

BoldTrak Installation Instructions

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BoldTrak Pre 2.0.0 Install Checklist

Pre-Install Checklist

- Is BoldNet installed? If not, it must be installed first. BoldTrak requires an SSL, verify this is in place with BoldNet as well.
- Are the latest files downloaded for Installation? (read the initial steps of Install BoldTrak for file details)
- Are all windows updates completed?
- Download the latest BoldTrak installer.
- Is the customer at least on version 1.6.1?
- Is MediaGateway version 2 installed? If not, it must be installed first.

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Install BoldTrak

- Grab the latest BoldTrak files
 - There is no installer, you will need the BoldTrak zip from the distributor files (Update 1 in 1.6.3)
 - Download new_tables.sql and moptions.sql to the server. These are found in the BoldTrak folder of Critical Software on FileServer01
- Create a BoldTrak User
 - Open the Operator Workstation on the primary manitou server.
 - Open the Monitoring Company (Maintenance ? Monitoring Company)
 - Open the Contact List from the Right Hand Jump To Menu.
 - Enter Edit Mode
 - Select Add (located above the contact list)
 - Specify BoldTrak as the name and select OK
 - Under Passwords, specify BOLDTRAK for both the Password and Web Access ID.
 - Set the Web Profile to Administrator
 - Select the WWW tab from the right-hand side located next to the jump-to menu. (shows a picture of a head above www)
 - Select Add under Web Membership - BoldNet User Accounts.
 - Specify BoldTrak As the Username and Full Name
 - Enter BoldTrak@support.boldgroup.com as the Email
 - Enter DO NOT DELETE for a comment
 - Set the password to BoldTrak and confirm the password.
 - Set BoldTrak as both the security question and answer as well.
 - Select OK and Select Save
- Create the BoldTrak Website
 - On the BoldNet Server, open the wwwroot folder (typically located at C:\inetpub\wwwroot)
 - Extract the BoldTrak.zip package and place the extracted BoldTrak folder within the wwwroot folder.
 - Open Internet Information Services (IIS) (found in administrative tools)
 - Within IIS, expand the Server Name
 - Expand Sites and Expand Default Web Site
 - BoldTrak will be displayed as a child folder of Default Web Site, if not, verify the Boldtrak files are placed in the wwwroot folder
 - Right-click on BoldTrak and select Convert to Application.
 - Leave all options as defaults and select OK
 - BoldTrak will use the same SSL as BoldNet the URL will be https://<URL from Cert>/BoldTrak
 - SAVE THIS URL for quick reference, it will be used for later configuration.
- Setup the MOptions
 - Open SQL Server Management Studio on the Primary Server

- Logon to the local database (Make sure you are on the primary database)
- Open the moptions.sql file downloaded previously from Critical Software
- Within the script, there are 3 lines, one for the BoldTrak URL, one for the Web User for BoldTrak, and one for the corresponding password.
- Edit the first line and replace http://boldtrak/boldtrak with the BoldTrak URL (See right to help determine the BoldTrak URL)
- Edit the second line and replace BoldTrak with the web-username previously created (BoldTrak if instructions are followed exactly.)
- Edit the third line and replace BoldTrak with the web password previously created (BoldTrak if instructions are followed exactly.)
- Run the now-edited script by pressing Execute or hitting F5 on the keyboard.
- Add the new tables
 - Open SQL Server Management Studio on the Primary Server
 - Login to the local database (Make sure you are on the primary database)
 - Open the new_tables.sql file downloaded previously from Critical Software
 - Run the script by pressing Execute or hitting F5 on the keyboard
 - This script will create the new tables or will present error messages if the tables already exist. If the tables exist, proceed to the next step
- Add the Event Codes for BoldTrak
 - Open the Supervisor Workstation on the primary server
 - Open Event Codes (Maintenance ? Events ? Event Codes)
 - Enter Edit Mode
 - Select Add
 - Enter "*"GOUT" (without quotes) into the Event Code Text Field Box.
 - Enter "GeoEventViolateOut" (without quotes) into the Description Text Field Box.
 - Select OK
 - Change the Event Category to General Alarms
 - Set the Priority to 5
 - Set the first column warning level to 90 and the danger level to 180
 - Set the second column warning level to 60 and the danger level to 90
 - Select OK
 - Repeat the same steps to add the Following Codes and Descriptions
 - *GIN - GeoEventViolateIn
 - *GROUT - GeoRestoreViolateOut
 - *GRIN - GeoRestoreViolateIn
 - *GCR - GeoEventViolateCross

