



# Introduction to Pre-release Packet Installer



Santa Clara County ARES/RACES

Revised: 01-May-2019

# Purpose

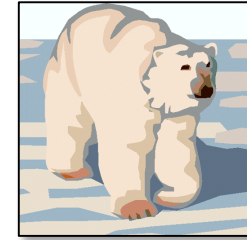
- In the past, packet software updates were mostly incremental
  - And we didn't do this type of presentation until general release
- This release contains substantial changes, significant new capabilities
  - Discovering all of the new features by accident would take time
  - We'd like testers to jump right into the new features for faster feedback

# Agenda

- Terminology
- Integrated Installer Contents
- Outpost
  - Behind the scenes enhancements
  - Live Demo: Other key features
- PackItForms
  - Live Demo: Key features
- Current Test Status
- Rollout Schedule
- Testing Details
- Action Items

# Terminology

- Outpost Packet Message Manager
  - GUI-based interface for managing packet communications
  - Makes using packet as simple as using e-mail
- PacFORMS
  - HTML-based forms for use with Outpost
  - Since 2007, simplified forms-based data entry, reduced network bandwidth
- PackItForms
  - Next generation HTML-based forms for use with Outpost
  - Started in Los Altos; expanded to all county forms



# Terminology (2)

- API – Application Programming Interface
  - A method for two programs to communicate with each other without either having to know the internal implementation details of the other
  - Makes it easier to connect to, integrate with additional applications
- Outpost “Add-On”
  - Program that extends Outpost to handle enhanced/specialized message types
  - Communicates with Outpost via the Outpost API
  - Examples: Outpost Alt-911, PackItForms

# Terminology (3)

- SCCo Integrated Packet Installer
  - In the past: Outpost with SCCo settings, PacFORMS
  - New: Outpost with SCCo settings, PacFORMS, PackItForms
  - Future: May incorporate additional “add-on” applications
- Pre-release
  - Tested by development and support team; needs broader testing
  - May contain cosmetic issues, but no known operational issues
- General Release
  - Fully tested and ready for use by everyone
  - Everyone should update as soon as possible

# Integrated Packet Installer Contents

- Latest Outpost
  - ~50 changes!
  - 31% API, 17% message handling, 11% send/receive, 10% scripting
- PacFORMS
  - Fix for double-quotes problem
- PackItForms
  - All new forms processing engine
  - 9 next generation forms
  - New offline operating mode

SCCo Installer 143C  
Outpost v3.3 c061

Class	Topic	Coded	ER#	Chg Size	Reported By	Problem / Issue
Feature	MDS	2/24/2019	1453	100+	Michael N6MEF	Add JNOS MDS Authentication Response
	S/R	4/10/2019	1412	53	Michael N6MEF	Add localized Base64 encoding
Enhance	TNC Setup	9/1/2018	1431	90	John KX4O	Add support for SCS Tracker DSP TNC
	Addr Book	1/1/2018	1489	26	Jim KN6PE	Various Address Book changes; remove distinction between single user/aliases and dist list; allow spaces in address
Enhance	EMS	1/24/2019	1505	1	John W6JMK	Rename External Message Service to Enhanced Message Service
		1/27/2019	1497	155	John W6JMK	New method (dVAO) to submit an Addon to Outpost; enable an add-on to create and Update an add-on message by sending an HTTP request to Opdirect; instead of running Accident
		2/4/2019	1507	1	Jim KN6PE	Change PacFORMS final trigger from %23EOF to %0A%23EOF%0D to ensure it is the first character on the line.
		2/8/2019	1510	3	Michael N6MEF	force submitted addons just received into an unsaved state to accommodate the [x]delete/close check
		2/16/2019	1501	22	John W6JMK	changing the behavior of ER#1223 (Close Message Form after opening in the native program)
		2/17/2019	1509	25	John W6JMK	Enhance launch options with launch-submitted, launch-present; updated the Missed CMD-SUBMITTED option
		2/24/2019	1490	40	Jim KN6PE	Add Message Form option to open an Addon in its native program regardless of what is selected
		3/15/2019	1518	2	Michael N6MEF	Change Pacform Setting message to Urgent when Handling Order = Immediate
		2/23/2019	1508	20	Jim KN6PE	Add new Message State = Retrieved to support Auto-Printing; includes new ADDON Processing directive Launch-Retrieve and cmd-retrieve
		4/13/2019	1523	20	Jim KN6PE	Add Encode Handling to Addons
		3/3/2019	1500	24	Michael N6MEF	Ensure only US-Printable characters are allowed in the Subject Line
		3/4/2019	1514	8	Michael N6MEF	Implement CTRL-A selects all messages in the folder
		1/19/2019	1504	10	Jim KN6PE	INTERNAL: change frmPopup Timer interval to a calling parameter
Printing Profiles	3/4/2019	1516	43	Michael N6MEF	Add Multi-message Printing	
	2/24/2019	1462	22	Michael N6MEF	Add Profile Save option to explicitly save it	
S/R	4/6/2019	1463	4	Michael N6MEF	When exiting or changing profiles and it is set to NEVER, do a pop up stating it was not saved... 2 sec	
	9/1/2018	1464	4	Michael N6MEF	If choose one time bulletin retrieve, ALWAYS get it regardless of Send Only or whatever	
Script	1/19/2019	1486	5	Jim N6JRC	Warn that you can't choose the Force option if the Bulletin option is not checked.	
	3/23/2019	1512	161	Jim KN6PE	Launch on Arrval	
	4/2/2019	1434	5	Andy Rose	When Opscripts writes a message to the Odb, refresh the display	
WL2K	2/15/2019	1511	5	Jim KN6PE	Adjust Outpost to accommodate new WL2K/CMS message header format (additional blank line)	
	9/19/2018	1477	5	Judy KK6EWQ	Error message if no Printer is configured when doing the (SETUP-PRINTER) substitution	
Defect	EMS	10/16/2018	1476	2	Jim KN6PE	Ensure there is only one CR before appending cfg-dir
		11/19/2018	1481	1	John W6JMK	Loading Launch.ini and Launch local problems
		11/19/2018	1488	1	Jim KN6PE	On pressing "X" to close, forces the program into a non-stop loop.
		3/12/2019	Test	2	John W6JMK	Corrected unknown add-on parameter error message
		3/26/2019	Test	4	Michael N6MEF	Show the message as DRAFT on the message listing whenever a message is returned to the client for viewing or editing
Message		4/26/2019	Test	22	Jim KN6PE	Corrected missing message state reporting
		4/29/2019	Test	5	Thomas	Corrected Base64 decode error
		4/29/2019	Test	5	Thomas	Corrected Addon message number incrementing by 2
		9/4/2018	1471	1	Jim KN6PE	A message in submitted state is as good as a DRAFT... must be in Blue
		9/12/2018	1469	4	Ted AJ6DU	when opening up multiple messages with the same subject line, the first one opens up, but subsequent ones neither open up a new window nor update the content of the single window open.
10/16/2018	1470	3	Ted AJ6DU	upon closing a message opened from "out tray" a new message will be created within "out tray" even if the message had moved to "sent msgs" by a send/receive.		

zzzOutpost-ER-List.xls 1 / 2

# Outpost: Behind the Scenes Enhancements



# Outpost Behind the Scenes Functionality

- JNOS MD5 Authentication for Telnet
- Base64 encode/decode
- Support for SCS Tracker DSP TNC
- Major improvements/expansion of API
- New subject line format

# Outpost: JNOS MD5 Authentication for Telnet

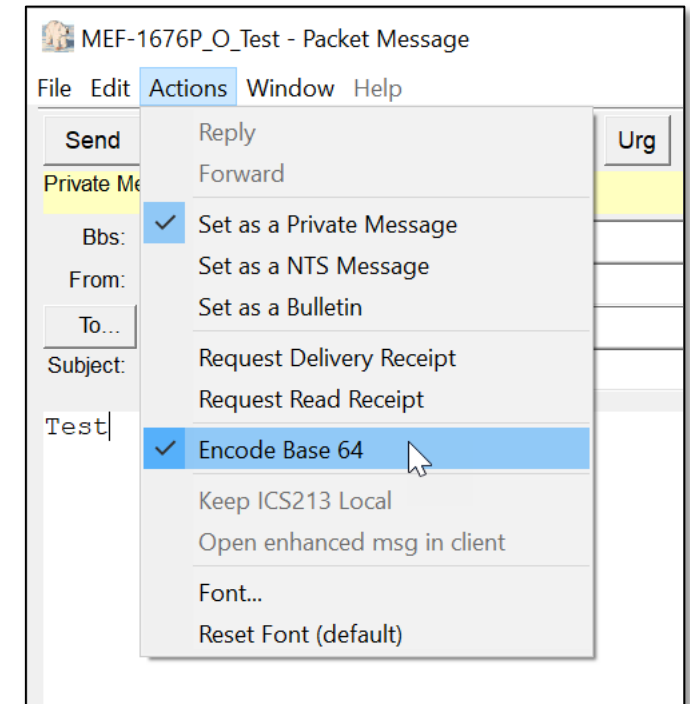
- TNC uses AX.25 (packet) protocol
  - Only call sign is used to connect to BBS
  - All transmissions are in clear text; easily intercepted by someone listening
- If TCP/IP network is available, Outpost can use Telnet protocol
  - Same BBS commands as TNC/Radio, but network speed is usually faster
  - Telnet logins require passwords
    - **login:** w6xrl4
    - **Password:**
  - Telnet uses clear text, including the password
    - Exposing passwords might give bad actor a clue about other passwords you use
    - Can be snooped locally, but county WiFi backbone uses encryption

