9-1-1 NET®

User Guide
Software Release 18.0

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About This Guide

This guide describes the system requirements and overall functionality of 9-1-1 NET 18.0 for all user types.

New in This Release

- Notification emails are sent to assigned workflow/workgroup users when MSAG CRs are created/updated to notify them that a transaction has been submitted/updated and is awaiting their action, if the user is configured to have this option.
- If an analyst or telco user has the MSAG CR smart routing package permission enabled, the records retrieved in a query are based on the user's assigned customer ID.
- If a user has multiple sessions of 9-1-1 open and attempts an operation, a warning message displays. See "Session Sharing" on page 20.
- Users can set a default county or entity for all applicable query pages. See "Options" on page 23 for more information.
- The print function on the *MSAG Details (Direct Update)* and *MSAG CR Details* screens has been fixed.
- A query maximum exceeded warning displays on the *MSAG CR Query Results*, *ALI DR Query Results*, *TN CR Query Results*, and *ESN/ELT CR Query Results* screens if the number of records retrieved by the query exceeds the number a user is configured to view. See figure 150 on page 119 for an example.
- Class of service values display completely in the tool tip on applicable screens.
- The `File ID` field displays on the confirmation pages after creating a TN insert, mass TN insert, TN copy, and mass TN copy.
- A 108 error is generated under the following conditions:
  - When user inserts a TN with an invalid COID/state combination.
  - When a user changes/migrates a TN with an invalid COID/state combination.
- Analyst users can audit TNs and view the history of changes. See "TN Audit Query" on page 212 for more information.

Document Conventions

Convention	Description
`System-generated messages`	System-generated messages, terms, and field names display in the Courier Std font.
`User Entry`	Information that must be typed exactly as it appears displays in the Courier Std bold font.

Convention	Description
Buttons, screen tabs, and screen panels	Buttons, tabs across the top of the screen that are used to access additional screens, and names of screen panels are identified by bold text.
Windows and Screen Names	Windows and screen names are identified by italics.
Web Links	All web-based hyperlinks are identified by bold blue underlined text.
Internal cross references	Cross references made to other sections in the same guide are identified by blue font. Note that these cross references link to the section.

Problem Reporting

For support with 9-1-1 NET or application access issues, please contact the West Service Desk at 855.804.0490.

Before reporting a problem, gather as much of the following information as possible:

1 What data was entered into the system immediately before the problem occurred?

2 What did the system do?

3 What was the system expected to do?

4 What messages did the system display?

5 Are there written or printed examples of what occurred?

6 Can the problem be verified by duplicating it on demand?

7 What type of system/modem do you use?

8 Did you consult your user guide on proper operations?

Chapter 1
About 9-1-1 NET®

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Overview

This chapter identifies the various 9-1-1 NET users, describes the system requirements, and explains how to access the system, as well as navigate the home screen. In addition, it describes the export and print functions.

9-1-1 NET System and Users

9-1-1 NET is a software application that manages MSAG, ALI, TN, and ESN/ELT data. 9-1-1 NET users include PSAP managers, MSAG coordinators, data analysts, and telecommunication service providers (TSPs). 9-1-1 NET administrators (admins) manage and configure 9-1-1 NET for these users.

PSAP Managers

Public Safety Answering Point (PSAP) managers report data errors that were detected at the PSAP during the processing of 9-1-1 calls. These errors include MSAG, ALI, TN, and/or ESN/ELT errors.

MSAG Coordinators

MSAG coordinators review MSAG CRs submitted by PSAP managers. They are responsible for routing CRs to the data analysts. MSAG coordinators authorize all analyst-processed requests before they can be archived by the submitting PSAP managers.

Data Analysts

Data analysts review and accept or reject information submitted by PSAP managers. Accepted information is updated/added in the call-routing MSAG and TN database. Rejected information is returned with a detailed explanation to the 9-1-1 NET user who submitted the information.

Telecommunication Service Providers

TSPs review and resolve the ALI DRs and TN CRs sent to them by the data analysts.

System Security

Overall Security Requirements

- All 9-1-1 NET users require a user ID, safeword token and a password to access the system.
- First-time users are prompted to change their initial passwords (set by the system administrator) when logging in. Passwords can then be changed at any time by the user.

NOTE The above bullet points do not apply to Intrado Unified Portal (IUP) users.

- 9-1-1 NET has a built-in time-out of 30 minutes for security reasons. After 30 minutes of inactivity, the work session ends and the user is logged out.

User Names and Passwords

NOTE The following section does not apply to IUP users.

Access to 9-1-1 NET requires a valid user name and password.

User Names

A user name is a group of characters that identifies a specific user. This identification includes the definition of which database information the user name is allowed to access, as well as the data analyst user who receives the submitted information. User names are assigned, configured, and recorded on the server so that they are recognized when connecting to the system.

Passwords

A password is a group of characters that secures a user name. Every password corresponds to a user name. Passwords, if kept confidential, guarantee that only authorized users are accessing the system. Passwords are initially set by the 9-1-1 NET system administrator. Upon the purchase and delivery of 9-1-1 NET, users are informed of their initial passwords by their system administrator. Passwords must be changed the first time a user logs into the system and periodically thereafter, as determined by the system administrator. For

information on changing passwords, refer to "Forgot Password" below.

WARNING Passwords must be kept confidential. They should not be shared with anyone.

Session Timeouts

For security purposes, 9-1-1 NET sessions are terminated if you are not actively using the application for a period of time. When the system detects that you've been idle for too long, it logs you out but remains on the last screen you were using. When you click on a button, tab, or link, the *9-1-1 NET Login* screen displays. After logging back in, the system returns to the previous screen you were using.

Forgot Password

If you forget your password, complete the following steps:

1 Click the **Forgot Password?** link from the *Login* screen (figure 32 on page 20). The *Password Reset* screen displays.

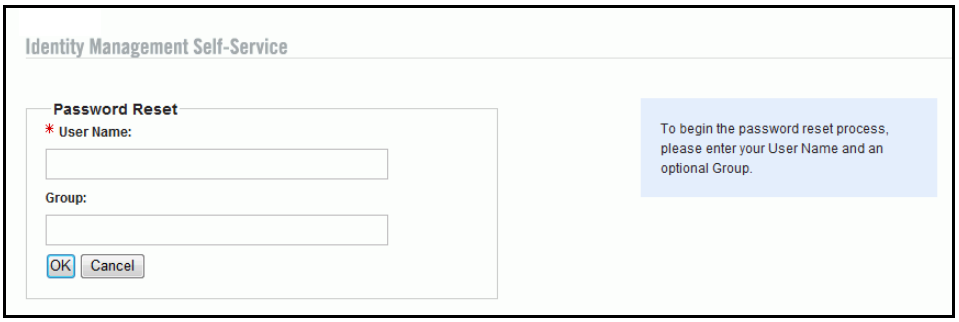


Figure 1: Password Reset

2 Enter your username in the `User Name` field and click the **OK** button. The *Password Reset Challenge* screen displays.

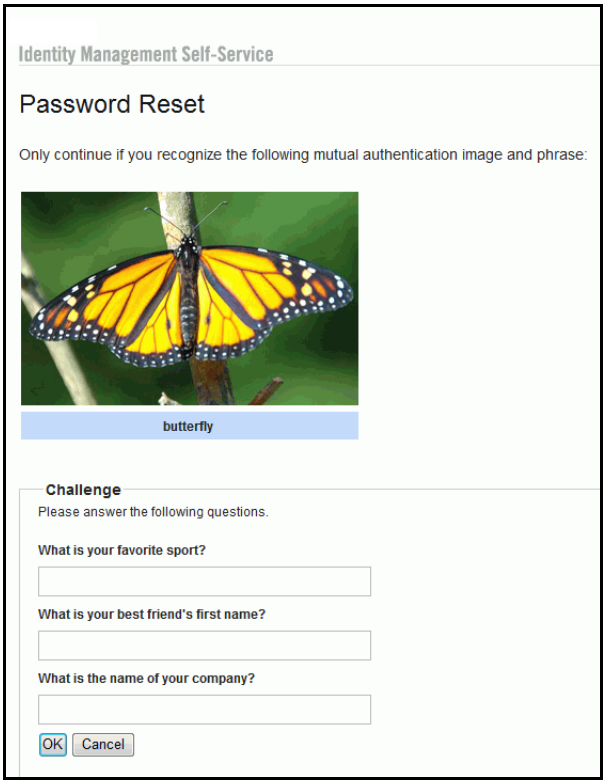


Figure 2: Password Reset Challenge

3 Answer the challenge questions to verify your identity and click the **OK** button. The *Enter New Password* screen displays.

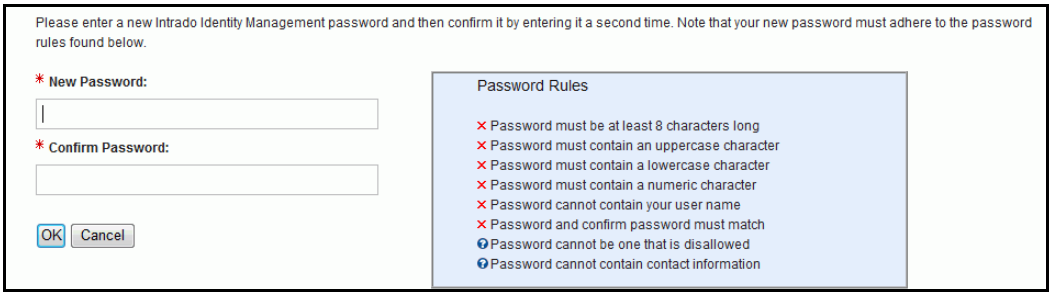


Figure 3: Enter New Password

4 Enter your new password in the `New Password` and `Confirm Password` fields. Passwords must:

- Be at least eight characters long

- Contain an uppercase character
- Contain a lowercase character
- Contain a numeric character
- Match in the `New Password` and `Confirm Password` fields
- Not contain your user name
- Not contain contact information

5 Click the **OK** button. A confirmation message displays indicating that you have successfully changed your password.

Adobe Reader Settings

Portable document format (PDF) files accessed via 9-1-1 NET cannot be opened in browser windows. To change your Adobe Reader settings:

1 Click on the Windows **Start** button, located in the lower left corner of your screen. The Start menu displays.

Figure 4: Windows Start Menu

2 Click on **All Programs** to display the list of applications available on your system.

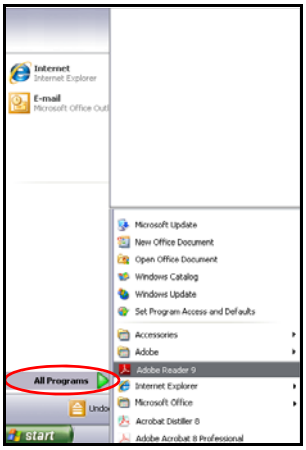


Figure 5: Application Menu

3 Select **Adobe Reader** from the list of applications. Adobe Reader opens.

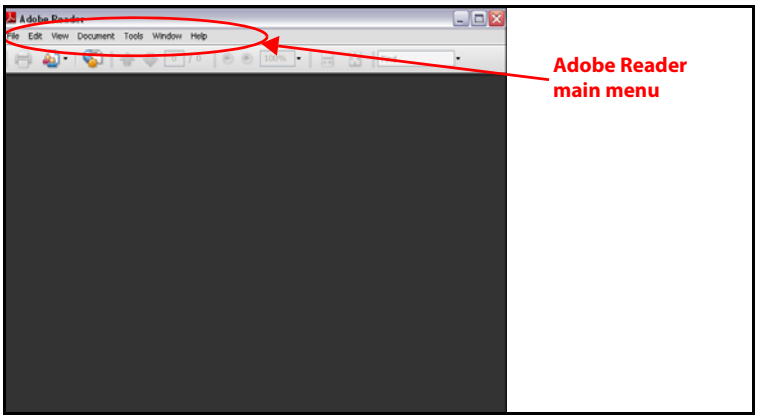


Figure 6: Adobe Reader

4 From the Adobe Reader main menu, located in the upper left corner of the application, click **Edit** to display the Edit menu.

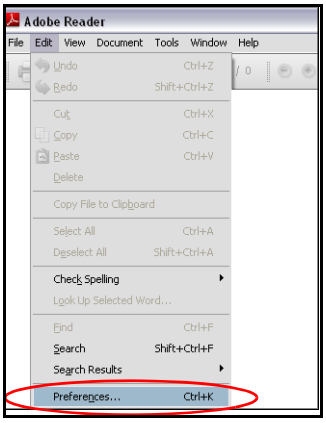


Figure 7: Edit Menu

5 From the Edit menu, click on **Preferences**. The *Preferences* dialog box displays (figure 8 on page 8).

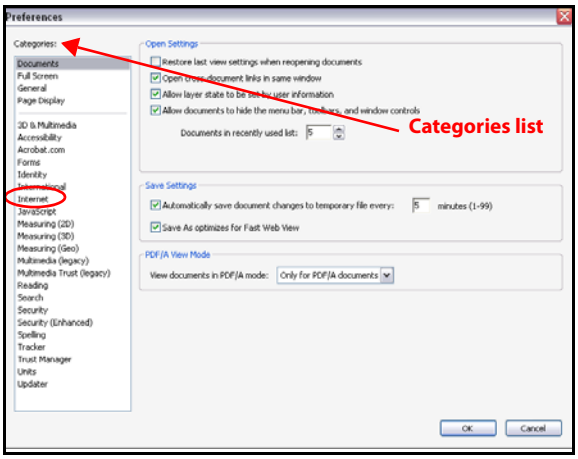


Figure 8: Preferences Dialog Box

6 From the Categories list, select **Internet**. The *Internet Preferences* dialog box displays.

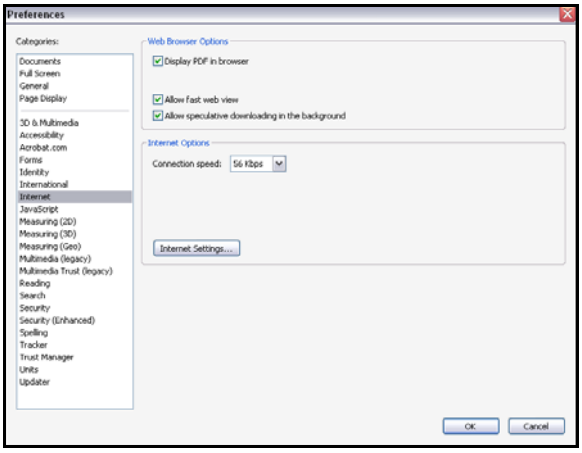


Figure 9: Internet Preferences Dialog Box

7 Deselect the **Display PDF in browser** checkbox and click the **OK** button. The changes are saved and the dialog box closes.

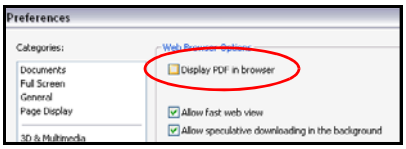


Figure 10: Display PDF in Browser checkbox

Microsoft Windows

9-1-1 NET is compatible with Windows 7.0 and 8.1.

Optimal Browser Settings

9-1-1 NET is designed for use with Google Chrome, Mozilla Firefox, and Internet Explorer (IE) 11.0. There are known compatibility issues with the 7.0 and 7.x versions of IE. If you are using an older version of IE, make sure you have the following settings configured within your browser:

1 Select the **Tools** button from the Internet Explorer toolbar to display the *Tools* menu and select the **Internet Options** button. The *Internet Options* dialog box displays.

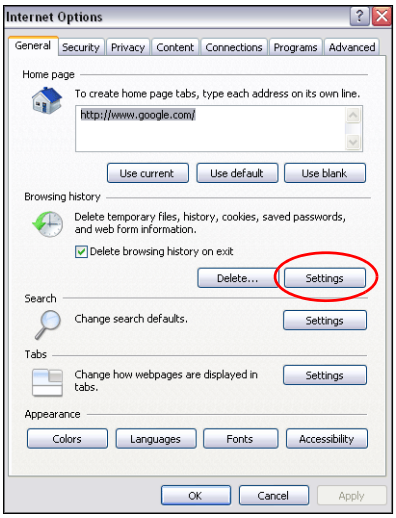


Figure 11: Internet Options Dialog Box

2 Under *Browsing History*, select the **Settings** button. The *Temporary Internet Files and History Settings* dialog box displays.

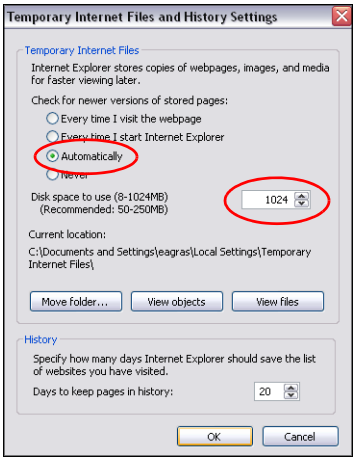


Figure 12: Temporary Internet Files and History Settings Dialog Box

3 Verify that the **Automatically** radio button is selected.

4 Verify that there is approximately 500 MB for the **Amount of disk space to use** setting. Use the up and down arrows to adjust the amount.

5 Click **OK**. The dialog box closes.

6 Click **OK** again in the *Internet Options* dialog box. The dialog box closes.

Configure Browser Mode and Document Mode

For users running IE 9.x, complete the following steps:

1 Select the **Tools** button from the browser menu to display the Tools menu.

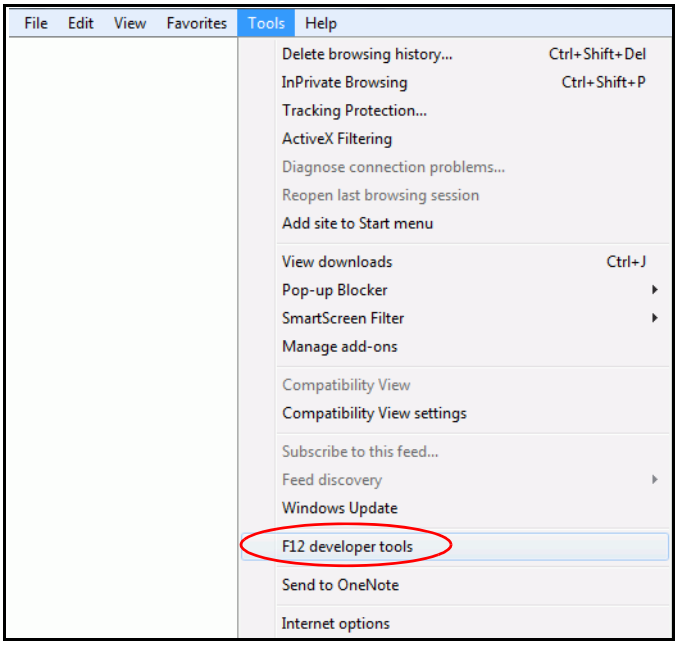


Figure 13: Tools Menu

2 Select the **F12 developer tools** option or press the **F12** button on your keyboard. The developer tools display at the bottom of the browser window.

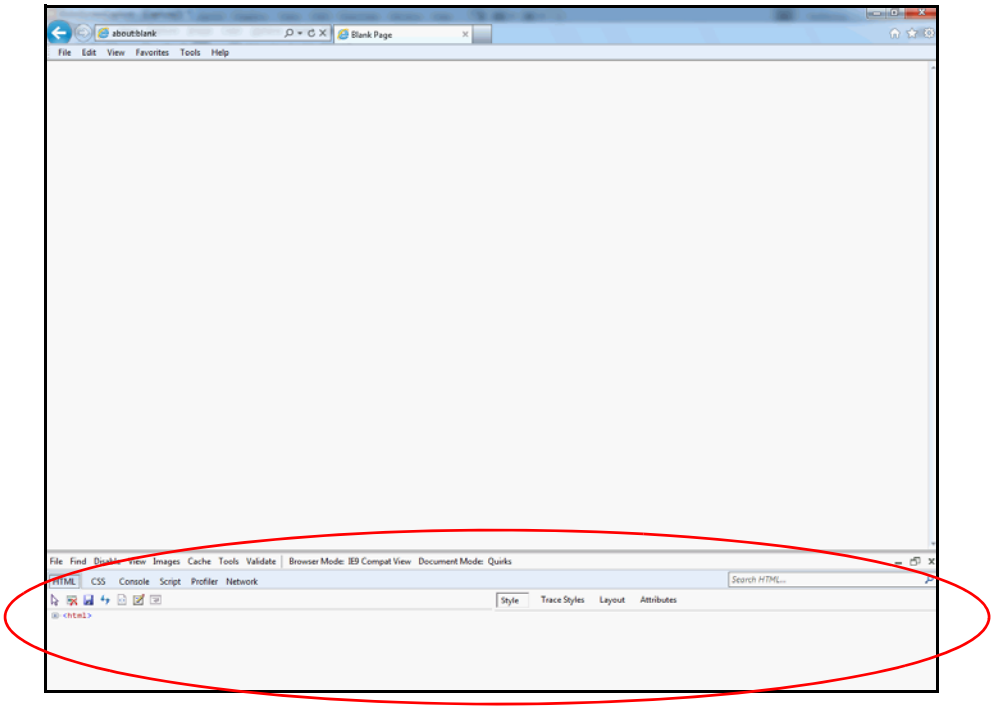


Figure 14: Developer Tools

3 Click the **Browser Mode** button and select **Internet Explorer 9**.

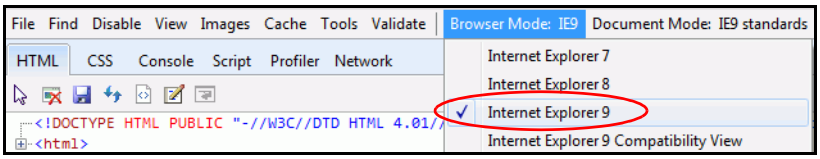


Figure 15: Browser Mode

4 Click the **Document Mode** button and select **IE9 Standards** or **Internet Explorer 9 Standards** or **Internet Explorer 9 Standard (Page default)**.

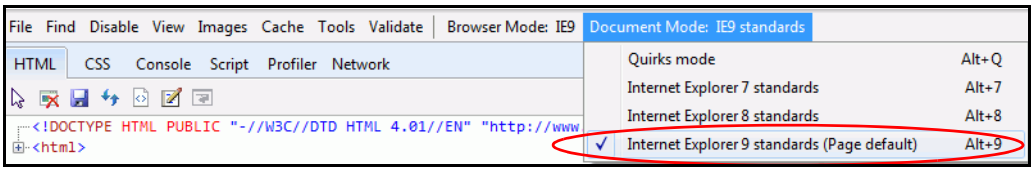


Figure 16: Document Mode

5 Click the **X** in the upper left corner or click **F12** to close the developer tools.

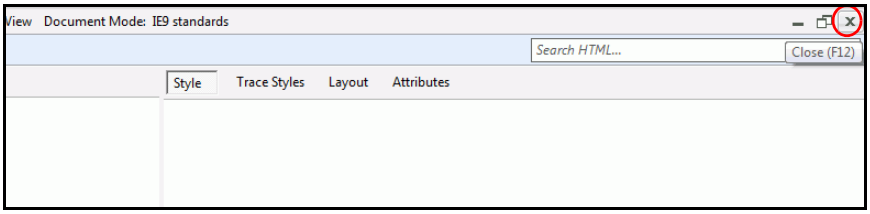


Figure 17: Close Developer Tools

6 Close IE and open a new session. You can verify that the settings have been updated correctly by clicking **F12**.

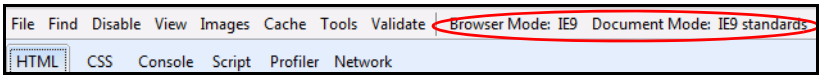


Figure 18: Verify Correct Settings

7 Click **F12** again to close.

Configure Compatibility View Settings

1 Select the **Tools** button from the browser menu to display the Tools menu.

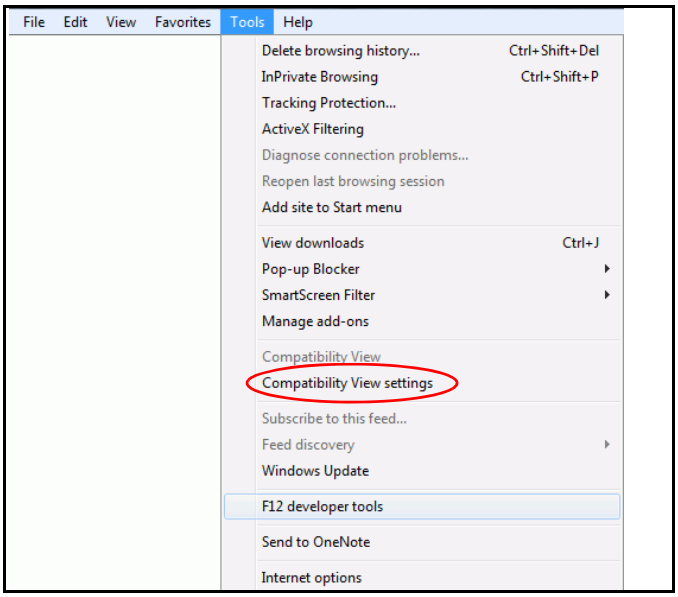


Figure 19: Tools Menu

2 Select the **Compatibility View settings** button to display the Compatibility View settings pop-up window.

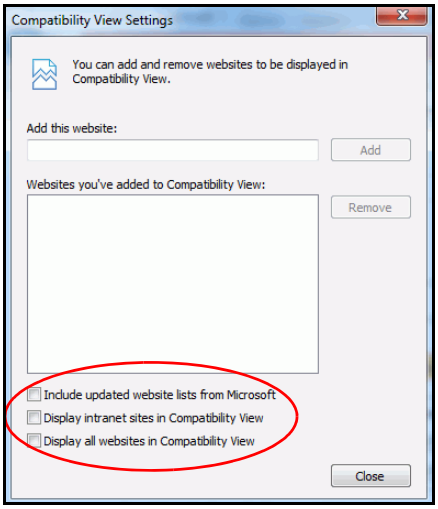


Figure 20: Compatibility View Settings

3 Uncheck all the checkboxes.

4 Click the **Close** button to close the pop-up window.

5 Close IE and open a new session.

"Do not save encrypted pages to disk"

The "Do not save encrypted pages to disk" setting within Internet Explorer may affect certain aspects of 9-1-1 NET functionality. If you are accessing 9-1-1 NET via https (e.g., https://www.9-1-1net.com), the export and print functions may not work as expected. If you are experiencing issues with either of these functions, complete the following steps:

1 Click the **Tools** tab from the browser menu and select **Internet Options** from the drop-down menu (figure 21 on page 15).

2 The Internet Options dialog box displays.

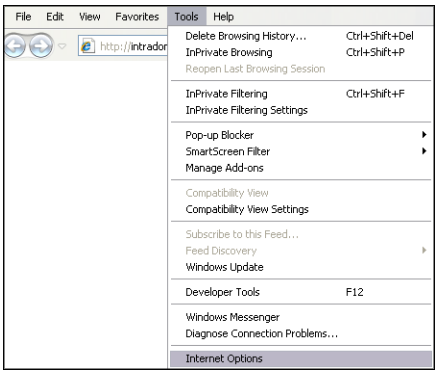


Figure 21: Internet Explorer Tools Menu

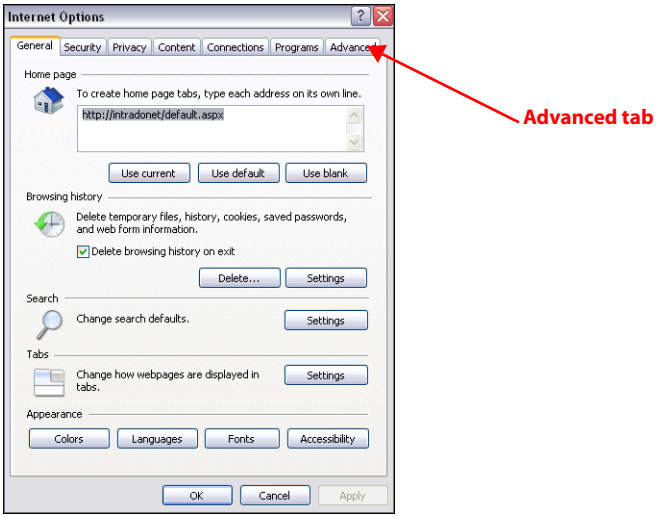


Figure 22: Internet Options Dialog Box

3 Select the **Advanced** tab. The Internet Options Advanced settings display.

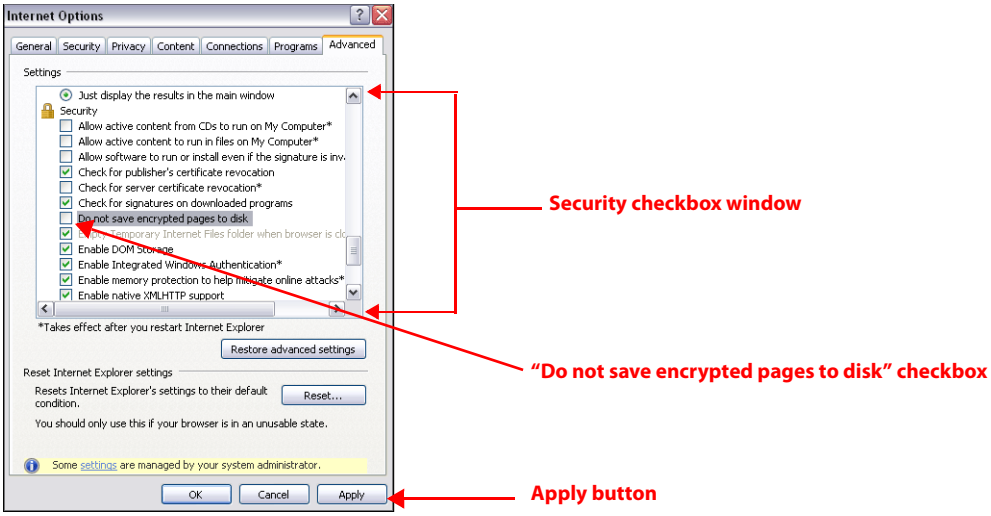


Figure 23: Internet Options Advanced Settings

4 Scroll down the Security checkbox window and deselect the `Do not save encrypted pages to disk` checkbox.

5 Click the **Apply** button.

6 Click the **OK** button to close the dialog box.

Cookies

Cookies must to be enabled to run 9-1-1 NET. To check if they're enabled:

1 Select the **Tools** button from the Internet Explorer toolbar to display the Tools menu and select the **Internet Options** button. The Internet Options dialog box displays.

2 Select the **Privacy** tab and click on the **Advanced** button. The Advanced Privacy Settings dialog box displays.

3 Make sure the `Override automatic cookie handling` checkbox is unchecked.

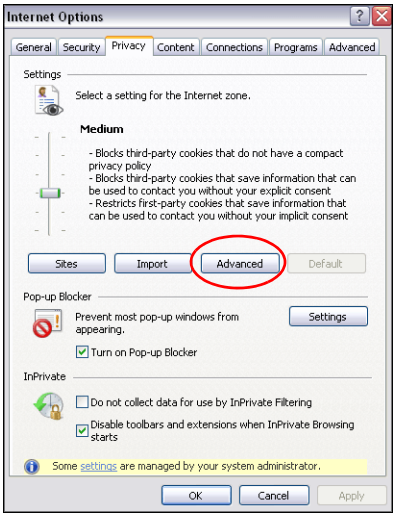


Figure 24: Internet Options Dialog Box Privacy Tab

Figure 25: Advanced Privacy Settings Dialog Box

Optimal Monitor Settings

9-1-1 NET is designed for a 1280 by 1024 screen resolution. To verify or modify your resolution:

1 Click the **Start** icon in the lower left corner of your screen. The *Start* menu displays.

2 Select **Control Panel**. The *Control Panel* window displays (figure 26 on page 18).

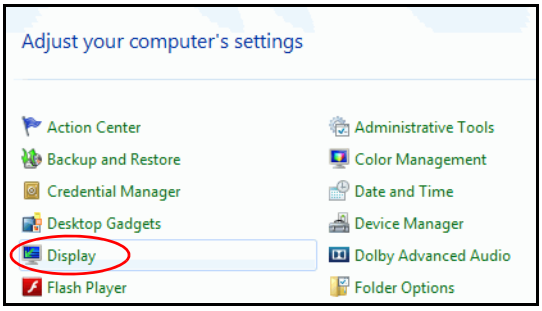


Figure 26: Control Panel

3 Select **Display** from the list of options. The *Display Settings* window opens.

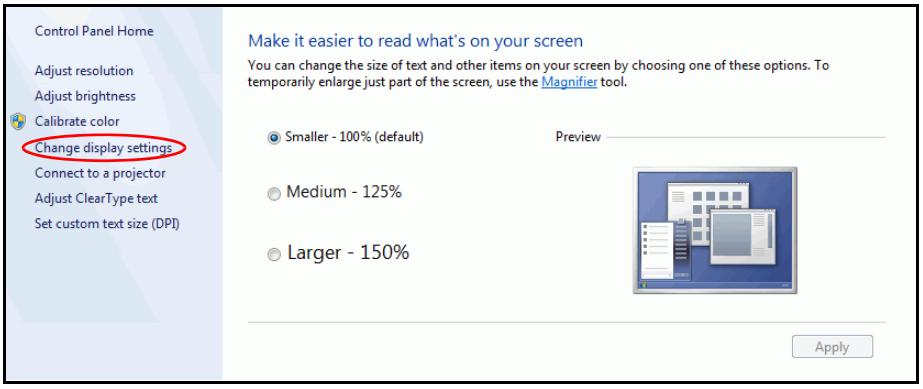


Figure 27: Display Settings

4 Select the **Change display settings** link from the menu.

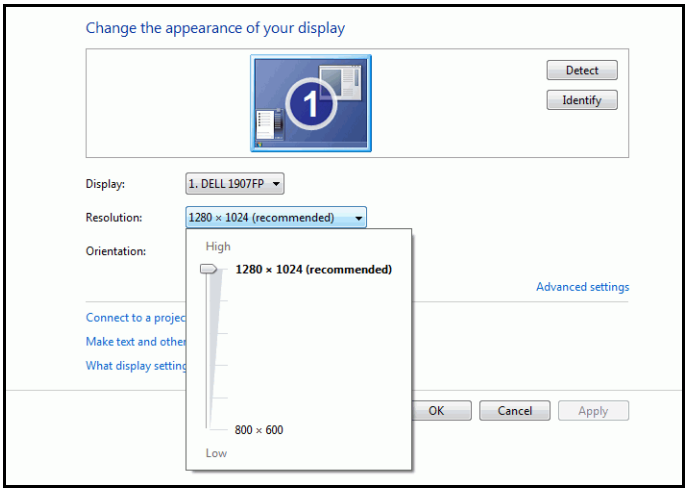


Figure 28: Change Display Settings

5 Click on the `Resolution` drop-down menu to change the setting to 1280x1024, if necessary.

6 Click the **OK** button to close the window. The *Display Settings* window displays again (figure 27 on page 18).

7 Click the red "X" in the upper right corner to close the window.

Database Errors

Under certain circumstances, you may encounter a database error and a subsequent error message. This can occur in any of the modules. When it occurs, do one of the following:

- Refresh the browser by selecting the **F5** key on your keyboard, pressing **Ctrl-R**, or clicking the refresh icon in your browser window. Refreshing your browser displays the 9-1-1 NET home screen.
- Perform another action in 9-1-1 NET by selecting a different menu option.

Figure 29: Sample Database Error Message in the TN Module

Figure 30: Sample Database Error in the Reports Module

Session Sharing

If you are accessing the same 9-1-1 NET modules in multiple tabs or windows during a single session, it may cause a data mismatch in the system. A warning message displays if this occurs.

Figure 31: Session Sharing Warning Message

To resolve the issue, refresh your browser by either clicking on the **Refresh** link or clicking **Ctrl-R** on your keyboard.

Connecting to 9-1-1 NET (Non-IUP Users)

1 Double-click your Internet Explorer browser icon from your desktop.

2 Go to the `Address` field in the browser window and enter the URL for 9-1-1 NET.

3 Press the **Enter** button. The Login screen displays.

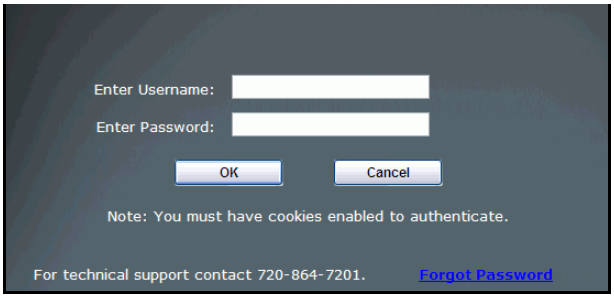


Figure 32: Login Screen

4 Enter your user name in the `Enter Username` field.

5 Enter your password in the `Enter Password` field.

6 Click the **OK** button.

7 If this is your first time logging into the system, the 9-1-1 NET License Agreement displays. Select the **I ACCEPT THE LICENSE AGREEMENT** button. The *9-1-1 NET Home* screen displays (figure 38 on page 23).

Connecting to 9-1-1 NET (IUP Users)

1 Open your browser and enter the IUP URL in the browser's address field. The *IUP Login* screen displays.

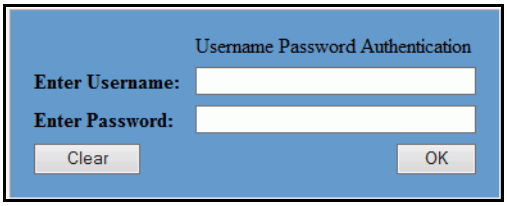


Figure 33: IUP Login

2 Enter your username in the `Enter Username` field and your password in the `Enter Password` field.

3 Click the **OK** button. For certain users, an additional screen displays asking you to enter your Entrust token sequence.

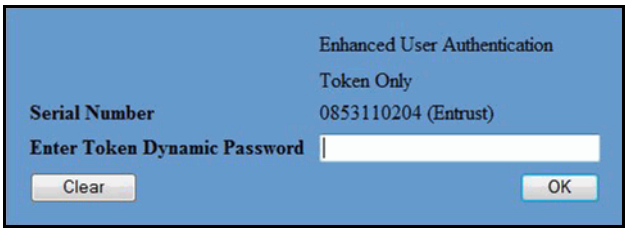


Figure 34: Enter Token Sequence

4 Press the button on your Entrust token long enough for all eight numbers to display.

5 Enter the numeric sequence in the `Enter Token Dynamic Password` field and select the **OK** button. A security banner displays.

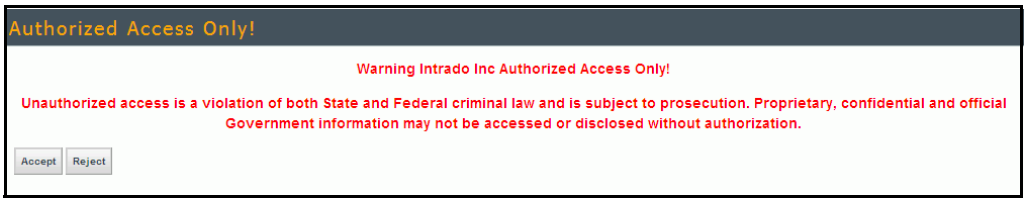


Figure 35: Security Banner

6 Click the **Accept** button. The *IUP Home* screen displays.

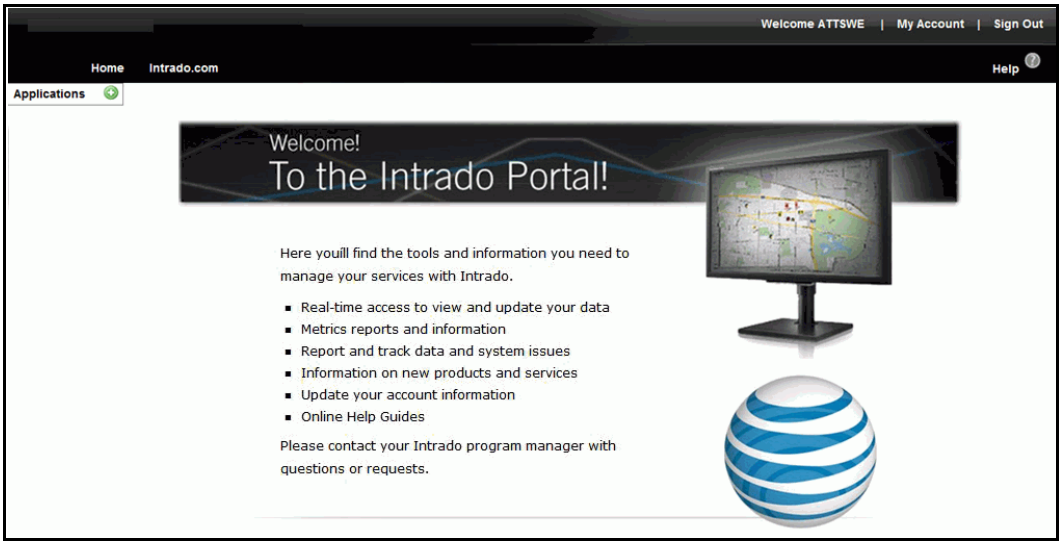


Figure 36: IUP Home

7 Click on the Applications **+** icon to display the menu of available applications.

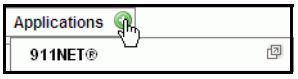


Figure 37: Applications Menu

8 Click on the **9-1-1 NET®** or **9-1-1 NET® App** link (how this displays depends on your configuration). If this is your first time accessing the system, the 9-1-1 NET License Agreement displays. Select the **I ACCEPT THE LICENSE AGREEMENT** button. The *9-1-1 NET Home* screen displays (figure 38 on page 23).

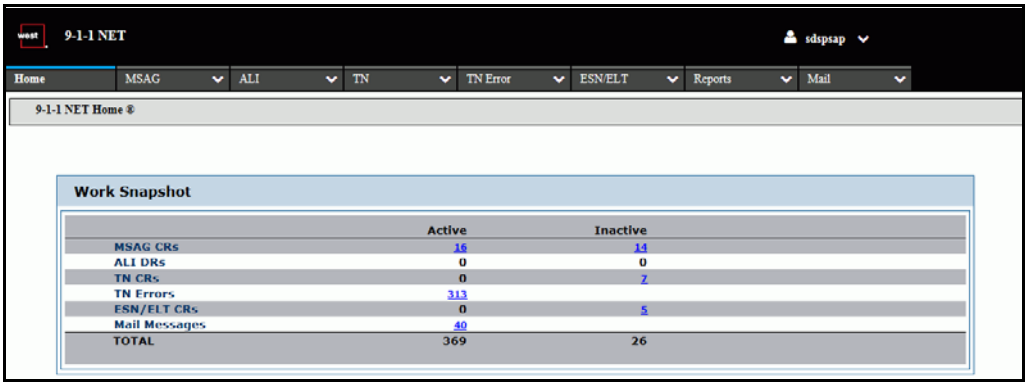


Figure 38: 9-1-1 NET Home

Switch User ID

From any screen within 9-1-1 NET, you can click your username in the upper right corner of the screen to display the user name menu (figure 39). If you have additional user IDs connected to the same Entrust token, you can switch to another ID by selecting another user ID from the menu.

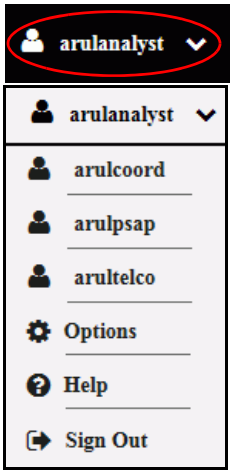


Figure 39: User Name Menu

Options

Clicking your user name in the upper right corner of the screen (figure 39) and selecting the **Options** link displays the *Options* pop-up screen (figure 40). This screen enables you to

specify a default state, default entity and county, the number of records per page to display on query results, main page layout, TN error view, and export format.

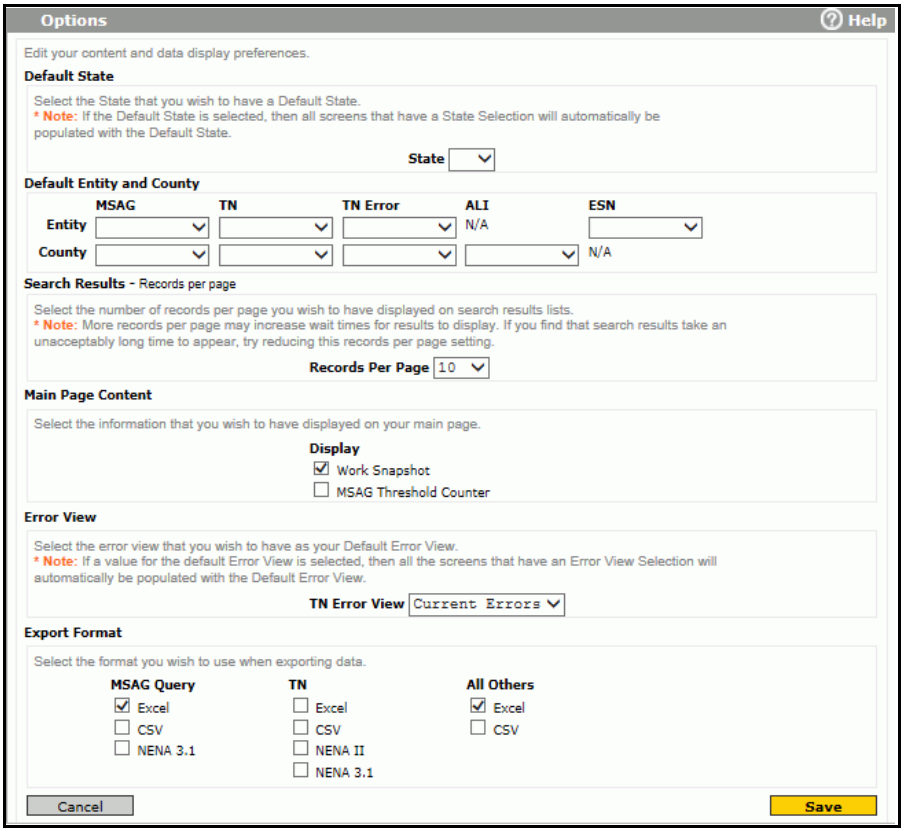


Figure 40: Options

Default State

If you are configured to access data from multiple states, you can designate one as your default. By specifying a default, state drop-down menus throughout the application automatically pre-populate with your choice. To specify a default state:

1 Click the **Options** link from any screen within 9-1-1 NET. The *Options* pop-up screen displays (figure 40).

2 Choose an option from the `State` drop-down menu.

NOTE Only the states for which you are configured display in the drop-down menu.

3 Click the **Save** button. A pop-up window displays confirming that your changes have been saved.

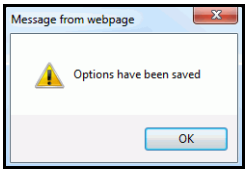


Figure 41: Options Saved Confirmation

4 Click the **OK** button. The *Options* screen closes.

Default Entity and County

To specify a default entity or county to populates those fields on related query screens:

1 Click the **Options** link from any screen within 9-1-1 NET. The *Options* pop-up screen displays (figure 40 on page 24).

2 Select an option from the `Entity` or `County` drop-down menus in the `MSAG`, `TN`, `TN Error`, `ALI`, and `ESN` columns.

NOTE Only `County` is available for `ALI` and only `Entity` is available for `ESN`.

3 Click the **Save** button. A pop-up window displays confirming that your changes have been saved (figure 41).

4 Click the **OK** button. The *Options* screen closes.

Search Results

To specify the number of results that display per page on the query results screens throughout the application:

1 Click the **Options** link from any screen within 9-1-1 NET. The *Options* pop-up screen displays (figure 40 on page 24).

2 Choose an option from the `Records Per Page` drop-down menu. Options include: 10, 20, 50, and 100.

3 Click the **Save** button. A pop-up window displays confirming that your changes have been saved (figure 41).

4 Click the **OK** button. The *Options* screen closes.

Main Page Content

To specify the information that displays on your home screen (figure 38 on page 23), including the Work Snapshot view and the MSAG Threshold Counter:

1 Click the **Options** link from any screen within 9-1-1 NET. The *Options* pop-up screen displays (figure 40 on page 24).

2 Click the `Work Snapshot` and/or `MSAG Threshold Counter` checkboxes.

3 Click the **Save** button. A pop-up window displays confirming that your changes have been saved (figure 41).

4 Click the **OK** button. The *Options* screen closes.

Error View

To specify a default TN error view:

1 Click the **Options** link from any screen within 9-1-1 NET. The *Options* pop-up screen displays (figure 40 on page 24).

2 Select an option from the `TN Error View` drop-down menu.

3 Click the **Save** button. A pop-up window displays confirming that your changes have been saved (figure 41).

4 Click the **OK** button. The *Options* screen closes.

Specify Export Format

To specify the export format, complete the following steps:

1 Click the **Options** link from any screen within 9-1-1 NET. The *Options* pop-up screen displays (figure 40 on page 24).

2 Select the checkbox to the left of the desired export format. For MSAG Query, options include Excel, CSV, and NENA 3.1. For TNs, options include Excel, CSV, NENA II, and NENA 3.1. For all other results in the system, the options include Excel and CSV.

3 Click the **Save** button. A pop-up window displays confirming that your changes have been saved (figure 41).

4 Click the **OK** button. The *Options* screen closes.

Help

Clicking your user name in the upper right corner of the screen (figure 37 on page 22) and selecting the **Help** link opens a PDF of this user guide.

Sign Out

Clicking your user name in the upper right corner of the screen (figure 37 on page 22) and selecting the **Sign Out** link logs you out of 9-1-1 NET and closes the browser window.

9-1-1 NET Main Menu

The main menu displays across the top of the screen within 9-1-1 NET and links to the various functions of the system.

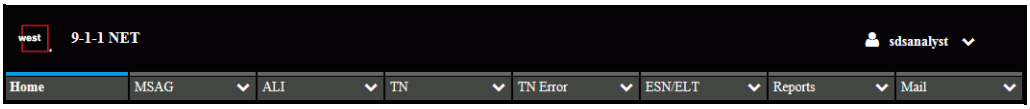
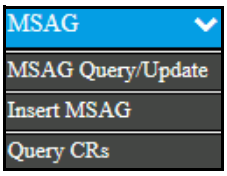


Figure 42: Main Menu

MSAG Menu

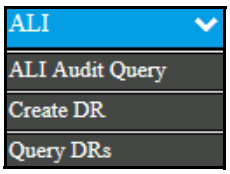


The MSAG (master street address guide) features of 9-1-1 NET enable you to access and update the MSAG database. This database contains an alphabetical list of street names, address ranges, postal communities, and ESNs for all addresses within a particular service area.

The MSAG menu includes:

- MSAG Query/Update - searches all records in the MSAG database to which you have access. MSAG records can be modified using the links on the *Query Results* screen toolbars.
- Insert MSAG - allows you to insert MSAG ranges for the area to which you have access.
- Query - searches for CRs. CRs can be updated or deleted from the *Query Results* screen.

ALI Menu

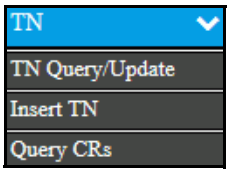


The ALI (Automatic Location Identification) features enable you to access ALI data and submit DRs (discrepancy reports). ALI records contains the name and address associated with a particular telephone number. DRs identify inaccurate data in these records.

The ALI menu include:

- ALI Audit Query - searches for ALI audit records.
- Create DR - adds a new ALI report to the system.
- Query DRs - searches for DRs, including active, inactive, and archived DRs. DRs can be updated or deleted from the *Query Results* screen.

TN Menu

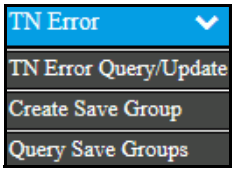


The TN (telephone number) features enable you to insert a new TN to the system, as well as search for and update TN records.

The TN menu includes:

- TN Query/Update - searches for TN records. TNs can be modified using the links on the *Query Results* screen toolbars.
- Insert TN - inserts a new TN.
- Query CRs - searches for TN CRs. CRs can be updated or deleted from the *Query Results* screen.

TN Error Menu

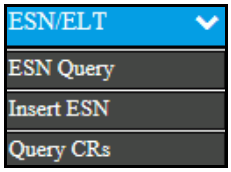


The TN Error features enable you to search for and update TN error records.

The TN Error menu includes:

- TN Error Query/Update - searches for TN error records. CRs can be created from TN errors that display on the *Query Results* screen.
- Create Save Group - enables you to create a Save Group.
- Query Save Groups - displays the *Save Groups Summary* screen. From this screen, Save Groups can be viewed, updated, deleted, printed, or exported.

ESN Query Menu

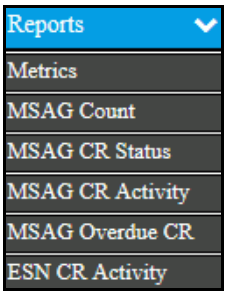


The ESN features enable you to query and update the ESN records in the system.

The ESN menu include:

- ESN Query - searches for the ESN records. CRs can be created from ESN records that display on the *Query Results* screen.
- Insert ESN - inserts a new ESN.
- Query CRs - searches for ESN CRs, including active, inactive, and archived CRs. CRs can be updated or deleted from the *Query Results* screen.

Reports Menu

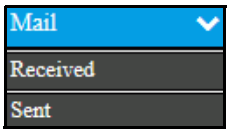


The Reports features enables you to see statistical and metric data for records in the system.

The Reports menu includes:

- Metrics
- Clear View
- MSAG Count
- MSAG CR Status
- MSAG CR Activity
- MSAG Overdue CRs
- ESN CR Activity (analyst users only)

Mail Menu



The Mail feature enables you to read and send emails to other 9-1-1 NET users.

The Mail menu includes:

- Received - contains the messages that have been sent to you.
- Sent - contains the messages you have sent to others.

Expand and Collapse

Throughout 9-1-1 NET, screens display a header bar with an arrow icon. Clicking the bar or arrow icon expands or collapses the section.

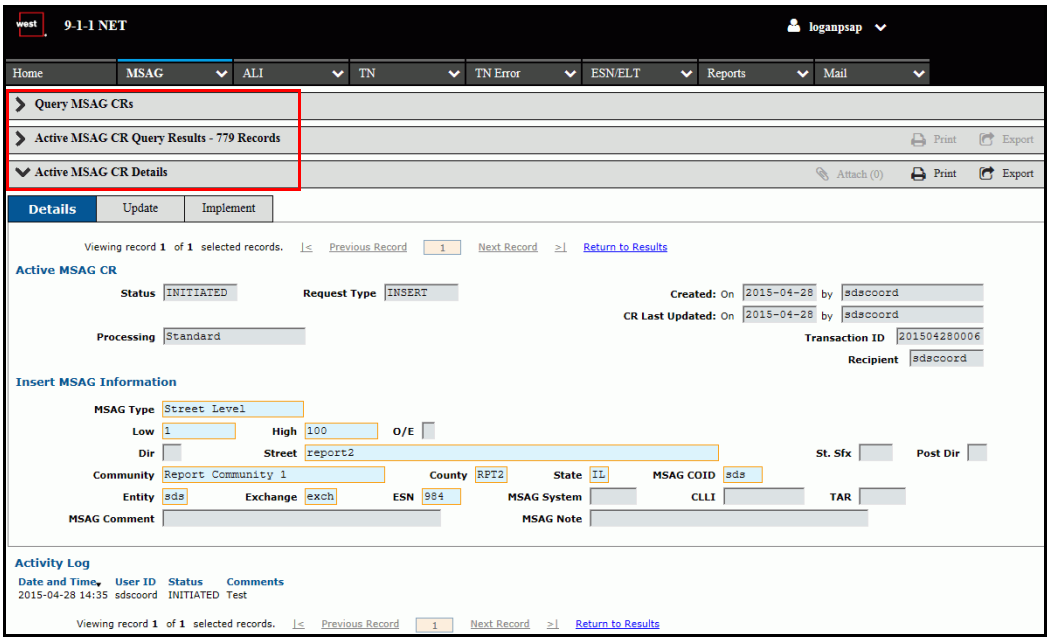


Figure 43: Expand and Collapse Header Bars and Icons

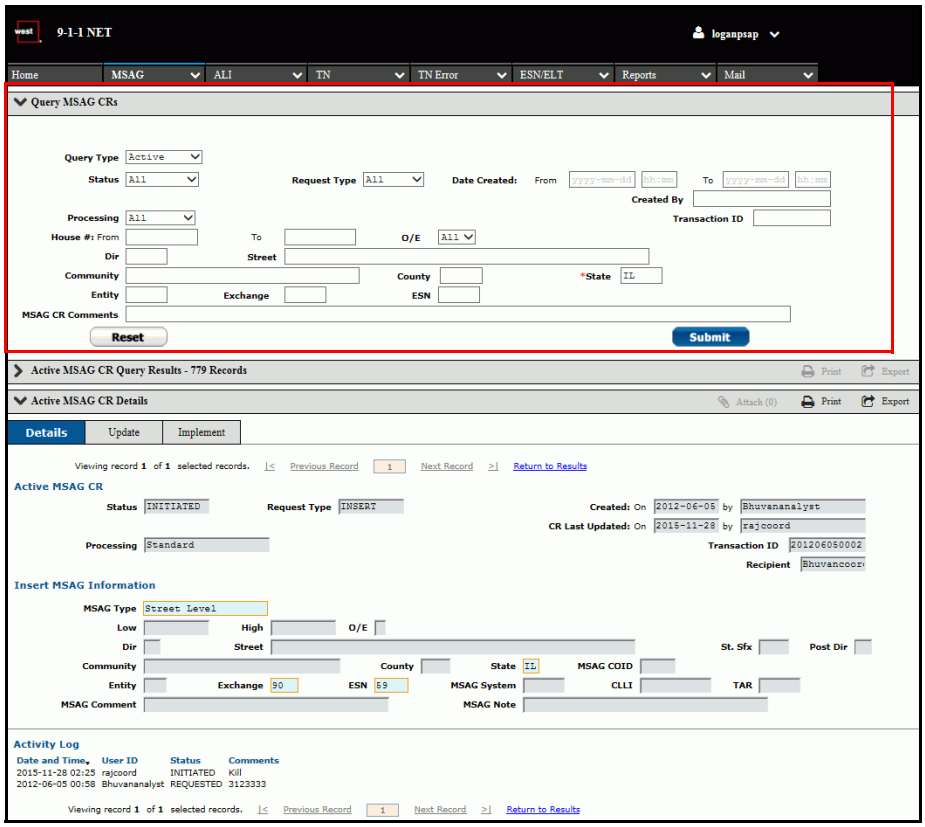


Figure 44: Expanding a Section

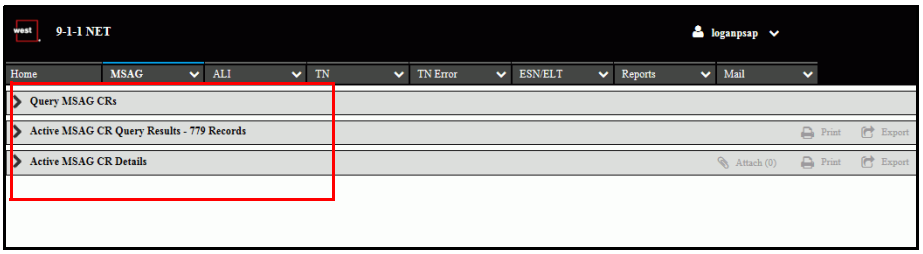


Figure 45: Collapsing a Section

Print

Users can open a print-friendly PDF file of query results or record detail information when the **Print** icon displays in the expand/collapse header bar. The **Print** icon is enabled when the header bar is expanded and disabled when the header bar is collapsed.

Figure 46: Print Icon

To print using this option:

1 Select the **Print** icon. The print dialog box displays.

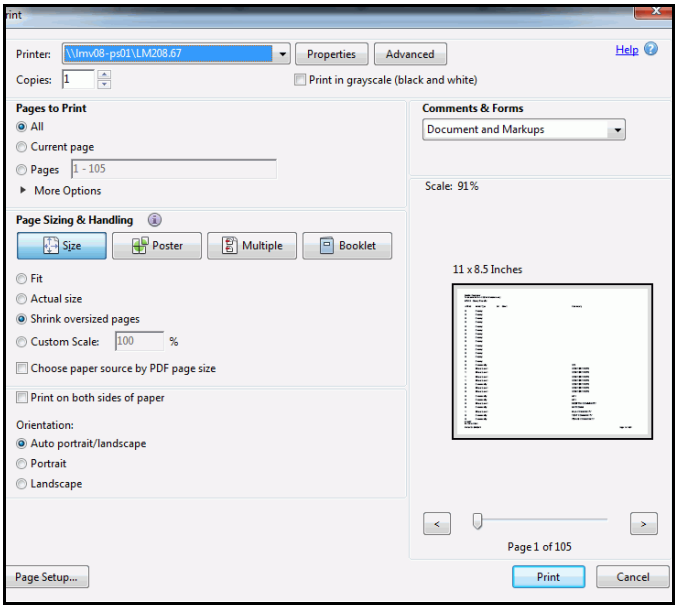


Figure 47: Print Dialog Box

2 Modify the settings, if needed.

3 Click the **Print** button.

Export

Users c an export query results or record detail information when the **Export** icon displays in the expand/collapse header bar. The **Export** icon is enabled when the header bar is expanded and disabled when the header bar is collapsed

Figure 48: Export Link and Icon

You can open or save query results or record details in CSV, Excel, NENA II (TN only), or NENA 3.1 (MSAG and TN only) format, depending on the option chosen on the *Options* dialog box. Additionally, up to 25,000 TSS records may be exported to a single spreadsheet if you have the appropriate permissions (this is not applicable to CRs or DRs).

To export:

1 Select the **Export** icon. A dialog box displays at the bottom of your browser window.

Figure 49: Export Bar Dialog Box

A Select the **Open** button to open the data in a separate window using your default spreadsheet application.

B Select the **Save** button to download the file to your default download folder with the default file name. Once the file is downloaded, you can open it with your default spreadsheet application by selecting the **Open** button. To specify a different application for opening the file, select the **Open with** option and choose an application from the dialog box.

Figure 50: Open File After Downloading

C Select the save down arrow to display the save options. Clicking **Save as** opens a dialog box that enables you to specify a different file name and location for saving (figure 52 on page 34). Clicking **Save and open** downloads the file to your default download folder and opens the file in your default spreadsheet application.

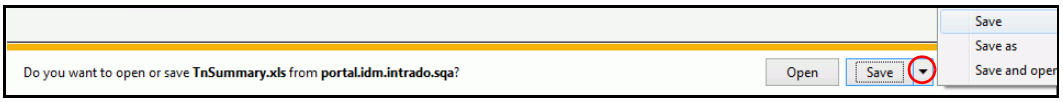


Figure 51: Save Menu

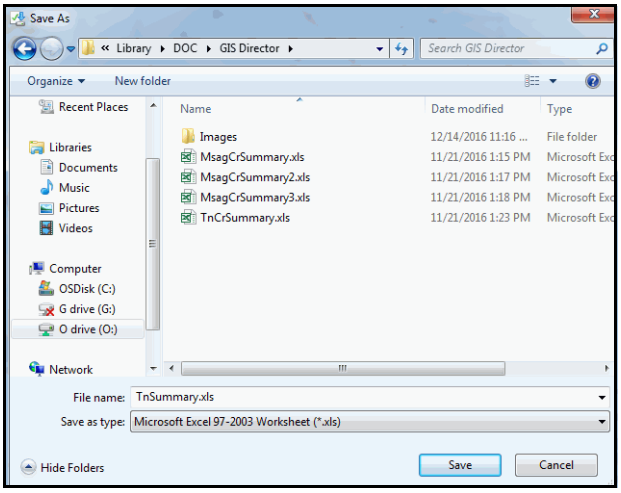


Figure 52: Save As Dialog Box

NOTE To choose the export format follow the instructions in "Specify Export Format" on page 26.

Special Characters

Most keyboard-typed characters are supported by 9-1-1 NET in the `Comments` fields; however, the following characters are altered:

- An extended dash –- displays as two dashes - -
- A bullet displays as an asterisk *
- An ellipsis … displays as three periods. . .

Wildcard, Logical, and Comprehensive Search

A wildcard is a character that can be used as a substitute for another character or class of characters in a query in order to increase search flexibility. 9-1-1 NET supports the use of wildcard characters for users with the appropriate permissions for logical and comprehensive searching for the following query types:

- MSAG Query
- MSAG CR Query
- ALI DR Query
- TN Query
  - Standard

  - Special
  - R-Record
- TN Error Query

Not all fields accept wildcards and multiple different wildcards in a single search string are not accepted, although %, ?, *, and | may be used in a search string more than once. Refer to table 1 for a list of the available characters and a description of their function.

Table 1: Wildcard Characters

Wildcard Symbol	Description	Example	Output Varchar Fields	Output Numeric Fields
* (Asterisk)	Retrieves zero or more	■ a*b ■ ab *t	■ ab,aab,abb,abcb,.. ■ ab st,ab at,ab street...	N/A
% (Percentage)	Retrieves one or more	■ a%b ■ a %b	■ aab,abb,abcb... Record ab should not be retrieved ■ a abb,a ab,a stb... Record a b should not be retrieved	N/A
? (Question mark)	Missing Character	■ s?t ■ s??t ■ s???t	■ stt,s t,sat,s1t,... ■ sttt ■ stttt	N/A
< (Less than)	Retrieves records which are less than the given value (including blank records)	Varchar: ■ <B ■ <ast Numeric ■ <30	■ Blank records, starting with special characters (&$@#!), ab, ac, abbc ■ Blank records, a st... Null records not retrieved	Retrieves records having value less than 30 (e.g., 21,1,20)
> (Greater than)	Retrieves records which are greater than the given value	Varchar: ■ >B ■ >ast Numeric ■ >30	■ ba, bb, bc, bdd, ca, data... Cannot start with special characters (e.g., -&$@#!) ■ astreet, b, ba...	Retrieves records having value greater than 30 (e.g., 400, 31)

Table 1: Wildcard Characters (Continued)

Wildcard Symbol	Description	Example	Output Varchar Fields	Output Numeric Fields
- (Hyphen) : (Colon) .. (Dot dot)	Varchar field: Exact Match Numeric field: Used for Between search	Varchar: ■ a:b ■ a--b ■ a..b Numeric: ■ 211-2000 ■ 211:2000 ■ 211..2000	Exact match: ■ a:b ■ a--b ■ a..b Partial search: ■ a:babb... ■ a--b street... ■ a..b st, a..b stre...	1000,2000,215,211...
= (Equal to)	Varchar field: Retrieves blank and null records Numeric field: Exact match	Varchar: ■ =ab Numeric: ■ =100	Blank and null records display when user queries for = in the varchar field	Records having a value of 100 only retrieved
! or <> (Not equal to)	Retrieves records other than the given criteria	Varchar: ■ !100 st ■ <>200 str Numeric: ■ !100 ■ <>2	■ 200, 1, 3 st, abb, blank records (other than 100 st) ■ 100, 101 st, 200, street, blank records (other than 200 str)	■ Records other than 100 (e.g., 1, 2,101) ■ Records other than 2 (e.g., 3,1, 22, 222)
Pipe (|)	Retrieves records	Varchar: ■ abb|bb|cc Numeric: ■ 1|2|3	Retrieves records having the exact values of abb or bb or cc only	Retrieves records having values 1 or 2 or 3 only
Combination wild card	More than one wild card is allowed only for *, %, ?	Varchar: ■ J?HN%TOWN*	Retrieves records having JOHNSTOWN, J2HNMTOWN street…	N/A
Combination wild card - Error	Consecutive search is not allowed	Varchar ■ a?%* Numeric ■ 2>3-<	Error message displays	Error message displays

Table 2: Additional Wildcard Conditions

Condition	Description	Input	Output
Single wildcard	If search criteria is either *, % or =	*	Retrieves zero or more
		%	Retrieves one or more
		=	Retrieves blank and null records irrespective of varchar or numeric
Single wildcard error	If search criteria is any of other wildcard symbols	?	Error message displays
		:/../-	
		|	
		<	
		>	
		!/<>	

Chapter 2
Data Flow Between Users

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Overview

The hierarchal system in 9-1-1 NET creates an ordered structure for processing MSAG Change Requests (CRs), ALI discrepancy reports (DRs), TN CRs, TN Error CRs, and ESN CRs. This structure secures the levels of data transfer from the PSAP, MSAG coordinator, and data analyst to assure that the information being added to the MSAG and TN databases is as accurate as possible.

