



WebEOC[®] Fusion

Administrator Guide

Version 2.1

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Address any questions, comments, or suggestions to Juvare:

235 Peachtree Street NE Suite 2200

Atlanta, GA 30303

866 200 0165

support@juvare.com

www.juvare.com

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About

What is WebEOC® Fusion?

WebEOC Fusion is an information hub that lets you connect multiple WebEOC systems into a secure network to facilitate collaboration and information sharing. This solution can be successfully used by emergency management services, empowering managers at national, state, and regional levels to communicate critical incident information in real time and streamline response efforts in their communities. WebEOC Fusion is also suitable for the private sector to help large organizations and multi-office companies create an uninterrupted information flow among all parts of their business.

A Linked, Information Sharing System

One of the most beneficial characteristics of WebEOC Fusion is that it enables you to share incidents. This ability is useful when more than one emergency operations center (EOC) is responding to the same incident and needs a fast and reliable way to communicate incident information to all involved entities.

Additionally, Fusion gives WebEOC systems in the network an ability to link incidents together. The advantage of linking incidents is information disseminated among jurisdictions in real time. When one of the EOCs in the network updates incident details, the updates become instantly available to the other connected WebEOC systems. Because systems using Fusion make outbound-only connections, firewalls can remain in place, maintaining maximum security throughout all interactions.

About Subscription Boards

The first realization of the new capabilities provided by WebEOC Fusion is Subscription Boards.

Status boards on one WebEOC system can be published to other WebEOC systems as subscription boards to provide a common operating picture of regional events, and with little end-user training. Subscription boards allow board posts to transparently pass across users on different WebEOC systems. This feature allows bi-directional communication that bypasses firewall issues, enabling all members of the networked community to interact in real time.

Subscription boards take advantage of the same features as standard WebEOC status boards to provide a familiar interface to end users. Permissions can be assigned to subscription boards to protect the mechanisms of data entry. Subscription boards are easier to manage than their predecessors—dual commit and remote boards—and can be created ad hoc or quickly updated as needs arise and/or requirements change.

About

Furthermore, subscription boards enhance capabilities normally provided by dual commit or remote board functions by ensuring that a lack of network connectivity does not prevent use of WebEOC, firewall issues are mitigated, and missed information is synchronized when network connectivity is restored.

Administrator Accounts

The Administrator Manager allows you to [create](#) and [edit](#) administrator accounts.

Administrator accounts allow users with such accounts to perform all administrative functions in WebEOC Fusion, including the [deletion](#), [locking](#), and [unlocking](#) of other administrator accounts.

Adding an Administrator Account

To add a new administrator account

1. Log in to WebEOC Fusion.
2. In the **Administration** tab of the *Admin* window, click the **Administrators** subtab.
3. Click **Create Administrator**.
4. On the *Administrators: Create Administrator* page, enter a name in the **Username** field.

Administrators: Create Administrator

Details

Username: *	<input type="text"/>
Password:	<input type="password"/>
Confirm Password:	<input type="password"/>
Locked:	<input type="checkbox"/>
Change password at next login?	<input type="checkbox"/>
Locale:	English (United States) ▼

5. Enter a password in the **Password** field, and reenter the same password in the **Confirm Password** field. The password must comply with the following standards:
 - a. Be at least eight characters in length and contain at least one upper case letter, one lower case letter, and one number.
 - b. Be a password that has not been reused for the specified number of times configured in the **Password History** field of your WebEOC Fusion system.
6. Select the **Locked** check box only if you want to [lock this administrator account](#).
7. Select the **Change password at next login?** check box if you want to force administrators to change their password the first time they log in.

Note: This feature is useful if an administrator has set an initial password for another administrator or has re-set an administrator's password.

Administrator Accounts

8. Select the appropriate locale in which the administrator is located from the **Locale** drop-down list.
9. When you have completed all applicable fields, click **Save**, or click **Cancel** to abort the operation.

Editing an Existing Administrator Account

To edit an existing administrator account

1. In the **Administration** tab of the *Admin* window, click the **Administrators** subtab.
2. On the *Administrators* page, select the name of the administrator account you want to edit from the **Name** column.