# Outpost: JNOS MD5 Authentication for Telnet (2)

- MD5 Authentication is now automatic in Outpost
  - No security for message data; but helps avoid snooping on passwords
  - Not encryption; does not “obscure meaning” [47 CFR § 97.113(a)(4)]
  - Server (JNOS) and client (Outpost) have a shared secret: user’s password
  - Server (JNOS) sends a “challenge” along with password prompt
    - **login:** w6xrl4
    - **Password [5cbe627b] :**
  - Client (Outpost) calculates and sends response (not password) in clear text
  - Server (JNOS) determines if response is correct; if so, user is connected
  - A new challenge is calculated at each login

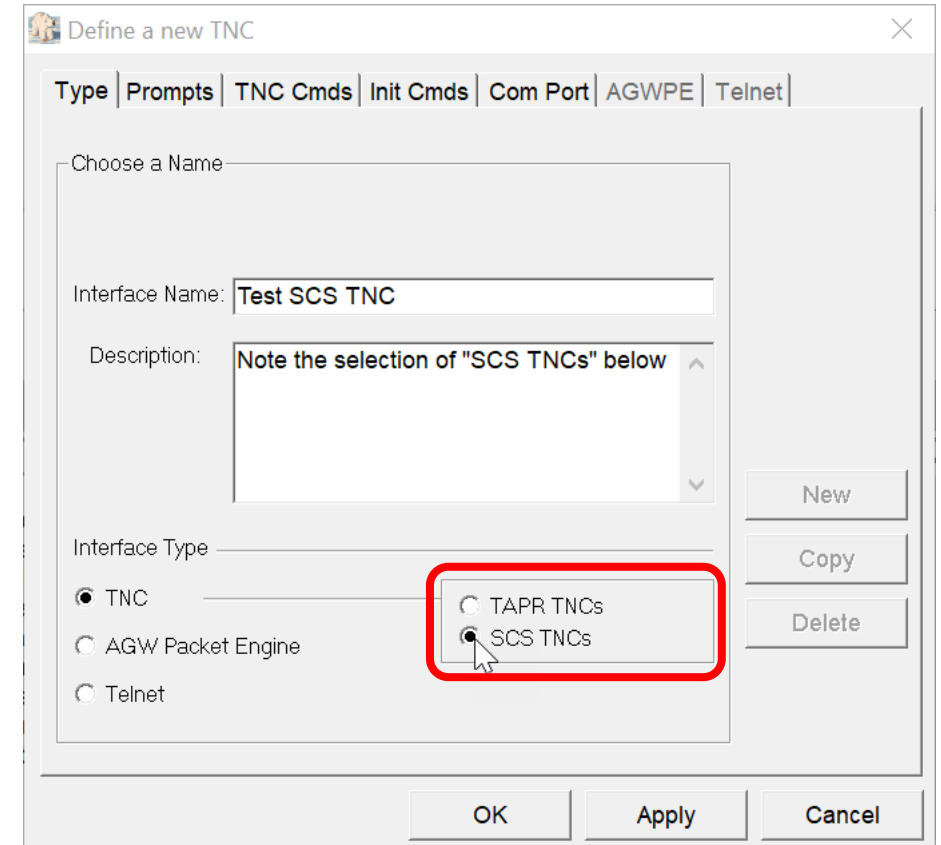
# Outpost: Base64 Encode/Decode

- Initial encode/decode implementation
  - Action > Encode Base64
- Outpost will
  - Encode before sending to, decode after receiving from BBS
  - Displays sent or received message to user as plain text
  - Note: Approximately 33% increase in message size!
- Current Usage
  - Preserve non-printable and other characters that would not normally be useable in a packet system
  - Prevent unintended “newlines” inserted by BBS
  - Add-ons can request encoding/decoding via API
- Future:
  - Part of workflow to handle more complex message types

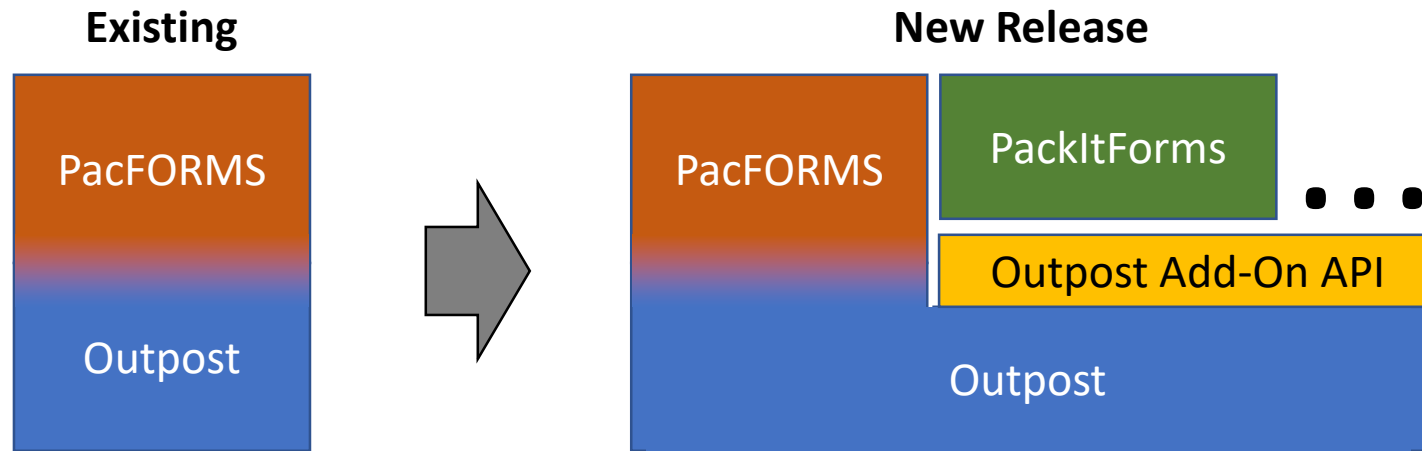


# Outpost: Support for SCS Tracker DSP TNC

- SCS TNCs behave differently than TNCs that use the TAPR standard (Kantronics, Timewave, MFJ, ...)
  - They are also about 1.5x as expensive!
- Outpost can now support the SCS Tracker / DSP TNC
- Helps ensure Outpost is usable no matter what TNC is in use



# Outpost: Improvements/Expansion of API



- Speed improvements (submit) and greatly expanded functionality
- New Edit before sending workflow:
  - Submit to Outpost > Re-open form > Edit > Re-Submit to Outpost > Send

# Outpost: New Subject Line Format

- Implements new Subject Line format:
  - <MsgNbr>\_<H>\_<Subject>
  - where <H> is the handling order: I, P, R (**I**mmediate, **P**riority, **R**outine)
- Red font and “!!” Urgent marker if Handling Order = Immediate
  - Previously, red emphasis was based on Severity field

In Tray								
U	Type	From	To	BBS	Local ID	Subject	Date/Time	Size
!!		n6mef@...	N6MEF	N6MEF-3	MEF-1492P	MEF-1490P_I_MuniStat_Santa Clara	4/10/2019 16:51	4,331
		n6mef@...	n6mef@n6m...	N6MEF-3		DELIVERED: MEF-1490P_I_MuniStat_Santa Clara	4/10/2019 16:51	125

**LIVE DEMO**

**Key Outpost Enhancements**

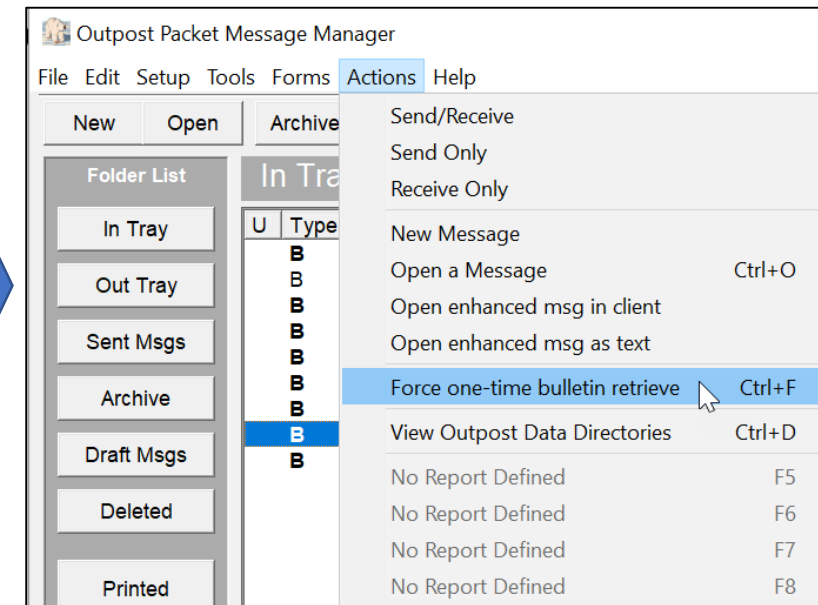
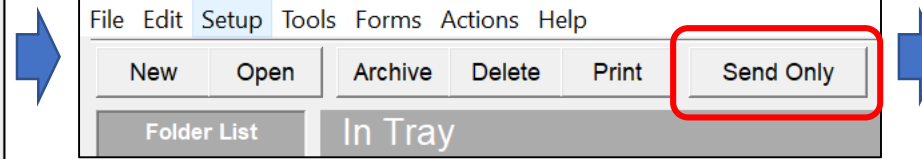
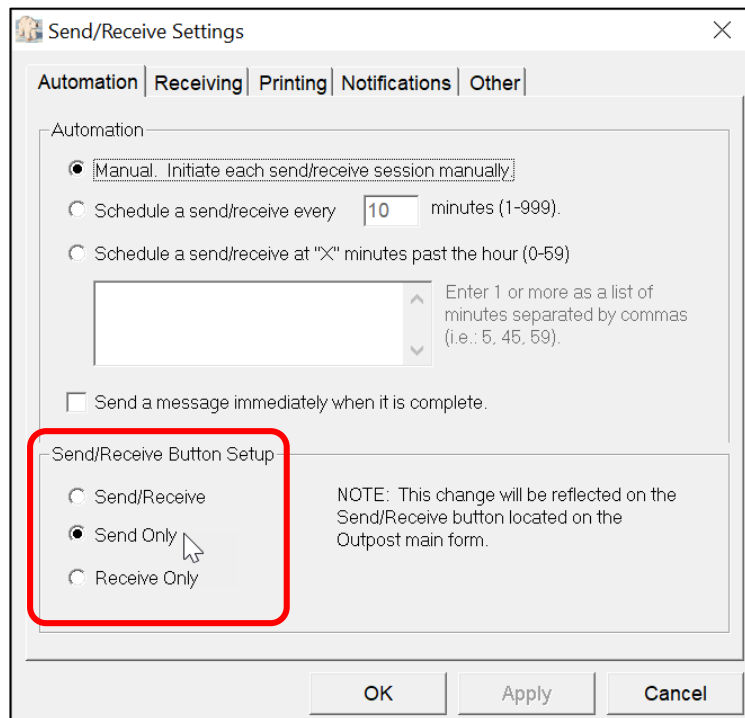