The diagram below shows the flow of information between users. This chapter illustrates the data flow between users with MSAG CRs only.

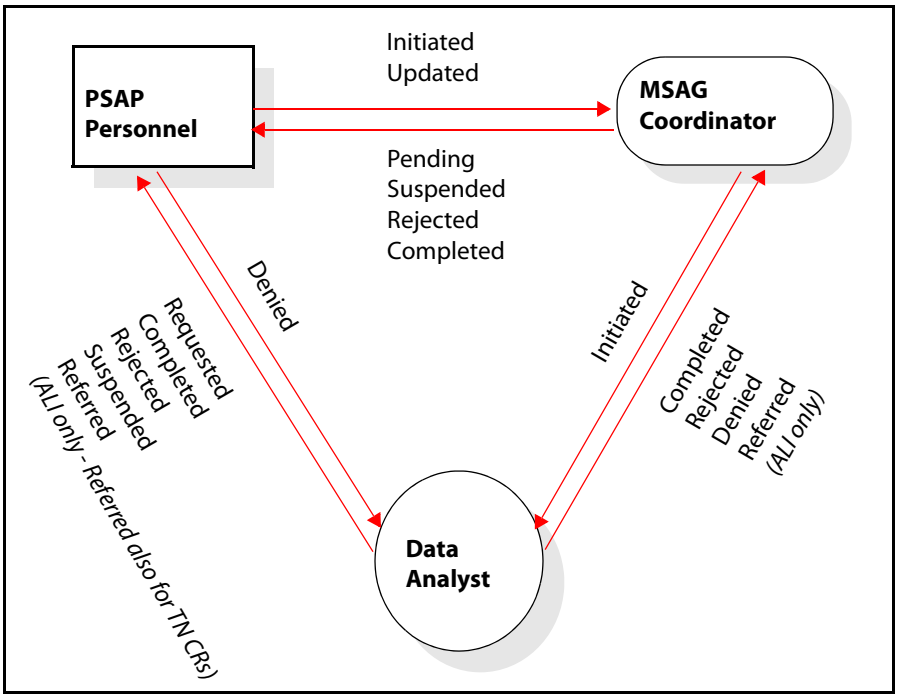

Figure 53: Hierarchical Approval Data Flowchart

MSAG Change Request Statuses

Refer to table 3 on page 46 and table 4 on page 114 for definitions of the MSAG Change Request (CR) statuses.

PSAP Managers

A PSAP manager in a hierarchal system submits CRs or ALI discrepancy reports (DRs) to the MSAG coordinator to review. The PSAP manager also updates suspended requests, deletes initiated requests, and archives completed and rejected requests after they have been approved by the MSAG coordinator. The PSAP manager can initiate or deny a Requested change request submitted by the analyst, but this is the *only* instance the flow of data goes from the analyst to the PSAP manager for approval.

MSAG Change Requests

MSAG errors must be submitted to data analysts in the form of CRs. In a hierarchical system for processing CRs, these requests must be approved by the involved MSAG coordinator(s).

Updating Suspended Requests

PSAP managers must update all CRs assigned a Suspended status by data analysts, or MSAG coordinators. Updating a request that has a Suspended status involves the use of the `Comments` field. The `Comments` field for suspended requests has two sections if the request was previously updated with text/data typed in the `Comments` field. The first section is read-only; the second is editable. If no text/data was typed in the `Comments` field during a previous update, then only the editable field displays.

Editable Comments

The editable section contains a scrollable field where new comment text may be entered by the user who is viewing the request. Up to 1000 characters are allowed.

Deleting Initiated Requests

Any request that has an Initiated status can be deleted by the PSAP manager or coordinator who submitted it. A request should be deleted (deleted requests are archived) only because the request is incorrect or unnecessary. Deleting the request prevents it from being submitted and processed by a data analyst or an MSAG coordinator. Requests that are entirely processed by a data analyst or an MSAG coordinator cannot be deleted. This type of request, which has either a completed or rejected status, can only be archived (refer to "Archiving Completed and Rejected Requests" on page 42). Requests that are partially

processed by a data analyst or an MSAG coordinator cannot be deleted or archived. This type of request has the status updated, suspended, approved, or pending.

IMPORTANT Data analysts and MSAG coordinators cannot delete submitted CRs. Therefore, it is the responsibility of PSAP managers to delete any incorrect CRs that they have submitted

Archiving Completed and Rejected Requests

PSAP managers must archive all CRs that are assigned a completed or rejected status by data analysts and MSAG coordinators. Archiving a request removes it from the request queue. Archiving does not physically remove requests from the system (as with deletes).

In a hierarchical system, the PSAP manager cannot archive a request until it is authorized for archiving by the involved MSAG coordinator (refer to "Authorization Processing" on page 46).

MSAG Archiving

In a hierarchical system, analyst-processed requests must be approved by the involved MSAG coordinator(s) before archiving can occur by the PSAP manager.

IMPORTANT Only analysts have the authority to archive Denied requests. Analysts and MSAG coordinators cannot archive processed CRs. Therefore, it is the responsibility of PSAP managers to archive all processed CRs.

MSAG Coordinators

An MSAG coordinator reviews CRs submitted by PSAP managers. Once approved, the MSAG coordinator routes the request to the data analyst. Also, under this system, an MSAG coordinator must authorize all analyst-processed requests before they can be archived by the submitting PSAP managers. 9-1-1 NET allows for hierarchical MSAG and ALI processing.

In a hierarchical system, each newly-submitted request that is displayed in the request queue must be processed by the involved MSAG coordinator before a data analyst can process it.

Active and Inactive Request Statuses

1 Select the **Query CRs** link from the MSAG menu. The *Query MSAG CRs* screen displays.

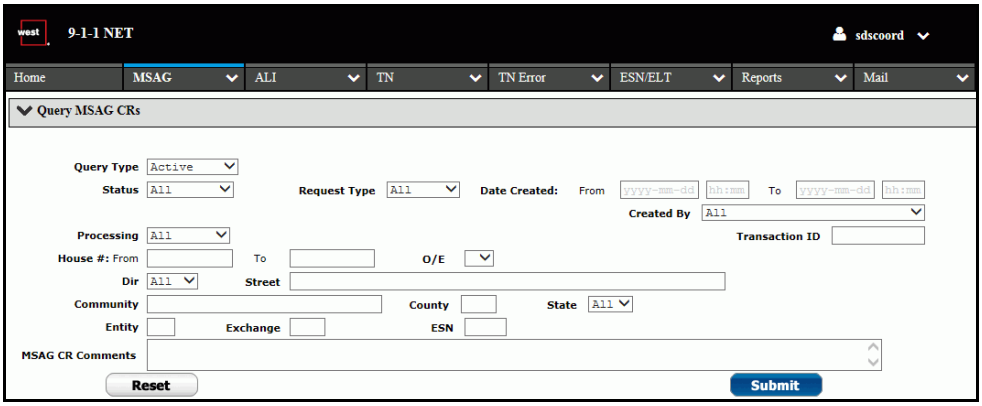

Figure 54: Query MSAG CRs

2 Choose `Active`, `Inactive`, or `All` from the `Query Type` drop-down menu.

3 Enter data in the remaining search fields. See the "Glossary" on page 367 for field descriptions.

4 Click the **Submit** button. The *Query Results* screen displays.

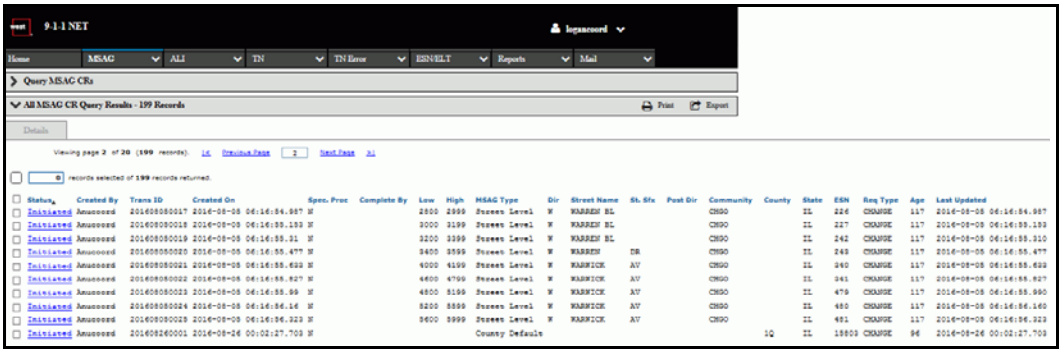

Figure 55: MSAG CR Query Results (MSAG Coordinators)

Query Results

This screen allows an MSAG coordinator to review all of the active or inactive CRs currently submitted by associated PSAP managers to be processed by a data analyst. These submitted requests are those that are not yet deleted or archived by the submitting PSAP managers (refer to "Deleting Initiated Requests" on page 41, and "Archiving Completed and Rejected Requests" on page 42 respectively).

Requests display in bold if they require processing by the MSAG coordinator. Requests display in black or gray if they currently do not require a processing function to be performed. If no requests currently exist, the system displays a corresponding message.

Archive Inactive Requests

1 From the *CR Query Results* screen, select the record to archive.

NOTE If the **Archive** button does not become active when the checkbox associated with the inactive request is selected, you do not have permission to archive the request.

2 Click the **Archive** button. A confirmation message displays.

Process Requests

MSAG coordinators must process all CRs submitted in their hierarchical systems. A request is either processed by a data analyst or returned to the submitting PSAP manager for various reasons (described below). MSAG coordinators perform two types of processing: approval and authorization.

Approval Processing

Approval processing occurs before a submitted MSAG Change Request is completely processed by a data analyst. Approval processing submits a request to be processed by a data analyst.

To approve an MSAG CR for processing, complete the following steps:

1 Select the **Query CRs** link from the MSAG menu. The *Query MSAG CRs* screen displays.

2 Choose `Active` from the `Query Type` drop-down menu.

3 Enter data in the remaining search fields. See the Glossary on page 367 for field descriptions.

4 Click the **Submit** button. The *Query Results* screen displays.

5 Select the checkbox to the left of the CR that you wish to approve for processing. The *Update Active MSAG CR* screen displays.

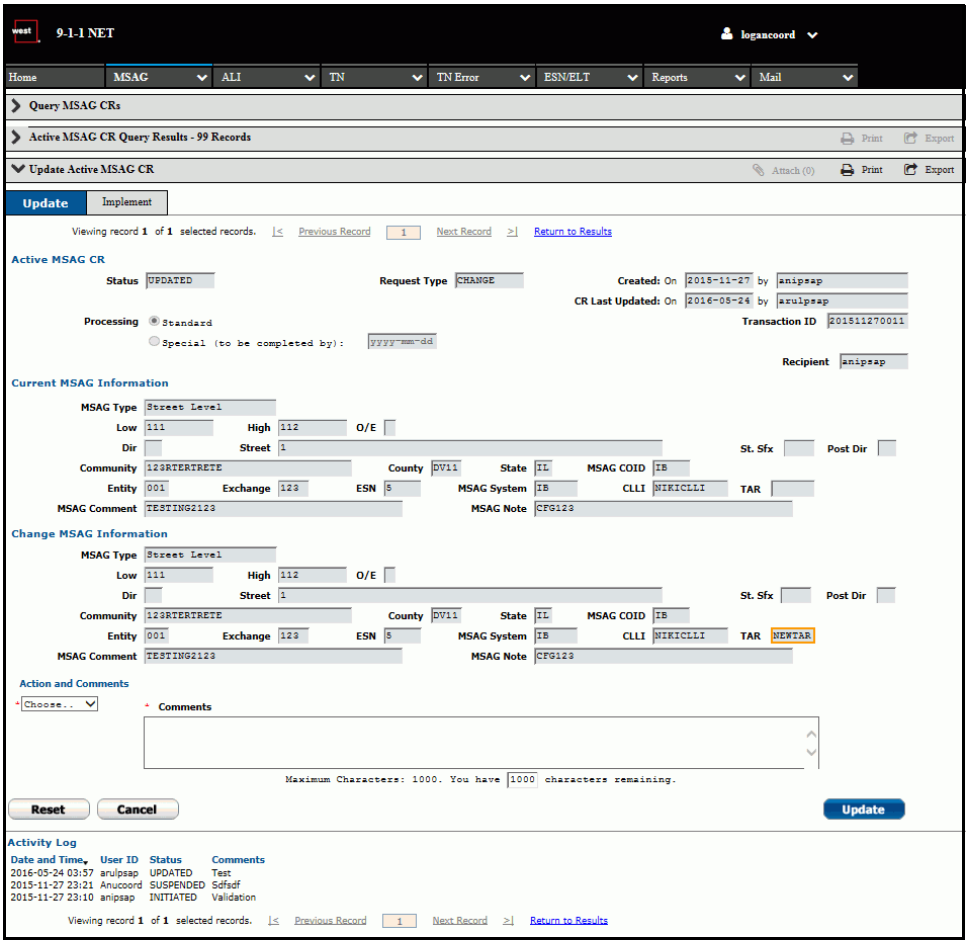

Figure 56: Update Active MSAG CR - Street-Level Record (MSAG Coordinators)

6 Choose a status from the `Select Action` drop-down menu located at the bottom of the screen. Options include:

- Approved
- Pending
- Suspended
- Rejected

Refer to table 3 on page 46 for descriptions.

7 Enter any applicable information in the `Comments` text field if the request is to be assigned a Suspended or Rejected status. Up to 1000 characters are allowed.

8 Click the **Update** button. A confirmation message displays.

Figure 57: Update Confirmation

Table 3: MSAG CR Status Assignments

Status	Description
Approved	Assign this status if the request is valid and correct.
Suspended	Assign this status if the request is valid, but also incorrect in some way with the data that exists in the system. The request requires additional information from the submitting PSAP manager. The MSAG coordinator must type in the `Comments` field of the request text indicating both the reason for the suspension and the additional information required from the PSAP manager.
Rejected	Assign this status if the request is invalid and not necessary. The request, therefore, should not be processed by a data analyst. The MSAG coordinator must type in the `Comments` field of the request text indicating the reason for the rejection.
Pending	Assign this status while investigating whether the request is valid or invalid, and whether it is requiring additional information.

Authorization Processing

Authorization processing occurs after a submitted CR is processed by a data analyst. This type of processing occurs only for requests that have an analyst-assigned completed status. Authorization processing allows a request to be archived by the submitting PSAP manager.

Submitting PSAP managers can archive requests that have a coordinator-assigned completed status. Submitting PSAP managers cannot archive requests that have an analyst-assigned completed status.

Chapter 3
MSAG

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Overview

The Master Street Address Guide (MSAG) is a critical element in the enhanced 9-1-1 (E9-1-1) system that establishes routing and emergency services boundaries. The MSAG is a computer database that contains an alphabetical list of street names, address ranges, communities, and emergency service numbers (ESN) for all addresses within a particular service area. Each range of house numbers on a street within a predefined jurisdiction is assigned an ESN. Telephone number records contain the actual service address that is used by the MSAG for validation and appropriate ESN assignment. The MSAG information must agree with telephone company customer records and service order systems. The database is used to cross-reference an incoming E9-1-1 call and provide dispatchers with the correct response information for police, fire, and emergency medical services to ensure proper routing of a 9-1-1 call.

IMPORTANT 9-1-1 NET is a configurable application. The features to which you have access depend on your user profile and specific configuration. The following section describes all the features available in the system. You may not have access to all the features described.

NOTE See the Glossary on page 367 for MSAG field descriptions.

MSAG Query

MSAG records are stored in a database management system that maintains data for all streets in a 9-1-1 service area. The primary functions of the MSAG database are to validate subscriber addresses and assign an ESN to each customer phone number record. The MSAG Query function is a comprehensive search utility designed to locate specific records in the MSAG database based on criteria entered by the user. The MSAG Query searches for all records in the database to which the user has access.

1 Select the **MSAG Query/Update** link from the MSAG menu. The *MSAG Query* screen displays.

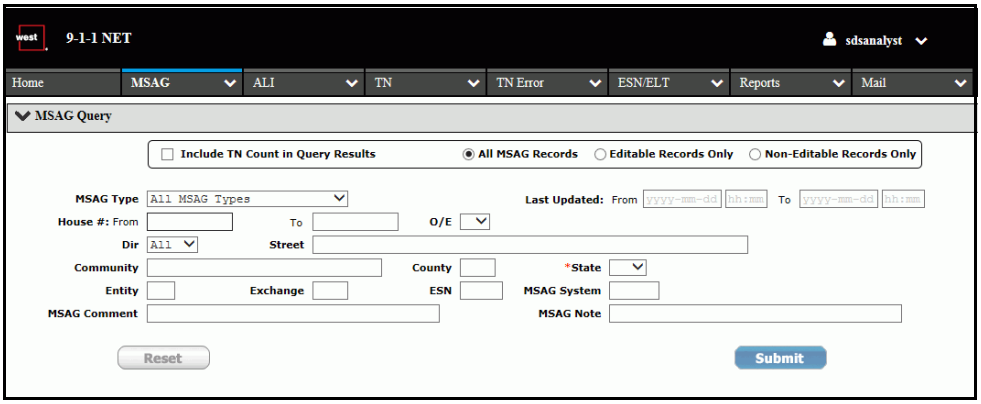

Figure 58: MSAG Query - All MSAG Types, Street-Level Records, and geoMSAG Records

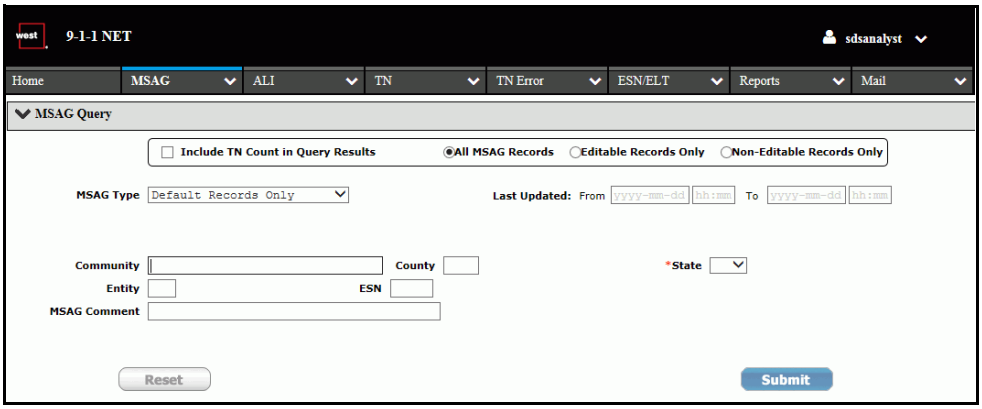

Figure 59: MSAG Query - Default Records

2 Select the `Include TN Count in Query Results` checkbox if you wish to see the number of TNs associated with each record.

3 Choose a radio button option for either `All MSAG Records`, `Editable Records Only`, or `Non-Editable Records Only`.

4 Select an `MSAG Type` from the drop-down menu, if applicable. Depending on your user configuration, the options may include:

- All MSAG Types
- Street Level Records Only
- Default Records Only

OR

- All MSAG Types
- Street Level Records Only

- geoMSAG Only

NOTE If you select `Default Records Only`, the `House #` (from and to), `Street`, `Exchange`, and `MSAG Note` fields do not display.

5 Enter data in the available search fields. `State` and at least one other field are required.

NOTE Partial matches occur for street and community. For example, entering **`M`** in the `Street` field returns all streets beginning with the letter "M." Entering the "~" symbol as a prefix in the `House # To` and `From` fields enables partial searches for house number ranges. All other fields require an exact match. If you have wildcard permissions, refer to "Wildcard Searches" for a description of the screen changes and "Wildcard, Logical, and Comprehensive Search" on page 34 for a description of the available wildcard characters and their usage.

6 Select the **Submit** button. The *Query Results* screen displays (figure 62 on page 52) if there is more than one search result. If there is only one result, the *Update MSAG* screen displays (figure 109 on page 91 or figure 111 on page 92).

Wildcard Searches

If you have wildcard permissions enabled, the following screen changes apply:

- `State` is a text field rather than a drop-down menu.
- `All` is added to (and is the default for) the `O/E` drop-down menu.

Wildcards can be entered into any of the text-based search fields in place of regular text, except for `Last Updated`. For details about the specific wildcard characters and their usage, refer to "Wildcard, Logical, and Comprehensive Search" on page 34.

NOTE Displayed fields are based on user permissions. Not all fields display for all users.

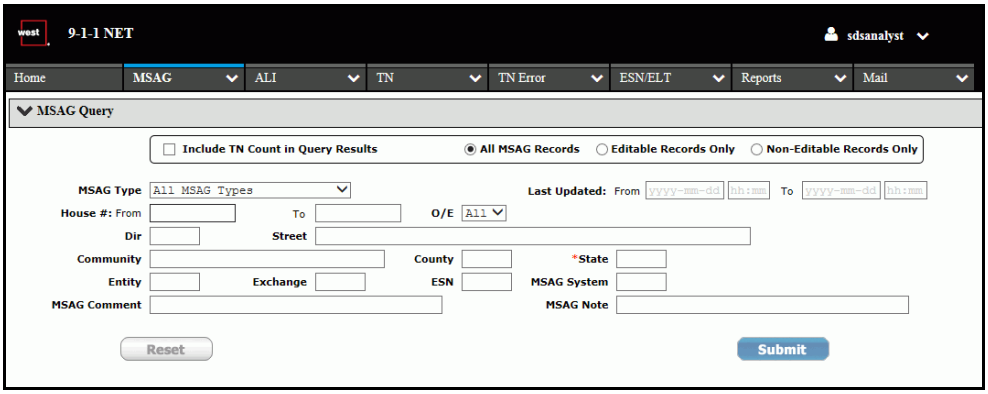

Figure 60: MSAG Query - Wildcard

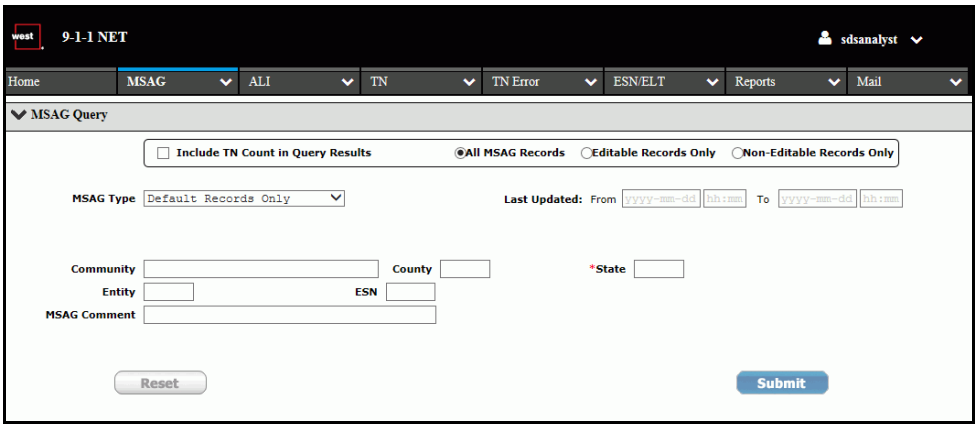

Figure 61: Default MSAG Query - Wildcard

Query Results

The *MSAG Query Results* screen displays the street direction, street name, community, state, low house range number, high house range number, odd/even house range numbers, ESN, exchange, and MSAG system.

The pencil icon (see figure 62 on page 52) indicates that a record can be updated. Selecting the checkbox next to the record displays the Direct Update and Change Request toolbar options. The options available depend on your user profile settings.

If there are address translations associated with the address, a check mark displays for the record in the `ATRNS` column. If you selected the `Include TN Count in Query Results` checkbox for the query, the number of TNs associated with the record display. Clicking the underlined, blue number link displays the *TN List Results* screen (figure 63 on

page 52). You can view the record details by clicking on the **TN** link or selecting the checkbox to the left of the record and clicking the **Details** button.

Query results are sorted alphabetically by street name but can be sorted in ascending or descending order by any column heading by selecting the underlined heading link. When a column is selected, an up or down arrow displays indicating whether the results are sorted in ascending or descending order, respectively. Ascending order displays when the column header is selected once and lists numerical values from lowest to highest and alphabetical values from A-Z. Descending order displays when the column header is selected twice and lists numerical values from highest to lowest and alphabetical values from Z-A.

To create a PDF of the results for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the results to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

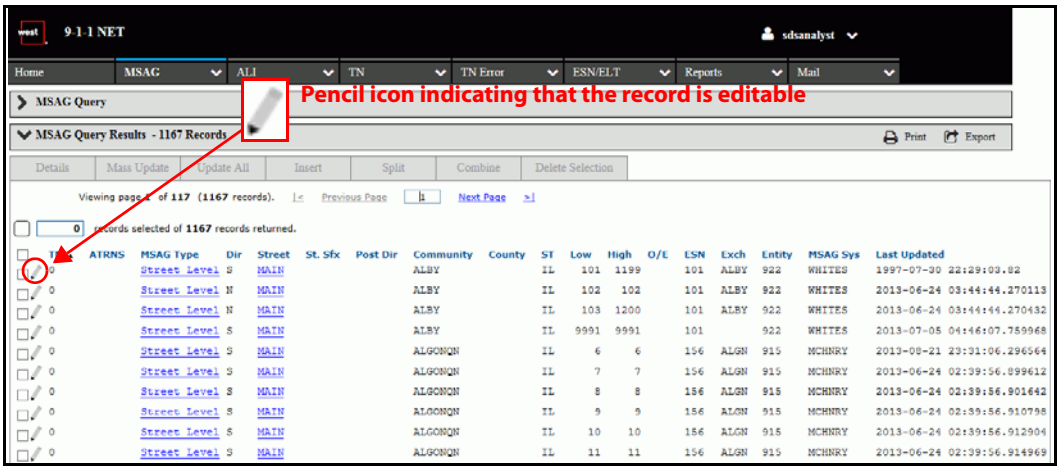

Figure 62: MSAG Query Results - Street-Level Records with TN Count

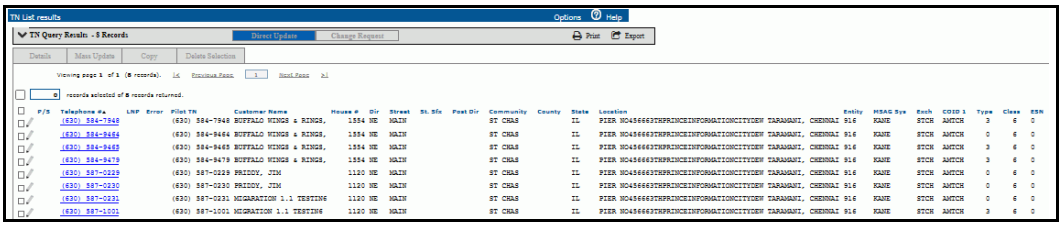

Figure 63: TN List Results

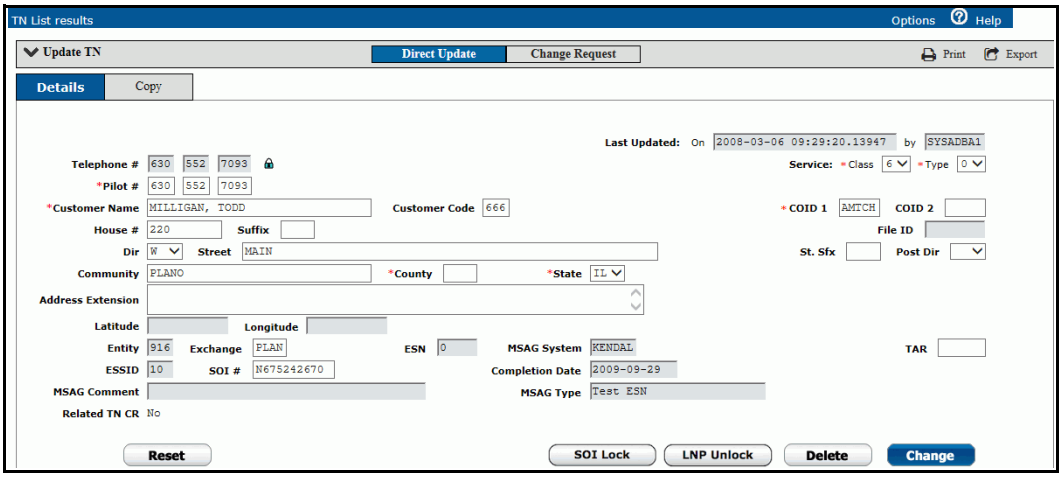

Figure 64: TN List Results - Direct Update Details

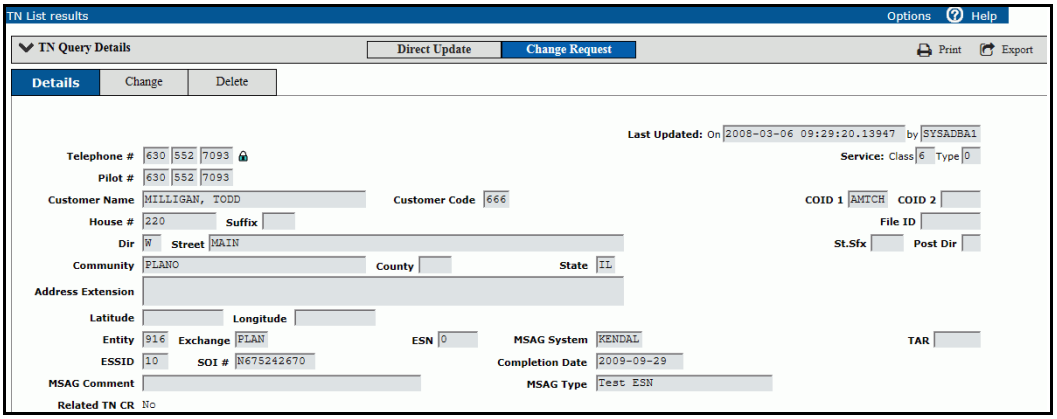

Figure 65: TN List Results - Change Request Details

When more than one record is selected, the counter box above the results list displays the number of selected records. Clicking the checkbox to the left of the counter box selects all the records returned from the query across multiple pages.

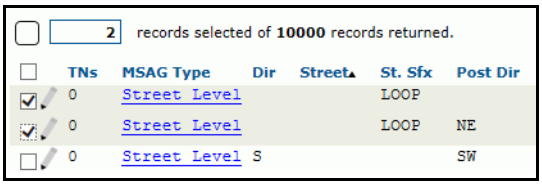

Figure 66: Select Some

10000 records selected of 10000 records returned.

TNs	MSAG Type	Dir	Street	St. Sfx	Post Dir
0	Street Level			LOOP	
0	Street Level			LOOP	NE
0	Street Level	S			SW
0	Street Level		123	LOOP	
0	Street Level		123	AVE	NW
0	Street Level		123	AVE	NW
0	Street Level		123	LOOP	NW
0	Street Level		123	AVE	N
0	Street Level		1231	AVE	NW
0	Street Level	N	1300	RD	

Figure 67: Select All

Toolbars

NOTE 9-1-1 NET is a configurable application. The options that display on the toolbars depend on your user profile and specific configuration. You may not have access to all the features described.

CR Toolbar - Street-Level Records

Details	Mass Change	Mass Delete	Change	Insert	Delete	Split	Combine

Figure 68: CR Toolbar - Street-Level Records

- The **Details** button displays the *Record Details* screen.
- The **Mass Change** button is used to create a mass change CR for the selected records.
- The **Mass Delete** button is used to create a mass delete CR for the selected records.
- The **Change** button is used to create a change CR for the record.
- The **Insert** button is used to create a CR to insert new ranges to an existing record.
- The **Delete** button is used to create a CR to delete a record.
- The **Split** button is used to create a CR to split a range.
- The **Combine** button is used to create a CR to combine ranges.

CR Toolbar - Default Records

Details	Mass Change	Change	Insert	Delete

Figure 69: CR Toolbar - Default Records

- The **Details** button displays the *Record Details* screen.

- The **Mass Change** button is used to create a mass change CR for the selected records.
- The **Change** button is used to create a change CR for the record.
- The **Insert** button is used to create a CR to insert new ranges to an existing record.
- The **Delete** button is used to create a CR to delete a record.

CR Toolbar - geoMSAG Records (Analyst Users)

Details	Mass Change	Mass Delete	Change	Insert	Delete

Figure 70: CR Toolbar - geoMSAG Records

- The **Details** button displays the *Record Details* screen.
- The **Mass Change** button is used to create a mass change CR for the selected records.
- The **Mass Delete** button is used to create a mass delete CR for the selected records.
- The **Change** button is used to create a change CR for the record.
- The **Insert** button is used to create a CR to insert new ranges to an existing record.
- The **Delete** button is used to create a CR to delete a record.

CR Toolbar - geoMSAG Records (PSAP and MSAG Coordinator Users)

Details

Figure 71: CR Toolbar - geoMSAG Records

- The **Details** button displays the *Record Details* screen.

Direct Update Toolbar - Street-Level Records

Details	Mass Update	Insert	Split	Combine	Delete Selection

Figure 72: Direct Update Toolbar - Street-Level Records

- The **Details** button displays the complete record, along with a **Change** and **Delete** button in order to modify or delete the record.
- The **Mass Update** button allows you to either change or delete multiple MSAG records in the database simultaneously.
- The **Insert** button allows you to insert new ranges for an MSAG record directly in the database.
- The **Split** button allows you to split a range directly in the database.
- The **Combine** button allows you to combine ranges directly in the database.
- The **Delete Selection** button allows you to delete one or more MSAG records simultaneously from the *Query Results* screen.

Direct Update Toolbar - Default Records

Details	Update All	Insert	Delete Selection

Figure 73: Direct Update Toolbar - Default Records

- The **Details** button displays the complete record, along with a **Change** and **Delete** button in order to modify or delete the record.
- The **Update All** button allows you to change or delete the default record as well as all associated street-level records in the database simultaneously.
- The **Insert** button allows you to insert ranges to a record directly in the database. You can also use this button to copy an existing MSAG record in order to create a new one.
- The **Delete Selection** button allows you to delete one or more MSAG records simultaneously from the *Query Results* screen. This button does not display when multiple county records are selected.

Direct Update Toolbar - geoMSAG Records

Details	Mass Update	Insert	Delete Selection

Figure 74: Direct Update Toolbar - geoMSAG Records

- The **Details** button displays the complete record, along with **Change** and **Delete** buttons in order to modify or delete the record.
- The **Mass Update** button allows you to change or delete the geoMSAG records simultaneously.
- The **Insert** button allows you to insert a new geoMSAG record using an existing record as a template or to add ranges to a record directly in the database.
- The **Delete Selection** button allows you to delete one or more geoMSAG records simultaneously from the *Query Results* screen.

Create MSAG CRs

The buttons on the Change Request toolbars allow you to create CRs when address changes are required in the MSAG database. The available CR options for street-level records include:

- Mass Change - Make the same address and/or range data changes for multiple records simultaneously.
- Mass Delete - Delete multiple MSAG records from the database simultaneously.
- Change- Modify the street address data of a current MSAG record.
- Insert (ranges) - Add ranges to an existing MSAG record.
- Delete - Delete an MSAG record.
- Split - Split an MSAG range into two or more ranges.
- Combine - Combine two or more street ranges into one.
- Insert (new MSAG record) - Add a new street address record to the MSAG database.

The CR options for default records include:

- Mass Change - Make the same address data change for multiple default records simultaneously.
- Insert - Add a new default record to the MSAG database.
- Change - Change a default record.
- Delete - Delete a default record.

The CR options for geoMSAG records include:

- Mass Change - Make the same address data change for multiple geoMSAG records simultaneously.
- Mass Delete - Delete multiple geoMSAG records from the MSAG database.
- Insert - Add a new geoMSAG record to the MSAG database.
- Change - Change a geoMSAG record.
- Delete - Delete a geoMSAG record.

Attaching Documents to MSAG CRs

Documents, such as text files, Word documents (.doc, .docx, .rtf), spreadsheets (.xls, .xlsx, .csv), or images (.jpg, .jpeg, .png, .gif), can be attached to CRs that are being created or to active CRs that are being updated. To attach a document:

1 Select the **Attach** icon in the expand/collapse bar. The *Choose File to Upload* dialog box displays.

Figure 75: Attach Icon

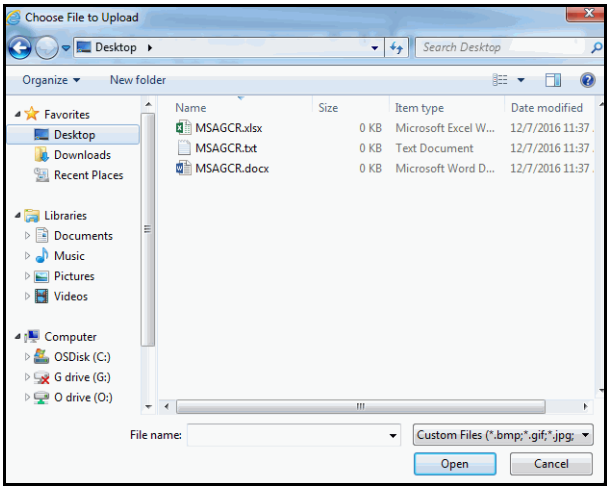

Figure 76: Choose File to Upload Dialog Box

2 Navigate to the location on your computer where the file is located.

3 Select the file and click the **Open** button. The dialog box closes and the file displays at the top of the CR screen. Next to the **Attach** icon, the number of attachments displays.

NOTE Attachments cannot be larger than one megabyte (MB).

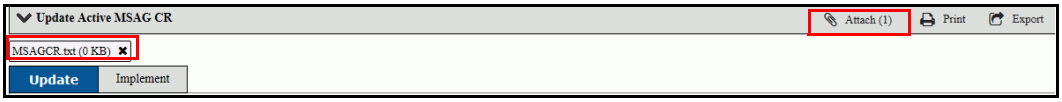

Figure 77: File Attached

4 Up to five documents can be attached by repeating steps 1-3.

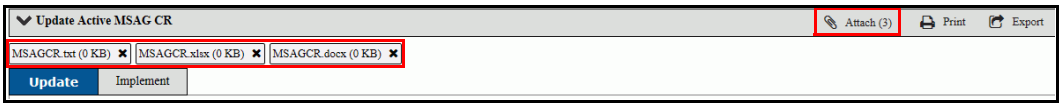

Figure 78: Multiple Files Attached

5 To remove an attachment, click the X next to the item.

NOTE You can only remove attachments that you have attached. The X next to the attachment does not display for other users. See figure 80.

6 When you are finished attaching documents, select the **Submit** or **Update** button, depending on the function you are performing. A confirmation message displays and the attachments become links that open the documents. The attachments display with the CR and can be opened on all subsequent screens for that specific CR.

Figure 79: Attachments Saved to CR

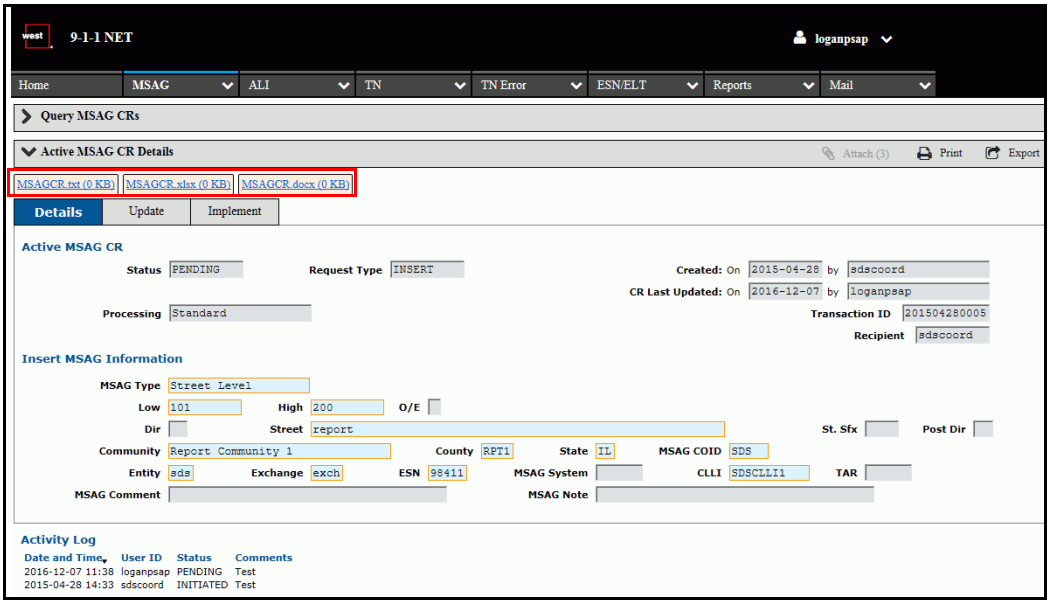

Figure 80: CR with Documents Attached

7 To open an attachment, click on the name link. The document opens in a separate window.

Mass Change CR

Create a Mass Change CR for Street-Level, Default, or geoMSAG Records

NOTE The ability to create a mass change CR to for geoMSAG records is only available to analyst users.

Mass change CRs are created when the same update applies to multiple MSAG records, such as updating a street name. To create a CR to change multiple records, complete the following steps:

1 Perform a query following the instructions in "MSAG Query" on page 48.

2 From the query results, select the checkboxes next to the desired records and select the **Mass Change** button. The *Mass Change CR* screen displays.

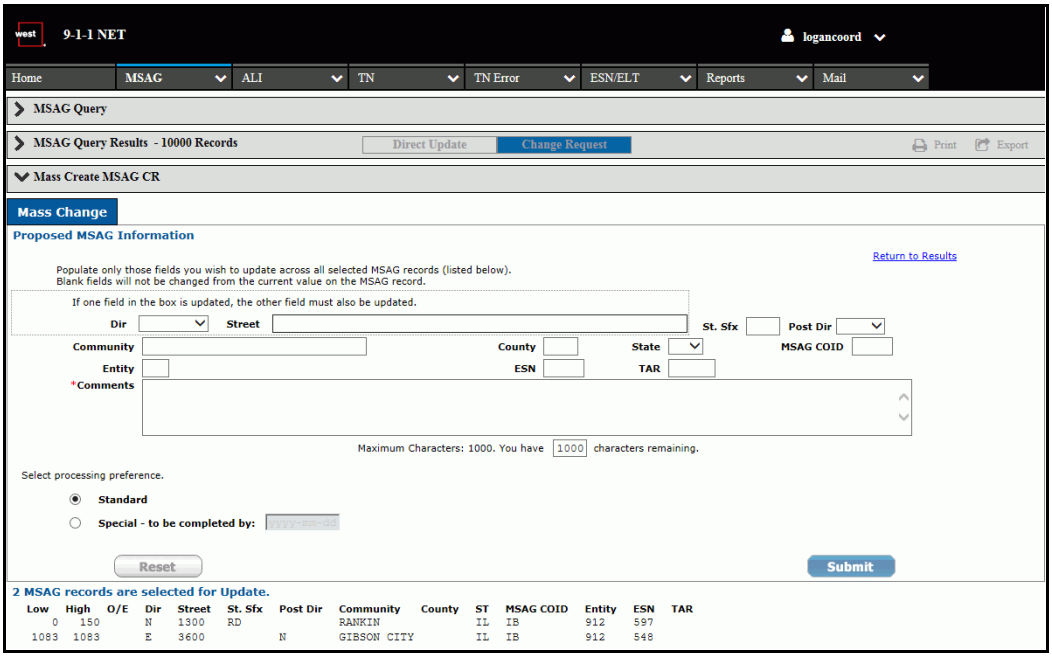

Figure 81: Mass Change CR - Street-Level Records (PSAP and MSAG Coordinator Users)

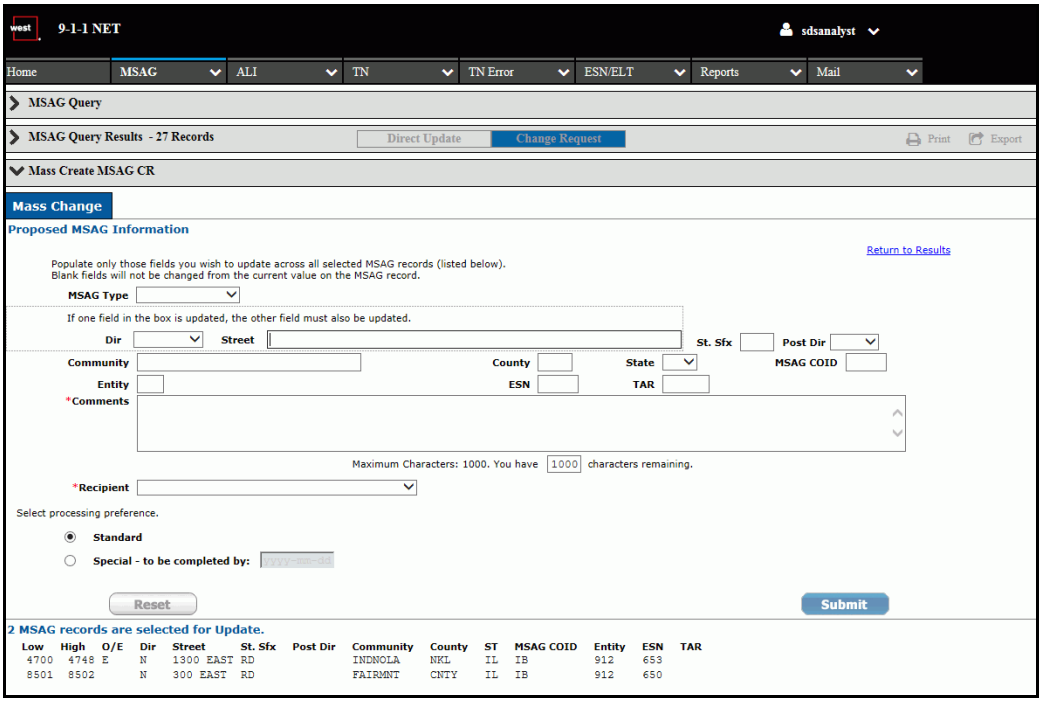

Figure 82: Mass Change CR - geoMSAG and Street-Level Records (Analyst Users)

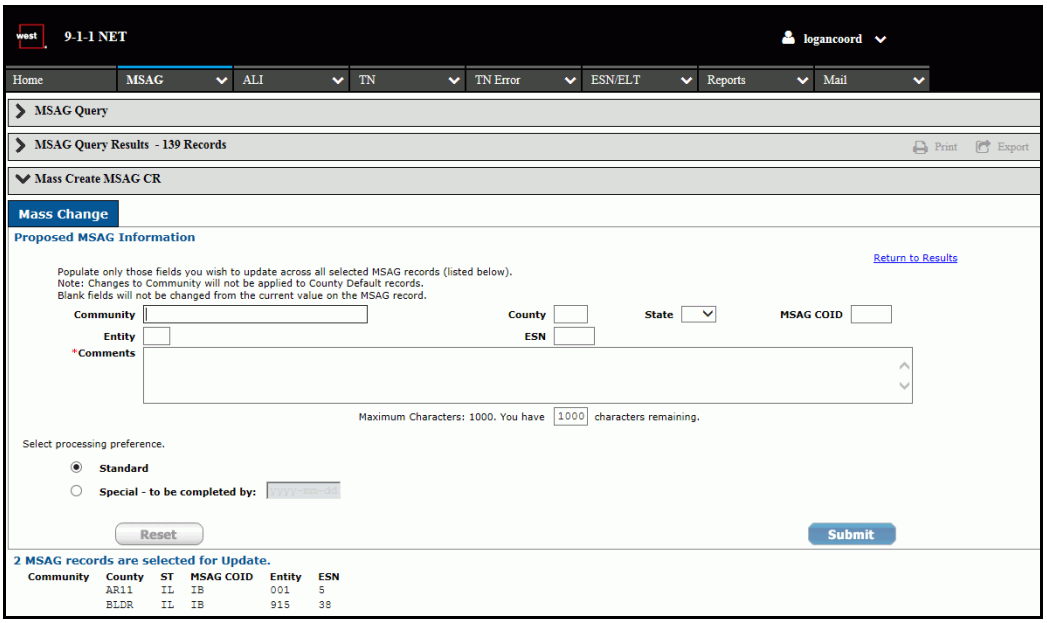

Figure 83: Mass Change CR - Default Records (PSAP and MSAG Coordinator Users)

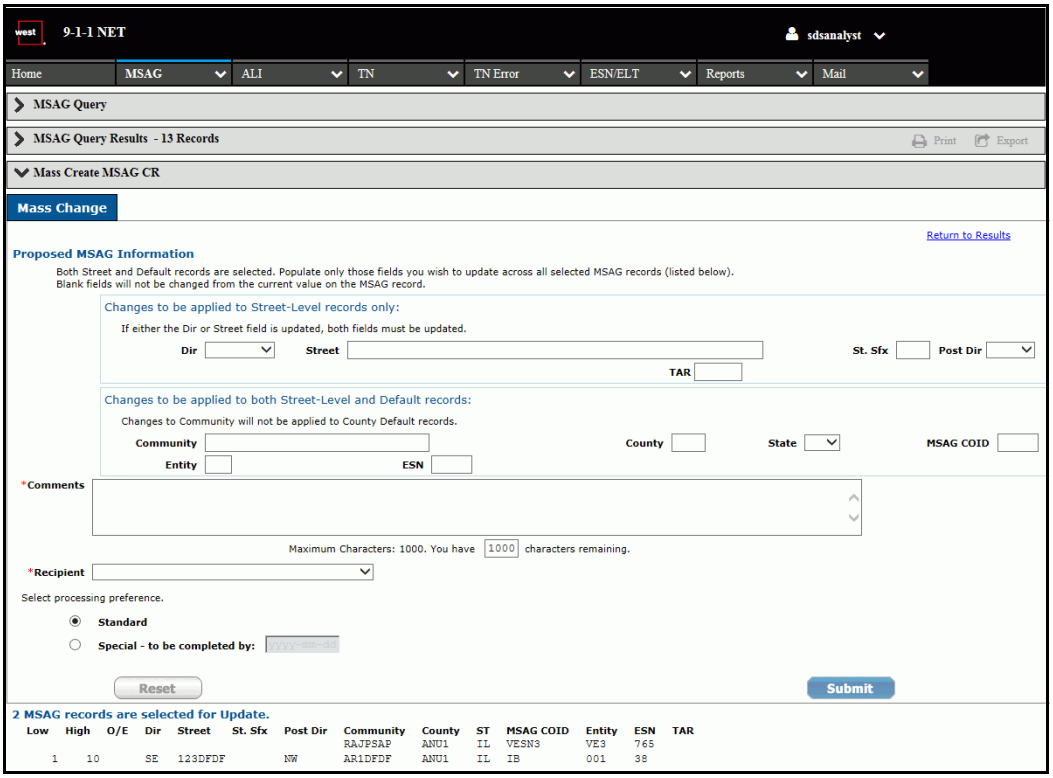

Figure 84: Mass Change CR - Street-Level and Default Records (Analyst Users)

3 If the `MSAG Type` drop-down menu displays, select either `Street Level` or `geoMSAG`, if necessary.

4 Modify the fields as needed. Populate only the fields you wish to update across all selected MSAG records. Blank fields will not be changed from the current value on the MSAG record.

5 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

6 If the `Recipient` or `Analyst` field displays, select the group or individual to whom the request should be routed from the drop-down menu. This field name varies depending on the type of user submitting the request. For analyst users, the field appears as `Recipient`. For PSAP users and MSAG coordinators, the field appears as `Analyst`.

7 Select standard or special processing. Standard processing is the default setting and indicates that the request does not have a deadline by which it must be completed. Special processing indicates that the request must be processed by the date indicated in the `To be completed by` field. If the **Standard** radio button is selected, the `To be completed by` date field remains non-editable. If the **Special** radio button is

selected, the `To be completed by` date field becomes editable and a date must be entered.

NOTE Use the **Special** option if submitting more than twenty requests in one day.

8 Click the **Submit** button. A confirmation message displays. If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Mass Delete CR

Create a Mass Delete CR for Street-Level or geoMSAG Records

NOTE The ability to create a mass delete CR to for geoMSAG records is only available to analyst users.

Mass delete CRs are created when multiple records need to be removed from the system. This function is available for street-level and geoMSAG records only. To submit a CR to delete multiple records, complete the following steps:

1 Perform a query following the instructions in "MSAG Query" on page 48.

2 From the query results, select the checkboxes next to the desired records and select the **Mass Delete** button. The *Mass Delete CR* screen displays.

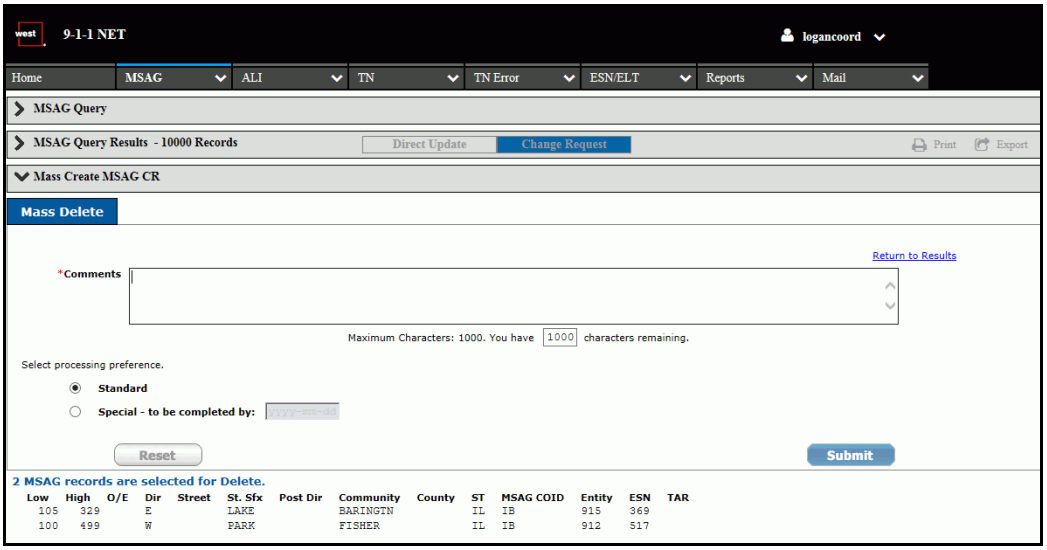

Figure 85: Mass Delete CR - Street-Level Records (PSAP and MSAG Coordinator Users)

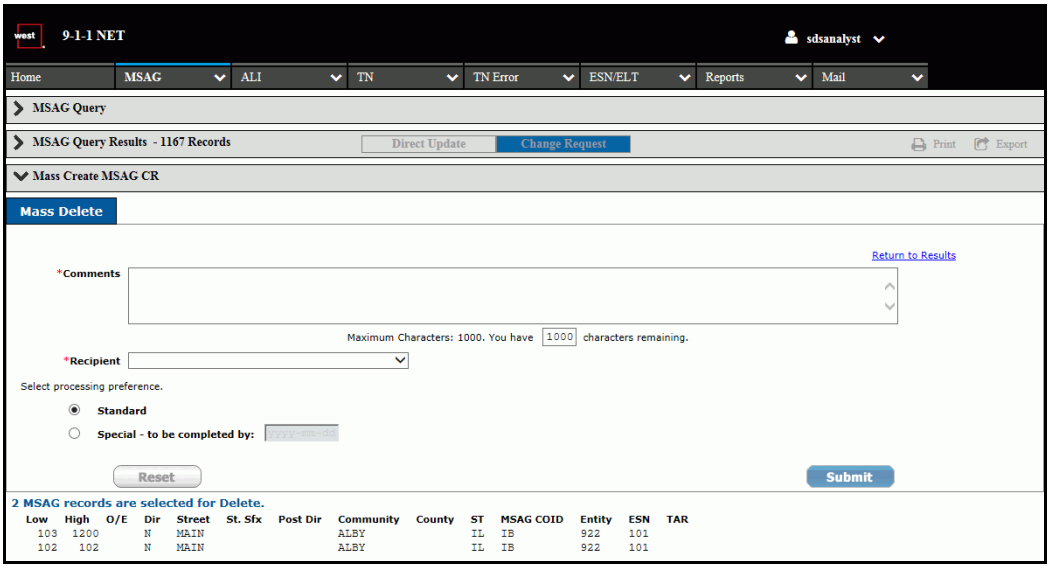

Figure 86: Mass Delete CR - Street-Level and geoMSAG Records (Analyst Users)

3 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

4 If the `Recipient` or `Analyst` field displays, select the group or individual to whom the request should be routed from the drop-down menu. This field name varies depending on the type of user submitting the request. For analyst users, the field appears as `Recipient`. For PSAP users and MSAG coordinators, the field appears as `Analyst`.

5 Select standard or special processing. Standard processing is the default setting and indicates that the request does not have a deadline by which it must be completed. Special processing indicates that the request must be processed by the date indicated in the `To be completed by` field. If the **Standard** radio button is selected, the `To be completed by` date field remains non-editable. If the **Special** radio button is selected, the `To be completed by` date field becomes editable and a date must be entered.

NOTE Use the **Special** option if submitting more than twenty requests in one day.

6 Click the **Submit** button. A confirmation message displays. If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Change CR

Create a Change CR for a Street-Level or geoMSAG Record

NOTE The ability to create a CR to change a geoMSAG record is only available to analyst users.

A Change CR is created when street address data must be changed on an MSAG record. A valid ESN is required to successfully submit the CR. To create a Change CR:

1 Perform a query through the MSAG menu. For instructions, refer to "MSAG Query" on page 48.

2 From the *Query Results* screen, select the checkbox next to the desired record and select the **Change** button. The *Create MSAG CR (Change)* screen displays.

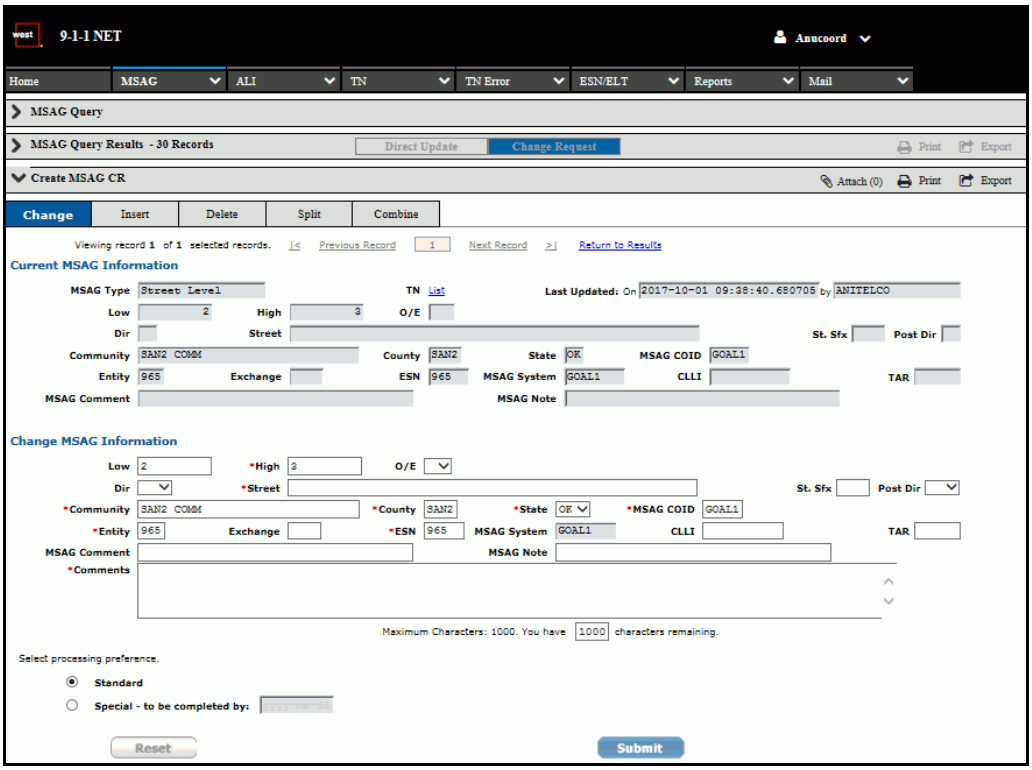

Figure 87: Create MSAG CR - Change a Street-Level Record (PSAP and MSAG Coordinator Users)

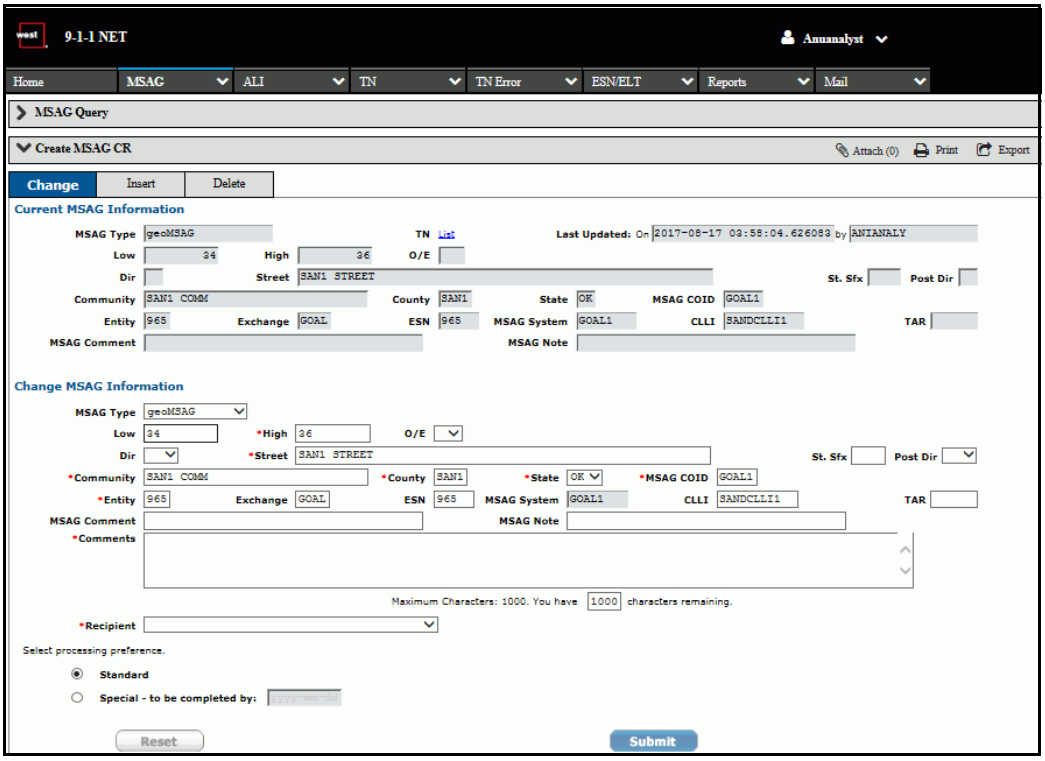

Figure 88: Create MSAG CR - Change a geoMSAG Record (Analyst Users)

3 Modify the information in the *Change MSAG Information* section of the screen. Required fields are marked by a red asterisk. `MSAG System` automatically populates when the record is submitted.

4 Enter CR-related comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

5 If the `Recipient` or `Analyst` field displays, select the group or individual to whom the request should be routed from the drop-down menu. This field name varies depending on the type of user submitting the request. For analyst users, the field appears as `Recipient`. For PSAP users and MSAG coordinators, the field appears as `Analyst`.

6 Select standard or special processing. Standard processing is the default setting and indicates that the request does not have a deadline by which it must be completed. Special processing indicates that the request must be processed by the date indicated in the `To be completed by` field. If the **Standard** radio button is selected, the `To be completed by` date field remains non-editable. If the **Special** radio button is

selected, the `To be completed by` date field becomes editable and a date must be entered.

NOTE Use the **Special** option if submitting more than twenty requests in one day.

7 Attach any applicable documents, if needed. Refer to "Attaching Documents to MSAG CRs" on page 57.

8 Click the **Submit** button.

A TN fallout error message indicates that this range has one or more telephone numbers associated with it that will no longer have an associated MSAG record. If you have permissions to view the TN fallout list, then the number of TNs affected displays as a blue hyperlink.

NOTE Clicking on the blue number hyperlink displays the list of TNs that need to be moved before the deletion can occur.

If you are able to move/resolve the TN fallout based on the information provided, the request can be submitted. To submit the CR, click the **Submit with Errors** button. When the request is complete, a confirmation message displays.

If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Create a Change CR for a Default Record

A Change CR for a default MSAG record is created when modifications to an existing default record are needed. The data that can be modified include: `MSAG COID`, `Entity`, `ESN`, `CLLI`, `MSAG Comment`, and `Conditional Posting Rules`. Required fields are marked by a red asterisk. To create a Change CR:

1 Perform a query following the instructions in "MSAG Query" on page 48.

2 From the *Query Results* screen, select the checkbox next to the desired record and select the **Change** button. The *Create MSAG CR (Change)* screen displays.

