HAND HOLDING REFERENCE GUIDE

NIIT TECHNOLOGIES LIMITED

CCTNS-TAMILNADU POLICE DEPARTMENT

Contents

1. CCTNS - Introduction

The Crime and Criminal Tracking Network Systems (CCTNS) is the mission mode project under National e-Governance Plan (NeGP) of Government of India. SCRB is the nodal agency for implementing the CCTNS project in 1961 locations (1482 police stations & 479 higher offices) in the State. The System Integrator (NTL) is commissioning the infrastructure in all the locations and will operate & maintain the same for five years. BSNL is providing the connectivity in all the locations to connect the locations with the State Data Centre (SDC). NIC is the CCTNS application (CIPRUS) developer & CCTNS portal developer.

The following work should be completed to commence the CCTNS work at the police station.

Commissioning of the required infrastructure at the police station by the system integrator.

Installation of the Operating system & CIPRUS application (available in a single CD) in the server and the client computer systems in the police station and loading of the historical data (case details from year 2001 to 2011) pertaining to the police station in to the server and installation of Symmetric DS software in the server.

Commissioning of the connectivity at the police station by BSNL.

The infrastructure commissioned by NTL and the CIPRUS application are to be in the working condition to carry out the CCTNS work at the police station.

BSNL connectivity should be in working condition to transfer the data from the server at the police station to the centralized server at SDC. This transfer is an automatic process through the symmetric DS software.

The BSNL connectivity can be used to view the CCTNS portal (eservices.tnpolice.tn.gov.in) which is hosted in the SDC.

It is the scope of the system integrator to deploy the Hand Holding Personnel (HHP) in the police station for six months. The system integrator is deploying the HHP after a standard recruitment process and five days training.

1.1.   Purpose of reference guide

The objective of this document is to serve as a reference guide for hand holding personnel (HHP) and act as guide to their roles and responsibilities, to know and act within their scope of support and to ensure the smooth operation of CCTNS at the police station level. This reference guide is based on WWWH model (WHAT, WHY, WHEN and HOW). This also serves as a knowledge transfer document to the police personnel once the handholding support ends at the particular police station as a reference guide for future personnel who are assigned the task of maintaining CCTNS project.

2. Overview of CCTNS Infrastructure

2.1. Servers & Client system

- ✓ Computer Systems with NIC Linux version 6.0 as Operating System (OS) along with the accessories such as monitor, Key Board and Mouse.
- ✓ The number of computer system is 4 for Heavy police stations, 3 for medium police stations and 2 for light police stations.
- ✓ One of the computer systems is configured as server and others are configured as clients.
- ✓ The make & model of Computer System is **Lenovo Think Centre MSeries** for pilot Districts.
- ✓ The make & model of Computer System is **Dell OptiPlex 9010** for other Districts.

2.2. Scanners & Printers

- ✓ One Multifunction printer / scanner (MFP) and one laser printer are provided.
- ✓ The MFP make & model number is Samsung SCX 4701
- ✓ Laser Printer make & model number is Samsung ND 2951

2.3. Local area network [LAN]

- ✓ One 9U Network rack   -   Make HCL or APW
- ✓ LAN cabling & Accessories   -   D Link Cat 6 Ethernet cables
- ✓ 16 port network switch   -   D-Link model no. TD-W8951IND

2.4. Power Backup

- ✓ Uninterrupted power supply (UPS 2kVA at Police station) - Frontline Model No. 5SS2000
- ✓ Inverter (3kVA)   -   Uniline   model no. ------ (at Pilot districts)
- ✓ Frontline model No. FSSINV3K (Other Districts)

2.5. Connectivity

- ✓ Required hardware will be provided by BSNL based on the type of connectivity (VPNoBB or VPNoWiMax)
- ✓ VPNoBB modem installed by BSNL for VPNoBB connectivity.
- ✓ VPNoBB modem, Antenna and accessories installed by BSNL for VPNoWiMax connectivity.

2.6.   Other Items

- ✓ Electronic Pen - Make HI-TECH & Model No.
- ✓ External hard disk 500 GB – Make Seagate
- ✓ Digital camera 8mp with 4 GB memory card – Make Panasonic & Model No.
- ✓ Furniture's – Tables & Chairs.

