

AQUA™ Phoenix 5.4 Installation Guide

AQUA 5.4 Installation Guide

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081006

AQUA™ Phoenix

Thank you for selecting AQUA Phoenix. AQUA automates the entire Priority Dispatch System case review process. It assists you in everything from data entry, to compliance scoring, to record keeping, to reporting, and more. It helps you ensure that emergency dispatchers in your agency are providing quality service in compliance with all standards established by the National Academies of Emergency Dispatch. It pinpoints specific training needs and liability risks, and helps you document continuous improvement efforts. In today's world, public safety agencies simply must have a defensible quality assurance program to help protect them from liability lawsuits. AQUA is a powerful tool that helps you meet this need with minimal commitments of time and personnel.

AQUA Phoenix (5.4.0.21) - Working Case List

File Version Help

Common Tasks Trends New Employee Print Case Eval. Record New Delete First Previous Next Last Save Re-Connect

Case Review EMD - 2008000001 View / Filter By...

Case Evaluation Basics

Case # 2008000001 ProQA

Date 10/6/2008 Special case

Time 08:10:00

Calltaker ID BAMA

Agency ID Priority Diapctch Corp.

Shift/Team 1

Position 1

Reviewer Greg

Complaint description chest pain

How obtained E911 911

Caller is Patient (1st party) With patient (2nd party) Remote from patient (3rd party) Referring agency (4th party) Not determined

Case Entry
Key Questions
Dispatch Life Support Instructions

Greg Spencer NAE CAPS NUM SCRL INS Greg Spencer

Installing AQUA™ Phoenix

If you have any questions about how to install AQUA Phoenix that are not answered in the instructions below, please contact a member of the Priority Dispatch software support staff by phone at 866-777-3911 (USA/Canada) or 801-363-9127 (International) or by email at technical.support@prioritydispatch.net.

You will be asked to login to AQUA each time you run the program. The system administrator must assign an operator login name and password to each user.

The initial operator login name is **SETUP**. The initial password is **AQUA**.

Requirements

Minimum System Requirements

Processor Speed: Pentium® III 800 MHz

System RAM: 64 MB

Operating System: Microsoft® Windows® 2000 or XP (Vista not currently supported)

Hard Disk Space: 20 MB

Hardware Ports: Parallel Port or Available USB Port

Software Security Key

The AQUA software can only be run from a PC that has a parallel printer port or an available USB port that will support the included software security key (dongle). AQUA will not run unless the dongle is installed.

Parallel port dongles can be inserted in line with other dongles and in between the printer cable and the port. However, no more than five dongles can be attached to any single computer. If a printer is connected to this same port, the printer power must be on, and the printer must be set to the online state, for the dongle to function properly.

Do not remove or insert the dongle while the printer or the computer is powered on. Damage to the dongle and computer may occur.

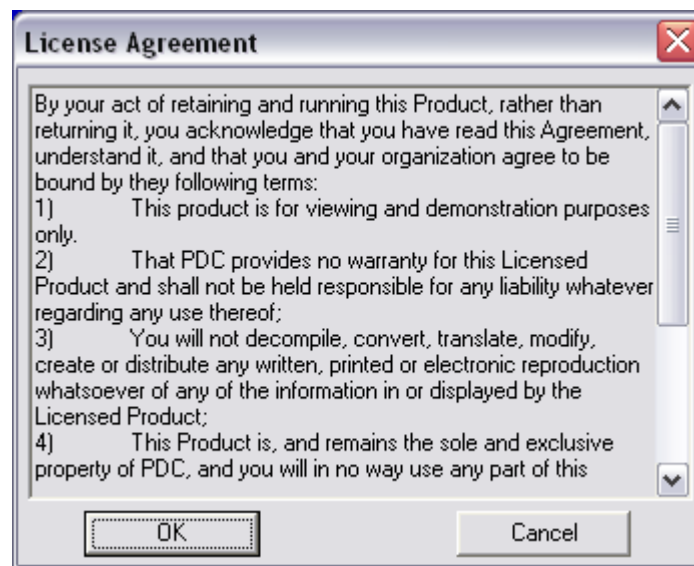
XLerator™ Server

AQUA Phoenix 5.4 requires version 3 of the XLerator server software. You must make sure that XLerator 3 is installed on the local computer or on another network-accessible computer. Instructions for installing XLerator are included in this AQUA Phoenix Installation Guide.

Installing the Software

AQUA™ Phoenix

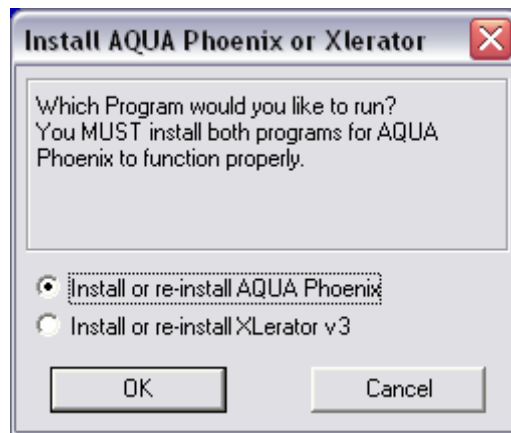
1. Start Windows. If any other applications are running on your computer, close them before proceeding.
Be sure you are logged on to the computer as Administrator or AQUA Phoenix will not install correctly.
Please backup any data before proceeding.
2. Place the AQUA CD-ROM into the appropriate drive of the computer. If autorun is enabled, the installer will begin automatically. If it does not, run **setup.exe** from the AQUA Phoenix CD-ROM.
3. The **License Agreement** appears.



Read the license agreement and then click on the OK button to Accept.

If you do not accept this agreement, you will not be allowed to install AQUA.

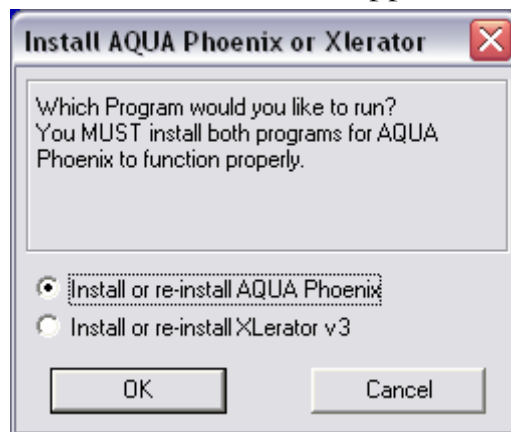
4. The **Install Software Key Drivers** screen appears.



If you have not previously installed the software key drivers, select **Install Software Key** and then click on the **OK** button.

Follow the on-screen instructions to install the software key drivers.

5. The **Install AQUA Phoenix or XLerator** screen appears.



Select **Install or re-install AQUA Phoenix** and then click on the **OK** button.

6. The **Welcome** screen appears.



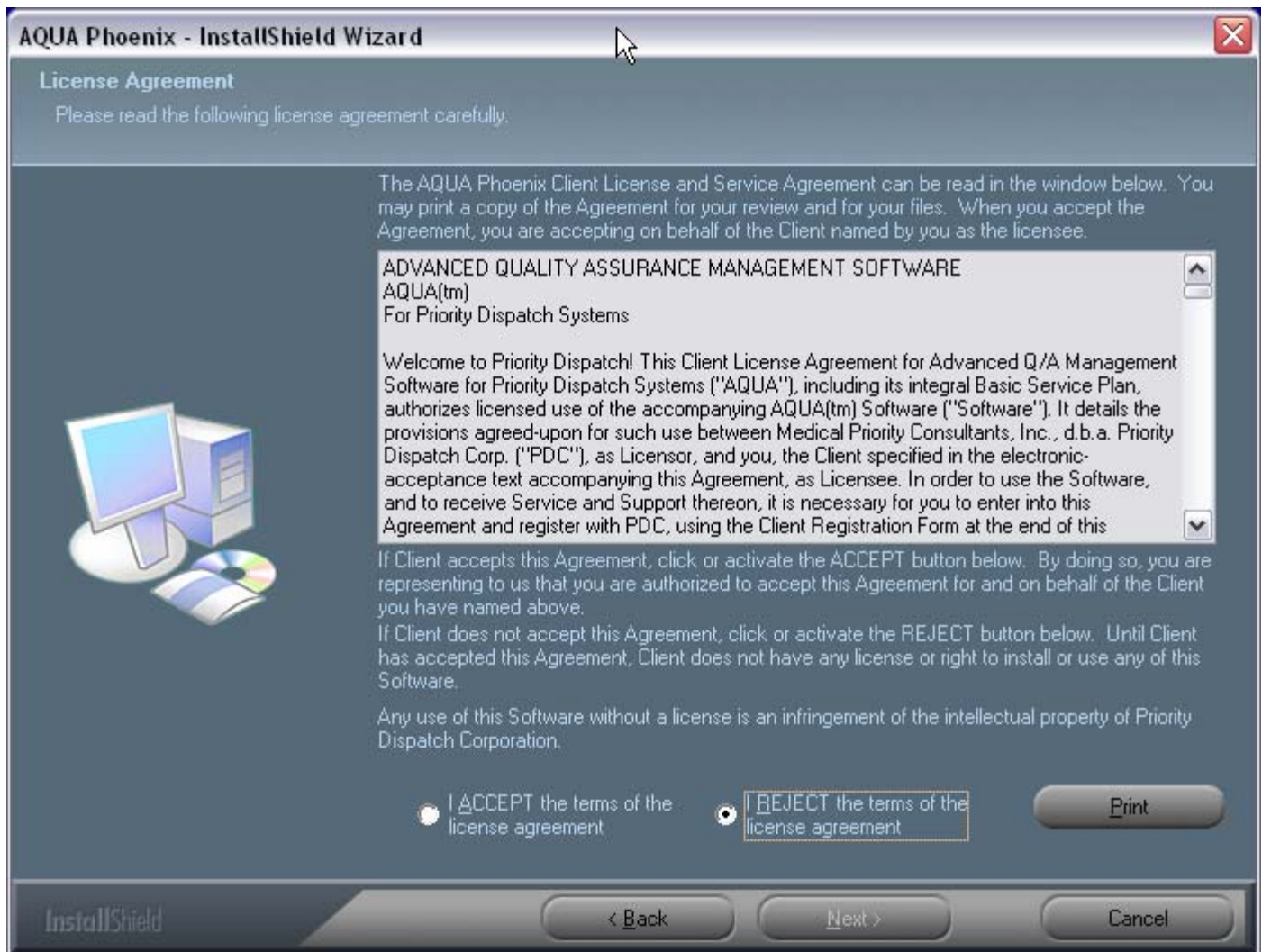
Click on the **Next** button.

7. The **Customer Information** dialog box appears.



Enter your name along with the name and address of the organization licensed to use AQUA. **Enter the Company Name EXACTLY as it is printed on the white sticker affixed to your AQUA CD case.** If you are authorized to accept the AQUA Client License and Service Agreement, click on the **Next** button

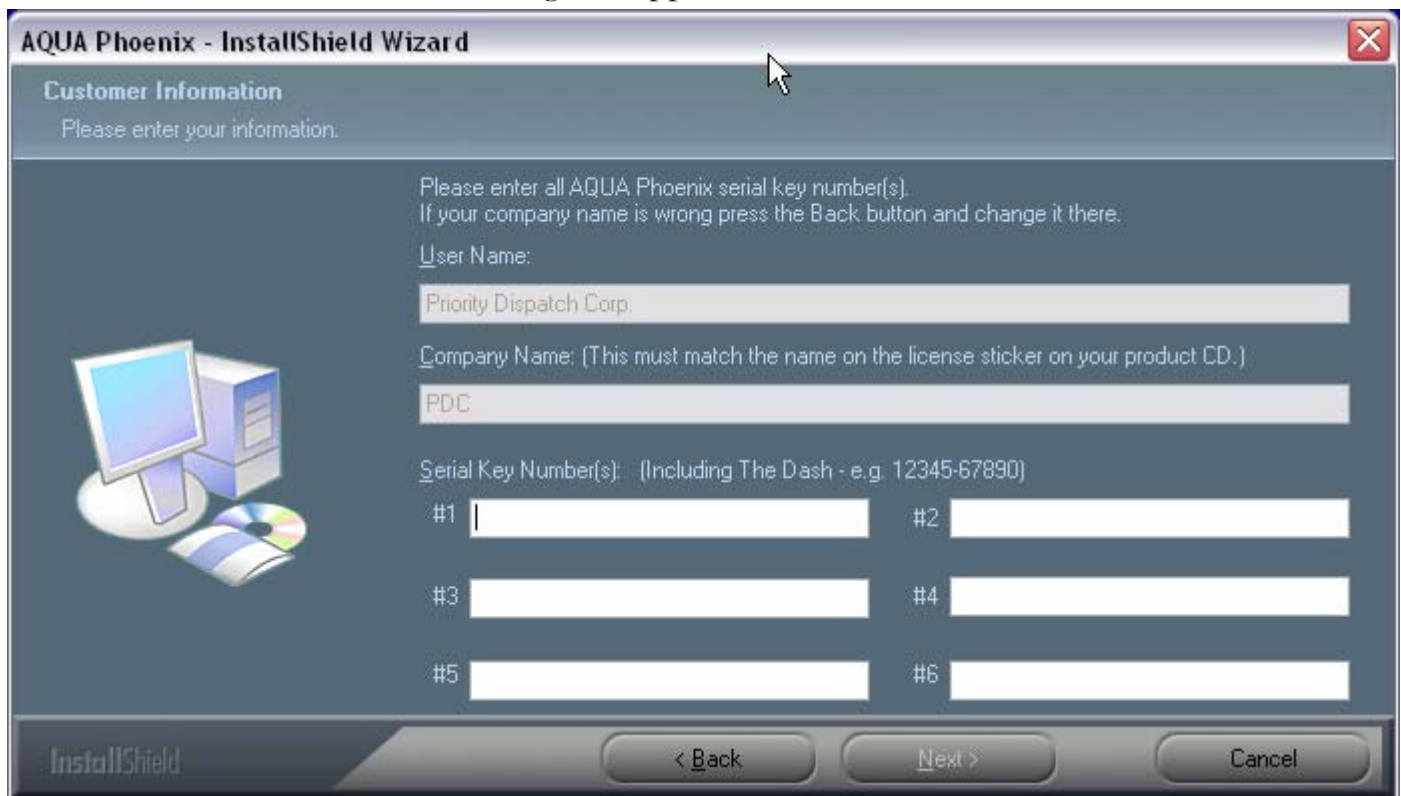
8. The **AQUA Client License and Service Agreement** dialog box appears.