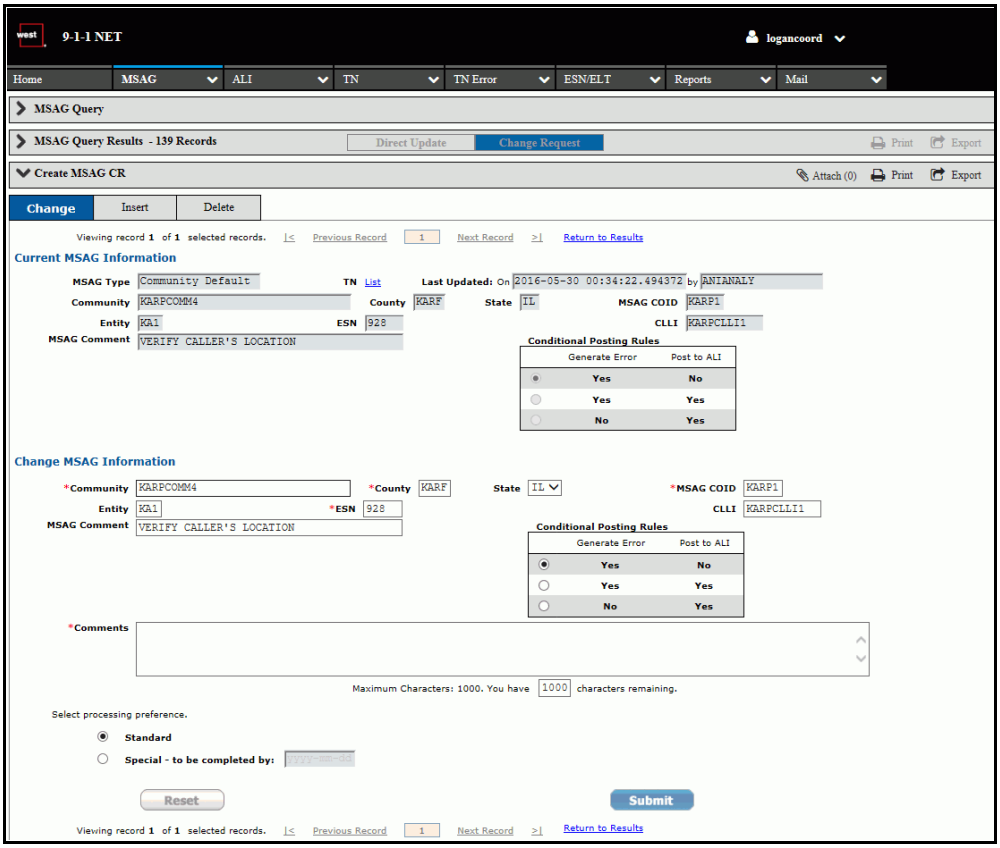

Figure 89: Create MSAG CR - Change a Community Default Record (PSAP and MSAG Coordinator Users)

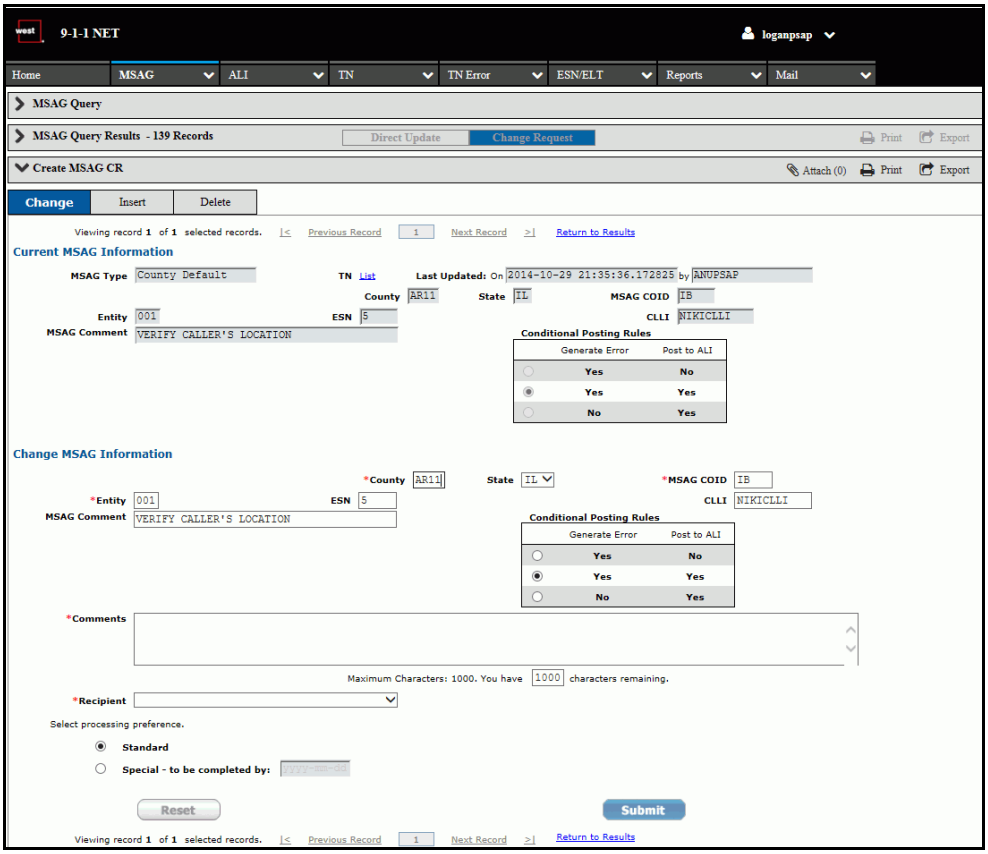

Figure 90: Create MSAG CR - Change a County Default Record (Analyst Users)

3 Modify the fields as needed. Required fields are marked by a red asterisk.

4 Enter CR-related comments in the `MSAG Comments` text field. Up to 1000 characters are allowed. This field is required.

5 If the `Recipient` or `Analyst` field displays, select the group or individual to whom the request should be routed from the drop-down menu. This field name varies depending on the type of user submitting the request. For analyst users, the field appears as `Recipient`. For PSAP users and MSAG coordinators, the field appears as `Analyst`.

6 Attach any applicable documents, if needed. Refer to "Attaching Documents to MSAG CRs" on page 57.

7 Click the **Submit** button. A confirmation message displays. If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Insert CR

Create an Insert CR for a Street-Level or geoMSAG Record

IMPORTANT There are two methods for creating an Insert CR: via the **Insert MSAG** link on the MSAG menu and via the **Insert** button on the Change Request toolbar after performing an MSAG query and selecting a record from the query results.

Using the **Insert MSAG** link from the MSAG menu displays a screen with blank fields. Use this option when you are creating a CR to insert a new MSAG record. Use the **Insert** button from the Change Request toolbar after performing a query to either add ranges to an existing street or to use the pre-populated data to create an Insert CR for a similar address. The latter option is used to save time when inserting a record that is similar to an existing record.

NOTE The ability to insert geoMSAG records or insert ranges on an existing geoMSAG record is only available to analyst users.

1 Click the **Insert MSAG** link from the MSAG menu or perform a query following the instructions in "MSAG Query" on page 48 and select the **Insert** button after selecting a record from the *Query Results* screen. Depending on the method chosen, either the *Insert MSAG* screen displays (figures 91 and 92) or the *Create MSAG CR (Insert)* screen displays (figures 94 and 93).

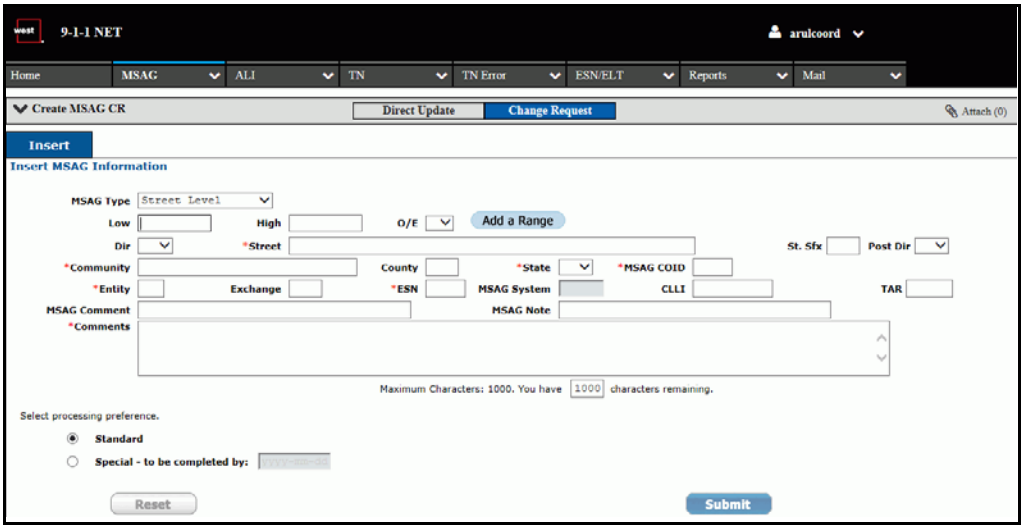

Figure 91: Insert MSAG - Insert MSAG CR - Insert a Street-Level Record (PSAP and MSAG Coordinator Users)

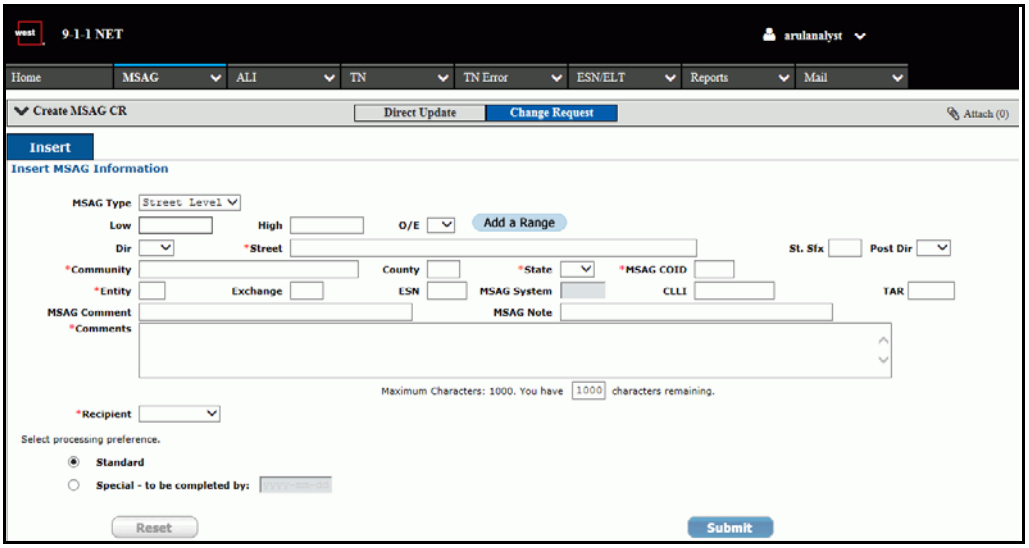

Figure 92: Insert MSAG CR - Insert a Street-Level or geoMSAG Record (Analyst and Telco Users)

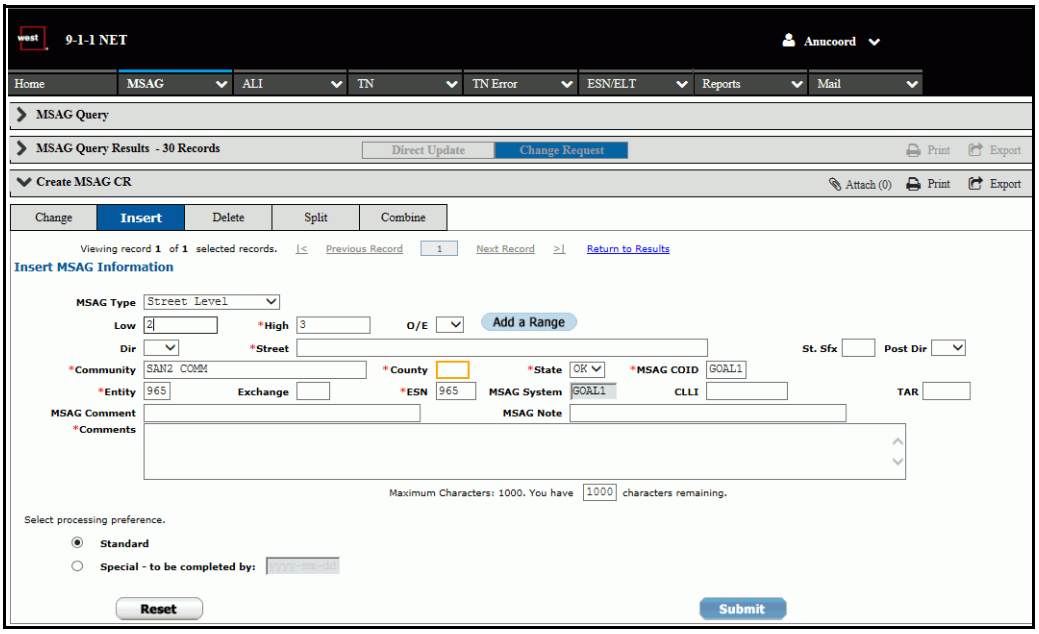

Figure 93: Create MSAG CR - Insert a Street-Level Record (PSAP and MSAG Coordinator Users)

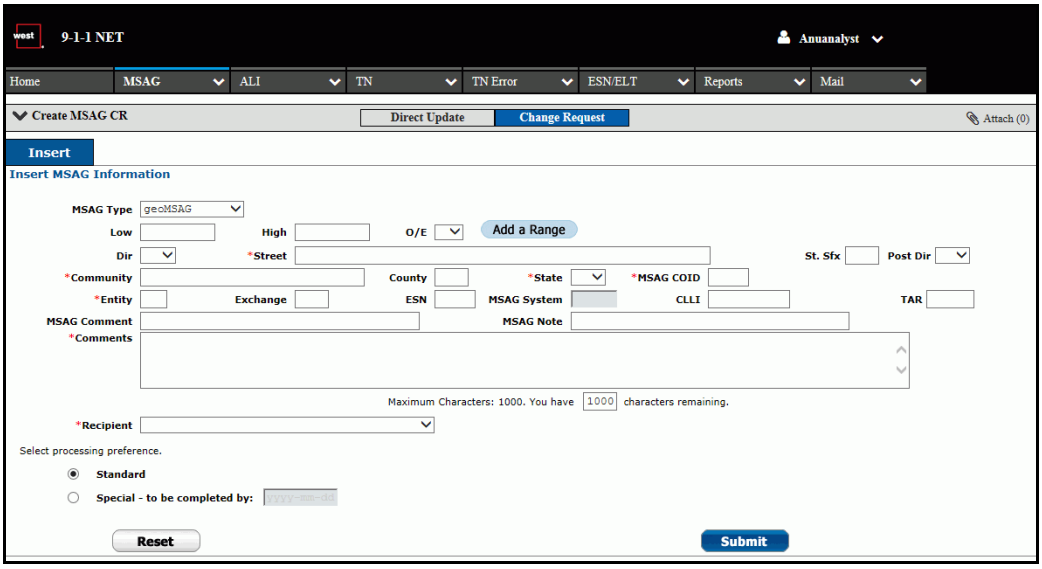

Figure 94: Create MSAG CR - Insert a geoMSAG Record (Analyst and Telco Users)

2 Choose `Street Level` or `geoMSAG` from the `MSAG Type` drop-down menu.

NOTE `geoMSAG` is only available to analyst users.

3 Enter a house number range using the `Low` and `High` fields.

4 Specify whether the house range is odd or even by selecting an option from the `O/E` drop-down menu.

5 Select a directional from the drop-down menu (if applicable), and enter a street name and community.

6 Enter address data in the street address fields.

7 Populate the remaining fields as needed. Required fields are marked with a red asterisk.

NOTE For analyst users, the `Entity` field is editable and validated against the selected recipient. If the entity is available in the recipient's profile, the CR is created. If it is not available, an error message displays.

8 Select the **Add a Range** button. Additional range fields display. See figure 139 on page 110 and figure 140 on page 110.

9 Enter the range data in the available fields. Required fields are marked by a red asterisk.

10 If you wish to add more than one range, click the **Add a Range** button again and populate the additional range fields.

NOTE A maximum of 50 ranges can be added.

11 Enter range-related comments in the `MSAG Comments` field, if necessary. Up to 40 characters are allowed.
12 Enter CR-related comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.
13 If the `Recipient` or `Analyst` field displays, select the group or individual to whom the request should be routed from the drop-down menu. This field name varies depending on the type of user submitting the request. For analyst users, the field appears as `Recipient`. For PSAP users and MSAG coordinators, the field appears as `Analyst`.
14 Select standard or special processing. Standard processing is the default setting and indicates that the request does not have a deadline by which it must be completed. Special processing indicates that the request must be processed by the date indicated in the `To be completed by` field. If the **Standard** radio button is selected, the `To be completed by` date field remains non-editable. If the **Special** radio button is selected, the `To be completed by` date field becomes editable and a date must be entered.

NOTE Use the **Special** option if submitting more than twenty requests in one day.

15 Attach any applicable documents, if needed. Refer to "Attaching Documents to MSAG CRs" on page 57.
16 Click the **Submit** button. A confirmation message displays. If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Create an Insert CR for a Default Record

IMPORTANT There are two methods for creating an Insert CR: via the **Insert MSAG** link on the MSAG menu and via the **Insert** button on the Change Request toolbar after performing an MSAG query and selecting a record from the query results.

Using the **Insert MSAG** link from the MSAG menu displays a screen with blank fields. Use this option when you are creating a CR to insert a new default record. Use the **Insert** button from the Change Request toolbar after performing a query to use the pre-populated data of an existing record in order to create a new record.

1 Click the **Insert MSAG** link from the MSAG menu or perform a query following the instructions in "MSAG Query" on page 48 and select the **Insert** button after selecting a record from the *Query Results* screen. Depending on the method chosen, either the *Insert MSAG* screen displays (figures 95 and 96) or the *Create MSAG CR (Insert)* screen displays (figures 97 and 98).

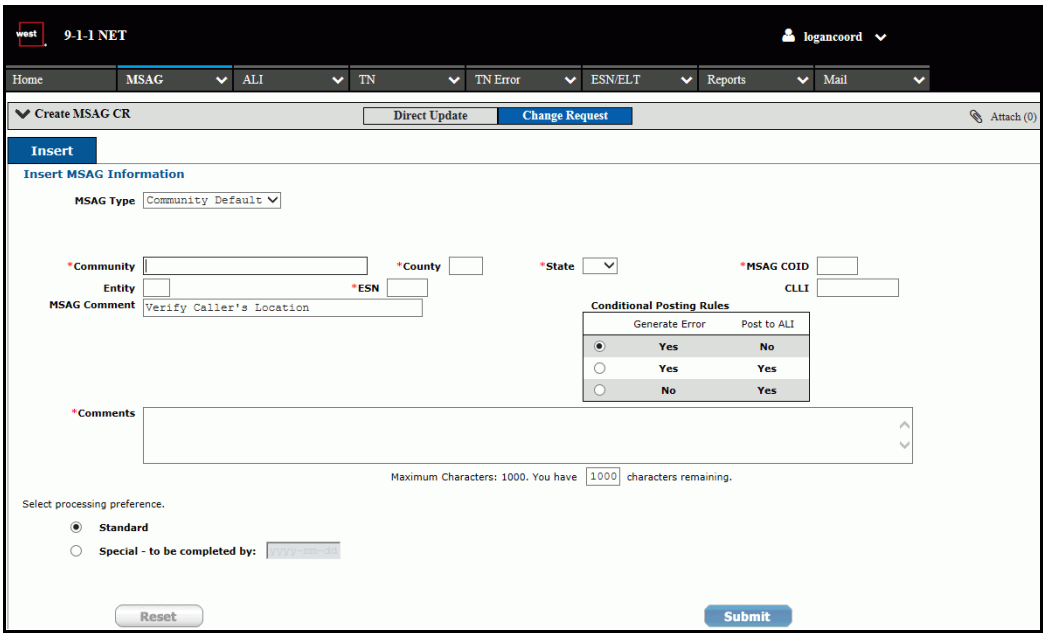

Figure 95: Insert MSAG - Community Default (PSAP and MSAG Coordinator Users)

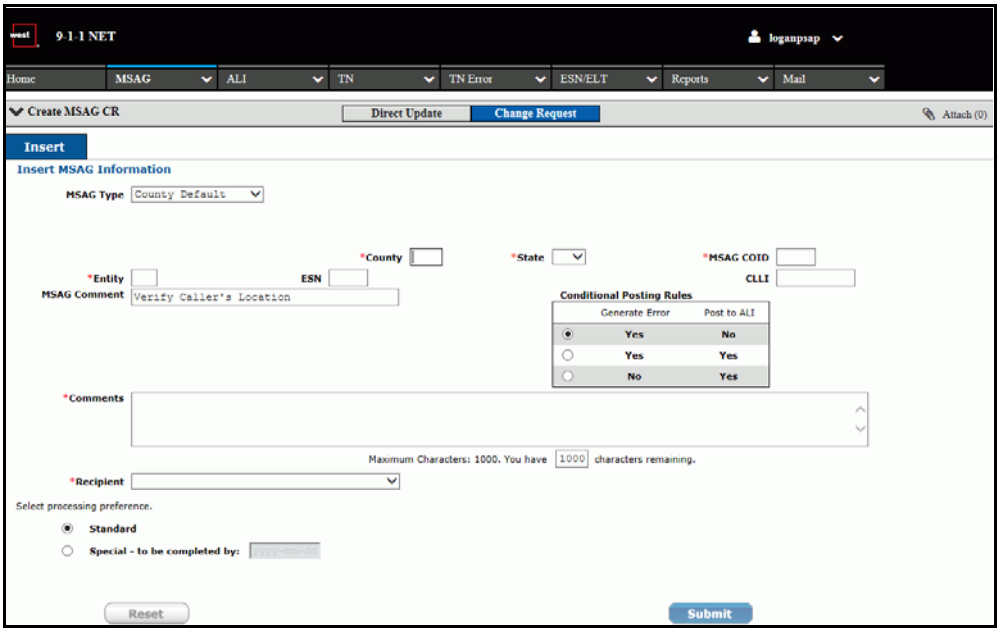

Figure 96: Insert MSAG - County Default (Analyst and Telco Users)

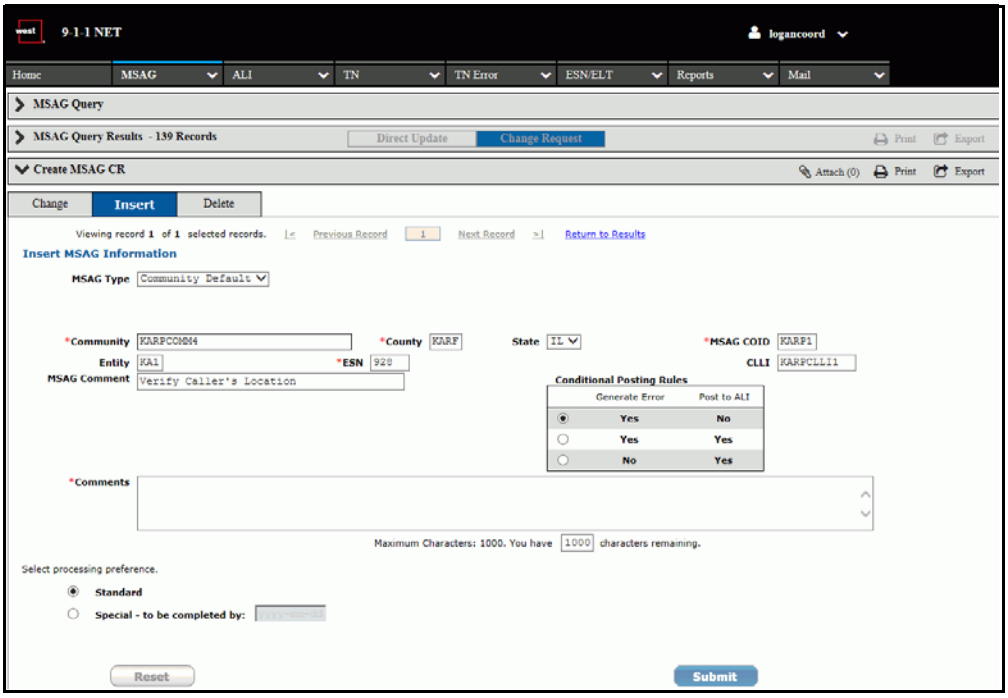

Figure 97: Create MSAG CR - Insert a Community Default Record (PSAP and MSAG Coordinator Users)

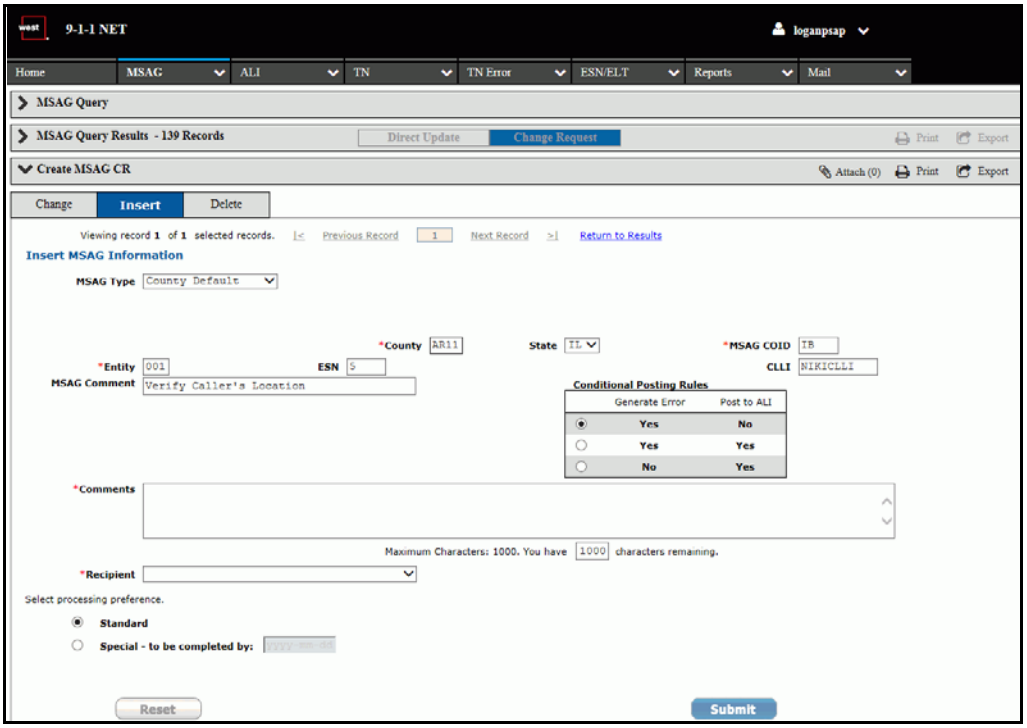

Figure 98: Create MSAG CR - Insert a County Default Record (Analyst and Telco Users)

2 Select either `Community Default` or `County Default` from the `MSAG Type` drop-down menu.

NOTE If you select `Community Default`, the `Community` field is editable and required.

3 Enter a community in the available field if you are creating a Community Default record.

4 Select a state from the drop-down menu.

5 Enter an `Entity` and `MSAG COID` in the available fields.

6 Set the conditional posting rules by selecting one of the available options.

7 Enter CR-related comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

8 If the `Recipient` or `Analyst` field displays, select the group or individual to whom the request should be routed from the drop-down menu. This field name varies depending on the type of user submitting the request. For analyst users, the field appears as `Recipient`. For PSAP users and MSAG coordinators, the field appears as `Analyst`.

9 Select standard or special processing. Standard processing is the default setting and indicates that the request does not have a deadline by which it must be completed. Special processing indicates that the request must be processed by the date indicated in the `To be completed by` field. If the **Standard** radio button is selected, the `To be completed by` date field remains non-editable. If the **Special** radio button is selected, the `To be completed by` date field becomes editable and a date must be entered.

NOTE Use the **Special** option if submitting more than twenty requests in one day.

10 Attach any applicable documents, if needed. Refer to "Attaching Documents to MSAG CRs" on page 57.

11 Click the **Submit** button. A confirmation message displays. If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Delete CR

Create a Delete CR for a Street-Level or geoMSAG Record

NOTE The ability to create a CR to delete a geoMSAG record is only available to analyst users.

A CR to delete a record is created when an existing MSAG record should be removed from the system. To create a Delete CR:

1 Perform a query following the instructions in "MSAG Query" on page 48.

2 From the *Query Results* screen, select the checkbox next to the desired record and click the **Delete** button. The *Create MSAG CR (Delete)* screen displays.

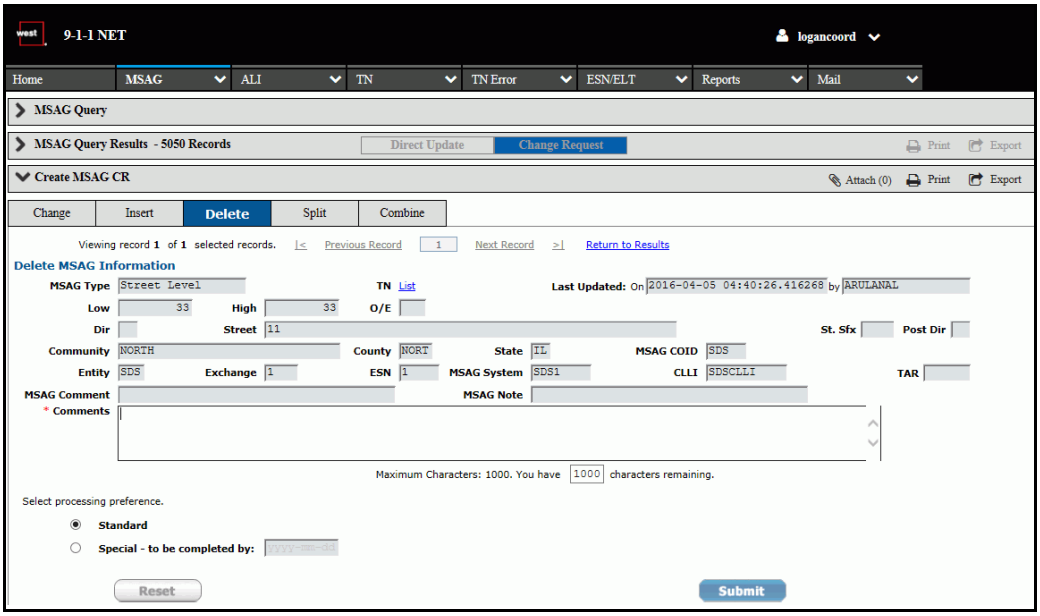

Figure 99: Create MSAG CR - Delete a Street-Level Record (PSAP and MSAG Coordinator Users)

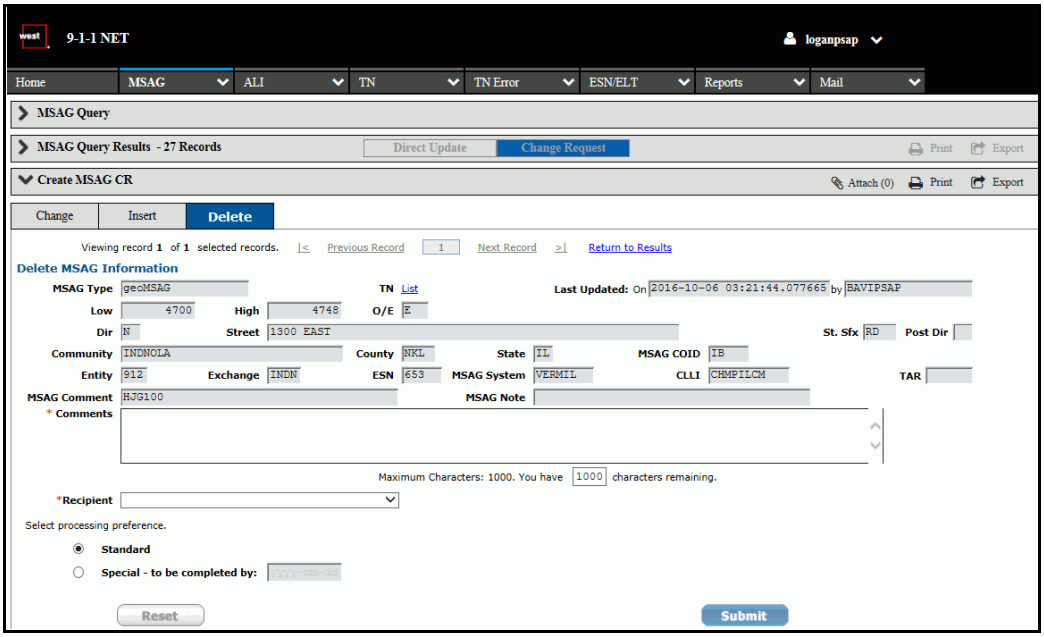

Figure 100: Create MSAG CR - Delete a geoMSAG Record (Analyst and Telco Users)

3 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

4 If the `Recipient` or `Analyst` field displays, select the group or individual to whom the request should be routed from the drop-down menu. This field name varies depending on the type of user submitting the request. For analyst users, the field appears as `Recipient`. For PSAP users and MSAG coordinators, the field appears as `Analyst`.

5 Select standard or special processing. Standard processing is the default setting and indicates that the request does not have a deadline by which it must be completed. Special processing indicates that the request must be processed by the date indicated in the `To be completed by` field. If the **Standard** radio button is selected, the `To be completed by` date field remains non-editable. If the **Special** radio button is selected, the `To be completed by` date field becomes editable and a date must be entered.

NOTE Use the **Special** option if submitting more than twenty requests in one day.

6 Attach any applicable documents, if needed. Refer to "Attaching Documents to MSAG CRs" on page 57.

7 Click the **Submit** button.

If you receive a TN fallout error message, it indicates that this range has one or more telephone numbers associated with it that will no longer have an associated MSAG record. If you have permissions to view the TN fallout list, then the number of TNs affected displays as a blue hyperlink.

NOTE Clicking on the blue number hyperlink displays the list of TNs that need to be moved before the deletion can occur.

If you are able to move/resolve the TN fallout based on the information provided, the request can be submitted. To submit the CR, click the **Submit with Errors** button. When the request is complete, a confirmation message displays.

If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Create a Delete CR for a Default Record

A CR to delete a record is created when an existing MSAG record should be removed from the system. To create a Delete CR:

1 Perform a query following the instructions in "MSAG Query" on page 48.

2 From the *Query Results* screen, select the checkbox next to the desired record and click the **Delete** button. The *Create MSAG CR (Delete)* screen displays.

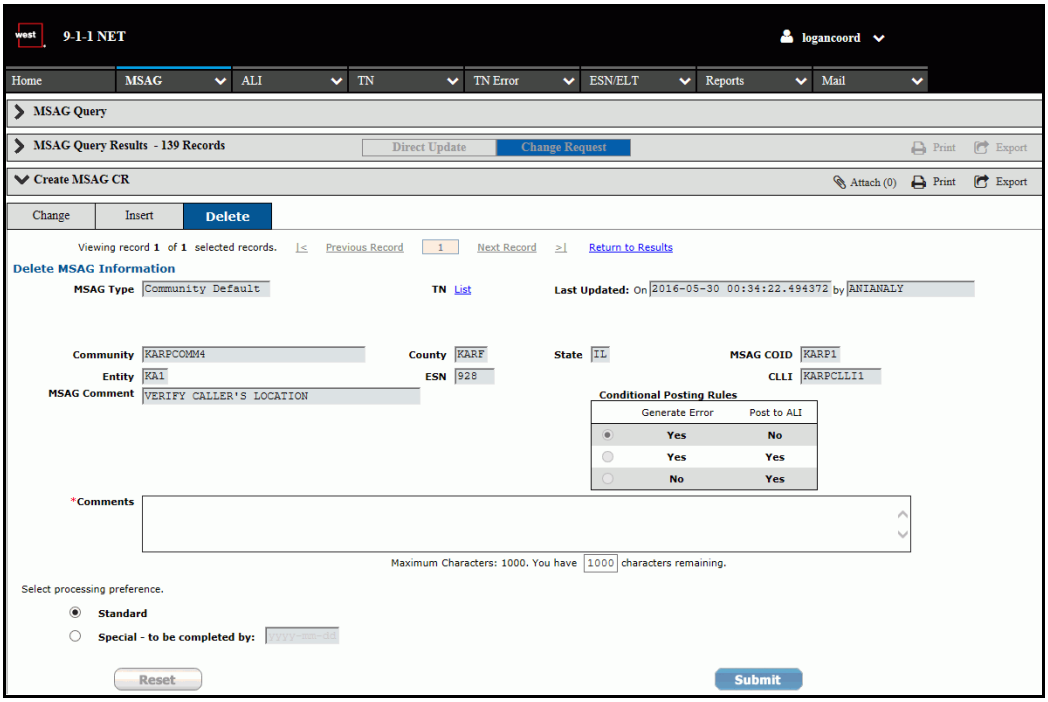

Figure 101: Create MSAG CR - Delete a Community Default Record (PSAP and MSAG Coordinator Users)

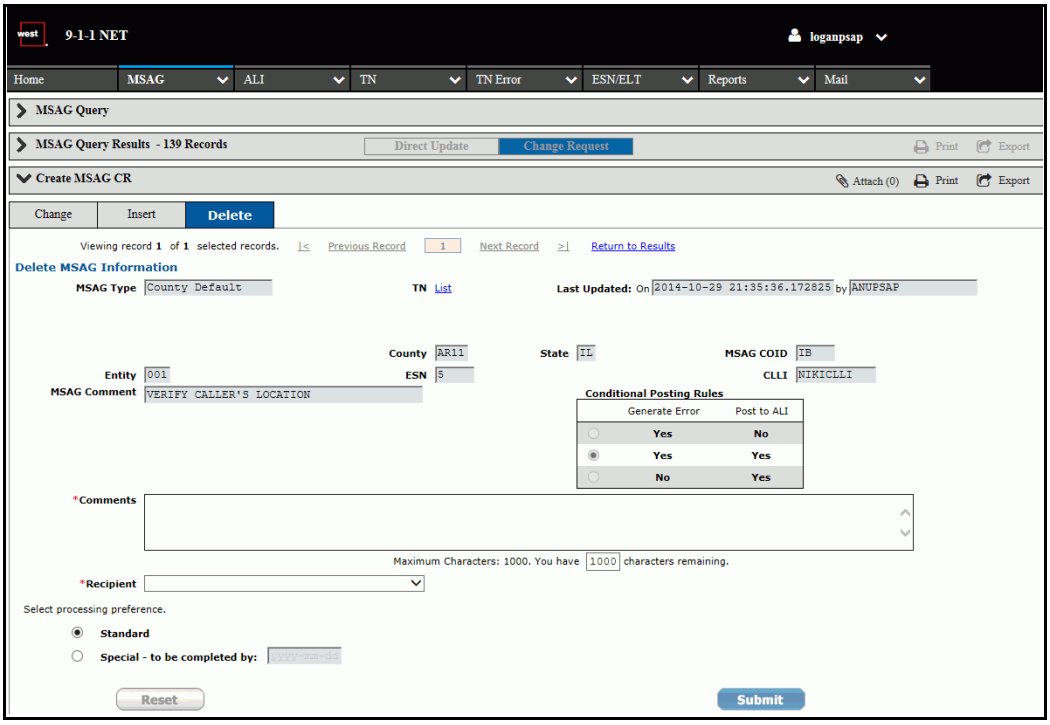

Figure 102: Create MSAG CR - Delete a County Default Record (Analyst and Telco Users)

3 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

4 If the `Recipient` or `Analyst` field displays, select the group or individual to whom the request should be routed from the drop-down menu. This field name varies depending on the type of user submitting the request. For analyst users, the field appears as `Recipient`. For PSAP users and MSAG coordinators, the field appears as `Analyst`.

5 Select standard or special processing. Standard processing is the default setting and indicates that the request does not have a deadline by which it must be completed. Special processing indicates that the request must be processed by the date indicated in the `To be completed by` field. If the **Standard** radio button is selected, the `To be completed by` date field remains non-editable. If the **Special** radio button is selected, the `To be completed by` date field becomes editable and a date must be entered.

NOTE Use the **Special** option if submitting more than twenty requests in one day.

6 Attach any applicable documents, if needed. Refer to "Attaching Documents to MSAG CRs" on page 57.

7 Click the **Submit** button.

If you receive a TN fallout error message, it indicates that this range has one or more telephone numbers associated with it that will no longer have an associated MSAG record. If you have permissions to view the TN fallout list, then the number of TNs affected displays as a blue hyperlink.

NOTE Clicking on the blue number hyperlink displays the list of TNs that need to be moved before the deletion can occur.

If you are able to move/resolve the TN fallout based on the information provided, the request can be submitted. To submit the CR, click the **Submit with Errors** button. When the request is complete, a confirmation message displays.

If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Split CR

Create a Split CR for a Street-Level Record

A CR to split a record is created when the ranges for an existing MSAG record should be split into more than one record. To create a Split CR:

1 Perform a query following the instructions in "MSAG Query" on page 48.

2 From the *Query Results* screen, select the checkbox next to the desired record and click the **Split** button. The *Create MSAG CR (Split)* screen displays.

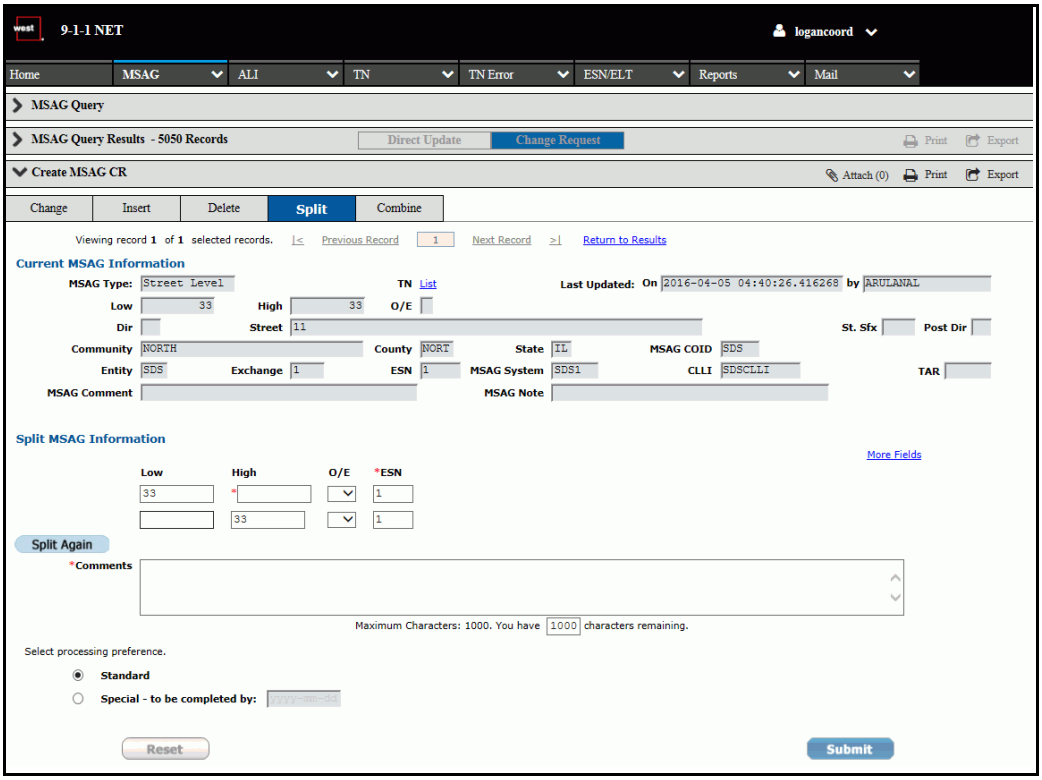

Figure 103: Create MSAG CR - Split a Street-Level Record (PSAP and MSAG Coordinator Users)

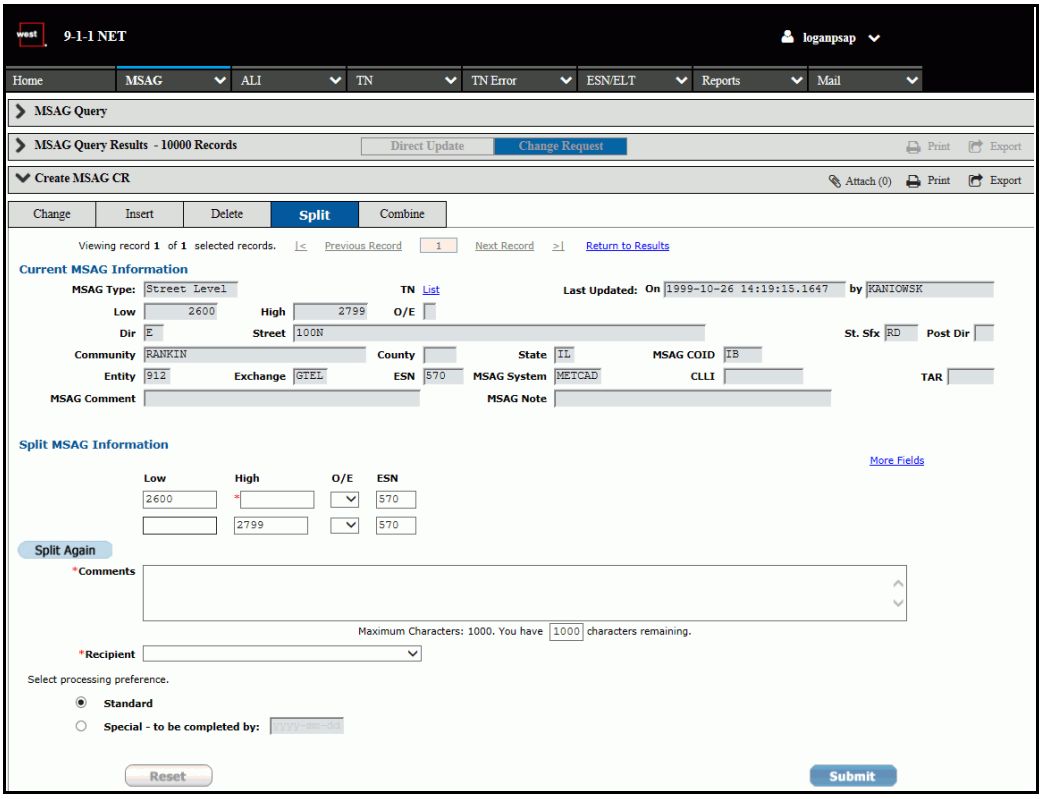

Figure 104: Create MSAG CR - Split a Street-Level Record (Analyst and Telco Users)

3 Use the *Split MSAG Information* section to split the MSAG ranges. Required fields are marked by a red asterisk.

The *Split MSAG Information* fields can be expanded to include all fields that can be edited on a split function by clicking the **More Fields** link (see figure 129 on page 102).

NOTE A single range can be split to a maximum of 50 ranges.

4 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

5 If the `Recipient` or `Analyst` field displays, select the group or individual to whom the request should be routed from the drop-down menu. This field name varies depending on the type of user submitting the request. For analyst users, the field appears as `Recipient`. For PSAP users and MSAG coordinators, the field appears as `Analyst`.

6 Select standard or special processing. Standard processing is the default setting and indicates that the request does not have a deadline by which it must be completed.

Special processing indicates that the request must be processed by the date indicated in the `To be completed by` field. If the **Standard** radio button is selected, the `To be completed by` date field remains non-editable. If the **Special** radio button is selected, the `To be completed by` date field becomes editable and a date must be entered.

NOTE Use the **Special** option if submitting more than twenty requests in one day.

7 Attach any applicable documents, if needed. Refer to "Attaching Documents to MSAG CRs" on page 57.

8 Click the **Submit** button to complete the split.

If you receive a TN fallout error message, it indicates that this range has one or more telephone numbers associated with it that will no longer have an associated MSAG record. If you have permissions to view the TN fallout list, then the number of TNs affected displays as a blue hyperlink.

NOTE Clicking on the blue number hyperlink displays the list of TNs that need to be moved before the deletion can occur.

If you are able to move/resolve the TN fallout based on the information provided, the request can be submitted. To submit the CR, click the **Submit with Errors** button. When the request is complete, a confirmation message displays.

If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Combine CR

Create a Combine CR for Street-Level Records

A CR to combine two or more records is created when the ranges for existing MSAGs record should be combined into one record. To create a Combine CR:

1 Perform a query following the instructions in "MSAG Query" on page 48.

2 From the query results, select the checkboxes next to the desired records and select the **Combine** button. The *Create MSAG CR (Combine)* screen displays.

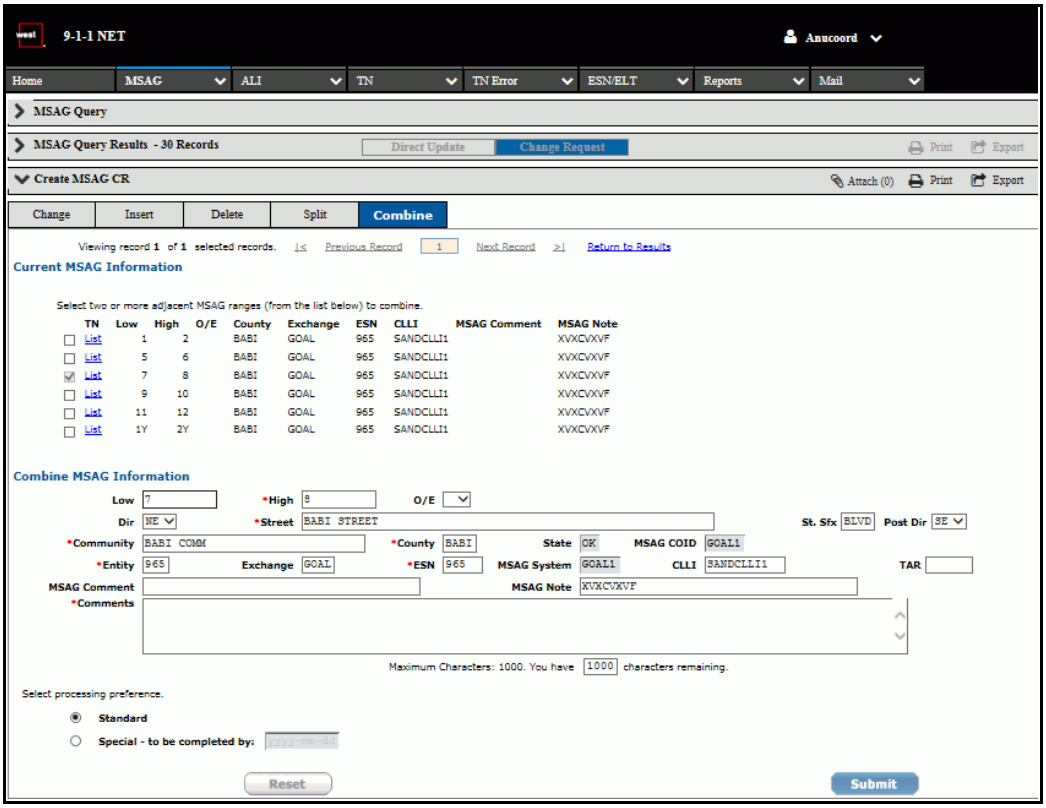

Figure 105: Create MSAG CR - Combine Street-Level Records (PSAP and MSAG Coordinator Users)

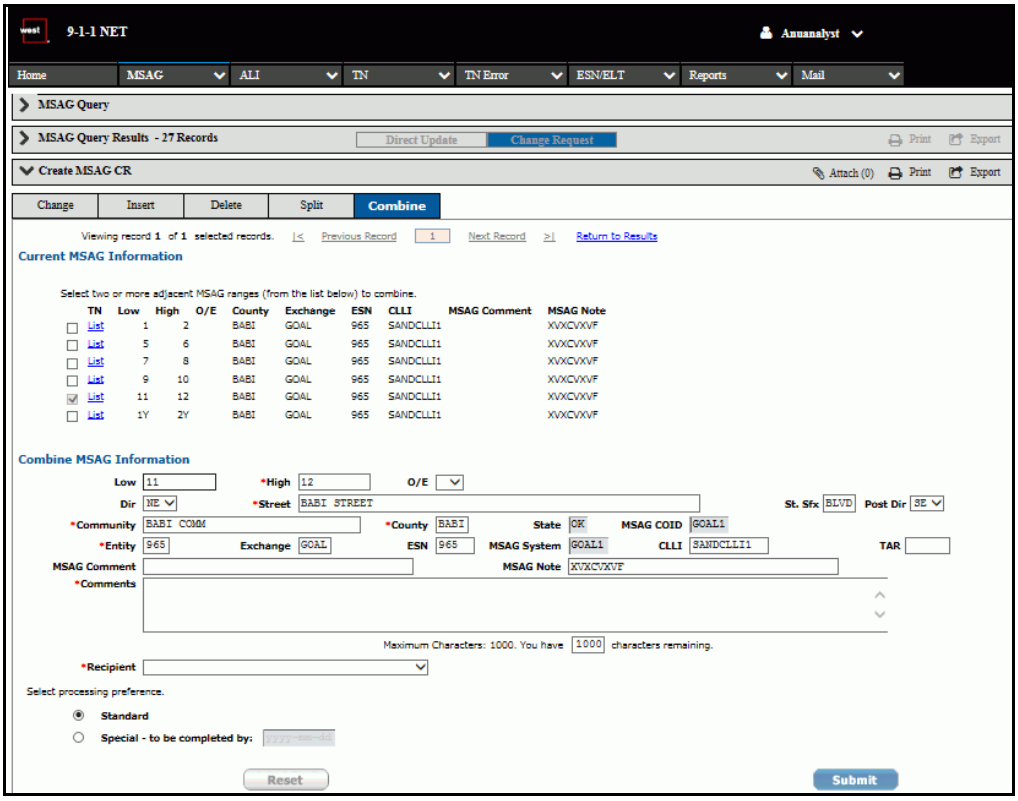

Figure 106: Create MSAG CR - Combine Street-Level Records (Analyst and Telco Users)

3 Select the checkboxes next to the ranges you wish to combine in the *Current MSAG Information* section. The new ranges auto-populate in the `Low` and `High` fields in the *Combine MSAG Information* section.

NOTE A maximum of 50 ranges can be combined.

4 Update additional fields if needed.

5 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

6 If the `Recipient` or `Analyst` field displays, select the group or individual to whom the request should be routed from the drop-down menu. This field name varies depending on the type of user submitting the request. For analyst users, the field appears as `Recipient`. For PSAP users and MSAG coordinators, the field appears as `Analyst`.

7 Select standard or special processing. Standard processing is the default setting and indicates that the request does not have a deadline by which it must be completed.

Special processing indicates that the request must be processed by the date indicated in the `To be completed by` field. If the **Standard** radio button is selected, the `To be completed by` date field remains non-editable. If the **Special** radio button is selected, the `To be completed by` date field becomes editable and a date must be entered.

NOTE Use the **Special** option if submitting more than twenty requests in one day.

8 Attach any applicable documents, if needed. Refer to "Attaching Documents to MSAG CRs" on page 57.

9 Click the **Submit** button.

If you receive a TN fallout error message, it indicates that this range has one or more telephone numbers associated with it that will no longer have an associated MSAG record. If you have permissions to view the TN fallout list, then the number of TNs affected displays as a blue hyperlink.

NOTE Clicking on the blue number hyperlink displays the list of TNs that need to be moved before the deletion can occur.

If you are able to move/resolve the TN fallout based on the information provided, the request can be submitted. To submit the CR, click the **Submit with Errors** button. When the request is complete, a confirmation message displays.

If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Perform Direct Database Updates

The buttons on the Direct Update toolbar allow you to make direct changes in the MSAG database without creating a CR. The following options are available:

- Change or delete - Via the *Update MSAG* screen.
- Mass update - Change or delete multiple records simultaneously.
- Insert - Add a new street record to the MSAG database.
- Split - Split a current MSAG range into two or more ranges.
- Combine - Combine two or more MSAG ranges into one range.
- Delete selection - Delete one or more MSAG records simultaneously from the *Query Results* screen.

The options for default records include:

- Change or delete via the *Update MSAG* screen.
- Update all - Change or delete the default record and all associated street-level records in the MSAG database.
- Insert - Add a new default record to the MSAG database.
- Delete selection - Delete one or more community default MSAG records simultaneously from the *Query Results* screen. This option is not available for county default records.

The options for geoMSAG records include:

- Change or delete via the *Update MSAG* screen.
- Mass Update - Change or delete multiple geoMSAG records.
- Insert - Add a new geoMSAG record to the MSAG database.
- Delete selection - Delete one or more community default MSAG records simultaneously from the *Query Results* screen. This option is not available for county default records.

Change an MSAG Record

Change a Street-Level or geoMSAG Record

1. Perform a query through the MSAG menu. For instructions, refer to "MSAG Query" on page 48.
2. From the query results, click the **Direct Update** tab to display the Direct Update toolbar.
3. Select the checkbox next to the desired record and click the **Details** button. The *Update MSAG* screen displays.

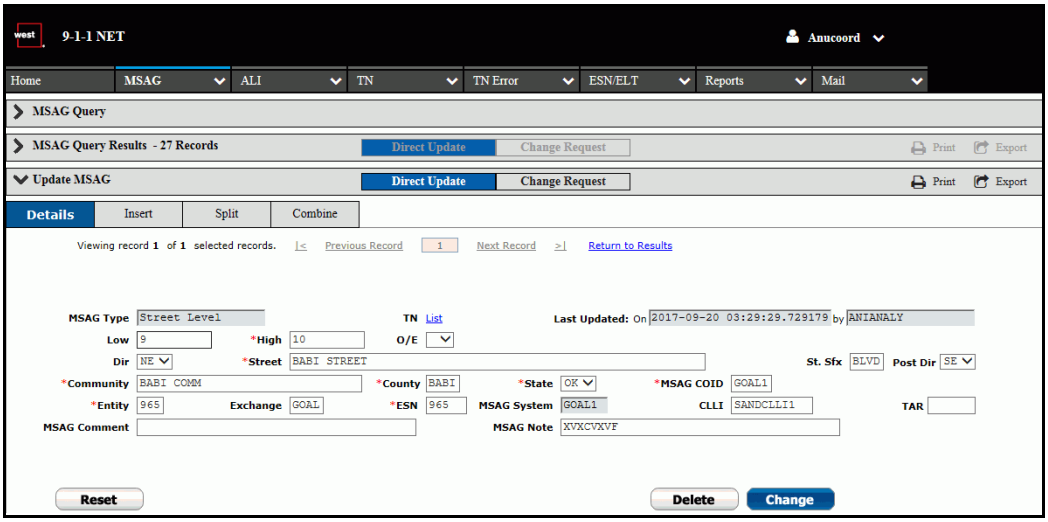

Figure 107: Update MSAG - Street-Level Record

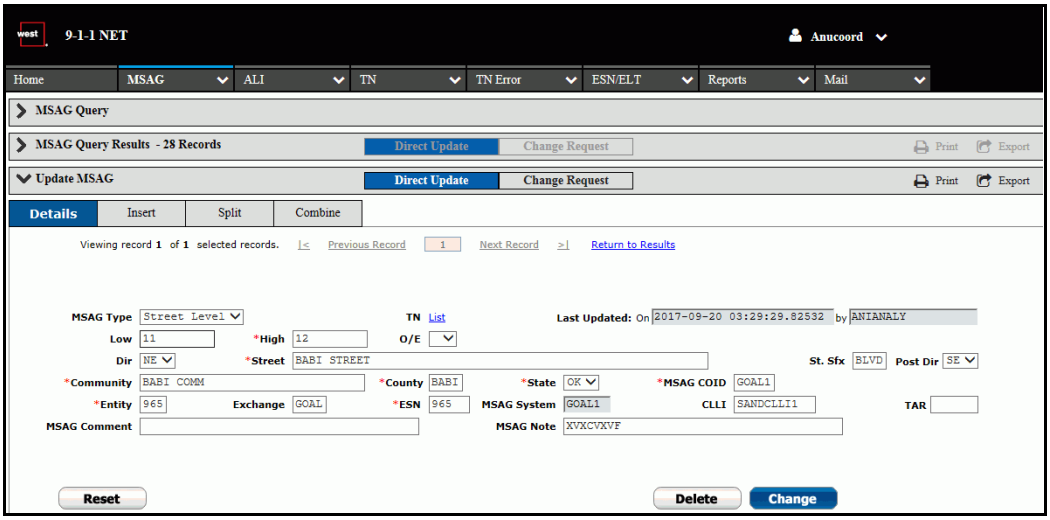

Figure 108: Update MSAG - Street-Level Record (geoMSAG Permissions Enabled)

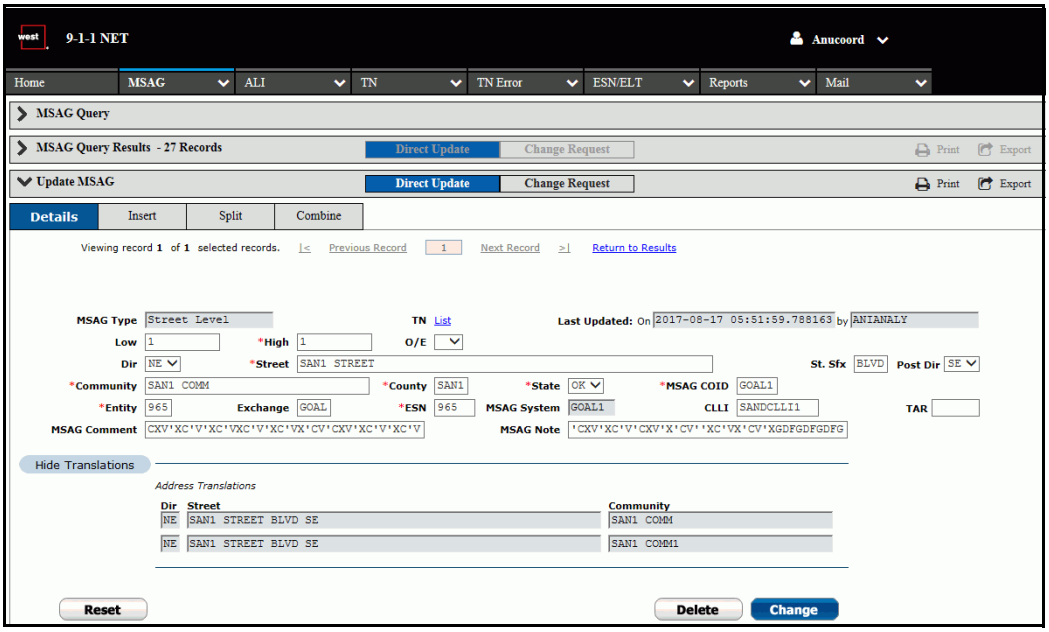

Figure 109: Update MSAG - Street-level Record (Address Translations)

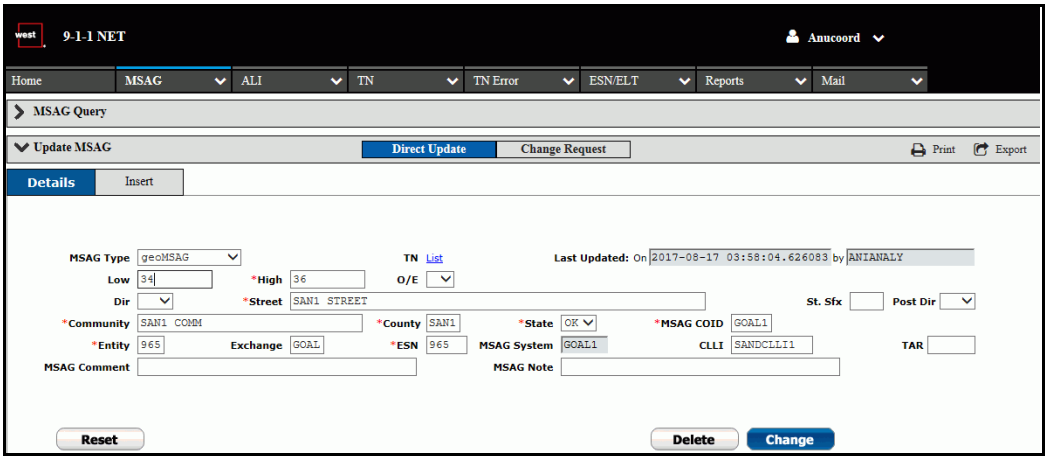

Figure 110: Update MSAG - geoMSAG Record

4 Modify the information, as needed. The `MSAG System` field automatically populates when the record is updated. Required fields are marked by a red asterisk.

5 Click the **Change** button. A confirmation message displays at the top of the screen.

NOTE If there are TNs associated with the record and you have permissions enabled that allow you to change the record regardless, then the **Change** button displays as white instead of blue. The color change indicates that you are submitting the change with errors.

Change a Default Record

1 Perform a query through the MSAG menu. For instructions, refer to "MSAG Query" on page 48.

2 From the query results, click the **Direct Update** tab to display the Direct Update toolbar.

3 Select the checkbox next to the desired record and click the **Details** button. The *Update MSAG* screen displays (figure 111 on page 92).