***Tip:** The Administrator List can be filtered by entering in the **Filter** field the letter of the alphabet that corresponds to the first letter in the administrator's first or last name and then clicking **Filter**.*

3. Make your changes on the *Administrators: Edit Administrator* page.


***Note:** For additional information on the fields available on the Edit Administrator page, see Adding an Administrator Account.*

4. Click **Save** to save your changes, or click **Cancel** to abort the operation.

Deleting an Administrator Account

The primary administrator account cannot be deleted from the system, but any other additional administrator accounts can be deleted if necessary.

To delete additional administrator accounts

1. In the **Administration** tab of the *Admin* window, click the **Administrators** subtab.
2. On the *Administrators* page, click the trash can icon  corresponding to the administrator account you want to delete.

***Note:** The account you are currently logged in to cannot be deleted.*

3. When the delete confirmation window opens, click **OK** to permanently delete the administrator account, or click **Cancel** to abort the operation.

Locking an Administrator Account

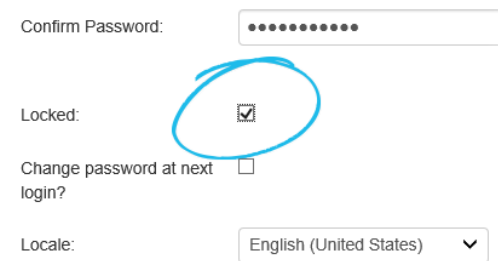
Locking an account deactivates the user's administrator account, suspending all of their administrator privileges. This can be useful for temporarily locking out users that no longer need administrator privileges but may need them again some time in the future.

To lock an administrator account

1. In the **Administration** tab of the *Admin* window, click the **Administrators** subtab.
2. On the *Administrators* page, select the name of the administrator account you want to lock from the **Name** column.

***Tip:** The Administrator List can be filtered by entering in the **Filter** field the letter of the alphabet that corresponds to the first letter in the administrator's first or last name and then clicking **Filter**.*

3. On the *Administrators: Edit Administrator* page, select the **Locked** check box.



Confirm Password:

Locked: ☒

Change password at next login? ☐

Locale:

Note: The account you are currently logged in to cannot be locked.

4. Click **Save** to save your changes, or click **Cancel** to abort the operation.

If an account was locked in error, or you wish to reactivate a locked account for a particular administrator, you can easily [unlock administrator accounts](#) at any time.

Unlocking an Administrator Account


To unlock an administrator account

1. In the **Administration** tab of the *Admin* window, click the **Administrators** subtab.

Administrator Accounts

2. On the *Administrators* page, click  **Unlock User** next to the administrator account you want to unlock.



1 - 4 of 4	
Name ^	Locked ^
aablue	 Unlock User
Administrator	

Tip: The Administrator List can be filtered by entering in the **Filter** field the letter of the alphabet that corresponds to the first letter in the administrator's first or last name and then clicking **Filter**.

3. When the confirmation window opens, click **OK** to unlock the account, or click **Cancel** to abort the operation.

Tip: Alternatively, click the name of the user from the Administrator List and, on the Administrators: Edit Administrator page, clear the **Locked** check box and then click **Save**.

Subscriber Accounts

Subscribers of WebEOC Fusion are applications that can connect to and use Fusion. Instructions provided in this chapter grant access to authorized subscribers so that they can connect to Fusion. Connections to Fusion must be repeated for each new WebEOC subscriber.

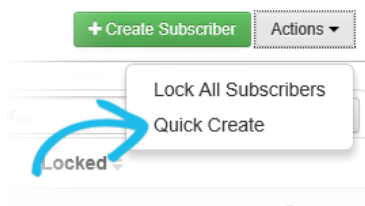
In order to perform the functions outlined in this chapter, access to the Administrator Manager is required.

Adding a Subscriber Account

You can [add a subscriber account in full](#), but you can also [use the Quick Create feature](#) to quickly and effortlessly add an account with minimal details on the spot. In the *Quick Create* window, you only need to supply the subscriber's username and specify whether the subscriber should have Incident and Boards publishing permissions. Further information regarding the account may be required later, but use of **Quick Create** adds a bare-bones account subscribers can use right away.