3. Network diagram

The server & computer systems, laser printer, MFP and BSNL modem are connected in a networked environment and the network layout is given below for information.
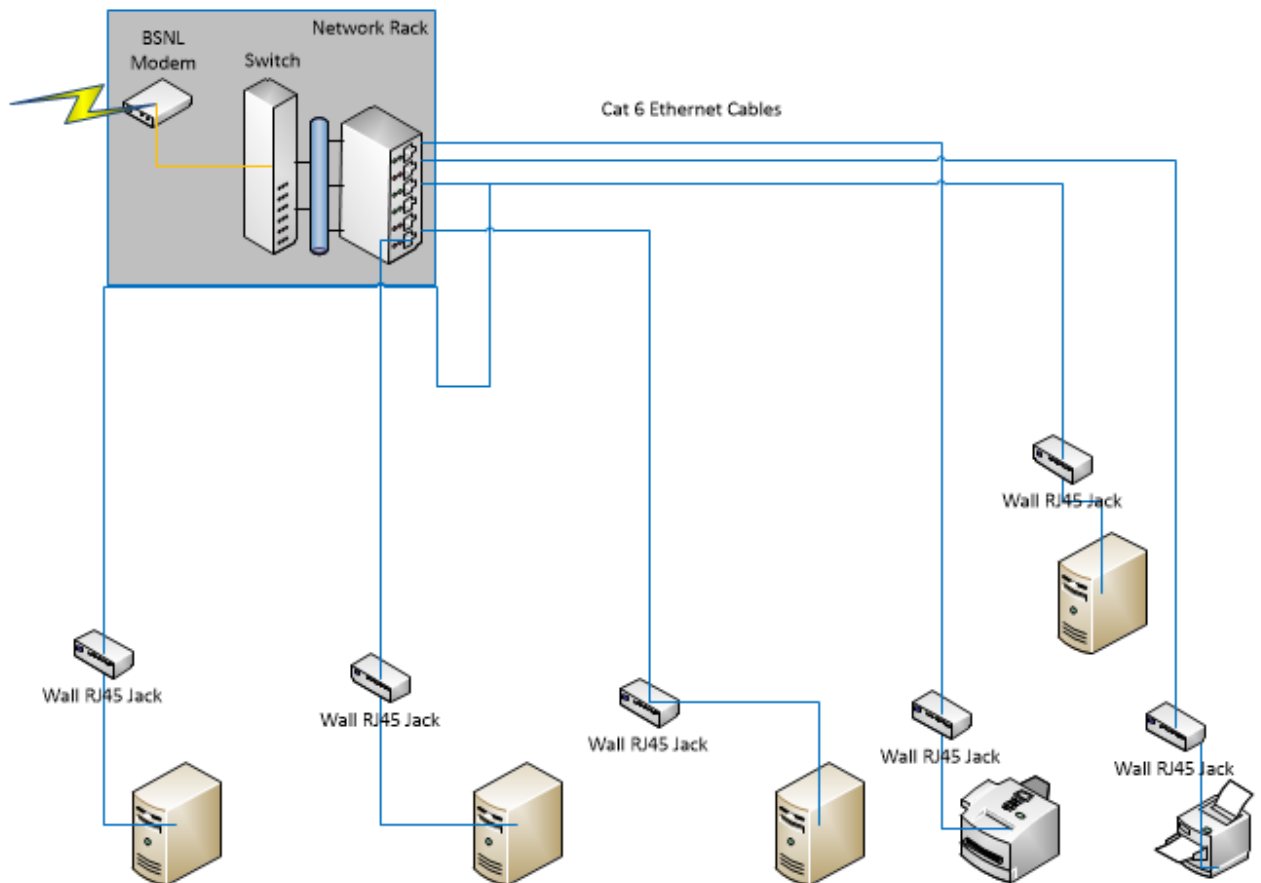
4. Site Preparation

Necessary electrical wiring and electrical accessories are installed as per the electrical Single Line Diagram (SLD) and SLD is given for information. An exclusive electrical Earthing is provided for the CCTNS infrastructure.

Single Line Drawing (SLD) – CCTNS Electrical Works
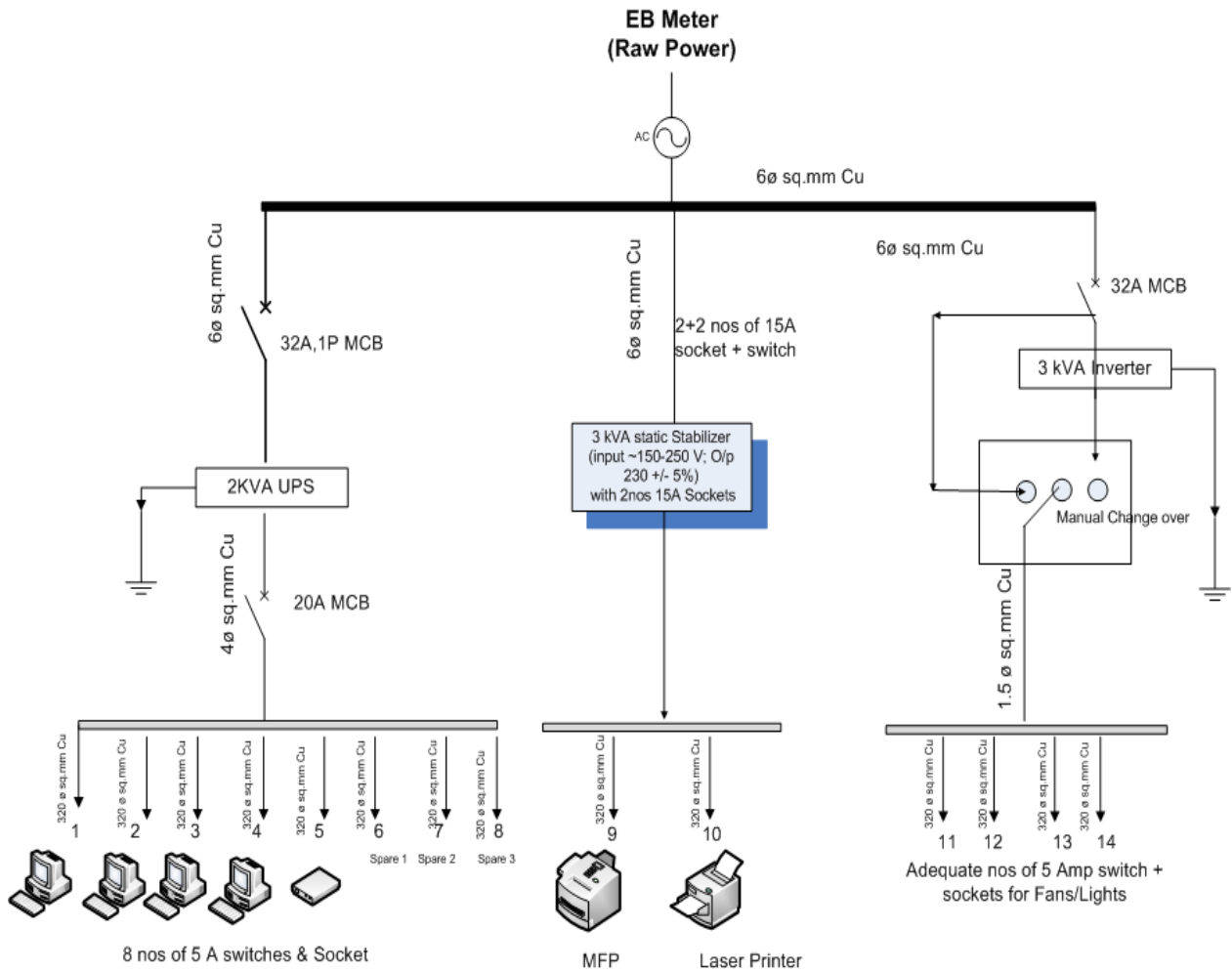
5.CCTNS Hardware &Usage

