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## **TLETS Upgrade and Migration Planning Guide**

Texas Department of Public Safety

**Version 1.00**

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## Introduction:

In 2016, the Texas Department of Public Safety upgraded Omnixx terminals statewide from Omnixx version 3 to Omnixx version 5. After this conversion, the Department announced an upgrade of the TLETS system to ensure the telecommunications infrastructure would be capable of

responding to the future needs of the state's numerous city, county, state, and federal law enforcement and criminal justice agencies. As a result of this upgrade, the Department will begin the conversion of all state terminals currently utilizing Omnixx version 5 to the OpenFox® Desktop software this summer. The date for your particular agency will be scheduled prior to migration.

OpenFox® Desktop will provide a rich user interface that will be used to format and submit transactions through TLETS and perform TAC management functions. The Messenger function within OpenFox® Desktop provides an email like window which allows you to view a record of the transactions you have sent and responses you have received. This replacement of Omnixx by OpenFox® Desktop will also bring with it a change to our TCIC/TLETS certification process. Agencies will utilize the nexTEST web-based interface to track and ensure users at their agency are current and up to date on all certification requirements.

The entire migration from Omnixx to OpenFox® Desktop will take significant effort by both the Department and the agencies accessing TLETS. DPS recognizes the impact that it will have on our customers and is steadfast in its commitment to do anything possible to minimize the impact on your organization. We appreciate your support and understanding as we make this important transition in technology that will significantly increase services to all involved in public safety.

The information below is to inform you of what your agency will need to prepare for prior to the OpenFox® Desktop implementation and ensure that you have all the appropriate resources lined up prior to your migration date. This implementation is for Omnixx terminals only and does not impact interface agencies.

## **Prerequisites:**

Similar to the Omnixx version 5 upgrade, Terminal Agency Coordinators (TACs) are urged to make necessary preparations, including scheduling appropriate staff members and technical personnel, to ensure an easy transition once they have received the installation guide and a date for migration.

### Minimum System Requirements:

While DPS remains committed to supporting its customers and user base to the best of its ability, it may not be possible to provide complete support for OpenFox® Desktop if it runs on an operating system no longer officially supported by Microsoft. Below are some versions of Microsoft® Windows® currently supported at the time this document was written. Keep in mind that some of the versions listed below may no longer be officially supported Microsoft. To resolve issues, it may be necessary to upgrade the device to a version of Windows that is supported. For more information regarding the Windows product lifecycle, please consult the following resource available from Microsoft: <http://Windows.microsoft.com/en-us/Windows/products/lifecycle>.

### Common Requirements for All Windows Systems:

#### Web Browser:

- Microsoft Internet Explorer 11 (and higher) and Google Chrome 57 (and higher)

Windows 7 SP1:

- Microsoft Windows 7 (Basic, Home Premium, Business, or Ultimate)
- 2 GB of System RAM – 4 GB is preferred

Windows 8.1:

- Microsoft Windows 8.1, Windows 8 Pro, or Windows 8 Enterprise
- 2 GB of System RAM – 4 GB is preferred

Windows 10:

- Microsoft Windows 10, Windows 10 Pro, or Windows 10 Enterprise
- 2 GB of System RAM – 4 GB is preferred

Java requirement:

- Java 1.7 or higher must be installed and properly operating in order for all applications within the OpenFox® Desktop to run.

Adobe Reader:

- Adobe Reader 2015 (and higher)

Flash Plugin:

- Flash Plugin 25 (and higher)

**Staffing Requirements:**

Terminal Agency Coordinators (TAC's)

Responsible for:

- Identifying their stations and communicating to TXDPS which stations are no longer in use.
- Training themselves and ensure their staff is properly trained.
- Coordinating all technical resources needed for migration.
- Managing and distributing the product license keys.
- Identifying additional support staff within each agency.

Information Technology (IT)

Desktop and PC Support- Responsible for providing system administrative access to install software to their agency work stations and set user permissions on folders to allow read and write access.

Network and Cyber Security

Responsible for configuration of network connections to the new servers, domain name services, and routing and firewall access.

## **Training:**

Training will be provided and scheduled within your region prior to being converted from Omnixx to OpenFox® Desktop which includes Messenger. Training will cover your responsibilities as a TAC as well as your user access to perform everyday operations. Training will be required to convert to OpenFox® Desktop which includes Messenger and failure to do so will result in your agency losing TLETS access. The course covers how to navigate the system, features of the mailbox window, time saver tips and setting up user preferences.

## **Help and Assistance:**

DPS encourages agencies to check the TCIC2000 website <https://www.dps.texas.gov/tcic2000project/> periodically to obtain the most recent information on the status of the project. Questions, comments, and concerns must be relayed to the Department by email at [Messenger\\_Upgrade@dps.texas.gov](mailto:Messenger_Upgrade@dps.texas.gov).

If you don't remember your login or password for the TCIC2000 website, send an email to [Messenger\\_Upgrade@dps.texas.gov](mailto:Messenger_Upgrade@dps.texas.gov).

At this time, phone call support is only for existing Omnixx production issues. Any questions regarding this document can only be addressed at email [Messenger\\_Upgrade@dps.texas.gov](mailto:Messenger_Upgrade@dps.texas.gov).

## **FAQ:**

1. How do I contact someone from DPS if I have a question regarding this document?  
DPS encourages agencies to check the TCIC2000 website periodically at <https://www.dps.texas.gov/tcic2000project/> to obtain the most recent information on the status of the project. Questions, comments, and concerns must be relayed to the Department by email at [Messenger\\_Upgrade@dps.texas.gov](mailto:Messenger_Upgrade@dps.texas.gov).
2. What do I need to do with this document?  
Share it with your resources with the understanding that you have all the appropriate resources lined up prior to your migration date. This implementation is for Omnixx terminals only and does not impact interface agencies.

## **Technical Requirements:**

Network requirements and Cyber Security requirements will be provided in a separate document at a future date.

## **Installation and Launch Instructions:**

Installation and Launch instructions will be provided in a separate document prior to your scheduled implementation date.