To add a subscriber using Quick Create

1. Log in to WebEOC Fusion.
2. In the **Administration** tab of the *Admin* window, click the **Subscribers** subtab.
3. On the *Subscribers* page, click the **Actions** button in the upper right corner and select **Quick Create**.



4. In the *Quick Create* window, enter a username to identify the subscriber account.

A screenshot of the 'Quick Create' dialog box. It has a title bar with 'Quick Create' and a close button. Inside, there is a 'Username:' label followed by a text input field. Below that are two checkboxes: 'Publish Incidents?' and 'Publish Boards?'. At the bottom right, there are 'Cancel' and 'Save' buttons.

Subscriber Accounts

5. Select the check box next to the items you want this subscriber (WebEOC server) to be able to publish to: **Boards** and/or **Incidents**.

Note: If you do not select an item, the subscriber can only view the data for that item.

6. Click **Save**. A URL populates in the *Quick Create* window.

Tip: This one-time URL can be imported into your instance of WebEOC to establish the Fusion connection. Copy the URL and follow the steps outlined in the *Configuring the WebEOC Connection* section of the *WebEOC Fusion Subscription Boards Guide*.

7. Click **Close**.

To add a subscriber account

1. Log in to WebEOC Fusion.
2. In the **Administration** tab of the *Admin* window, click the **Subscribers** subtab.
3. On the *Subscribers* page, click **Create Subscriber**. The *Subscribers: Create Subscriber* page opens.

Subscribers: Create Subscriber

Details

Username: *	<input type="text" value="mstern"/>	
Password:	<input type="password"/>	<input type="button" value="Generate Password"/>
Confirm Password:	<input type="password"/>	
Serial:	<input type="text" value="83548fc2-77a4-4aed-ba12-6be3e"/>	
Netblock Type:	<input type="text" value="None"/>	
Netblock Address:	<input type="text"/>	
Locked:	<input type="checkbox"/>	
Contact Name:	<input type="text"/>	
Contact Email:	<input type="text"/>	
Contact Office Phone:	<input type="text"/>	
Contact Cell:	<input type="text"/>	

4. Enter a name for the subscriber account in the **Username** field.

Note: This name is displayed to all WebEOC installations on the Fusion network. Select a name that will be clear to other WebEOC administrators on the network.

5. Enter a password in the **Password** field, and reenter the same password in the **Confirm Password** field. The password must comply with the following standards:
 - a. Your password must be at least eight characters in length and contain at least one upper case letter, one lower case letter, and one number.
 - b. You cannot reuse a password for the specified number of times configured in the **Password History** field of your WebEOC Fusion system.

Tip: To ensure the password meets requirements, click **Generate Password**. In the Generate Password window, complete the fields and select the check boxes as appropriate. Click **Generate**. The system provides a password for the subscriber in the field at the bottom of the window that meets all set requirements.



6. Verify that a serial number is automatically generated in the **Serial** field.

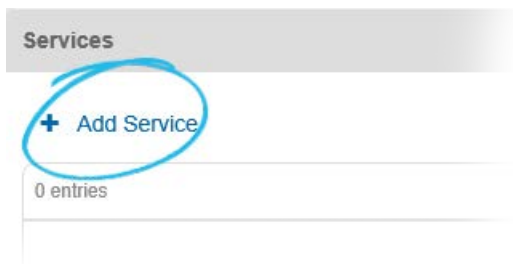
Important: Note the serial number assigned to the subscribing WebEOC server as this serial number is used during configuration on the WebEOC server.

7. Select **Address**, **None**, or **Subnet** from the **Netblock Type** drop-down list.
 - a. Selecting **Address** restricts usage of this credential to a server with a full IP address. You must now enter the full IP address in the **Netblock Address** field.
 - b. Selecting **Subnet** restricts usage of this credential to a server with an IP subnet. You must now enter the three octet network address in the **Netblock Address** field.
 - c. Selecting **None** allows you to skip the **Netblock Address** field.
8. Select the **Locked** check box only if you want to [lock this account](#).

Note: Locking an account prevents the subscriber from polling Fusion and requires the subscriber to re-enable the PullService.