Read the AQUA Client License and Service Agreement. If you accept this agreement, click on the **I ACCEPT** button, and then click on the **Next** button.

If you do not accept this agreement, you will not be allowed to install AQUA.

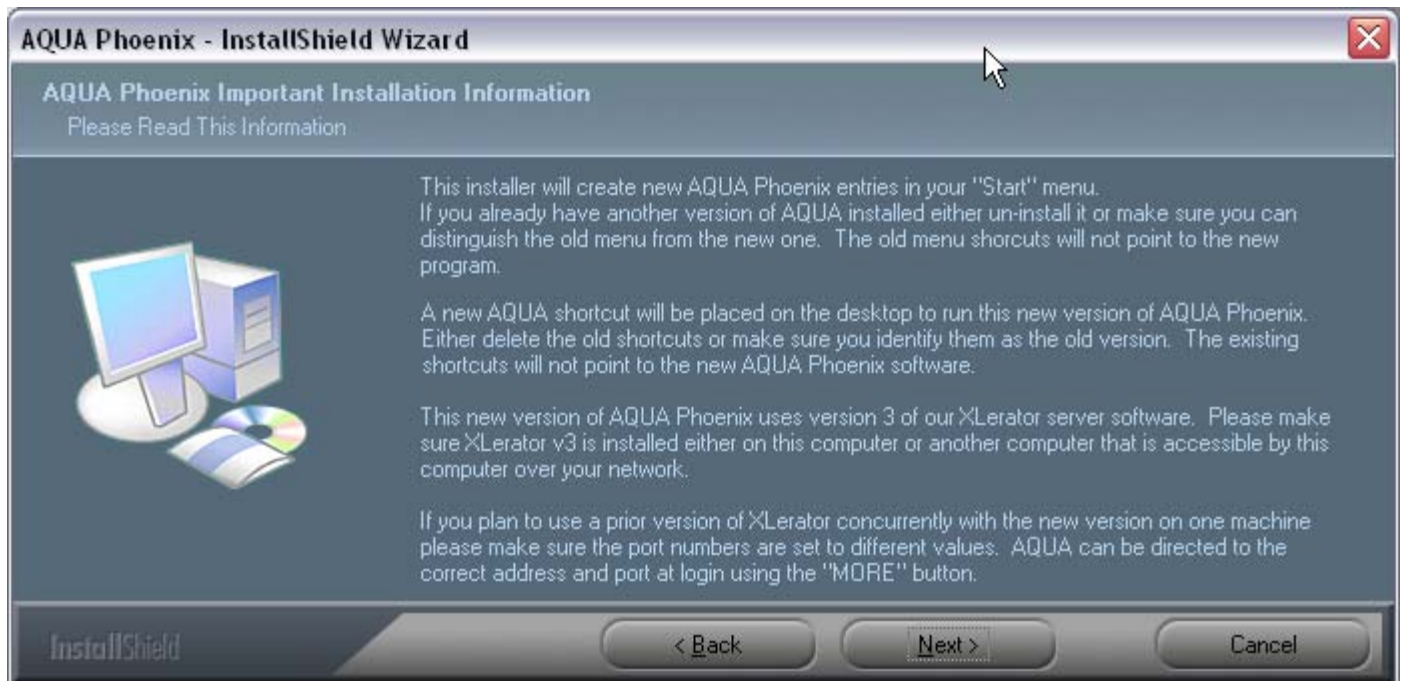
9. The **Customer Information** dialog box appears.



The screenshot shows the 'Customer Information' dialog box of the AQUA Phoenix - InstallShield Wizard. The window title is 'AQUA Phoenix - InstallShield Wizard'. The main heading is 'Customer Information' with the instruction 'Please enter your information:'. Below this, there is a sub-heading 'Please enter all AQUA Phoenix serial key number(s). If your company name is wrong press the Back button and change it there.' The form contains several input fields: 'User Name:' with the value 'Priority Dispatch Corp.', 'Company Name: (This must match the name on the license sticker on your product CD.)' with the value 'PDC', and six 'Serial Key Number(s):' fields labeled #1 through #6, all of which are currently empty. A small icon of a computer monitor, tower, and CD is on the left. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a mouse cursor.

Enter the **Serial Key Number(s) EXACTLY** as they are printed on the white sticker affixed to your AQUA CD case (including the dash), and then click on the **Next** button.

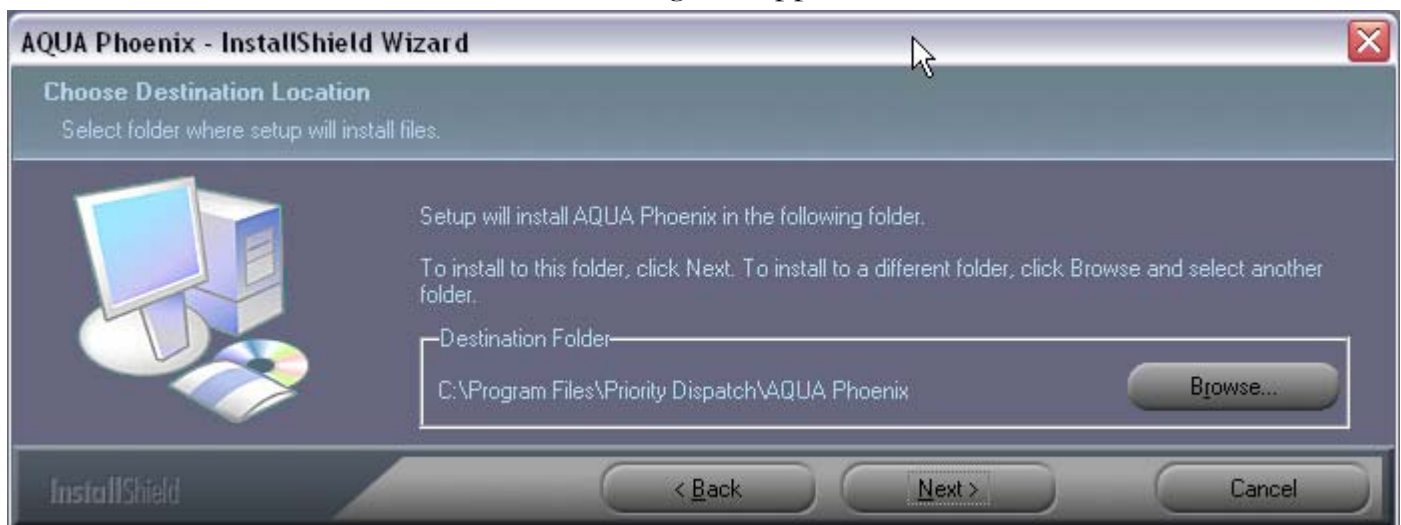
10. The **AQUA Phoenix Important Installation Information** screen appears.



The screenshot shows the 'AQUA Phoenix Important Installation Information' screen of the AQUA Phoenix - InstallShield Wizard. The window title is 'AQUA Phoenix - InstallShield Wizard'. The main heading is 'AQUA Phoenix Important Installation Information' with the instruction 'Please Read This Information'. Below this, there is a sub-heading 'Please Read This Information'. The screen contains several paragraphs of text: 'This installer will create new AQUA Phoenix entries in your "Start" menu. If you already have another version of AQUA installed either un-install it or make sure you can distinguish the old menu from the new one. The old menu shortcuts will not point to the new program.', 'A new AQUA shortcut will be placed on the desktop to run this new version of AQUA Phoenix. Either delete the old shortcuts or make sure you identify them as the old version. The existing shortcuts will not point to the new AQUA Phoenix software.', 'This new version of AQUA Phoenix uses version 3 of our XLERator server software. Please make sure XLERator v3 is installed either on this computer or another computer that is accessible by this computer over your network.', and 'If you plan to use a prior version of XLERator concurrently with the new version on one machine please make sure the port numbers are set to different values. AQUA can be directed to the correct address and port at login using the "MORE" button.' A small icon of a computer monitor, tower, and CD is on the left. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'Next >' button is highlighted with a mouse cursor.

Read this important information, and then click on the **Next** button.

11. The **Choose Destination Location** dialog box appears.



Our software support staff recommends that you use the default directory. If you choose to install AQUA to a directory other than the default directory, click on the **Browse** button, select the desired directory, and then click on the **OK** button.

Click on the **Next** button.

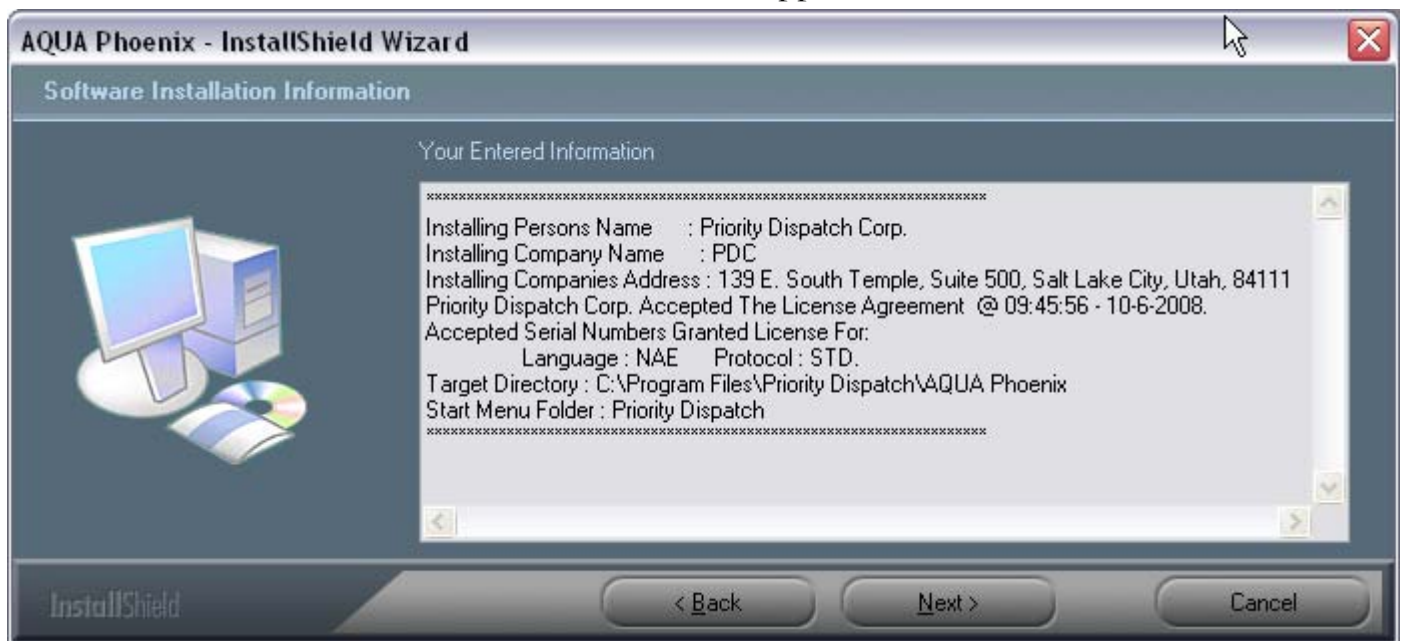
12. The **Select Program Folder** dialog box appears.



