

TLETS Re-Engineering Frequently Asked Questions

What is different about the new TLETS?

- Legacy TLETS exchanged data using the SNA protocol. The new system exchanges data between components using TCP/IP
- The TxDPS supplied user interface will change the interface screens from existing 3270 “green screens” to a web browser-based screen format.
- Interface systems will need to be modified to exchange data using a TCP/IP socket protocol called DMPP-2020 instead of SNA.

What features are available in the new TLETS?

- Individual logon for audit tracking purposes
- Web-based user interface with automatic, centralized software updates
- Capability to provide full functionality of NCIC2000 including delivery of images and responses to batch queries
- More flexibility to the individual TLETS operator in receiving and reading messages
- More options for processing received messages
- Drop down boxes or pop-up lists for possible code table values
- Notification when a high priority message arrives, such as a hit confirmation
- Online lookup of in-state destinations
- An improved online help system
- Spell-check on administrative messages
- Mouse or mouse-free operation
- The Training and Certification component will provide online re-certification for TCIC and TLETS via computer based training and online testing. Note that this system is NOT intended to fully replace classroom training.

Can I access TLETS over the Internet?

No. TLETS will not be accessible over the Internet. TLETS will continue to operate on a secure private network accessible via the existing satellite system.

What are the pre-requisites for migrating onto the new TLETS?

- Successful completion of the CJIS Security Review Process.
The CJIS Security Policy is published by The Federal Bureau of Investigation Criminal Justice Information Services (FBI CJIS) Division. FBI CJIS dictates network security policies that must be maintained for all agencies interconnecting into their network. The CJIS Security Addendum developed by FBI CJIS identifies responsibilities of the involved parties and provides a means to relay those responsibilities to each of the parties in the contractual relationship. **ALL TLETS member agencies are required to comply with the CJIS Security Review Process.** Specific security review instructions are posted at www.txdps.state.tx.us/securityreview. User name is TCIC2000; case-sensitive password is DPSTCIC7#.
- The agency is responsible for all equipment inside their network, including cabling, routers, servers, PCs. This equipment must meet the standards published by TxDPS and match the equipment submitted in the CJIS Security Packet.
- The local agency must have technical expertise available to make connectivity and install software.
- The local agency must be willing to read documentation provided by TxDPS to configure their systems.
- The ability to provide static IP addressing for devices connecting to TxDPS.
- Review the Migration Process Document on the TLETS website:
http://www.txdps.state.tx.us/director_staff/information_management/tlets/reeng/reengindex.htm
Username is tlets; case sensitive password is DPSTCIC7#

What are the recommended minimum requirements for a terminal running Omnixx?

CPU Type/Speed: 3 GHz

Memory: 512 Mb

Display Resolution: 1024 x 768

Disk Space: 100 Gb

Operating system: Windows XP SP3 or 2000 SP4

TCP/IP Network Interface Card (NIC)

Java Runtime Environment 1.5.12 or greater

How do I add new TLETS operators after conversion to IP?

Requests to add new operators after the conversion and/or questions related to operator authority should be relayed to the Crime Records Service Crime Information Bureau TCIC Training at 512-424-2832 or by email to <mailto:tcic.training@txdps.state.tx.us>.

I have a CAD, RMS or MDT system. What additional information is needed?

- DPS will no longer support computer-to-computer interface connections through LU6.2. CAD, RMS & MDT systems that currently communicate via LU6.2 on SNA will be required to change their interface to TCP/IP. The following system changes will be required for interface connections:
 - Communicate using DMPP-2020-TCP/IP socket protocol
 - 256-bit Rijndael (AES) encryption
 - TLETS header upon migration to the new system
- Interface agencies may use the standard dot delimited text format or they may optionally implement OFML (OpenFox™/OmnixxForce Markup Language). OFML is an extension of eXtensible Markup Language (XML) specifically for law enforcement.
- If you have a vendor, contact them NOW to get them involved with your conversion.
- Updated, electronic copies of information disseminated at the TLETS Interface Agency Conference are also posted on the TLETS website:
http://www.txdps.state.tx.us/director_staff/information_management/tlets/reeng/reengindex.htm
Username is tlets; case-sensitive password is DPSTCIC7#
- A test bed for interface agencies and their vendors is now available. The test bed is located at TxDPS Headquarters in Austin and affords interface agencies with a network connection through the TxDPS Satellite network. To request testing information, contact the TLETS Order Center at tlets_order_center@txdps.state.tx.us

What is the deadline for conversion?

Agencies should plan to be converted by September 30, 2008 in order that TxDPS will be compliant with FBI CJIS requirements. Agencies should understand that TxDPS cannot convert all agencies in the last month of the project.

Is conversion to the new system mandatory?

Absolutely. TxDPS will no longer support the legacy system once all agencies have completed their transition onto the new system.

During the conversion can I still use the legacy green screens?

Agencies with more than one direct connect device will convert one device at a time. Once a device is converted, the legacy green screens for that mnemonic will no longer be available.

Who needs to be made aware of the upgrade?

All agency personnel who deal with TLETS or networking will need to know about the new system. Persons directly accessing TLETS, technical staff associated with maintaining connections to TLETS, administrative heads of agencies accessing TLETS, and those responsible for technical procurements need to be made aware of the new requirements.

Where do I send questions and comments?

Questions and comments may be directed to tlets@txdps.state.tx.us

I need to add new operators, what should I do?