# LIVE DEMO: Key Outpost Enhancements

- Force One-time Bulletin Retrieve for Send Only stations
- Profile Saving
- Opening Enhanced Message Types

# Outpost: Force Bulletin Retrieve for Send Only

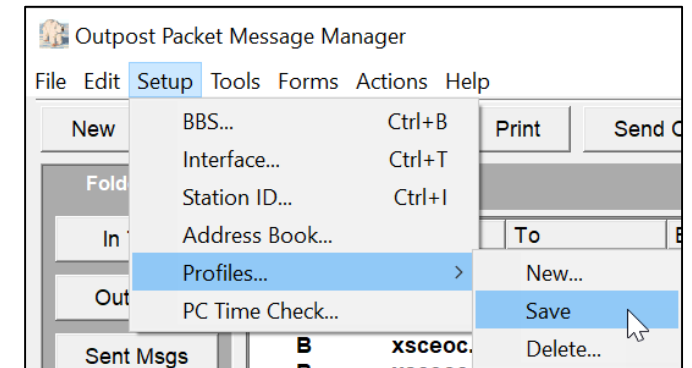
- Force one-time bulletin retrieve now works in Send Only mode
  - Fantastic if you have a two-PC setup (one is Send Only, one is Receive Only)
  - Now it's easy to download notices/bulletins to the Send Only PC



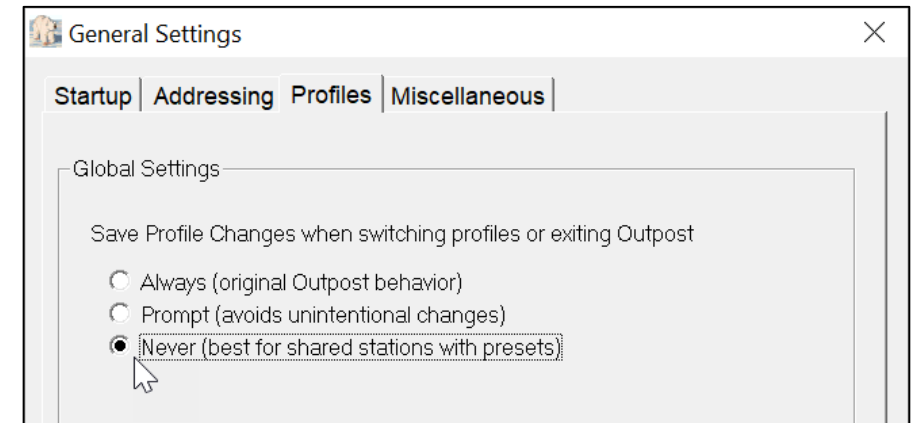
# Outpost: Profile Saving

- Profiles

- Used to save a complete Outpost configuration
- Existing: Prompt to save when changing Profiles or Exiting Outpost
- New: Save right away (Setup > Profiles ... > Save)

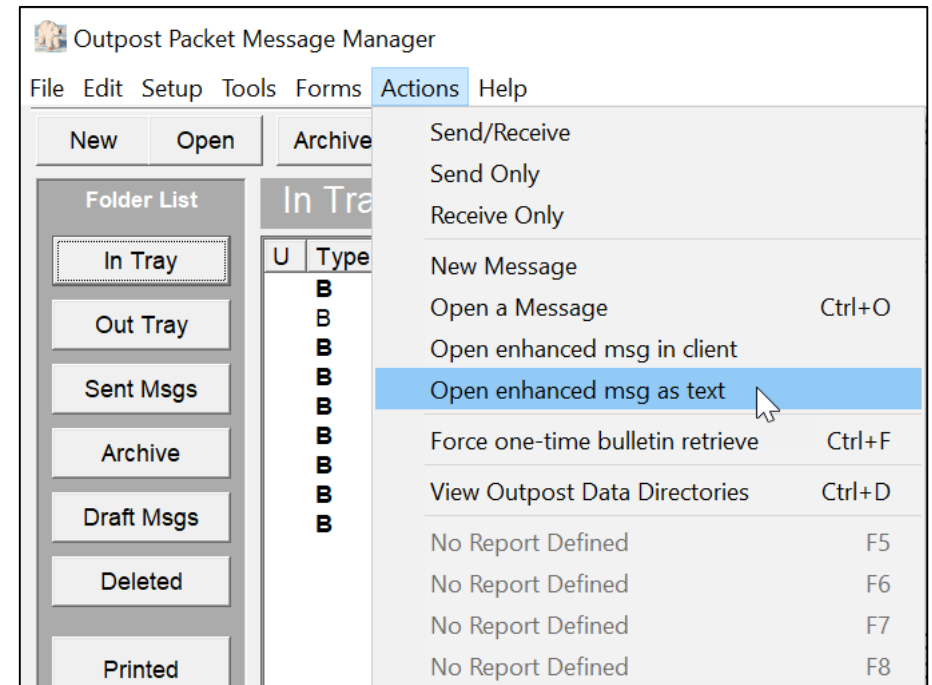


- New: Warning when exiting or switching if Profile save = Never



# Outpost: Open Enhanced Message Types

- Enhanced message types:
  - PacFORMS
  - New: PackItForms
- Forms open directly in browser window
  - No extra text window to close
- Override with:
  - Action > Open enhanced msg ...



# PackItForms

# PackItForms

- Next generation of forms for packet radio transmission
  - Keith Amidon, KJ6PUO
  - Peter Amidon, KJ6PUN
  - John Kristian, W6JMK
- Consistent with
  - Agency forms + Radio Routing Slip
  - New PDF forms
- Includes same routing fields
  - Same position
  - Same required fields

County of Santa Clara  
Emergency Operations Center (EOC)  
**Resource Request Form 213RR**

**COMPLETED BY REQUESTOR**

1. Incident Name	2. Date Initiated	3. Time Initiated	4. Tracking Number <small>(Completed by OA EOC)</small>
5. Requested By <small>(name, agency, position, phone, email)</small>			
6. Prepared by <small>(name, position, email, phone)</small>			
7. Approved by <small>(name, position, email, phone)</small>			

Signature: \_\_\_\_\_

User Notes: The Form 213RR is a two-sided form. Side one is completed by the requestor. Side two is completed by the OA EOC. Please check that both sides are available.

**Santa Clara County RACES -- Radio Routing Slip** Rev: 190408

Radio Operator Only:  <sup>1</sup> Origin Msg #: \_\_\_\_\_ Destination Msg #: \_\_\_\_\_

**This Section to be Completed by Message Sender:** (Underlined=Required)

<sup>2</sup> Date: \_\_\_\_\_ <sup>3</sup> Time (24hr): \_\_\_\_\_ <sup>4</sup> Handling:  Immediate (ASAP)  Priority (<1 hr)  Routine (<2 hr)

T O	<sup>5</sup> ICS Position: _____	F R O M	<sup>9</sup> ICS Position: _____
	<sup>6</sup> Location: _____		<sup>10</sup> Location: _____
	<sup>7</sup> Name: _____		<sup>11</sup> Name: _____
	<sup>8</sup> Contact Info: _____		<sup>12</sup> Contact Info: _____



**Resource Request Form 213RR** Version: 8/17  
PIE: 1.3

Message Numbers: \_\_\_\_\_ Origin: \_\_\_\_\_ Destination: \_\_\_\_\_

Date: 04/08/2019 Time: hh:mm Handling:  Immediate (ASAP)  Priority (<1 hr)  Routine (<2 hr)

T O	ICS Position: _____	F R O M	ICS Position: _____
	Location: _____		Location: _____
	Name: _____		Name: _____
	Contact Info: _____		Contact Info: _____

Incident Name <sup>1</sup>	Date Initiated <sup>2</sup>	Time Initiated <sup>3</sup>	Tracking Number <sup>4</sup> (OA EOC)
Requested by <sup>5</sup> <small>name, agency, position, email, phone</small>	Prepared by <sup>6</sup> <small>name, position, email, phone</small>		
Approved By <sup>7</sup> <small>name, position, email, phone</small>			