- *GLOC - GeoEventViolateLocat ?
 - *GSPD - GeoEventViolateSpeed
- Recache the Broker process settings (This is to pick up the Moption changes made earlier)
 - Open the Supervisor Workstation if not already open
 - Open Processes (View ? Processes)
 - Select the Broker from the Application Type located under Processes
 - Select the ReCache button at the top Right
- Set the Mapping Type to BoldTrak
 - Open the Supervisor Workstation if not already open
 - Open Options (Tools ? Options)
 - Expand Location/GPS from the Options Navigation Window
 - Select Mapping Types
 - Enter Edit Mode
 - Select BoldTrak from the dropdown available under Mapping Types.
 - Select Save
- Install BrowserHost (this will need to be done on all Manitou servers and workstations)
 - Connect to the Manitou Server that has the distributor installed (typically the primary or first installed system)
 - Open the Distributer Folder (Typically C:\Program Files (x86)\Bold Technologies\Manitou\Distributer)
 - Open the package folder
 - Open Package 14
 - Copy all files from the folder
 - Open the Manitou directory (Typically C:\Program Files (x86)\Bold Technologies\Manitou)
 - Create a new folder called BrowserHost
 - Within the newly created BrowserHost folder, paste the copied files from package 14.
 - Create a zip of the BrowserHost folder and provide that to the customer. Give them instructions to place on all workstation manitou folders
- Update BoldTrak to the latest files
 - Connect to the Manitou Server that has the distributor installed (typically the primary or first installed system)
 - Open the Distributer Folder (Typically C:\Program Files (x86)\Bold Technologies\Manitou\Distributer)
 - From this folder, search for BoldTrak.zip
 - from the files found grab the latest BoldTrak.zip available (located in the highest update folder number)
 - Copy that BoldTrak.zip folder to the desktop of the BoldNet/BoldTrak web server.
 - Extract the content of that zip to its own folder on the desktop
 - Copy the extracted files (not the folder, but the files from within the folder)

- Replace the files with the copied files within the boldtrak folder in inetpub (typically C:\inetpub\wwwroot\BoldTrak)
- Edit the BoldTrak configuration file to point to the correct URL
 - On the web server, open the BoldTrak folder (typically C:\inetpub\wwwroot\BoldTrak)
 - Right-click on the Web.config file (may be just listed as Web if extensions are hidden from folder view)
 - Select Open With...
 - Select Notepad (Select More Options if not listed and then select Notepad)
 - Within the configuration screen, scroll to the bottom
 - Between the client tagname/keyword there are four endpoints listed.
 - These will need to be edited to point to the expected address instead of the dev-09.boldgroup.com address
 - Grab the previously saved/used URL that was placed in the database (specified in the MOptions script)
 - From the saved URL grab the address portion located between https:// and /Boldtrak
 - Replace dev-09.boldgroup.com with the correct address
 - The format of the endpoint address should now have https://<Base Website URL>/BoldNet/....svc
 - Save the configuration file
- Test Loading BoldTrak directly from a browser.
 - On the web server, Open IIS (Internet Information Services)
 - Expand the server from the connections pane
 - Expand the Sites folder Located under the Server
 - Expand Default WebSite
 - Right Click on BoldTrak and open Manage Application ? Browse
 - Internet Explorer will now open and connect to BoldTrak (typically is hidden behind IIS during open on Server 2012)
 - Use the credentials previously created on the Monitoring Company (BoldTrak/BoldTrak)
 - The page should now be loaded.
- Test Loading BoldTrak from a Client Workstation
 - Open the Operator Workstation on any machine
 - Open Customer Maintenance (Maintenance ? Customer)
 - Select the Magnifying glass next to the Customer ID text field.
 - From Search Key 1 select a Customer ID
 - Enter in SYS-REC1 for the value (or a * if nothing is returned from the search)
 - Select Search and if an entry shows in the Search Results select Load. (you may need to load a customer if they have data, anything will do)
 - From the loaded customer, select GPS Tracking from the right-hand Jump To Menu
a BoldTrak window will now open to load the customer.

Troubleshooting Client Workstation Loading

- Run BrowserHost.exe via the command line : browserhost.exe http://google.com
- If a dotNET error pops up, please install dotNET
- If you get a 500 error inside of the Client verify the MOptions url has https:// and the correct url

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Google Maps Address Pop-up Workaround

Problem Definition

Something has changed with the way Google's Map API is working. It no longer respects the pop-up showing the address location in BoldTrak. The address is being returned and the pin is being dropped on the map but the call to pop-up the Address is no longer functioning. It could be that the issue lies with the BrowserHost (internal web browser) in OWS.

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Current Workaround

1. Browse to the BoldTrak directory on the IIS machine (typically C:\inetpub\wwwroot\BoldTrak)
2. Open Views/Shared/_BasicLayout.cshtml
3. Under the <body> tag, add the following:
`<h3 id="customError"></h3>`
4. Save.
5. Open Views/Tracking/Tracking.cshtml
6. Scroll down about $\frac{3}{4}$ of the way, to where you see this:

```
if(status == google.maps.GeocoderStatus.OK){  
    setDetailField("detailAddress", geocodeResults[0].formatted_address);  
}else{  
    setDetailField("detailAddress", "Not Available");  
}if(status == google.maps.GeocoderStatus.OK){
```

7. Replace with the following:
8. `var el = document.getElementById("customError");`

```
if (status == google.maps.GeocoderStatus.OK) {
  setDetailField("detailAddress", geocodeResults[0].formatted_address);
  el.innerHTML = geocodeResults[0].formatted_address;
} else {
  setDetailField("detailAddress", "Not Available");
  el.innerHTML = "Not Available";
}
```

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Permanent Solution

We need to identify the root cause and determine if we have to change to a new Google API or if we can fix this in the OWS.

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MapQuest for Viewing Maps 1.6.4

The attached MapQuest bjs file is needed for both 1.6.4 and 2.2.0 MapQuest mapping.

Sign up for MapQuest