

## Data Input Table – Do Not Delete

Item	Location	Book mark name	X <sup>1,2</sup>	Record of input <sup>3,4</sup>
Report Title – first line	Pages i and ii	T1		Internet HALOGEN Client Console Application <sup>5</sup>
Report Title – second line	Pages i and ii	T2		Getting Started
Report Title – third line	Pages i and ii	T3		
Report Title or Heading – first line	Left aligned in headers	HL1		Internet HALOGEN Client Console Application
Report Title or Heading – second line	Left aligned in headers	HL2		Getting Started
Group Name	Right aligned in headers – first line	HR1		Mott MacDonald
Client/Associate (where applicable)	Right aligned in headers – second line	HR2		Highways Agency
Project Number	Footers	PRJN R		56414
Report Number	Footers	RPTN R		TU/008
Revision Letter	Issue and	REV		1

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	Revision Record on page ii and footers			
Date of issue or report	Page i, Issue and Revision Record on page ii and footers	DATE		September 2004
Initials of word processor	Footers	INI		W97

Notes <sup>1</sup> This column contains the 'Bookmarks'. Do not enter data directly into this column or any other column in the table. Similarly, do not delete data in the columns.

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<sup>3</sup> This column and the appropriate locations in the report contain the 'Bookmark References'. These references can be updated by changing the 'View' from 'Normal' to 'Page Layout' and back again.

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# Internet HALOGEN Client Console Application



**Fault History**

Status : 689 row(s) retrieved Rows 1 To 15

Started at 01/04/03 10:28:01 Finished at 01/04/03 10:28:17

Date And Time	Fault Id	Fault Status	Equipment Type	Equipment Ref	Clearance M
25/05/02 00:08:20	15854	HARD	MSS	A102M/1268B	
25/05/02 00:08:21	15855	HARD	MSS	A102M/1268B	
25/05/02 06:16:41	15856	HARD	MSS	A12/1421B	
25/05/02 06:17:31	15857	HARD	MSS	A406/1714A	
25/05/02 06:20:51	15854	CLEARED	MSS	A102M/1268B	AUTO
25/05/02 06:20:52	15855	CLEARED	MSS	A102M/1268B	AUTO
25/05/02 09:25:11	15856	CLEARED	MSS	A12/1421B	AUTO
25/05/02 17:38:54	15858	HARD	MSS	A12/3385B	
25/05/02 17:43:33	15858	CLEARED	MSS	A12/3385B	AUTO
25/05/02 21:30:43	15859	HARD	MSS	A102M/1268B	
25/05/02 21:30:45	15860	HARD	MSS	A102M/1268B	
26/05/02 04:49:05	15859	CLEARED	MSS	A102M/1268B	AUTO
26/05/02 04:49:06	15860	CLEARED	MSS	A102M/1268B	AUTO
26/05/02 04:49:56	15861	MSS	MSS	A13/1607B	
26/05/02 04:50:06	15862	HARD	MSS	A13/1608B	



# Internet HALOGEN Client Console Application

## Getting Started

Document Ref: 56414/TU/0008 Version 1

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# 1 Introduction

## 1.1 About this Manual

This manual describes how to become a HALOGEN user, and provides instructions for installing the Internet HALOGEN Client Console Application (HCCAi) via which users may access reporting tools to obtain HALOGEN log data. It also contains a quick getting started reference for first time users. All remote user access to HALOGEN is achieved via the Internet. A full technical specification for Remote User Consoles is provided.

A more detailed description of the HCCAi, and the functions it provides, can be found in the HCCAi User Guide (56414/TU/0005).

## 1.2 Terminology used in this Manual

This manual assumes that the user is familiar with basic Microsoft Windows concepts and terminology.

