheduled visit and training with end user

☐ Mapping out partitions and locations for Lite Client – as needed by site

_____   _____
Dealer Entré Technician Signature   Date

TRAINING:

☐ Training content *(Check only the items that apply for the customer's needs, and a customized training program will be provided.)*

  ☐ Add/Edit Operator Profiles
  ☐ Add/Edit Operators
  ☐ Add/Edit Personnel
  ☐ Add/Edit Badges
  ☐ Add/Edit User Codes Profiles
  ☐ Import User Codes Using CSV Import
  ☐ Add/Edit/Apply Calendars
  ☐ Add/Edit/Apply Panel Schedules
  ☐ Add/Edit Reports
  ☐ Add/Edit Quick Launch pages
  ☐ Manage Alarms
  ☐ Manage Events
  ☐ Event Policies
  ☐ Add Panels
  ☐ Automation Rules

☐ Training area *(such as a conference room, training room, etc.)*
☐ PCs to install Entré Client on for training

Dealer Entré Technician Signature	Date

NETWORK CONFIGURATION:

☐ Physical network connections are made between hardware components

  ☐ Servers
  ☐ Switches
  ☐ Panels
  ☐ Clients

☐ Network switches are configured to allow communication in and out between other servers and panels
☐ Server hardware is configured to allow communication in and out between other servers and panels
☐ Firewalls are configured to allow communication in and out between other servers and panels
☐ Any ports configured for communication

Dealer Entré Technician Signature	Date

SQL CONFIGURATION:

☐ SQL installed in Mixed Mode

☐ SQL Name Pipes enabled

☐ SQL ports configured within SQL Configuration Manager

☐ Login has needed permissions - SysAdmin role w/ dbo

Dealer Entré Technician Signature	Date

APACHE CONFIGURATION:

(This checklist is site specific and may not be needed.)

☐ Apache Tomcat installed on server

☐ JRE installed

Dealer Entré Technician Signature	Date

CONTACT LIST:

	Name	Contact Phone #	E-mail Address	Company
Entré Technician				
IT Personnel				
End User Contact				
SQL DBA				

DAY ONE OF VISIT

Entré technician will be ready for install and meet with DMP representatives at the install site and make introductions to proper personnel.

DMP's scope of work will be to give guidance to the Entré certified technician on how to set up specific interfaces and troubleshoot any issues during the Entré server installation. DMP will not be involved in giving recommendations of how the end user should use Entré beyond its intended specifications as that discussion should be done prior to visit between the dealer and end user representatives.

The Entré technician will be the one performing the installation of all software on end user hardware.

- ☐ Installation of Entré server
- ☐ Testing functionality of the Entré server with SQL
- ☐ Adding Panel(s) to Entré
- ☐ Testing functionality of the Entré server with test panel(s)
- ☐ Configuring preferred interfaces as requested by end user
  - ☐ Maps
  - ☐ QuickLaunch
  - ☐ Automation rules
- ☐ Configuring operator profile(s) and logins
- ☐ Installation of Entré Client software on training machines
- ☐ Installation of Entré Client on operator workstations
- ☐ Lite Client partition and locations – site specific

Any remaining time will be used to test and troubleshoot so functionality is confirmed and ready for end user training.

DAY TWO OF VISIT

The certified dealer representatives will meet with the end user training class and perform the operator training. Participants will sign in before class begins. Other end user support staff may attend the training as well, but they are not required. Enough time should be allotted to allow for training on all required items from the Training Checklist, as well as discussions and Q&A. Operator training will not cover troubleshooting of Entré or any of its components, SQL, Apache, or Java. DMP's staff will attend this training and be available to address questions as needed, but will not perform the training.

Once finished, DMP staff and dealer representatives can use time to make sure there isn't any further configuration or troubleshooting needed before DMP departs and travels the next day.

SEVEN DAYS AFTER VISIT FOLLOW-UP

DMP Training staff will schedule a follow-up webinar with the end user operator staff to answer any questions that may have come up since the visit and to make sure the installation is functioning as expected.

OPERATOR CLASS ROSTER

Full Name	E-mail	Phone