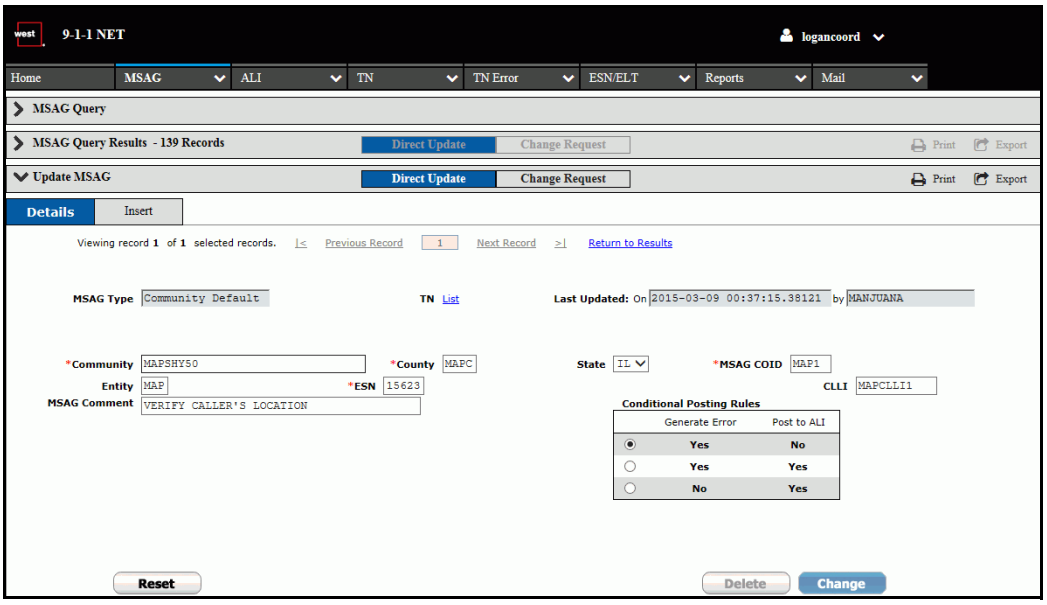

Figure 111: Update MSAG - Change a Community Default Record

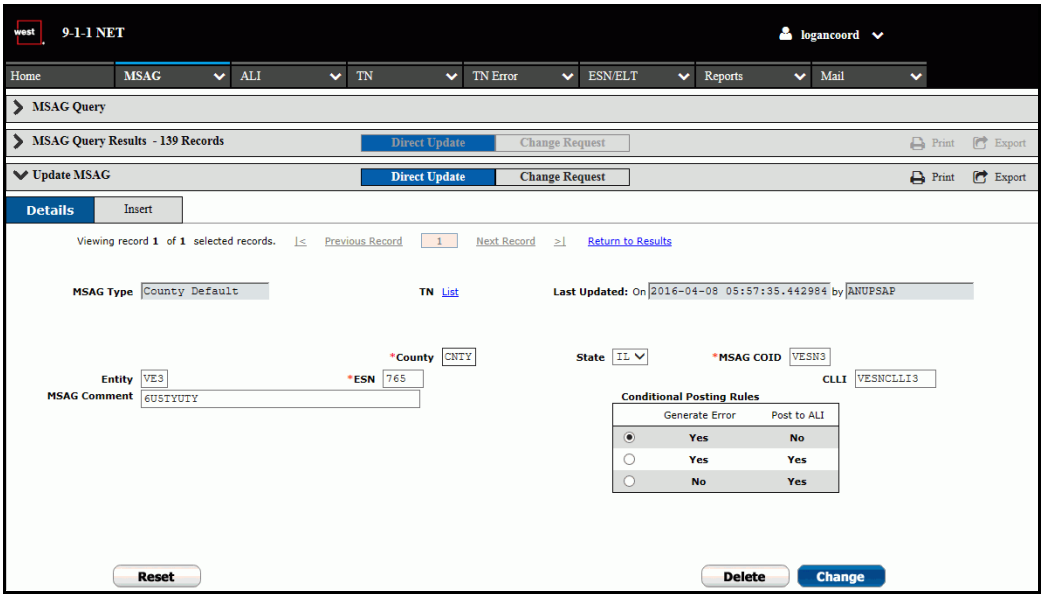

Figure 112: Update MSAG - Change a County Default Record

4 Modify the fields, as needed. The following fields can be changed:
   - `MSAG COID`
   - `Entity`
   - `ESN`
   - `CLLI` (if `Require CLLI on MSAG CR` customer setting is enabled.)
   - `MSAG Comment`
   - `Conditional Posting Rules` (radio buttons)

5 Click the **Change** button. A confirmation message displays.

Delete an MSAG Record

NOTE There are two methods for deleting individual records. You can use the **Delete Selection** button on the Direct Update toolbar to delete the record from the *Query Results* screen or you can use the **Details** button on the Direct Update toolbar to display the *Update MSAG* screen, from which you can select the **Delete** button. For information on mass deletions, refer to "Mass Delete for a Street-Level or geoMSAG Record" on page 97 or "Update All Default Records" on page 105.

Delete a Street-Level or geoMSAG Record

1 Perform a query through the MSAG menu. For instructions, refer to "MSAG Query" on page 48.

2 From the query results, click the **Direct Update** tab to display the Direct Update toolbar.

3 Select the checkbox next to the desired record and click the **Details** button. The *Update MSAG* screen displays (figure 109 on page 91).

4 Click the **Delete** button. A message displays asking you to confirm the deletion.

Figure 113: Confirm Deletion Message

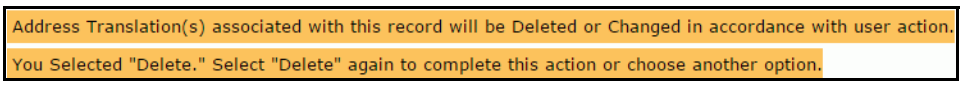

Figure 114: Confirm Deletion Message (Address Translations)

5 Click the **Delete** button again. If there are no TNs are associated with the record, a confirmation message displays indicating that the record has been deleted. If there are TNs associated with the record, a message displays indicating that a TN fallout will occur if you continue. To view the TN record(s), click the blue **TN Fallout** link.

Figure 115: TN Fallout

Figure 116: TN Fallout Results (More Than One TN)

6 Click the **Delete** button to delete the record or the **Return to Results** link to cancel the action.

Delete a Default Record

1 Perform a query through the MSAG menu. For instructions, refer to "MSAG Query" on page 48.

2 From the query results, click the **Direct Update** tab to display the Direct Update toolbar.

3 Select the checkbox next to the desired record and click the **Details** button. The *Update MSAG (Default Record)* screen displays (figure 111 on page 92).

4 Click the **Delete** button. If there are TNs or associated street-level or default records a message displays and the record cannot be deleted. If there are no TNs or associated records, it is deleted and a confirmation message displays.

Error: This MSAG record cannot be deleted as there would be TN Fallout. TN Fallout: 1

Figure 117: TN Fallout Error Message

Error: This MSAG record cannot be deleted as at least one Street Level MSAG record for - ANU1 COMMUNITY - attached to it.

Figure 118: Associated Record Error Message

Delete Selected MSAG Records

One or more MSAG records can be deleted from the *Query Results* screen by selecting the records and clicking the **Delete Selection** button from the Direct Update toolbar. A pop-up message displays asking you to confirm the deletion. Click the **Delete** button to continue or click the **Cancel** button to cancel the action. After deleting the records, a confirmation message displays.

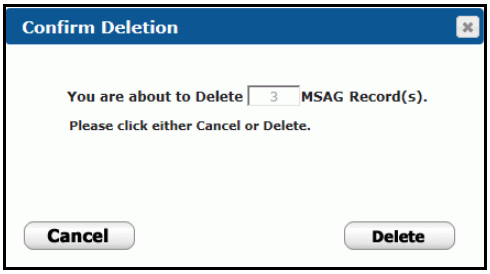

Figure 119: Delete Selection Pop-up

Mass Updates

IMPORTANT Keep a record of your transaction ID in the event that the mass update fails or there are errors with the mass update that require later correction.

Mass Change for a Street-Level or geoMSAG Record

1 Perform a query through the MSAG menu. For instructions, refer to "MSAG Query" on page 48.

2 From the query results, click the **Direct Update** tab to display the Direct Update toolbar.

3 Select the checkbox next to the desired records and click the **Mass Update** button. The *Mass Update MSAG (Mass Change)* screen displays.

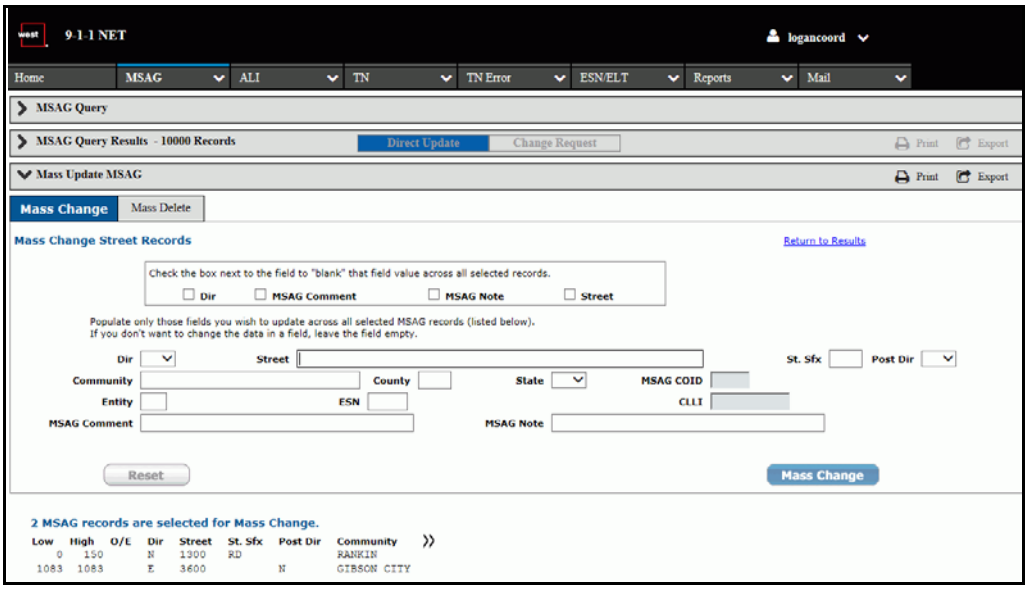

Figure 120: Mass Update MSAG (Mass Change)

4 Modify the available address fields as needed.
5 To blank out an existing field (`Dir`, `MSAG Comment`, `MSAG Note`, or `Street`) on all records, select the checkbox next to the field.

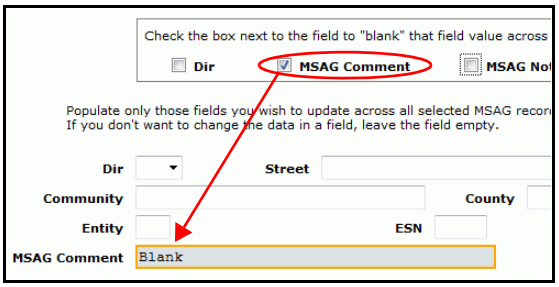

Figure 121: Select Field to Blank

6 Click the **Mass Change** button. A confirmation message displays at the top of the screen indicating whether or not the submission was successful.

Mass Delete for a Street-Level or geoMSAG Record

NOTE There are two methods for deleting multiple records at the same time. You can use the **Delete Selection** button on the Direct Update toolbar to delete records from the *Query Results* screen or you can use the **Mass Update** button on the Direct Update toolbar to display the *Mass Update MSAG (Mass Change)* screen, from which you can select the **Mass Delete** button in order to display the *Mass Update MSAG (Mass Delete)* screen. From this screen, you can perform a mass deletion.

1 Perform a query through the MSAG menu. For instructions, refer to "MSAG Query" on page 48.
2 From the query results, click the **Direct Update** tab to display the Direct Update toolbar.
3 Select the checkbox next to the desired records and click the **Mass Update** button. The *Mass Update MSAG (Mass Change)* screen displays.
4 Select the **Mass Delete** button to display the *Mass Update MSAG (Mass Delete)* screen.

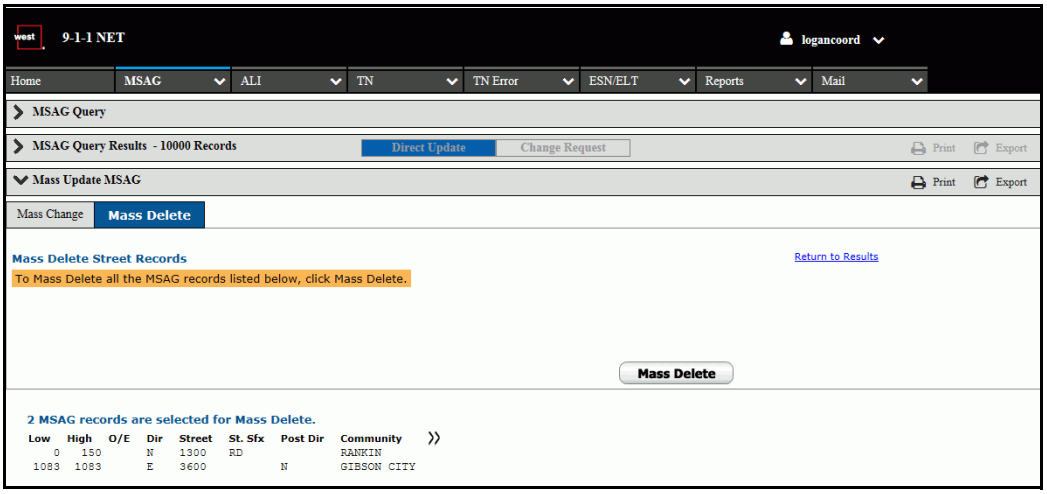

Figure 122: Mass Update MSAG (Mass Delete)

5 Click the **Mass Delete** button.

A TN fallout error message indicates that there are telephone numbers associated with one or more records that will no longer have an associated MSAG record. If you have permissions to view the TN fallout list, then the number of TNs affected displays as a blue hyperlink.

NOTE Clicking on the blue number hyperlink displays the list of TNs that need to be moved before the deletion can occur.

If you are able to move/resolve the TN fallout based on the information provided, the request can be submitted. To submit the CR, click the **Submit with Errors** button. When the request is complete, a confirmation message displays.

Insert Ranges on an MSAG Record

Insert Ranges on a Street-Level or geoMSAG Record

1 Perform a query through the MSAG menu. For instructions, refer to "MSAG Query" on page 48.

2 From the query results, click the **Direct Update** tab to display the Direct Update toolbar.

3 Select the checkbox next to the desired record and click the **Insert** button. The *Update MSAG (Insert)* screen displays.

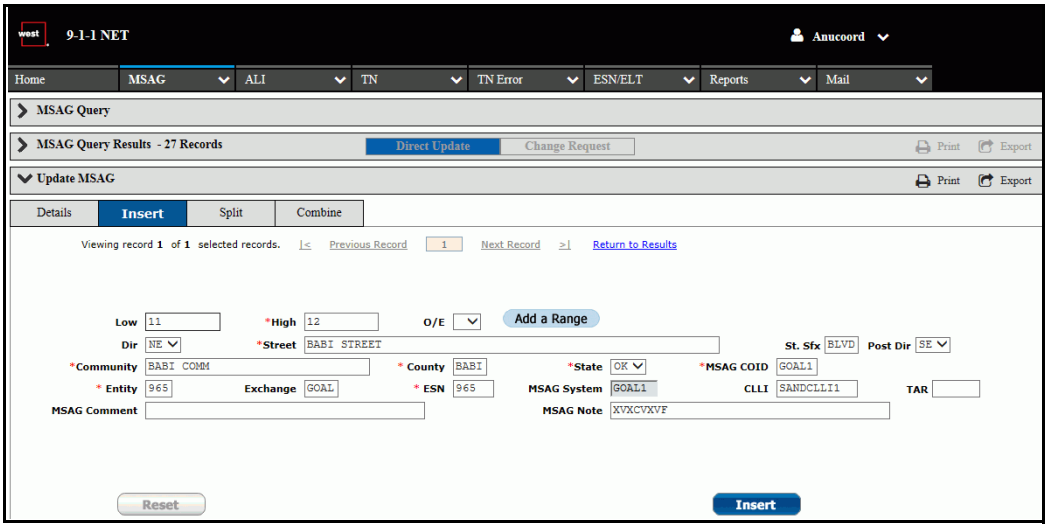

Figure 123: Update MSAG - Insert Ranges on a Street-Level Record

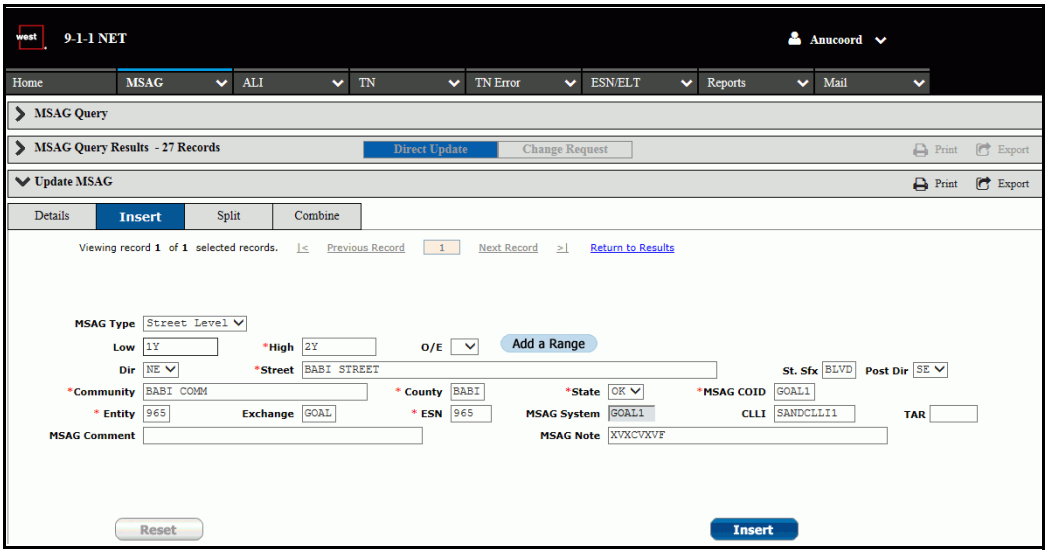

Figure 124: Update MSAG - Insert Ranges on a Street-Level Record (geoMSAG permissions enabled)

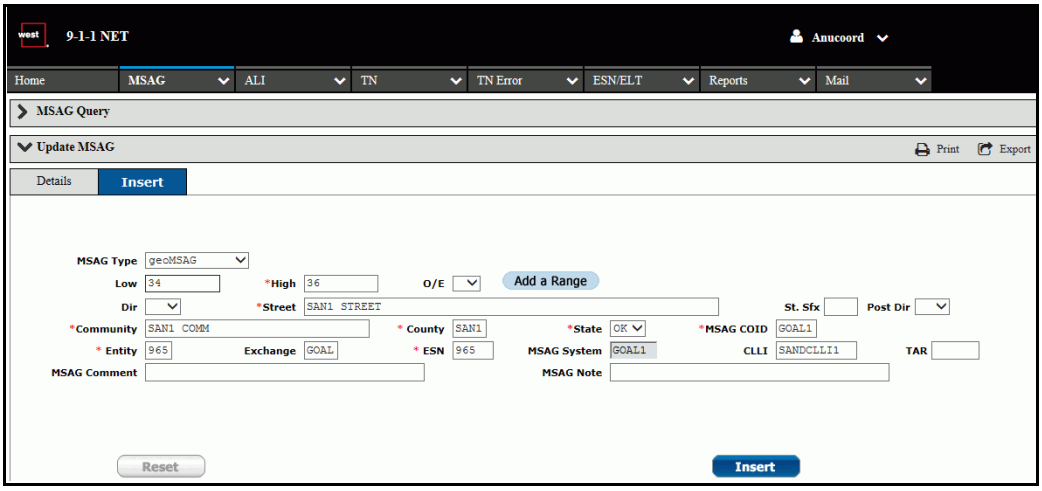

Figure 125: Update MSAG - Insert Ranges on a geoMSAG Record

4 Change the range data in the `Low` and `High` fields.

5 To add more ranges, select the **Add a Range** button. Additional range fields display.

Figure 126: Update MSAG - Insert - Add Range Fields

6 Click the arrow to display the additional fields: `TAR`, `MSAG Comment`, and `MSAG Note`.

7 Enter the range data in the available fields. Required fields are marked by a red asterisk.

8 If you wish to add more ranges, click the **Add a Range** button again and populate the additional range fields.

NOTE A maximum of 50 ranges can be added.

9 Click the **Insert** button to insert the ranges. A confirmation screen displays indicating whether or not the information was successfully submitted.

Split Ranges on an MSAG Record

Split Ranges on a Street-Level Record

1 Perform a query through the MSAG menu. For instructions, refer to "MSAG Query" on page 48.

2 From the query results, click the **Direct Update** tab to display the Direct Update toolbar.

3 Select the checkbox next to the desired record and click the **Split** button. The *Update MSAG (Split)* screen displays.

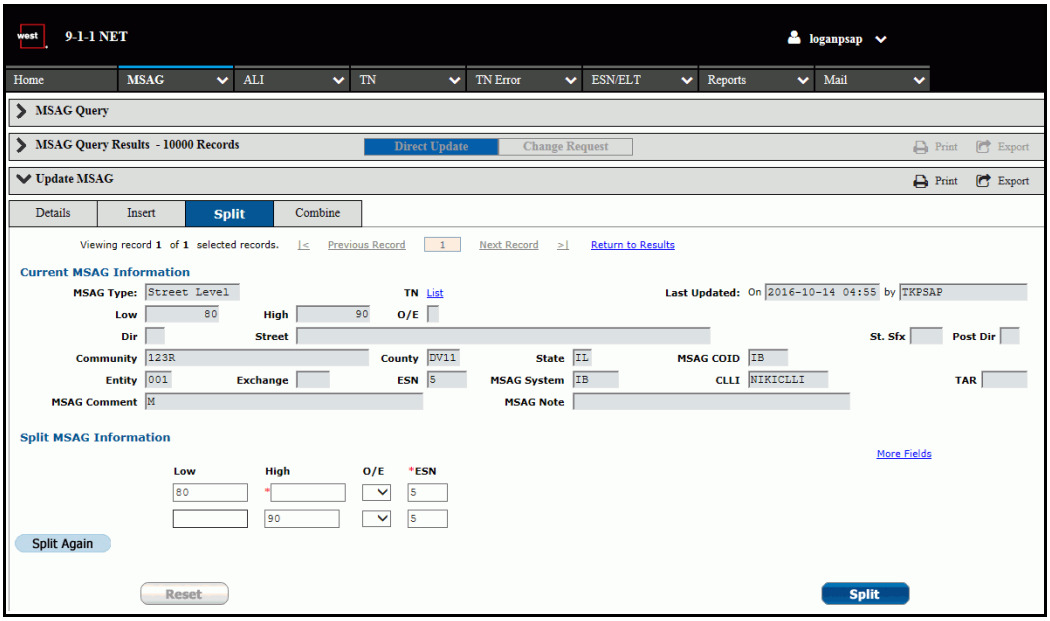

Figure 127: Update MSAG - Split a Street-Level Record

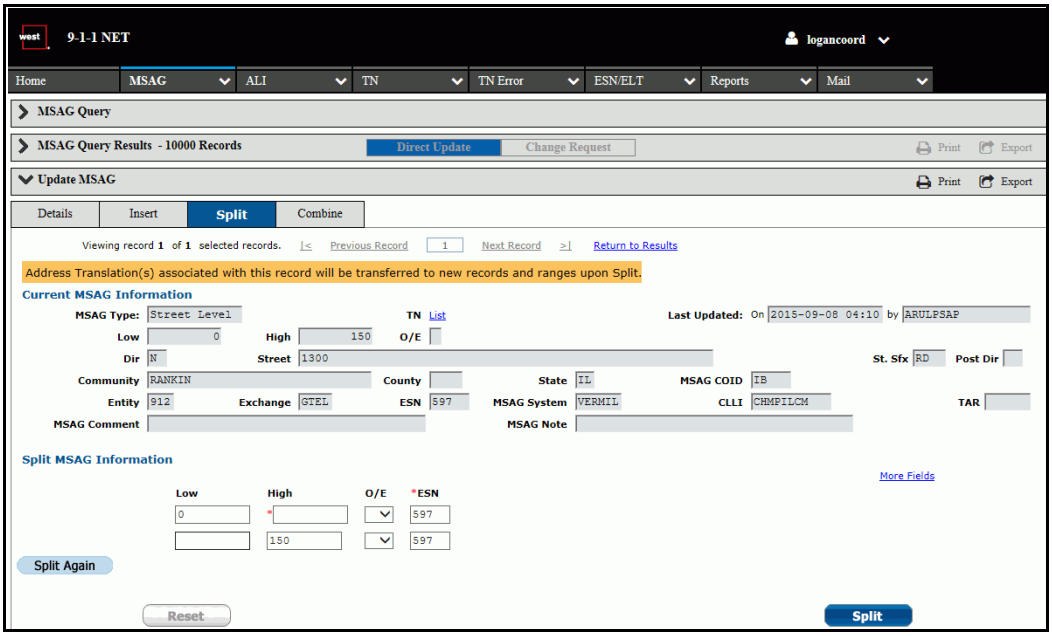

Figure 128: Update MSAG - Split a Street-level Record (Address Translations)

4 Use the *Split MSAG Information* section to split the MSAG ranges. Required fields are marked by a red asterisk.

The *Split MSAG Information* fields can be expanded to include all fields that can be edited on a split function by clicking the **More Fields** link.

NOTE A single range can be split to a maximum of 50 ranges.

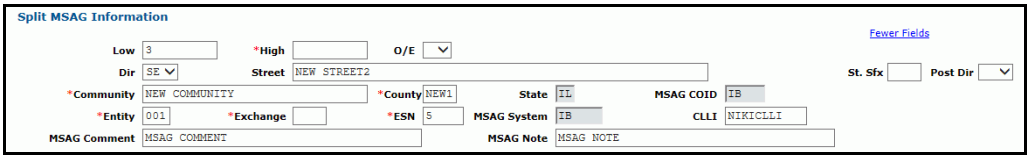

Figure 129: Direct Split MSAG Information All Fields

5 Click the **Split** button to complete the split. A confirmation message displays.

NOTE If there are TNs associated with the record and you have permissions enabled that allow you to split the ranges regardless, then the **Split** button displays as white instead of blue. The color change indicates that you are submitting the split with errors.

Combine Ranges on an MSAG Record

Combine Ranges on a Street-Level Record

1 Perform a query through the MSAG menu. For instructions, refer to "MSAG Query" on page 48.

2 From the query results, click the **Direct Update** tab to display the Direct Update toolbar.

3 Select the checkbox next to the desired record and click the **Combine** button. The *Update MSAG (Combine)* screen displays.

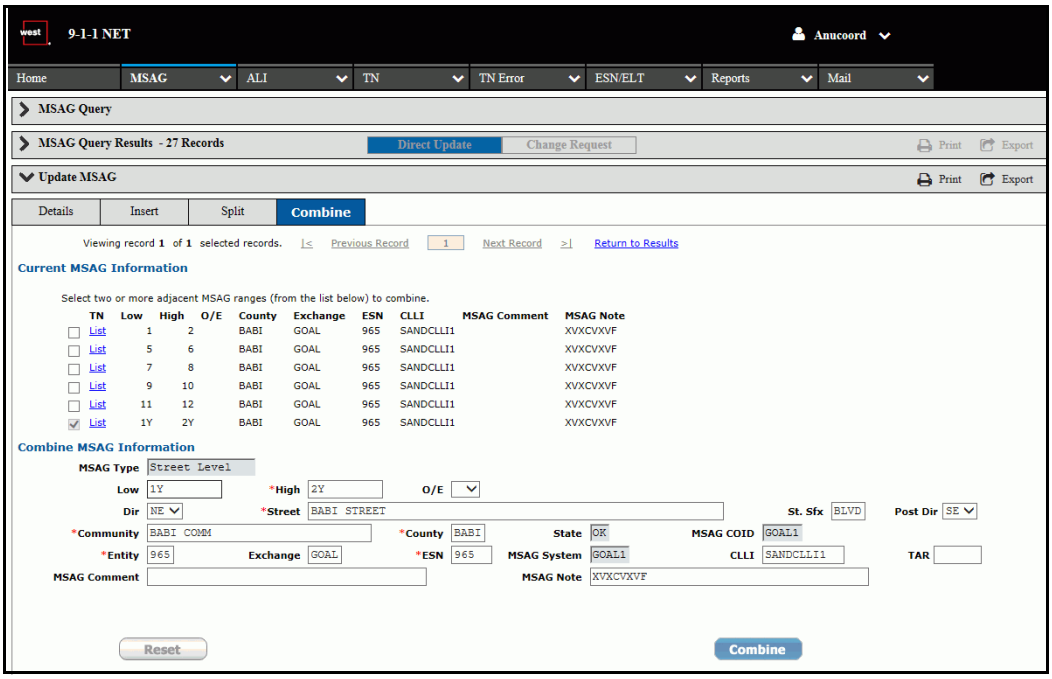

Figure 130: Update MSAG - Combine Street-level Records

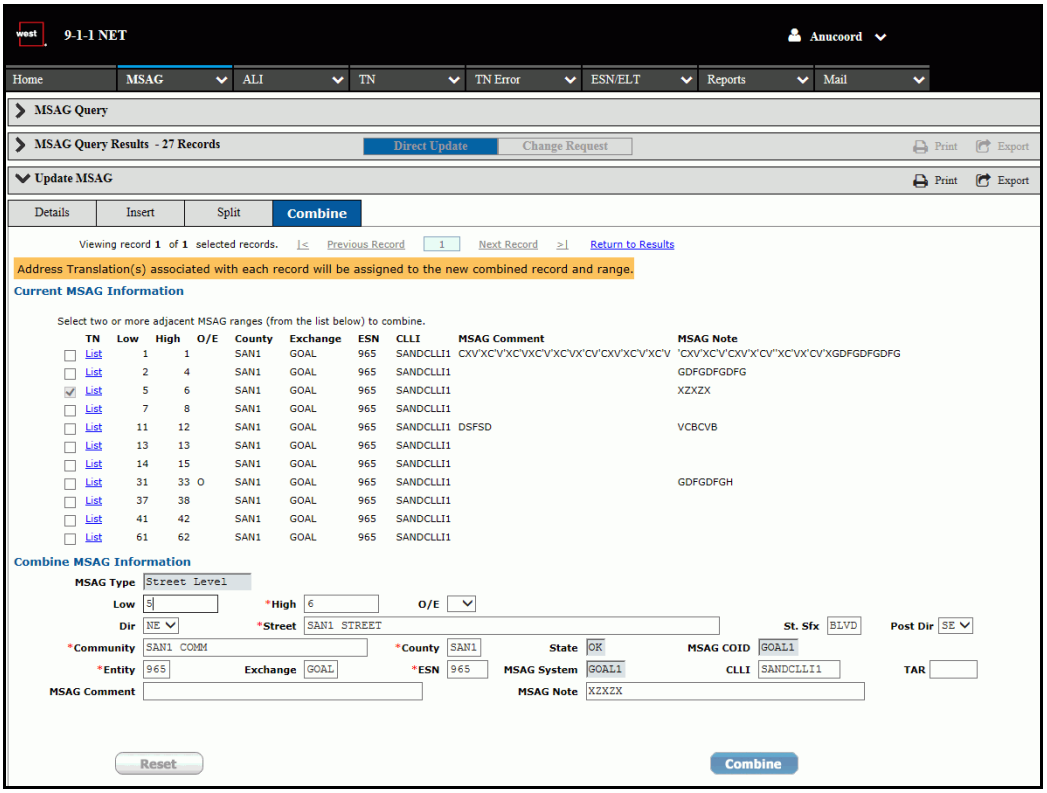

Figure 131: Update MSAG - Combine Street-level Records (Address Translations)

4 Select the checkboxes next to the ranges you wish to combine in the *Current MSAG Information* section. The new ranges auto-populate in the `Low` and `High` fields in the *Combine MSAG Information* section.

NOTE A maximum of 50 ranges can be combined.

5 Update additional fields, if needed and click the **Combine** button. A confirmation message displays.

NOTE If there are TNs associated with the record and you have permissions enabled that allow you to combine ranges regardless, then the **Combine** button displays as white instead of blue. The color change indicates that you are submitting the combine with errors.

Update All Default Records

The **Update All** option enables you to change or delete a default record and any associated street-level records directly in the database.

Change All - Single Default Record

1 Query for default records. For instructions, refer to "MSAG Query" on page 48.

2 From the query results, click the **Direct Update** tab to display the Direct Update toolbar.

3 Select the checkbox next to the desired record and click the **Update All** button. The *Update All MSAGs (Change All)* screen displays.

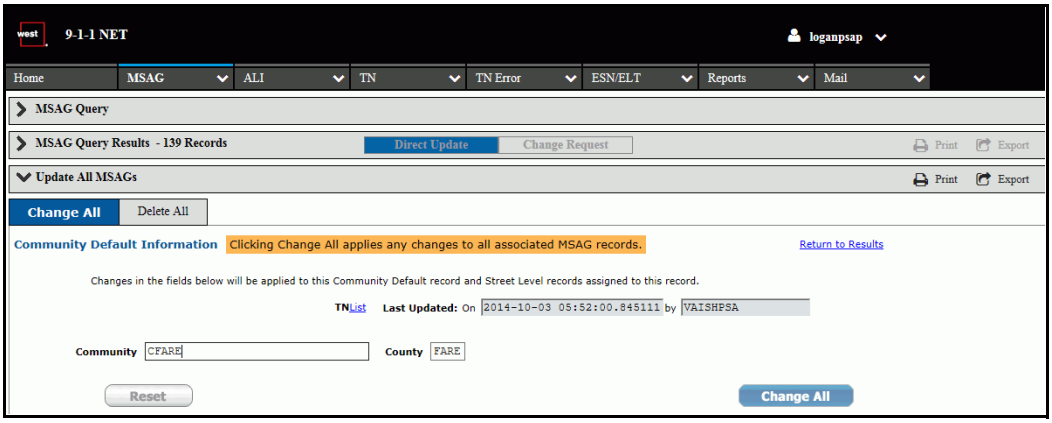

Figure 132: Update All MSAGs (Change All) - Single Community Default Record

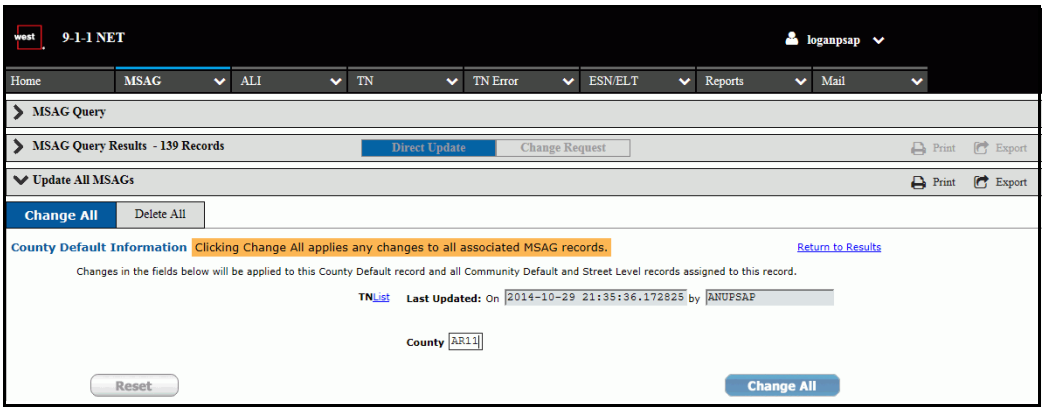

Figure 133: Update All MSAGs (Change All) - Single County Default Record

4 Modify the `Community` and/or `County` fields, as needed.

5 Click the **Change All** button. A confirmation message displays indicating that the change was successful.

Change All - Multiple Default Records

NOTE Only multiple community default records can be changed simultaneously.

1 Query for default records. For instructions, refer to "MSAG Query" on page 48.
2 From the query results, click the **Direct Update** tab to display the Direct Update toolbar.
3 Select the checkbox next to the desired records and click the **Update All** button. The *Update All MSAGs (Change All)* screen displays.

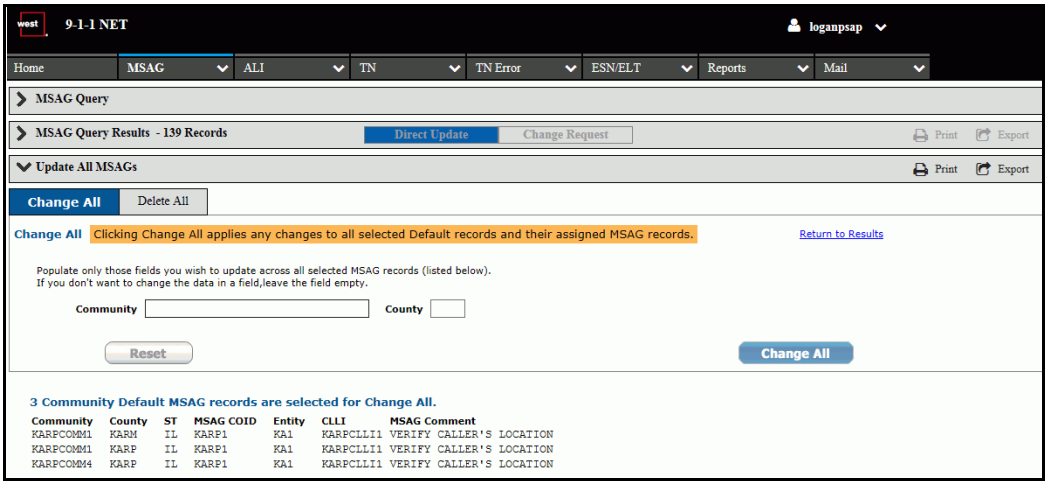

Figure 134: Update All MSAGs (Change All) - Multiple Community Default Records

4 Modify the remaining address fields as needed.

5 Click the **Change All** button. A confirmation message displays indicating that the change was successful.

Delete All - Single Default Record

NOTE Records can also be deleted from the *Query Results* screen using the **Delete Selection** button.

1 Query for default records. For instructions, refer to "MSAG Query" on page 48.

2 From the query results, click the **Direct Update** tab to display the Direct Update toolbar.

3 Select the checkbox next to the desired record and click the **Update All** button. The *Update All MSAGs (Change All)* screen displays.

4 Select the **Delete All** button to display the *Update All MSAGs (Delete All)* screen.

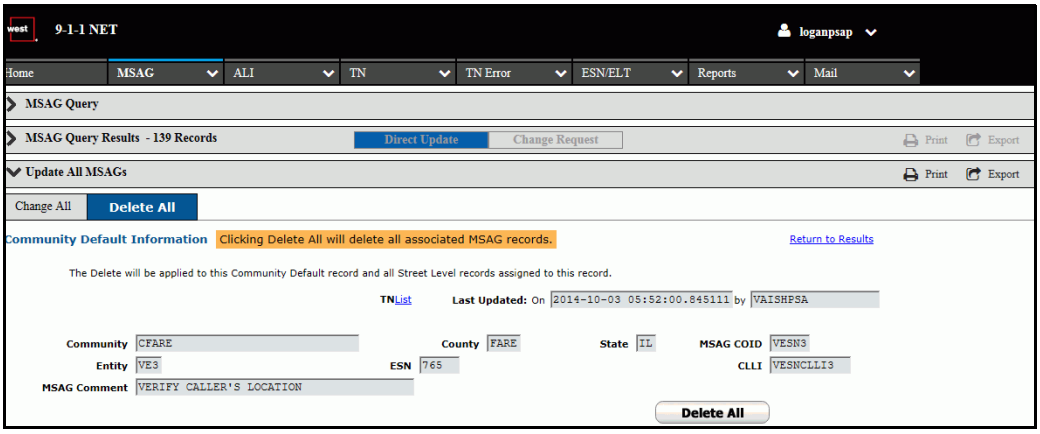

Figure 135: Update All MSAGs (Delete All) - Single Community Default Record

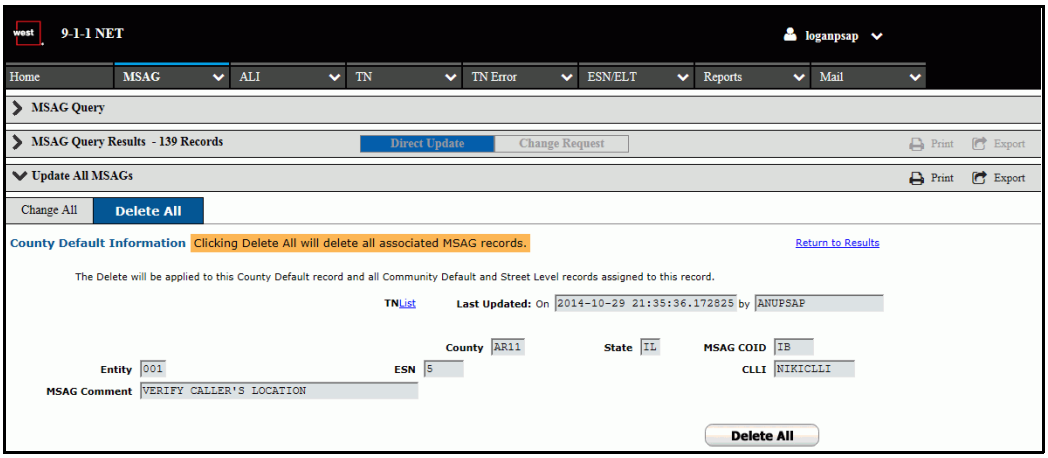

Figure 136: Update All MSAGs (Delete All) - Single County Default Record

5 Click the **Delete All** button. A confirmation message displays indicating that the deletion was successful.

Delete All - Multiple Default Records

NOTE Only multiple community default records can be deleted simultaneously. Records can also be deleted from the *Query Results* screen using the **Delete Selection** button.

1 Query for default records. For instructions, refer to "MSAG Query" on page 48.

2 From the query results, click the **Direct Update** tab to display the Direct Update toolbar.

3 Select the checkbox next to the desired records and click the **Update All** button. The *Update All MSAGs (Change All)* screen displays.

4 Select the **Delete All** button to display the *Update All MSAGs (Delete All)* screen.

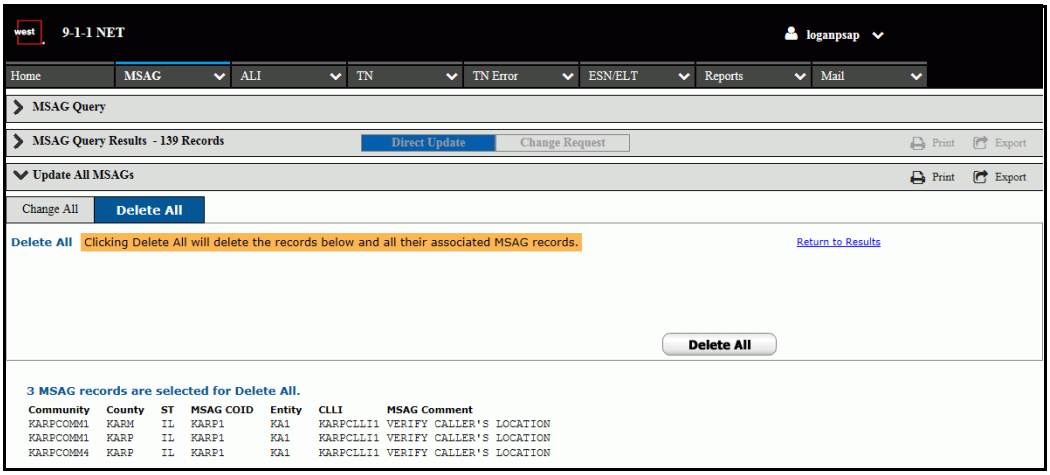

Figure 137: Update All MSAGs (Delete All) - Multiple Community Default Records

5 Click the **Delete All** button. A confirmation message displays indicating that the deletion was successful.

Insert an MSAG Record

Insert a Street-Level or geoMSAG Record

IMPORTANT

There are two methods for inserting street-level records: via the **Insert MSAG** link on the MSAG menu and via the **Insert** button on the Direct Update toolbar after performing an MSAG query and selecting a record from the query results.

Using the **Insert MSAG** link from the MSAG menu displays a screen with blank fields. Using the **Insert** button from the Direct Update toolbar after performing a query provides a screen that is pre-populated with the selected MSAG record data which you can then modify. The latter option is used to save time when inserting a record that is similar to an existing record.

To insert ranges on an existing MSAG record, follow the instructions in "Insert Ranges on an MSAG Record" on page 98.

1 Use one of the following methods to directly insert a new street-level MSAG record:

   A Select the **Insert MSAG** link from the MSAG menu and click the Direct Update toolbar. The *Insert MSAG* screen displays (figure 138).

   B Perform a query to find an MSAG record with the same (or similar) attributes to the record you wish to insert by following the instructions in "MSAG Query" on page 48 and then select the checkbox next to the desired record and click the **Insert** button from the Direct Update toolbar. The *Update MSAG* (*Insert)* screen displays (figures 123 and 125).

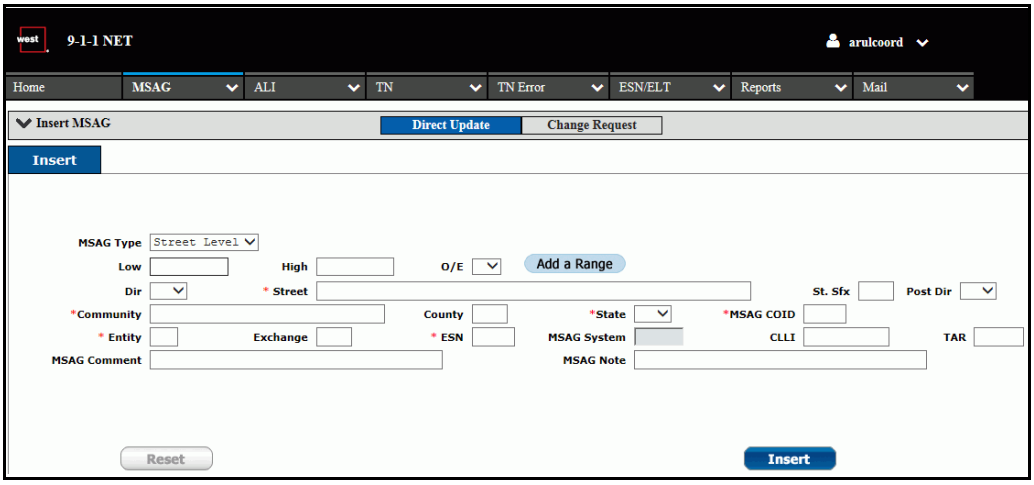

Figure 138: Insert MSAG - Street-Level or geoMSAG Record

2 Complete the MSAG record fields. Required fields are marked by a red asterisk. `CLLI` is also required when the `Use CLLI on MSAG` permission is set to `Y`. `Street` is required if a directional is added. `MSAG System` is automatically generated when the street range is added.

3 If you wish to add more than one range for this street or add ranges to an existing street, click the **Add a Range** button. The *Additional TN Range Information* fields display.

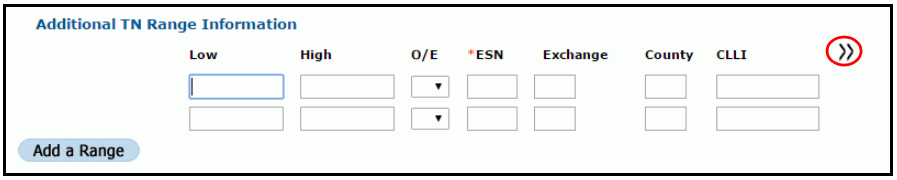

Figure 139: Additional TN Range Information

4 Populate the range fields. Required fields are marked by a red asterisk.

5 Click the arrows to expand the range fields and display `TAR`, `MSAG Comment` and `MSAG Note`.

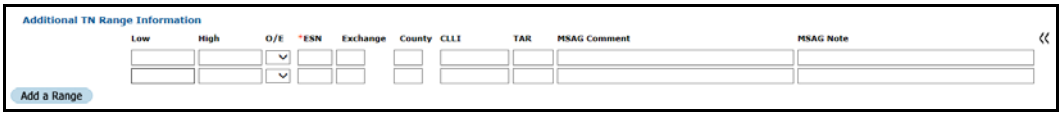

Figure 140: Additional TN Range Information Additional Fields

6 Add additional ranges by clicking the **Add a Range** button and populating the additional range fields.

7 Click the **Insert** button to insert the record. A confirmation message displays.

Insert a Default Record

IMPORTANT There are two methods for inserting default records: via the **Insert MSAG** link on the MSAG menu and via the **Insert** button on the Direct Update toolbar after performing an MSAG Query and selecting a record from the query results.

Using the **Insert MSAG** link from the MSAG menu displays a screen with blank fields. Using the **Insert** button from the Direct Update toolbar after performing a query provides a screen that is pre-populated with the selected default record data which you can then modify. The latter option is used to save time when inserting a record that is similar to an existing record.

1 Use one of the following methods to directly insert a new default MSAG record:

   A Select the **Insert MSAG** link from the MSAG menu and click the Direct Update toolbar, then choose `Community Default` or `County Default` from the `MSAG Type` drop-down menu. The *Insert MSAG* screen displays (figure 141).

   B Perform a query to find an MSAG record with the same (or similar) attributes to the record you wish to insert by following the instructions in "MSAG Query" on page 48 and then select the checkbox next to the desired range and click the **Insert** button from the Direct Update toolbar. The *Update MSAG (Insert)* screen displays (figure 143).

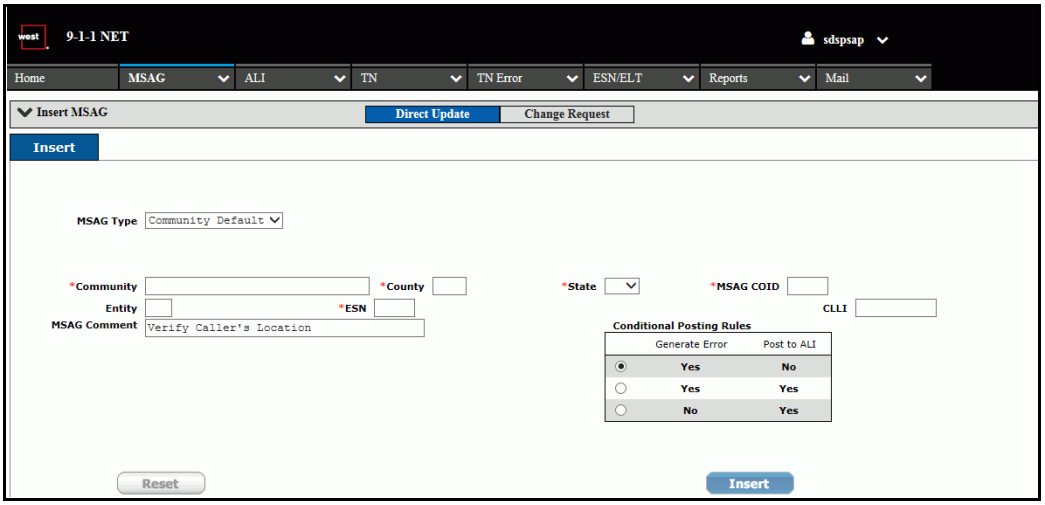

Figure 141: Insert MSAG - Community Default Record

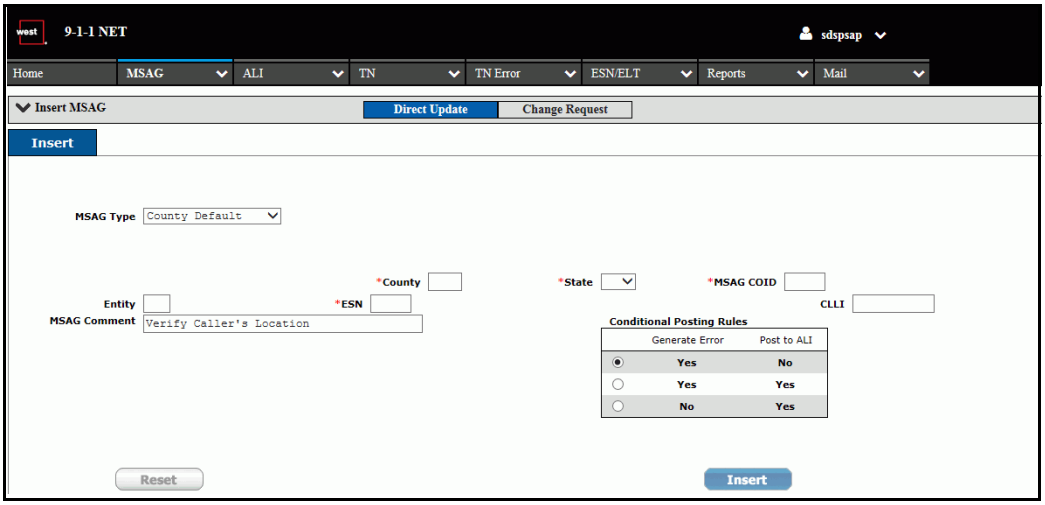

Figure 142: Insert MSAG - County Default Record

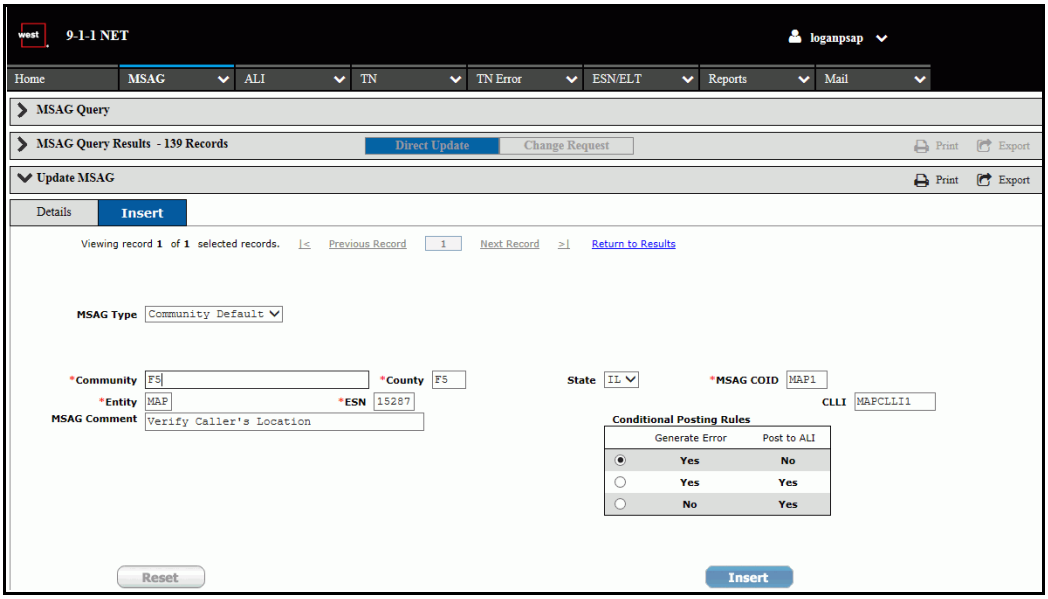

Figure 143: Update MSAG - Insert a Community Default Record

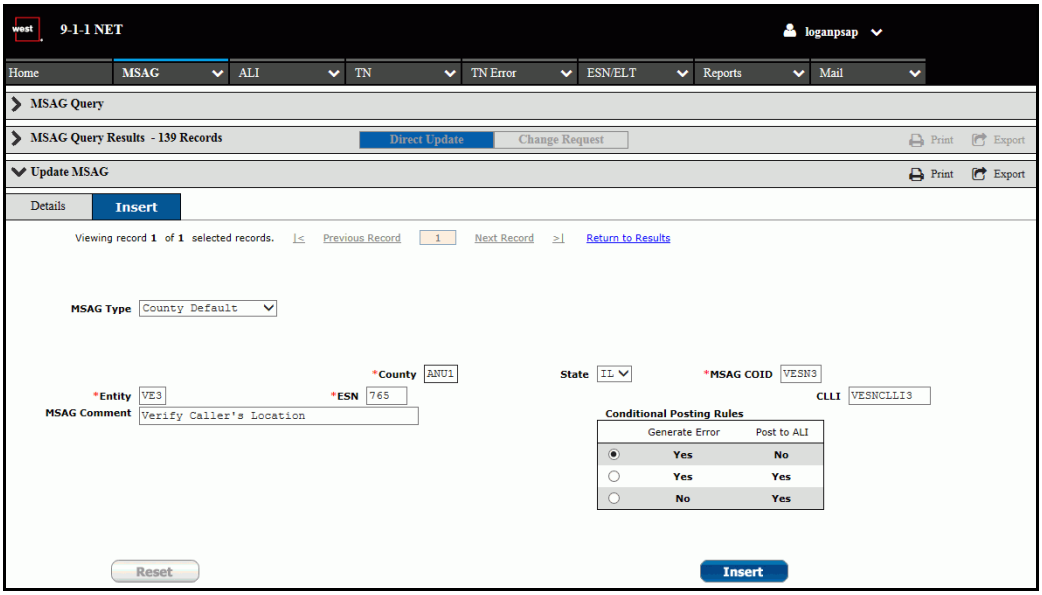

Figure 144: Update MSAG - Insert a County Default Record

2 Complete all required fields and set the **Conditional Posting Rules** radio button.

3 Click the **Insert** button. A confirmation message displays.

NOTE The difference between a Community Default record and County Default record is that the `Community` field displays on the Community Default record and is required. All other fields are identical.

Query MSAG CRs

The query function under the MSAG CRs menu is used to search for active, inactive, and archived CRs in the 9-1-1 NET system. Active requests are currently waiting for user action. Inactive requests are in a completed, rejected, or denied state, and archived requests are historical records of previously active or inactive CRs. CRs can have the following statuses:

Active

- Initiated
- Updated
- Approved
- Pending
- Requested
- Suspended

Inactive and Archived

- Completed
- Rejected (unless the permission to remove is enabled)
- Denied (unless the permission to remove is enabled)

Table 4: Active and Inactive Status Descriptions

Status	Description
Active Statuses	
Initiated	The request is submitted by the PSAP, but processing by a data analyst has not begun. Requests that have this status cannot be archived, but they can be deleted if necessary.
Updated	The request has been updated by the submitting PSAP manager to contain additional information that was requested by a data analyst. Requests that have this status cannot be deleted or archived.
Approved	The request is approved by the involved MSAG coordinator to be processed by a data analyst. This status applies only to MSAG systems that use a hierarchical system for processing CRs. Requests that have this status cannot be deleted or archived.
Pending	The request is being processed by a data analyst and is pending approval. Requests that have this status cannot be deleted or archived.
Requested	The request is submitted by the data analyst and is being processed by the PSAP. In this case, the PSAP has the authority to initiate or deny the request made by the data analyst. However, the PSAP does not have the authority to delete the request. If the PSAP manager initiates the request, the request follows initiated status procedures.

Table 4: Active and Inactive Status Descriptions (Continued)

Status	Description
Suspended	The processing of the request by the assigned data analyst is paused. The data analyst is waiting for additional information from the user who submitted the request. If a request appears with this status, you should expect to find a related message from the data analyst. This message is displayed in the `Comments` field of the request. Requests that have this status cannot be deleted or archived, and they must be updated by the submitting PSAP manager before they can be processed further.
Inactive and Archive Statuses	
Completed	The request is completely processed by a data analyst and added to the call-routing MSAG database. Requests that have this status cannot be deleted, but they can be archived.
Rejected	The request is completely investigated by a data analyst, but not processed and added to the call-routing MSAG database. If a request appears with this status, you should expect to find a related message from a data analyst. This message is in the `Comments` field of the request. Requests that have this status cannot be deleted, but they can be archived. Note: If the package permission to remove this status is enabled, this status is not available.
Denied	The request sent to the PSAP by a data analyst has been turned down by the PSAP. Requests that have this status cannot be deleted, but they can be archived. Note: If the package permission to remove this status is enabled, this status is not available.
Withdrawn	The request is rejected and the initiator agrees with the rejection.

Perform an MSAG CR Query

1 Click the **Query CRs** link from the MSAG menu. The *Query MSAG CRs* screen displays.

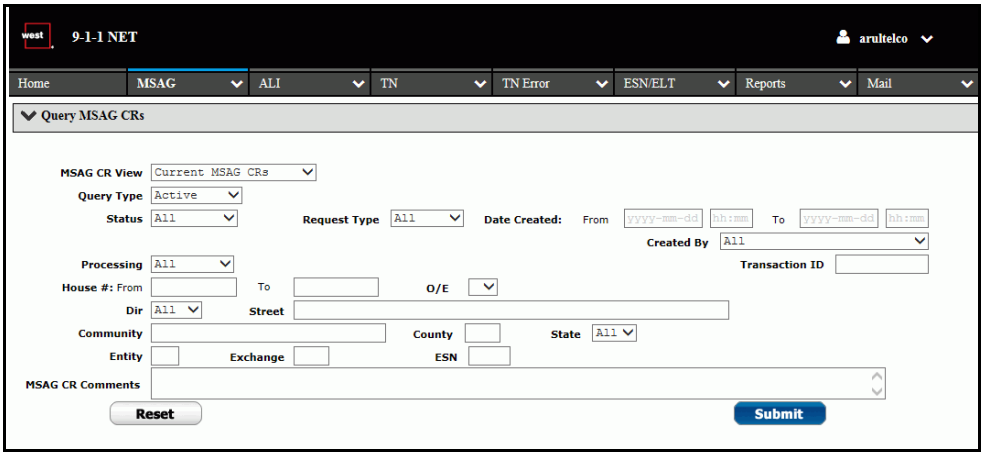

Figure 145: Query MSAG CRs

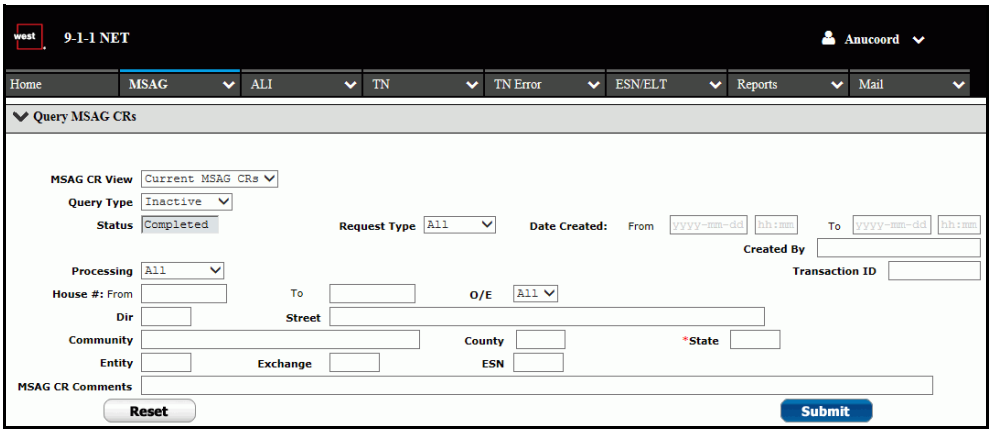

Figure 146: Query MSAG CRs (Inactive or Archive) - Rejected and Denied Statuses Removed

2 Select a view from the `MSAG CR View` drop-down menu. The default selection is `Current MSAG CRs`.

3 Select `Active`, `Inactive`, `Archive`, or `All` from the `Query Type` drop-down menu.

4 Enter search criteria in the available fields.

NOTE If you have wildcard permissions, refer to "Wildcard Searches" for a description of the screen changes and "Wildcard, Logical, and Comprehensive Search" on page 34 for a description of the available wildcard characters and their usage.

5 Select the **Submit** button. The *Query Results* screen displays (figure 149 on page 118).

Wildcard Searches

If you have wildcard permissions enabled, the following screen changes apply:

- `Created By`, `Dir`, and `State` are text fields rather than drop-down menus.
- `All` is added to (and is the default for) the `O/E` drop-down menu.
- `MSAG CR Comments` appears as a single line.

Wildcards can be entered into any of the text-based search fields in place of regular text, except for `House #`. For details about the specific wildcard characters and their usage, refer to "Wildcard, Logical, and Comprehensive Search" on page 34.

NOTE Displayed fields are based on user permissions. Not all fields display for all users.

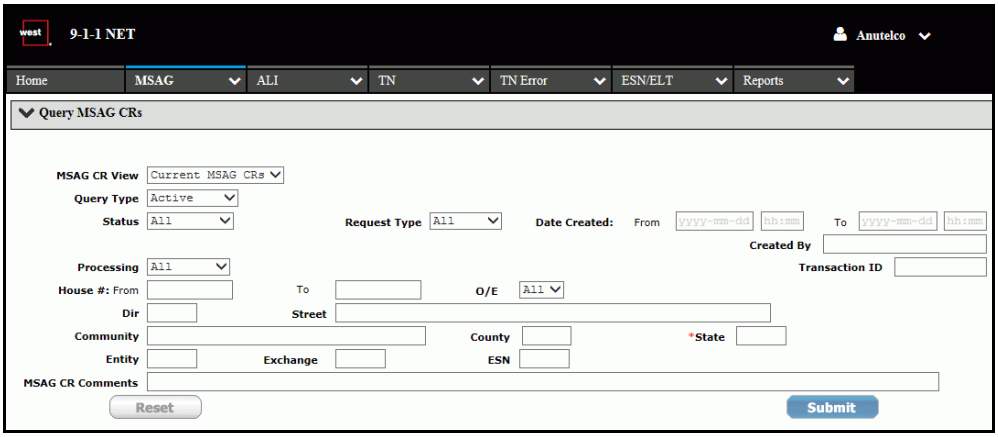

Figure 147: Query MSAG CRs - Wildcard

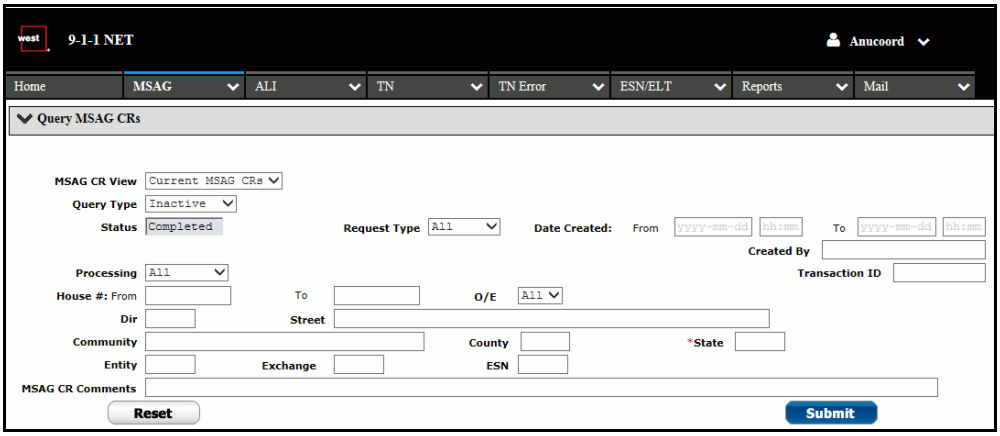

Figure 148: Query MSAG CRs (Inactive or Archive) - Rejected and Denied Statuses Removed - Wildcard

Query Results

The query results display the first set of records that meet the search criteria. If the number of records retrieved exceeds the number you are configured to view, a message displays above the results (figure 150, figure 151, or figure 152). The message that displays depends on your specific user configuration. Statuses displayed in bold font indicate CRs that are awaiting work. To view additional details about a request, select the checkbox next to it and click the **Details** button or click the blue, underlined status link.