The default name for the program folder is **Priority Dispatch**. If you want to use another name, enter the new name in place of **Priority Dispatch**.

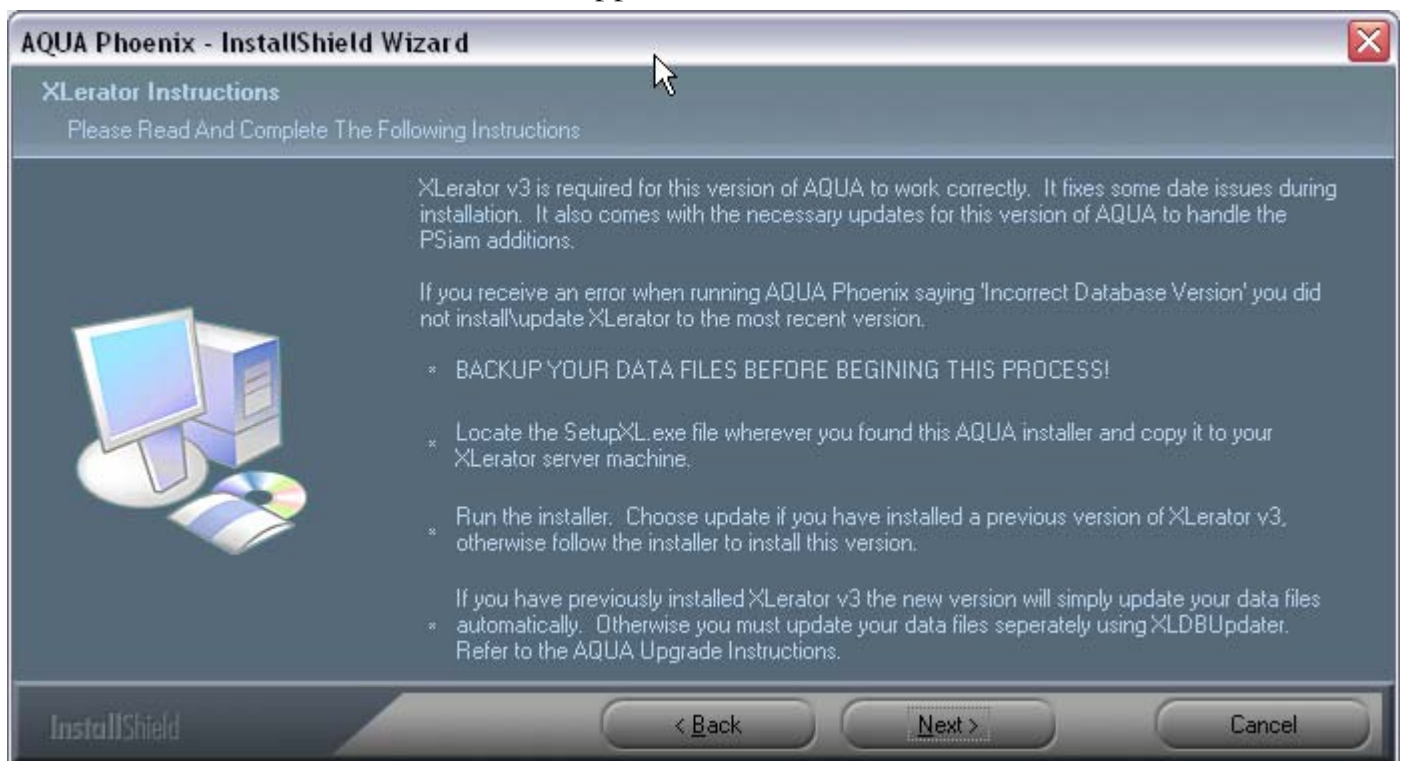
Click on the **Next** button.

13. The **Software Installation Information** screen appears.



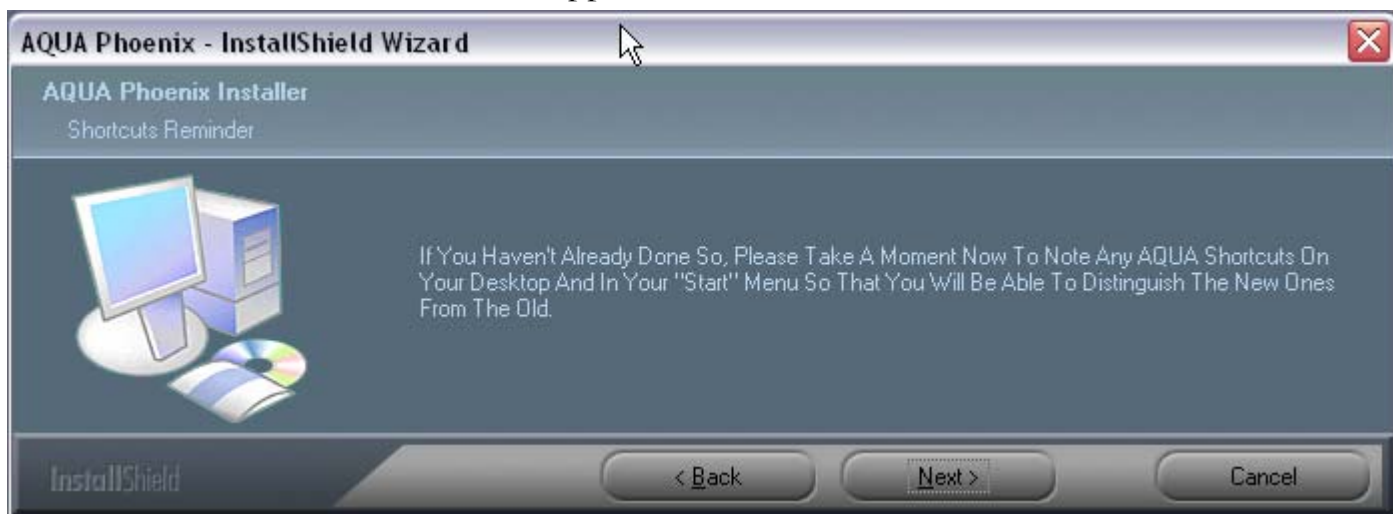
Review the information. If anything is incorrect, click on the **Back** button to go back and correct the information. If everything is correct, click on the **Next** button.

14. The **XLerator Instructions** screen appears.



Read this important information, and then click on the **Next** button.

15. The **Shortcuts Reminder** screen appears.



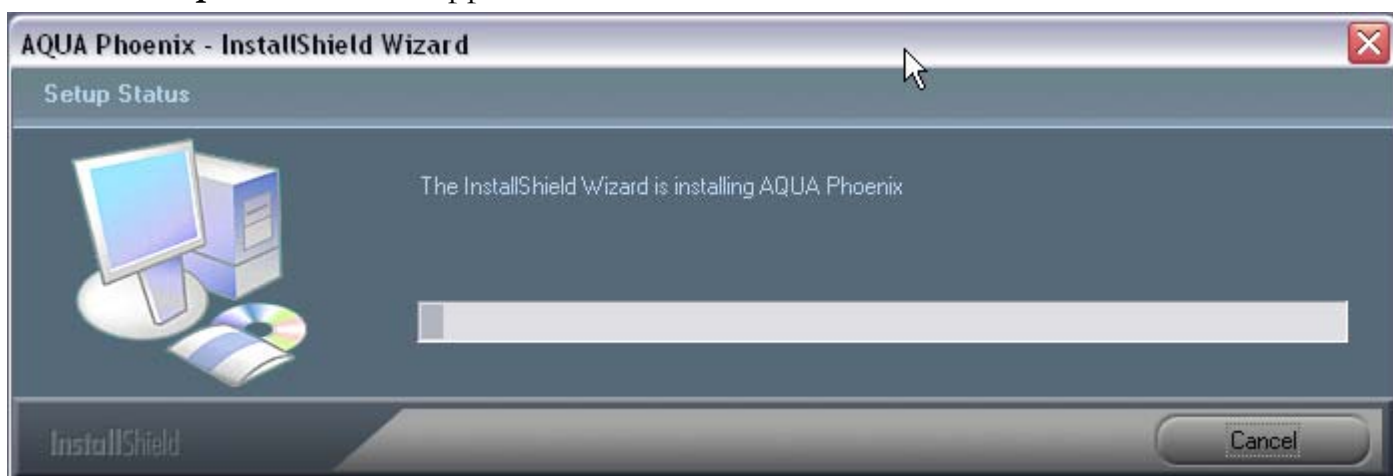
Read this important information, and then click on the **Next** button.

16. The **Ready to Install the Program** screen appears.



Click on the **Install** button.

17. The **Setup Status** screen appears.

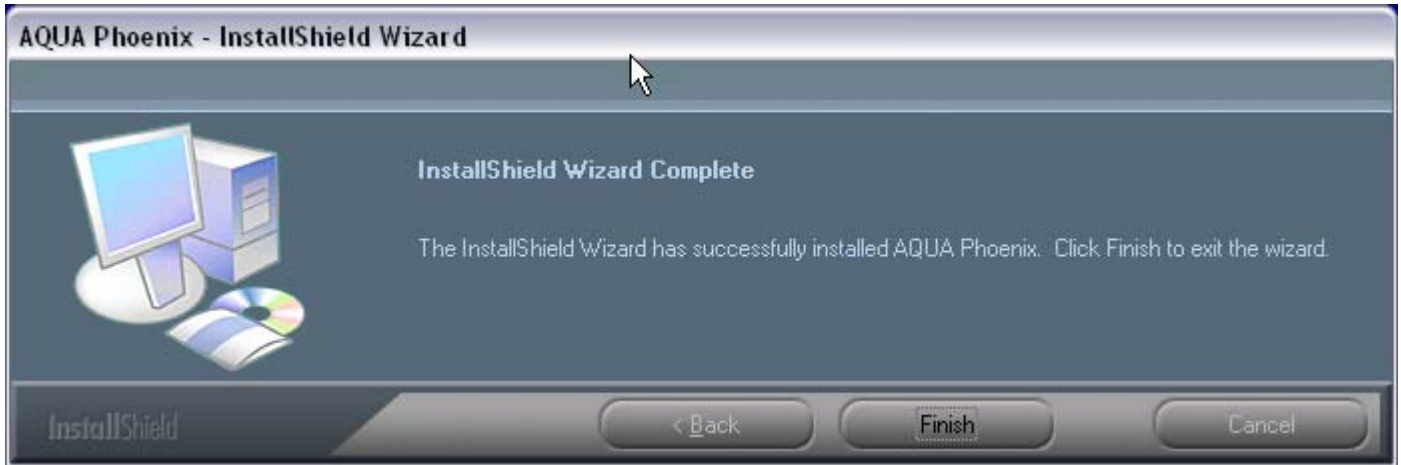


18. After all files have been installed, the following information box appears.



Click on the **OK** button.

19. The **InstallShield Wizard Complete** screen appears.



Click on the **Finish** button.

XLerator™

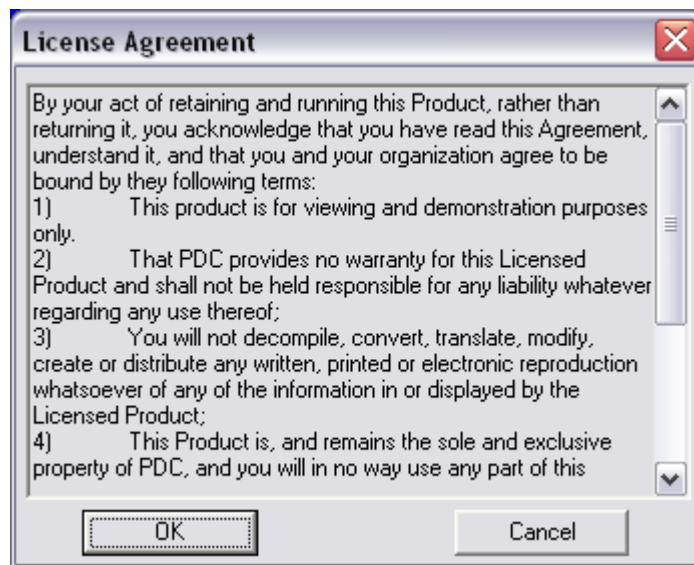
XLerator is designed to serve information. It can be installed locally or on a network server. XLerator will be accessible from all other machines in the same subnet unless restrictions are placed on the network. Multiple machines serving XLerator could become confusing unless configuration is handled or documentation made to assist in configuration.

1. Start Windows. If any other applications are running on you computer, close them before proceeding.

Be sure you are logged on to the computer as Administrator or XLerator will not install correctly.

Please backup any data before proceeding.