# LIVE DEMO

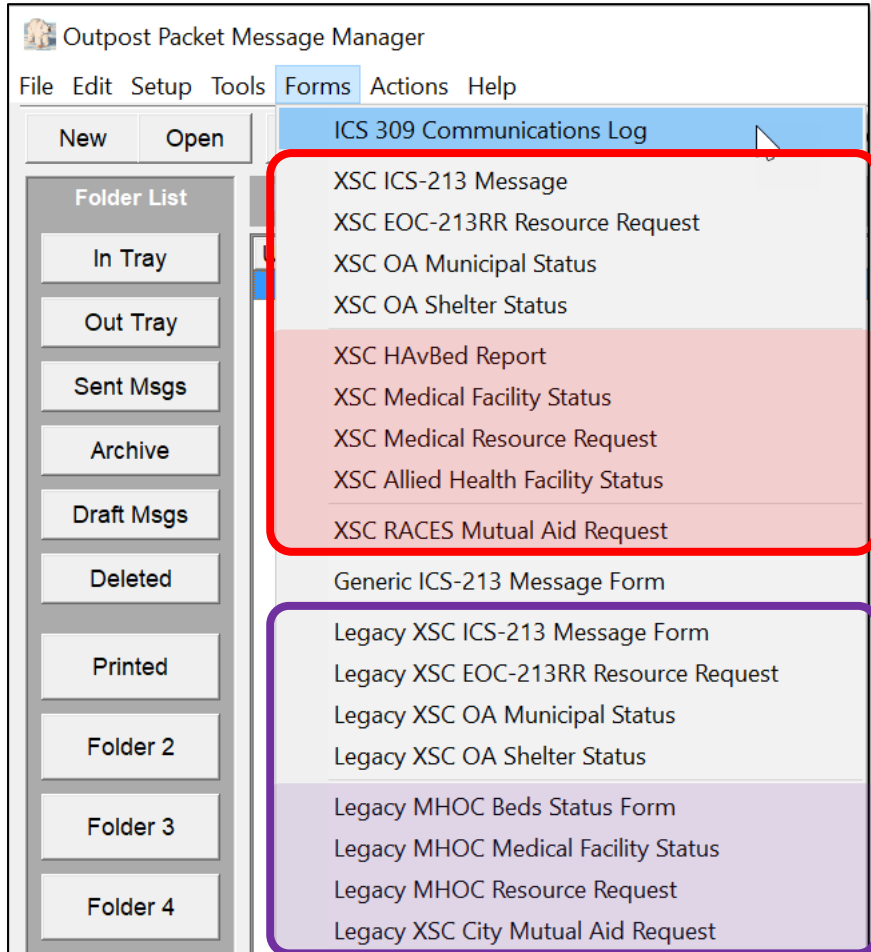
# PackItForms

# LIVE DEMO: PackItForms

- Outpost Forms menu: new (PackItForms) vs. legacy (PacFORMS)
- Required field indication
- Reset form button
- Ready to submit indication
- Show/Hide data message button
- Show PDF button
- Submit {to Outpost|via Email}
- Updating a previously submitted form
- Action > Open Enhanced message as ...
- Update vs. Complete Report
- Standalone mode (browse.cmd)



# Outpost Forms Menu



- For backward compatibility both PackItForms and PacFORMS are included
- Shown: Installer w/ Hospital forms
- PackItForms (highlighted here in red)
- PacFORMS (highlighted here in purple)
- Public installer does not contain (shown shaded)
  - Medical/Healthcare forms
  - RACES Mutual Aid forms

# Required Field Indication

- Required fields are shown with light red highlighting
  - Disappears when valid data is entered into each field
  - Easy to tell what fields need to be filled in
- As long as at least one required field is not filled, button bar at top remains grey

XSC ICS-213 Message

127.0.0.1:62964/form-2

Submit to Outpost Submit via Email Show Data Message Reset Form Show PDF

**MESSAGE FORM**  
SCCo ICS Form 213 - 6/28/2007 PIF 1.2

Sender's Msg # <sup>2</sup> My Msg # MEF-1815P Receiver's Msg # <sup>3</sup>

Date: <sup>1</sup> 04/29/2019  
Time: (24 hr clock) hh:mm

Situation Severity <sup>4</sup>  
 Emergency (e.g. life threat)  
 Urgent (e.g. property threat)  
 Other (all others)

Message Handling Order <sup>5</sup>  
 Immediate (as soon as possible)  
 Priority (less than one hour)  
 Routine (more than one hour)

Message Requests You To: <sup>6</sup>  
Take action  
 Yes  No  
Reply  
 Yes, by   No  
 For your info (no action required)

ICS Position: <sup>7</sup> ICS Position: <sup>8</sup>

Location: <sup>9a</sup> Location: <sup>9b</sup>

To: Name: Telephone #: From: Name: Telephone #:

Subject: <sup>10</sup>

Reference: <sup>11</sup> e.g. Number of earlier msg.

Message: <sup>12</sup>

Action Taken: <sup>13</sup> (For use by Originator/Recipient) **USE SEPARATE MESSAGE FORM IF SENDING REPLY!**

CC:  Management  Operations  Planning  Logistics  Finance

Operator Use Only: <sup>14</sup>

How Received  or Sent   
 Telephone  Dispatch Center  
 EOC Radio  FAX  Courier  
 Amateur Radio  Other: Packet

Operator Call Sign: N6MEF  
Operator Name: Michael Fox  
Date: {{date}} Time: {{time}}

# Reset Form Button

- Resets form to default values
- Use to “start over” without losing message number and other default values, such as date

The image shows a web browser window displaying an XSC ICS-213 Message form. The browser's address bar shows the URL 127.0.0.1:62964/form-2. The form has a navigation bar at the top with buttons for 'Submit to Outpost', 'Submit via Email', 'Show Data Message', 'Reset Form', and 'Show PDF'. A callout box highlights the 'Reset Form' button. Below the navigation bar, the form contains several sections: a 'Time' field (24 hr clock), radio buttons for 'Urgent', 'Other', 'Priority', and 'Routine', and a 'Reply' section. The form also has fields for 'To' and 'From' information, including 'ICS Position', 'Location', 'Name', and 'Telephone #'. There are also fields for 'Subject', 'Reference', and 'Message'. At the bottom, there is an 'Action Taken' section and an 'Operator Use Only' section with radio buttons for 'How Received' or 'Sent' and fields for 'Operator Call Sign', 'Operator Name', 'Date', and 'Time'.

# Ready to Submit Indication

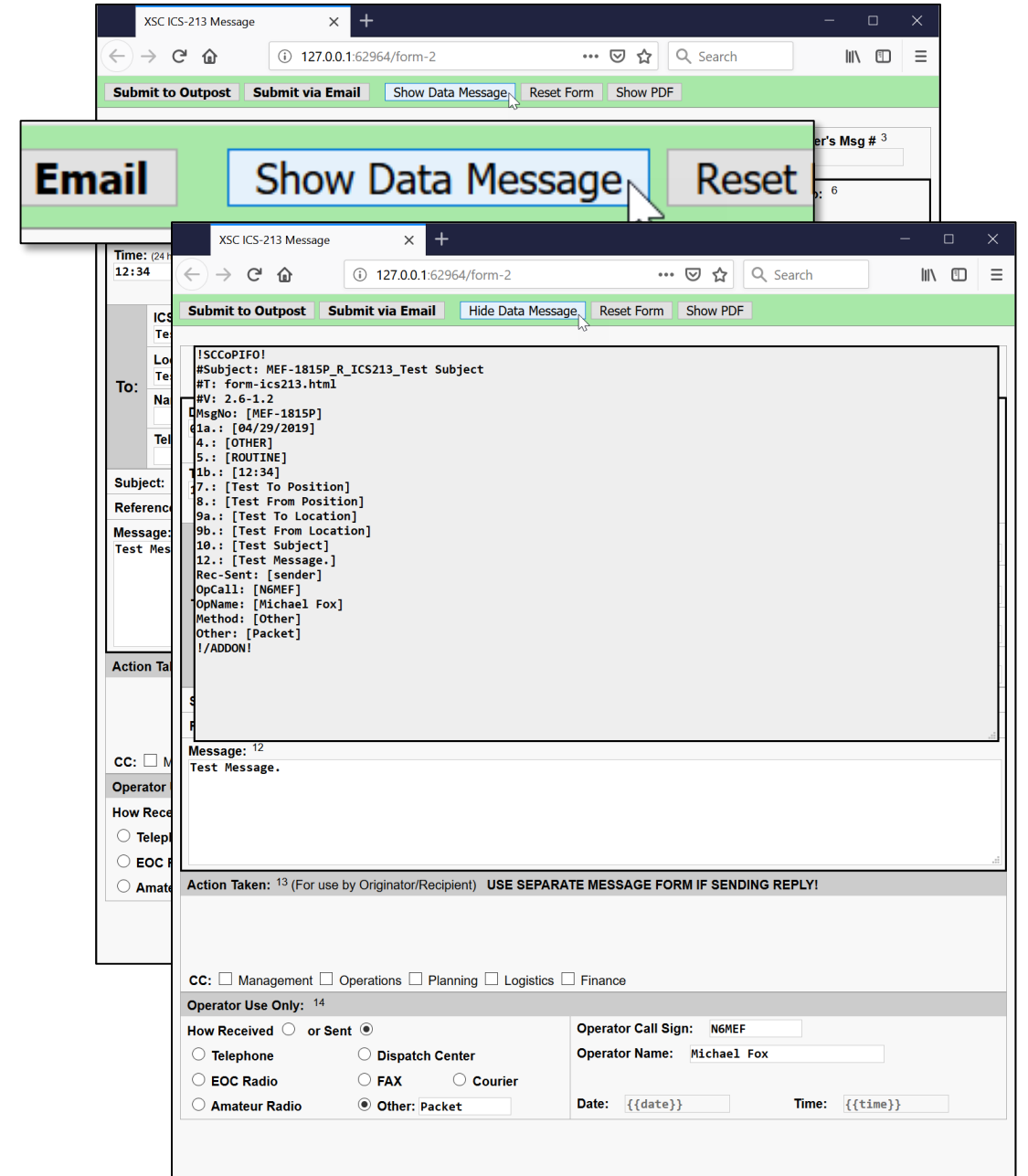
- Button bar at top turns green when all required fields contain valid data
- Submit buttons enabled
  - Submit to Outpost
  - Submit via Email

The screenshot shows a web browser window displaying the 'XSC ICS-213 Message' form. The browser address bar shows '127.0.0.1:62964/form-2'. The form has a green header bar with buttons: 'Submit to Outpost', 'Submit via Email', 'Show Data Message', 'Reset Form', and 'Show PDF'. The main form area is titled 'MESSAGE FORM' and includes the following sections:

- Sender's Msg # 2**: [Empty field]
- My Msg #**: MEF-1815P
- Receiver's Msg # 3**: [Empty field]
- Date: 1**: 04/29/2019
- Time: (24 hr clock)**: 12:34
- Situation Severity 4**:
  - Emergency (e.g. life threat)
  - Urgent (e.g. property threat)
  - Other (all others)
- Message Handling Order 5**:
  - Immediate (as soon as possible)
  - Priority (less than one hour)
  - Routine (more than one hour)
- Message Requests You To: 6**:
  - Take action**:  Yes  No
  - Reply**:  Yes, by [Empty field]  No
  - For your info (no action required)
- To:**
  - ICS Position: 7**: [Empty field]
  - Test To Position**: [Empty field]
  - Location: 9a**: [Empty field]
  - Test To Location**: [Empty field]
  - Name**: [Empty field]
  - Telephone #:**: [Empty field]
- From:**
  - ICS Position: 8**: [Empty field]
  - Test From Position**: [Empty field]
  - Location: 9b**: [Empty field]
  - Test From Location**: [Empty field]
  - Name**: [Empty field]
  - Telephone #:**: [Empty field]
- Subject: 10**: Test Subject
- Reference: 11**: e.g. Number of earlier msg. [Empty field]
- Message: 12**: Test message.
- Action Taken: 13**: (For use by Originator/Recipient) **USE SEPARATE MESSAGE FORM IF SENDING REPLY!**
- CC:**  Management  Operations  Planning  Logistics  Finance
- Operator Use Only: 14**
  - How Received**  or **Sent** 
    - Telephone
    - EOC Radio
    - Amateur Radio
    - Dispatch Center
    - FAX
    - Courier
    - Other: Packet [Empty field]
  - Operator Call Sign:** N6MEF
  - Operator Name:** Michael Fox
  - Date:** {{date}} **Time:** {{time}}

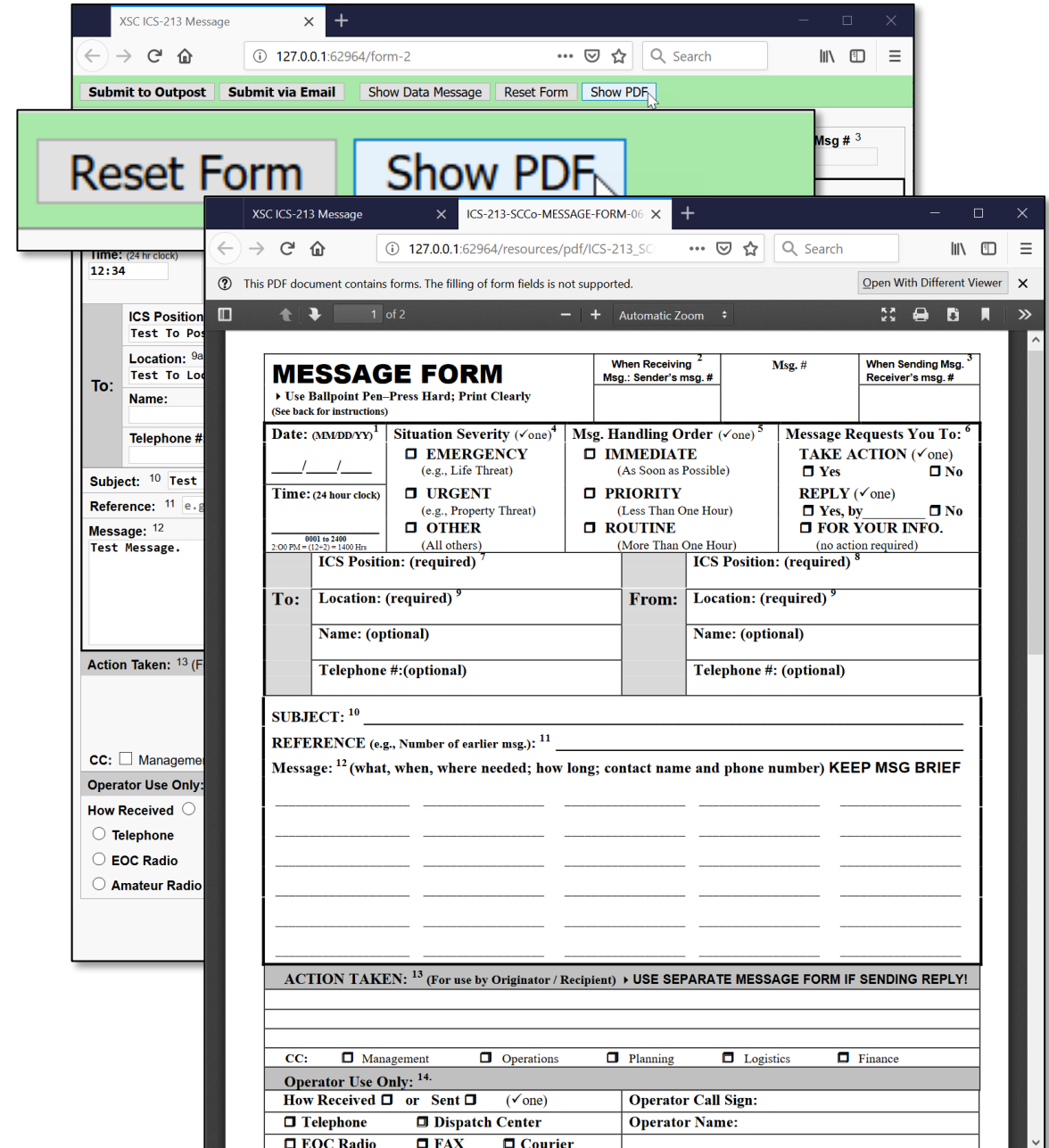
# Show/Hide Data Message

- Show Data Message
  - Changes to “Hide Data Message” when pressed
  - Displays the text message that will be submitted to Outpost or E-mail
  - Could also be used to copy to some other application
- Hide Data Message
  - Removes the overlay text window



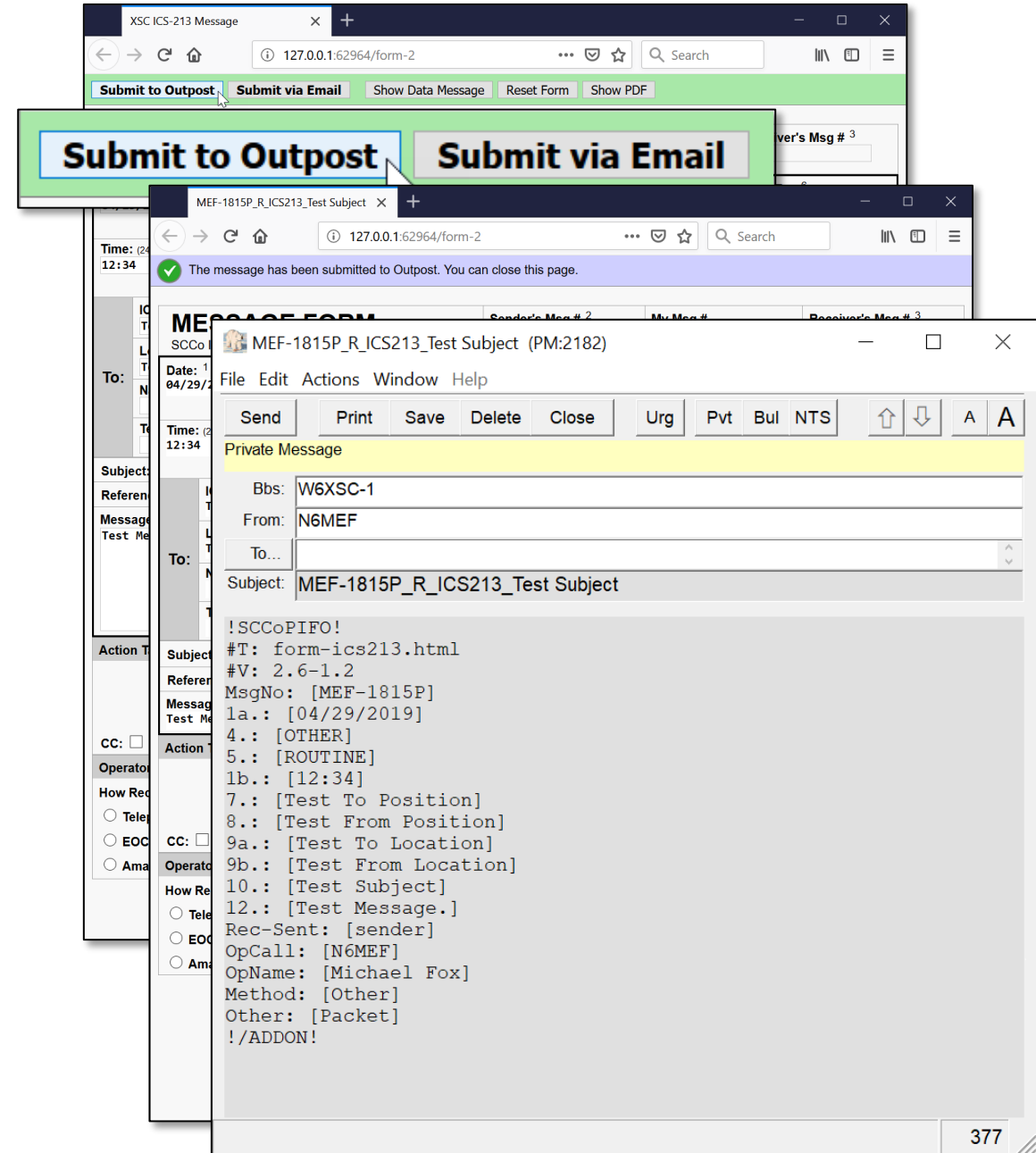
# Show PDF

- Opens another browser tab
- Displays PDF version of form
  - Can be opened and printed