Subscriber Accounts

9. Enter a contact name in the **Contact Name** field.
10. Enter a contact email in the **Contact Email** field.
11. Enter a contact office phone number in the **Contact Office Phone** field.
12. Enter a contact cell phone number in the **Contact Cell** field.
13. In the *Services* section, click **Add Service**.



14. In the *Add Service* window, select **Subscription Boards Service** from the **Service** drop-down.
15. Select the check box next to the items you want this subscriber (WebEOC server) to be able to publish to: **Boards** and/or **Incidents**.

Note: If you do not select an item, the subscriber can only view the data for that item.

16. Click **Save** to save the subscriber account, or click **Cancel** to abort the operation.

Editing a Subscriber Account

To edit a subscriber account

1. Log in to WebEOC Fusion.
2. In the **Administration** tab of the *Admin* window, click the **Subscribers** subtab.
3. On the *Subscribers* page, select the name of the subscriber account you want to edit from the **Name** column.


Tip: The *Subscribers List* can be filtered by entering in the **Filter** field the letter of the alphabet that corresponds to the first letter in the subscriber's name and then clicking **Filter**.

4. Make your changes on the *Subscribers: Edit Subscriber* page.
5. Click **Save** to save your changes, or click **Cancel** to abort the operation.

Deleting a Subscriber Account

To delete a subscriber account

1. Log in to WebEOC Fusion.

2. In the **Administration** tab of the *Admin* window, click the **Subscribers** subtab.
3. On the *Subscribers* page, click the trash can icon  next to the subscriber account you want to delete.

Note: A subscriber account cannot be deleted if it owns a published board or incident. You must remove the subscription board or incident in the *Services Manager* before deleting the subscriber account.

4. When the delete confirmation window opens, click **OK** to permanently delete the subscriber account, or click **Cancel** to abort the operation.

Locking Subscriber Accounts

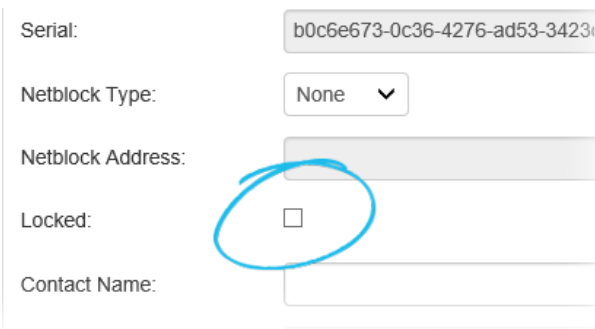
Administrators have the option to lock a single subscriber account or [lock all subscriber accounts](#).

To lock a subscriber account

1. Log in to WebEOC Fusion.
2. In the **Administration** tab of the *Admin* window, click the **Subscribers** subtab.
3. On the *Subscribers* page, select the name of the subscriber account you want to lock from the **Name** column.

Tip: The *Subscribers List* can be filtered by entering in the **Filter** field the letter of the alphabet that corresponds to the first letter in the subscriber's name and then clicking **Filter**.

4. On the *Subscribers: Edit Subscriber* page, select the **Locked** check box.



Serial:

Netblock Type:

Netblock Address:

Locked: ☐

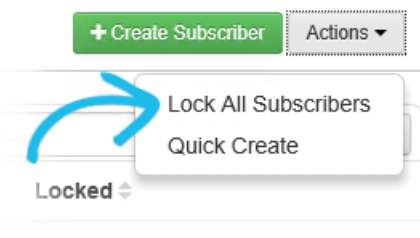
Contact Name:

5. Click **Save** to save your changes, or click **Cancel** to abort the operation.

If an account was locked in error, or you wish to reactivate a locked account for a particular subscriber, you can easily [unlock subscriber accounts](#) at any time.

To lock all subscriber accounts simultaneously

1. Log in to WebEOC Fusion.
2. In the **Administration** tab of the *Admin* window, click the **Subscribers** subtab.
3. On the *Subscribers* page, click the **Actions** button in the upper right corner, just above the list of subscribers, and select **Lock All Subscribers**.




Note: You are not asked to confirm this action. All subscriber accounts are now locked.

If an account was locked in error, or you wish to reactivate a locked account for a particular subscriber, you can easily [unlock subscriber accounts](#) at any time.