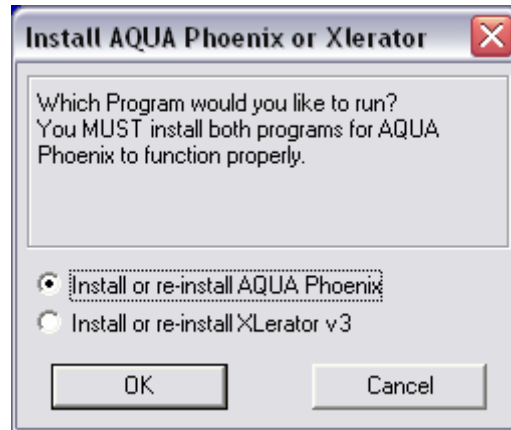
2. Place the AQUA CD-ROM into the appropriate drive of the computer. If autorun is enabled, the installer will begin automatically. If it does not, run **setup.exe** from the AQUA Phoenix CD-ROM.
3. The **License Agreement** appears.



Read the license agreement and then click on the OK button to Accept.

If you do not accept this agreement, you will not be allowed to install XLerator.

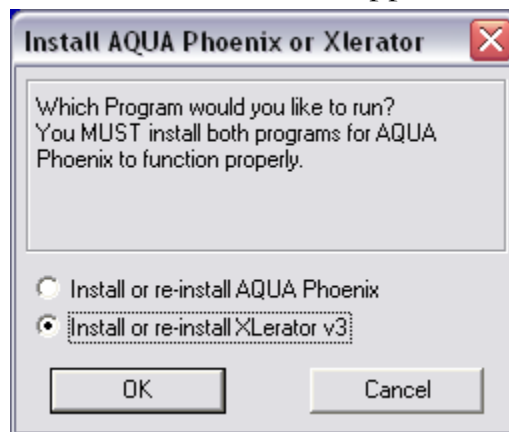
4. The **Install Software Key Drivers** screen appears.



If you have not previously installed the software key drivers, select **Install Software Key** and then click on the **OK** button.

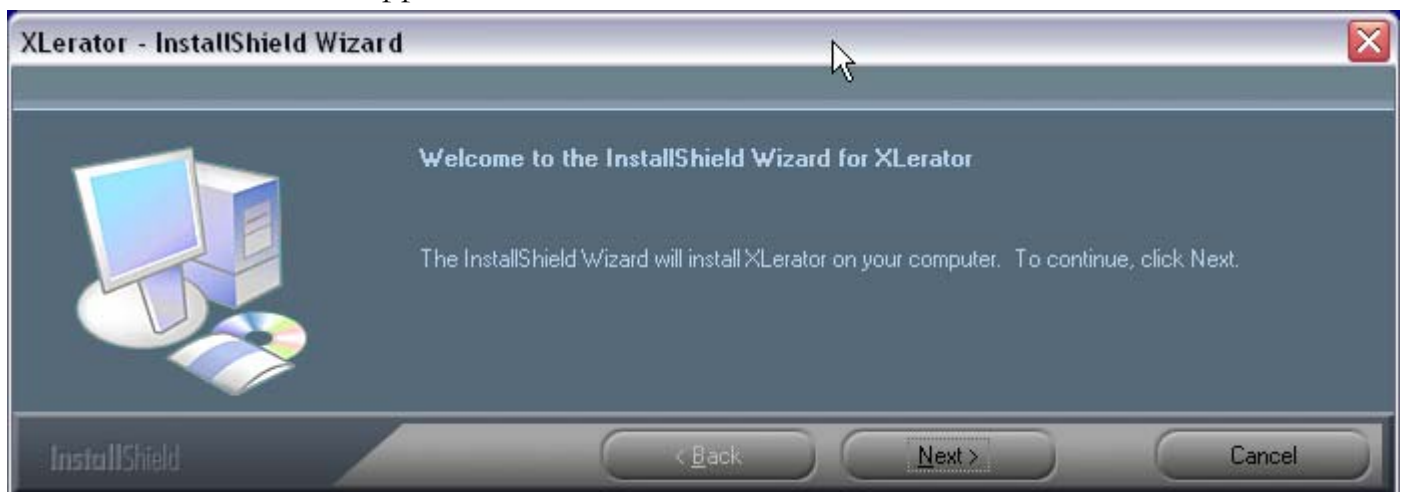
Follow the on-screen instructions to install the software key drivers.

5. The **Install AQUA Phoenix or XLerator** screen appears.



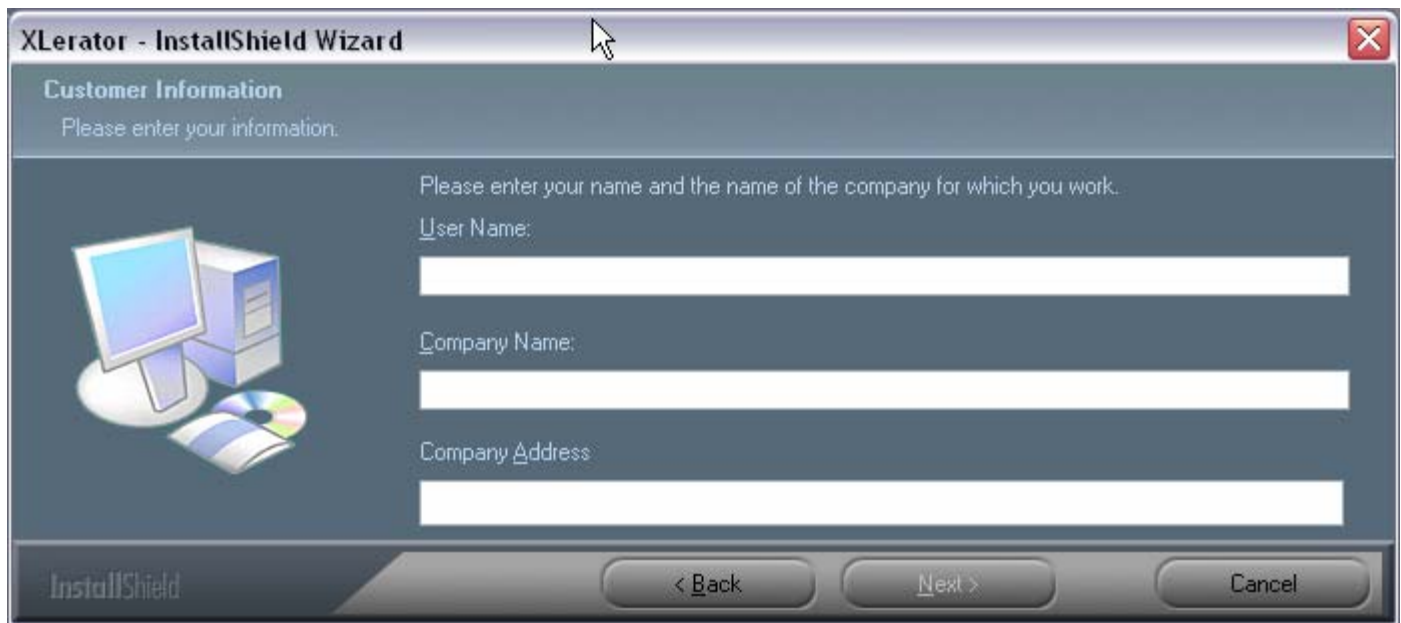
Select **Install or re-install XLerator v3** and then click on the **OK** button.

6. The **Welcome** screen appears.



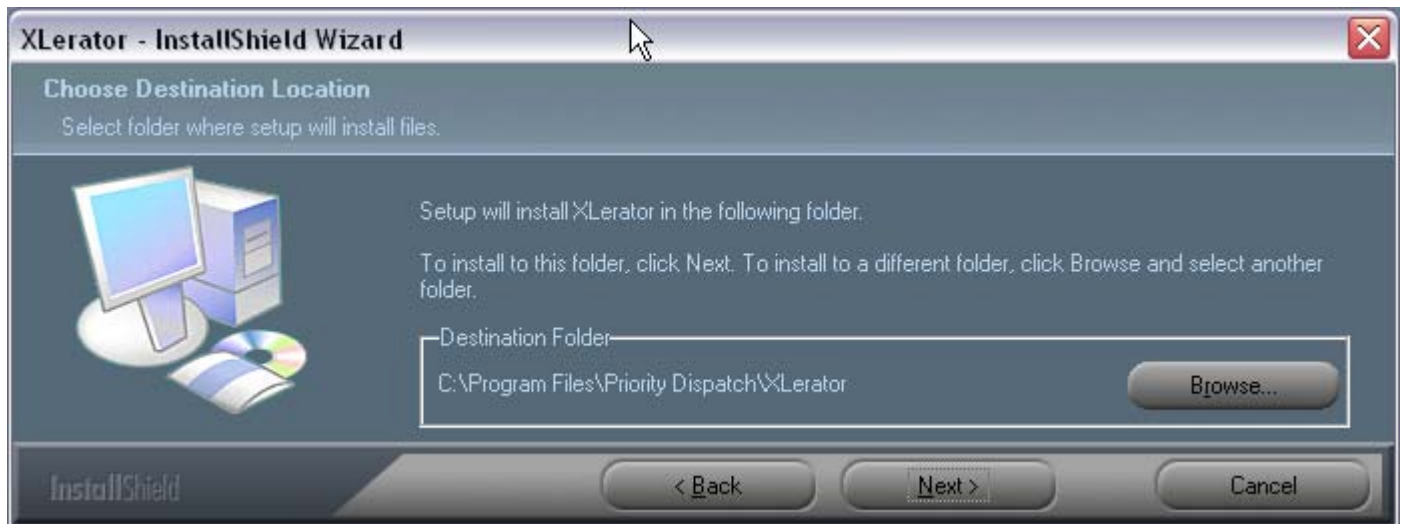
Click on the **Next** button.

7. The **Customer Information** dialog box appears.



Enter your name along with the name and address of the organization licensed to use AQUA, and then click on the **Next** button.

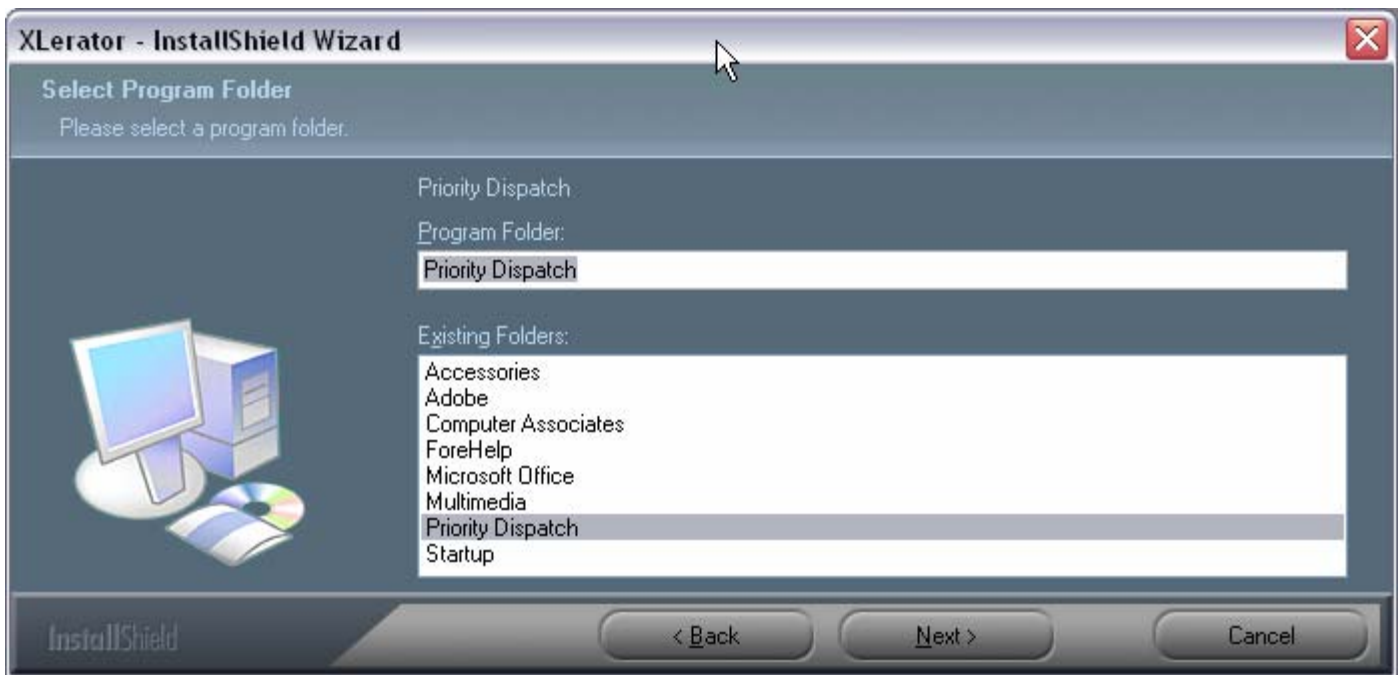
8. The **Choose Destination Location** dialog box appears.