The following terms are used in this document:

**Dialogue box** – Small Windows style window that contains information helpful to the user.

**Menus** – Provide a quick and easy way to access functionality within the main application.

**Right-Click** – Refers to using the right mouse button.

**HotKeys** – A combination of keyboard keys that provide a shortcut to menu items.

## **1.3 HALOGEN and the Internet HALOGEN Client Console Application**

### **1.3.1 What is HALOGEN?**

HALOGEN (Highways Agency LOGging ENvironment) is the National Motorway Communications Systems (NMCS) Central Logging Service. It provides centralised storage, retrieval and dissemination of current and historical log data generated by Highways Agency systems in Police Control Offices (PCO) throughout England. 30 PCOs in England are currently logging data to HALOGEN.

### **1.3.2 What does HALOGEN do?**

HALOGEN provides:

*Secure storage of NMCS logs*

HALOGEN accepts logs from NMCS subsystems and provides secure storage of received logs in its database. As HALOGEN acknowledges that it has received a log, the sender can be confident that the logs have been stored securely and in such a way that no single point of failure will lead to their loss.

*The ability to access this log data*

HALOGEN accepts users' requests to search and report on log data. It returns matching logs and/or statistical information about the logs. All this access is available via the Internet HALOGEN Client Console Application (HCCAi).

For up to date information on HALOGEN and the HCCAi go to the HALOGEN web site at [www.halogenonline.co.uk](http://www.halogenonline.co.uk) . Chapter 6 HALOGEN Web Site provides more details.

### **1.3.3 Legal Use of HALOGEN Data**

Users must note that HALOGEN data should only be used in court proceedings if it has been provided by Mott MacDonald. Under no circumstances should users extract HALOGEN data, either via a reporting tool or directly, for this purpose. If you wish to use HALOGEN data in court please contact the Mott MacDonald Help desk for further assistance (see chapter 7 Mott MacDonald Help Desk for details).

HALOGEN Technical Note 091 ‘Provision of log data in support of court proceedings’ provides more information on this topic and can be found on the HALOGEN website at [www.halogenonline.co.uk](http://www.halogenonline.co.uk). This website also provides up to date information on HALOGEN and the HCCAi. Chapter 6 HALOGEN Web Site provides more details.

## **1.4 HALOGEN User Functions**

HALOGEN provides users with flexible access to stored log data through :

- A suite of standard reports available through HCCAi
- Users’ own development of log reports using standard report writing tools (e.g. Sybase Infomaker)
- Direct access to HALOGEN log data via open standards (e.g. ODBC, JDBC).

The HCCAi allows data to be saved in a variety of formats including text, comma/tab separated text, Microsoft Excel, Lotus 1-2-3, HTML.

## **1.5 How to become a HALOGEN User**

### **1.5.1 Contact the Help Desk**

To register as a HALOGEN user please contact the Mott MacDonald Help Desk. See Chapter 6 for details.

### 1.5.2 What information do I have to provide?

To become a user you will need to provide the following details:

- Name and contact details
- The reason access to HALOGEN is required.

### 1.5.3 Are any approvals required?

The Highways Agency must approve all HALOGEN users.

### 1.5.4 What happens then?

Once your registration has been approved you will be issued with a copy of the HCCAi. You will also be provided with a HALOGEN user name and password, and dial-up network connection details. For further details on connecting to HALOGEN, please refer to Chapter 3 'Communications Requirements and Configuration'.

All HCCAi users will be allocated a 'Standard User Role', this role enables read only access to HALOGEN log data via the available reports. Users wishing to perform any HALOGEN administration function on behalf of the Highways Agency can only do so via the HCCAi. Please contact the Mott MacDonald Help Desk ( Chapter 6 ) for further details.

### 1.5.5 How do I communicate with HALOGEN?

User access to HALOGEN is achieved through the Internet

## 2 Installing the Client Console Application

### 2.1 System Requirements

You will require an Internet enabled PC that complies with the following specifications:

#### **Operating System:**

Windows 2000 Professional with Service Pack 4, or higher.

Although the above is the only supported configuration, Mott MacDonald have tested the HCCAI using Windows XP Service Pack 1 and Service Pack 2 and the software appears to operate correctly.