To create a PDF of the results for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the results to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

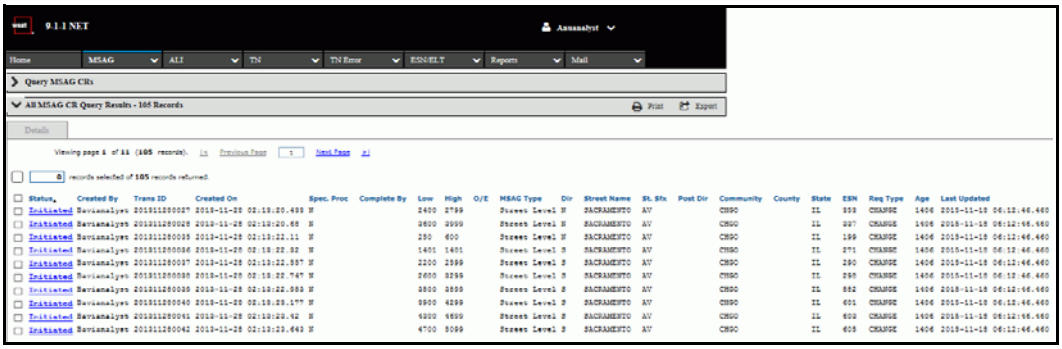

Figure 149: CR Query Results (All Record Types)

Your query matched 99 records, but only the first 25 can be displayed. A maximum of 2000 records can be viewed by clicking Export.

Figure 150: Query Maximum Exceeded Message

Your query matched 33 records, but only the first 15 can be displayed. Please refine your search criteria and query again.

Figure 151: Query Display Exceeded - Refine Query

Your query exceeds the maximum display limit, but only the first 15 can be displayed. Please refine your search criteria and query again.

Figure 152: Query Maximum Exceeded - Refine Query

When more than one record is selected, the counter box above the results list displays the number of selected records. Clicking the checkbox to the left of the counter box selects all the records returned from the query across multiple pages.

2 records selected of **1784** records returned.

Status	Created By	Trans ID	Created On
Requested	sbcanalyst	200206240572	2002-06-24 20:02:04.0
Requested	sbcanalyst	200206240573	2002-06-24 20:08:17.0

Figure 153: Select Some

1784 records selected of **1784** records returned.

Status	Created By	Trans ID	Created On
Requested	sbcanalyst	200206240572	2002-06-24 20:02:04.0
Requested	sbcanalyst	200206240573	2002-06-24 20:08:17.0
Requested	sbcanalyst	200207010407	2002-07-01 13:47:39.0
Requested	bwatts	201104270090	2011-04-27 08:24:25.007
Requested	shananalyst	201112262340	2011-12-26 04:43:03.023
Requested	shananalyst	201112262341	2011-12-26 04:43:03.12
Requested	shananalyst	201112262342	2011-12-26 04:43:03.217
Requested	shananalyst	201112262343	2011-12-26 04:43:03.303
Requested	shananalyst	201112262344	2011-12-26 04:43:03.397
Requested	shananalyst	201112262345	2011-12-26 04:43:03.477

Figure 154: Select All

Active CR Toolbar

Details	Mass Update	Update	Implement	Delete

Figure 155: Toolbar (Active CRs)

- The **Details** button displays the *Record Details* screen.
- The **Mass Update** button enables you to modify the status or comments of multiple CRs at the same time.
- The **Update** button enables you to modify a CR.
- The **Delete** button enables you to delete a CR.
- The **Implement** button enables you to implement a CR in the database.

Inactive CR Toolbar

Details	Authorize	Archive

Figure 156: Toolbar (Inactive CRs)

- The **Details** button displays the *Record Details* screen.
- The **Archive** button enables you to archive a CR.
- The **Authorize** button enables you to authorize a CR.

Archive and All CR Toolbar

Details

Figure 157: Toolbar (Archive and All CRs)

- The **Details** button displays the *Record Details* screen.

Record Details

The *Record Details* screen displays all the information associated with the CR, including notes in the *Activity Log* at the bottom of the screen. To create a PDF of the CR for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the CR details to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

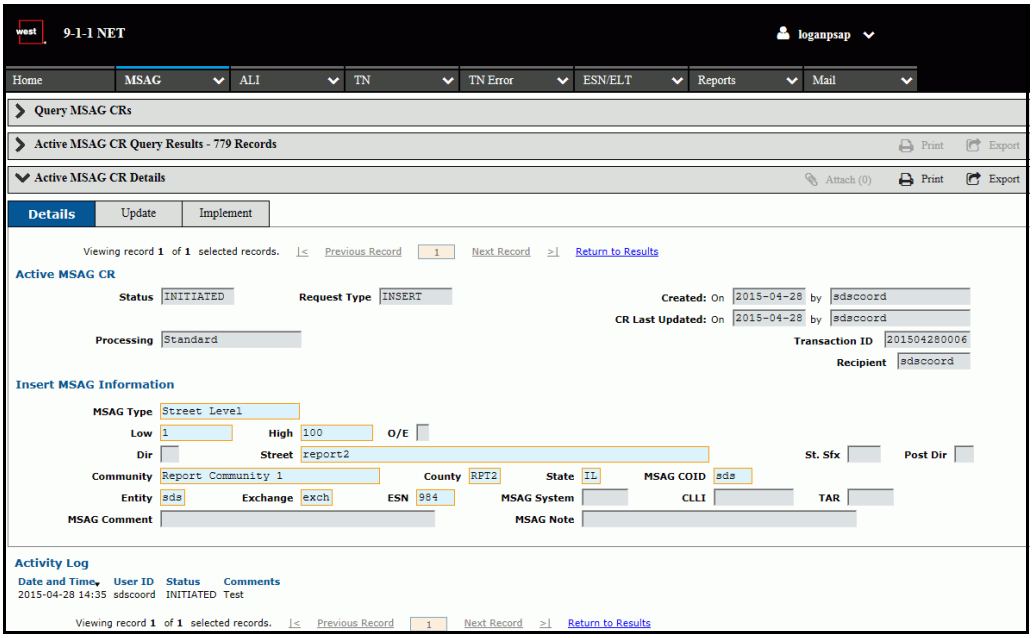

Figure 158: Active MSAG CR Details - Street-Level or geoMSAG Record

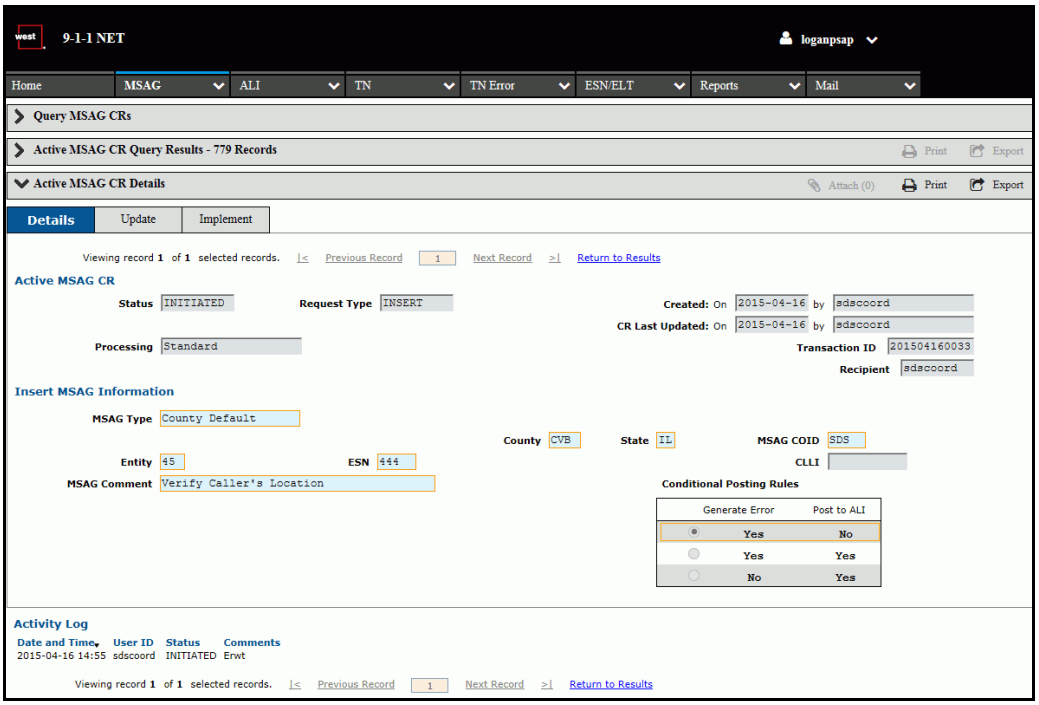

Figure 159: Active MSAG CR Details - Default Record

Manage MSAG CRs

Mass Update Active MSAG CRs

1 Perform a CR Query, following the steps described in "Query MSAG CRs" on page 114.

2 From the *Query Results* screen, select the CRs to update by clicking the checkboxes to the left of the CRs and click the **Mass Update** button from the toolbar. The *Mass Update* screen displays.

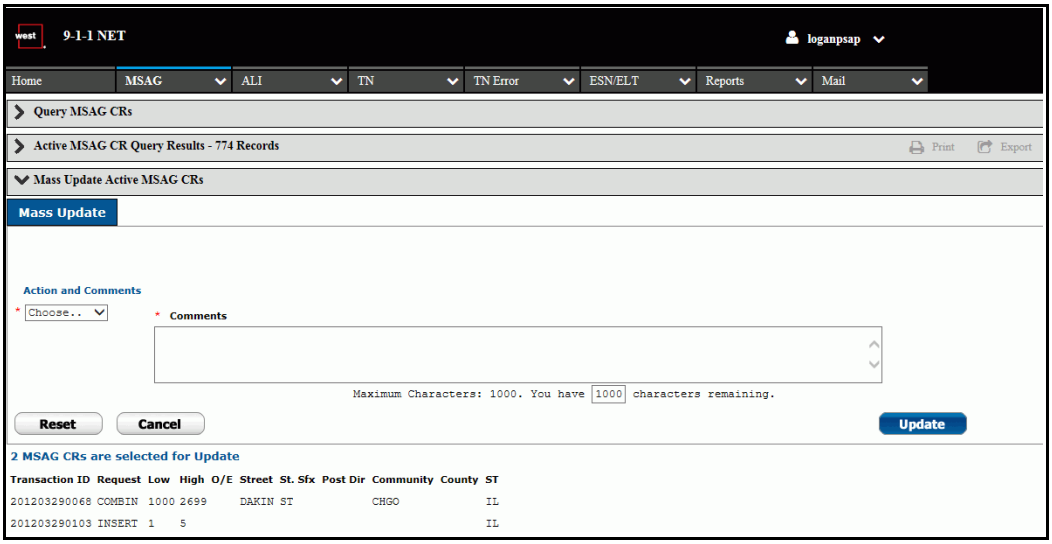

Figure 160: Mass Update Active MSAG CRs

3 Select a status from the `Select Action` drop-down menu, if needed.

4 Enter any applicable comments in the `Comments` text field. Comments are required.

5 Click the **Update** button. A confirmation screen displays. If you are configured to have email notifications of pending action sent to a designated recipient, an auto-generated message is sent.

NOTE Mass archiving and mass authorizing are not considered mass updates.

Update an Active MSAG CR

If a CR needs to be modified before the requested changes are applied to the database, the *Update Active MSAG CR* screen is used. For example, a CR can be suspended with a question entered in the `Comments` field that goes back to the initiator.

1 Perform a CR Query, following the steps described in "Query MSAG CRs" on page 114.

2 From the query results, select the box next to the CR to modify and click the **Update** button. The *Update Active MSAG CR* screen displays.

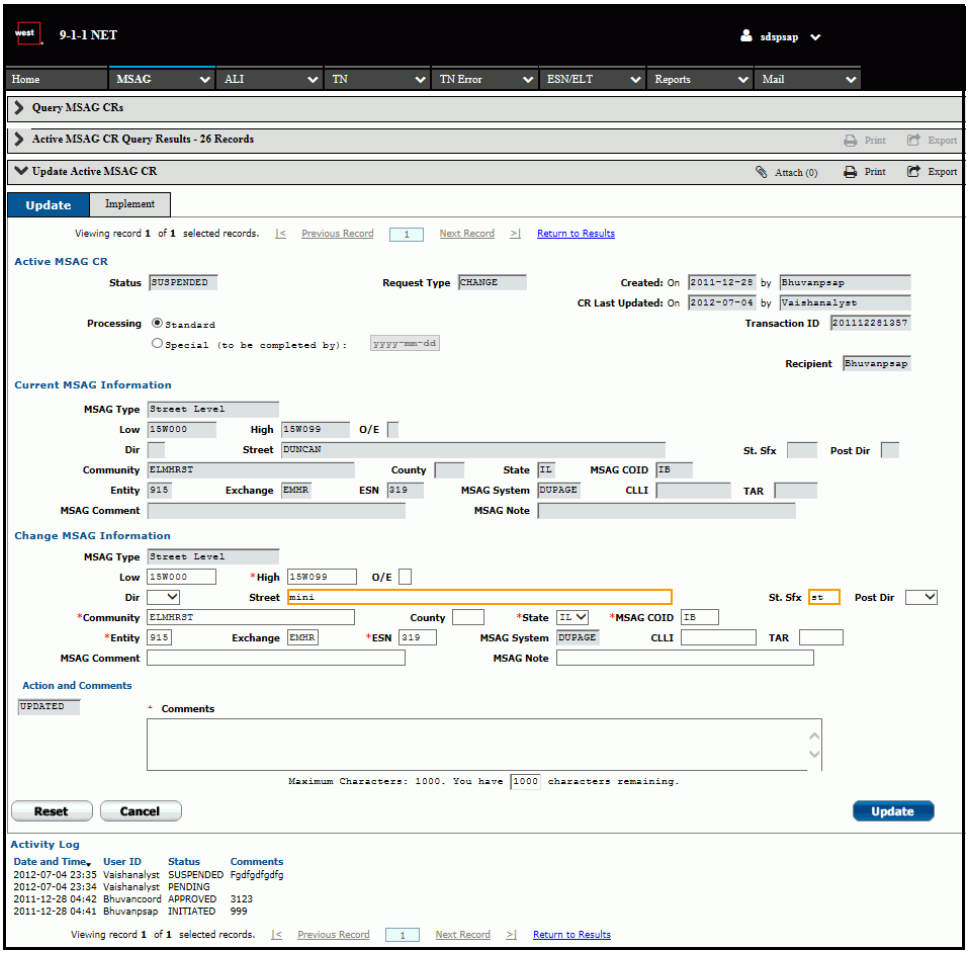

Figure 161: Update Active MSAG CR - Street-Level Record

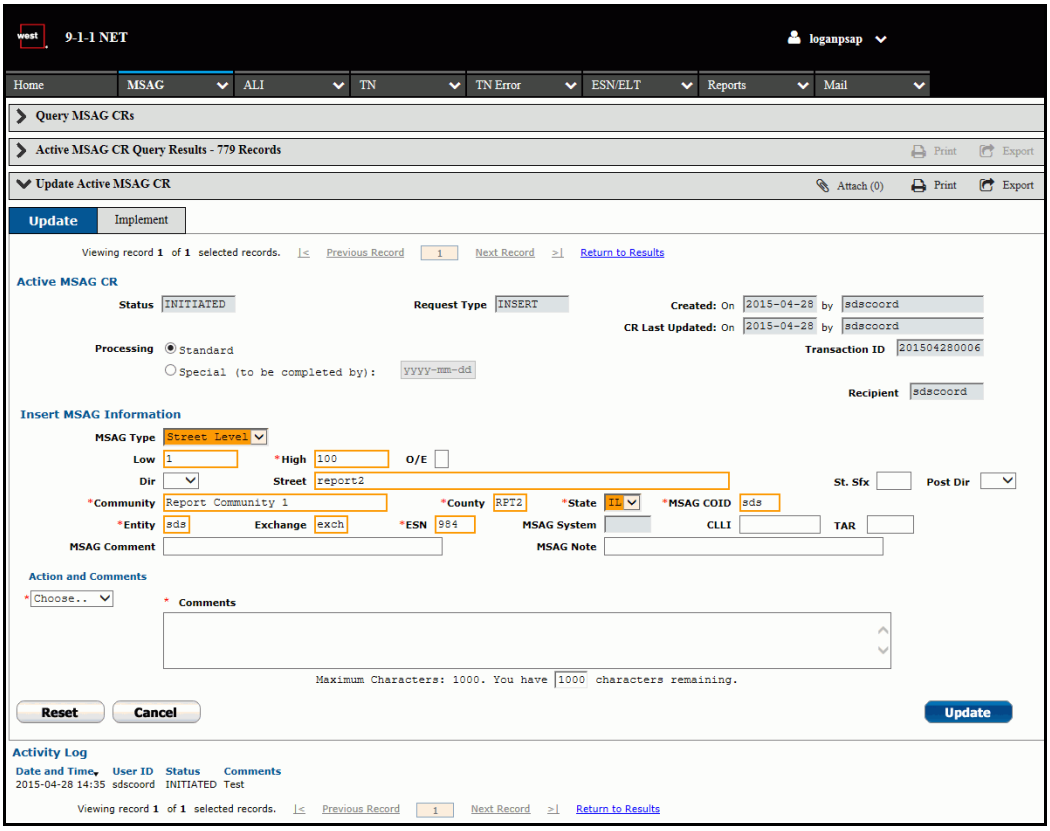

Figure 162: Update Active MSAG CR - Street-Level Record (geoMSAG Permissions Enabled)

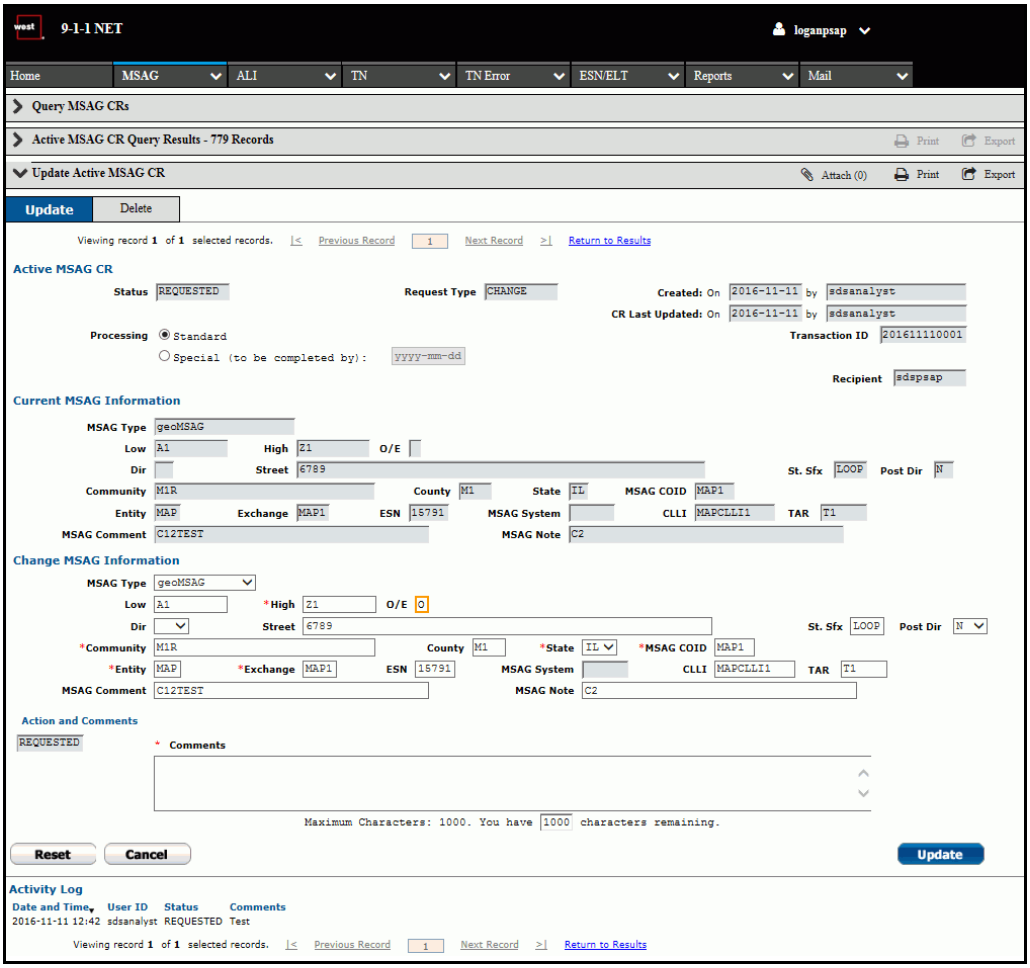

Figure 163: Update Active MSAG CR - geoMSAG Record (Analyst Users)

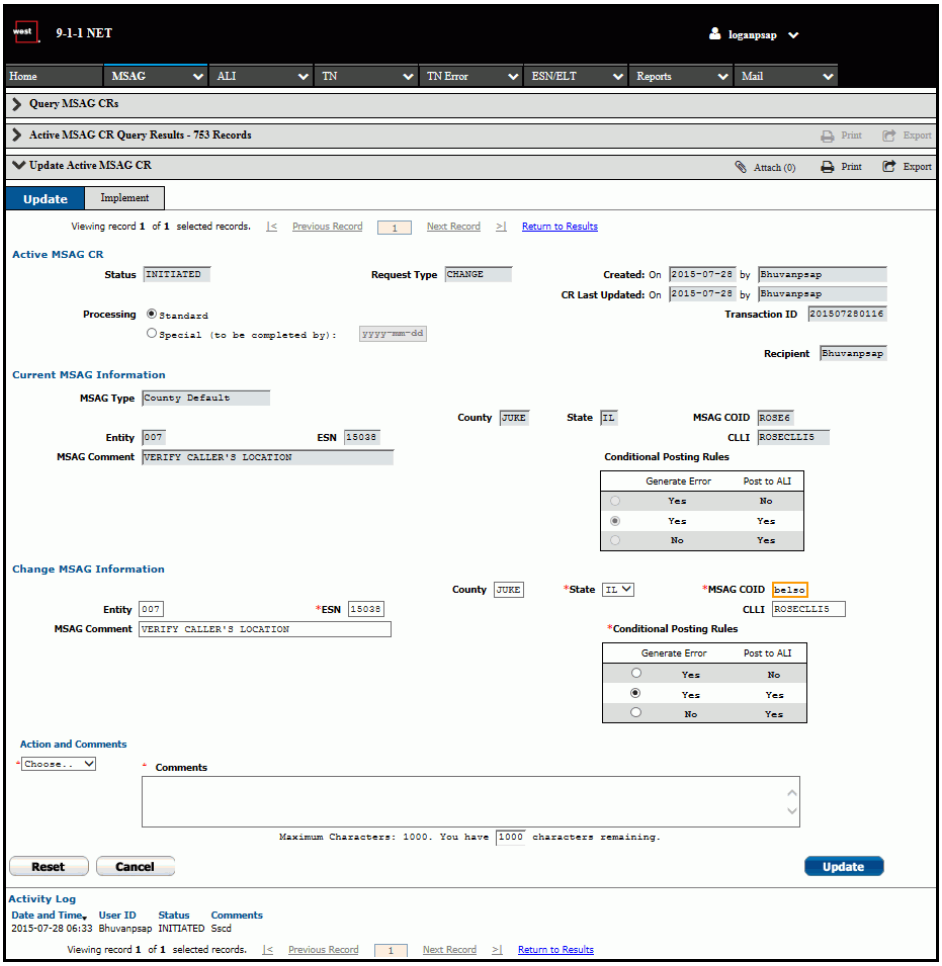

Figure 164: Update Active MSAG CR - Default Record

3 Update the CR address data, if needed.

NOTE Only PSAP users can modify CR data if the CR is suspended. MSAG coordinator and analyst users should enter the correct data in the `Comments` field or attach a document with the correct data if the CR information needs to be modified.

4 Select a status from the drop-down menu, if applicable. This field may be grayed out and uneditable depending on the status of the CR.

NOTE If an analyst user is completing the CR, it is automatically archived.

5 Enter comments in the `Comments` text field. This field is required.
6 Attach any applicable documents, if needed. Refer to "Attaching Documents to MSAG CRs" on page 57.
7 Select the **Update** button to save the changes.

If you receive a TN fallout error message, it indicates that this range has one or more telephone numbers associated with it that will no longer have an associated MSAG record. If you have permissions to view the TN fallout list, then the number of TNs affected displays as a blue hyperlink.

NOTE Clicking on the blue number hyperlink displays the list of TNs that need to be moved before the deletion can occur.

If you are able to move/resolve the TN fallout based on the information provided, the request can be updated. To update the CR, click the **Update with Errors** button.

NOTE The **Update with Errors** option is available to users based on their permissions.

If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Implement an Active MSAG CR

The *Implement MSAG CR* screen is used to change the status of a CR to complete and apply the CR changes directly to the database. Only initiated, updated, and pending CRs can be implemented. To implement a CR:

1 Perform a CR Query, following the steps described in "Query MSAG CRs" on page 114.
2 Select the desired CR from the query results list by clicking in the checkbox to the left of the CR and click the **Implement** button. The *Implement MSAG CR* screen displays.

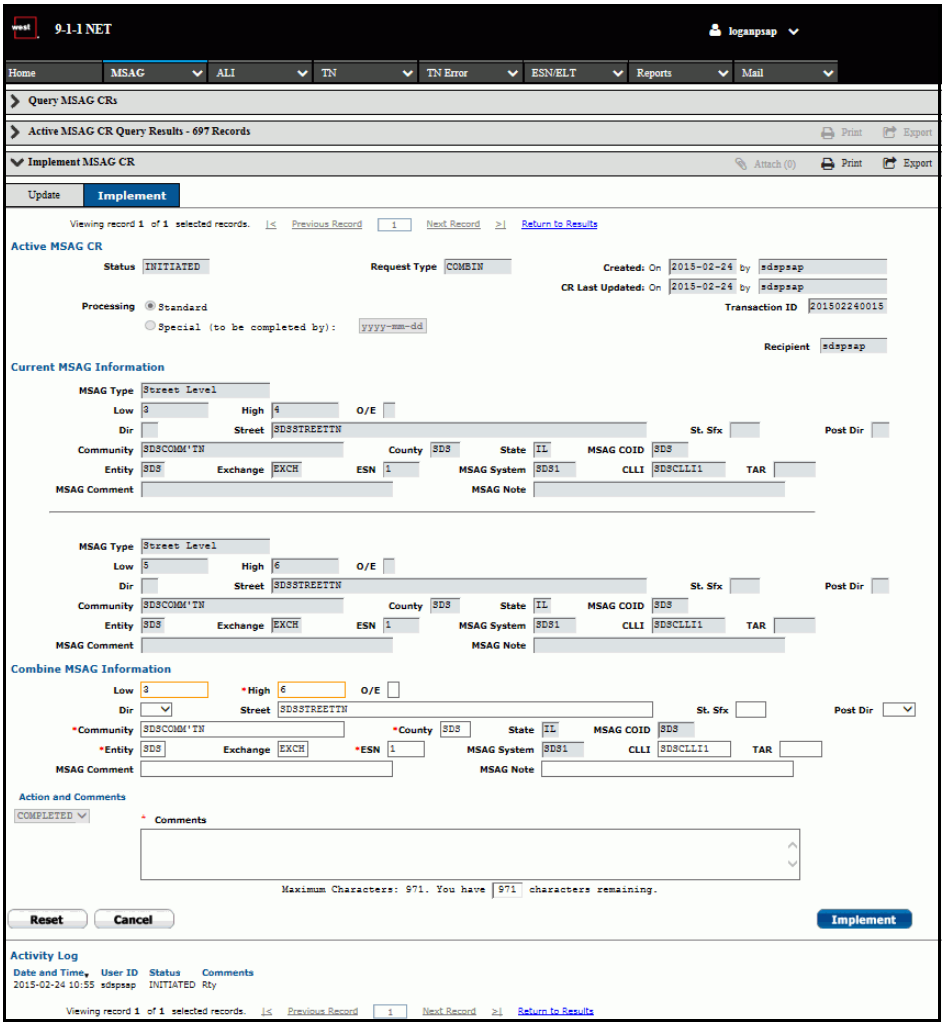

Figure 165: Implement MSAG CR - Street-Level Record

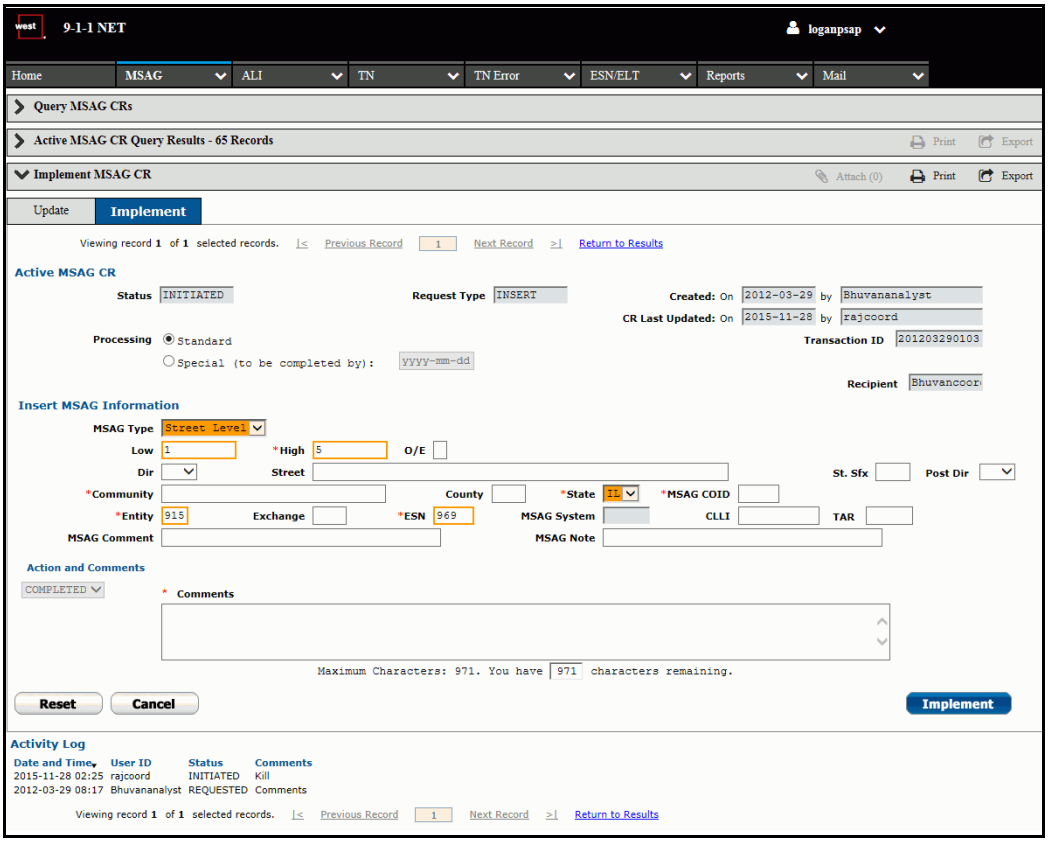

Figure 166: Implement MSAG CR - Street-Level Record (geoMSAG Permissions Enabled)

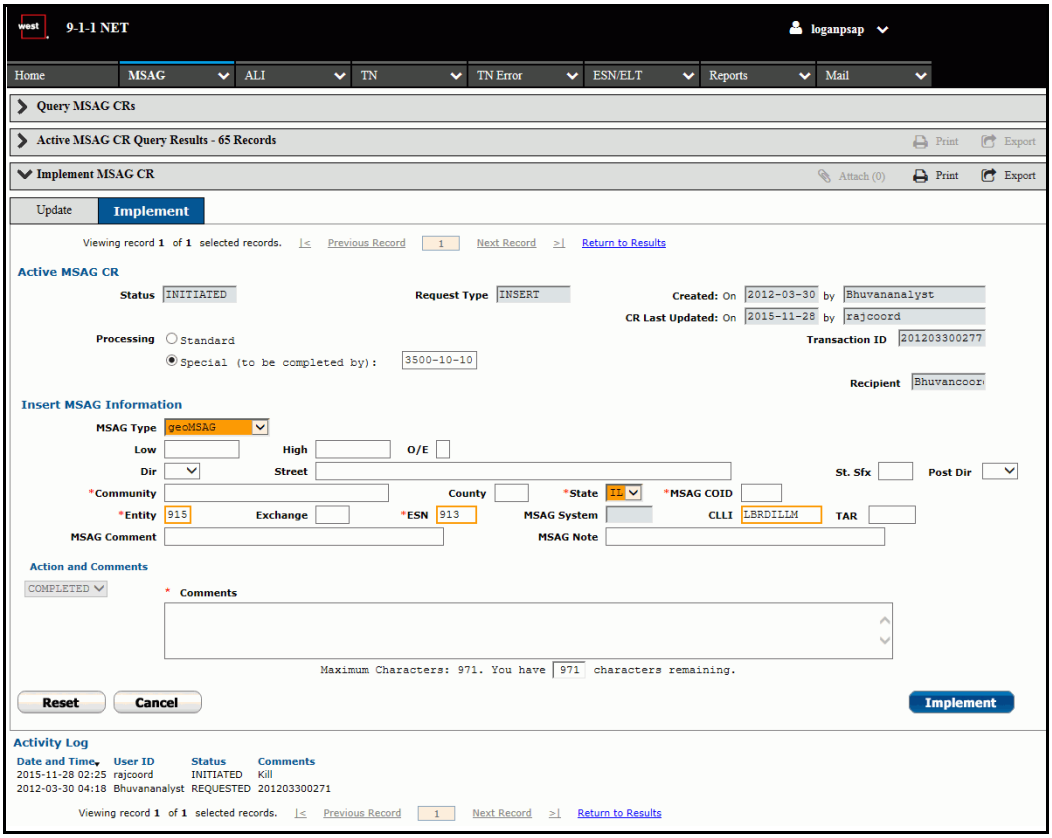

Figure 167: Implement MSAG CR - geoMSAG Record (Analyst Users)

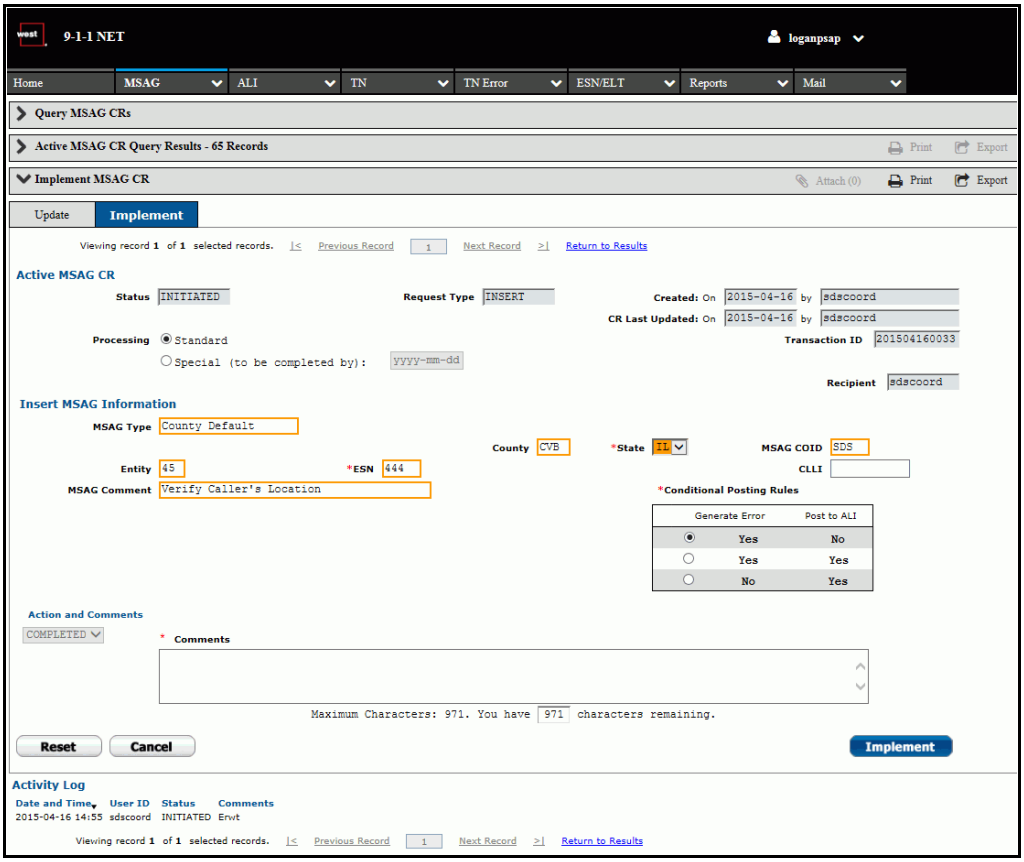

Figure 168: Implement MSAG CR - Default Record

3 Modify the address data, if needed. Required fields are marked by a red asterisk.

NOTE The ability to modify these fields is only available to analyst users.

4 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

5 Click the **Implement** button.

NOTE If implementing a split, combine, or delete CR that has address translations associated with it, a message displays indicating that the address translations associated with each record will be transferred to the new record or deleted accordingly.

Address Translation(s) associated with this record will be transferred to new records and ranges upon Split.

Figure 169: Implementing a Split CR with Address Translations

Address Translation(s) associated with each record will be assigned to the new combined record and range.

Figure 170: Implementing a Combine CR with Address Translations

Address Translation(s) associated with this record will be deleted along with the record.

Figure 171: Implementing a Delete CR with Address Translations

If you receive a TN fallout error message, it indicates that this range has one or more telephone numbers associated with it that will no longer have an associated MSAG record. If you have permissions to view the TN fallout list, then the number of TNs affected displays as a blue hyperlink.

NOTE Clicking on the blue number hyperlink displays the list of TNs that need to be moved before the deletion can occur.

If you are able to move/resolve the TN fallout based on the information provided, the request can be implemented. To implement the CR, click the **Implement with Errors** button. When your request is complete, a confirmation message displays.

NOTE The **Implement with Errors** option is available to users based on their permissions.

If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Delete an Active MSAG CR

NOTE Only active CRs with an initiated or requested status can be deleted by the initiator or requestor.

1 Perform a CR Query, following the steps described in "Query MSAG CRs" on page 114.

2 Select the record to delete from the query results and select the **Delete** button from the toolbar. The *Delete MSAG CR* screen displays with a delete confirmation message at the top of the screen.

You are about to delete this MSAG CR. To proceed, enter Comments and click Delete. Otherwise, click Cancel.

Figure 172: Delete MSAG CR Message

3 Select the **Delete** button. A confirmation message displays. If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Authorize an Inactive MSAG CR

Inactive CRs can be authorized, though this action is limited by CR status. Authorizing an inactive CR sends it to the next user in the workflow for archiving. To authorize a CR:

1 Perform a CR Query, following the steps described in "Query MSAG CRs" on page 114.

2 From the *Query Results* screen, select the checkbox to the left of the CR and click the **Authorize** button on the toolbar. The *Authorize MSAG CR* screen displays.

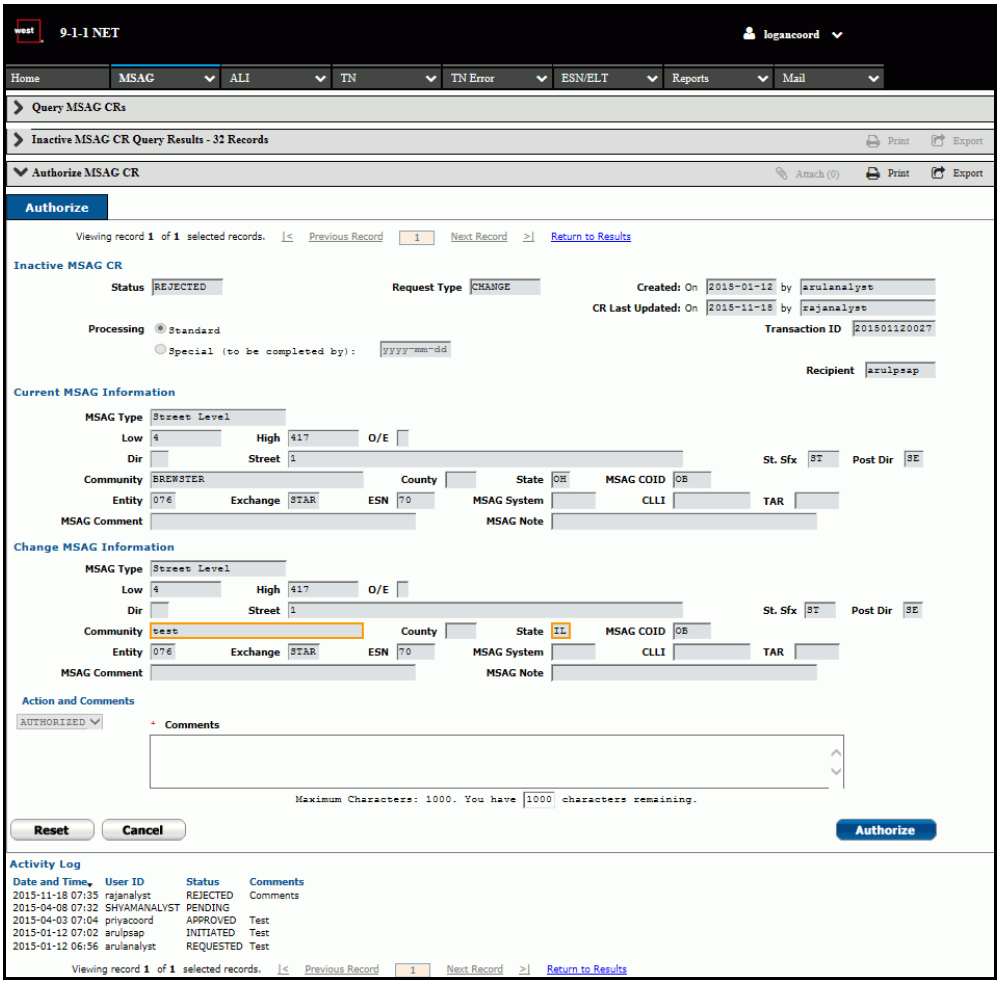

Figure 173: Authorize MSAG CR - Street-Level Record

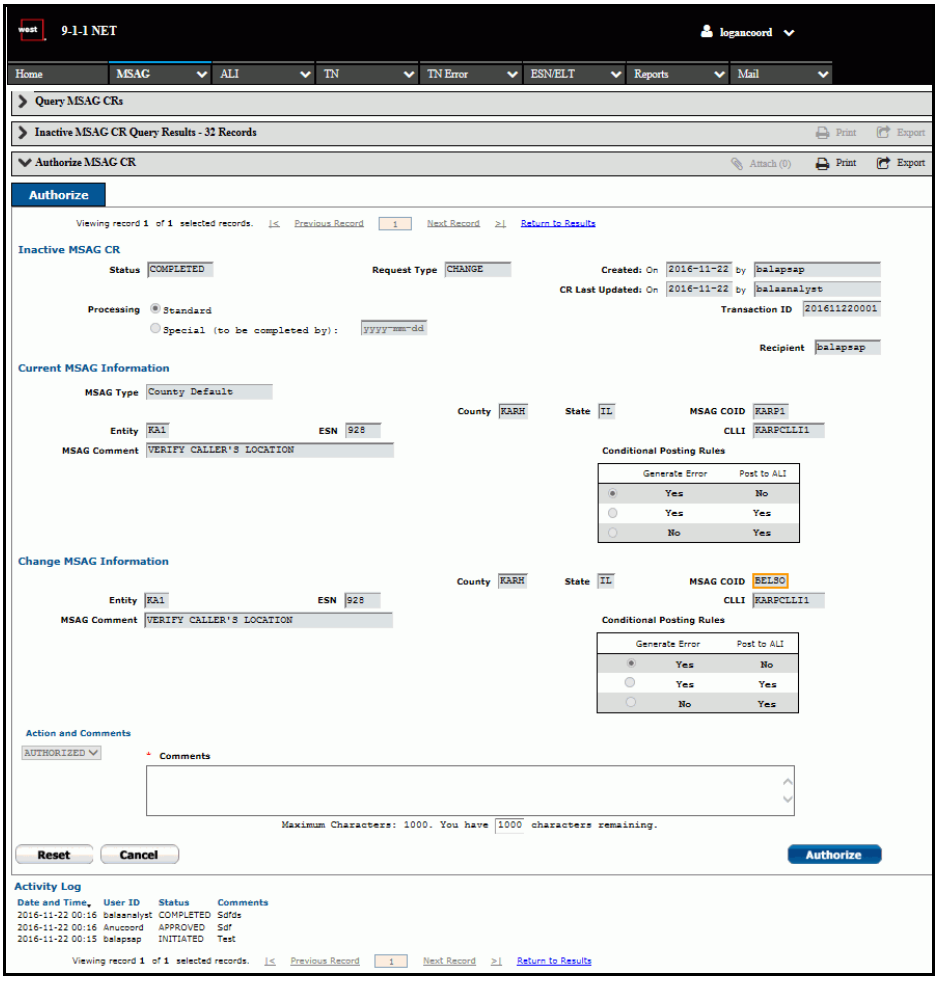

Figure 174: Authorize MSAG CR - Default Record

3 Enter any applicable comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

4 Select the **Authorize** button. A confirmation message displays. If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Mass Authorize Inactive MSAG CRs

1 Perform a CR Query, following the steps described in "Query MSAG CRs" on page 114.

2 Select the desired CRs from the inactive query results list and click the **Authorize** button. The *Mass Authorize MSAG CRs* screen displays.

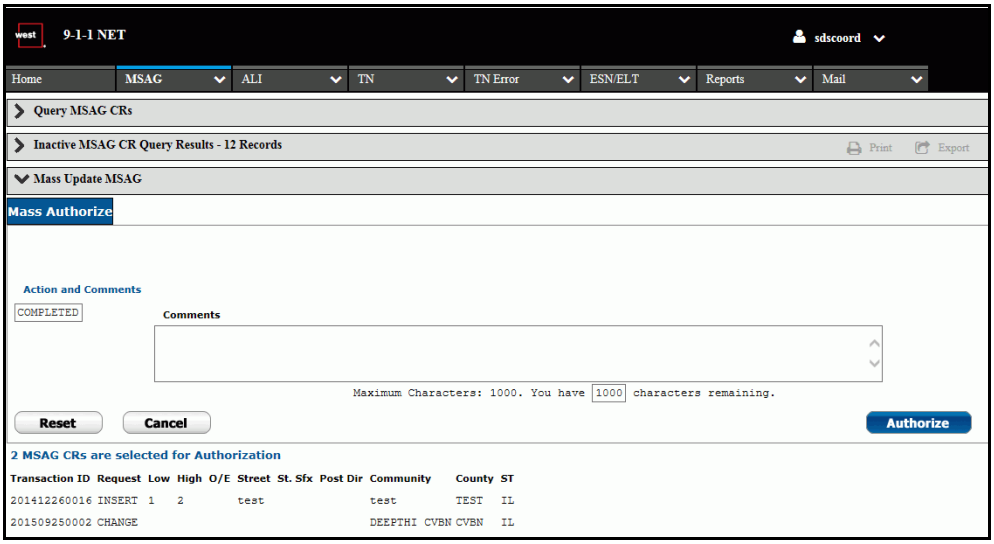

Figure 175: Mass Authorize MSAG CRs

3 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

4 Select the **Authorize** button. A confirmation screen displays. If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Archive an Inactive MSAG CR

NOTE The archive button only displays for users who are authorized to archive. PSAP managers have the authorization to archive inactive requests after a coordinator has approved the report for archiving. Coordinators that initiate a report can archive their own report.

Inactive CRs that no longer require user action can be archived, though this is limited by CR status. Archiving permanently moves the CR into the archive queue. Archived CRs are view-only and cannot be modified. To archive a CR:

1 Perform a CR Query, following the steps described in "Query MSAG CRs" on page 114.

2 From the *Query Results* screen, select the checkbox for the record to archive and click the **Archive** button on the toolbar. The *Archive MSAG CR* screen displays.

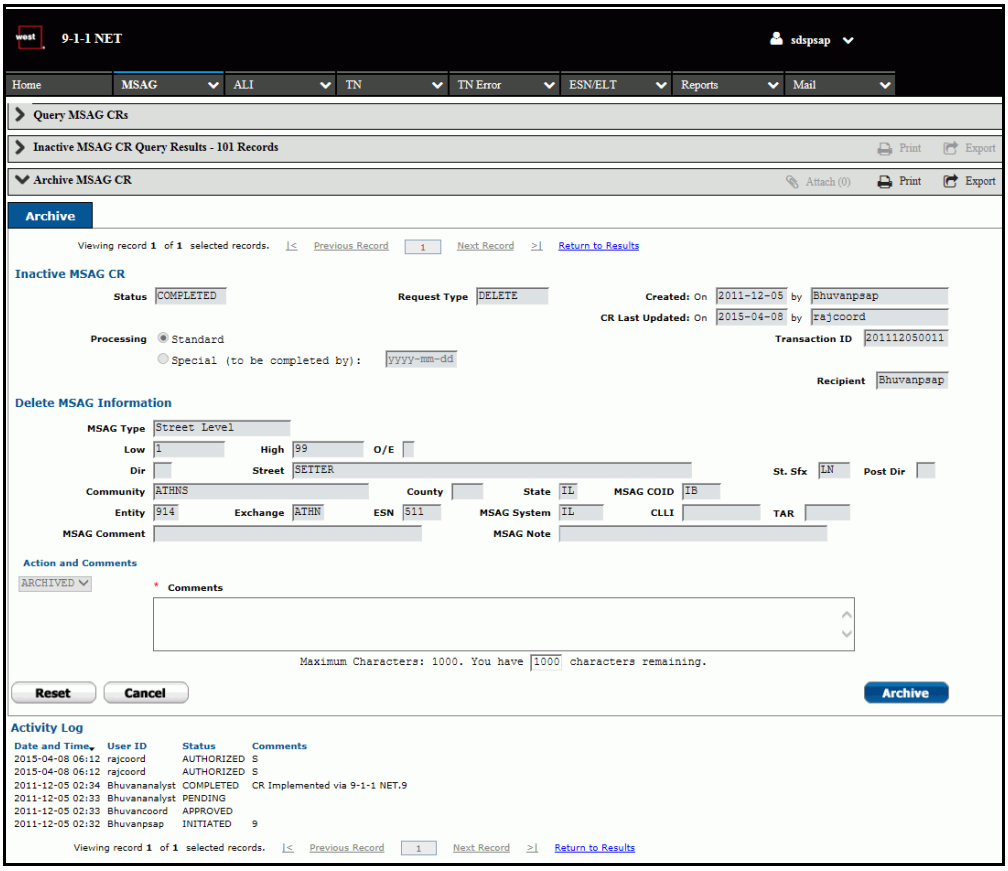

Figure 176: Archive MSAG CR - Street-Level Record

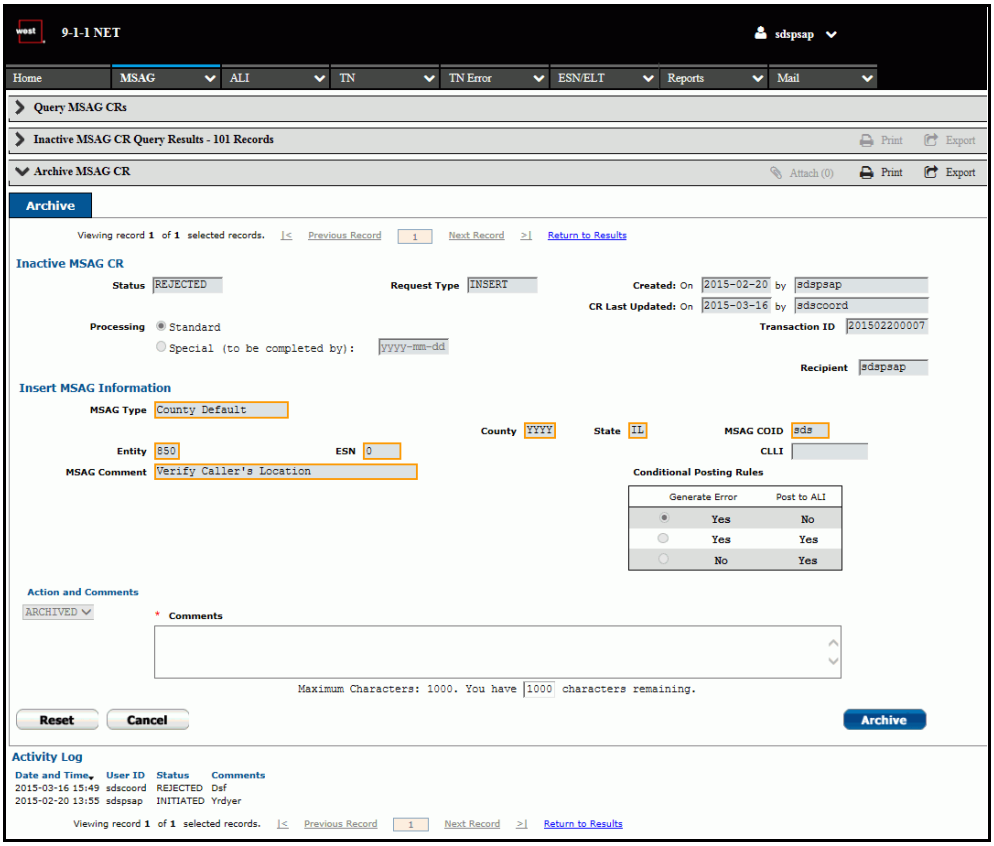

Figure 177: Archive MSAG CR - Default Record

3 Enter any applicable comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

4 Select the **Archive** button. A confirmation screen displays.

Mass Archive Inactive MSAG CRs

1 Perform a CR Query, following the steps described in "Query MSAG CRs" on page 114.

2 From the *Query Results* screen, select the checkboxes next to the CRs and click the **Archive** button from the toolbar. The *Mass Archive MSAG CRs* screen displays.

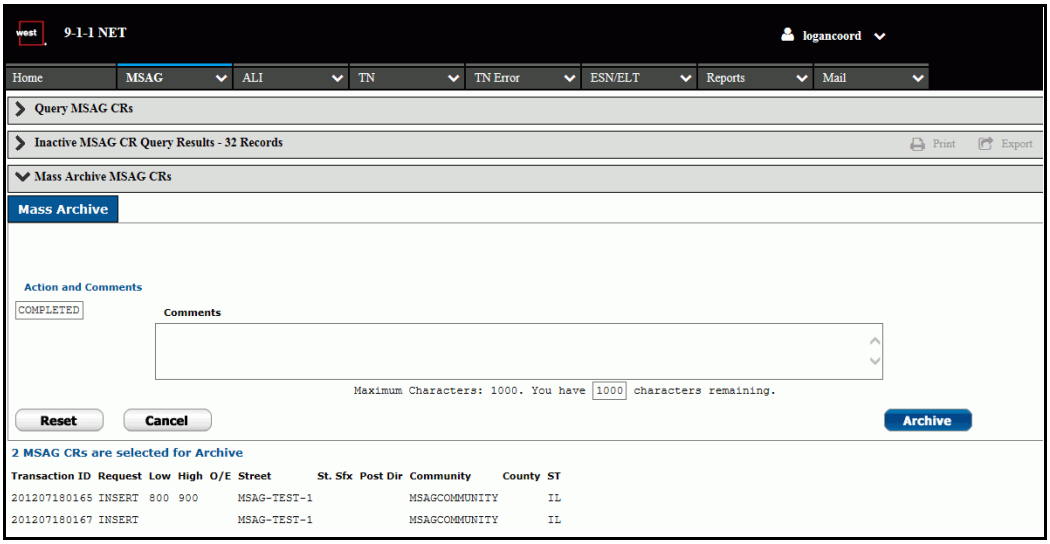

Figure 178: Mass Archive MSAG CRs

3 Enter comments in the text field and click the **Archive** button. A confirmation screen displays.

Auto Archive MSAG CRs

When an analyst user completes an active MSAG CR or rejects an active geoMSAG CR, the CR is automatically archived by the system and the *Activity Log* at the bottom of the record indicates that the CR was auto archived.

NOTE There is a 10 day waiting period for MSAG CRs to be auto archived when the 10-day delay permission is enabled.

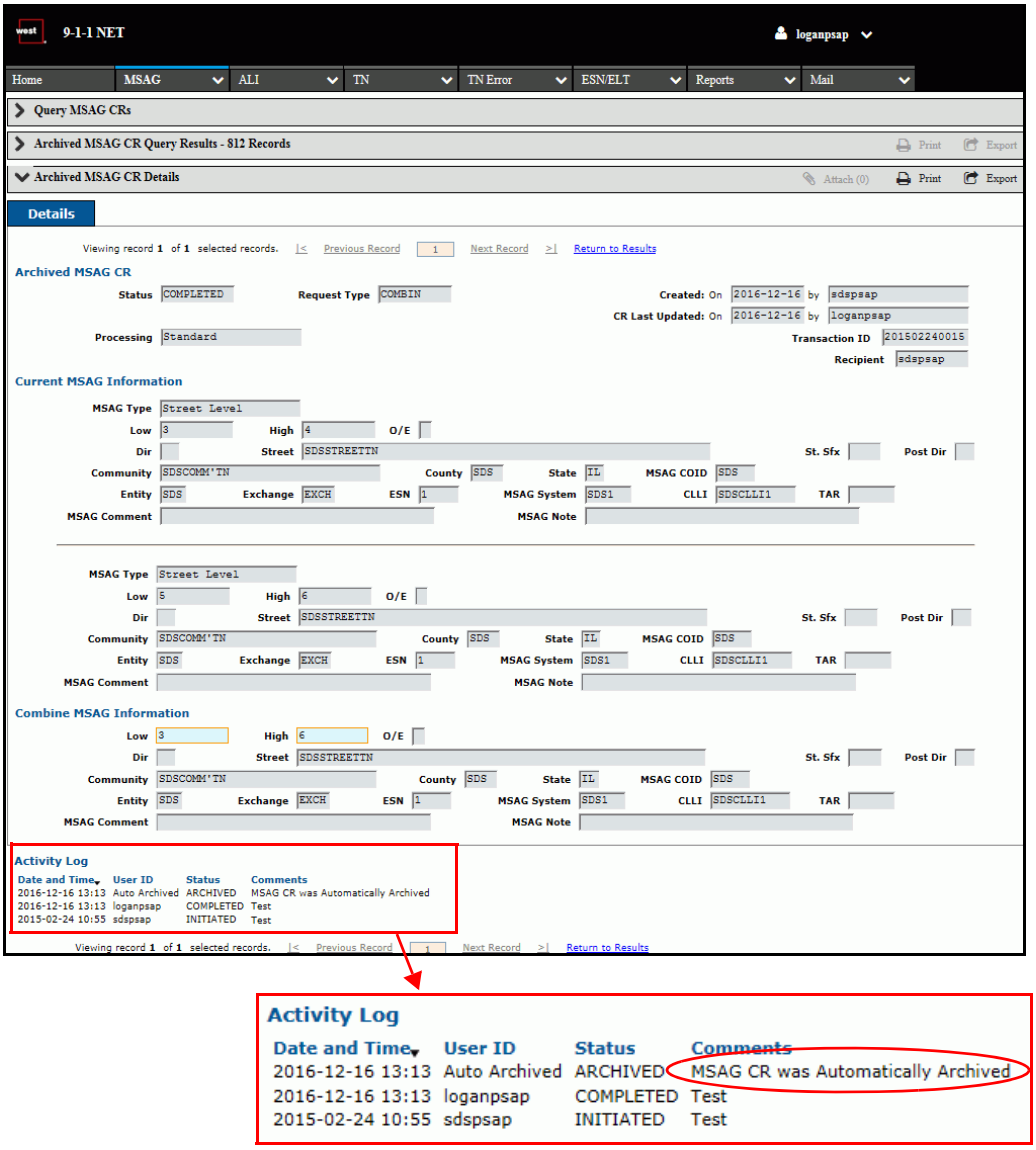

Figure 179: Auto Archived MSAG CR - Street-Level Record - Completed

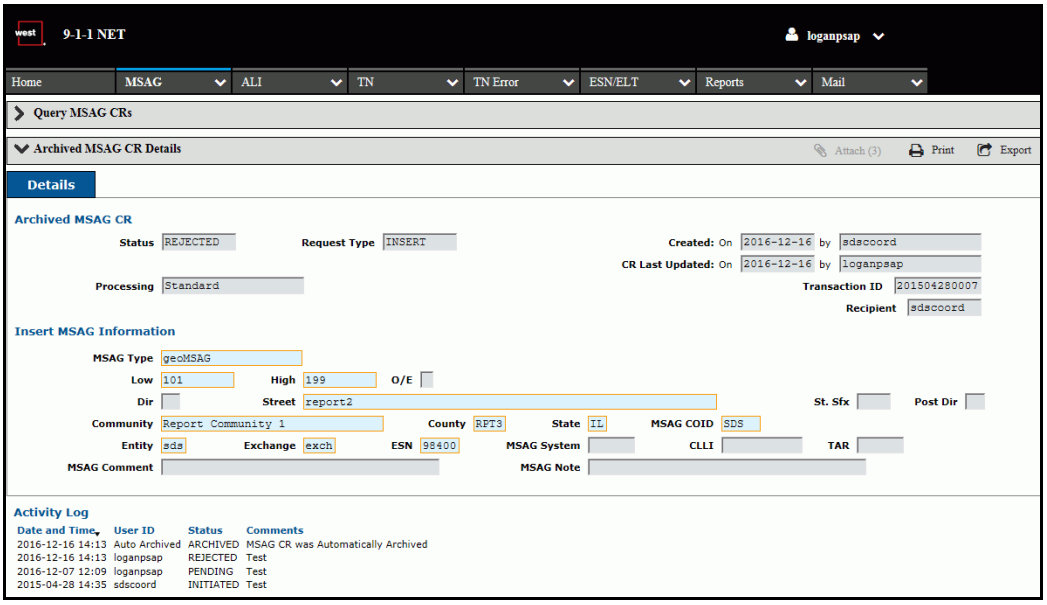

Figure 180: Auto Archived MSAG CR - geoMSAG Record - Rejected

Update an Inactive MSAG CR

NOTE The ability to update the status of an inactive CR is only available to analyst users. Only completed CRs can be updated.

To update an inactive CR:

1 Perform an inactive CR query by following the instructions in "Query MSAG CRs" on page 114.

2 From the *Query Results* screen, select the CR to be updated and click the **Details** button from the CR toolbar. The *Inactive MSAG CR Details* screen displays.

9-1-1 NET loganpsap

Home | MSAG | ALI | TN | TN Error | ESN/ELT | Reports | Mail

Query MSAG CRs

Inactive MSAG CR Query Results - 2688 Records — Print Export

Inactive MSAG CR Details — Attach (0) Print Export

Details | Update

Viewing record 1 of 1 selected records. |< Previous Record 1 Next Record >| Return to Results

Inactive MSAG CR

Status: COMPLETED — Request Type: CHANGE — Created: On 2011-12-13 by Bhuvanpsap
CR Last Updated: On 2011-12-13 by Bhuvananalyst
Processing: Standard — Transaction ID: 201112130021
Recipient: Bhuvanpsap

Current MSAG Information

MSAG Type: Street Level
Low: 7600 — High: 8699 — O/E:
Dir: — Street: SIGRIST — St. Sfx: RD — Post Dir:
Community: FARINA — County: — State: IL — MSAG COID: IB
Entity: 923 — Exchange: GTE — ESN: 456 — MSAG System: MARION — CLLI: — TAR:
MSAG Comment: — MSAG Note:

Change MSAG Information

MSAG Type: Street Level
Low: 7600 — High: 86991 — O/E:
Dir: — Street: SIGRIST — St. Sfx: RD — Post Dir:
Community: FARINA — County: — State: IL — MSAG COID: IB
Entity: 923 — Exchange: GTE — ESN: 456 — MSAG System: MARION — CLLI: CENLILCE — TAR:
MSAG Comment: — MSAG Note:

Activity Log

Date and Time	User ID	Status	Comments
2011-12-13 02:01	Bhuvananalyst	COMPLETED	CR Implemented via 9-1-1 NET.212
2011-12-13 02:01	Bhuvananalyst	PENDING	
2011-12-13 02:00	Bhuvancoord	APPROVED	
2011-12-13 02:00	Bhuvanpsap	INITIATED	312

Viewing record 1 of 1 selected records. |< Previous Record 1 Next Record >| Return to Results

Figure 181: Inactive MSAG CR Details - Street-Level Record

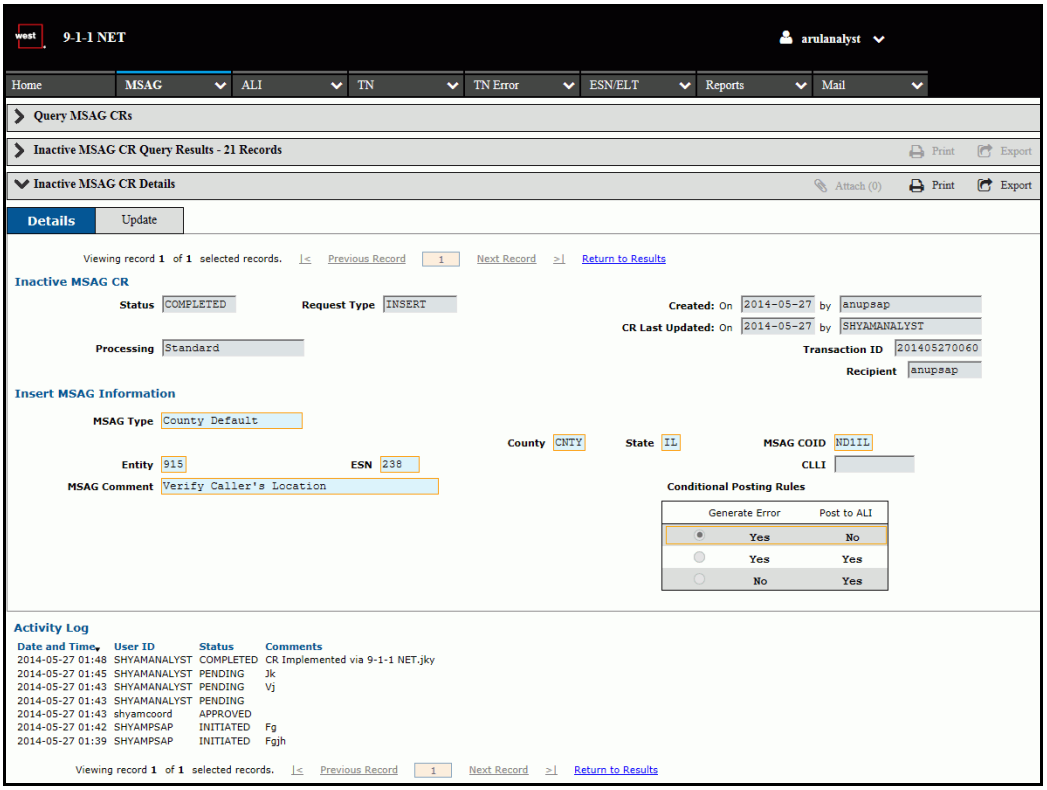

Figure 182: Inactive MSAG CR Details - Default Record

3 Click the **Update** button at the top of the screen. The *Update Inactive MSAG CR* screen displays.

9-1-1 NET loganpsap

Home | MSAG | ALI | TN | TN Error | ESN/ELT | Reports | Mail

Query MSAG CRs

Inactive MSAG CR Query Results - 2688 Records — Print Export

Update Inactive MSAG CR — Attach (0) Print Export

Update

Viewing record 1 of 1 selected records. |< Previous Record 1 Next Record >| Return to Results

Inactive MSAG CR

Status COMPLETED — Request Type CHANGE — Created: On 2011-12-13 by Bhuvanpsap
CR Last Updated: On 2011-12-13 by Bhuvananalyst
Processing Standard — Transaction ID 201112130021
Special (to be completed by): yyyy-mm-dd
Recipient Bhuvanpsap

Current MSAG Information

MSAG Type Street Level
Low 7600 High 8699 O/E
Dir Street SIGRIST St. Sfx RD Post Dir
Community FARINA County State IL MSAG COID IB
Entity 923 Exchange GTE ESN 456 MSAG System MARION CLLI TAR
MSAG Comment MSAG Note

Change MSAG Information

MSAG Type Street Level
Low 7600 High 86991 O/E
Dir Street SIGRIST St. Sfx RD Post Dir
Community FARINA County State IL MSAG COID IB
Entity 923 Exchange GTE ESN 456 MSAG System MARION CLLI CENLILCE TAR
MSAG Comment MSAG Note

Action and Comments

* Choose.. * Comments

Maximum Characters: 1000. You have 1000 characters remaining.