Our software support staff recommends that you use the default directory. If you choose to install XLerator to a directory other than the default directory, click on the **Browse** button, select the desired directory, and then click on the **OK** button.

Click on the **Next** button.

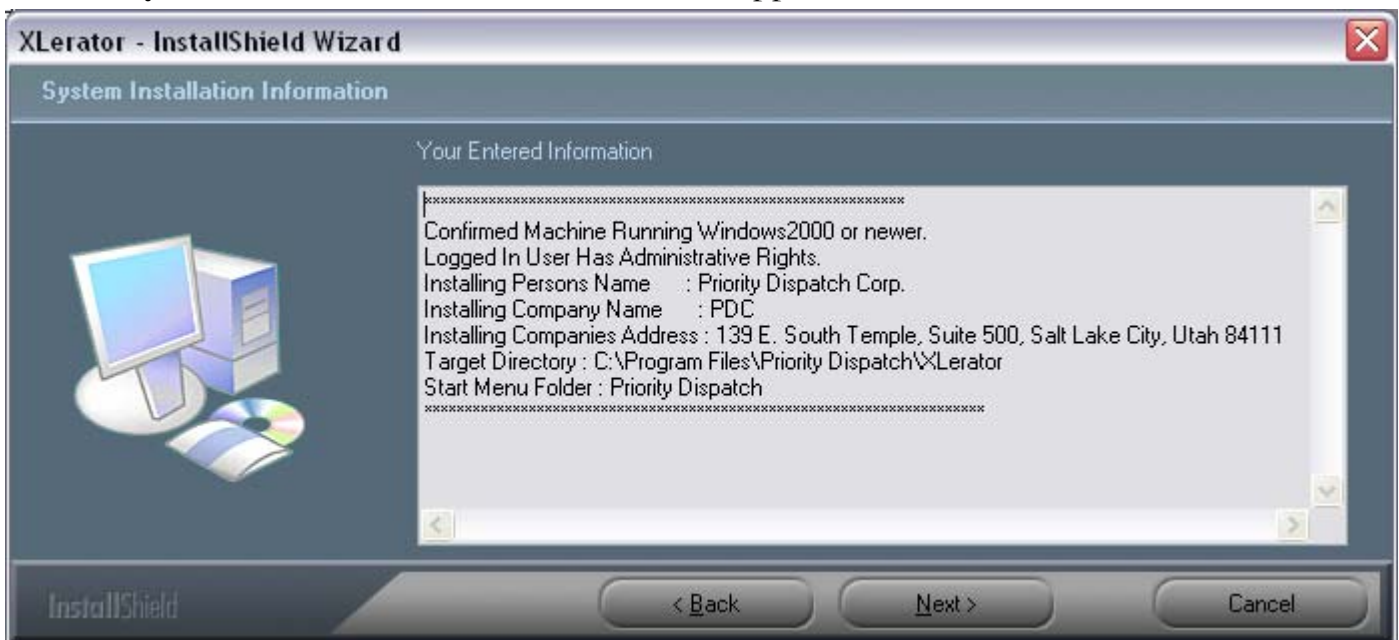
9. The **Select Program Folder** dialog box appears.



The default name for the program folder is **Priority Dispatch**. If you want to use another name, enter the new name in place of **Priority Dispatch**.

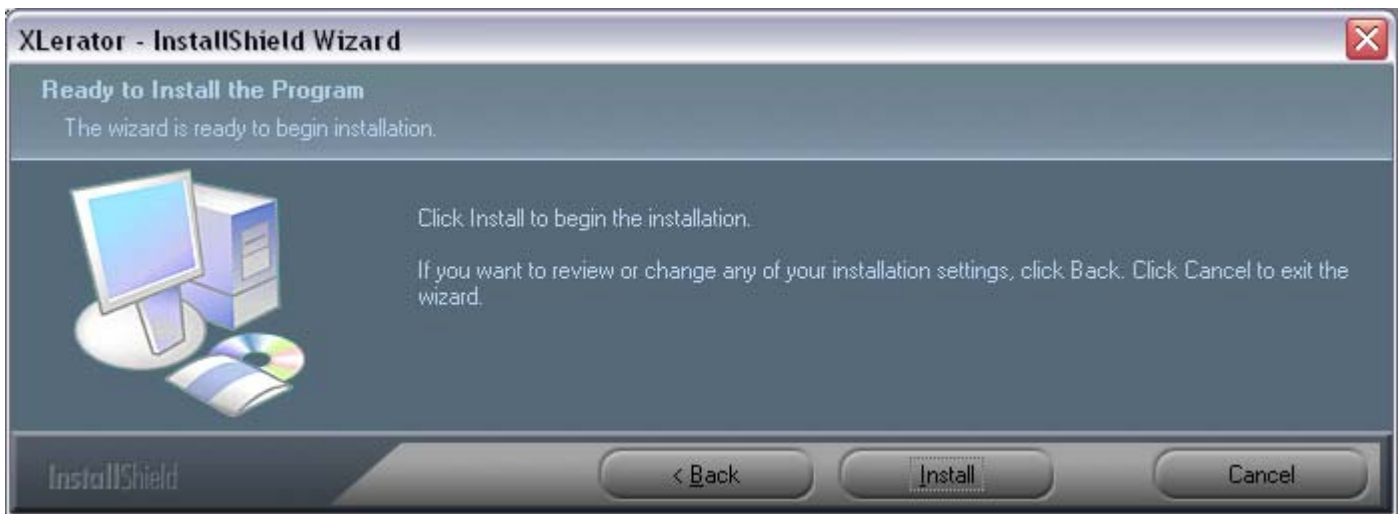
Click on the **Next** button.

10. The **System Installation Information** screen appears.



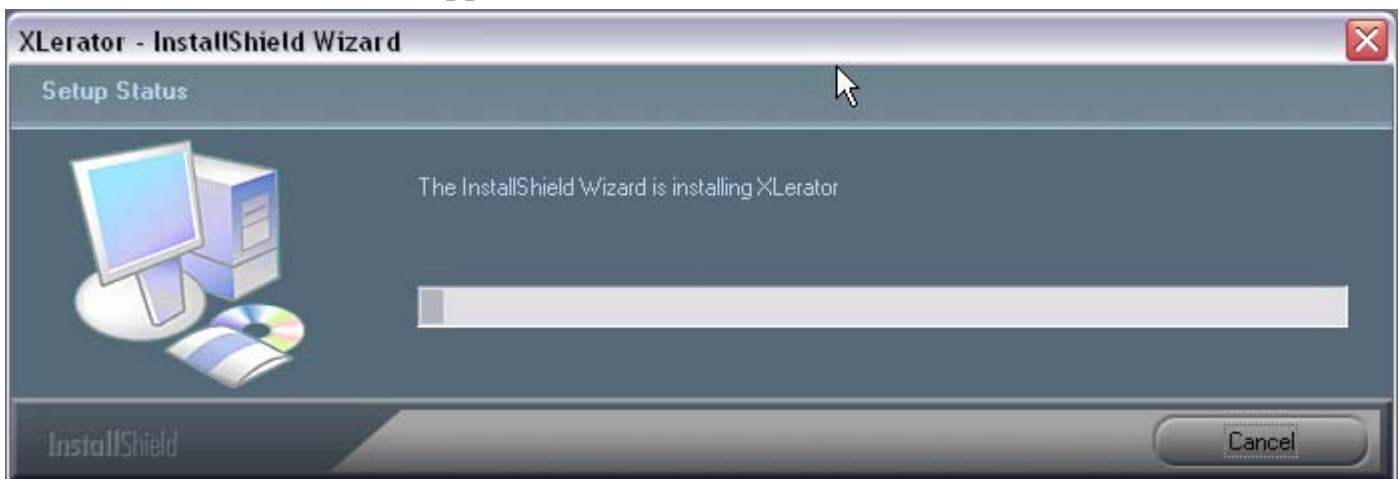
Review the information. If anything is incorrect, click on the **Back** button to go back and correct the information. If everything is correct, click on the **Next** button.

11. The **Ready to Install the Program** screen appears.

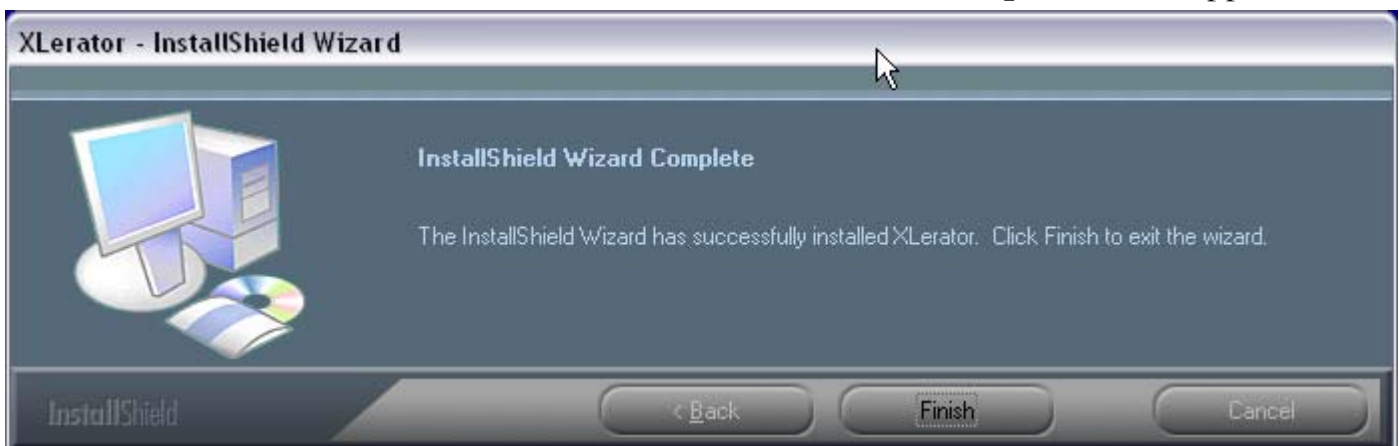


Click on the **Install** button.

12. The **Setup Status** screen appears.




13. After all files have been installed, the **InstallShield Wizard Complete** screen appears.

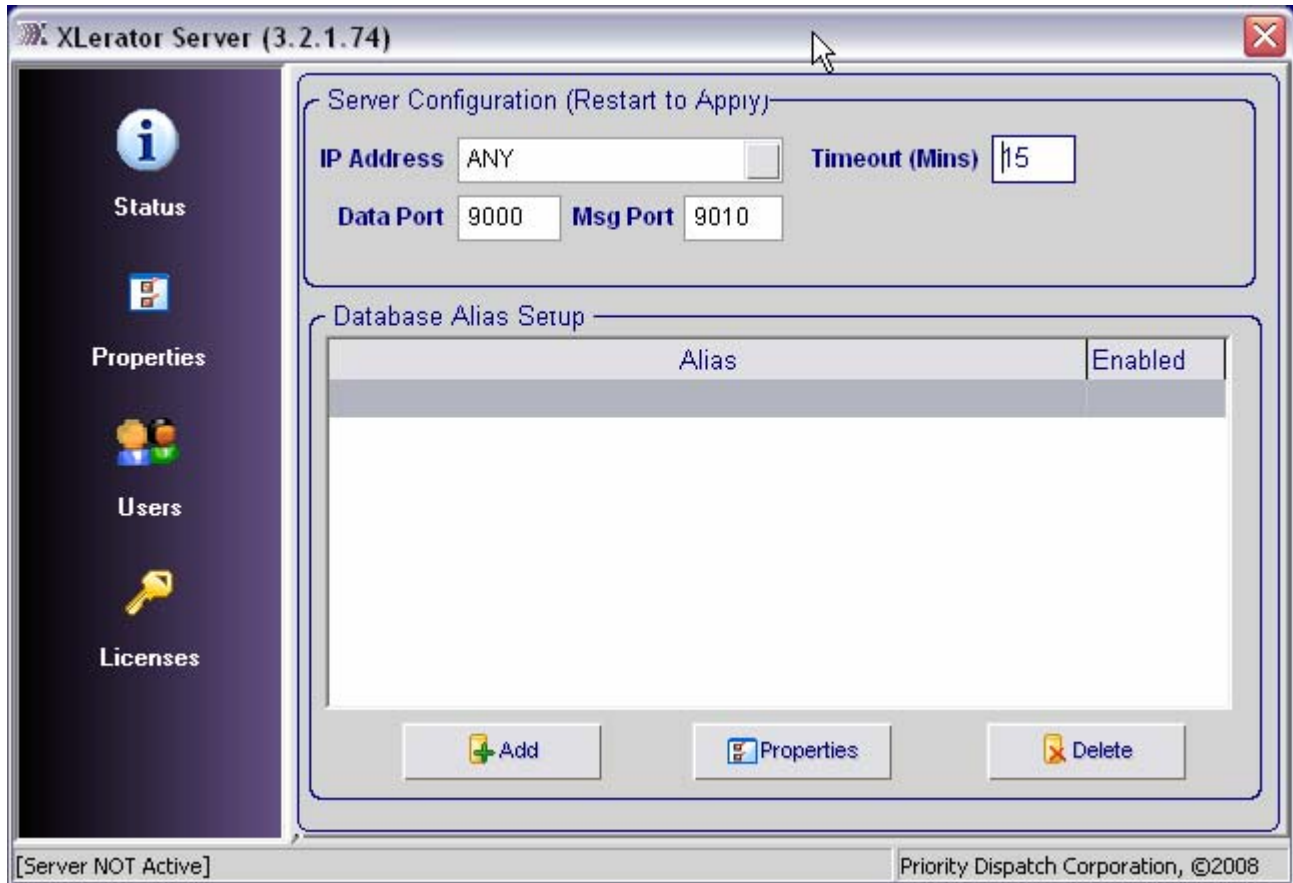


Click on the **Finish** button.