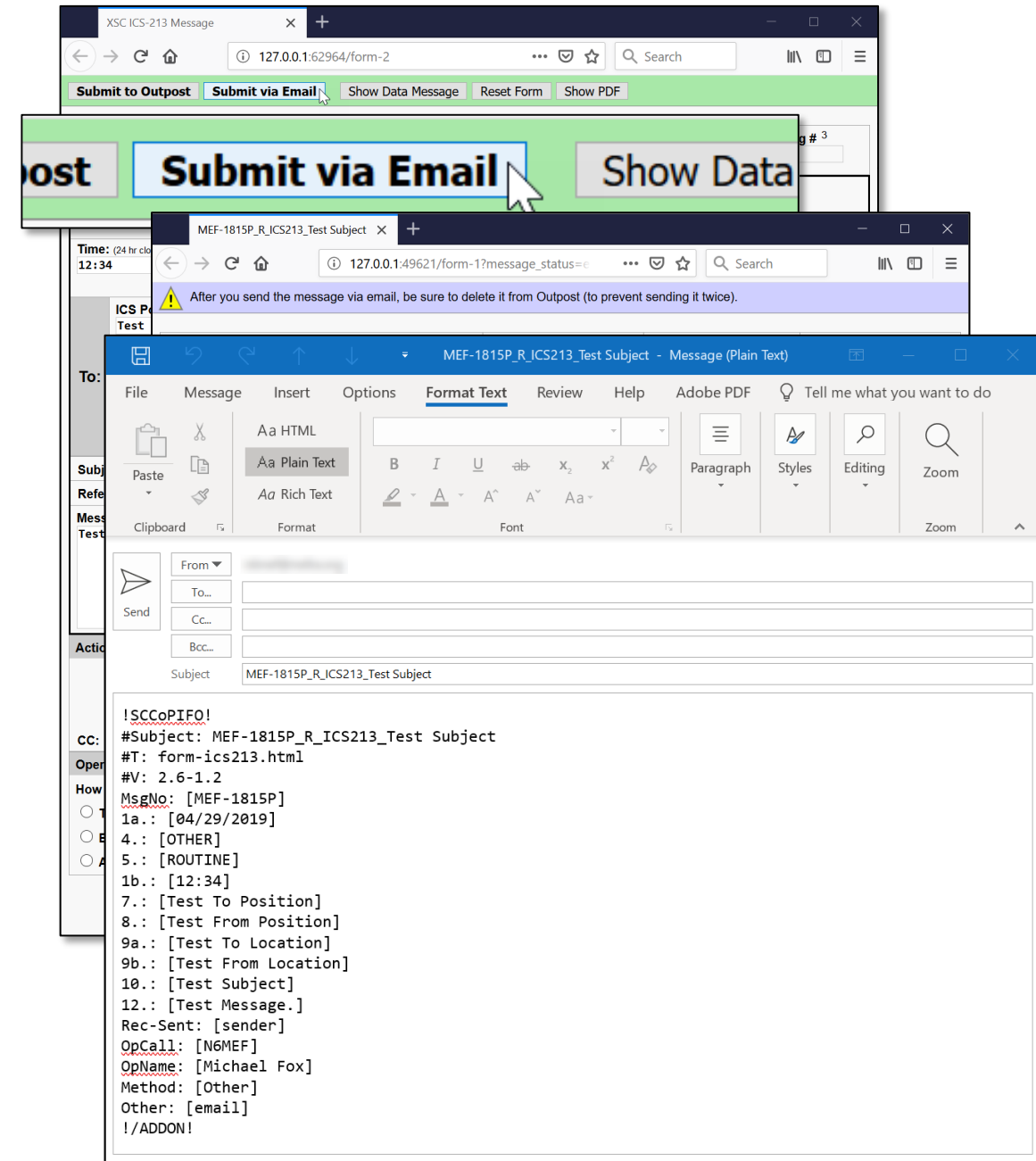
# Submit to Outpost

- Sends form data to Outpost
- Purple confirmation banner
  - Message successfully submitted
- Outpost displays text message window
- Ready for To: address



# Submit via E-mail

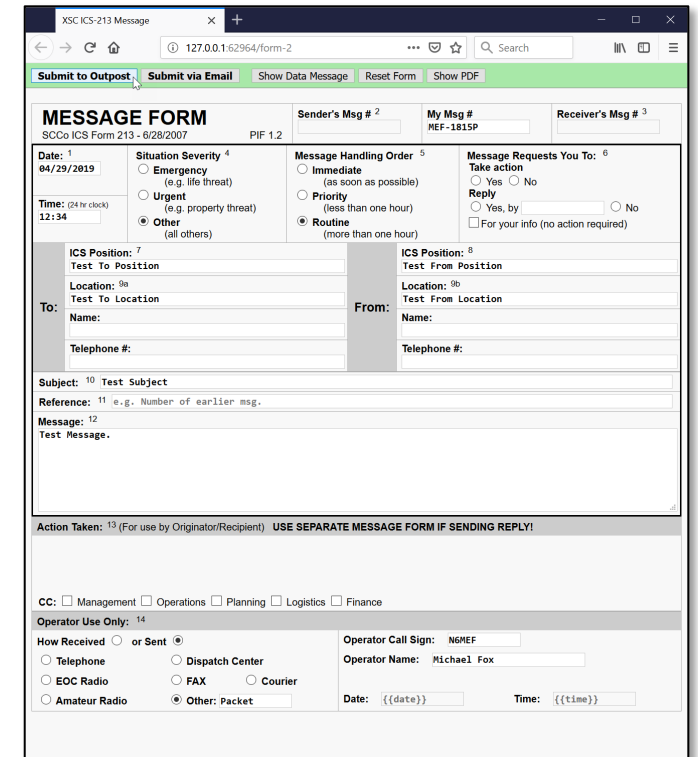
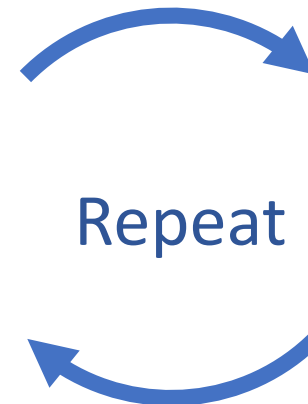
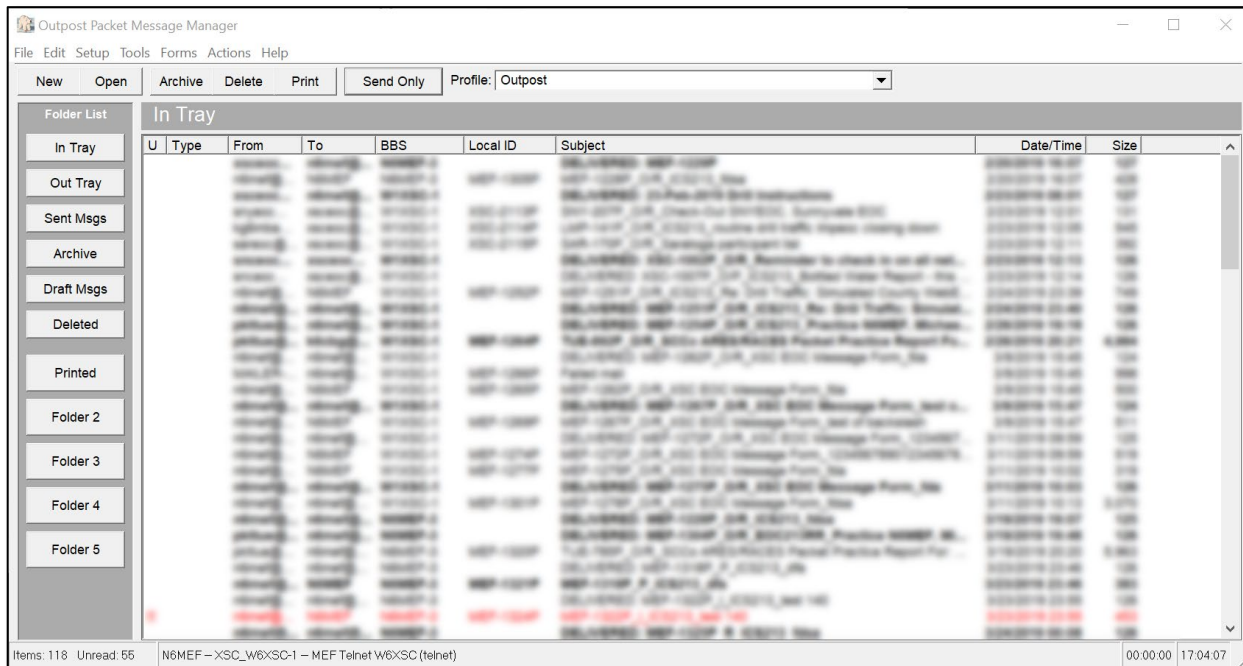
- Purple confirmation banner
  - Includes warning to delete message from Outpost to avoid sending a duplicate
- Launches default e-mail app as defined in MS Windows
- Subject and body are filled in
- Be sure to set Plain Text mode!