Reset Cancel Update

Activity Log

Date and Time	User ID	Status	Comments
2011-12-13 02:01	Bhuvananalyst	COMPLETED	CR Implemented via 9-1-1 NET.212
2011-12-13 02:01	Bhuvananalyst	PENDING	
2011-12-13 02:00	Bhuvancoord	APPROVED	
2011-12-13 02:00	Bhuvanpsap	INITIATED	312

Viewing record 1 of 1 selected records. |< Previous Record 1 Next Record >| Return to Results

Figure 183: Update Inactive MSAG CR - Street-Level Record

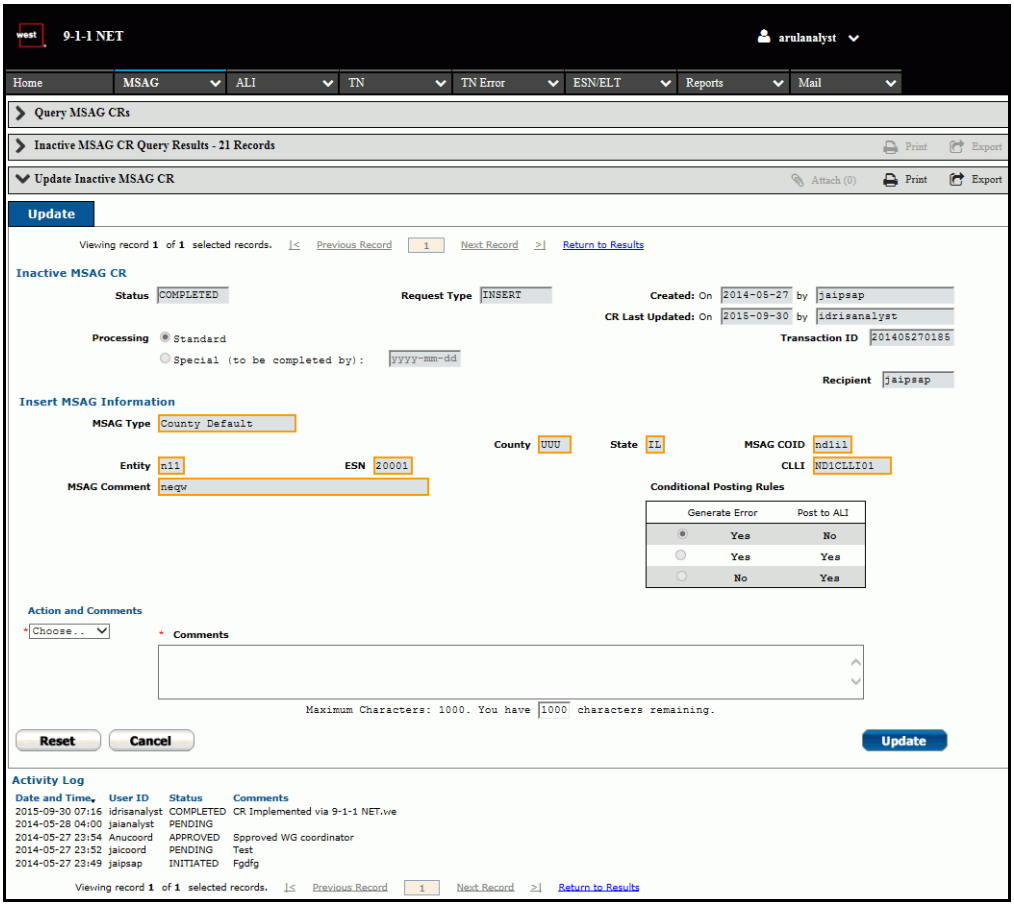

Figure 184: Update Inactive MSAG CR - Default Record

4 Select a status from the drop-down menu. Options include:
   - `Pending` - Assign this status while investigating whether the request is valid or invalid, and whether it requires additional information.
   - `Suspended` - Assign this status if the request is valid, but also incorrect in some way with the data that exists in the system. The request requires additional information from the submitting PSAP manager.
   - `Rejected` - Assign this status if the request is invalid and unnecessary.
5 Enter comments in the `Comments` field. Up to 1000 characters are allowed.
6 Select the **Update** button. A confirmation screen displays. If you are configured to have email notifications of pending action sent to a designated recipient or recipients, an auto-generated message is sent.

Chapter 4
ALI

Contents

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ALI Audit Query 148
Create an ALI DR 152
Query ALI DRs 163
Manage ALI DRs 177

Overview

This chapter explains the ALI audit report and discrepancy report (DR) functions of 9-1-1 NET.

IMPORTANT 9-1-1 NET is a configurable application. The features to which you have access depend on your user profile and specific configuration. The following section describes all the features available in the system. You may not have access to all the features described.

NOTE See the Glossary on page 367 for ALI field descriptions.

ALI Audit Query

The Audit Query is used to view information from the ALI runlogs. To perform a query:

1 Select the **ALI Audit Query** link from the ALI menu. The *ALI Audit Query* screen displays (figure 186).

2 Specify search criteria in the available fields. One of the following is required: `ANI TN`, `CBN`, or `ESQK/ESRK`. The `From: Date` and `Time` fields are also required.

NOTE If the package permission for Global State Query is enabled, the `State` field displays as a text field. If this permission is not enabled, the `State` field displays as a drop-down menu. This feature enables you to search for ALI audit records in other states than those assigned in your user profile.

3 Select the **Submit** button. The *ALI Audit Query Results* screen displays (figure 187 on page 150).

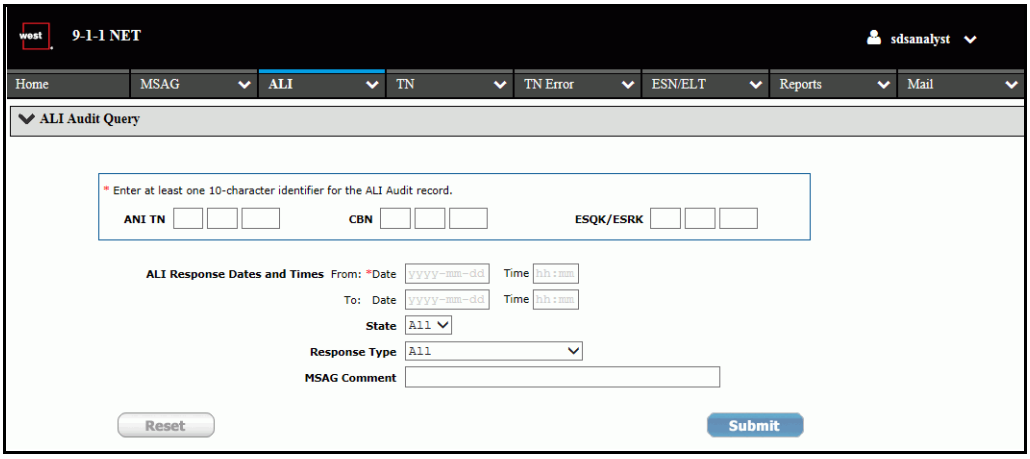


Figure 185: ALI Audit Query

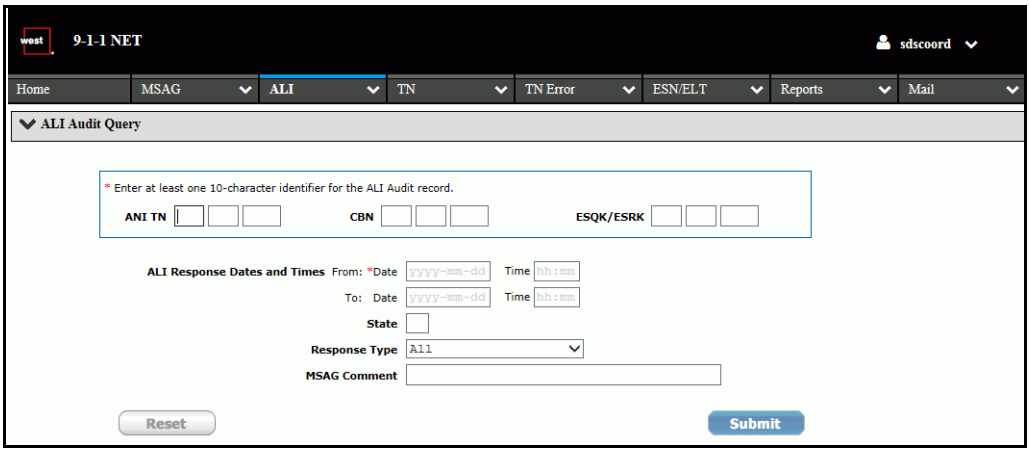


Figure 186: ALI Audit Query (Global State Query Enabled)

Query Results

Results display the response date and time, response type, ANI TN, CBN, and ESQK/ESRK. To view additional details, select the underlined status link for a record. This displays the *ALI Audit Details* screen.

To create a PDF of the results for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the results to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

To create a DR, select the checkbox for the record and click the **Create DR** button and complete the steps in "Create a DR from an ALI Audit Record" on page 152.

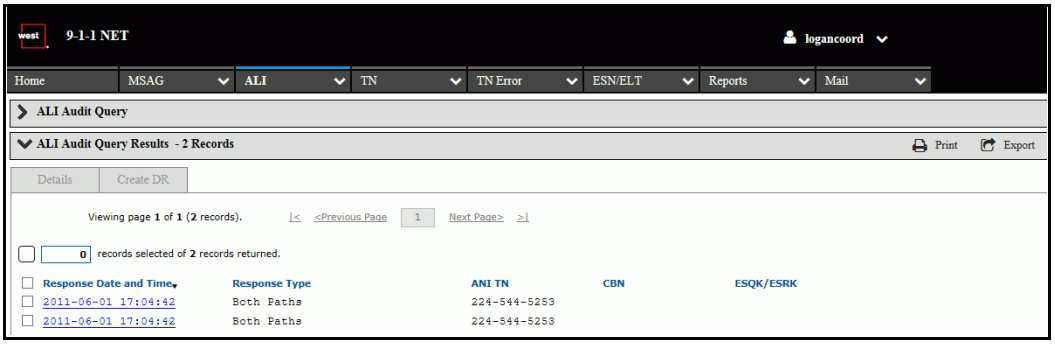


Figure 187: ALI Audit Query Results

When more than one record is selected, the counter box above the results list displays the number of selected records. Clicking the checkbox to the left of the counter box selects all the records returned from the query across multiple pages.

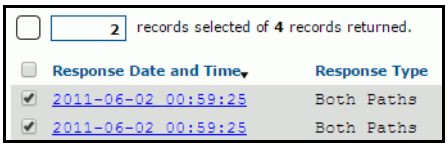


Figure 188: Select Some

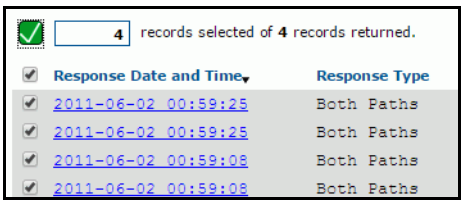


Figure 189: Select All

Toolbar

Figure 190: ALI Audit Query Results Toolbars

- The **Details** button displays the *Ali Audit Details* screen. From this screen, you can view the full details of the ALI Audit record.
- The **Create DR** button displays the *Create ALI Report* screen. From this screen you can create a DR for the ALI audit record.

ALI Audit Details

The *ALI Audit Details* screen displays the full address and TN information for the ALI audit record. If the **Create DR** button displays, then a DR may be created from the record. To create a DR, select the button and refer to "Create a DR from an ALI Audit Record" on page 152.

To create a PDF of the details for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the details to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

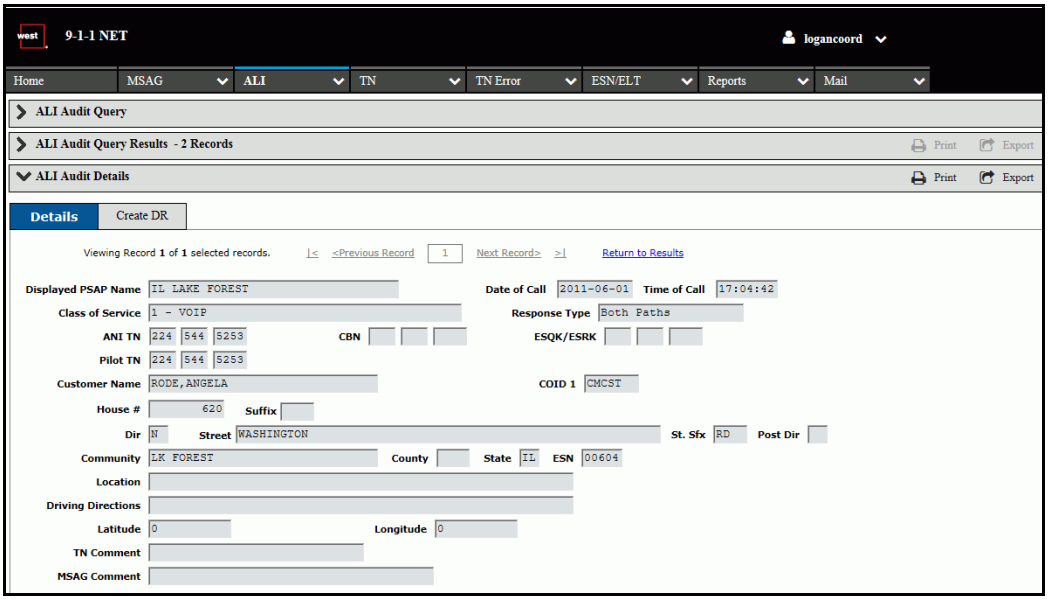


Figure 191: ALI Audit Details

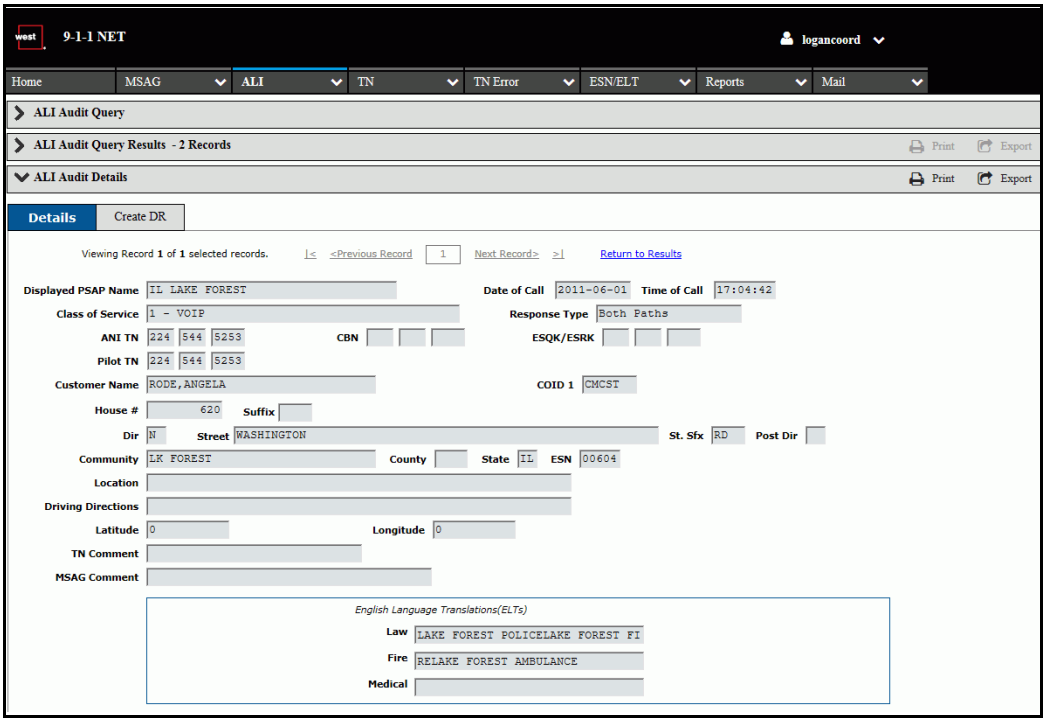


Figure 192: ALI Audit Details with ELTs

Create an ALI DR

DRs can be created with or without an associated ALI audit record. DRs are created from an ALI audit record when the TN is still in the ALI runlog (TNs are saved in the runlogs for three months). For these types of DRs, follow the instructions in "Create a DR from an ALI Audit Record". If a DR needs to be created for a TN that is past the three month limit, follow the instructions in "Create a New DR" on page 157.

NOTE You can create duplicate ALI DRs with same TNs when the “remove validation” package permission is enabled.

Create a DR from an ALI Audit Record

1 Perform an ALI Audit Query following the instructions in "ALI Audit Query" on page 148.

2 From either the *Query Results* (figure 187 on page 150) or *ALI Audit Details* screens (figure 191 on page 151), click the **Create DR** button on the ALI DR toolbar. The *Create ALI Discrepancy Report* screen displays (figure 193 on page 153) with the *Displayed ALI*

Information and *Proposed ALI Information* fields pre-populated with the ALI audit details.

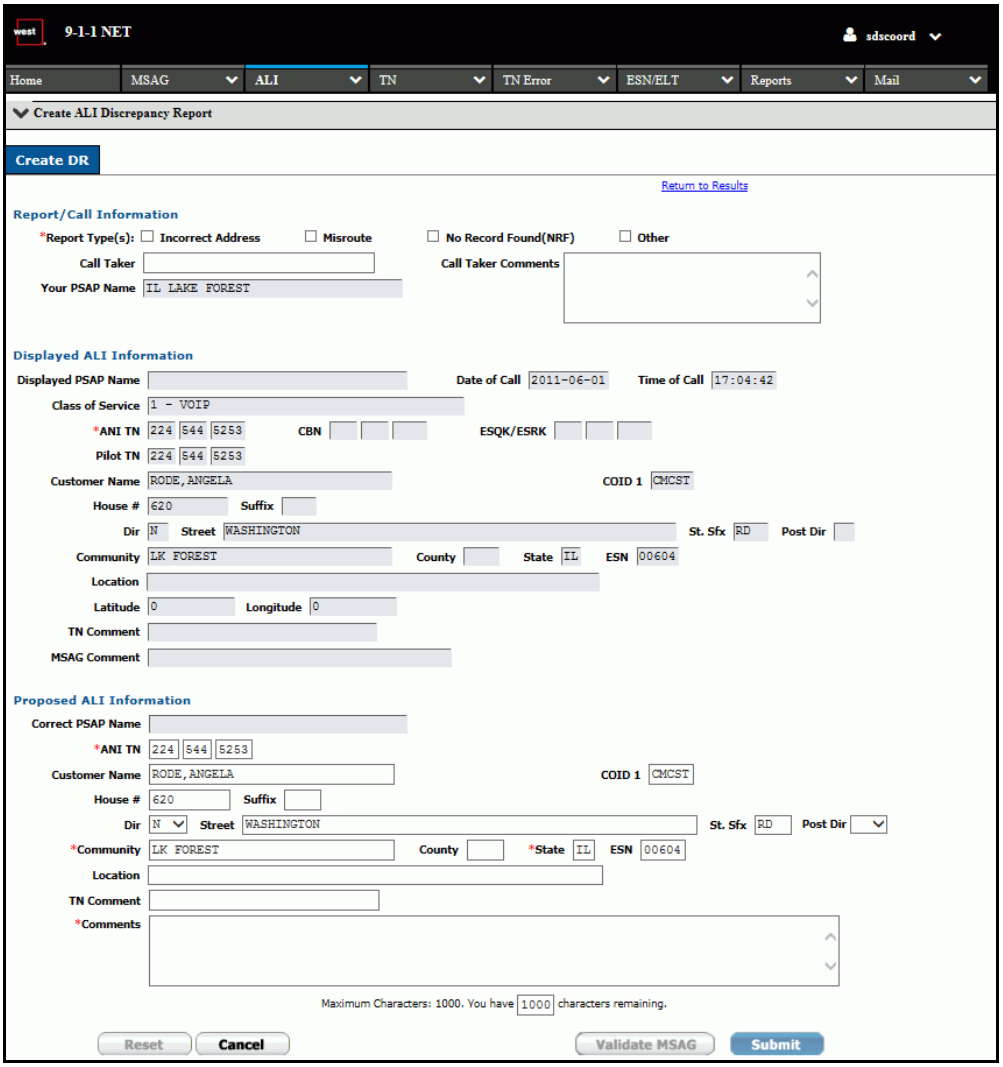


Figure 193: Create ALI Discrepancy Report from ALI Audit Record

west 9-1-1 NET sdscoord

Home | MSAG | ALI | TN | TN Error | ESN/ELT | Reports | Mail

Create ALI Discrepancy Report

Create DR

Return to Results

Report/Call Information

*Report Type(s): ☐ Incorrect Address ☐ Misroute ☐ No Record Found(NRF) ☐ Other

Call Taker

Call Taker Comments

Your PSAP Name IL LAKE FOREST

Displayed ALI Information

Displayed PSAP Name

Date of Call 2011-06-01 Time of Call 17:04:42

Class of Service 1 - VOIP

ANI TN 224 544 5253 CBN ESQK/ESRK

Pilot TN 224 544 5253

Customer Name RODE,ANGELA COID 1 CMCST

House # 620 Suffix

Dir N Street WASHINGTON St. Sfx RD Post Dir

Community LK FOREST County State IL ESN 00604

Location

Latitude 0 Longitude 0

TN Comment

MSAG Comment

Proposed ALI Information

Correct PSAP Name

ANI TN 224 544 5253

Customer Name RODE,ANGELA COID 1 CMCST

House # 620 Suffix

Dir N Street WASHINGTON St. Sfx RD Post Dir

Community LK FOREST County State IL ESN 00604

Location

TN Comment

*Comments

Maximum Characters: 1000. You have 1000 characters remaining.

Reset Validate MSAG Submit

Figure 194: Create ALI Discrepancy Report from ALI Audit Record (No Validations)

west 9-1-1 NET

Bavipsap

Home | MSAG | ALI | TN | TN Error | ESN/ELT | Reports | Mail

Create ALI Discrepancy Report

Create DR

Return to Results

Report/Call Information

*Report Type(s): ☐ Incorrect Address ☐ Misroute ☐ No Record Found(NRF) ☐ Other

Call Taker

Call Taker Comments

Your PSAP Name IL LAKE FOREST

Displayed ALI Information

Displayed PSAP Name

Date of Call 2011-06-01 Time of Call 17:04:42

Class of Service 1 - VOIP

*ANI TN 224 544 5253 CBN ESQK/ESRK

Pilot TN 224 544 5253

Customer Name RODE,ANGELA COID 1 CMCST

House # 620 Suffix

Dir N Street WASHINGTON St. Sfx RD Post Dir

Community LK FOREST County State IL ESN 00604

Location

Driving Directions

Latitude 0 Longitude 0

TN Comment

MSAG Comment

English Language Translations(ELTs)

Law LAKE FOREST POLICELAKE FOREST FI

Fire RELAKE FOREST AMBULANCE

Medical

Proposed ALI Information

Correct PSAP Name

*ANI TN 224 544 5253

Customer Name RODE,ANGELA COID 1 CMCST

House # 620 Suffix

Dir N Street WASHINGTON St. Sfx RD Post Dir

*Community LK FOREST County *State IL ESN 00604

Location

Driving Directions

TN Comment

English Language Translations(ELTs)

Law LAKE FOREST POLICELAKE FOREST FI

Fire RELAKE FOREST AMBULANCE

Medical

*Comments

Maximum Characters: 1000. You have 1000 characters remaining.

Reset | Cancel | Validate MSAG | Submit

Figure 195: Create ALI Discrepancy Report from ALI Audit Record with ELTs

3 At the top of the screen, in the *Report/Call Information* section (figure 196 on page 156), select the report type by checking a box next to one of the options:

- `Incorrect Address` - this type of DR identifies a TN record in the call-routing TN database that contains incorrect address information.
- `Misroute` - this type of DR identifies a TN record in the call-routing TN database that contains incorrect PSAP and/or ESN information.
- `No Record Found (NRF)` - this type of DR identifies a TN record in the call-routing TN database that is missing information (or missing entirely).
- `Other`

NOTE `Incorrect Address` and `Misroute` can both be selected on a single DR.

4 Enter the name of the individual who received the 9-1-1 call in the `Call Taker` field and any comments from that individual in the `Call Taker Comments` text field.

5 If the DR is for a pre-completion TN, select the `Pre-Completion TN` checkbox.

Figure 196: Report/Call Information

6 Modify the *Proposed ALI Information* fields with the correct data. Required fields are marked with a red asterisk *. The updated fields are highlighted.

NOTE There is a package permission that removes all validations regardless of report type. When this permission is enabled, the only required fields are `Report Type(s)` and `Comments`.

NOTE The ALI response may only contain up to the first twenty characters of the `Location` field.

7 Click the **Validate MSAG** button, if it displays.

NOTE If `Pre-completion` is selected, the **Validate MSAG** button is disabled. Depending on your user settings, this button may not display.

A If there is a valid MSAG associated with the TN, a validation message displays. Click the **Submit** button. A confirmation screen displays.

B If there is no valid MSAG record associated with the TN, an error message displays. To submit the DR anyway, enter a valid 12-digit, pending MSAG transaction ID number in the `Pending MSAG Transaction` ID text field, then click the **Submit with Invalid MSAG** button. A confirmation screen displays.

Create a New DR

1 Select the **Create DR** link from the ALI menu. The *Create ALI Discrepancy Report* screen displays (figure 198). The top section includes fields for entering details about the 9-1-1 call. The *Displayed ALI Information* section is for entering the incorrect data that displayed at the PSAP during the 9-1-1 call. The *Proposed ALI Information* section is for entering the corrected data that should have displayed at the PSAP during the 9-1-1 call.

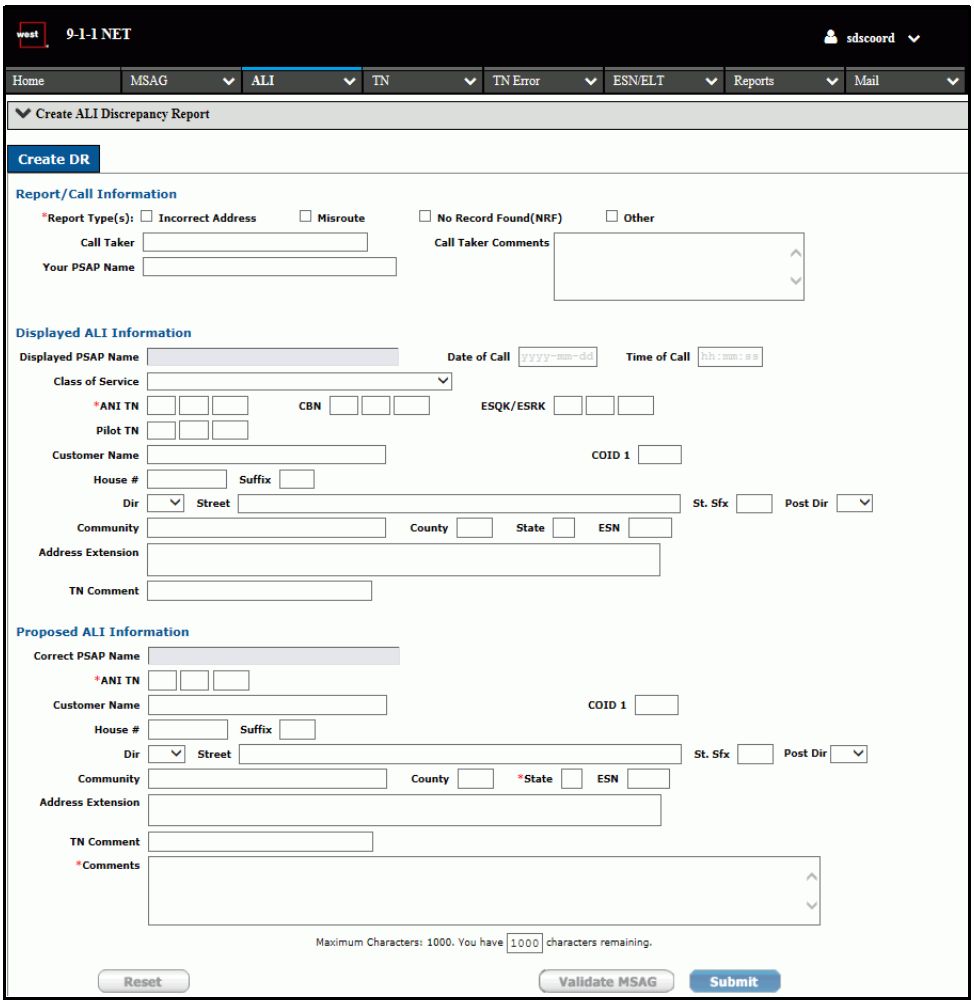


Figure 197: Create ALI Discrepancy Report

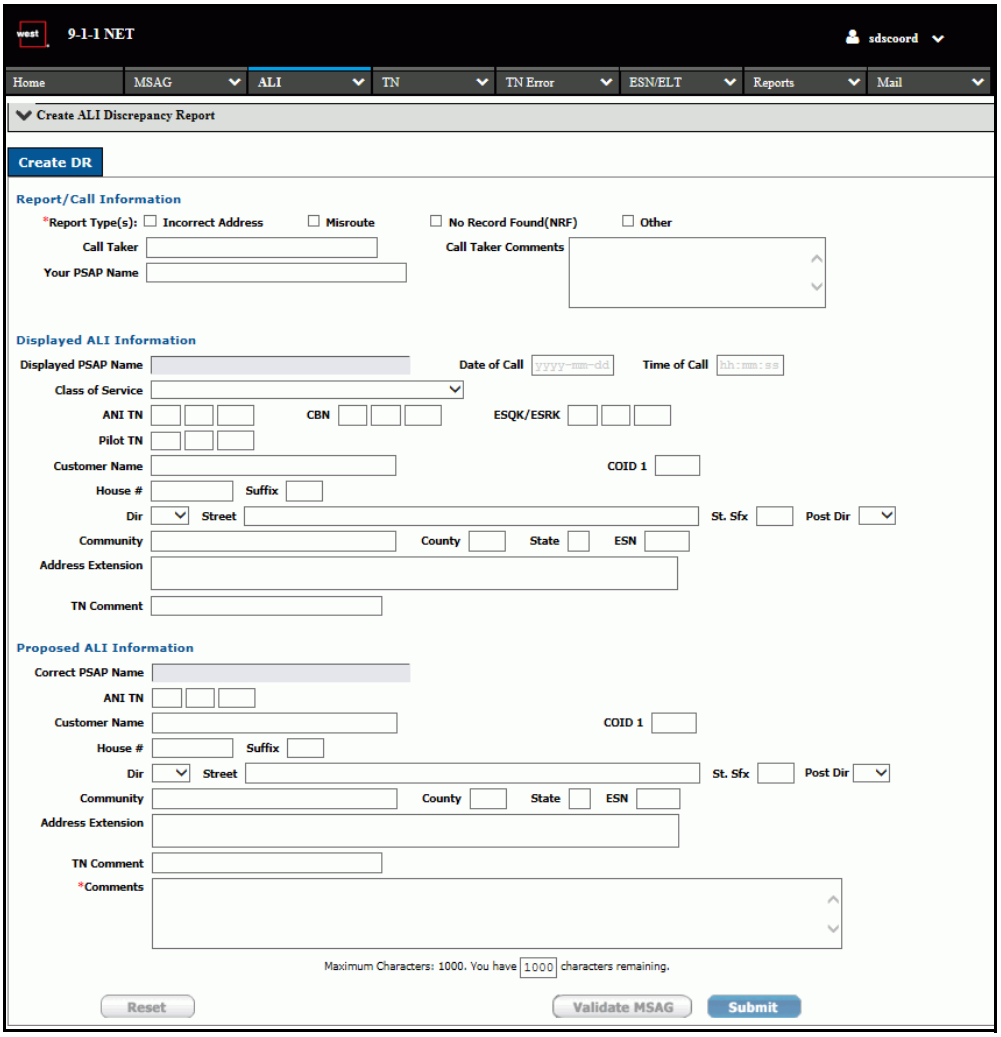


Figure 198: Create ALI Discrepancy Report (No Validations)

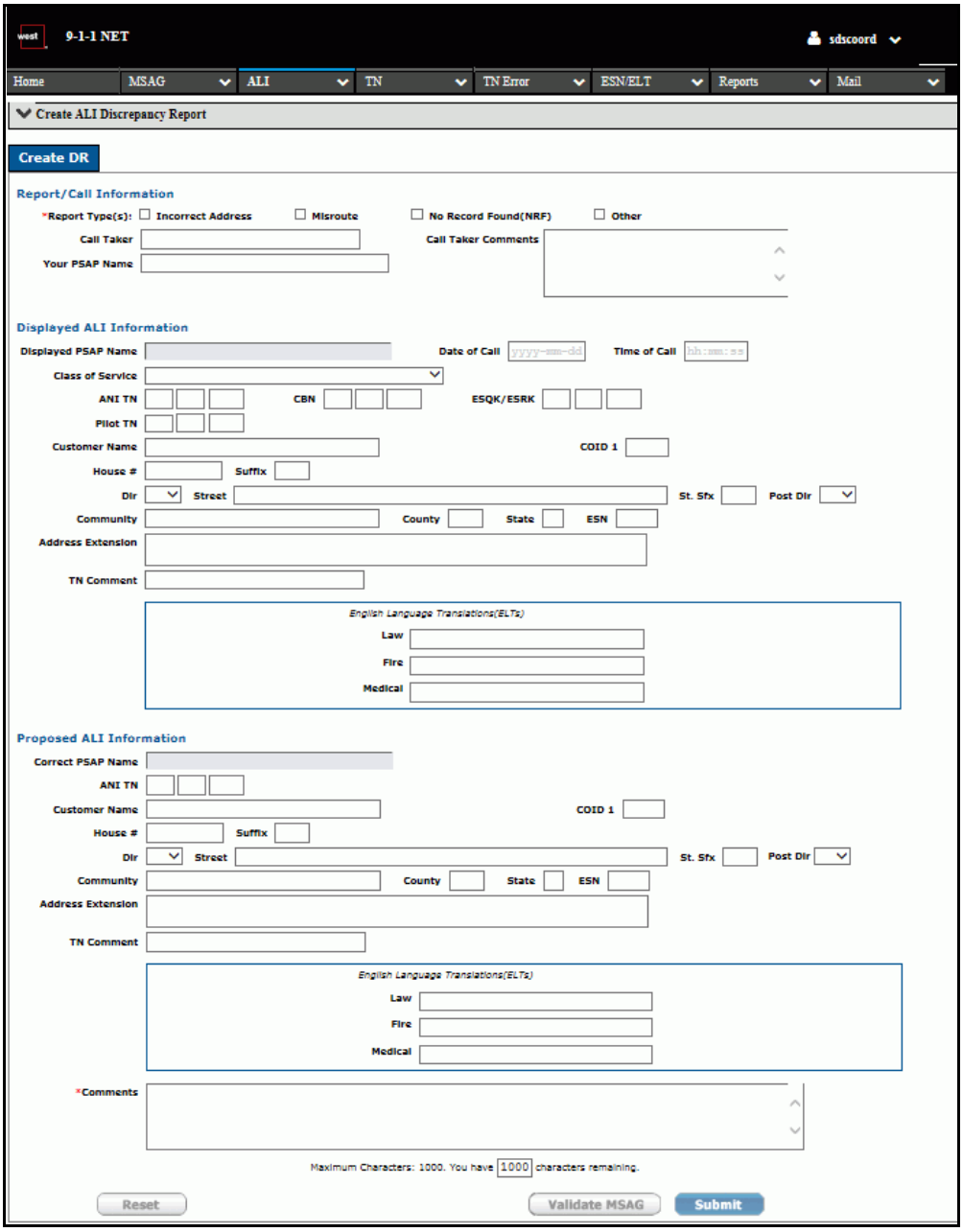


Figure 199: Create ALI Discrepancy Report with ELTs (No Validations)

2 At the top of the screen, in the *Report/Call Information* section (figure 200 on page 160), select the report type by checking a box next to one of the options:

- `Incorrect Address` - this type of DR identifies a TN record in the call-routing TN database that contains incorrect address information.
- `Misroute` - this type of DR identifies a TN record in the call-routing TN database that contains incorrect PSAP and/or ESN information.
- `No Record Found (NRF)` - this type of DR identifies a TN record in the call-routing TN database that is missing information (or missing entirely).
- `Other`

NOTE `Incorrect Address` and `Misroute` can both be selected on a single DR.

NOTE There is a package permission that removes all validations regardless of report type. When this permission is enabled, the only required fields are `Report Type(s)` and `Comments`.

3 Enter the name of the individual who received the 9-1-1 call in the `Call Taker` field and any comments from that individual in the `Call Taker Comments` text field.

4 Enter the PSAP that received the call in the `Your PSAP Name` text field.

5 If the DR is for a pre-completion TN, select the `Pre-Completion TN` checkbox.

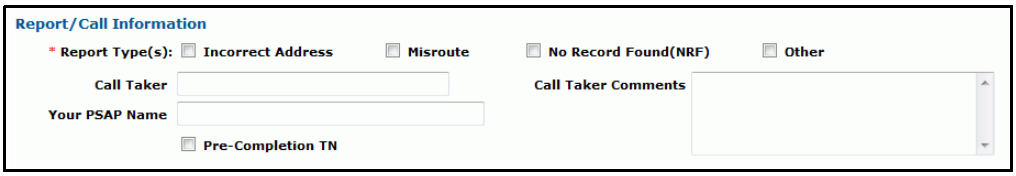


Figure 200: Report/Call Information

6 In the *Displayed ALI Information* screen area, enter the PSAP that displayed with the call data in the `Displayed PSAP Name` field.

7 Enter a date for the call in MM/DD/YYYY format in the `Date of Call` field

8 Enter a time for the call in HH:MM format in the `Time of Call` field.

9 Select a class of service from the drop-down menu. Valid options include:

- 1=Residence
- 2=Business
- 3=Residence PBX
- 4=Business PBX
- 5=Centrex
- 6=Coin 1 Way Out (semi-public)
- 7=Coin 2 Way (public)

- 8=Mobile
- 9=Residence OPX (site-specific class)
- 0=Business OPX
- C = VRES - VoIP Residence
- D = VBUS - VoIP Business
- E = VPAY - VoIP Coin/Pay Phone
- F = VMBL - VoIP Wireless
- G = WRLS - Wireless Phase I
- H = WPH2 - Wireless Phase II
- I = WPH1 - Wireless Phase II returning Phase I information
- J = VNOM - VoIP Nomadic
- K = VENT - VoIP Centrex/PBX
- V = VOIP - VoIP Default
- W = Wireless

NOTE Class of service is required for all DRs except NRFs.

10 Enter a company ID in the `COID1` field, if applicable.

11 Enter TN data in the `ANI TN`, `CBN` (call back number), `ESQK/ESRK`, and `Pilot TN` fields.

12 Enter customer and address data in the remaining fields.

NOTE The ALI DR screens display different fields based on your specific configuration and the state and company ID combination. Specifically:

- If the `Location` field displays, then `Address Extension` does not display.
- If the `Location` and `Driving Directions` fields display, then `Address Extension` does not display.
- If the `Address Extension` field displays, then the `Location` and `Driving Directions` do not display.
- If the `Location` field displays with parsed information in boxes labeled: `Type`, `NUM`, `Bldg`, and `Location`, then `Address Extension` and `Driving Directions` do not display.

When entering data in the `Address Extension` field, pressing the **Enter** key creates a carriage return and a line feed.

13 Enter English Language Translations (ELTs) in the `Law`, `Fire`, and `Medical` fields. These fields only display if you have ELT permissions.

14 Modify the *Proposed ALI Information* fields with the correct data. Required fields are marked with a red asterisk *. The updated fields are highlighted.

NOTE The ALI response may only contain up to the first twenty characters of the `Location` field.

15 Click the **Validate MSAG** button, if it displays.

NOTE If `Pre-completion` is selected, the **Validate MSAG** button is disabled. Depending on your user settings, this button may not display at all.

A If there is a valid MSAG associated with the TN, a validation message displays. Click the **Submit** button. A confirmation screen displays.

B If there is no valid MSAG record associated with the TN, an error message displays. To submit the DR anyway, enter a valid 12-digit pending MSAG transaction ID number in the `Pending MSAG Transaction` ID text field, then click the **Submit with Invalid MSAG** button. A confirmation screen displays.

Query ALI DRs

The Query function in the ALI menu is used to search for active, inactive, and archived DRs in the 9-1-1 NET system. Active requests are currently waiting for user action. Inactive requests are in a completed or rejected state, and archived requests are historical records of previous DRs. DRs can have the following statuses:

Active

- Initiated
- Updated
- Approved
- Pending
- Referred
- Suspended

Inactive and Archived

- Completed
- Rejected (unless the permission to remove is enabled)

Table 5: Active and Inactive ALI Statuses

Status	Description
Active Statuses	
Initiated	The DR is submitted by the PSAP, but processing by a data analyst has not begun. DRs that have this status cannot be archived, but they can be deleted if necessary.
Updated	The DR has been updated by the submitting PSAP manager to contain additional information that was requested by a data analyst. DRs that have this status cannot be deleted or archived.
Approved	The DR is approved by the MSAG coordinator to be processed by a data analyst. This status applies only to MSAG systems that use a hierarchical system for processing DRs. DRs that have this status cannot be deleted or archived.
Pending	The DR is being processed by a data analyst and is pending approval. DRs that have this status cannot be deleted or archived.
Referred	Data analysts assign the status of referred to a DR when it requires referral to the telephone company. Once the data analyst assigns this status, changes cannot be made by other users.

Table 5: Active and Inactive ALI Statuses (Continued)

Status	Description
Suspended	The processing of the DR by the assigned data analyst is paused. The data analyst is waiting for additional information from the user who submitted the DR. If a DR displays this status, you should expect to find a related message from the data analyst. This message is displayed in the `Comments` field of the request. DRs that have this status cannot be deleted or archived, and they must be updated by the submitting PSAP manager before they can be processed further.
Inactive Statuses	
Completed	The DR is completely processed by a data analyst and added to the database. DRs that have this status cannot be deleted, but they can be archived.
Rejected	The DR has been completely investigated by a data analyst, but could not be processed. If a DR displays this status, you should expect to find a related message from a data analyst. This message is in the `Comments` field of the DR. DRs that have this status cannot be deleted, but they can be archived. Note: If the package permission to remove this status is enabled, this status is not available.
Withdrawn	The request is rejected and the initiator agrees with the rejection.

Perform an ALI DR Query

1 Click the **Query DRs** link from ALI menu. The *Query ALI DRs* screen displays.

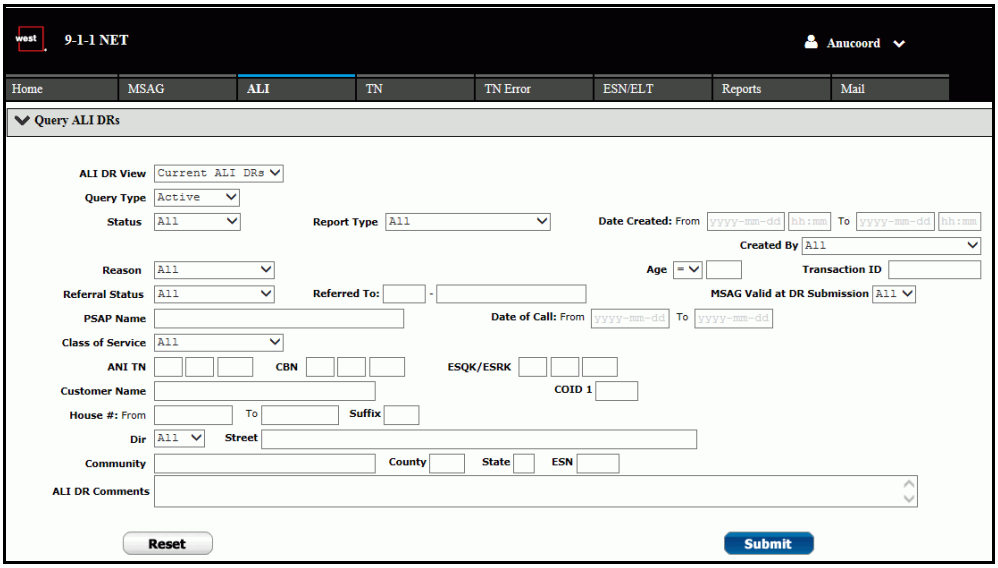


Figure 201: Query ALI DRs (Active)

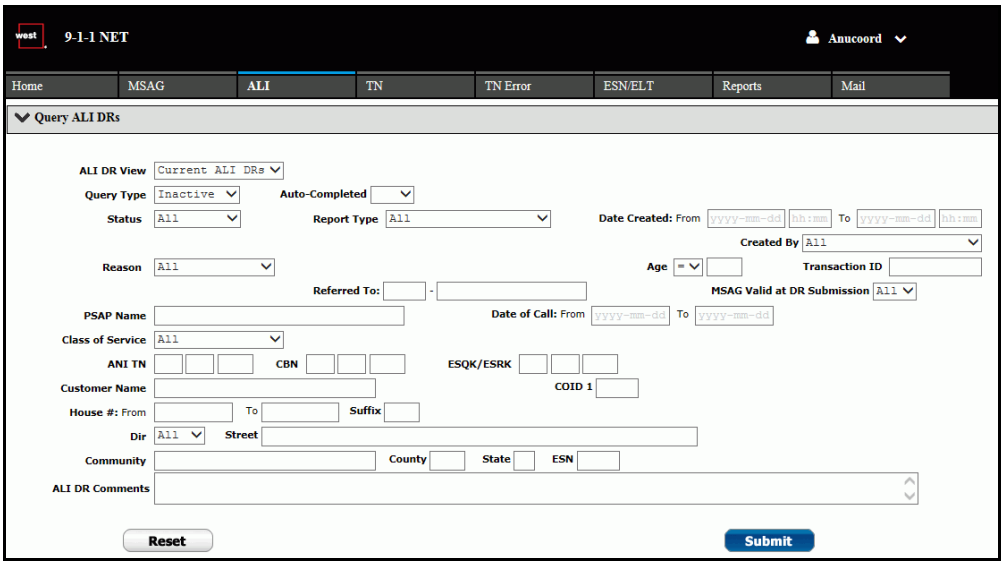


Figure 202: Query ALI DRs (Inactive or Archive)

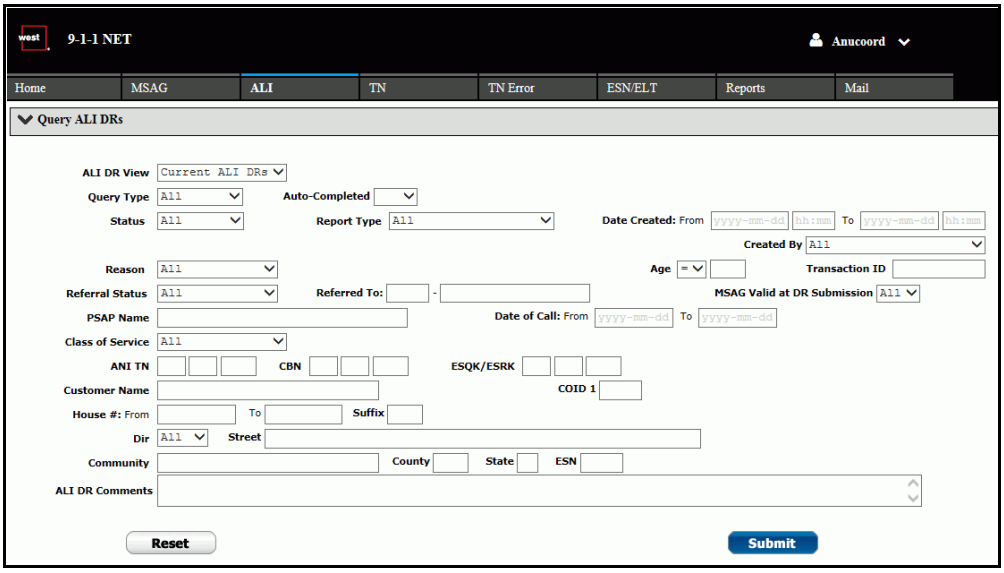


Figure 203: Query ALI DRs (All)

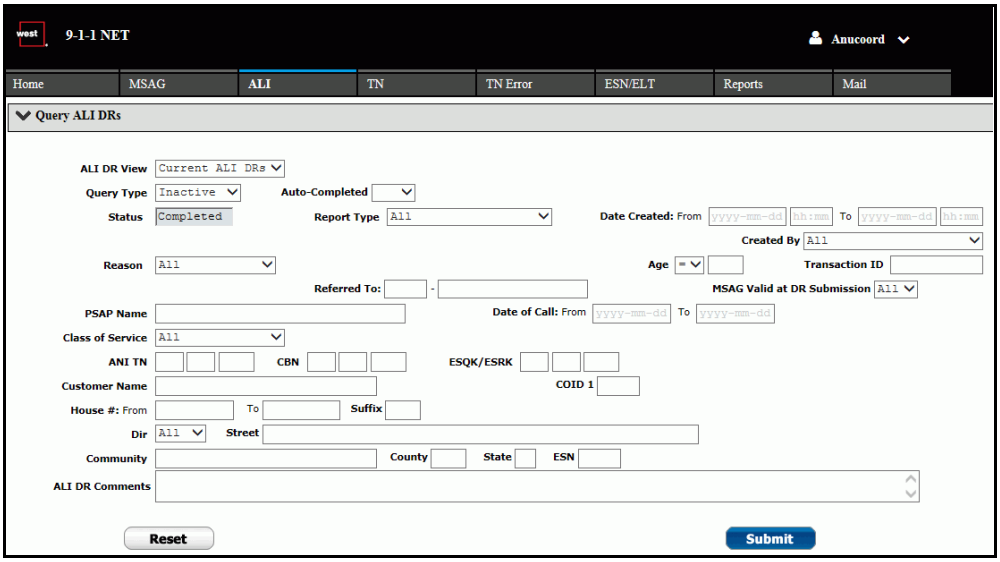


Figure 204: Query ALI DRs (Inactive or Archive) - Rejected and Denied Statuses Removed

2 Select a view from the `ALI DR View` drop-down menu. The default selection is `Current ALI DRs`.

3 Select `Active`, `Inactive`, `Archive`, or `All` from the `Query Type` drop-down menu.

4 If performing an inactive, archive, or all (DR type) query, an additional `Auto-Completed` drop-down field displays. Choose an option from the `Auto-Completed` drop-down, if needed. Selecting `Yes` returns only auto-completed requests. Selecting `No` returns only manually completed requests. Leaving the field blank returns all records matching the remaining search criteria.

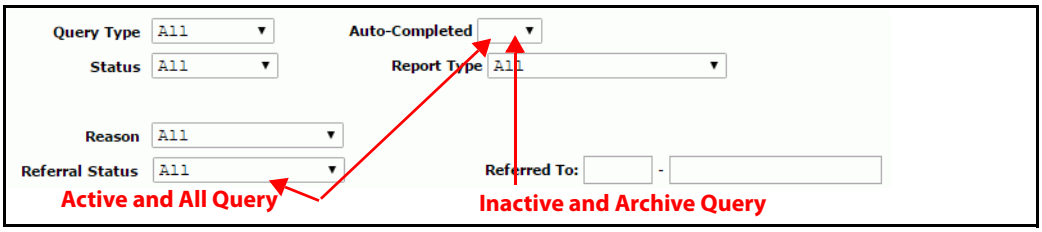


Figure 205: Additional Query Fields

5 If performing an active or all (DR type) query, the `Referral Status` drop-down menu displays. Select an option from the drop-down menu, if necessary.

6 Enter additional data in the remaining search fields as needed. `State` is required. Leaving the other fields blank returns all DRs in the system for the selected state (to which you have access).

NOTE If you have wildcard permissions, refer to "Wildcard Searches" for a description of the screen changes and "Wildcard, Logical, and Comprehensive Search" on page 34 for a description of the available wildcard characters and their usage.

7 Select the **Submit** button. The *Query Results* screen displays (figure 210 on page 171).

Wildcard Searches

If you have wildcard permissions enabled, the following screen changes apply:

- `Submitted: On` and `By` display as `Date Created: From`, `To` and `By`.
- `Created By` is a text field rather than a drop-down menu.
- `Class of Service` is a text field rather than a drop-down menu and only allows the following wildcards:
  - | (or)
  - = (equal)
  - ! (not)
  - <> (not)
- `CoID` is a drop-down menu rather than a text field (unless the user does not have any assigned CoIDs).
- A new `Call Date` range is added.

Wildcards can be entered into any of the text-based search fields in place of regular text, except for `House #`, `Age`, `CBN`, and `ESQK/ESRK`. For details about the specific wildcard characters and their usage, refer to "Wildcard, Logical, and Comprehensive Search" on page 34.

NOTE Displayed fields are based on user permissions. Not all fields display for all users.

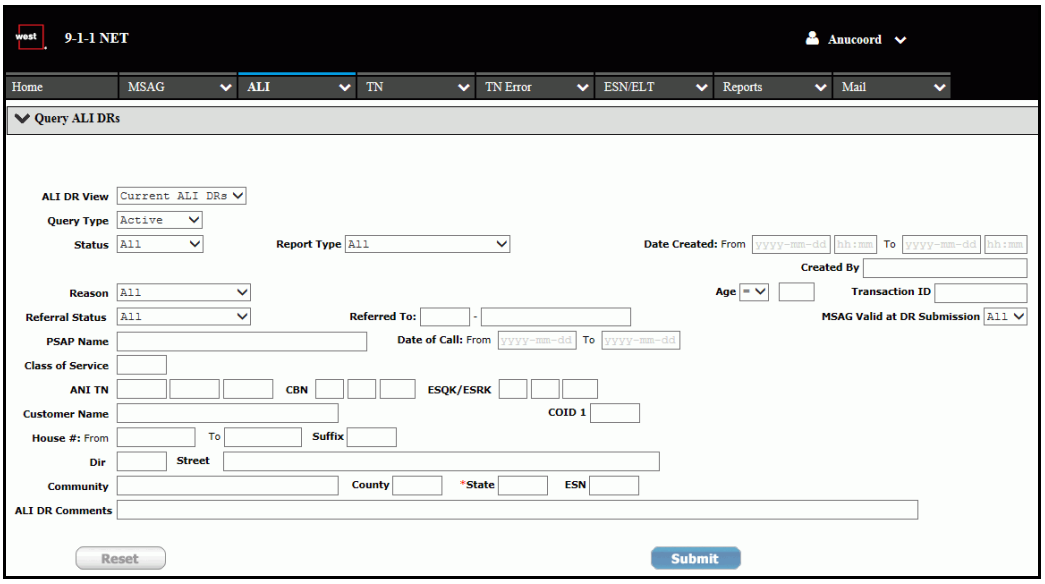


Figure 206: Query ALI DRs (Active) - Wildcard

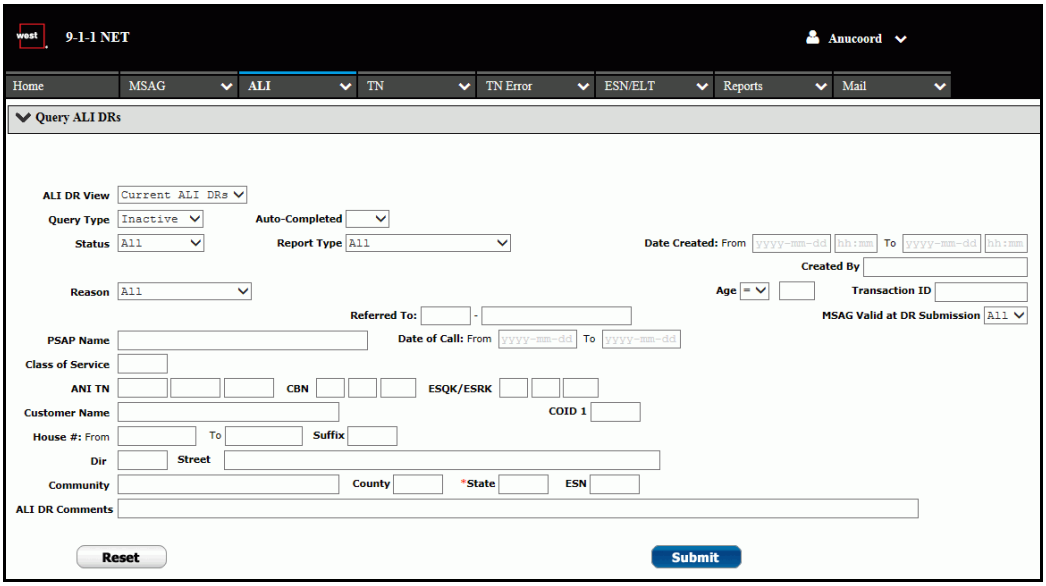


Figure 207: Query ALI DRs (Inactive and Archive) - Wildcard

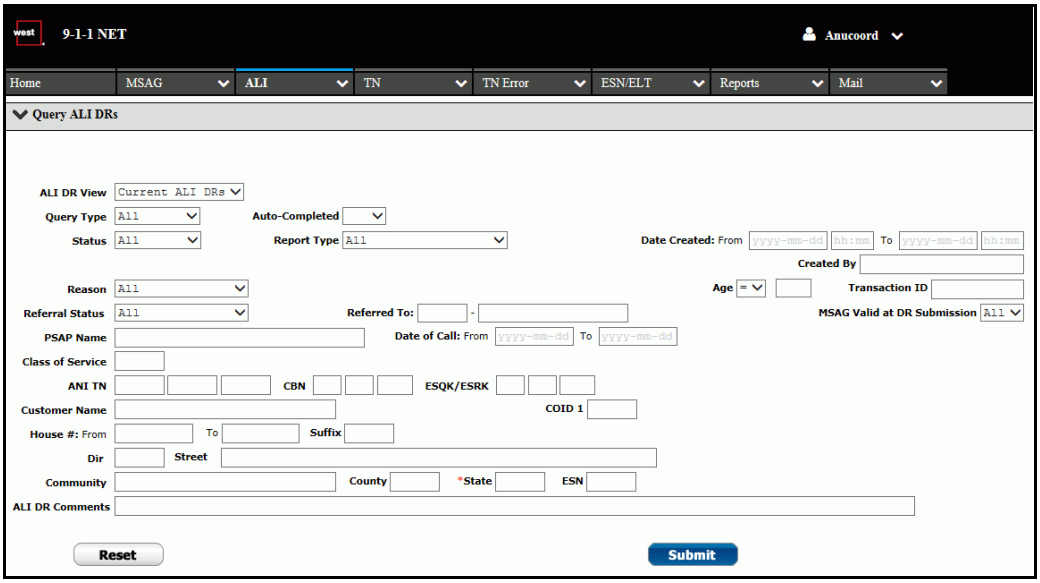


Figure 208: Query ALI DRs (All) - Wildcard

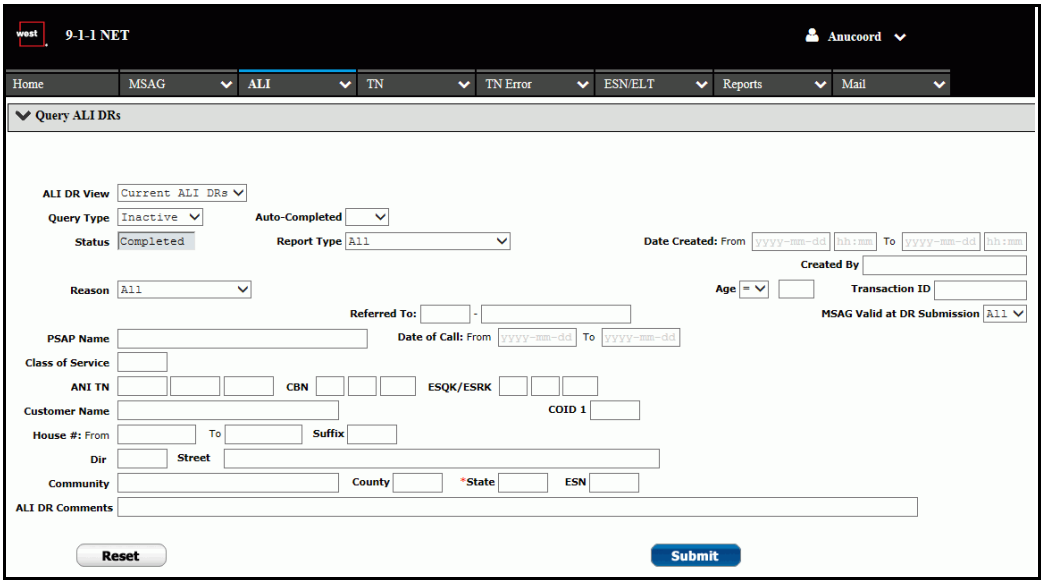


Figure 209: Query ALI DRs (Inactive or Archive) - Rejected and Denied Statuses Removed - Wildcard

Query Results

The query results display the first set of records that meet the search criteria. If the number of records retrieved exceeds the number you are configured to view, a message displays above the results (figure 211, figure 212, or figure 213). The message that displays depends on your specific user configuration. Statuses displayed in bold font indicate DRs that are awaiting work. To view additional details about a request, select the checkbox next to it and click the **Details** button or click the blue, underlined status link.

To create a PDF of the results for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the results to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

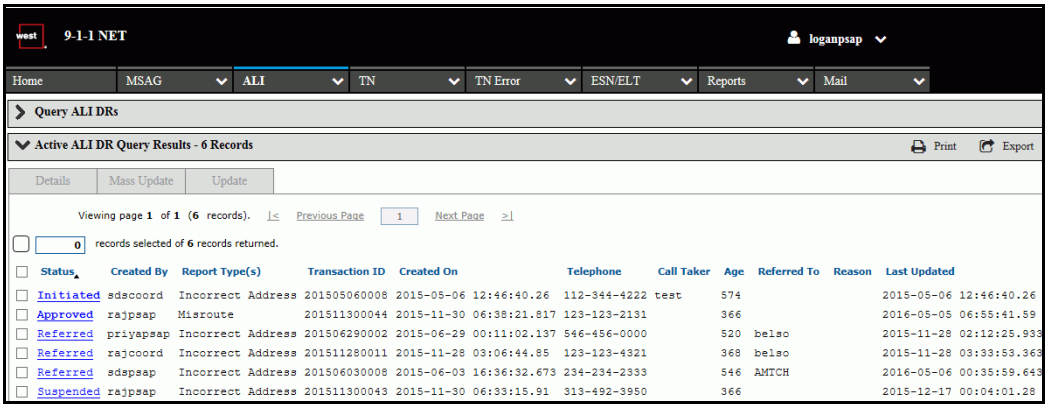


Figure 210: Active ALI DR Query Results

Your query matched 99 records, but only the first 25 can be displayed. A maximum of 2000 records can be viewed by clicking Export.

Figure 211: Query Maximum Exceeded Message

Your query matched 33 records, but only the first 15 can be displayed. Please refine your search criteria and query again.

Figure 212: Query Display Exceeded - Refine Query

Your query exceeds the maximum display limit, but only the first 15 can be displayed. Please refine your search criteria and query again.

Figure 213: Query Maximum Exceeded - Refine Query

When more than one record is selected, the counter box above the results list displays the number of selected records. Clicking the checkbox to the left of the counter box selects all the records returned from the query across multiple pages.

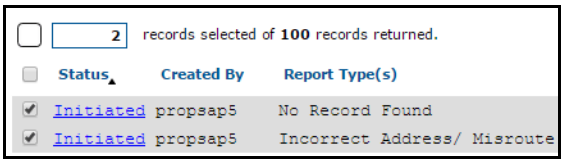


Figure 214: Select Some

11 records selected of 11 records returned.

Status	Created By	Report Type(s)	Transaction ID
Completed	Bhuvanpsap	Incorrect Address	201207170005
Completed	Bhuvanpsap	Incorrect Address	201112200026
Completed	Bhuvanpsap	Incorrect Address	201112200027
Completed	Bhuvanpsap	Incorrect Address	201112200028
Completed	Bhuvanpsap	Incorrect Address	201112290005
Completed	Bhuvanpsap	Incorrect Address	201112290104
Completed	Bhuvanpsap	Incorrect Address	201112190002
Completed	Bhuvanpsap	Incorrect Address	201112190003
Completed	Bhuvanpsap	Incorrect Address	201112190004
Completed	Bhuvanpsap	Incorrect Address	201112120009

Figure 215: Select All

Active DR Toolbar

Details	Mass Update	Update	Delete

Figure 216: Active DR Query Results Toolbars

- The **Details** button displays the *Active ALI DR Details* screen. From this screen you can view the full details of the DR.
- The **Mass Update** button displays the *Mass Update Active ALI DRs* screen. From this screen, the `Status` and/or `Comments` fields can be updated simultaneously for all the selected DRs.
- The **Update** button displays the *Update Active ALI DR* screen. From this screen, an active or inactive DR can be updated.
- The **Delete** button displays the *Delete Active ALI DR* screen. From this screen, a DR can be deleted.