First-Time Setup

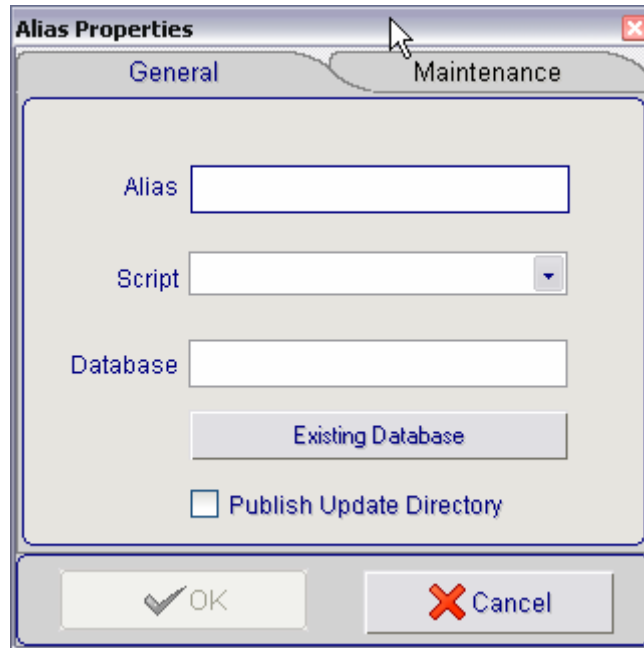
XLerator™

1. Right-click on the XLerator icon  located in the system tray near the clock, and then click on **Properties**.
2. The **XLerator** window appears.



Click on the **Add** button.

3. The **Alias Properties** screen appears.



4. Type an alias name for your AQUA database in the **Alias** field.

If you are creating only one database and you are running XLerator locally, our software support staff recommends that you use “AQUA” as your alias name.

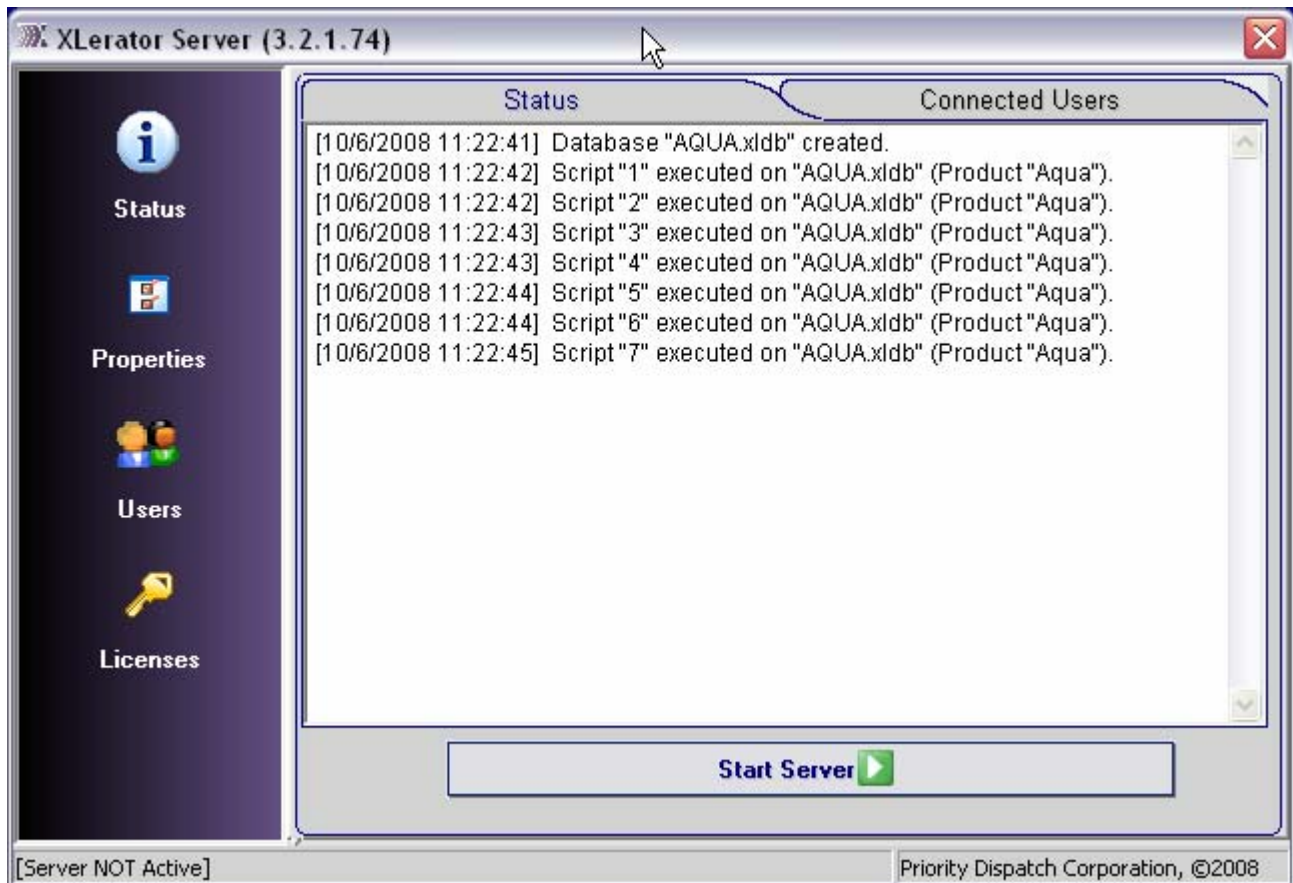
5. Select **Aqua** from the Script field.

6. Type a database filename in the **Database** field.

If you are creating only one database and you are running XLerator locally, our software support staff recommends that you use “AQUA” as your database filename.


7. Click on the **OK** button.

8. Click on the **Status** button on the left side of the **XLerator** window.



Click on the **Start Server** button, and then close the **XLerator** window.
XLerator will continue to run in the background.

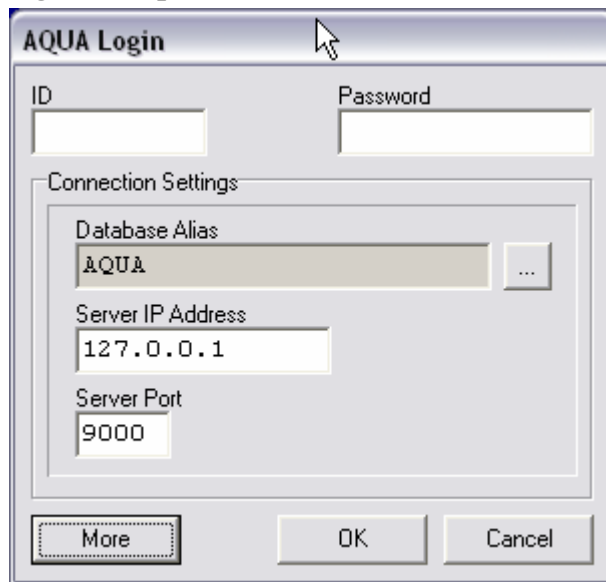
AQUA™ Phoenix


1. Double-click on the AQUA Phoenix shortcut icon. 
2. The **AQUA Login** dialog box appears.



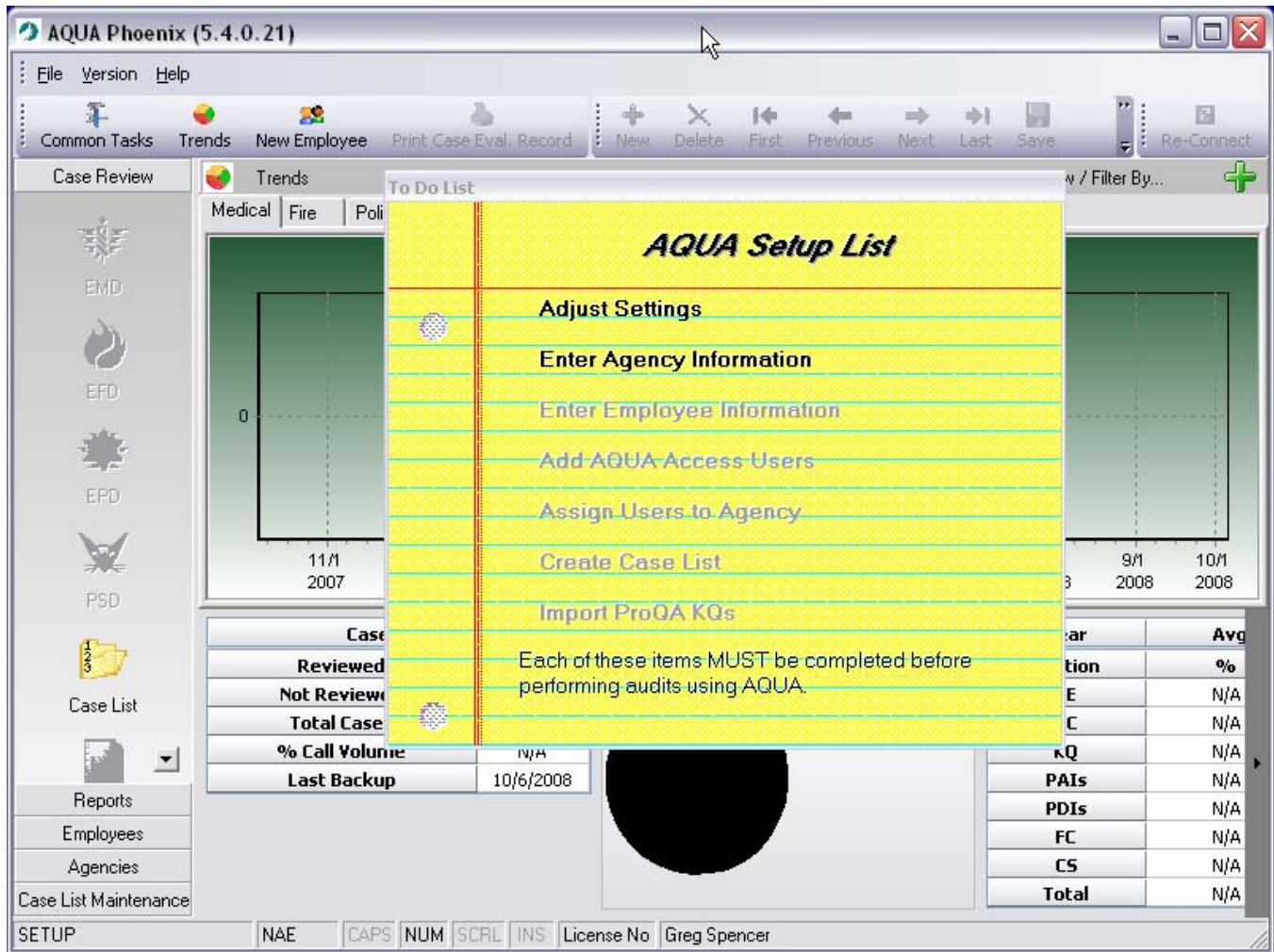
Click on the **More** button.

3. The **AQUA Login** dialog box expands.



4. Enter the IP address of the server machine running XLERator in the **Server IP Address** field.
Next, enter the port number for the server in the **Server Port** field. Finally, click on the  button to select the desired database alias.
6. After entering the appropriate database and server information, type “SETUP” in the **ID** field, type “AQUA” in the **Password** field, and then click on the **OK** button to login to AQUA.

7. The **AQUA** window and **AQUA Setup List** screen appear.




Use the **AQUA Setup List** and the AQUA interface to help you enter agency information, enter employee information, and add AQUA access users.