#### **Hardware:**

Minimum: Pentium II 400MHz, 128Mb RAM

Recommended: Pentium III 800 MHz, 256 Mb RAM.

### 2.2 Installing the HCCAI

#### 2.2.1 First Time Installation

- Place the HALOGEN CD into CD drive.
- Using Windows Explorer view the contents of the CD drive and open the HCCAI folder.
- Double click on the “setup.exe” file to begin the HCCAI installation.
- Click the “Next” button.
- Select your destination folder or click “Next” to accept the default. If you have chosen a new directory that does not exist, then the installer will automatically create this folder.

- Click “Install” to begin installation.
- Click “Finish” to complete the installation

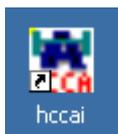
### 2.2.2 Repeat Installation

- Place the HALOGEN CD into CD drive.
- Using Windows Explorer view the contents of the CD drive and open the HCCAi folder.
- Double click on the “setup.exe” file to begin the HCCAi installation.
- Select the “Repair” radio button
- Click the “Next” button.
- Click “Finish” to complete the installation

### 2.2.3 Creating a HCCAi shortcut

Once the application has been installed a shortcut will be added to the “Start” menu on the PC. This shortcut can be found under Start/Programs/Mott MacDonald. To create a desktop shortcut to this application go to the desktop window and right click “New – Shortcut”. Click on the Browse button, locate the “HCCAi.exe” file and double click.

A shortcut icon should now be located on the desktop.



## 3 Communications Requirements and Configuration

### 3.1 Method of connection to HALOGEN

All remote connections to HALOGEN are achieved via the Internet.

### 3.2 Communications Requirements

#### 3.2.1 Internet Access

The HCCAi connects to HALOGEN using TCP/IP and UDP/IP on port 2639.

If there is a requirement to reconfigure the user's (or the user's organisation's) firewall then the following should be requested:

Protocol	Source IP address	Source port	Destination IP address	Destination port
TCP/IP	Client's IP address <sup>1</sup>	1024:65535	193.195.162.140	2639
UDP/IP	Client's IP address	1024:65535	193.195.162.140	2639
UDP/IP	193.195.162.140	2639	Client's IP address	Source port used by the Client

<sup>1</sup> If RFC1918 private IP addresses are in use then this might be the address of the client's Internet gateway.

By way of example, when establishing a connection to HALOGEN, the client will send a UDP packet from (say) port 1050 to 193.195.162.140:2639. The server will reply with a UDP packet from 193.195.162.140:2639 to port 1050 on the client's IP address. The client will then establish a TCP connection from (say) port 1051 to 193.195.162.140:2639. If the client system is using RFC1918 private addresses behind a firewall then it will be necessary to perform the appropriate port and address translation to ensure that the return UDP packet from the server is directed to the correct system.

Network and port address translation does not normally cause any problems in the use of the HCCAi and so may be used as needed.

It is the responsibility of the user to provide appropriate Internet access, any hardware necessary for that access and to meet any associated charges.

### 3.3 Additional Software Requirements

Mot MacDonald recommends that the PC used to run the HCCAi be fitted with up to date anti-virus software and that an appropriate firewall be in place. The operating system should normally be patched to the manufacturer's recommended level. Mott MacDonald cannot make any guarantee that the HCCAi will continue to operate correctly following an upgrade of the PC's operating system.

## 4 Getting Started

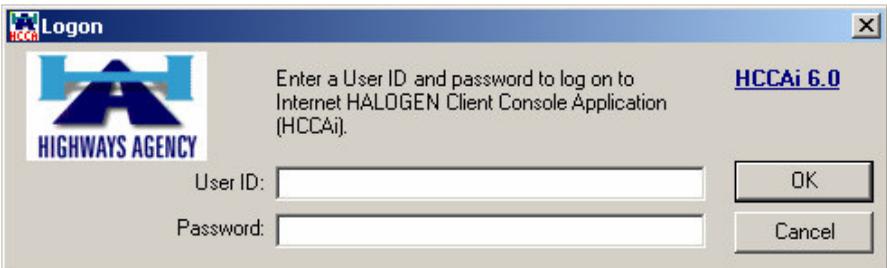
### 4.1 Connecting to HALOGEN

Before you can connect to the HCCAi you must first connect to the Internet.