The purpose and usage of the CCTNS hardware at the police station are explained below along with the photograph of the hardware.

5.1. <u>Computer system:</u>

One computer system is configured as server and others are configured as client systems, while the OS and CIPRUS application is installed in the computer system. The case details are to be entered in the client system using the CIPRUS application software and the data will be stored in the server. Hence, both the server and client computer systems are to be on and in working condition to carry out the data entry.

The client system can be utilized independently to view the portal and to prepare all the softcopy registers as specified in the activity section in this document.

5.2. Multifunctional Printer:

The multifunctional Printer (MFP) to be utilized to SCAN, COPY and PRINT documents. It uses a toner which holds the printing ink and prints standard A4 sheets. The MFP should be used only with raw power and should not be connected either UPS or Inverter.

MFP to be utilized for the following purposes:

Do not use this printer when there is no RAW power

- ✓ Printing CSR, FIR & OTHER CASE Reports through CIPRUS
- ✓ Printing FIR Index
- ✓ Scanning FIR Content and other Documents need for the CASE details

Do not take Photocopies when you can take print outs as photocopies would use a higher percentage of the toner

5.3. Duplex Printer:

The Printer PRINT documents, it uses a toner which holds the printing ink and prints standard A4 sheets. The printer should be used with only raw power and it can be used with UPS for any emergency purpose, when there is a power failure.

The duplex printer to be utilized for the following purpose:

You may use this printer when there is no RAW Power but only use them during emergencies when there is no power

- ✓ Printing CSR, FIR & OTHER CASE Reports through CIPRUS
- ✓ Printing FIR Index

5.4. Electronic Pen:

An electronic pen is available to capture data at the scene of crime (SOC). It has two units, a pen which operates on 3 batteries & a base unit which is chargeable. The unit works in such a way that anything written or drawn with the pen is captured by the base unit and the data on it can be retrieved by connecting the base unit to the USB port with the given cable.

5.5. Digital Camera:

A Digital Camera is available to capture images at the scene of crime (SOC). The unit consists of a 4GM memory card and a USB cable that is also used to charge the inbuilt camera batteries.

5.6. <u>**External HDD:**</u>

An external Hard Disk Drive of 320 GB capacity is available. This connects to the computer via USB port and its purpose is to take the data backup from the server.

5.7. <u>**UPS 2 kVA:**</u>

The UPS and 6 numbers of SMF (Sealed Maintenance Free-12V/42AH) batteries are installed in a stand and it provides the uninterrupted power supply to the Server, client systems, network switch and BSNL modem.

5.8. <u>**Inverter 3 kVA:**</u>

The inverter and 4 numbers of Tubular Batteries (12V/135AH) are installed in a stand and it provides the uninterrupted power supply to the electrical appliances in the CCTNS room and it is designed to support 2 lights and 2 fans for about 4 hrs @ fully chargeable condition, in the CCTNS room. Any other electrical appliance should not be connected to the inverter.

6. Responsibilities of Hand Holding Personnel

- ✓ **ATTENDANCE REGISTER** – Capture the attendance of the hand holding personnel on a daily basis
- ✓ **DAILY HARDWARE LOG** (Filed to an Infra Register)-Daily Check to be performed as per instructions below and signed off by the SHO on a daily basis. The same to be filed on a monthly basis
- ✓ **DATA ENTRY LOG**-The PENDING case data entry activities on CIPRUS to be captured on a daily basis.
- ✓ **BACKUP LOG**- All backups taken from the server are to be recorded in this log on a daily basis
- ✓ **SOFTWARE LOG**-Any revisions to the Existing operating system or CIPRUS Application in the form of updates or patches done manually are to be captured in this log
- ✓ **COORDINATION WITH HELP DESK**
- ✓ **COORDINATION WITH VENDORS /BSNL AS DIRECTED BY DISTRICT LEAD**

6.1. Attendance

The hand holding personnel should sign on a daily basis at the beginning (9.00 a.m.) & end of the day (6 p.m.) in a manual register (Attendance Register) during week days (Monday to Saturday except government declared holidays and local holidays) and inform the attendance through group SMS to SHO & District Lead. The Hand Holding Personnel should get the daily attendance register signed off at the end of every week, by the concerned SHO of the Police station. HHP should possess the ID card issued by NTL, while working at the police station and a proper dress code should to be followed as instructed.

6.1.1. Sample Format Below

ATTENDANCE REGISTER

District	Chennai City

S. No.	Name	Police Station	Contact No.	01-Jul-13	02-Jul-13
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

6.2. Daily Hardware Log

The Hand Holding Personnel is required to check the working status of all the CCTNS infrastructure (Desktop and accessories, CIPRUS Application, Network Connectivity, Digital Camera /Pen, External HDD, Printers, MFP, UPS & Inverter) at the Police Station and record the working status in the **"Hardware status Log book"** maintained by the SHO and also record the same in a soft copy as per the format prescribed below. The softcopy to be shared with the SHO and District Lead through email on a weekly basis.