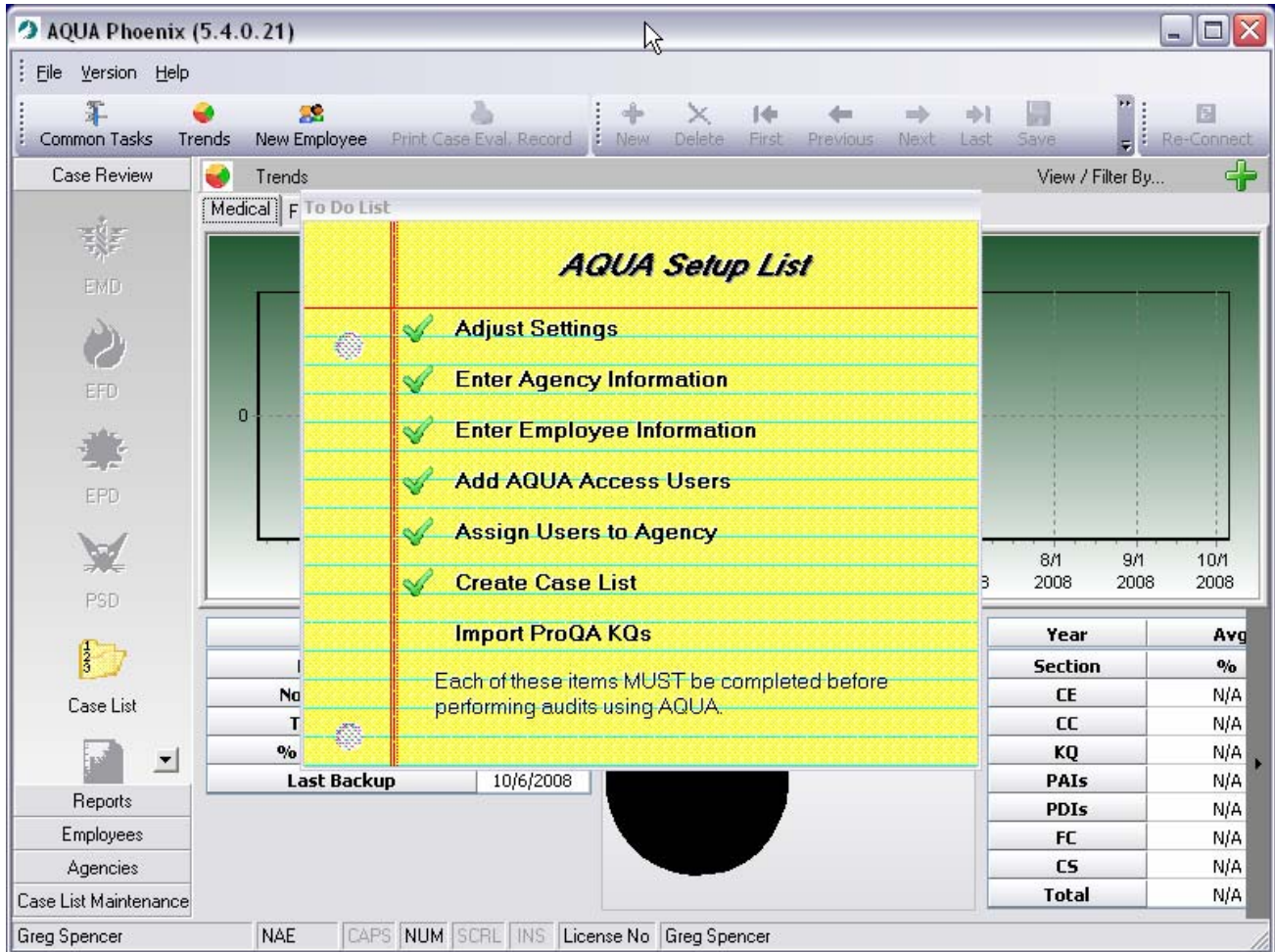
Click on the bolded items in the AQUA Setup List to initiate each setup item in the proper order. Click on the New button on the AQUA Toolbar to enter a new record for each item.

After clicking on the Add AQUA Access Users item, double click on at least one AQUA User in the list to create at least one Administrator account.

8. Close AQUA.

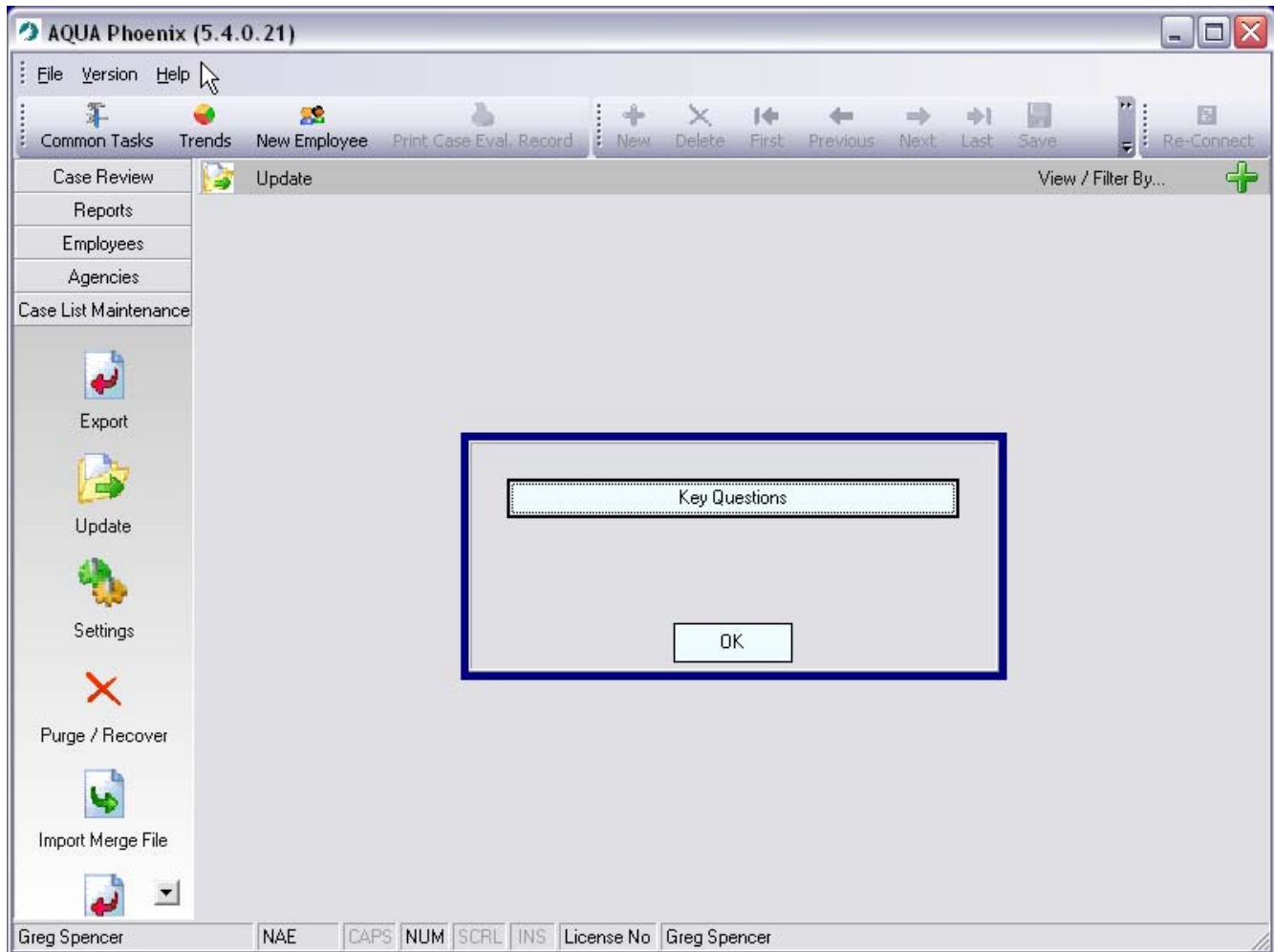
9. Double-click on the AQUA Phoenix shortcut icon. 
10. Login to AQUA using an Administrator account.

The **AQUA** window and **AQUA Setup List** screen appear.



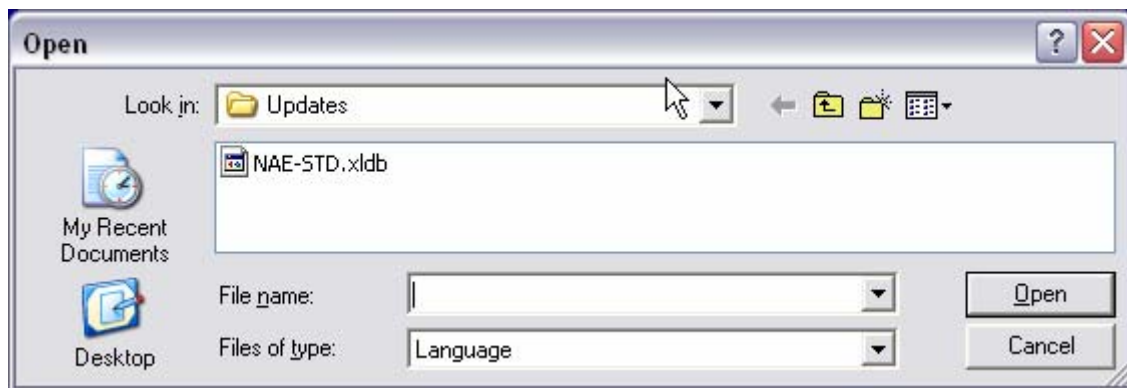
Click on **Import ProQA KQs** on the **AQUA Setup List**.

11. The **Update Key Questions** screen appears.



Click on the **Key Questions** button.

12. The **Open Updates** dialog box appears.



Select the appropriate language update, and then click on the **Open** button.

After all Key Questions have been updated, you are ready to begin using AQUA.

Updating to AQUA™ Phoenix 5.4

You are about to update your existing data files to a new and different format. Backup the data to a safe and secure place. Then proceed with updating the data to the new format.

Backup the Data Files

Make sure you can access your data files from the machine you installed XLerator on. You can back up your data several ways. The simplest and best way, for our purposes, is to copy the data to a second directory. This will allow you to start again quickly if anything goes wrong. Our programs will not destroy the files they work on, but if a problem arose having a quick copy will save a lot of time.

If you are upgrading from AQUA v5.2 or older:

COPY your original data file(s) to the **C:\Program Files\Priority**

Dispatch\XLerator\xldb folder of the machine you installed **XLerator** on (assuming you allowed the installer to place XLerator in the default location) leaving a copy of your data in its original location.

If you are upgrading from AQUA v5.3 (XLerator v2):

Follow the instructions in the XLerator v3 Upgrade Guide to handle getting your data migrated.

Working on the machine you installed **XLerator** onto:

1) Click the **Start** button in the bottom left corner of your screen.



2) Click the **Programs** or **All Programs** item in the list that appears.



3) Click on **Accessories**, click on the **Windows Explorer** item.

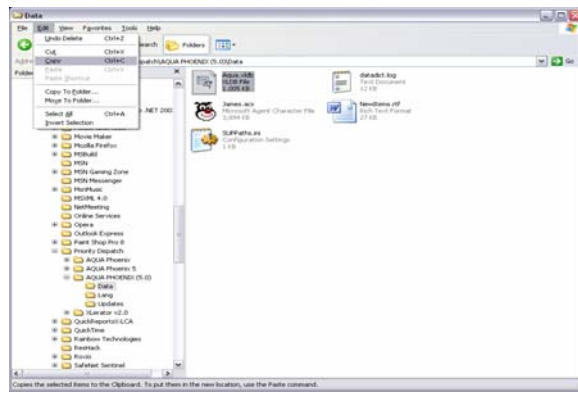


4) Navigate to the **C:\Program Files\Priority Dispatch\AQUA Phoenix (5.0)\Data** using the tree panel on the left and the file list on the right.

If your data is located elsewhere, navigate to that folder instead.

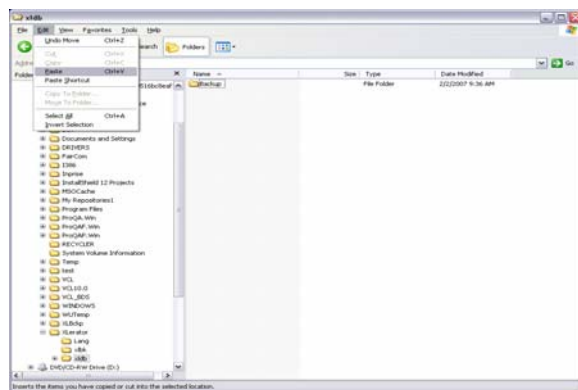
5) If you are only going to copy one file then click that file so that it highlights. If you want to copy several, click the first one then hold down the CTRL key and click the rest until you have them all highlighted.

- 6) Click on the **Edit** menu item then click the **Copy** menu item under it.