### 4.2 Starting the Client Console Application

#### 4.2.1 Logging in to HALOGEN

To start the HCCAi, double click on the shortcut icon on your desktop. See Chapter 2 'Installing the Client Console for details on creating this icon. The application will then start up and display the HCCAi Login screen.



You will then have to enter the username and password that was provided to you by Mott MacDonald. If you have not been provided with this information then contact the Mott MacDonald Help Desk.

#### 4.2.2 Password validity

A user password is only valid for 30 days and should be changed before expiry. If the password is not changed within 30 days the user account will be locked. When a user tries to log into a locked account a message will be displayed saying that the password has expired.



### 4.2.3 What to do if your password expires

Users must contact the Mott MacDonald Help Desk to unlock an account. Warnings will be given to users for 10 days before password expiration telling them to change their password. Refer to HALOGEN Client Console Application User Guide (56414/TU/005) for details on changing a password.



## 4.3 HCCAi Basics

When the HCCAi runs a standard menu driven Microsoft Windows style screen is displayed. All menus are accessible via point and click or a combination of hotkeys.

All HCCAi windows have standard “Windows” functionality. For example when a window is resized, all the window controls resize. When changes have been made, but not saved, an appropriate warning message is displayed if an attempt is made to close the window.

Other standard features, such as “Tooltip Text“ and “Help” are available on the toolbar. To see “Tooltip Text“, position the mouse cursor over a toolbar icon for a brief period.

### **4.3.1 Closing HCCAI**

To close the HCCAI simply click on the close button on the toolbar, or select “Exit HCCAI” from the File menu

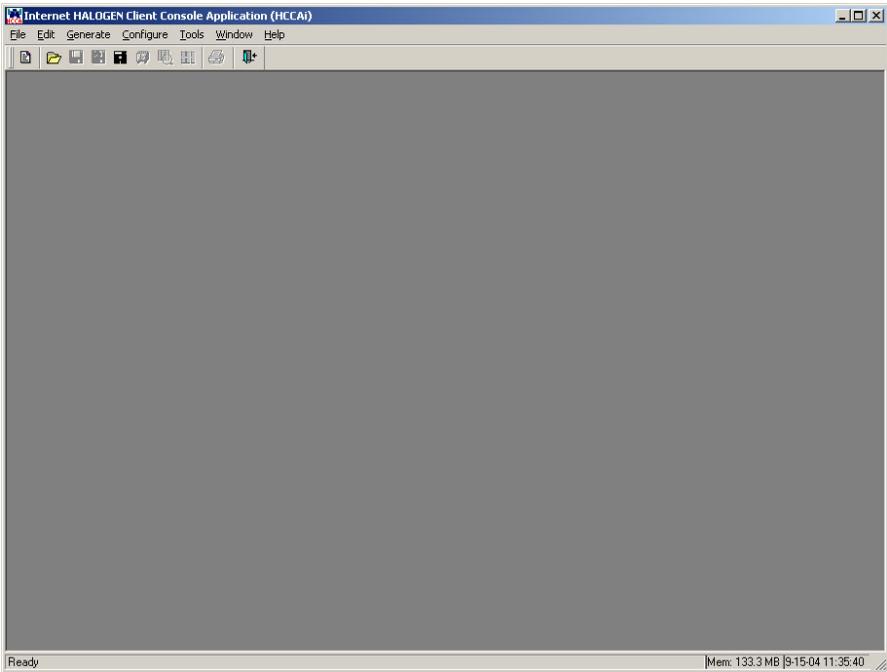


## **4.4 Running your First Report**

Now you have the HCCAI up and running, you can run your first report. If you are having trouble getting your HCCAI to run correctly then please see Chapter 5 ‘Troubleshooting’. If problems persist then contact the Mott MacDonald Help Desk.