6.2.1. Sample Format below (Soft copy)

		Summary	01-Jul		02-Jul	
S. No.	Line Item	# Not Working	Status	Ticket No.	Status	Ticket No.
1	Inverter	1	W		NW	00xxxx
2	UPS	0	W		W	
3	9U Rack	0	W		W	
4	Comp 1-V____	0	W		W	
5	Comp 2-V____	0	W		W	
6	Comp 3-V____	0	W		W	
7	Comp 4-V____	0	W		W	
8	MFP Printer	2	NW	00xxxx	NW	00xxxx
9	MFP Cartridge	0	W		W	
10	Laser Printer	0	W		W	
11	Laser Cartridge	0	W		W	
12	Digital Camera	0	W		W	
13	Digital Pen	0	W		W	
14	BSNL Connectivity	0	W		W	

Thus the following hardware has to be checked at Police Station and recorded.

Computers (1-4): This has to be **checked on daily basis**.

Steps:

- ✓ Turn the computer ON, check if the computer boots to Linux.
- ✓ If the computer boots successfully and put a tick (✓) mark in the log book.
- ✓ If the computer doesn't boot to Linux put an (x) mark in the log book.
- ✓ Also update the softcopy of with "Yes" if it is working and "No" if it is not working.
- ✓ If it is not working, call helpdesk and get the ticket number record the same in the softcopy.

Switch: This has to be **checked on daily basis**.

Steps:

- ✓ Check power LED is glowing in Green color and LEDs for corresponding connected system/printer glow in Green color.
- ✓ If the switch works properly, put the tick (✓) mark in the daily hardware log for switch.
- ✓ If any of the LED is not glowing or switch is not working, check for proper plugging of those connected system/printer in the switch. Put an (x) mark in the daily Hardware Log for the switch.
- ✓ Update the softcopy with "Yes" if it is working and "No" if it is not working.
- ✓ If it is not working, call to helpdesk and get the ticket number, fill the number in the daily hardware log.

Modem: This has to be **checked on daily basis**.

Steps:

- ✓ Check if all the LEDs (Power, DSL, Internet, and LAN) are glowing in Green Colour.
- ✓ If all LED are green, put the tick (✓) mark in the daily hardware log for the Modem.
- ✓ If all LED's are not green power OFF the modem wait for 10 seconds and Power On the modem and wait for the modem to boot. It would take around 3 minutes. Check the status of the LED's again.
- ✓ If LEDs persist to be glowing Amber / Red put an 'x' mark in the daily hardware log for the Modem.
- ✓ Also update the softcopy with "Yes" if it is working and "No" if it is not working.
- ✓ If it is not working, log the issue with helpdesk and get ticket number put the number in the daily hardware log.

Inverter: This has to be **checked on daily basis**.

Procedure to maintain Inverter

Light Status of Inverter

When the RAW power is ON

- ✓ Two LEDs [Input and Output] will be glowing
- ✓ Both are in GREEN Color
  When the RAW [MCB] power is OFF

- ✓ One LED [Output] will only be glowing
- ✓ The LED [Output] will be in GREEN Color
  Healthy Condition Status

- ✓ Two LEDs [Input and Output] will be glowing
- ✓ Both are in GREEN Color
  Unhealthy or Warning Status

- ✓ No LED will be glowing

Steps:

- ✓ Check if both (input & output) LEDs glow in Green color.
- ✓ If LEDs are green the inverter is working fine, put a tick (✓) mark in the daily Hardware Log for the inverter.
- ✓ If there are no LEDs glowing then the inverter is faulty, put an 'x' mark in the daily Hardware Log for the inverter.
- ✓ If the input/output LEDs are not glowing, check if the power cord is plugged in the socket properly.
- ✓ Also update the softcopy with "Yes" if it is working and "No" if it is not working.
- ✓ If it is not working, call to helpdesk and get ticket number put the number in the daily Hardware Log.

UPS: This has to be **checked on daily basis.**

Procedure to maintain UPS

Light Status of UPS

There are total of three buttons ["ON", "OFF" and "F"]

When the UPS power is ON

- ✓ Two LEDs ["ON" and "F"] will be glowing
- ✓ "ON" and "F" will be in GREEN Color
  When the UPS power is OFF

- ✓ "OFF" LED   will be glowing in ORANGE color
- ✓ "F" LED will be in GREEN Color
  Healthy Condition Status

- ✓ Two LEDs ["ON" and "F"] will be glowing
- ✓ "ON" and "F" will be in GREEN Color
  Warning Status

- ✓ ON" will be in GREEN Color
- ✓ "OFF" LED will be in ORANGE Color

Steps:

- ✓ Check "ON" LED and "F" LED are glowing in Green color.
- ✓ If "ON" LED and "F" LED are glowing in Green the UPS is working properly, put a tick (✓) mark in the daily Hardware Log for UPS.
- ✓ If the UPS status "OFF" LED indicates Orange, Output load may be excess. If the printer is ON, switch it OFF to reduce the load. If the light status for "OFF" LED changes back to green put a tick (✓) mark else put an 'x' mark in the daily Hardware Log
- ✓ Also update the softcopy with "Yes" if it is working and "No" if it is not working.
- ✓ If it is not working, call to helpdesk and get ticket number put the number in the daily Hardware Log.