Unlocking a Subscriber Account

To unlock a subscriber account

1. Log in to WebEOC Fusion.
2. In the **Administration** tab of the *Admin* window, click the **Subscribers** subtab.
3. On the *Subscribers* page, click  **Unlock Subscriber** next to the name of the subscriber account you want to unlock.



4. When the confirmation window opens, click **OK** to unlock the account, or click **Cancel** to abort the operation.

Tip: Alternatively, click the name of the user from the *Subscribers List* and, on the *Subscribers: Edit Subscriber* page, clear the **Locked** check box and then click **Save**.

5. After unlocking a subscriber account, you must contact the subscriber and instruct them to re-enable their PullService.

Service Management

This chapter addresses tasks specific to services available in WebEOC Fusion. Included in this section are discussions of subscriber lists, board management, and incident management for the Subscription Boards Adapter.

Assigning Subscribers to a Service

Currently, the only service available in WebEOC Fusion is the subscription boards service.

To assign subscribers to a service

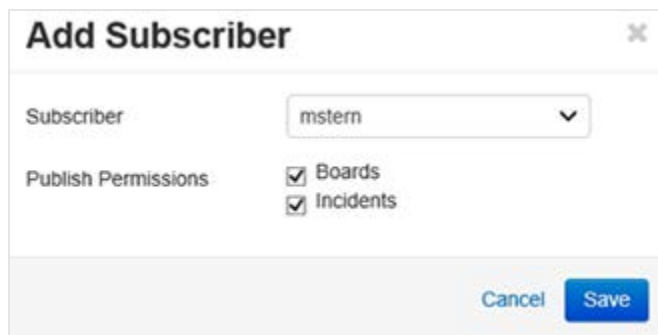
1. Log in to WebEOC Fusion.
2. In the **Administration** tab of the *Admin* window, click the **Services** subtab.
3. On the *Services* page, select the service from the **Name** column.

Note: *Services are added to Fusion using the configuration tool.*

4. On the *Services: Edit Service* page, select the check box next to each applicable subscriber from the *Subscribers* table.

Tip: *You can select multiple subscribers.*

5. To add a subscribers not in the table, click **Add Subscriber**.
 - a. In the *Add Subscriber* window, select the subscriber from the **Subscriber** drop-down list.



- b. Select the check box next to the permissions you want to grant the subscriber, and then click **Save**.

Note: *When you select a subscriber, you must also assign publish permissions for boards and incidents. Subscribers that are not granted publish permissions can subscribe to, use, and post boards and incidents. Therefore, only grant publish permissions to subscribers needing to publish boards and incidents.*

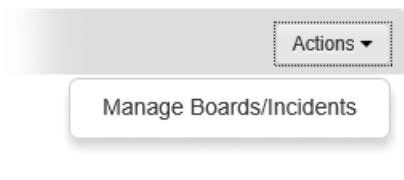
6. Click **Save** to save your settings, or click **Cancel** to abort the operation.

Tip: To remove subscribers, select the check box next to the appropriate subscriber and click **Remove**. You can select multiple check boxes to remove multiple subscribers, and you can also remove all subscribers at once by selecting the check box next to the **Subscribers** column heading and then clicking **Remove**.

Managing the Subscription Boards Service

To remove a board as a subscription board or an incident as a regional incident

1. Log in to WebEOC Fusion.
2. In the **Administration** tab of the *Admin* window, click the **Services** subtab.
3. On the *Services* page, select the service you want to manage from the **Name** column.
4. On the *Services: Edit Service* page, click the **Actions** button and select **Manage Boards/Incidents** from the drop-down list.



5. On the *Services: Manage Service (Service Name)* page, click the trash can icon next to the board or incident.

Important: When you click the trash can icon, you are removing the board or incident from your Fusion. This does not delete the board or incident from your local WebEOC. Therefore, this causes the board or incident to be unpublished for all WebEOCs; it becomes a local board or incident and cannot be undone.

6. Click **OK** to remove the board or incident, or click **Cancel** to abort the operation.

Queue Management

WebEOC Fusion creates individual queues for each subscriber in order to route subscriber messages. Queue Management gives you the capability to determine whether subscribers are picking up and delivering messages through Fusion. You cannot view the contents of any queued messages; however, you can determine the number of unprocessed messages waiting on a WebEOC subscriber or staying in queue.


