

Packet Network Update

Date: May 07, 2019

From: Santa Clara County ARES/RACES Packet Committee

Subject: Packet Network Update – Pre-Release of SCCo Packet Installer v143F

Attention: All Santa Clara County Packet Users

This Packet Network Update contains important information which affects your ability to access and use the county packet network. This update covers the following topics:

- Pre-Release of SCCo Packet Installer v143F
- Questions / comments / concerns

Please read this information thoroughly, take any required or recommended actions, and pass along to any packet users in your local area.

Pre-Release of SCCo Packet Installer v143F

A new pre-release version of the SCCo Packet Installer is now available. It has been tested by the development team and then by the support team. As far as we know, there are no service-affecting issues.

The installer is now ready for wider testing. We plan to install it at the county EOC and use it at the upcoming drill on May 18th. Those of you who are comfortable doing so are strongly encouraged to participate in testing. Here's how:

First: If you haven't already done so, view the webinars presented last week:

<https://www.scc-ares-races.org/training.html#webinars>

- Introduction to New Message Handling Procedures
- Introduction to Pre-Release Packet Installer

For best comprehension, they should be viewed in order.

Second: Read the Known Issues page.

https://www.scc-ares-races.org/data/packet/installer/SCCo_Packet_Installer_v143_Known_Issues.html

Be sure you have a compatible version of Windows before starting.

Third: Read the summary information and instructions for the pre-release installer

<https://www.scc-ares-races.org/data/packet/client-software.html#pre>

Fourth: Download and install the pre-release integrated installer

<https://www.scc-ares-races.org/data/packet/client-software.html#pre>

As usual, there are two installers (PUB and PVT). The PVT installer differs only in some added forms for hospitals and ECs/AECs.

Fifth: Enjoy!

Do what you normally do. After that, try your best to break it.

Sixth: Tell us what you think

This is the MOST important part!

Submit your comments early and often to the Packet user group. Tell us as you finish testing a feature or a form.

If you think you've got a bug to report, follow our instructions for "How to Request Packet Networking Technical Support"

<https://www.scc-ares-races.org/data/packet/packet-technical-support.html>

Feedback Deadline

In order to reach or general release date goal of early June, we need all feedback by May 27-28.

So, jump in there and get going right away.

We continue to raise the bar in both functionality and quality. We thank you, in advance, for helping us make sure this is the most well-tested release yet.

Questions / Comments / Concerns

That's all for this update. If you have a question, comment or concern, it is likely that someone else does, too. So please post it to our packet discussion group. That way, everyone can see the question and the answer. URL: <https://scc-ares-races.groups.io/g/packet>