Printer: This has to be **checked on Daily / bi-monthly basis.**

Steps:

- ✓ Turn ON printer, check for the status "ready" in display panel and LED glows in Green color.
- ✓ If the status indicates ready, then put a tick (✓) mark in the daily hardware log for the printer.
- ✓ If the printer displays an error message "Cartridge Empty" in display panel and LED is in Red color, put an 'x' mark in the daily hardware log for the computer.
- ✓ Paper jam -
- ✓ Also update the softcopy with "Yes" if it is working and "No" if it is not working.
- ✓ If it is not working, call to helpdesk (specify error on the printer display) and get ticket no. put the no. in the daily hardware log.
- ✓ A test print with Usage report to be taken once in two weeks
- ✓ If a toner is replaced, for MFP printer enter the date in "Date of MFP Cartridge changed" in the daily hardware log or for Laser printer enter the date in "Date of Laser Cartridge changed".

External HDD: This may be **checked daily**

Steps:

- ✓ Plug in to USB and ensure all drivers are detected and accessible in Linux.
- ✓ Provided the drivers are detected and accessible put the tick (✓) mark in daily hardware log for the external HDD.
- ✓ If external HDD does not work properly put an 'x' mark in the daily hardware log for the external HDD.
- ✓ Also update the softcopy with "Yes" if it working properly and "No" if it is not working.
- ✓ If it is not working, call to helpdesk and get ticket number put the number in the daily hardware log.
- ✓ Monthly once run scandisk for any issue/verification.

Digital Camera: This may be **checked monthly once.**

Steps:

- ✓ After power ON Digital Camera, in display screen there is symbol looks like "Battery" check if it is fully charged.
- ✓ Check Memory card has enough space to capture photo graph by connecting it to the Desktop via USB cable provided
- ✓ Take a sample photograph of the CCTNS Room and check quality of the picture to confirm the working status of the camera.
- ✓ If the digital camera works properly put a tick (✓) mark in the daily hardware log for the digital camera.
- ✓ If the digital camera doesn't works properly put an 'x' mark in the daily hardware log for the digital camera.

- ✓ Also update the softcopy with "Yes" if it is working and "No" if it is not working.
- ✓ If it not working, log with helpdesk, get ticket number and update the number in the daily hardware log.

Digital Pen: This may be **checked twice a month.**

Steps:

- ✓ Power ON digital pen and check if LED is glowing.
- ✓ Write over digital pad and connect the receiver to the computer via USB and verify that the data written is displayed.
- ✓ If digital pen works put a tick (✓) mark in the daily hardware log.
- ✓ If the digital pen does not work put an 'x' mark in the daily hardware log for the digital pen.
- ✓ Also update the softcopy with "Yes" if it is working and "No" if it is not working.
- ✓ If digital pen is not working, call to helpdesk and get ticket number and fill the number in the daily hardware log.

6.3. Data entry

The Hand Holding Personnel should carry out the current data entry (for 2012) on a daily basis. **"Refer the CIPRUS - User Hand out Soft copy provided for process flow and further instructions".** The progress report on the data entry done to be maintained in a prescribed format in a manual register (Data entry register) and the soft copy of the weekly progress report to be sent to the SHO, District Lead and SCRB Detachment through email. The Hand holding personnel should coordinate with the concerned staff at the police station for the verification of the data entered and should carry out the necessary correction of the data based on the verification done. The status of the verification done/data corrected also to be recorded in the data entry register.

6.3.1. Sample Format below

CCTNS Data Entry Register								
District:		**Chennai**			**Police Station:**		**Tambaram**	
S. No.	**Crime No.**	**Year**	**Date**	**DEO Name**	**LO Name**	**Status**	**Remarks**	**Scan Details**
1	123	1998	21-01-2012	NAVEEN	RAJA (SSI)	COMPLETED	Captured up to FIR, due to S/W problem	1. Confession Statement 2. Rough Sketch 3. Finger Prints 4. Accused Photos

The Hand Holding Personnel should support the police personnel to carry out the live data entry (for 2013)

6.4. Data Backup

The Hand Holding Personnel should take regular backups, on a daily basis, from the CIPRUS Server on the external HDD/Local Server/ Client. Both Tar and SQL backups should be taken as per the backup procedure given below:

6.4.1. From Application [CIPRUS]

- ✓ Login as Administrator user and enter password
- ✓ Click Station Administration button and select Backup Option from the menu
- ✓ After user's confirmation, application stores the backup file in the following path:
- ✓ /home/ciprus/backup/ciprusbackup-06-02-2012.tar
- ✓ If unable to take backup from application, do the following steps:
- ✓ Open console and login as username: su password: ciprus123
- ✓ root> cd /etc/postgresql/8.2/main
- ✓ In the command prompt of /etc/postgresql/8.2/main>, type vi pg_hba.conf
- ✓ Go to line number 79 and replace md5 with trust as shown below:
- ✓ Local   all   all   trust
- ✓ Restart the system

6.4.2. From Console

- ✓ Open console and Login as, username:su; password: ciprus123
- ✓ root> cd /usr/lib/postgresql/8.2/bin
- ✓ In the command prompt of /root-bin>, type
- ✓ Pgdump ciprus –U postgres –h localhost > /home/ciprus/backup.sql

6.4.3. Data Restore Procedure

- ✓ Open console and login as,
- ✓ username → sudo –i
- ✓ password → ciprus123
- ✓ root>cd /usr/lib/postgresql/8.2/bin/
- ✓ Drop Database
- ✓ Bin>dropdb ciprus –h localhost
- ✓ Create Database
- ✓ Bin>createdb ciprus –E UFT8 –h localhost
- ✓ Restore
- ✓ If TAR file,
- ✓ Bin>./pg_restore –d ciprus /home/ciprus/ciprus-backup.tar
- ✓ If SQL File,
- ✓ Bin>./psql –d ciprus –h localhost
- ✓ Ciprus#> \i /home/ciprus/ciprus-backup;
- ✓ Ciprus#> \q

The Hand Holding Personnel should maintain a Backup Register (in soft copy) to log any form of database backup or restore that has been performed. The Monthly Backup Report should to be sent to the SHO, District Lead and SCRB detachment.