Contact TCIC Operations at tcic.training@txdps.state.tx.us

Do I need to have administrative rights to use Omnixx?

You should have administrative rights on the personal computer when the system is installed. It is very important that you understand that **every operator** that touches a machine for either FORCE or TRAINER **must** have full control over the following folders:

C:\TLETS
C:\Program Files\Java Web Start
C:\Program Files\Java

How do I take an online test?

1. On a computer that accesses the internet, be sure:
 - a. Java 1.5.12 or higher is installed on the machine.
 - b. User has **full control permissions** on the following folders:
 - C:\TLETS
 - C:\Program Files\Java Web Start
 - C:\Program Files\Java
 - c. Using XP Professional SP 2 or 3
2. Navigate to <http://tlets.txdps.state.tx.us/Omnixx/desktop>
3. Log in using TxDPS Omnixx username and password
4. Select Trainer from the desktop ICON.
5. From the menu select TESTS.
6. Choose the test you would like to take from the available list.
7. Start the test

I have taken a recertification test online. My recertification does not show updated and status active. What should I do?

In order to receive an updated status, you must submit the test for grading, receive a passing score, and acknowledge that you have reviewed the results (lower right hand corner on the last page after the completion of the test).



1. Log into Trainer. If you have not acknowledged your test results, then you will be prompted to do so.
2. Log into Trainer. Select the menu item "Reports", then select "Certification Tests Failed" to ensure you did not fail the test.
3. Log into Trainer. Select the menu item "Reports", then select "Certification Tests Passed" to ensure you submitted the test before you exited. If you did not submit the test prior to exiting the exam, you will be required to retake the entire exam.

Test taking activities are stored in a central repository. If the test was submitted for scoring, TxDPS can determine if you took a test, on what date you took it and if you passed it.

What is my mnemonic?

When logged into Omnixx Force, your credentials are displayed in a bar across the bottom of the screen. The easiest way to uniformly see this is to maximize your Force window by clicking in the middle icon in the upper right hand corner.

At the bottom of the screen you'll see (in this example, the mnemonic is TWFX and the user ID is TW00125)



How do I find out my user id?

Contact your Terminal Agency Coordinator (TAC). This person should be able to provide you with your User ID.

This is my first time to log on, what is my password?

This information is described in detail in the:

[Quick Start Guide](#) on the TLETS website.

Username is tlets; case sensitive password is DPSTCIC7#

I forgot my password, what should I do?

Contact your Terminal Agency Coordinator (TAC). Most agencies have assigned agency administrators that can reset passwords for users in the whole agency. If that does not work, contact TLETS Network Operations at 1-800-63T-LETS.

What is my IP address?

To determine the IP address of the PC,

1. Click on Start, then Run, then
2. Type *CMD* in the dialog box, and click on OK.
3. At the prompt type *ipconfig* then press <enter>.
4. Your ip addresses will be displayed for every IP adapter on the computer

Frequently the IP address displayed on the TCR is not the same as the actual PC's IP address. This will vary from agency to agency.

How do you send a query from Omnixx to TLETS? Where do you find out how?

This information is described in detail in the:

[Quick Start Guide](#) on the TLETS website.

Username is tlets; case sensitive password is DPSTCIC7#

I'm scheduled to convert today, what should I do?

Be sure that you have followed the instructions. If you have a network, your network should be configured and connectivity between TxDPS and your site should have been verified. Be sure to install the workstation software from the TxDPS provided CD onto the device (PC) that will be converted first. You can even go so far as to log in to OMNIXX. If the mnemonic is being used by a "legacy green screen" terminal, then you will need to call the TxDPS TLETS Conversion Team at 512-424-5159 and they will assist you.

How do I set up my printer?

This information is described in detail in the:

[Quick Start Guide](#) on the TLETS website.

Username is tlets; case sensitive password is DPSTCIC7#

I just got a new PC? What should I do?

Be sure to dispose of your old equipment according to the methods described in your Security Packet. You will need to reload Omnixx on your new PC. This will be handled like a new install. Use the most recent CD available to you and follow the instructions on the [TLETS Re-Engineering Website](#). (username tlets; case sensitive password is DPSTCIC7#)

I have more than one workstation (PC). How do I connect?

If you are using the TxDPS assigned address, a simple TCP/IP switch available in retail outlets may be sufficient. If you are connected to the Internet or any other network, you will likely need a configurable router capable of Network Address Translation (NAT). Such a router would need to have the ability to translate the agency's internal addresses into TxDPS addresses. TxDPS cannot assist agencies with configuring routers. A third option is the use of dual NIC cards or a single NIC configured with two IP addresses. Refer to the guides under the heading **Preparation for Migration to the new TLETS System** on the [TLETS Re-Engineering Website](#). (username tlets; case sensitive password is DPSTCIC7#).

How can I change the font size in my message window or on printouts?

The font size in the message window is directly related to the Screen Resolution that your PC is set to, try adjusting the screen resolution (see Windows Display Properties help for instructions) to increase or decrease the font size in the message window.

You can always copy information from your message window and paste it into Microsoft Word or Wordpad and modify the font size.

The font size used when printing is the default printer font. Sometimes this can be adjusted at the printer or in the print setup. Sometimes a different driver can be used on the printer and it will modify the font size. Research specific issues with printers on the printer manufacturer's Internet website.