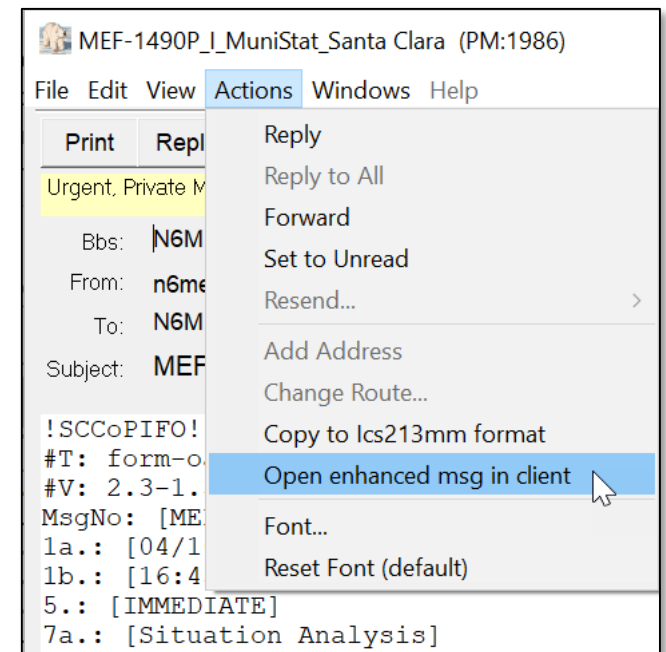
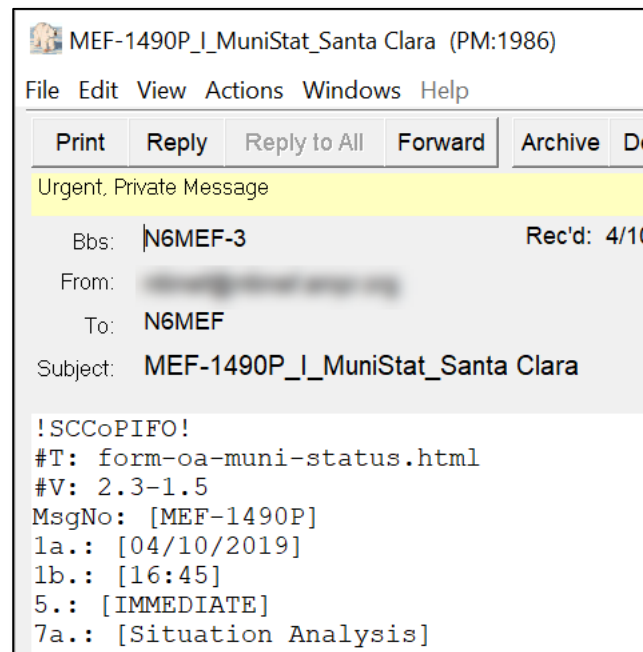
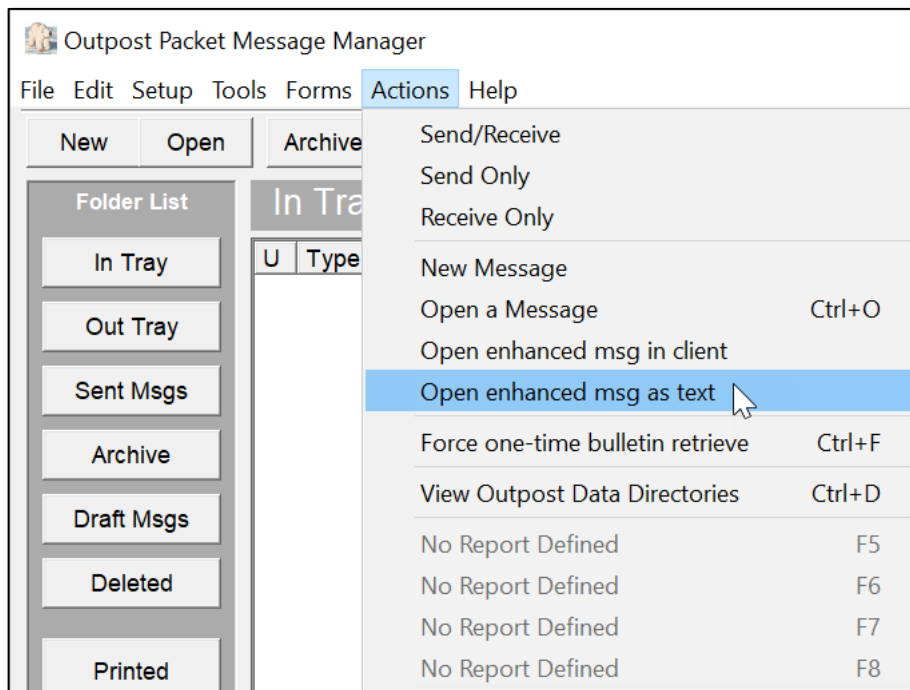
# Updating a Previously Submitted Form

- Outpost & PackItForms supports reopening, editing, and resubmitting updating a previously submitted form



# Action > Open Enhanced Msg ...

- Outpost automatically detects and opens “Enhanced” (PackItForms, PacFORMS) messages in their appropriate client
- Manually control from Main Outpost Window or Individual Message Window



# Update vs. Complete Report

- Some forms have a “Report Type” option
  - Municipal Status, Shelter Status, Medical Facility Status, Allied Health Status

PackItForm

Santa Clara OA Jurisdiction Status			WebEOC: 20190327 PIF: 1.6
Message Numbers:	Origin: MEF-1840P	Destination:	
Date: 05/01/2019	Time: 12:34	Handling:	<input checked="" type="radio"/> Immediate (ASAP) <input type="radio"/> Priority (<1 hr) <input type="radio"/> Routine (<2 hr)
T O	ICS Position: Test	F R O M	ICS Position: Test
	Location: Test		Location: Test
	Name:		Name:
	Contact Info:		Contact Info:
Report Type: <input type="radio"/> Update <input type="radio"/> Complete			

PDF

Santa Clara OA Jurisdiction Status			WebEOC: 20190327 PDF: 190407
Radio Operator Only:	Origin Msg #:	Destination Msg #:	
<b>This Section to be Completed by Jurisdiction Personnel:</b> (Underlined=Required)			
Date:	Time (24hr):	Handling:	<input type="radio"/> Immediate (ASAP) <input type="radio"/> Priority (<1 hr) <input type="radio"/> Routine (<2 hr)
T O	<u>ICS Position:</u>	F R O M	<u>ICS Position:</u>
	<u>Location:</u>		<u>Location:</u>
	<u>Name</u>		<u>Name</u>
	<u>Contact Info:</u>		<u>Contact Info:</u>
<b>Report Type:</b> <input type="radio"/> Update <input type="radio"/> Complete <i>Important: See Instructions!</i>			

# Update vs. Complete Report (2)

- These forms are very long, with many fields, some of which may contain text that lasts for months

Santa Clara OA Jurisdiction Infrastructure Status												
Incident Independent												
Incident: _SCC Op Area Daily												
Release: 8.5.1.5												
												Jurisdiction Office and EOC Status
Jurisdiction	EOC Activation/ State of Emergency	Flooding	Hazmat	Search and Rescue	Emergency Services	Debris	Electric	Gas	Water	Comms.	Roads	Last Updated
*Unincorporated County Areas*	Normal No	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Problem	Details 03/21/2019 13:34:41
Campbell	Normal No	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Details 09/06/2018 11:52:25
Cupertino	Normal No	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Details 04/23/2019 09:18:47
Gilroy	Normal No	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Details 04/15/2019 10:51:33
Los Altos	Normal No	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Details 02/14/2019 12:40:20
Los Altos Hills	Normal No	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Details 10/15/2018 11:25:01
Los Gatos	Normal No	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Details 11/15/2018 17:09:02
Milpitas	Normal No	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Details 09/06/2018 11:52:28
Mountain View	Normal No	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Details 02/14/2019 04:32:47
<b>Transportation (Roads)</b>						<b>Problem</b>		<b>Hicks Road @ Pleasant Rd to Alamos Road One Lane Open. Debris will be removed in April/May</b>				
Palo Alto	Normal No	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Details 02/26/2019 14:37:01
San Jose	Normal No	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Details 05/01/2019 08:46:06
Santa Clara	Normal No	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Details 03/26/2019 21:17:25
Saratoga	Normal No	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Details 02/14/2019 04:24:51
Sunnyvale	Normal No	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Normal	Details 03/05/2019 15:11:53

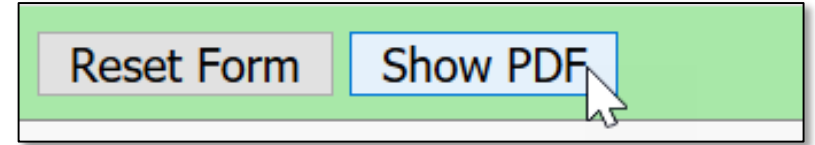
Santa Clara OA Jurisdiction Status		
Incident Independent		
		Return to List   Generate PDF / Print
Jurisdiction Name/Unincorporated County Areas:		*Unincorporated County Areas*
Last Updated: 03/21/2019 13:34:41		
Contact Information		
EOC Phone:		EOC Fax:
Primary EM Contact Name:	Duty Officer	Primary EM Contact Phone:
Secondary EM Contact Name:		Secondary EM Contact Phone:
Government Office Status		
Office Status:	Open	
Expected to Open Date:		Expected to Open Time:
Expected to Close Date:		Expected to Close Time:
EOC Status		
EOC Open:	No	Activation: Normal
Expected to Open Date:		Expected to Open Time:
Expected to Close Date:		Expected to Close Time:
Declarations		
State of Emergency	No	
Attachment:		
Current Situation		
Type	Status	Comments
Communications	Normal	
Debris	Normal	
Flooding	Normal	
Hazmat	Normal	
Emergency Services	Normal	
Systems		
Infrastructure (Sewer Systems)	Normal	
Search and Rescue	Normal	
Transportation (Roads)	Problem	Hicks Road @ Pleasant Rd to Alamos Road One Lane Open. Debris will be removed in April/May
Transportation (Bridges)	Normal	
Civil Unrest	Normal	
Animal Issues	Normal	
Form Version: 20190327		

# Update vs. Complete Report (3)

- Message Author:
  - Unable to update WebEOC directly (Internet outage at your site)
  - Will send update via packet radio
  - But can't see the WebEOC screen, so doesn't know what's already been entered into the dozens of fields on the form
- Q1: If a blank field is sent, what should the message recipient do?
  - Skip that field? (leave any information that may be in that field alone)
  - Set that field to blank? (delete any information that may currently be in that field)
- Q2: If the message author wants to clear a field, or append to a field, how does he/she convey that to the message recipient?