### **4.4.1 Confirming that you have logged in**

After logging in to the HCCAI successfully, the startup screen will be shown.

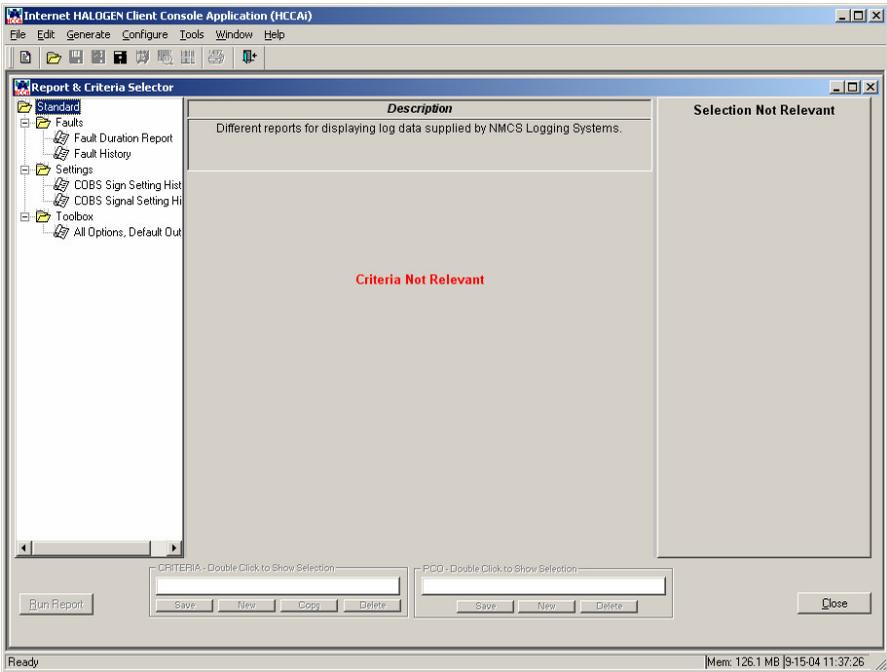


### 4.4.2 Viewing available reports

Choose “Reports” from the “Generate” menu. Wait until the report selector window is shown (this may take a few seconds depending on your connection speed).

Click on the “ALL Options, Default Output” report, which is located under the “Standard/Toolbox” folders

A “Report Criteria” window and a “Logging System Selection” window will be displayed.



#### 4.4.3 Selecting report criteria

Click on the blue writing that says “Log type”. This will provide a quick reference help to the log types available for selection and the information they provide. A log type is a subset of HALOGEN log data. Clicking on “Entry type” or “Entry subtype” will provide more help.

Using the pull down menus, set Log Type to “OPLG”, Entry Type to “08” and Entry subtype to “04”. Now click on the “Run Report” button. You have now specified your first criteria and run your first report.

### 4.4.4 Monitoring report status

Data will now be retrieved from the database. A new window will open with the title “All options, Default Output”. This window will show the status of the data retrieval at all times. While the status is “Searching for Data” then the HCCAI is looking for data to match the criteria you set. Retrieving data may take a couple of minutes, please be patient.

Congratulations, you have now run your first report.

For a more detailed description of HCCAI functionality, please see the HALOGEN Client Console Application User Guide (56414TU/005).

## 5 Troubleshooting

### 5.1 Password incorrect

Q. I am connected to the Internet, but I cannot log into the HCCAI. I keep getting a “Password Incorrect” message.

A. Firstly ensure that the password is being typed exactly as provided by Mott MacDonald. All HCCAI passwords are case sensitive. If that does not work then check your registry settings. Select “Run” from the Windows Start menu. Type “regedit” where it says open, then click “OK”. This will open the registry editor view. Expand the folder named “HKEY\_CURRENT\_USER”, then expand the sub folder called “Software”. Ensure that a sub folder of “Software” exists called “MottMac”. If this folder does not exist then see Chapter 2.2 ‘Installing the ’ for details on creating the registry settings. If the “MottMac” folder exists, ensure that it contains a sub folder called “HCCAI” and it contains 5 folders called “Debug”, “Directories”, “LogDatabase”, “Logon” and “RefDatabase”. If these folders do not exist, then see Chapter 2.2 ‘Installing the HCCAI’ for details on creating the registry settings. If all these folders exist, then contact the Mott MacDonald Help Desk for further assistance.