Queue Management also gives you the ability to [purge undelivered messages](#); however, we strongly suggest you contact Customer Support before attempting to purge message queues. Purging messages may have unexpected results.

The *Queue Management* page only populates with data if there is an issue with your Fusion connection. If the *System Queues* section is populated, there is a problem with one of the PullServices. The *Subscriber Queues* section displays which PullService is broken.

The **Undelivered WebEOC Fusion Messages** column indicates the messages that are waiting to be sent. The **Undelivered Local Messages** column means that WebEOC is receiving the data, but the data is not making it to your boards.

Purging Messages

To purge messages

1. Log in to WebEOC Fusion.
2. In the **Maintenance** tab of the *Admin* window, click the **Queue Management** subtab.
3. On the *Queue Management* page, select the subscriber from the **Name** list.
4. On the *Message Queues (Subscriber)* page, click the trash can icon  in the **Purge** column.



Name	Queue	Undelivered WebEOC Fusion Messages	Undelivered Local Messages	Online Status
msltern	b0c5e673-0c36-4276-ad53-3423cad9e75b	1	0	Offline

Note: You can also purge all undelivered messages at once by clicking the **Actions** button, just above the list of messages, and selecting **Purge All Messages**.

5. When the confirmation window opens, click **OK** to purge the messages, or click **Cancel** to abort the operation.

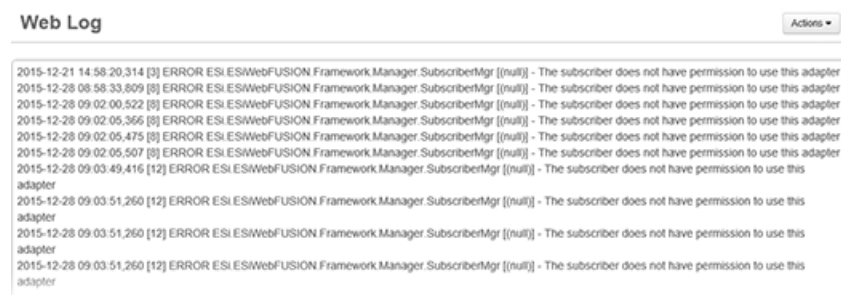
Error Logs

There are two types of error logs: [web logs](#) and [service logs](#).

Call Customer Support for issues that appear in the error logs.

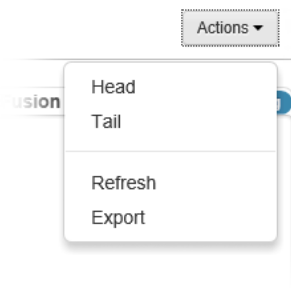
Web Logs

The Web Log populates if there are problems with your WebEOC Fusion connection.



To navigate the web log

1. Log in to WebEOC Fusion.
2. In the **Maintenance** tab of the *Admin* window, click the **Web Log** subtab.
3. Click the **Actions** button in the upper right corner of the page.



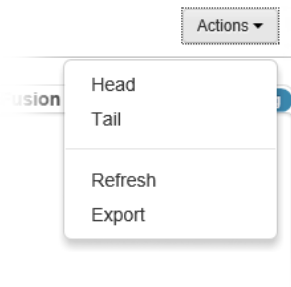
4. Click one of the following actions:
 - a. **Tail** – Goes to the end of the error log.
 - b. **Head** – Returns to the top of the error log.
 - c. **Refresh** – Updates the service log.
 - d. **Export** – Exports the log and send it to Customer Support.

Service Logs

The Service Log populates if there are problems with your WebEOC Fusion connection.

To navigate the service log

1. Log in to WebEOC Fusion.
2. In the **Maintenance** tab of the *Admin* window, click the **Service Log** subtab.
3. Click the **Actions** button in the upper right corner of the page.



4. Click one of the following actions:
 - a. **Tail** – Goes to the end of the error log.
 - b. **Head** – Returns to the top of the error log.
 - c. **Refresh** – Updates the service log.
 - d. **Export** – Exports the log and send it to Customer Support.

Note: If your Fusion service is not running, the Service Log reads **Stopped** in the upper right corner.