Inactive DR Toolbar (PSAP Users and MSAG Coordinators)

Details	Authorize	Archive

Figure 217: Inactive DR Query Results Toolbar

- The **Details** button displays the *Inactive ALI DR Details* screen. From this screen, you can view the full details of the DR.
- The **Authorize** button displays the *Authorize ALI DR* screen. From this screen, an inactive DR can be authorized.
- The **Archive** button displays the *Archive ALI DR* screen. From this screen, an inactive DR can be archived.

Inactive DR Toolbar (Analyst Users)

Figure 218: Inactive DR Query Results Toolbar

- The **Details** button displays the *Inactive ALI DR Details* screen. From this screen, you can view the full details of the DR.
- The **Mass Update** button displays the *Mass Update Inactive ALI DRs* screen. From this screen, the status of multiple inactive DRs can be changed.
- The **Update** button displays the *Update Inactive ALI DR* screen. From this screen, the status of an inactive DR can be changed.

Archive and All DR Toolbar

Figure 219: Archive and All DR Query Results Toolbar

- The **Details** button displays the *Archive ALI DR Details* screen. From this screen, you can view the full details of the DR.

Active/Inactive/Archive ALI DR Details

The *Active ALI DR Details, Inactive ALI DR Details, and Archive ALI DR Details* screens display all the information associated with the DR, including notes in the Activity Log at the bottom of the screen. The fields highlighted in the *Proposed ALI Information* section identify the modified data.

To create a PDF of the DR for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the DR details to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

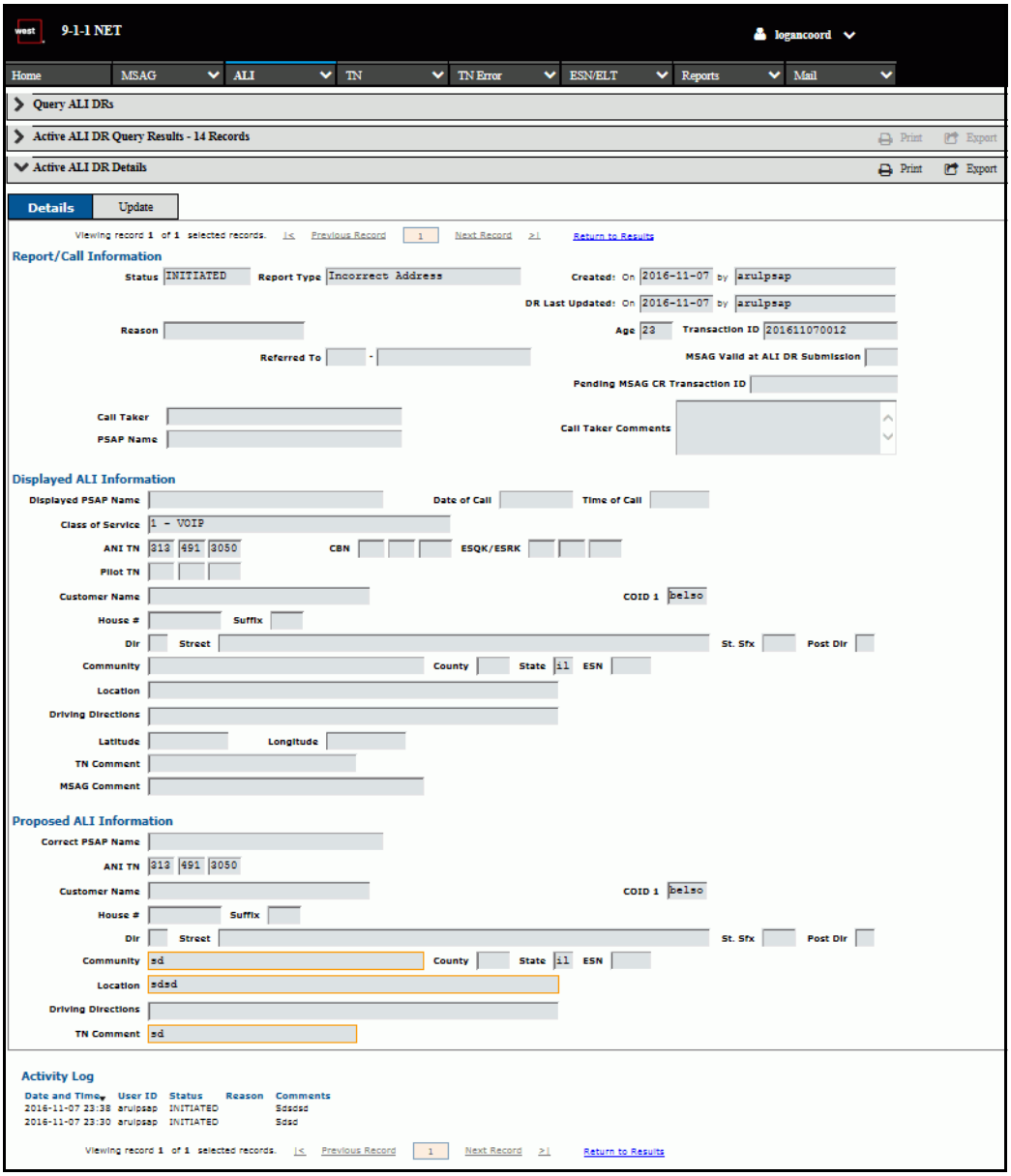


Figure 220: Active ALI DR Details

9-1-1 NET

logangpsap

Home | MSAG | ALI | TN | TN Error | ESN/ELT | Reports | Mail

Query ALI DRs

Active ALI DR Query Results - 6 Records

Active ALI DR Details

Details | Update

Viewing record 1 of 1 selected records. |< Previous Record 1 Next Record >| Return to Results

Report/Call Information

Status REFERRED Report Type Incorrect Address Created: On 2015-06-29 by priyapsap

DR Last Updated: On 2015-11-28 by rajanalyst

Reason Age 520 Transaction ID 201506290002

Referred To belso - test12 MSAG Valid at ALI DR Submission No

Pending MSAG CR Transaction ID

Call Taker Call Taker Comments

PSAP Name

Displayed ALI Information

Displayed PSAP Name Date of Call Time of Call

Class of Service 3 - Residence

ANI TN 346 456 0000 CBN ESQK/ESRK

Pilot TN

Customer Name COID 1

House # Suffix

Dir Street gdfg St. Sfx Post Dir

Community dgd County fdg State 11 ESN 43534

Location

Driving Directions

Latitude Longitude

TN Comment

MSAG Comment

English Language Translations(ELTs)

Law adfs

Fire

Medical

Proposed ALI Information

Correct PSAP Name

ANI TN 346 456 0000

Customer Name COID 1

House # Suffix

Dir Street gdfg St. Sfx Post Dir

Community dgd County fdg State 11 ESN 43534

Location

Driving Directions

TN Comment

English Language Translations(ELTs)

Law adfs

Fire dsfs

Medical dfgdg

Activity Log

Date and Time	User ID	Status	Reason	Comments
2015-11-28 02:12	rajanalyst	REFERRED		
2015-11-27 07:12	Anwccord	APPROVED		
2015-06-29 00:11	priyapsap	INITIATED		Dfgdg

Viewing record 1 of 1 selected records. |< Previous Record 1 Next Record >| Return to Results

Figure 221: Active ALI DR Details with ELTs

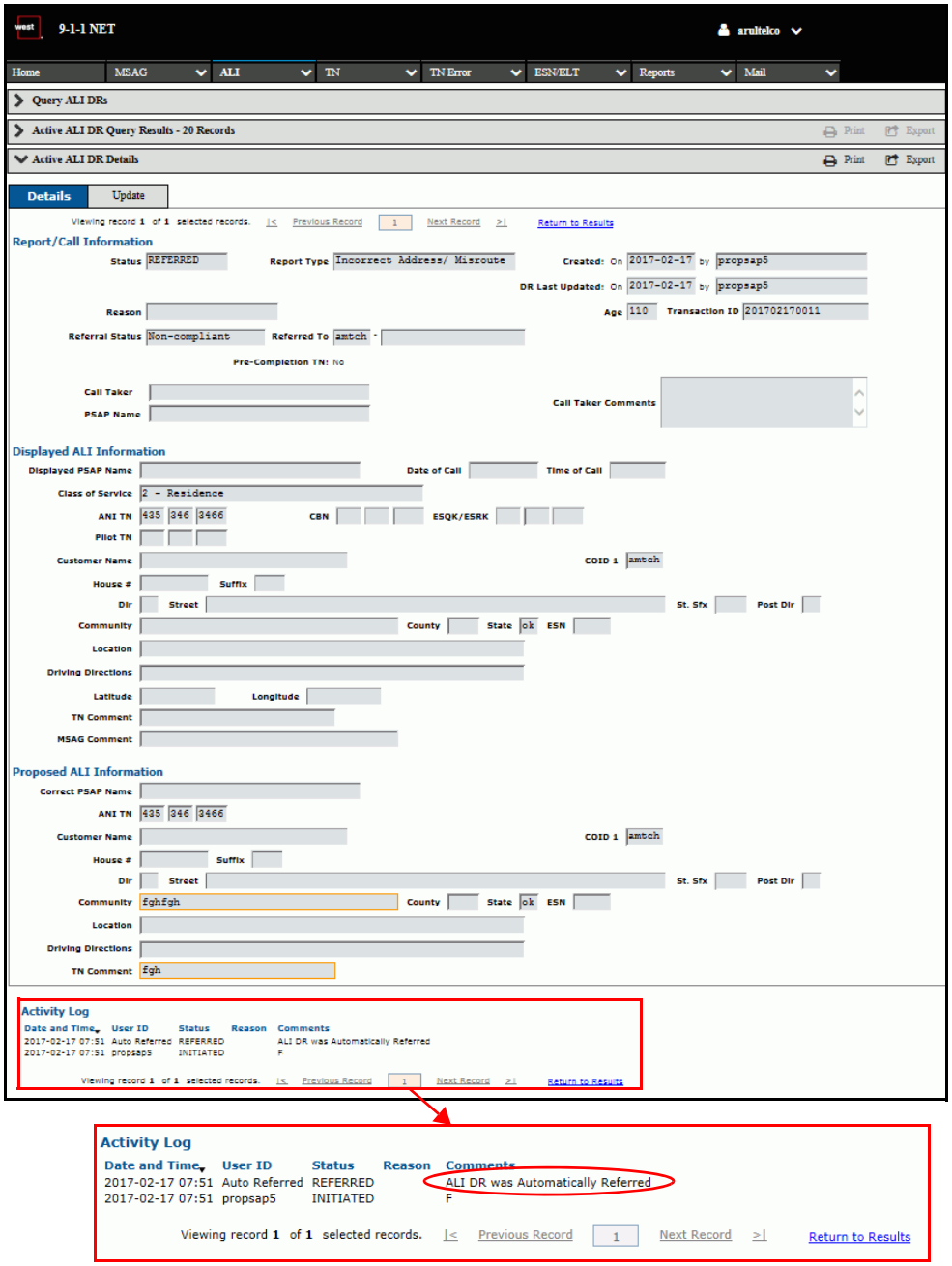


Figure 222: Active ALI DR Details (Telco Users)

Manage ALI DRs

Mass Update Active DRs

1 Perform an active ALI DR query by following the instructions in "Query ALI DRs" on page 163.

2 From the *Query Results* screen, select the DRs to be updated by selecting the checkboxes next to the records.

3 Click the **Mass Update** button from the ALI DR toolbar. The *Mass Update Active ALI DRs* screen displays.

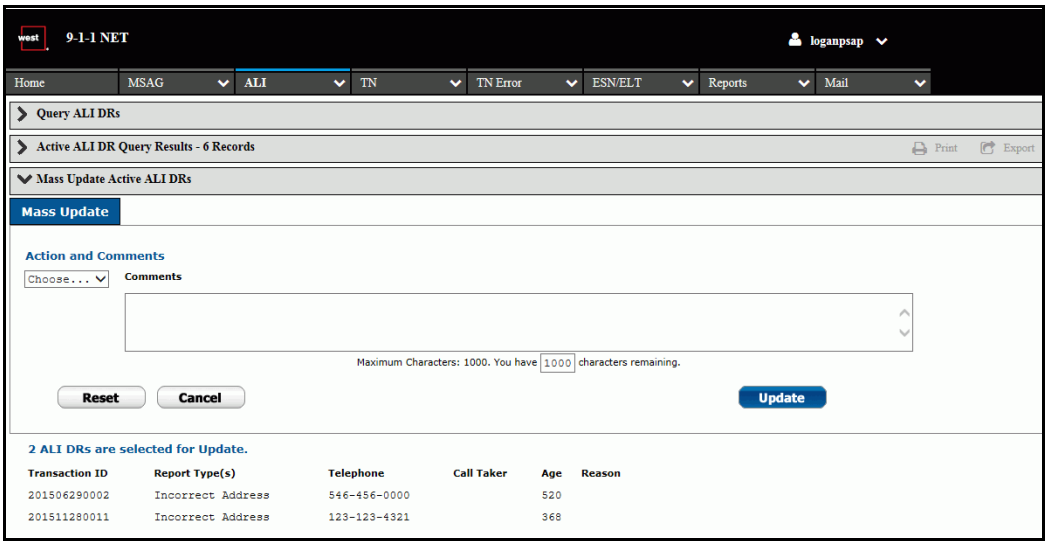


Figure 223: Mass Update Active ALI DRs

4 Select a status from the drop-down menu.

A If you are referring the DR (available to analyst users only), two additional fields display above the `Comments` field. Enter a company ID in the `COID` field. The `Descriptor` field becomes a drop-down menu when a valid COID is entered.

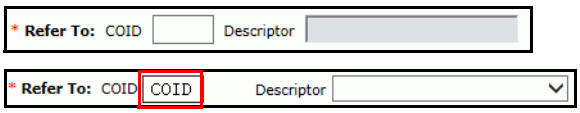


Figure 224: Additional Referral Fields

B If you are completing the DR, the `Reason` drop-down menu displays above the `Comments` field. Select an option from the drop-down menu.

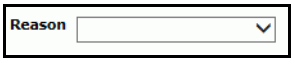


Figure 225: Additional Completion Field

5 Enter comments in the text field. Up to 1000 characters are allowed.

6 Click the **Update** button. A confirmation screen displays.

Update an Active DR

NOTE Only active DRs can be updated by all user types. Analyst users can update both active and inactive DRs.

1 Perform an active ALI DR query by following the instructions in "Query ALI DRs" on page 163.

2 From the *Query Results* screen, select the request to be updated and click the **Update** button from the ALI DR toolbar. The *Update Active ALI DR* screen displays.

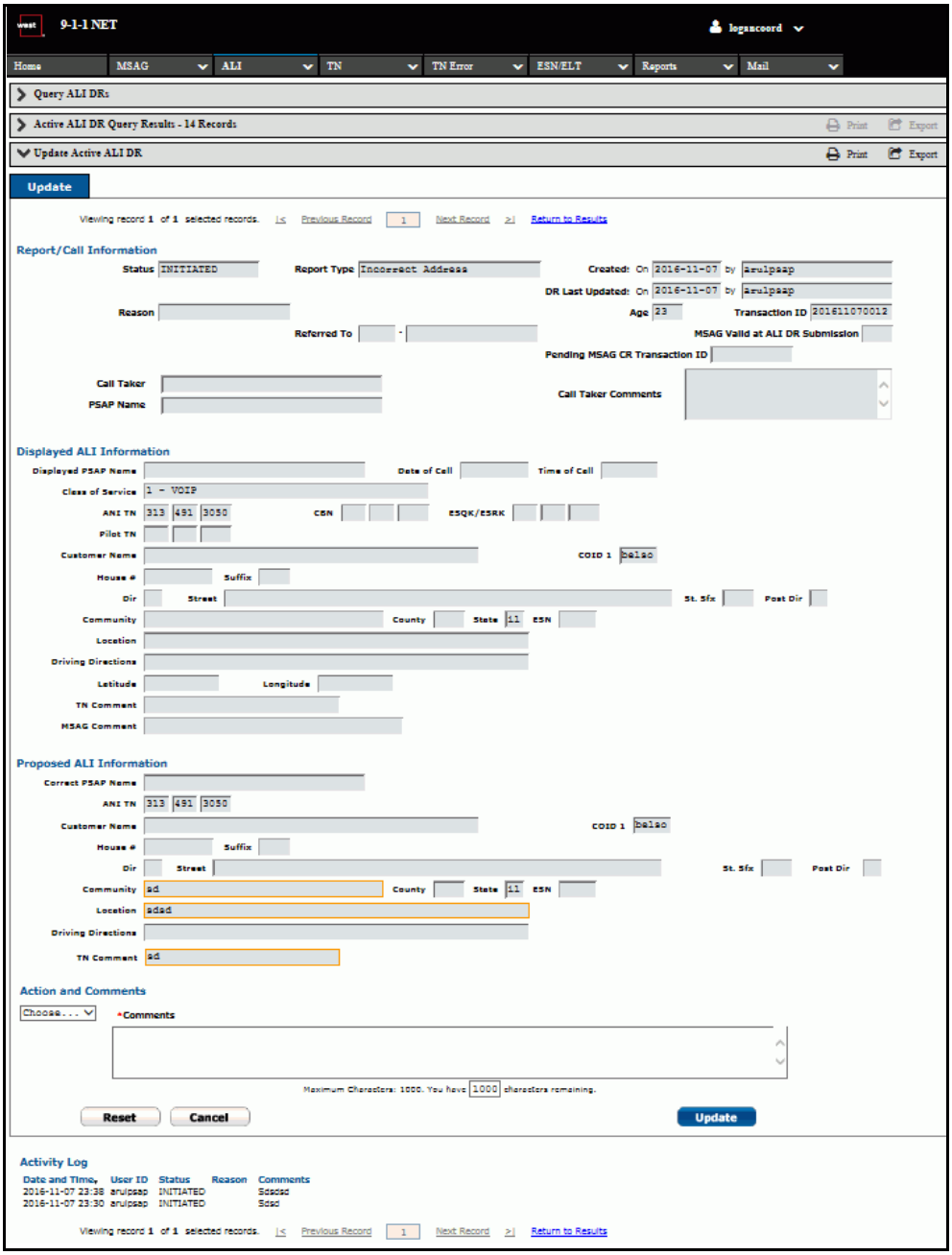


Figure 226: Update Active ALI DR

Figure 227: Update Active ALI DR (No Validations)

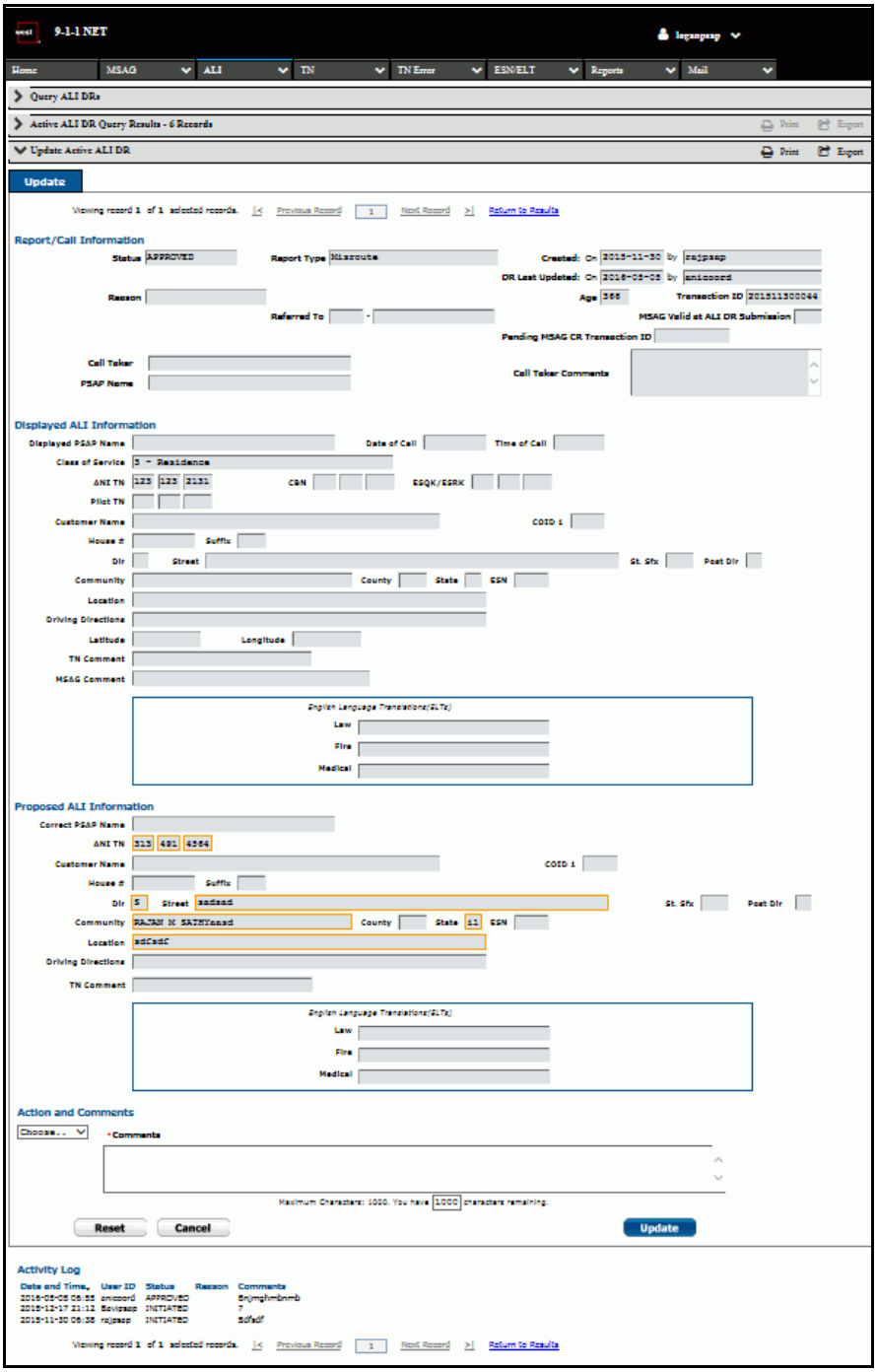


Figure 228: Update Active ALI DR with ELTs

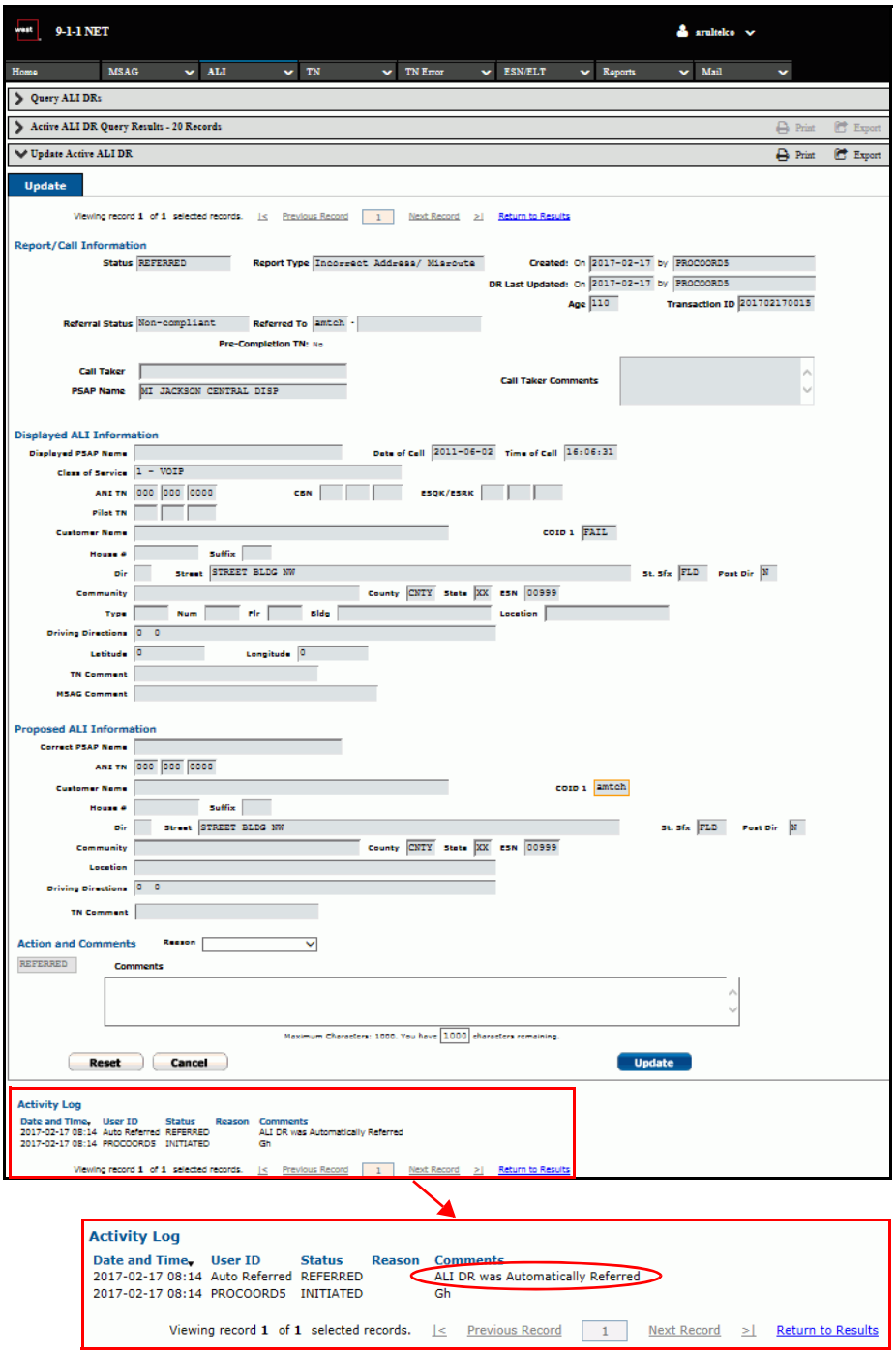


Figure 229: Update Active ALI DR (Telco Users)

NOTE Depending on your user settings, the **Validate MSAG** button may not display. Additionally, there is a package permission that removes all validations regardless of report type.

3 If the DR has been submitted by you and has an **Initiated** status, address and TN fields can be modified. If this is the case, modify the fields as needed. If the DR has been submitted by another user or has another status, skip to the next step.

4 Select a new status from the drop-down menu, if applicable.

   A If you are referring the DR (available to analyst users only), two additional fields display above the `Comments` field. Enter a company ID in the `COID` field. The `Descriptor` field becomes a drop-down menu when a valid COID is entered.

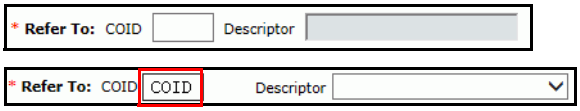


Figure 230: Additional Referral Fields

   B If you are completing the DR, the `Reason` drop-down menu displays above the `Comments` field. Select an option from the drop-down menu.

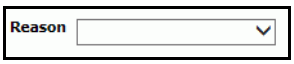


Figure 231: Additional Completion Field

5 Enter comments in the `Comments` field (up to 1000 characters are allowed).

6 Select the **Submit** button. A confirmation screen displays.

Delete an Active DR

NOTE Only active DRs with an initiated status can be deleted by the initiator.

1 Perform an active ALI DR query by following the instructions in "Query ALI DRs" on page 163.

2 From the *Query Results* screen, select the DR to be deleted by selecting the checkbox next to the DR.

3 Click the **Delete** button from the ALI DR toolbar. The *Delete Active ALI DR* screen displays with a warning message.

You are about to delete this ALI DR. To proceed, enter Comments and click Delete. Otherwise, click Cancel.

Figure 232: Delete Active ALI DR Message

4 Enter comments in the `Comments` text field.
5 Click the **Delete** button. A confirmation message displays.

Authorize an Inactive DR

Inactive DRs can be authorized, though this action is limited by DR status. Authorizing an inactive DR sends it to the next user in the workflow for archiving. To authorize a DR:

1 Query for inactive DRs by following the steps described in "Query ALI DRs" on page 163.
2 From the *Query Results* screen, select the checkbox next to the DR to authorize and click the **Authorize** button on the ALI DR toolbar. The *Authorize ALI DR* screen displays.

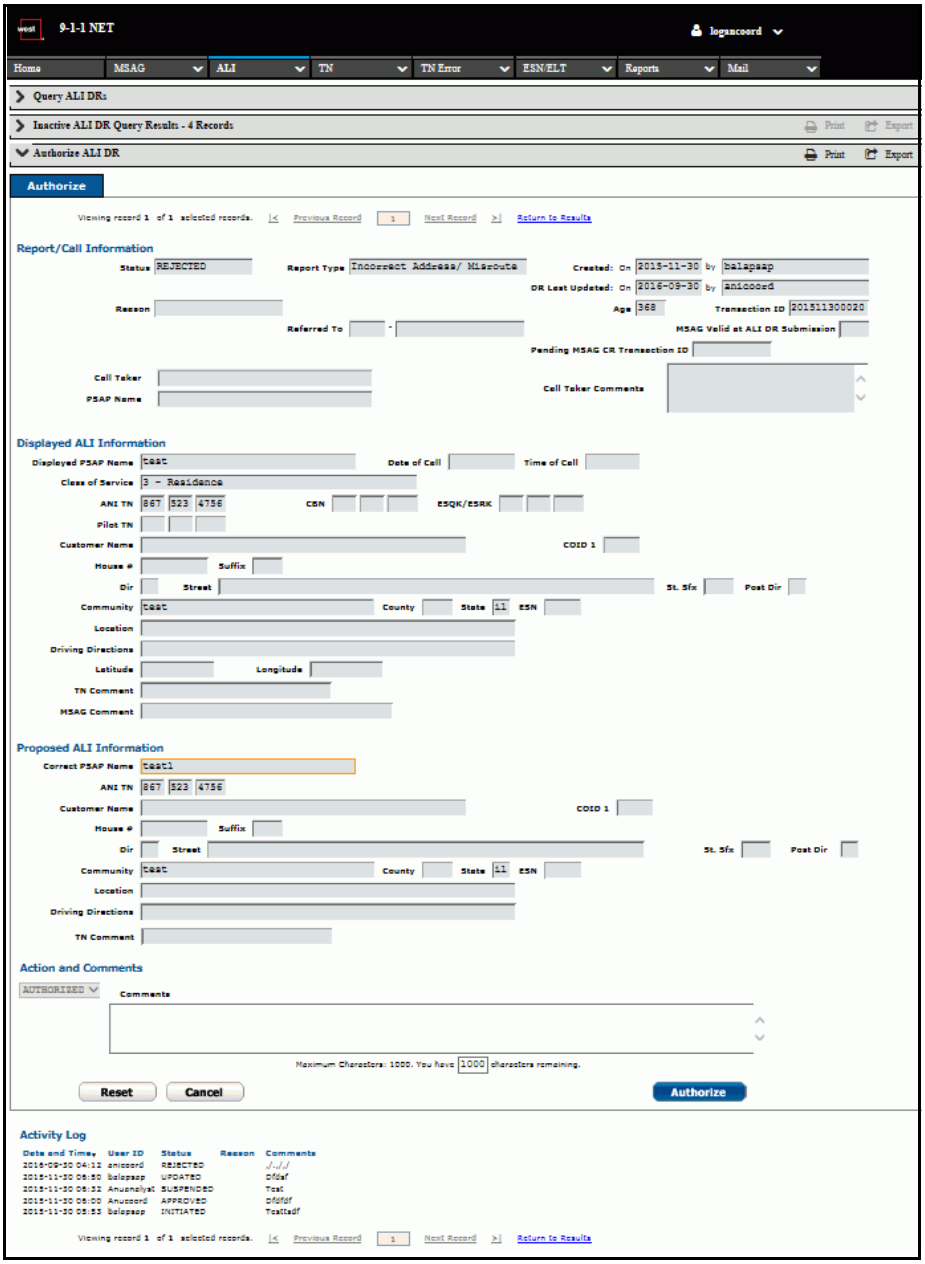


Figure 233: Authorize Inactive ALI DR

Figure 234: Authorize Inactive ALI DR with ELTs

3 Enter any applicable comments in the `Comments` text field. Up to 1000 characters are allowed.

4 Select the **Authorize** button. A confirmation message displays.

Mass Authorize Inactive DRs

1 To authorize multiple inactive ALI DRs, query for inactive DRs by following the steps described in "Query ALI DRs" on page 163.

2 From the *Query Results* screen, select the desired DRs from the list by clicking in the checkboxes to the left of the DRs.

3 Click the **Authorize** button from the ALI DR toolbar. The *Mass Authorize ALI DRs* screen displays.

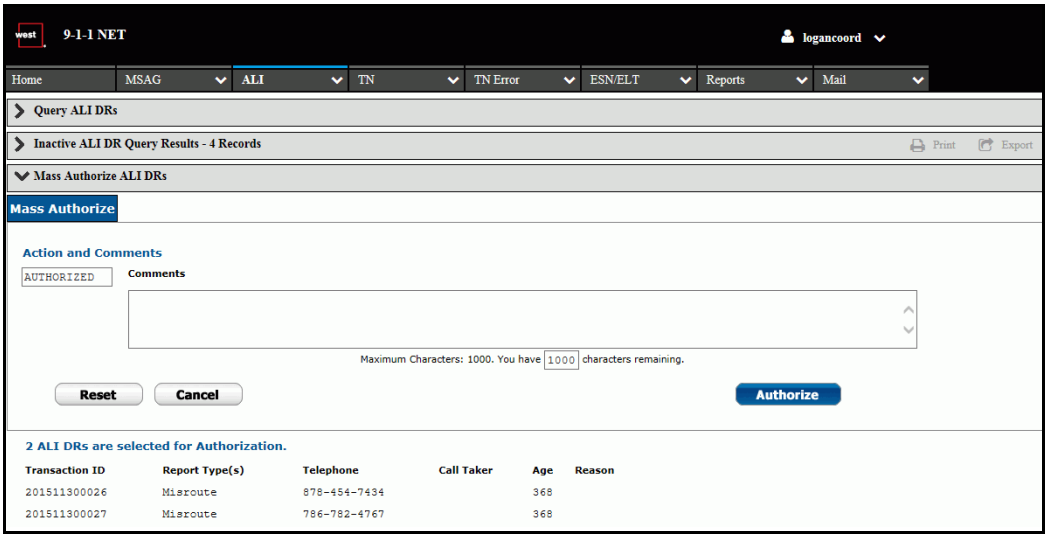


Figure 235: Mass Authorize Inactive ALI DRs

4 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

5 Click the **Authorize** button. A confirmation screen displays.

Archive an Inactive DR

NOTE The **Archive** button only displays for users who are authorized to archive. PSAP managers have the authorization to archive inactive DRs after a coordinator has approved the report for archiving. Coordinators that initiate a report can archive their own report.

Inactive CRs that no longer require user action can be archived, though this is limited by CR status. Archiving permanently moves the CR into the archive queue. Archived CRs are view-only and cannot be modified. To archive a DR:

1 Query for inactive DRs by following the steps described in "Query ALI DRs" on page 163.

2 From the *Query Results* screen, select the checkbox next to the DR to archive and click the **Archive** button on the ALI DR toolbar. The *Archive ALI DR* screen displays.

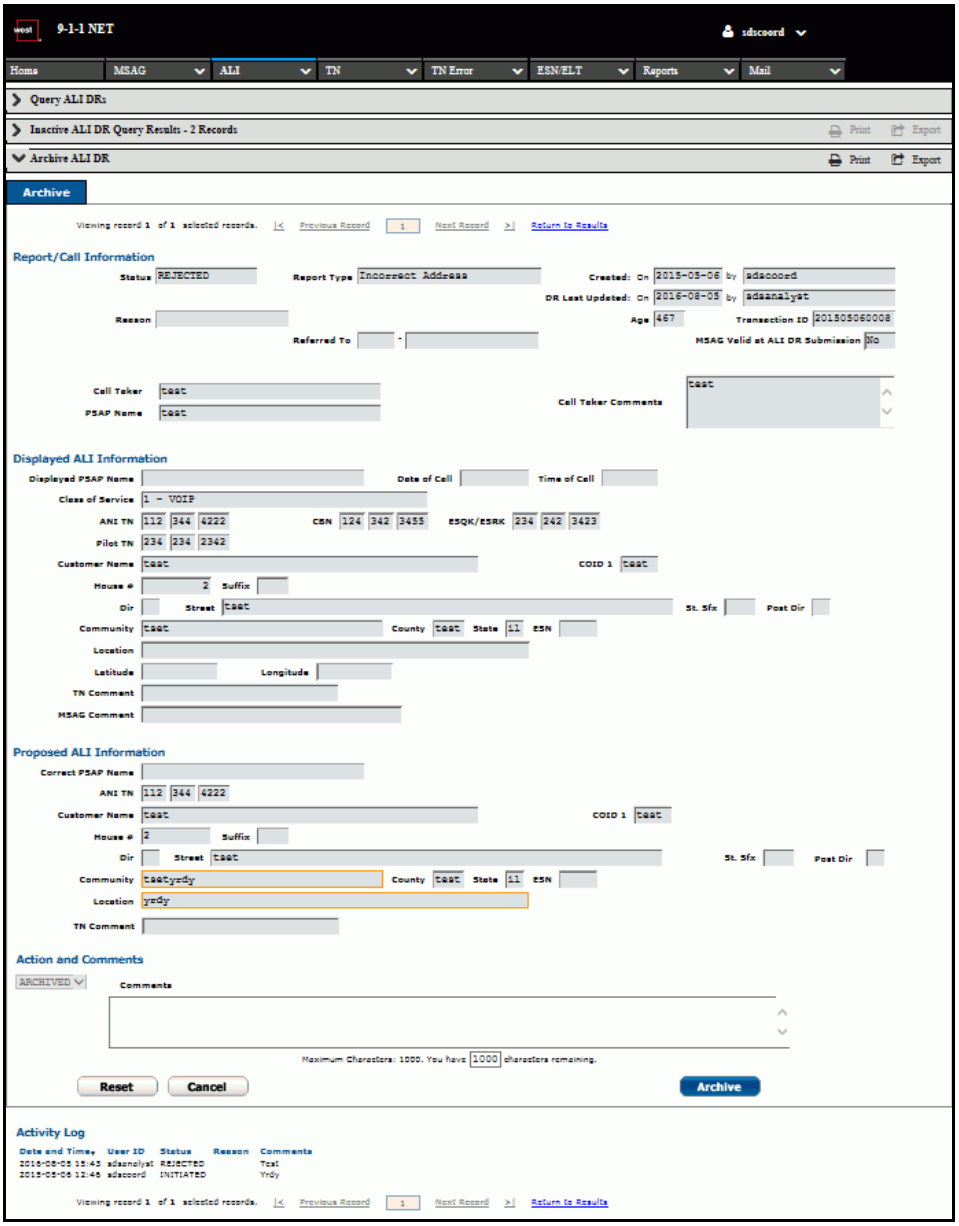


Figure 236: Archive Inactive ALI DR

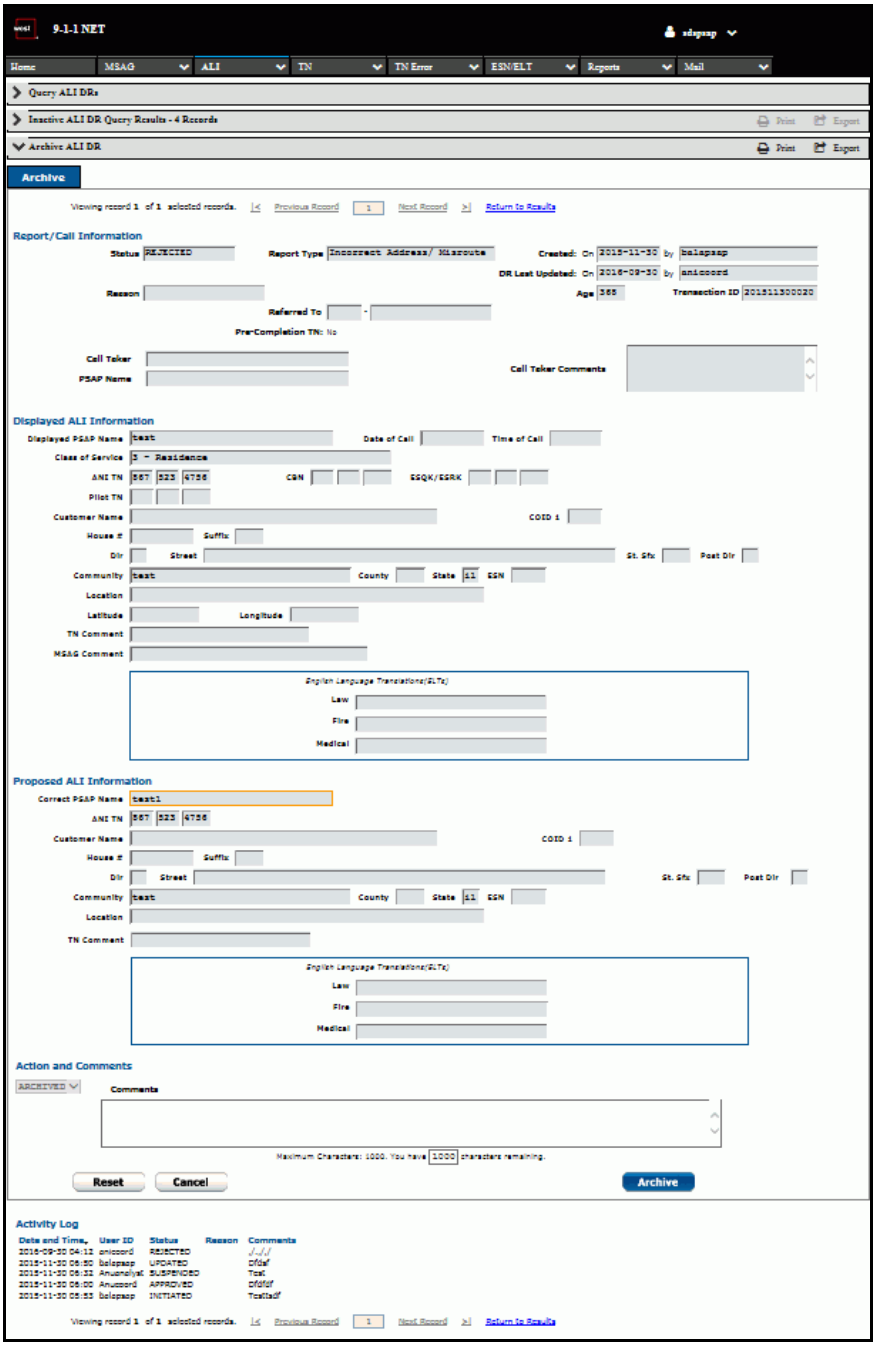


Figure 237: Archive Inactive ALI DR with ELTs

3 Enter any applicable comments in the `Comments` text field. Up to 1000 characters are allowed.

4 Select the **Archive** button. A confirmation message displays.

Mass Archive Inactive DRs

1 Query for inactive DRs by following the steps described in "Query ALI DRs" on page 163.
2 From the *Query Results* screen, select the DRs to be archived and click the **Archive** button from the ALI DR toolbar. The *Mass Archive ALI DRs* screen displays.

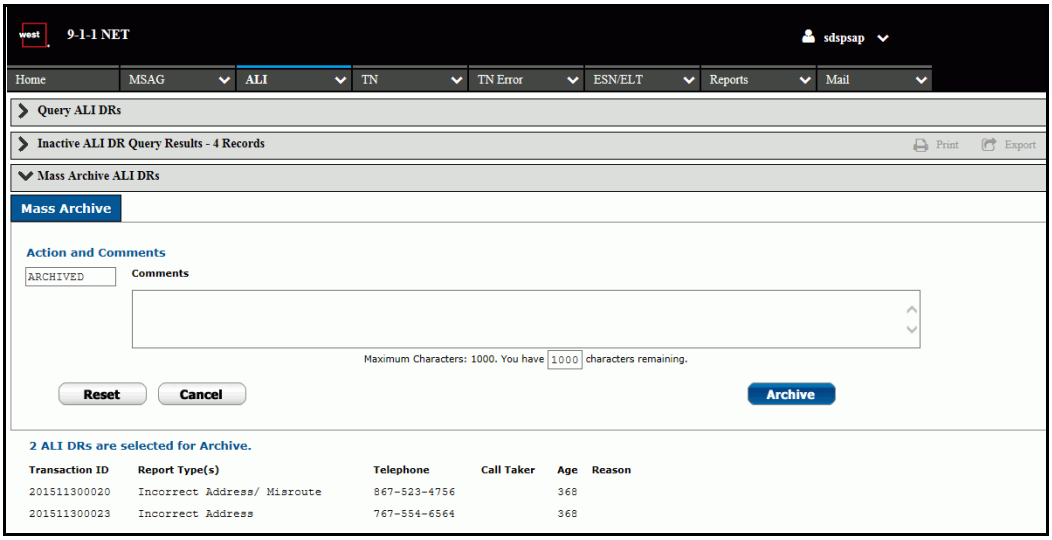


Figure 238: Mass Archive Inactive ALI DRs

3 Enter comments in the text field and click the **Archive** button. A confirmation screen displays.

Auto Archive ALI DRs

When an analyst user completes an active ALI DR, the DR is automatically archived by the system and the *Activity Log* at the bottom of the record indicates that the DR was auto archived.

NOTE There is a 10 day waiting period for ALI DRs to be auto archived when the 10-day delay permission is enabled.

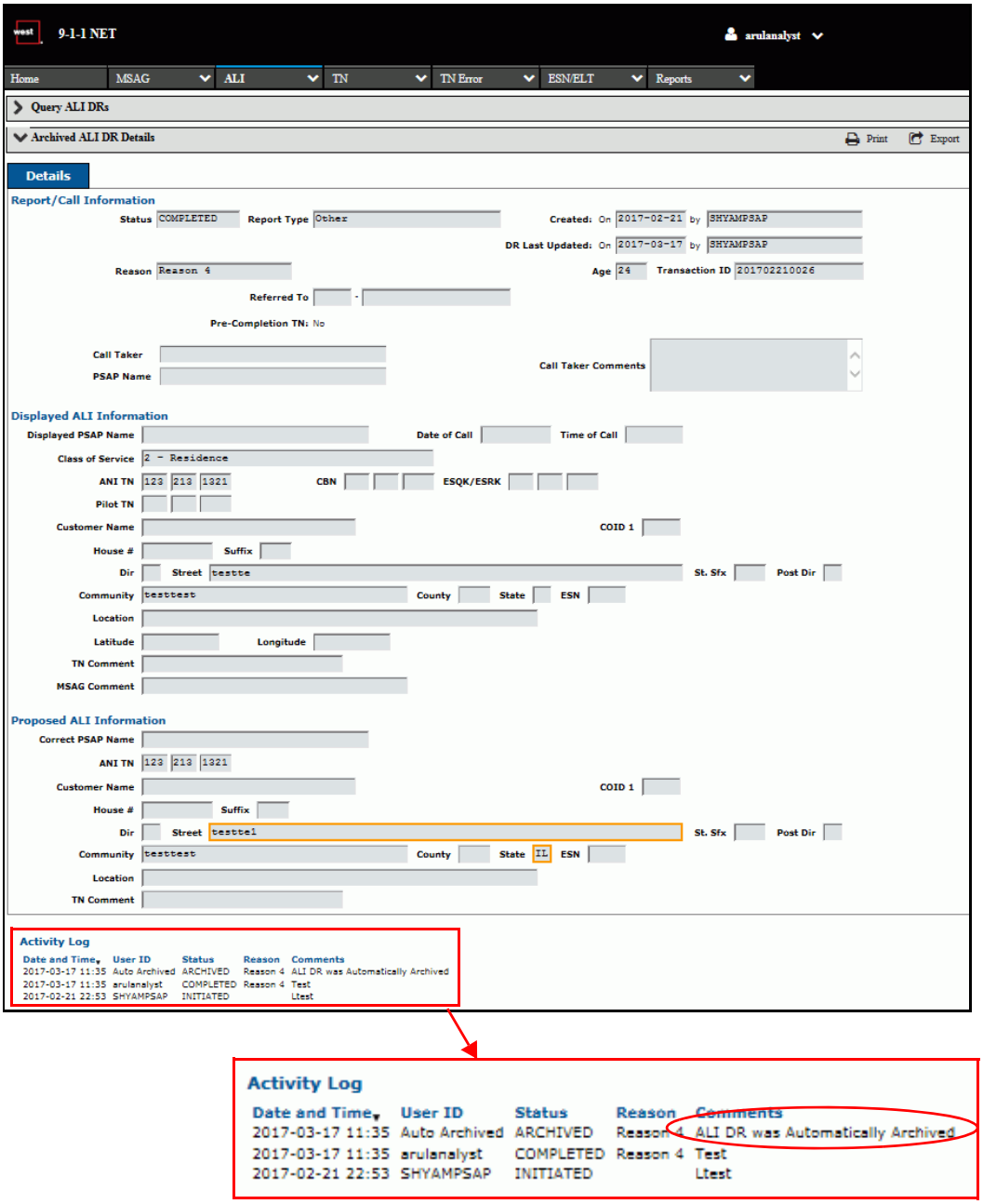


Figure 239: Auto Archived ALI DR

Mass Update Inactive DRs

NOTE The ability to update the status of a multiple inactive DRs is available only to analyst users. Only completed DRs can be updated.

1 Perform an inactive ALI DR query by following the instructions in "Query ALI DRs" on page 163.
2 From the *Query Results* screen, select the DRs to be updated by selecting the checkboxes next to the records.
3 Click th e **Mass Update** button from the ALI DR toolbar. The *Mass Update Inactive ALI DRs* screen displays.

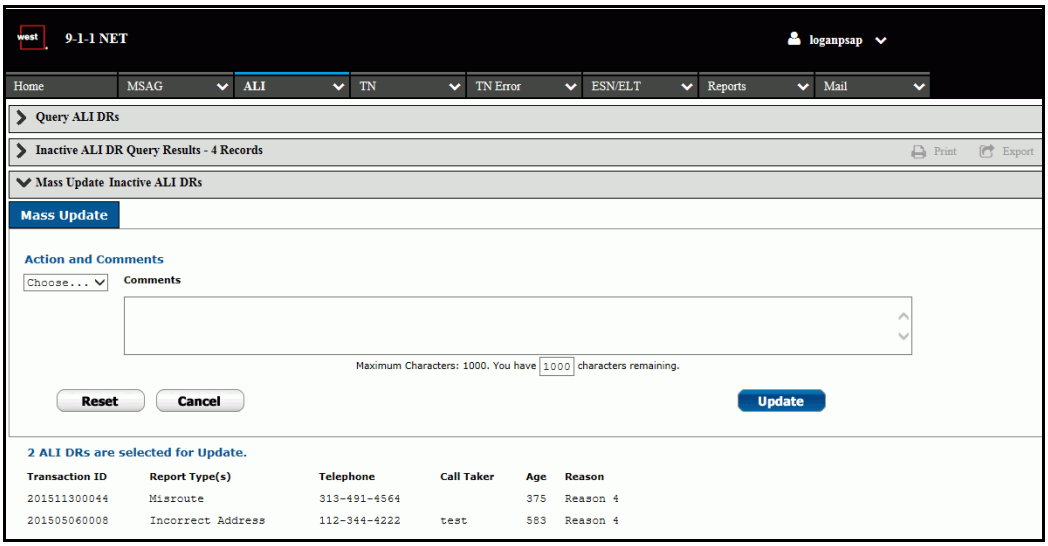


Figure 240: Mass Update Inactive ALI DRs

4 Enter comments in the text field. Up to 1000 characters are allowed.
5 Click the **Update** button. A confirmation screen displays.

Update an Inactive DR

NOTE The ability to update the status of an inactive DR is available only to analyst users. Only completed DRs can be updated.

1 Perform an inactive ALI DR query by following the instructions in "Query ALI DRs" on page 163.

2 From the *Query Results* screen, select the request to be updated and click the **Update** button from the ALI DR toolbar. The *Update Inactive ALI DR* screen displays.

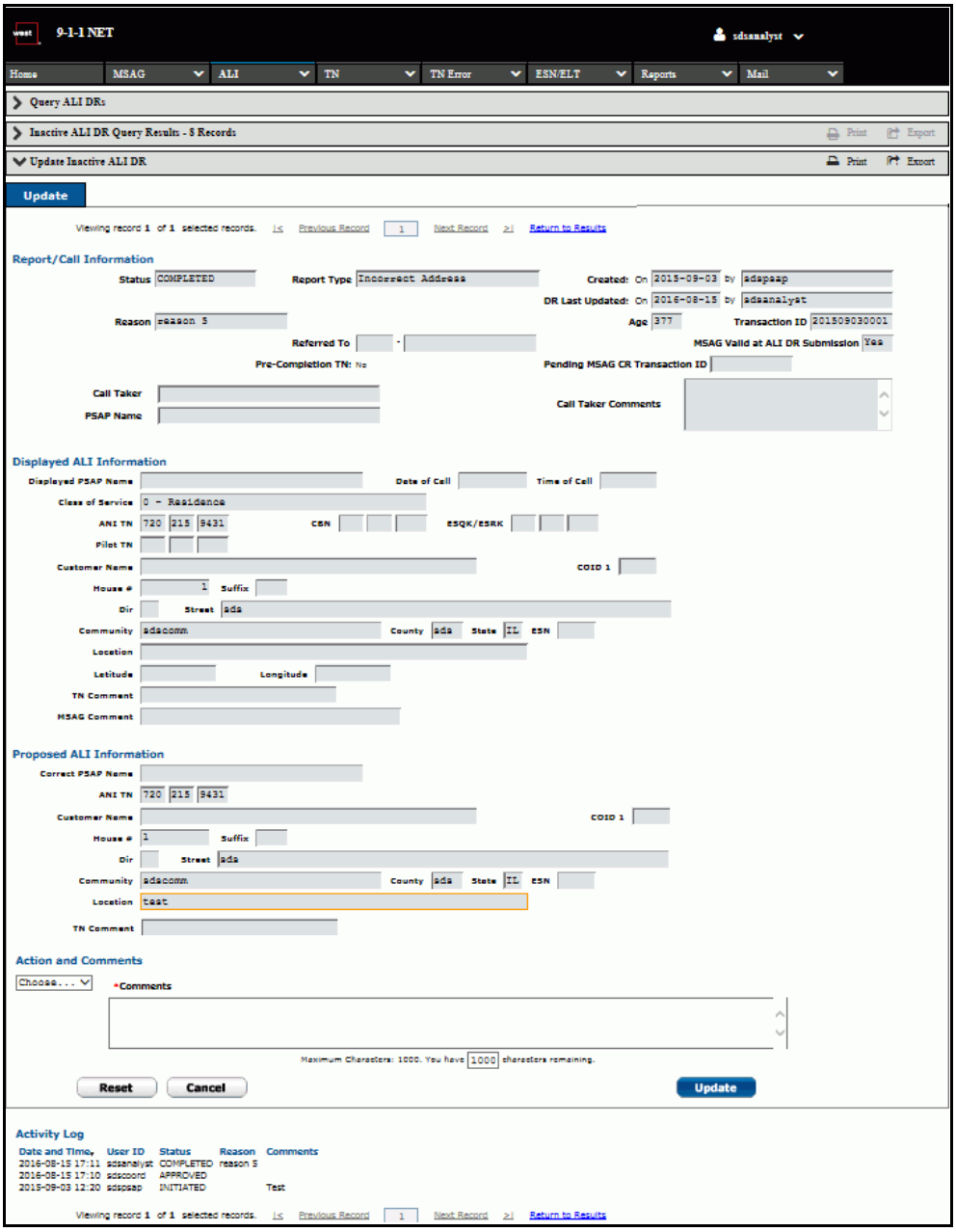


Figure 241: Update Inactive ALI DR

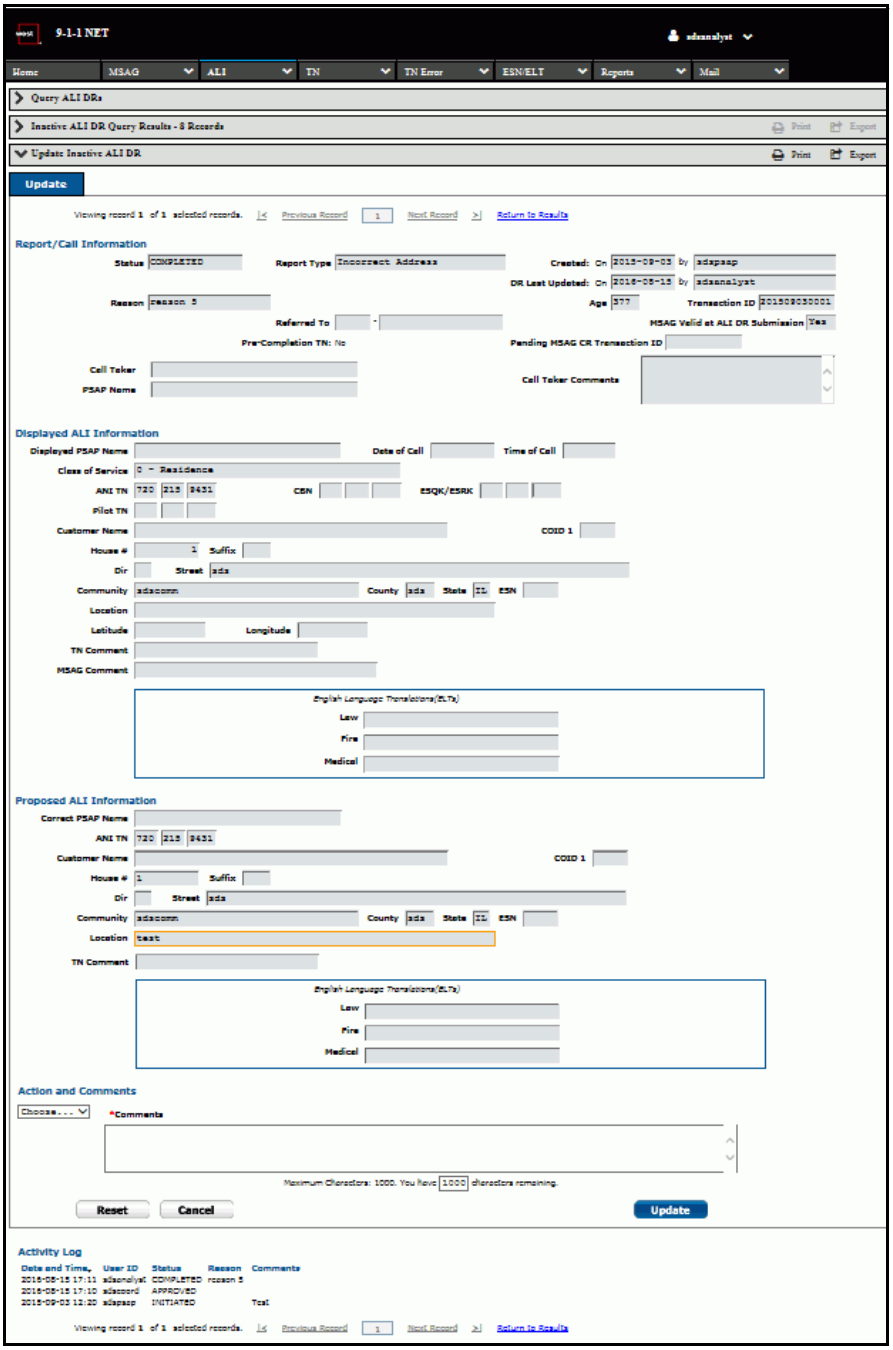


Figure 242: Update Inactive ALI DR with ELTs

A Select a status from the drop-down menu. If you are referring the DR, two new fields display above the `Comments` field. Enter a company ID in the `COID` field. The `Descriptor` field becomes a drop-down menu when a valid COID is entered.

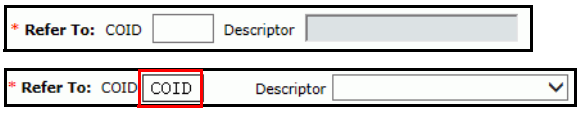


Figure 243: Additional Referral Fields

3 Enter comments in the `Comments` field (up to 1000 characters are allowed).

4 Select the **Update** button. A confirmation screen displays.

Chapter 5
TNs

Contents

Overview 198
TN Query 198
Perform Direct Database Updates 215
Create TN CRs 230
Insert a TN 235
Query TN CRs. 239
Manage TN CRs. 249

Overview

This chapter describes the TN query, direct database update, and TN CR functions of 9-1-1 NET.

IMPORTANT 9-1-1 NET is a configurable application. The features to which you have access depend on your user profile and specific configuration. The following section describes all the features available in the system. You may not have access to all the features described.

NOTE See the Glossary on page 367 for TN field descriptions.

TN Query

The **TN Query/Update** link on the TN menu displays the *TN Query* screen. This screen enables you to query TN data on the TSS system based on the company ID assigned to you in your user profile. There are five query types:

- TN Query (standard)
- TN Only Query
- R-Record Query
- Special TN Query
- Basic TN Query

NOTE The availability of the various query options depends upon your system configuration.

The standard TN query screen displays the `Address Extension` field only for the state and company ID combination for which it you are configured. You can view TNs with or without an address extension. When the address extension is set for the TN based on your state and company ID combination, the `Address Extension` field overrides the `Location` and `TN Comments` fields, as well as the lock indicator for those fields.

NOTE The TN screens display different fields based on your specific configuration and the state and company ID combination. Specifically:

- If the `Location` and `TN Comments` fields display, then `Address Extension` does not display.
- If the `Location` and `Driving Directions` fields display, then `Address Extension` does not display.
- If the `Address Extension` field displays, then the `Location`, `TN Comments`, and `Driving Directions` do not display.
- If the `Location` field displays with parsed information in boxes labeled: `Type`, `NUM`, `Bldg`, and `Location`, then `Address Extension` does not display.

When entering data in the `Address Extension` field, selecting **Enter** creates a carriage return and a line feed. This results in 126 characters instead of 128.

TN Query (Standard)

NOTE The `MSAG Type` drop-down menu is displayed for standard TNs based on Conditional Posting rules.

To search for a standard TN record, complete the following steps:

1 Select the **TN Query/Update** link from the TN menu. The *TN Query* screen displays.

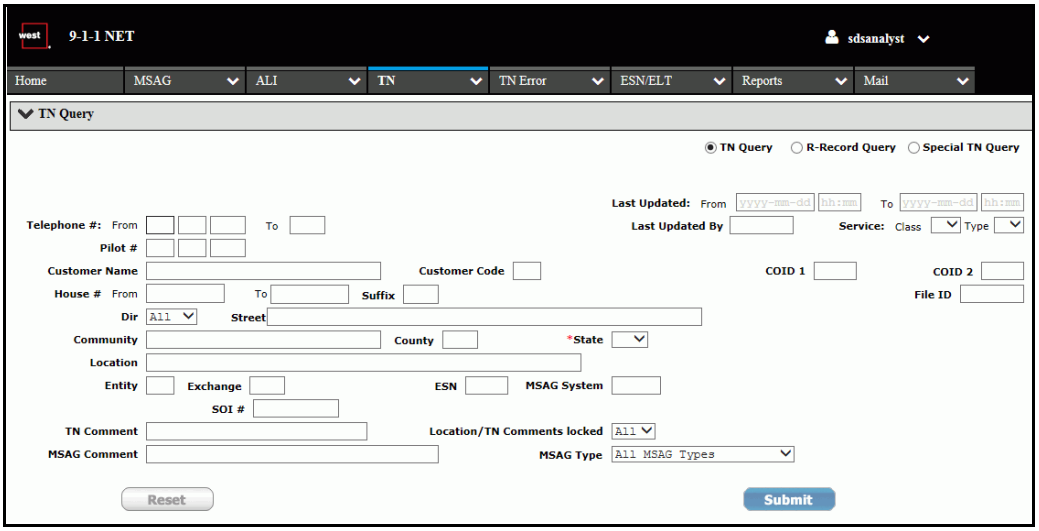


Figure 244: TN Query

2 Enter a TN in the `Telephone #: From` field in NPA-NXX-xxxx format (where xxxx=the four-digit subscriber line number). To search for a range of TNs, enter a four-digit subscriber line number in the `To` field that is higher than the `From` field.

3 Specify a date range to search for TNs updated during a certain time frame by entering the month, day, year, hour, and minute in the `Last Updated: From` fields.

NOTE If the `From` field is populated and the `To` field is left blank, the system uses today's date as the `To` date. If the `To` date is entered but not a `From` date, you will receive an error message.

4 Enter data in the `Pilot #`, `Updated: By`, `Customer Name`, and `Customer Code` fields, if known.

5 Enter a house number in the `House # From` field. To query for a range of house numbers, enter a higher number in the `To` field. To query for blank house ranges, enter **`blank`** in either the `To` or `From` field.

NOTE If only the `From` or `To` field is populated and the other is left blank, the system assumes the same value for both.

6 Enter data in the remaining fields, as needed. `State` and at least one other field are required.

NOTE Partial matches occur for street and community. For example, entering **`M`** in the `Street` field returns all streets beginning with the letter "M." All other fields require an exact match. If you have wildcard permissions, refer to "Wildcard Searches" for a description of the screen changes and "Wildcard, Logical, and Comprehensive Search" on page 34 for a description of the available wildcard characters and their usage.

7 Select the **Submit** button. The *Standard TN Query Results* screen displays (figure 246 on page 202) if there is more than one result. If there is only one result, the *Record Details* screen displays (figure 270 on page 216).

Wildcard Searches

If you have wildcard permissions enabled, the following screen changes apply:

- A **TN Only** radio button option displays.
- `Dir` and `State` are text fields rather than drop-down menus.
- `Service: Class` and `Type` are text fields rather than drop-down menus and only allow the following wildcards:
  - | (or)
  - = (equal)

  - ! (not)
  - <> (not)
- `CoID 1` displays as a five-character text field if the user does not have any assigned COIDs or as a drop-down menu if the user does have assigned COIDs.
- `All` (rather than blank) has been added to the `Location/TN Comments locked` drop-down menu and displays as the default selection.

Wildcards can be entered into any of the text-based search fields in place of regular text, except for `House #`. For details about the specific wildcard characters and their usage, refer to "Wildcard, Logical, and Comprehensive Search" on page 34.

NOTE Displayed fields are based on user permissions. Not all fields display for all users.

