



MPSCS Bulletin # 2010-01

MCC 7500 Console Startup

The IP based MCC7500 consoles integrated into the MPSCS required system configuration data from the central server during the startup (booting) process. It has been observed when multiple MCC7500 consoles start at the same time, a longer than normal startup will occur due to limitation with the current system server speed. Faster servers are ordered and will be installed as part of the 7.9 upgrade to the MPSCS.

In the interim, please use the following guidelines to aid in your startup of the consoles:

- Prior to a MCC7500 console computer shutdown, computer restart, or application restart, please call the NCC at (517) 333-5050 to allow for a coordination of restarts to minimize booting times.
- If multiple consoles must be restarted, restart only one MCC7500 console at a time. Wait until the console is completely booted and running before proceeding to the next console.
- Users may see a “Database Update” in the process bar (bottom right hand corner of the screen) and hear an audible beep. Users should ***not*** restart their consoles when they see this message. The message indicates a database update has been delivered to the console and no user intervention is required.
- It is possible during times of peak traffic or multiple console reboots, a delay up to an hour may be observed during a console reboot. Do not attempt to restart the console to minimize the time instead, let the console complete the booting process.
- Prioritize your consoles based upon your Operation requirements and reboot consoles in that order. The MPSCS system does not prioritize the rebooting of multiple consoles.
- Document and keep your Login and Password for ***each*** console.
 - Document the computer’s Microsoft Login and Password.
 - Document the Motorola “Elite Dispatch” console program Login and Password.
 - The computer will lock after 3 failed Login attempts. This will require intervention by Motorola and NCC to recover the computer. This is a lengthy process rendering the console unusable during the recovery time.
- Document the RCM Login and Password. “RCM” is a program that operates separately from the “Elite Dispatch” console program.
- Review your disaster recovery plans for your Dispatch Center. These plans should include your radio backup plans such as: control stations, portable radios, etc. in the event you have a console failure.