6.4.4. Sample Format Below

CCTNS Data Backup Log					
District: Sl. No.	**Date & Time**	**Chennai** Name & Rank	**Police Station:** Signature	**Tambaram** Name & Rank	**Signature**
1					
2					
3					
4					
5					

6.5. Software maintenance

The Hand Holding Personnel should maintain software Register (in soft copy) to log activities involving installation of new releases of OS / CIPRUS application / Update patch. Also provide adequate training to the concerned police personnel. The steps for NIC Linux OS installation and patch Updation for CIPRUS is given below for reference.

6.5.1. CIPRUS Patch Updating
(Whenever new version comes user has to do following steps after getting the direction from the District Lead)

- ✓ Copy the new .zip in the home directory from the USB device
- ✓ Open console
- ✓ Setting supervisor password, type "sudo – i" then password as "ciprus123"
- ✓ Login as username
- ✓ In command prompt, type cp /home/ciprus_v1.1_20111202_1738.zip /opt/ciprus
- ✓ In command prompt, type unzip ciprus_v1.1_20111202_1738.zip
- ✓ In command prompt, type cd ciprus_v1.1_20111202_1738
- ✓ In command prompt, type ls and check whether runcipa.sh file is in while color
- ✓ If runcipa.sh file is in while color, type chmod 777 runcipa.sh in the command prompt
- ✓ In command prompt, type ls and check runcipa.sh file is changed to green color
- ✓ Go to desktop,
- ✓ Right click "ciprus" shortcut icon,

- ✓ "Properties" change Application – Command – Browse –
- ✓ /opt/ciprus/ ciprus_v1.1_20111202_1738/runcipa.sh
- ✓ Similarly, change Workpath as /opt/ciprus/ ciprus_v1.1_20111202_1738/
- ✓ To check connectivity,
- ✓ cd /usr/lib/postgresql/8.2/bin
- ✓ psql –d ciprus –h 192.168.1.15
- ✓ Welcome …… message will be displayed

6.5.2. NIC-LINUX Installation
(Based on requirement as per the instructions from the District Lead)

Note: Before installing on any computer which is operational ensure to take a backup of the existing database.

- ✓ **ON** the system with Compact Disk inside.
- ✓ Press the key **F12** continuously
- ✓ In Startup Device Menu, select the option **CD/DVD1:TSSTCorp CDDVD TS-H653J**
- ✓ **Press F6 and select NoModeSet and press Esc key**
- ✓ Select the option **NIC Linux**
- ✓ Click **Install NIC Linux**
- ✓ Click **Forward** button
- ✓ Choose **Manual** from radio button
- ✓ Click **Forward** button
- ✓ Delete existing partitions
- ✓ Click on free space row, and create New partition as
- ✓ Type → Primary
- ✓ Size → 100mb
- ✓ Location → Beginning
- ✓ Use as → Ext3 Journaling File System
- ✓ Mount Point → /boot
- ✓ Create New partition as
- ✓ Type → Primary
- ✓ Size → 200000
- ✓ Location → Beginning
- ✓ Use as → Ext3 Journaling File System
- ✓ Mount Point → /home
- ✓ Click on free space row, and create New partition as
- ✓ Type → Primary
- ✓ Size → double the size of RAM
- ✓ Location → Beginning
- ✓ Mount Point → swap
- ✓ Click on free space row, and create New partition as
- ✓ Type → Primary
- ✓ Size → User preference
- ✓ Location → Beginning
- ✓ Use as → Ext3 Journaling File System
- ✓ Mount Point → /

- ✓ Click Install Now button
- ✓ Select the region as India from the map
- ✓ Set the keyboard layout as USA [default]
- ✓ Click Forward button
- ✓ Assign login credentials
- ✓ User → ciprus
- ✓ Password → ciprus123
- ✓ Click **Forward** button
- ✓ Installation process will take couple of minutes to complete
- ✓ After installing, restart the system:
- ✓ During the restart process, system alerts to take the CD
- ✓ After restarting, press Down Arrow key until the menu appears
- ✓ Press e [Editing]
- ✓ Using keyboard arrow keys, go to the eighth and the lengthier line ends with vt.handoff=7, delete and replace **nomodeset** by typing
- ✓ Press F10 to save
- ✓ Select the options displayed on the message box:
- ✓ For Server → **Primary Database** option
- ✓ For Client → **Database Client** option
- ✓ If Server is selected, no need to assign the IP Address
- ✓ If Client is selected, assign IP Address for the server as 192.168.1.2
- ✓ Open terminal and type **sudo kate**
- ✓ Enter password as **ciprus123**
- ✓ One new window will be opened with **kate** document
- ✓ Click **OPEN** from the menu bar and then select **ROOT** from the left panel
- ✓ Select **etc** , **default** and then **grub**
- ✓ In the file edit the line ending with **"quiet splash"** add **nomodeset** at the end
- ✓ Check the line ending with **"quiet splash nomodeset"** and save by pressing CTRL +S
- ✓ Press Alt+F4 to close the window.
- ✓ Type **sudo update –grub** on the terminal window
- ✓ Press **Enter** key and wait for **done**
- ✓ Type **sudo –I** and press Enter key
- ✓ Type **cd /opt/ciprus** [going in to the folder named ciprus]
- ✓ Type **vi CiprusConfig.properties** [To open the file using VI editor]
- ✓ Press Esc + I [To insert a word]
- ✓ Go to line containing CIPA_IP_ADDRESS
- ✓ Remove the older address and type 192.168.1.2 [Server address setting in Client]
- ✓ Press **Esc : wq** to save and exit the vi editor
- ✓ Go to network icon and set the IP address starting with 192.168.1.3