# Update vs. Complete Report (4)

- Use “Show PDF” button
- View the Instructions on the last page

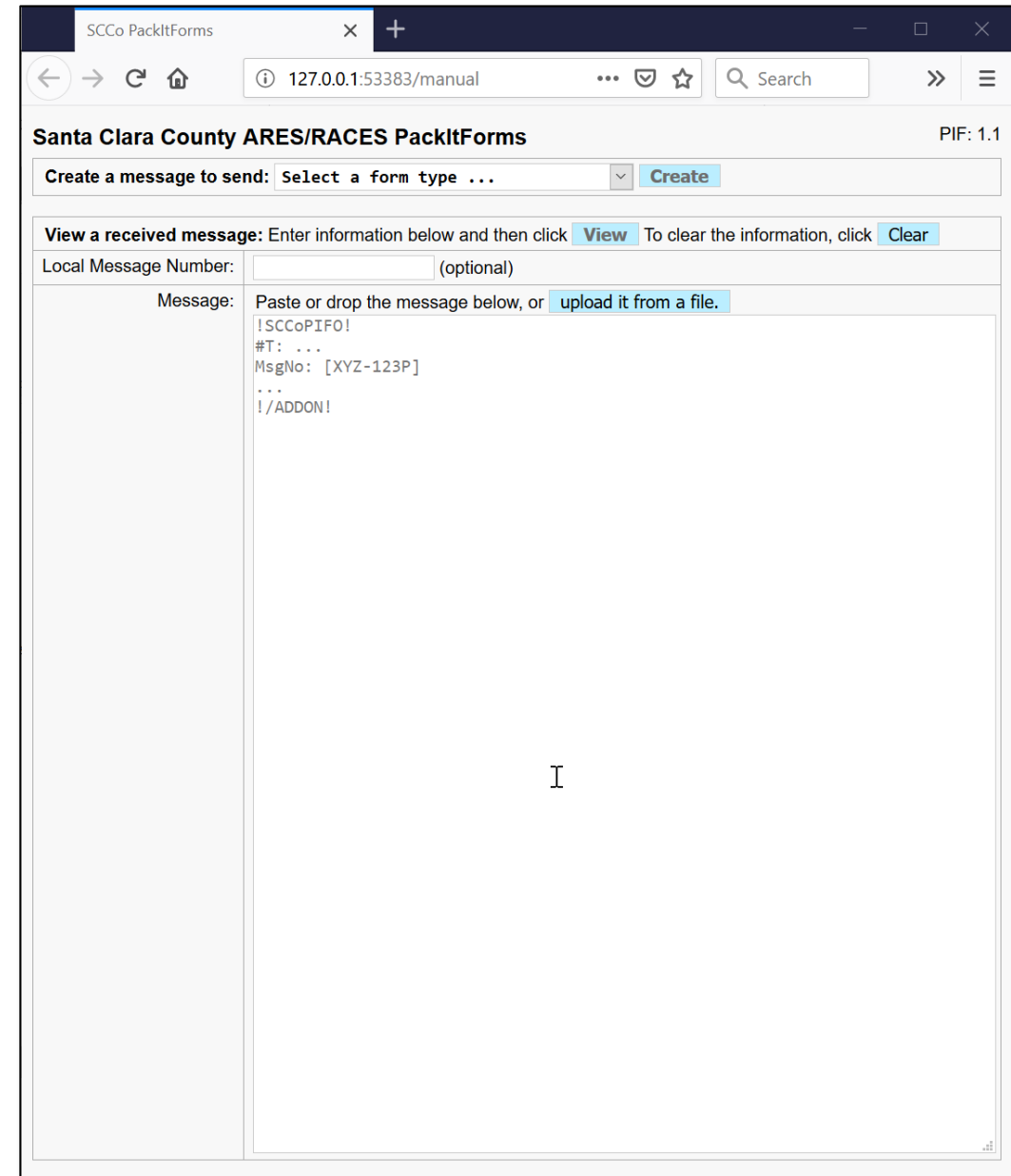


Report Type	<u>Required.</u>
	<ul style="list-style-type: none"><li>• <b>Update:</b> Normal mode. Recipient should only replace fields in WebEOC that are entered here. Other fields should retain their current values. To tell the recipient to clear a text field in WebEOC, write “{CLEAR}” in the field. To append to existing data in a WebEOC text field, write “{APPEND}”, followed by the text to be appended.</li><li>• <b>Complete:</b> <u>Use with caution.</u> An empty field here tells the recipient to clear the field in WebEOC. Use this to replace all fields in WebEOC with the data provided here, or to report on current status of all WebEOC fields.</li></ul>

- “Complete” report can be used to send info about current state of all fields to the person that would usually submit info

# Standalone Mode

- Create or read PackItForms without Outpost
- Scenario
  - Need to send forms via packet
  - You don't have your packet computer (or don't want to leave it)
  - A PC is available. But you don't have Windows admin rights
- Solution
  - Run PackItForms installer (no admin rights)
  - Run `C:\PackItForms\Outpost\SCCo\browse.cmd`



# Roll Out Schedule



# Current Test Status

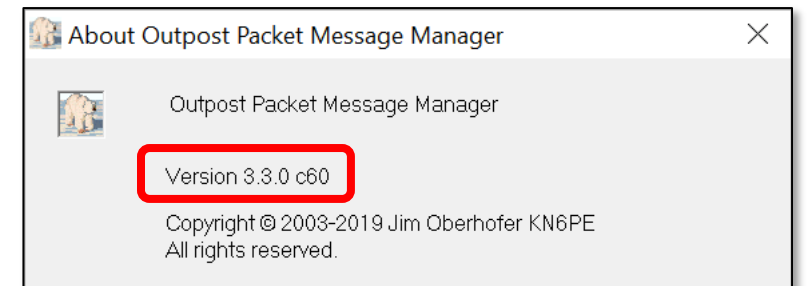
- Testing phases
  - Development test > packet committee test > pre-release test
- Testing so far
  - Development team (done) > packet committee (partial)
- Pre-release expectations
  - Anticipate pre-release date: Early next week (May 6-7, 2019)
  - No operations-impacting issues that we know of
  - We intend to run the county EOC on pre-release during May 18<sup>th</sup> drill
    - Will accept either new or legacy forms

# Schedule

Date	Action
Now	Pre-release PDF forms <ul style="list-style-type: none"><li>• Radio Routing Slip</li><li>• PDF Forms (as seen in PackItForms)</li></ul>
Target: May 6-7	Pre-release Packet Installer (everyone that can, please help test and provide feedback) <ul style="list-style-type: none"><li>• Updated Outpost, New PackItForms, Updated PacFORMS</li></ul>
May 27-28	All test feedback due
Early June	General Release (everyone upgrades) <ul style="list-style-type: none"><li>• Integrated Packet Installer<ul style="list-style-type: none"><li>• Updated Outpost, New PackItForms, Updated PacFORMS</li></ul></li><li>• New forms<ul style="list-style-type: none"><li>• Radio Routing Slip</li><li>• New PDF Forms</li></ul></li></ul>

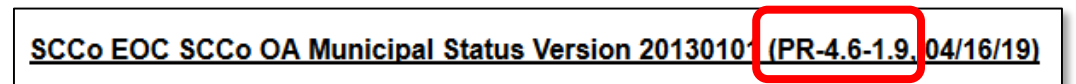
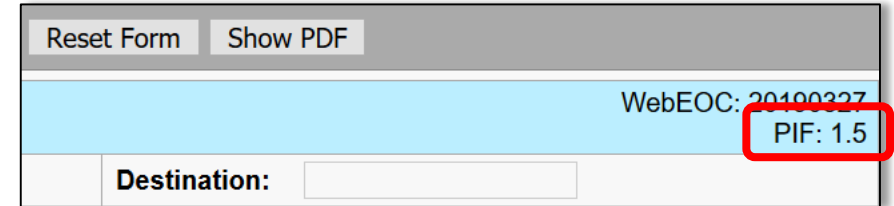
# When Reporting an Issue ...

- Report issues to our Packet discussion group:
  - <https://www.scc-ares-races.org/discuss-groups.html>
- For Outpost Issues (non-radio related)
  - Version #.#.# c##
  - Step-by-step how to reproduce
  - Screenshot (if applicable)



# When Reporting an Issue ...

- For PackItForms (new)
  - “PIF: #.#” version at top/right of form
  - Browser type and version
  - MS Windows version
  - Screenshot
  - All files from C:\PackItForms\Outpost\SCCo\logs
  
- For PacFORMS (legacy)
  - “PR-#.#-#.#” at bottom/right of form
  - Browser type and version
  - MS Windows version
  - Screenshot



# To Test or Not to Test; That is the Question

- How to use the pre-release
  - Best approach: try your best to break it!
  - Also OK: use it like you normally do, plus try out new features
  - Either way, report what you find (good or bad) as soon as you find it
- Those who choose to try the pre-release version
  - Learn breadth and depth of what's included
  - Can help prepare for changes to related procedures and workflows
  - Can put some new capabilities to use right away
  - Can help get the general release out faster by providing more testing sooner
- The better feedback we get, and the faster we get it, the sooner we'll be able to move to General Release

# Action Items

- Review pre-release forms
  - Learn about Update vs. Complete workflow
- Watch for pre-release announcement on packet discussion group
  - <https://www.scc-ares-races.org/discuss-groups.html>
- Jump into testing as soon as possible
  - Try your best to break it
  - Report early and often

# Thank You!

Presentation and recording will be posted by tomorrow morning.

[www.scc-ares-races.org](http://www.scc-ares-races.org) > Training > Webinars