- 7) Navigate to the **C:\Program Files\Priority Dispatch\XLERATOR\xldb** folder using the folder tree in the left panel.

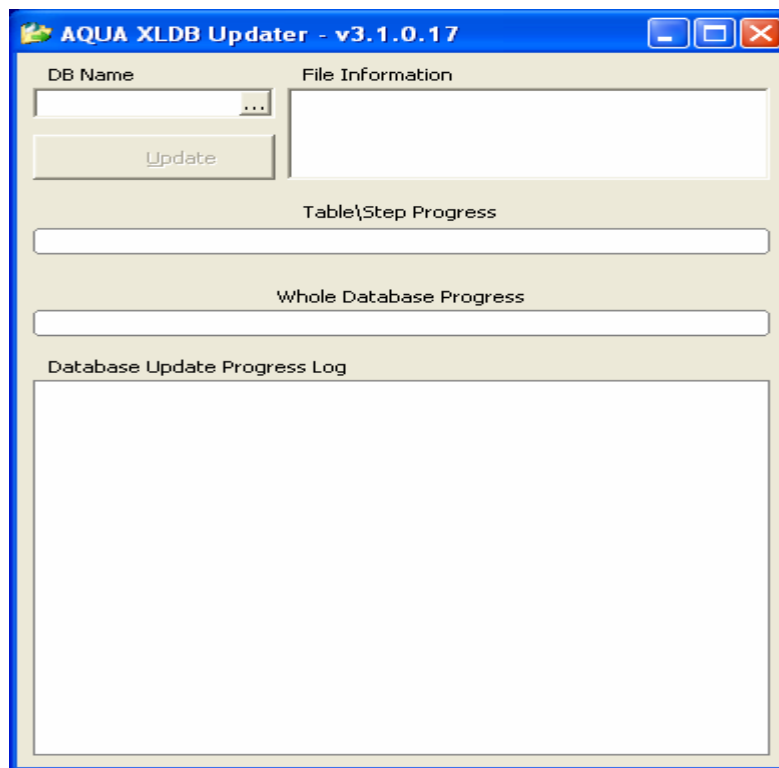
- 8) Click the **Edit** menu item then click the **Paste** menu item under it.
Your file(s) should be copied to the xldb folder.



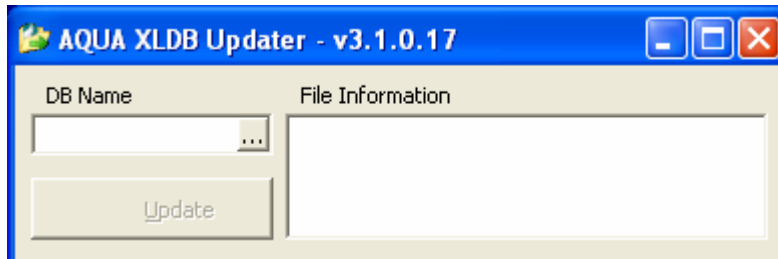
Update the Data Files Using the AQUA™ XLDB Updater Utility

This brief guide will familiarize you with the utilization of the AQUA XLDB Updater utility. The utility will allow you to update previous AQUA databases to the latest version with only a couple of clicks of the mouse.

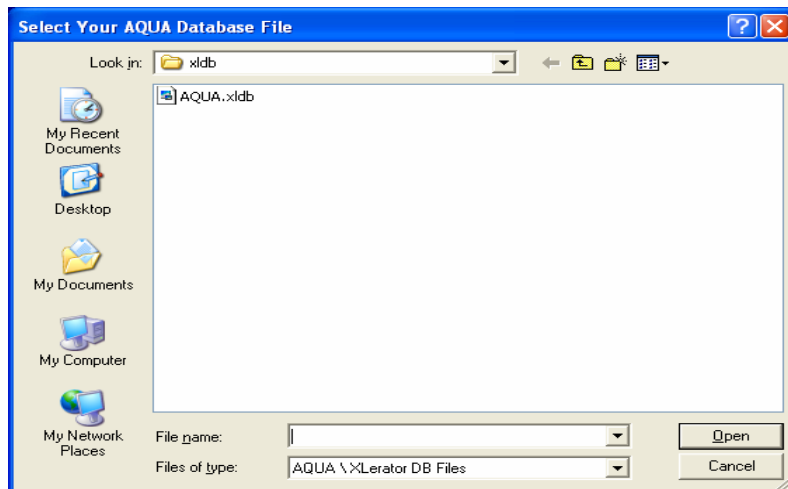
- 1) Verify XLERator is **NOT** running a quick way to check is the XLERator icon will be **RED** in the task bar.
- 2) Open the utility by running the AQUA XLDB Updater, typically located in the **C:\Program Files\Priority Dispatch\XLERator** folder. When the utility loads, you will see the following operation screen:



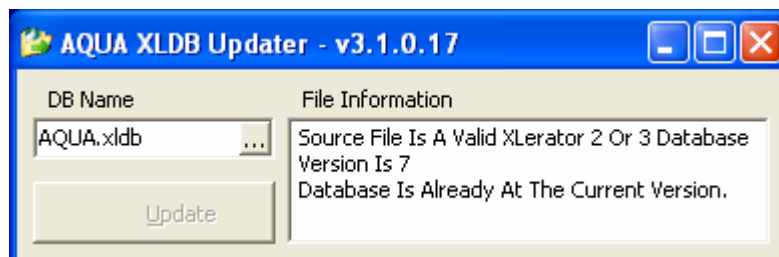
- 3) Select the database you would like to update by clicking on the ellipses button next to DB Name field:



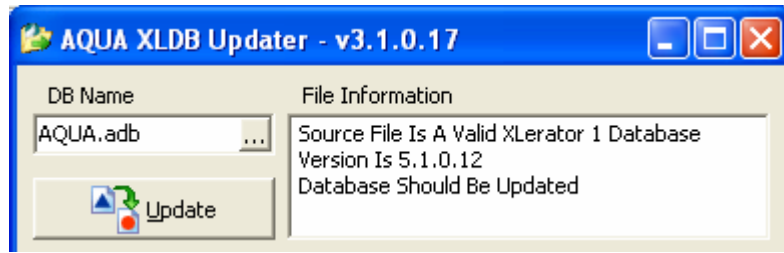
- 4) This will open the file explorer and allow you to select your database from wherever you may have it stored. Select the database you wish to update and click the 'open' button:



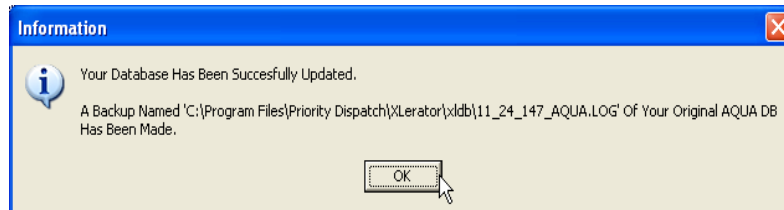
- 5) If the database selected is a current and valid database the following message will be displayed:



Otherwise, click the 'Update' button:



- 6) The update will begin processing at this point and will complete, depending on size, in a few minutes. When the update has been completed, the system will automatically generate a log file for you and reference its location:



- 7) Click 'Ok' and the utility will automatically close. Your new database is ready to go!
If you wish to convert another file you may start again at step #1.

Clean Up the Data Files

In your **xldb** folder there will be 2 files for each original file you started with (i.e. **AQUA.xldb** and a file **similar to 12-34-56AQUA.xldb**). If you have not had any problems, delete the one **similar to 12-34-56AQUA.xldb** file.

If you only had one data file, then we recommend that you rename it to **AQUA.xldb**. If you are converting multiple xldb files then rename each of them. Use names that are unique and easily identified.

- 1) Navigate to the **xldb** folder in **C:\Program Files\Priority Dispatch\XLerator\xldb**.
- 2) Click on the file **similar to 12-34-56AQUA.xldb** and click **Delete**.

If you converted multiple data files you will have more backup files.

If you have not had any errors you may delete them now also.

After deleting the backup files you should only have files that have the original names remaining. You may rename them to help distinguish what they contain.

- 1) Click the **xldb** file located there to select it.
- 2) Click the **File** menu item and click **Rename**.
- 3) Rename the file to **AQUA.xldb** or

If you have multiple files to work with, rename them as discussed above.


If you have more files to rename return to step #1.

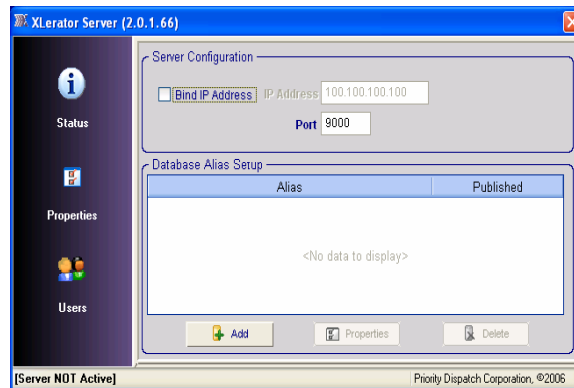
Always leave the **.xldb** extension at the end of the name in place.

Your data file(s) are now ready for XLerator to use.

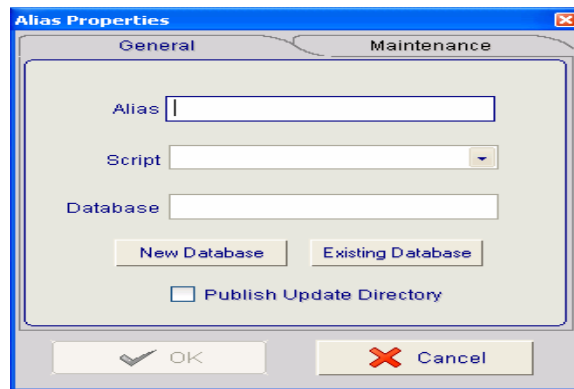
Add the Data Files to XLERator™

XLERator™ can now be configured to serve your data file to AQUA Phoenix.

- 1) Right Click the XLERator icon  in your icon tray (bottom right hand side of the screen) then click on **Properties**.
- 2) XLERator will then appear with the properties panel shown.



- 3) Click the **Add** button to create your AQUA alias.



A window will pop up that has two tabs, General and Maintenance.

- 4) In the **Alias** box, enter the name you want to give the alias.

If you intend to have only one alias, and are using AQUA and XLERator on the same machine and would like to make using AQUA a bit easier then name your alias AQUA. Otherwise name it something like “AQUASLC” (short for AQUA – Salt Lake City).

- 5) Click the down arrow on the **Script** box to choose what type of data file this is.

XLerator will be serving all of our products in the future and as a result it has several script options. Click on **AQUA** in the list.

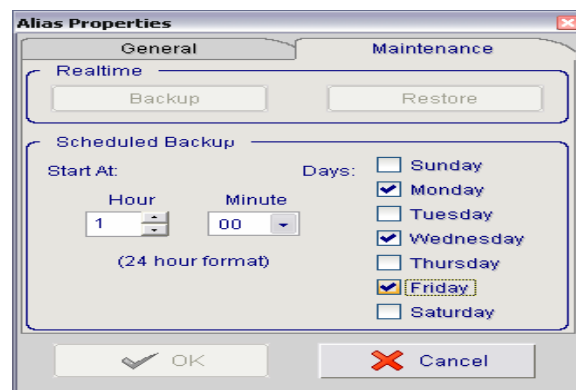
- 6) Now click the **Existing Database** to select your data file.

A small window will pop up that lists the data files in your xldb folder.

- 7) If you have only one file there click on it and then click **OK**.

Otherwise click on the file that will go with the alias name you chose earlier, and click **OK**.

- 8) Click the **Maintenance Tab** at the top of this window.

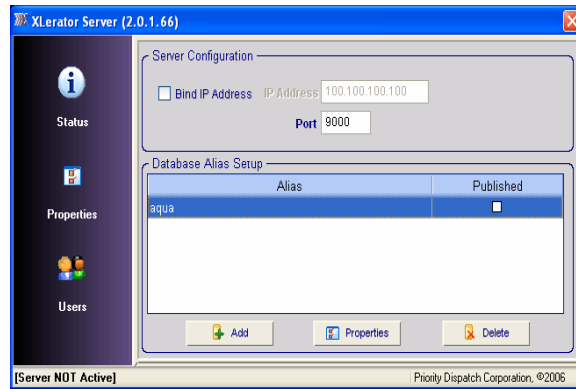


- 9) Using the controls choose a time of day to have XLerator do a backup.

- 10) Then click on each of the days you would like it to do a backup.

- 11) When you are done click **OK**.

12) Click on the **Status** button in the left hand button bar.



13) If the button on the status panel says **Start Server** click it.

Otherwise it will say **Stop Server**, in which case you should click it to stop the server. Wait a moment, and click **Start Server** button to start the server. **Close** the XLERator window. (This will not shut down the XLERator software.)