6.5.3. Sample Format Below

		CCTNS Software Log								
District:		Chennai			Police Station:			Tambaram		
Sl. No.	Date & Time	CIPRUS Version	Desktop 1	Desktop 2	Desktop 3	Desktop 4	Signature	Name & Rank	Signature
1									
2									
3									
4									
5									

6.6. Coordination with Help desk

The hand holding personnel should attend and sort out the issues that are observed or reported, in the CCTNS infrastructure. Any minor issues are to be sorted by them and other issues are to be escalated to the help desk. HHP should register the issues (phone/e-mail) with the help desk. The issue is also to be intimated to the District Lead and SCRB detachment. The issue reported is to be followed up with the help desk, NTL vendors and BSNL and the issue report to be updated till the issue is closed. The issue report to be maintained in a prescribed format in a manual register (Help desk register) and soft copy of the report to be sent to SHO, District Lead and SCRB detachment on weekly basis.

CONTACT

Helpdesk Telephone No.   **:** 7299933 652 / 7299933 653
Email Id   **:** helpdeskcctnstn@gmail.com

6.7. KT document maintenance

The Hand Holding Personnel should maintain the Knowledge Transfer (KT) documents, which are to be handed over at the point of exit.

The KT documents shall cover the following, but not limited to these
- ✓ Attendance register - Hardcopy
- ✓ Daily Hardware Log – Hardcopy & Softcopy
- ✓ Data Entry Register– Hardcopy & Softcopy
- ✓ Backup Log– Hardcopy & Softcopy
- ✓ Software Log – Hardcopy & Softcopy
- ✓ Contact details of DL, Help desk & SCRB detachment– Hardcopy & Softcopy
- ✓ CIPRUS User Handout – Softcopy
- ✓ Inverter / UPS Error Codes – softcopy

Any issues which are resolved at the station level should be recorded in a document for further knowledge transfer

7.Basic Trouble shooting Procedures
7.1.   HARDWARE COMPONENTS

7.1.1. COMPUTER

SYMPTOM: Monitor Power LED not blinking

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Ensure UPS is ON
- ✓ Ensure the power switch is ON
- ✓ Check the Monitor Power cable is plugged properly
- ✓ Ensure the Power Cable is OK

SYMPTOM: No display

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Make sure the monitor is ON.
- ✓ Check the VGA Connector and port is connected properly
- ✓ Verify the brightness and contrast is turned up correctly

SYMPTOM: CPU Power LED not blinking

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Ensure UPS is ON
- ✓ Check the CPU power switch is ON
- ✓ Ensure the Power cable Plugged properly.
- ✓ Ensure the Power Cable is OK

7.1.2. PRINTERS MFP /DUPLEX

SYMPTOM: Printer issues while printing

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Check the display on the printer panel for the error message
- ✓ Check paper is jammed
- ✓ If the paper is jam, remove the cartridge first and then gently remove the paper out
- ✓ Keep the paper properly inside the paper tray
- ✓ Ensure the printer is connected and configured properly

SYMPTOM: Printer power LED not blinking

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Check the power switch is ON
- ✓ Ensure the Power cable is Plugged properly
- ✓ Ensure the UPS/Inverter power is ON

7.1.3. SWITCH

SYMPTOM: Network power LED not blinking in the switch

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Make sure 15amps Plug point Socket is ON
- ✓ Check the Power strip switch is ON inside the 9u rack
- ✓ Ensure the Power cable Plugged properly.
- ✓ Check whether UPS is ON
- ✓ Ensure the power cable is OK
- ✓ Ensure that the ON/OFF switch at the backside of the network switch is ON

7.1.4. MODEM

SYMPTOM: Modem Connectivity Issue.

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Make sure Modem power switch is ON
- ✓ Check DSL LED is blinking in modem
- ✓ Check Modem IP (192.168.1.1) is pinging using ping command in console.
- ✓ Check the cable connected between modem and switch, Restart the modem

SYMPTOM: Modem power LED not blinking

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Make sure 15 amps Plug point Socket is ON
- ✓ Check the Power strip switch is ON inside the 9u rack.
- ✓ Check the Power cable adapter Plugged properly.
- ✓ Ensure UPS is ON
- ✓ Ensure the adaptor is OK
- ✓ Ensure that the ON/OFF switch at the backside of the modem is ON

7.1.5.   UPS (Uninterruptible Power Supply)

SYMPTOM: Ups Power issue

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Make sure MCB Tripper switch is ON
- ✓ Check whether UPS power switch is ON.
- ✓ Check the voltage in ups display (230v).
- ✓ Check UPS is charging properly in the front display
- ✓ Ensure the output power socket of UPS at the backside is plugged

SYMPTOM: Ups beep sound in case of power failure

ISSUE: It is an indication of power failure

TROUBLESHOOTING:

- ✓ If power-cut, to avoid the beep sound. Press & Hold the "F" button until beep sound stops.

7.1.6. INVERTER

SYMPTOM: Inverter issue

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Make sure MCB Tripper switch is ON
- ✓ Check whether Inverter is connected in RAW power
- ✓ Ensure power switch is ON
- ✓ Check the Water level is high or low
- ✓ Check the overload & Battery low in the front LED

TUBULAR BATTERY (INVERTER)

SYMPTOM: Battery issue

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Ensure the water level is full or above the RED line on the batteries
- ✓ If the water level is indicating LOW that is nearing RED line, organize Distilled water to fill up

7.2. OS / Application

SYMPTOM: When the screen displays an error "Unable to open Kstart application"

ISSUE: Abnormal termination

TROUBLESHOOTING:

- ✓ Re-Start / Re- boot the system

SYMPTOM: Error - "Unable to boot" and then "Media cable unplugged"

ISSUE: Multiple issues

TROUBLESHOOTING:

- ✓ Take the RAM out, clear the dust and the put the RAM back.