### 5.2 Database Server not running

Q. I am connected to the Internet, but I cannot log into the HCCAI. I get a “Database server is not running” message.

A. This error indicates a configuration problem somewhere, either in your ODBC setup or in the firewall / security settings that your company has put in place. Contact the Mott MacDonald Help Desk in the first instance to check the setup of the HCCAI. If this looks correct then we would then recommend that you contact your IT Help Desk to ensure that the correct firewall settings have been implemented. Refer to Chapter 3 (Communications Requirements and

Configuration) for the settings required. If you are still experiencing problems after having done these checks please contact the Mott MacDonald Help Desk for further assistance.

### 5.3 “Error Creating Directory” message displayed on log in

Q. When I log onto my HCCAi I get an error message of “Error Creating Directory” before the main HCCAi screen opens.

A. Contact the Mott MacDonald Help Desk for help on setting up the missing directory.

### 5.4 My Account is locked

Q. When I log on to the HCCAi I get an account locked message.

A. Your user account has been locked, this is due to one of two factors. You have unsuccessfully tried to log in more than 3 times or you have not used the HCCAi for more than 30 days. Contact the Mott MacDonald Help Desk to unlock your account.

## 6 HALOGEN Web Site

A web site is available for HALOGEN which provides general information on the HALOGEN system to users. The web address is [www.halogenonline.co.uk](http://www.halogenonline.co.uk).

The web pages provide information such as :

### *About HALOGEN*

A brief summary of what HALOGEN is and does.

### *Uses of HALOGEN data*

What sort of data HALOGEN stores and how users can use this data to their advantage. Information on how to access this data, either via the HCCAi or customised reports, is also available.

### *Legal Use of HALOGEN Data*

Details of the process to be followed for obtaining data for use in court proceedings.

### *User Group Meetings*

Information on user get togethers, where all users are invited to hear about up and coming HALOGEN events and to express opinions on HALOGEN.

### *What's New ?*

Information on recent upgrades to HALOGEN. This includes information such as new reports coming via the HCCAi, log types supported and general improvements to HALOGEN operation.

### *What's Next ?*

Details on what is planned in future HALOGEN and HCCAi releases.

### *Fault Summary*

Details of faults fixed in recent releases, as well as summaries of outstanding faults and work arounds.

### *User Documentation*

HALOGEN User Manuals are available for download. A user name and password is required – contact the Mott MacDonald Help Desk Chapter 7 ‘Mott MacDonald Help Desk’ for details.

## 7 Mott MacDonald Help Desk

Mott MacDonald operates a Help Desk for HALOGEN. The Help Desk should be contacted if you wish to become a HALOGEN user or have any query regarding the HALOGEN system and its functions. The Help Desk will also provide users with general support on using HALOGEN to report on log data.

All HALOGEN faults should be reported via the Help Desk.

The Help Desk contact details are:

Telephone Number:	0141 222 4666
Fax Number:	0141 222 4667
Email Address:	<a href="mailto:help@sas-glas.mottmac.com">help@sas-glas.mottmac.com</a>
Web Page:	<a href="http://www.halogenonline.co.uk">www.halogenonline.co.uk</a>



## 8 Glossary of Terms

CLIP	Caller Line Identification Presentation
FTP	File Transfer Protocol
HALOGEN	Highways Agency Logging Environment
HCCAi	HALOGEN Client Console Application
HTML	Hyper Text Mark Up Language
ISDN	Integrated Services Digital Network
NMCS	National Motorway Communications System
ODBC	Open DataBase Connectivity
PCO	Police Control Office
PSTN	Packet Switched Telephone Network