SYMPTOM: Error - Shows Blank screen with cursor point

ISSUE: Any memory device [USB] attached to system while switching ON

TROUBLESHOOTING:

- ✓ Remove the external USB device and then restart the system

SYMPTOM: Monitor goes BLANK while switching ON

ISSUE: OS corrupted

TROUBLESHOOTING:

- ✓ Re - Install OS

SYMPTOM: CIPRUS Application is hanging

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Do not SHUT DOWN the system directly
- ✓ Select Taskbar, End Task the application and then only system has to be SHUT DOWN.
- ✓ Otherwise the chances of overwriting the data will be updated

SYMPTOM: Ciprus application is not opening in Client

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ After switching ON the server only, client has to be switched ON
- ✓ Ensure the network port is connected
- ✓ Test the Application is working in Server
- ✓ Ensure the IP address of the server is configured properly in the client system by using CiprusConfig.Properties file

SYMPTOM: Ciprus application is not opening in Server

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Ensure the network port is connected
- ✓ Remove the IP address of the server by using CiprusConfig.Properties file
- ✓ CIPRUS application is not working both in Server and Client Set the work path properly
- ✓ In command mode, execute the ciprus.sh file by entering /opt/ciprus/ciprus/run_ciprus.sh command.

SYMPTOM: While registering FIR, if the Mode of Information field is not accepting SUO-MOTO option

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Select the WRITTEN option in the Mode of Information field and save the FIR first.
- ✓ Using Update Case, select the FIR crime no

SYMPTOM: If the error message "Crime No is already opened in Update Mode" displays while opening the Case

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Login CIPRUS application as Administrator
- ✓ Select the option Reset Update Permission
- ✓ Click Reset All button. Error will be cleared
- ✓ Login as the user and start registering FIR

SYMPTOM: If the error message "Could not connect to Database" displays while opening the Case

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Server IP address might get altered in Client's system.
- ✓ Set the Server IP address in CiprusConfig.Properties file

SYMPTOM: Error – After Updating the new patch it shows "Could not connect to Database"

ISSUE: Multiple Issues

TROUBLESHOOTING:

- ✓ Working path for the Ciprus has been set wrong
- ✓ Don't set the working path. Leave it in default path location

8.Typing in Tamil

STEP: 1

Choose K-Menu->System Settings->Regional & Accessibility->Keyboard Layout. In the
Layout tab, check the Enable Keyboard Layouts box

STEP: 2

In Second tab (Layouts Tab). Click "Add…" Button

STEP: 3

     Choose a layout window will be opened. We can select our Tamil language in two ways. First way is choosing by country (first tab) as India in the drop down box. Another way is choosing by language (second tab) as Tamil in the drop down box. Then for variants: go for India Tamil Unicode

STEP: 4 Click "Add "to Enable the Tamil Keyboard Layout.
STEP: 5 In the Notification area an Intimation mark USA will be created
STEP: 6 we can toggle the Keyboard Layout by clicking over on the USA

8.1. ADDITIONAL INFORMATION:

To Change the English and Tamil Keyboard layout using Short cut key. In the Layouts Tab Click "Options…" a Keyboard Layout Options in the new window select the Tamil Unicode expand that option and check for your convenient Shortcut key. After there you can toggle between layouts with the help of shortcut key (Ctrl + Alt +K).

10.   DOs & DONTs:

10.1.   DOs:

- ✓ **All police station DATA should be kept confidential.**

- ✓ **The User IDs and PASSWORDS provided should be kept confidential.**

- ✓ **Back up of the station database should be taken on a DAILY basis – both on client system and on the external hard drive provided.**

- ✓ **A "CCTNS PROPERTY REGISTER" should be maintained on lines of MPF Property Register.**

- ✓ **Condition of the hardware and network connectivity should be checked on DAILY basis - "CCTNS HARDWARE STATUS DAILY LOG BOOK" Register should be maintained.**

- ✓ **Any Hardware/software related issues have to be mailed to the HELP DESK promptly and a copy of the same shall be maintained in a separate register "ISSUES REPORT/RECTIFICATION LOG BOOK".**

- ✓ **Check and verify the credentials of employees sent by NTL for installation/repair of hardware by cross checking with the district SCRB detachment SI before allowing access to the systems.**

- ✓ **Server should be used ONLY by trained personnel.**

- ✓ **Server client connectivity should be checked DAILY.**

- ✓ **Internet should be used for OFFICE PURPOSE only.**

- ✓ **Station premises should be maintained CLEAN and TIDY.**

- ✓ **Printer should be switched ON only when needed.**

- ✓ **Printer should be used only for OFFICIAL purposes.**

- ✓ **"PRINTER UTILISATION REGISTER" should be maintained.**

10.2.   DONTs:

- ✓ **DO NOT ALLOW any unauthorized person to access CCTNS systems.**

- ✓ **DO NOT SWITCH OFF the UPS and Inverter at any time.**

- ✓ **DO NOT MOVE the CCTNS hardware/furniture from the installed locations.**

- ✓ **Do not attempt to resolve hardware related issues on your own without knowledge of the System Integrator (NTL)**

- ✓ **DO NOT ALLOW technicians other than those authorized by NTL to handle devices.**

- ✓ **AVOID Improper shutting down of systems while/after use.**

- ✓ **DO NOT FORGET to take back up of the data on daily basis.**

- ✓ **DO NOT RESTORE any database backup unless it is authorized by NIC through SCRB.**

11. Other Reference Documents (Soft Copy)

- ✓ CIPRUS –Application user Manual

- ✓ UPS – Error Code

- ✓ Contact No's for Vendors