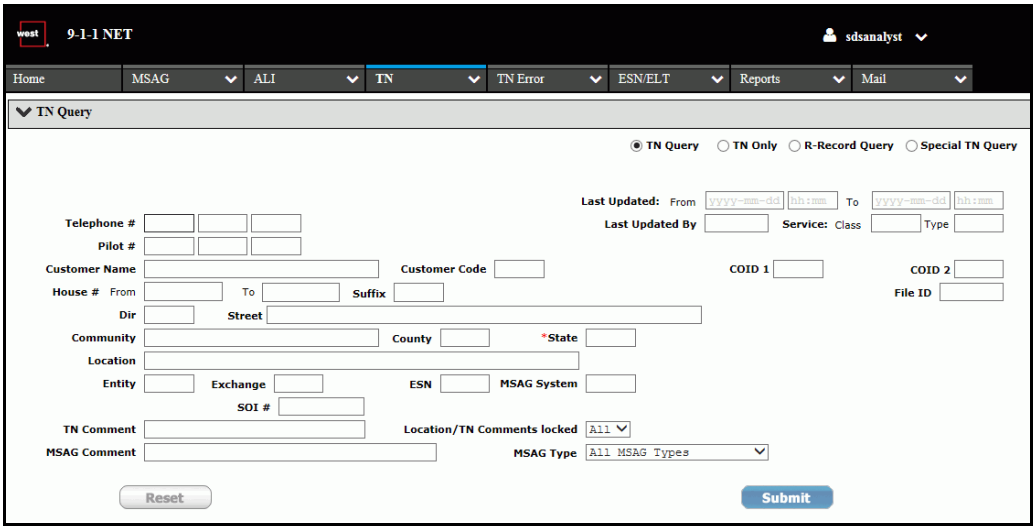


Figure 245: TN Query - Wildcard

Query Results (Standard TN)

The *Query Results* screen displays the records matching the search criteria, including a pencil icon to identify records that can be modified and a pilot/subline indicator. To view a record in more detail, select the underlined, blue telephone # link or select the checkbox to the left of the record and click on the **Details** button. This displays the *Update TN* screen (figure 270 on page 216).

To create a PDF of the results for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the results to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

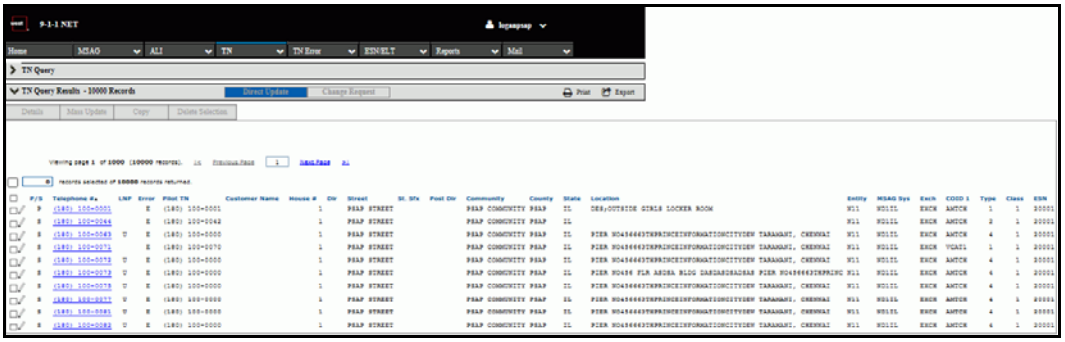


Figure 246: Query Results

When more than one record is selected, the counter box above the results list displays the number of selected records. Clicking the checkbox to the left of the counter box selects all the records returned from the query across multiple pages.

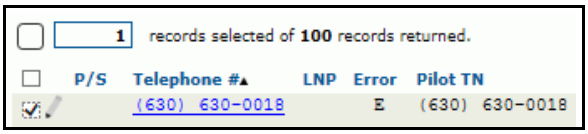


Figure 247: Select Some

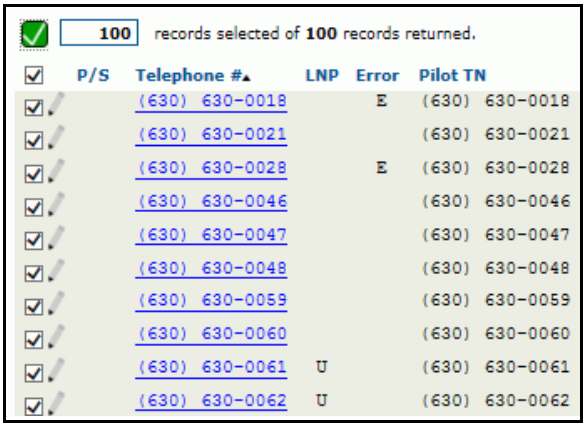


Figure 248: Select All

TN Toolbars

Change Request Toolbar

Details	Mass Change	Change	Delete

Figure 249: Change Request Toolbar

- The **Details** button displays the *TN Record Details* screen. This is a view-only screen.
- The **Mass Change** button displays the *Create Mass TN CRs (Change)* screen. From this screen, a CR to change data associated with multiple TNs can be created simultaneously. Selecting the **Mass Delete** button displays the *Create Mass TN CR (Delete)* screen. From this screen, a CR to delete multiple TNs can be created.
- The **Change** button displays the *Create TN CR* screen. From this screen, a CR to change the data associated with a TN can be created.
- The **Delete** button displays the *Create TN CR (Delete)* screen. From this screen, a CR to remove a TN from the system can be created.

Direct Update Toolbar

Details	Mass Update	Copy	Delete Selection

Figure 250: Direct Update Toolbar

- The **Details** button displays the *Update TN* screen. From this screen, you can change, delete, LNP lock/unlock, or enable SOI lock/unlock.
- The **Mass Update** button displays the *Mass Update TNs* screen. From this screen, multiple TNs can be changed, deleted, locked, or unlocked simultaneously.
- The **Copy** button displays the *Copy TN* screen. From this screen, a TN can be inserted directly into the database using data from the selected/copied TN.
- The **Delete Selection** button allows you to delete one or more TN records simultaneously from the *Query Results* screen. Refer to "Delete Selected Standard TNs" on page 224 for more information.

TN Only Query

NOTE Wildcard search permission is required for the TN Only query.

The TN Only query function enables you to search for a single TN.

1 Select the **TN Query/Update** link from the TN menu. The *TN Only Query* screen displays.

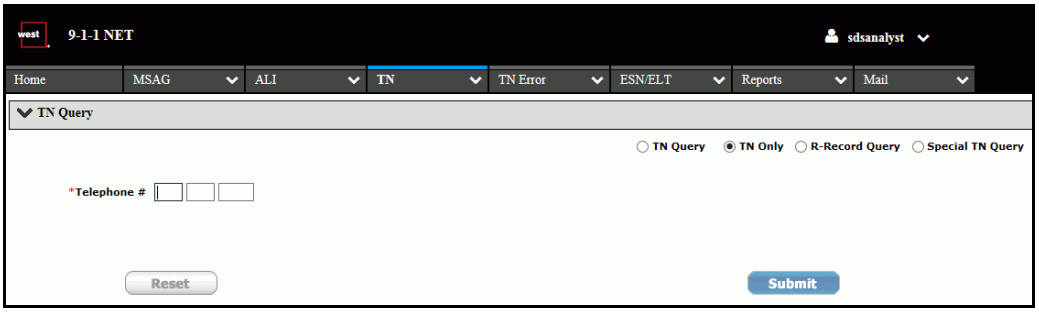


Figure 251: TN Only Query

2 Enter the ten-digit TN in the available field.

3 Click the **Submit** button. If there is a TN record, the *Update TN* screen for the record displays (figure 270 on page 216).

R-Record Query

To query for selective routing update records (R-Records), complete the following steps:

1 Select the **TN Query/Update** link from the TN menu. The *TN Query* screen displays (figure 244 on page 199).

2 Select the **R-Record Query** radio button. The *R-Record Query* screen displays.

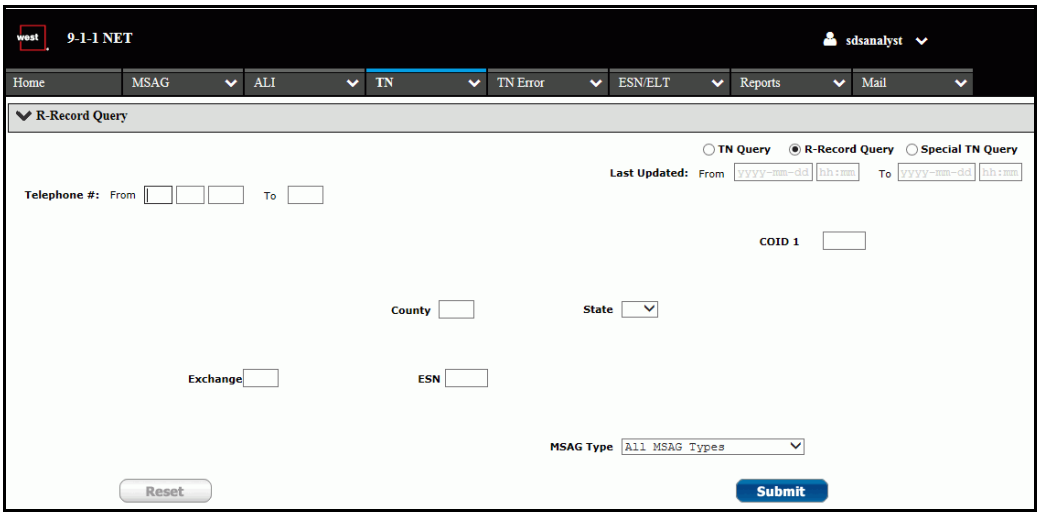


Figure 252: R-Record Query

3 Enter data in the available fields.

NOTE If you have wildcard permissions, refer to "Wildcard Searches" for a description of the screen changes and "Wildcard, Logical, and Comprehensive Search" on page 34 for a description of the available wildcard characters and their usage.

4 Select the **Submit** button. If there is more than one result, the *R-Record Query Results* screen displays (figure 255 on page 207). If there is only one result, the *R-Record Details* (figure 253) or *R-Record Details/Delete* screen displays (figure 290 on page 225).

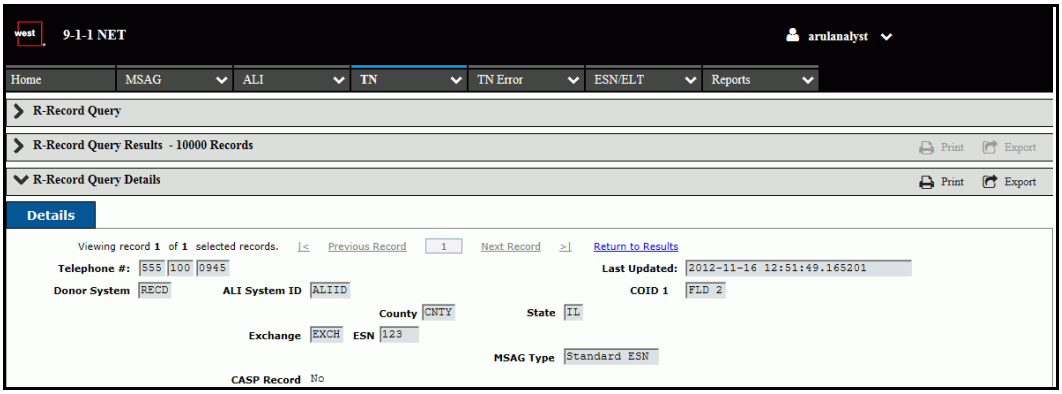


Figure 253: R-Record Details (View-Only)

Wildcard Searches

If you have wildcard permissions enabled, the following screen changes apply:

- A **TN Only** radio button option displays.
- `County`, `Exchange`, `CoID 1`, and `MSAG Type` fields display.
- `State` displays as a text field rather than a drop-down menu.

Wildcards can be entered into any of the text-based search fields in place of regular text. For details about the specific wildcard characters and their usage, refer to "Wildcard, Logical, and Comprehensive Search" on page 34.

NOTE Displayed fields are based on user permissions. Not all fields display for all users.

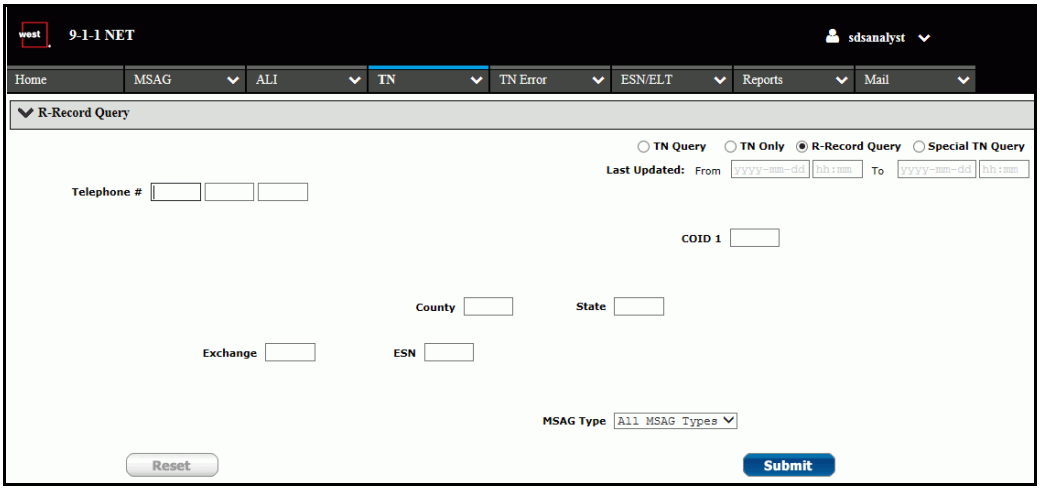


Figure 254: R-Record Query - Wildcard

R-Record Query Results

The *R-Record Query Results* screen displays the R-Records matching the search criteria. The pencil icon identifies records that can be deleted. To view a record in more detail or to delete it, select the underlined, blue telephone # link or select the checkbox to the left of the record and click on the **Details** button to display the *R-Record Details/Delete* screen (figure 290 on page 225).

To create a PDF of the results for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the results to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

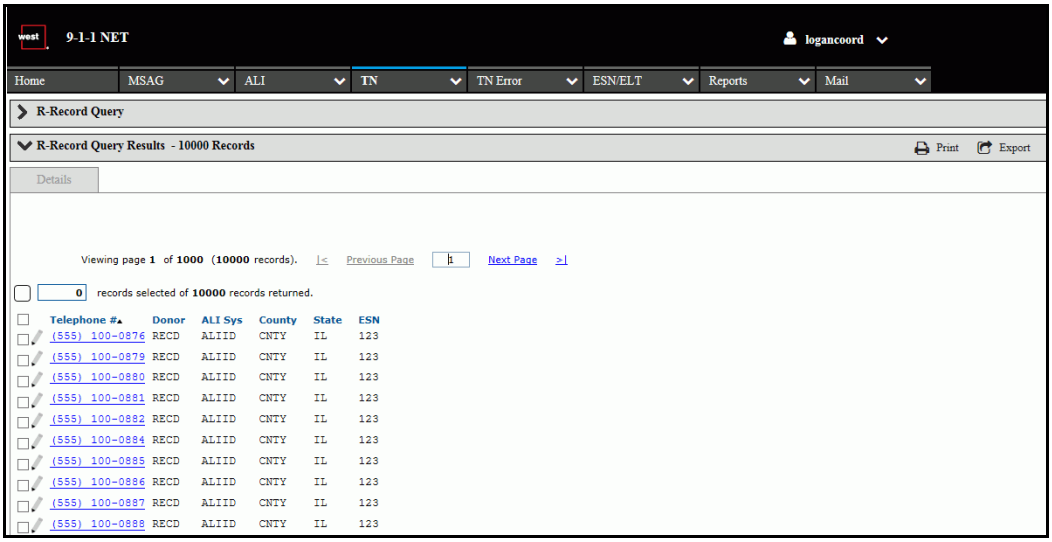


Figure 255: R-Record Query Results

When more than one record is selected, the counter box above the results list displays the number of selected records. Clicking the checkbox to the left of the counter box selects all the records returned from the query across multiple pages.

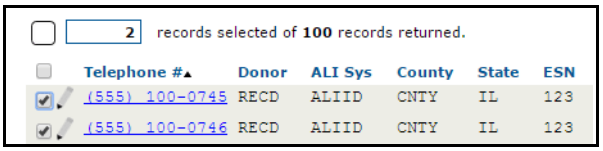


Figure 256: Select Some

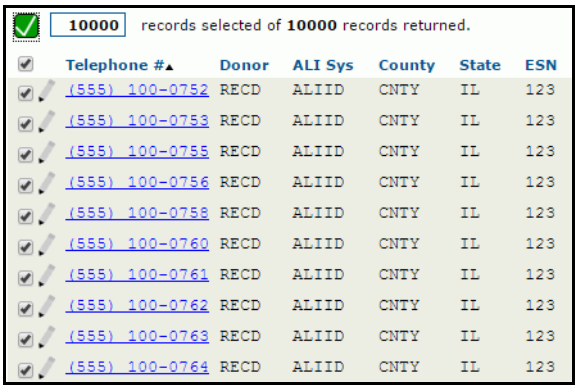


Figure 257: Select All

R-Record Toolbar

Details

Figure 258: R-Record Toolbar

- The **Details** button displays the *R-Record Details/Delete* screen. From this screen, the record can be deleted.

Special TN Query

NOTE When a user does not have pre-completion permissions, the system only retrieves pre-MSAG bypass TNs.

To query for special TNs (pre-completion TNs), complete the following steps:

1 Select the **TN Query/Update** link from the TN menu. The *TN Query* screen displays (figure 244 on page 199).

2 Select the **Special TN Query** radio button. The *Special TN Query* screen displays.

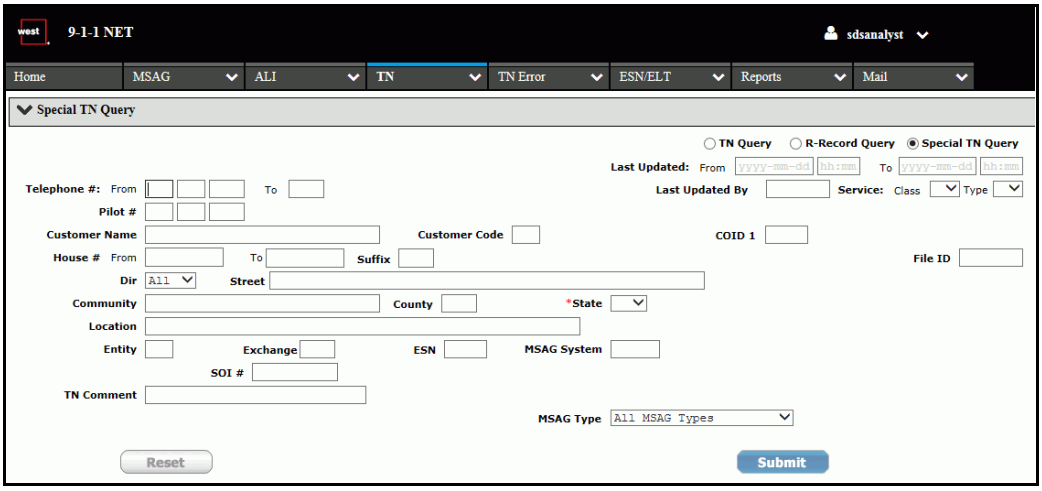


Figure 259: Special TN Query

3 Enter data in the available fields. `State` is required.

NOTE If you have wildcard permissions, refer to "Wildcard Searches" for a description of the screen changes and "Wildcard, Logical, and Comprehensive Search" on page 34 for a description of the available wildcard characters and their usage.

4 Select the **Submit** button. If there is more than one result, the *Special TN Query Results* screen displays (figure 261 on page 210). If there is only one result, the *Update Special TN* screen displays (figure 292 on page 227).

Wildcard Searches

If you have wildcard permissions enabled, the following screen changes apply:

- A **TN Only** radio button option displays.
- `Dir` and `State` are text fields rather than drop-down menus.
- `Service: Class` and `Type` are text fields rather than drop-down menus and only allow the following wildcards:
  - | (or)
  - = (equal)
  - ! (not)
  - <> (not)
- `CoID 1` displays as a five-character text field if the user does not have any assigned COIDs or as a drop-down menu if the user does have assigned COIDs.

Wildcards can be entered into any of the text-based search fields in place of regular text, except for `House #`. For details about the specific wildcard characters and their usage, refer to "Wildcard, Logical, and Comprehensive Search" on page 34.

NOTE Displayed fields are based on user permissions. Not all fields display for all users.

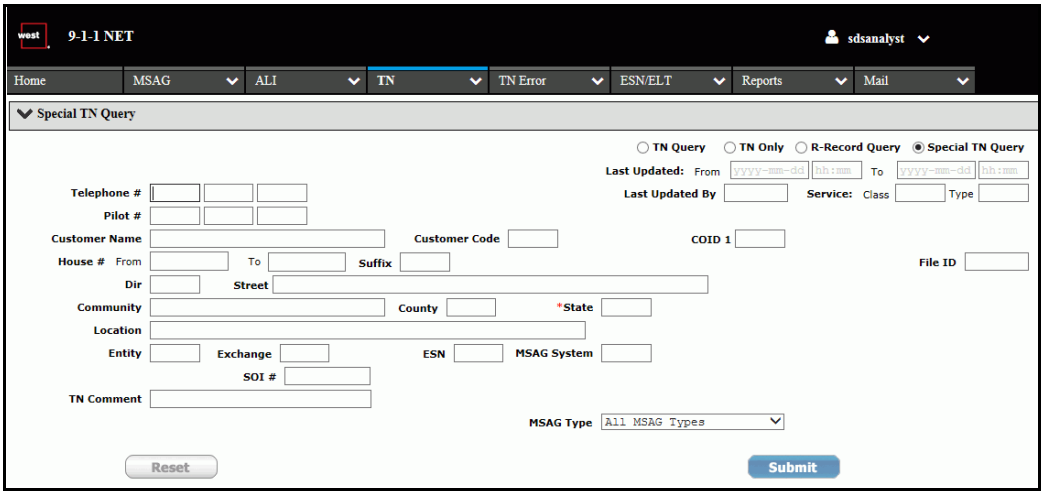


Figure 260: Special TN Query - Wildcard

Special TN Query Results

The *Special TN Query Results* screen displays the records matching the search criteria. The pencil icon identifies records that can be deleted or modified. To view a record in more detail, select the underlined, blue telephone # link or select the checkbox to the left of the record and click on the **Details** button. This displays the *Update Special TN* screen (figure 292 on page 227).

To create a PDF of the results for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the results to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

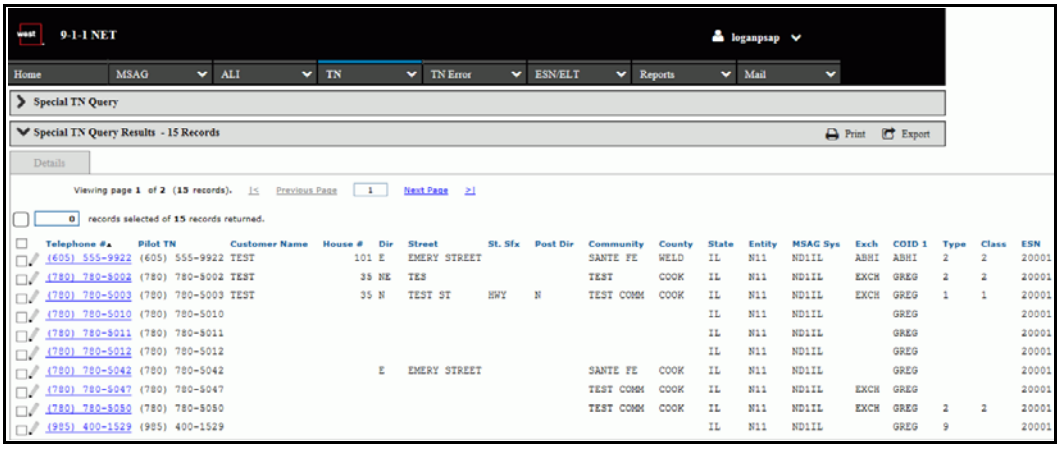


Figure 261: Special TN Query Results

When more than one record is selected, the counter box above the results list displays the number of selected records. Clicking the checkbox to the left of the counter box selects all the records returned from the query across multiple pages.

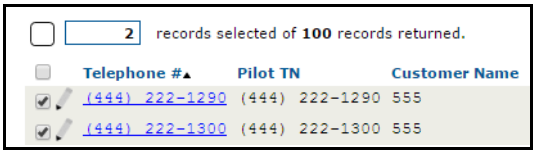


Figure 262: Select Some

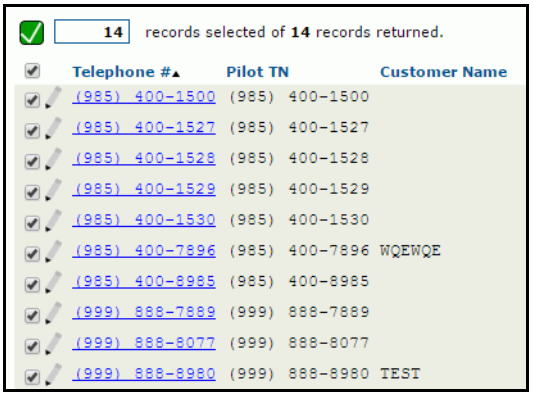


Figure 263: Select All

Special TN Toolbar

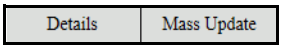


Figure 264: Special TN Toolbar

- The **Details** button displays the *Update Special TN* screen. From this screen, the record can be changed or deleted.
- The **Mass Update** button displays the *Mass Update TNs (Special)* screen. From this screen, multiple records can be updated simultaneously or the **Mass Delete** button can be selected to delete the records.

Basic TN Query

NOTE The basic TN query is only available to users with specific permissions.

The basic TN query function enables you to search for a single TN.

1 Select the **TN Query/Update** link from the TN menu. The *TN Query (Basic)* screen displays.

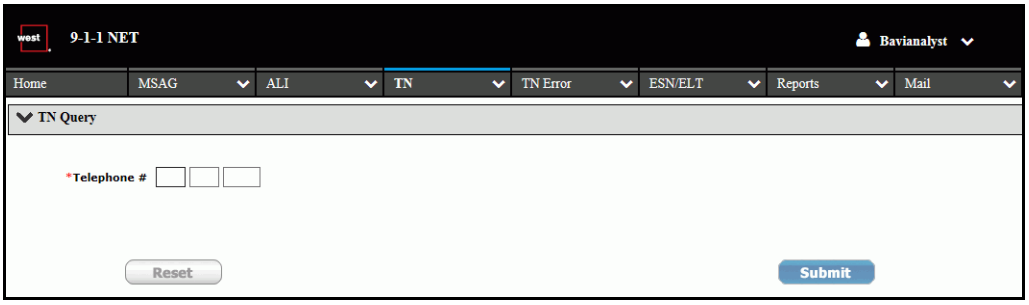


Figure 265: TN Query (Basic)

2 Enter the ten-digit TN in the available field.

3 Click the **Submit** button. If there is a TN record, the *Update TN* screen for the record displays (figure 270 on page 216).

TN Audit Query

NOTE The TN audit query is only available to analyst users with the TN audit query permission enabled.

The TN audit query feature enables you to search for TNs that have been modified directly in the database (see "Perform Direct Database Updates" on page 215) and view the history of changes.

1 Select the **TN Audit Query** link from the TN menu. The *TN Audit Query* screen displays.

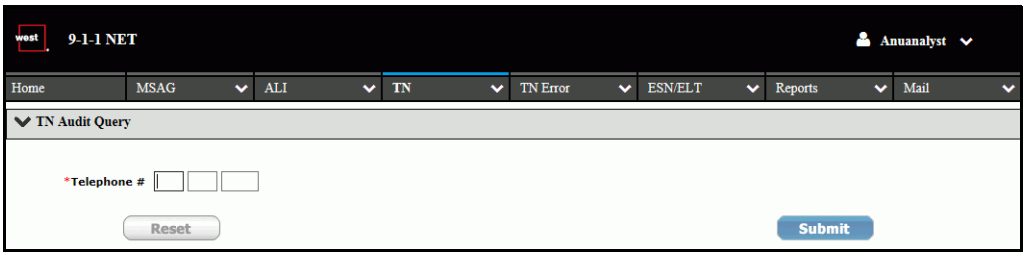


Figure 266: TN Audit Query

2 Enter a ten-digit TN in the `Telephone #` fields. This field is required.

3 Click the **Submit** button. If there is no matching TN, a message displays. If there is a matching TN, the *TN Audit Results* screen displays.

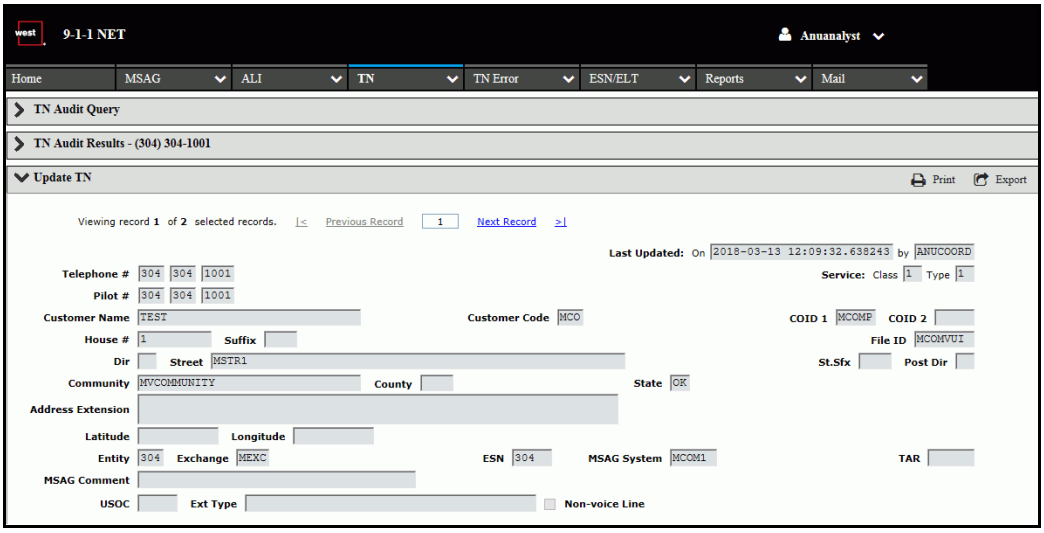


Figure 267: TN Audit Results

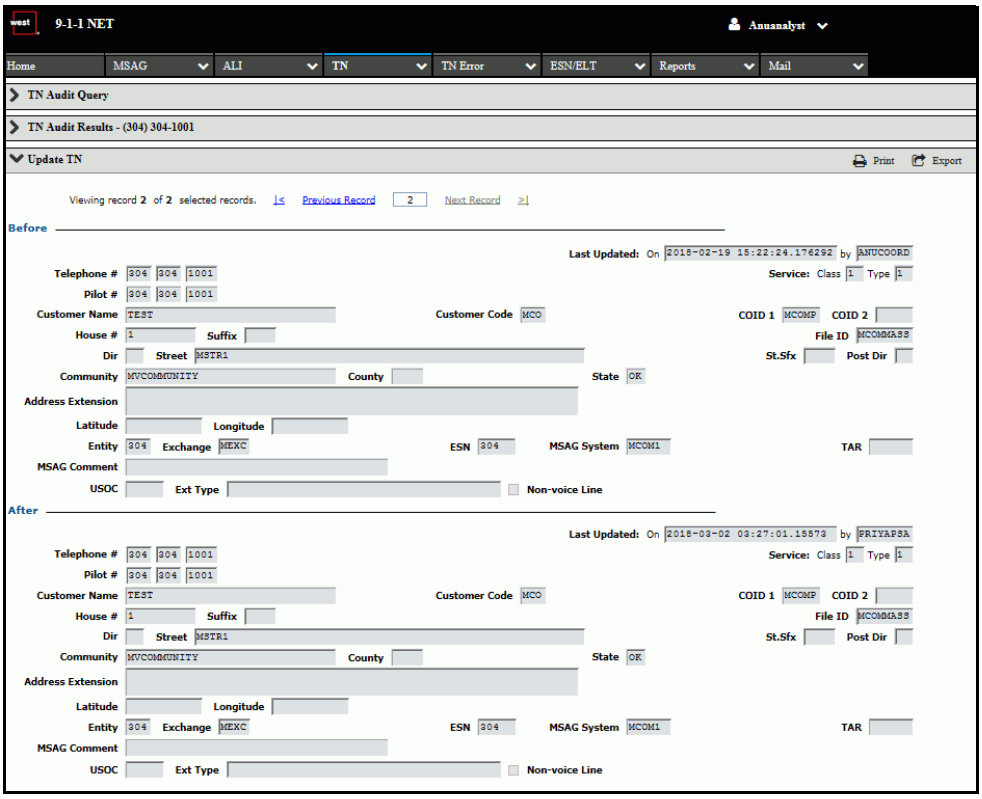


Figure 268: TN Audit Results (Change TN)

4 To view the history of changes to the TN, click the **TN Audit Results** header bar.

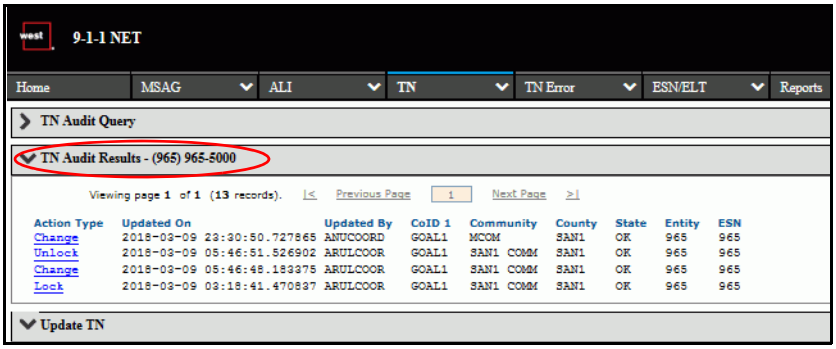


Figure 269: TN History

The TN history includes the type of action that occurred, the date the TN was updated, the user who modified the TN, as well as the COID, community, county, state, entity, and ESN associated with the TN. Clicking the **Action Type** link displays the corresponding details.

Perform Direct Database Updates

Using the buttons on the TN toolbar, you can make changes directly to a TN without creating a CR. Users with access to these functions can insert, update, delete, lock, or unlock TNs.

Update a Standard TN

The *Update TN* screen displays the full TN record, including address and TN information, as well as the company information associated with the TN (see the Glossary on page 367 for field descriptions). From this screen, TNs can be locked or unlocked, changed, deleted, and the SOI lock can be enabled or disabled.

An icon displays next to the `Telephone #` field indicating whether the TN is locked or unlocked, or has an existing migration error. TNs with migration errors display a yellow warning symbol over the locked or unlocked icon. See table 6 for icon descriptions.

If the record is for a pilot TN, a **Count** link displays. Clicking this link displays the number of sublines; clicking the number link displays a list of the sublines in a pop-up window (figure 271 on page 216).

NOTE Different fields display based on your specific configuration and the state and company ID combination. Specifically:

- If the `Location` and `TN Comments` fields display, then `Address Extension` does not display.
- If the `Location` and `Driving Directions` fields display, then `Address Extension` does not display.
- If the `Address Extension` field displays, then the `Location`, `TN Comments`, and `Driving Directions` do not display.
- If the `Location` field displays with parsed information in boxes labeled: `Type`, `NUM`, `Bldg`, and `Location`, then `Address Extension` does not display.

When entering data in the `Address Extension` field, selecting **Enter** creates a carriage return and a line feed. This results in 126 characters instead of 128.

To change, delete, LNP lock/unlock, or SOI lock/unlock, complete the following steps:

1. Perform a TN query following the steps described in "TN Query (Standard)" on page 199.
2. From the query results, select the record to update by clicking the checkbox to the left of the record.

3 Click the **Details** button. The *Update TN* screen displays (figure 270). If the TN is a pilot with sublines, a **Count** link displays. Clicking the link displays the number of TNs. Clicking the number displays the *TN List Results* pop-up window.

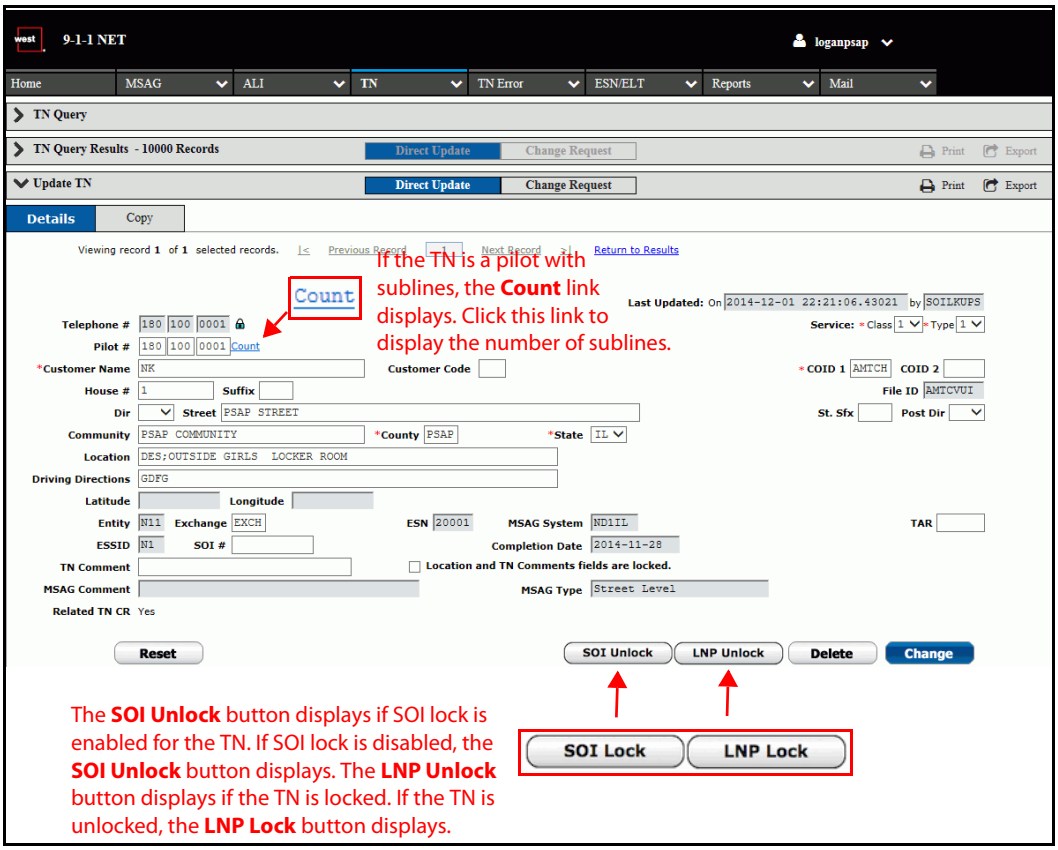


Figure 270: Update TN

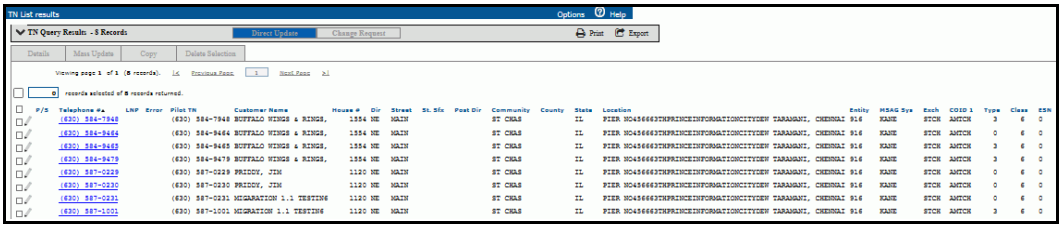


Figure 271: TN List Results

Table 6: Icon Descriptions

Icon	Description
	This icon displays for TNs that are locked. Locked TNs cannot be migrated to another service provider.
	This icon displays for locked TNs that have a pending migration order error. This occurs when a locked TN is assigned a migration order though it cannot be migrated.
	This icon displays for unlocked TNs. Unlocked TNs can be migrated to another service provider.
	This icon displays for unlocked TNs that have a migration error associated with them.

4 Modify the editable fields, if needed.

NOTE The ALI response may only contain up to the first twenty characters of the `Location` field.

5 Click the button for the action you wish to take. You can enable SOI lock/unlock, perform an LNP lock/unlock, delete, or change the record.

A If you are enabling SOI lock or unlock, performing an LNP lock on an unlocked pilot TN, performing an LNP lock or unlock on a record with a special TN, or deleting the record, a warning message displays:

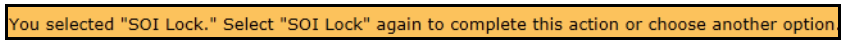


Figure 272: SOI Lock Warning

Figure 273: SOI Unlock Warning

Figure 274: LNP Lock Warning - Special TNs

This TN record has been assigned with Special ESN. Please click LNP Unlock to confirm the changes to the TN or choose another option

Figure 275: LNP Unlock Warning - Special TNs

Sublines currently associated with this/these record(s) may become stand-alone TN records.

Figure 276: LNP Lock Warning - Subline TNs Message

You selected "Delete." Select "Delete" again to complete this action or choose another option.

Figure 277: Delete Warning

B Click the button at the bottom of the page again for the action you are performing. A confirmation message displays indicating that the record has been updated.

Mass Updates for Standard TNs

The mass update feature enables you to change, delete, migrate (lock), or unlock multiple standard TN records in the database simultaneously. Mass updates can be performed on street-level, default, or Special ESN TNs.

1 Perform a TN query following the steps described in "TN Query (Standard)" on page 199.

2 From the query results, select the checkboxes next to the desired records. To select all records, click the checkbox at the top of the results list (see figure 248 on page 202).

3 Click the **Mass Update** button. The *Mass Update TNs (Change)* screen displays.

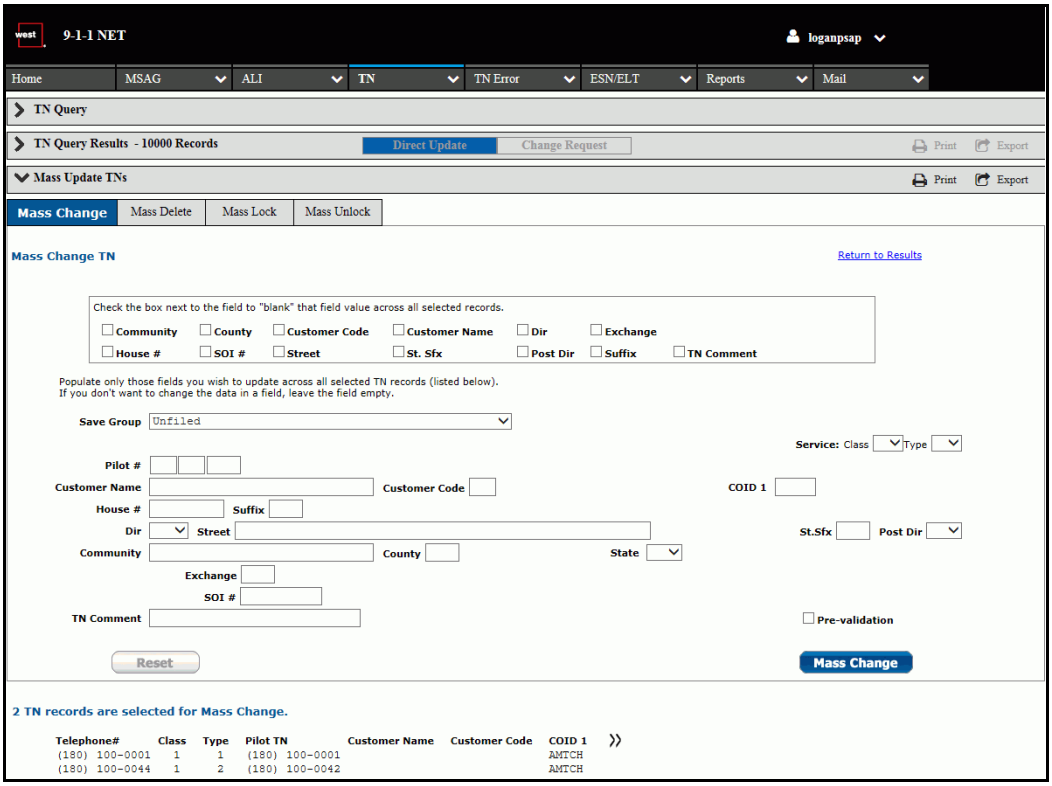


Figure 278: Mass Update TNs (Change)

4 If you are performing a mass delete, lock, or unlock, select the link for the action on the toolbar. The corresponding screen displays.

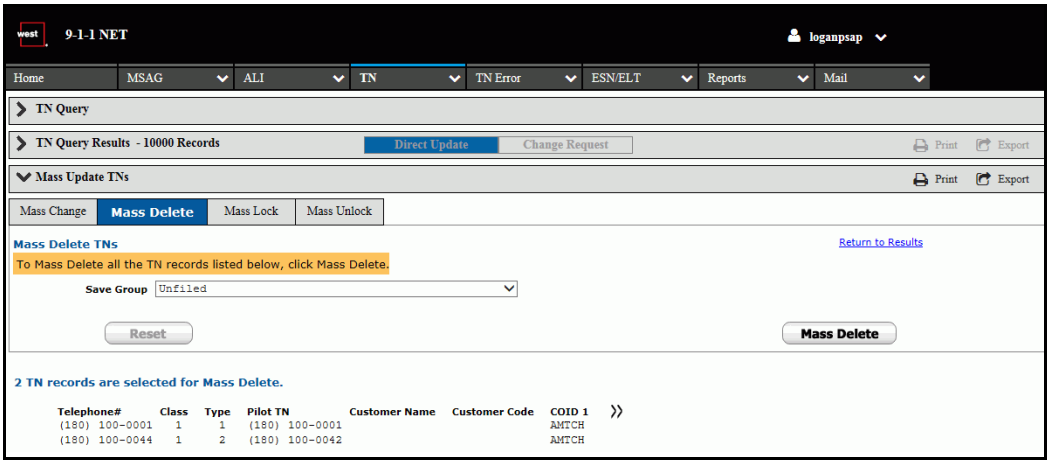


Figure 279: Mass Update TNs (Delete)

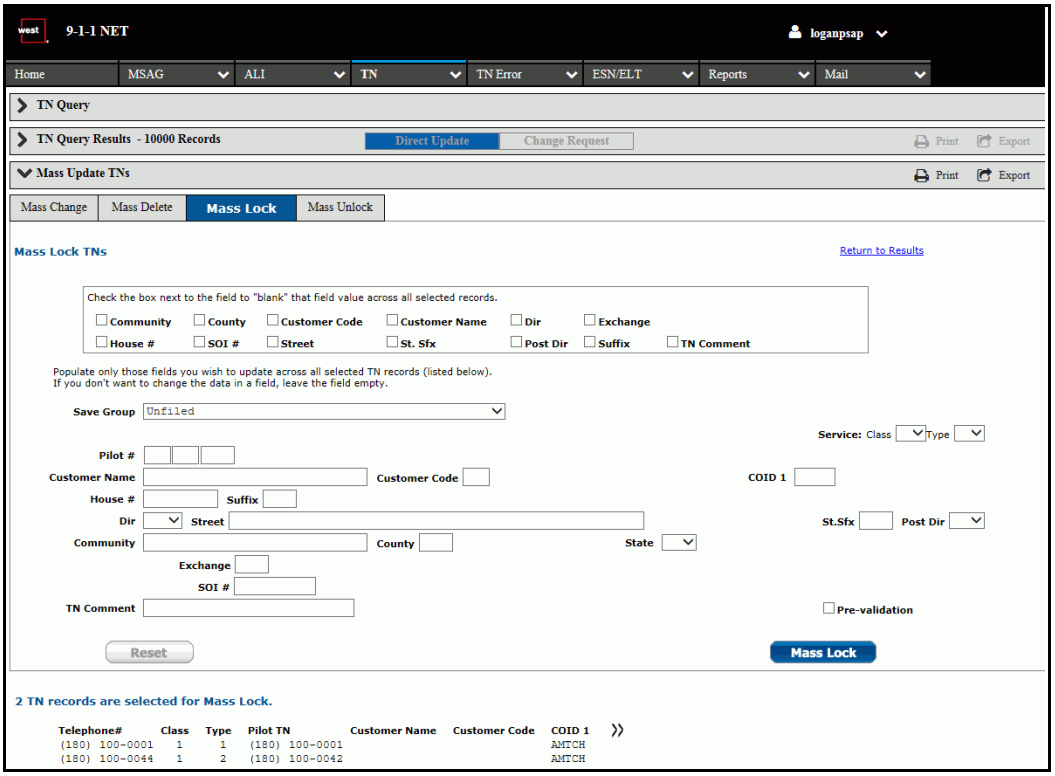


Figure 280: Mass Update TNs (Lock)

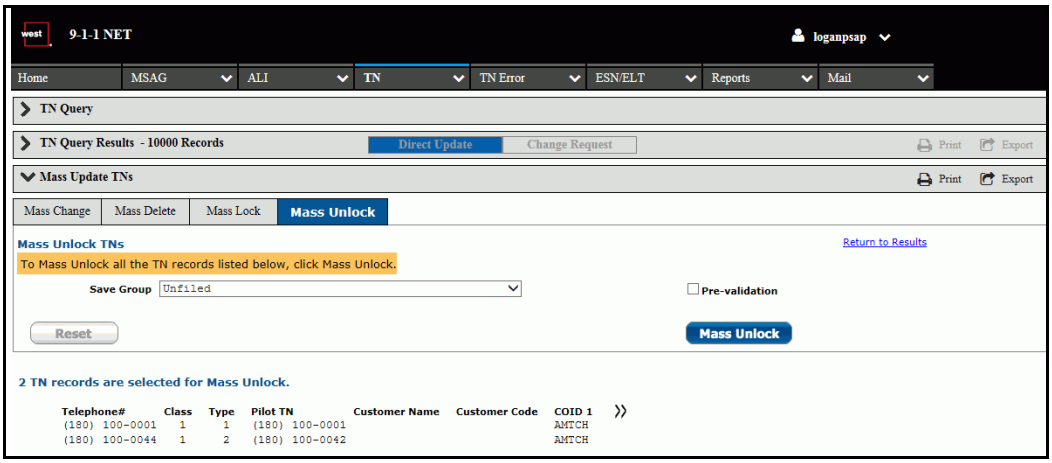


Figure 281: Mass Update TNs (Unlock)

5 If performing a mass change or mass unlock, select an option from the `Function of Change` drop-down menu. Options include:

- `C - Change`
- `D - Delete`
- `M - Migrate (Lock)`
- `U - Unlock`

If `D - Delete` or `U - Unlock` are selected, all remaining fields other than the `Save Group` drop-down menu become uneditable. If you selected either of these options, skip to step 6 and then skip to step 8.

6 To blank out fields across all records for `C - Change` or `M - Migrate`, select one or more checkboxes for `Community`, `County`, `Customer Code`, `Customer Name`, `Dir` (Direction), `Exchange`, `House #`, `SOI #`, `Street`, `St. Sfx.`, `Post-Dir`, `Suffix`, or `TN Comment`.

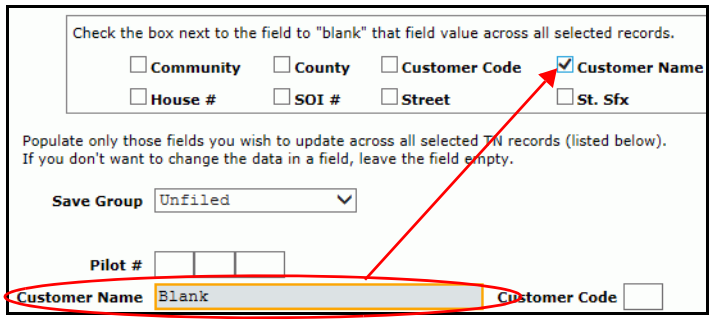


Figure 282: Select Field

7 Select a save group from the drop-down menu. If you choose the `New Group` option, the *Create Save Group* screen displays (figure 283) so that you can create a new group to which to assign the records. Enter a name for the save group and any applicable comments in the appropriate fields and click the **Create** button. The *Mass Update TNs* screen displays again with a confirmation message and the new group selected in the `Save Group` field.

If you selected `D - Delete` or `U - Unlock`, skip to step 8.

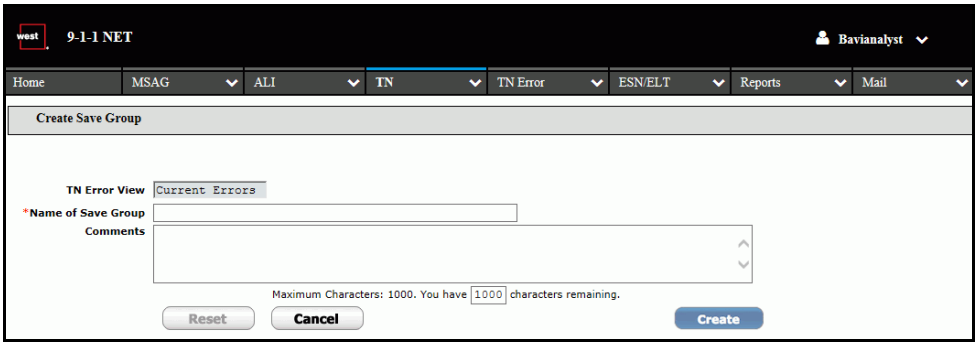


Figure 283: Create Save Group

8 Select the pre-validation checkbox to check SOI validations, if needed.

9 Modify the remaining fields, as needed.

10 Click the **Mass Change** button if you are changing the TNs, the **Mass Delete** button if you are deleting the TNs, the **Mass Lock** button if you are migrating the TNs, or the **Mass Unlock** button if you are unlocking the TNs. A confirmation message displays with a reference ID number that indicates how many records were successfully corrected, deleted, migrated, or unlocked, as well as the number of records that resulted in errors or were skipped (if applicable).

A If the submission will result in errors, an error message displays.

Mass Change of TNs would create Error(s). To abort all the changes, click Return to Results. Otherwise click Mass Change with Errors.

Figure 284: Mass Change Error Message

Mass Lock of TNs would create Error(s). To abort all the changes, click Return to Results. Otherwise click Mass Lock with Errors.

Figure 285: Mass Lock Error Message

Mass Unlock of TNs would create Error(s). To abort all the changes, click Return to Results. Otherwise click Mass Unlock with Errors.

Figure 286: Mass Unlock Error Message

B To cancel the transaction, click the **Return to Results** link.

C To continue the submission with errors, select the **Mass Change w/ Errors**, **Mass Lock w/ Errors**, or **Mass Unlock w/ Errors** button. A confirmation message

displays indicating that the submission was successful and the number of errors created.

WARNING When submitting a mass lock that includes a pilot TN, a warning message displays after selecting the **Mass Lock** button indicating that all sublines associated with the record will become standalone TNs. To proceed with the request, select the **Mass Lock** button again.

Copy a Standard TN

This feature enables you to use the data of an existing TN to create a new TN record via the **Copy** button located on the TN toolbar on the *Query Results* screen (figure 246 on page 202). To copy TN data to create a new TN record:

1 Perform a TN query following the steps described in "TN Query (Standard)" on page 199.

2 From the query results, select the TN record to copy by clicking the checkbox to the left of the record.

3 Click the **Copy** button. The *Copy TN* screen displays.

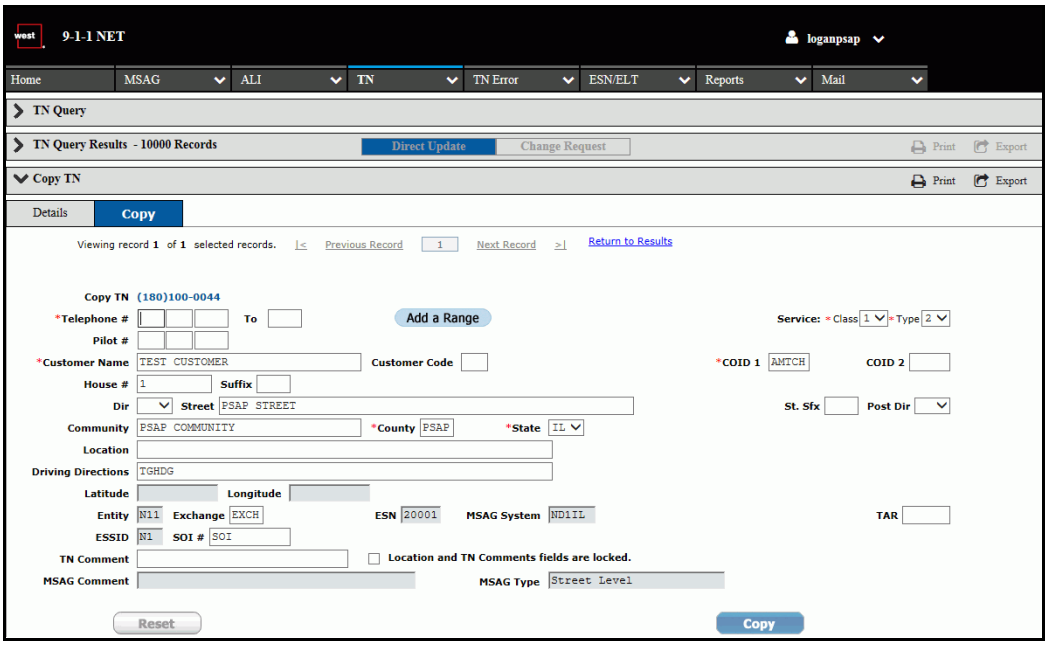


Figure 287: Copy TN

4 Enter a new TN in the `Telephone #` field.

5 Modify the remaining fields as needed.

NOTE The ALI response may only contain up to the first twenty characters of the `Location` field.

6 Add additional TN range data by clicking the **Add a Range** button. Additional TN fields display.

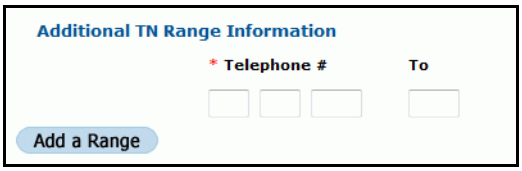


Figure 288: Additional TN Range Information

7 Populate the `Telephone #` and `To:` fields with the telephone number range. Repeat, if necessary, until all ranges are added.

8 Click the **Copy** button. A confirmation message displays indicating that the TN record was successfully copied/inserted.

Delete Selected Standard TNs

Multiple TN records can be deleted from the *Query Results* screen by selecting the records and clicking the **Delete Selection** button from the Direct Update toolbar. A pop-up message displays asking you to confirm the deletion. Click the **Delete** button to continue or click the **Cancel** button to cancel the action. After deleting the records, a confirmation message displays.

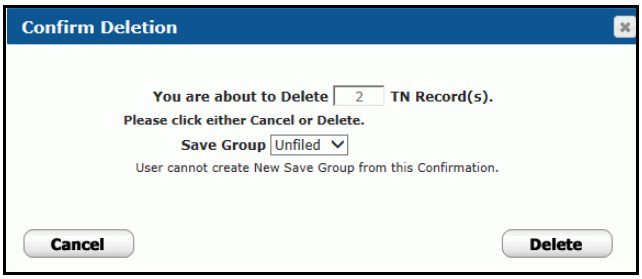


Figure 289: Delete Selection Pop-up

Delete an R-Record

To delete an R-record:

1 Perform a TN query following the steps described in "R-Record Query" on page 204.

2 From the query results, select the R-record to delete by clicking the checkbox to the left of the record.

3 Click the **Details** button on the TN toolbar. The *R-Record Details/Delete* screen displays (figure 290).

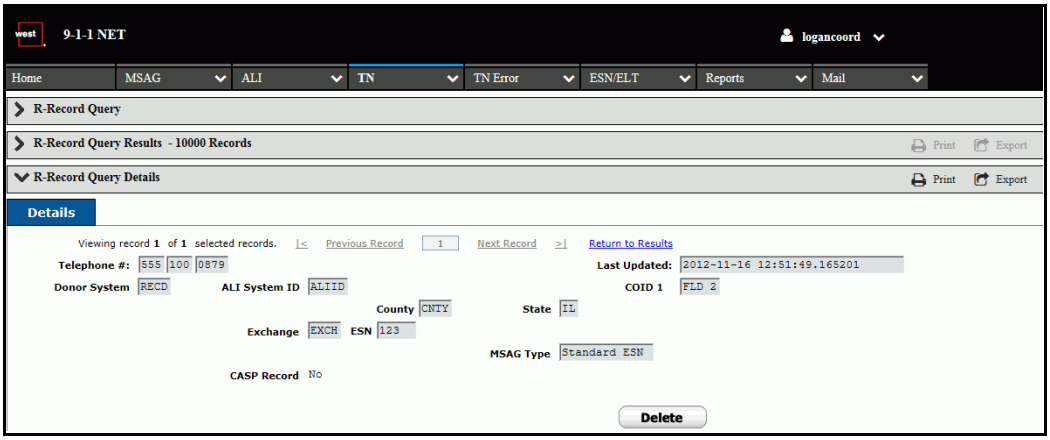


Figure 290: R-Record Details/Delete

4 Click the **Delete** button. A confirmation message displays indicating that the R-record was successfully deleted.

Delete Multiple R-Records

To delete multiple R-Records without returning to the query results screen after each deletion:

1 Select the checkboxes next to each R-Record you wish to delete from the *Query Results* screen and click the **Details** button. The *R-Record Details/Delete* screen displays for the first record selected.

2 Click the **Delete** button. A confirmation message indicating that the record was successfully deleted.

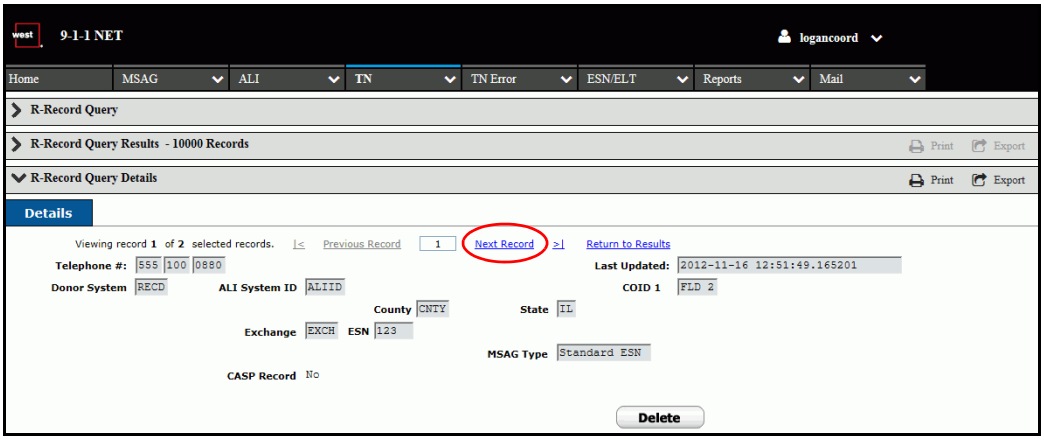


Figure 291: Multiple R-Record Delete

3 Click the **Next Record** link located above the record details. The *R-Record Details/Delete* screen displays for the next record in the sequence.

4 Continue steps 2 and 3 until all desired records are deleted.

Update or Delete a Special TN

The Update Special TN screen displays the full TN record. From this screen, you can change or delete the record. To update a special TN:

1 Perform a special TN query following the steps described in "Special TN Query" on page 208.

2 From the query results, select the TN record to update by clicking the checkbox to the left of the record.

3 Click the **Details** button from the Direct Update toolbar. The *Update Special TN* screen displays.

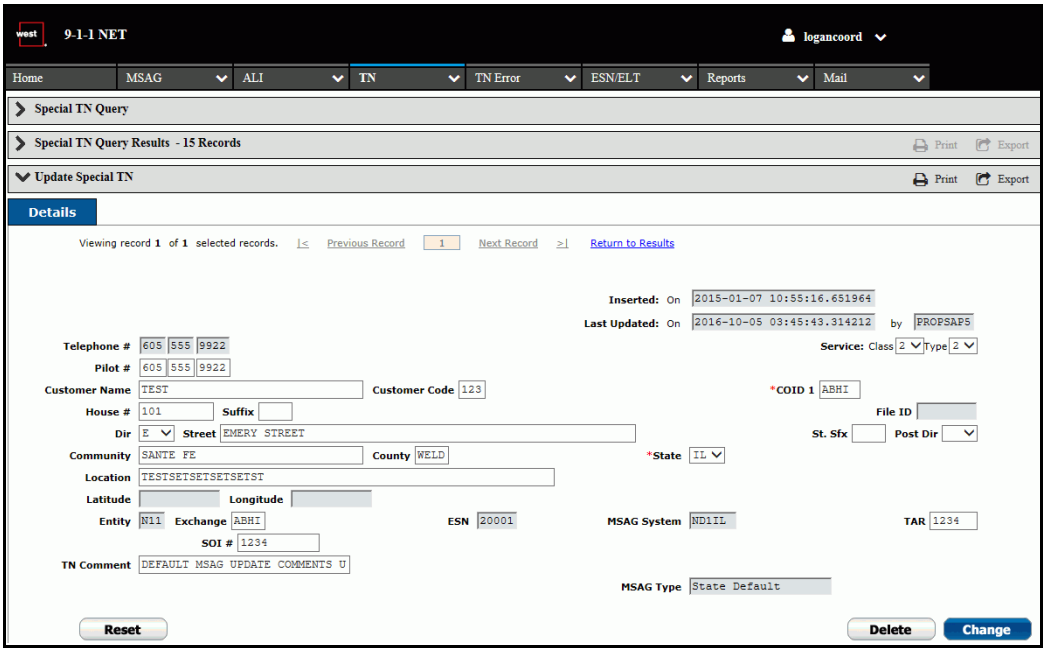


Figure 292: Update Special TN

A If you are changing the record, modify the editable fields as needed (required fields are marked with an asterisk) and click the **Change** button. A confirmation message displays indicating that the TN has been updated.

NOTE The ALI response may only contain up to the first twenty characters of the `Location` field.

B If you are deleting the record, click the **Delete** button. A confirmation message displays indicating that the TN has been deleted.

Mass Updates for Special TNs

The mass update for special TNs feature enables you to update or delete multiple special TN records in the database simultaneously. To update multiple special TN records:

1 Perform a special TN query following the steps described in "Special TN Query" on page 208.

2 From the query results, select the records to update or delete by clicking the checkboxes to the left of the records.

3 Click the **Mass Update** button from the toolbar. The *Mass Update Special TNs (Mass Change)* screen displays.

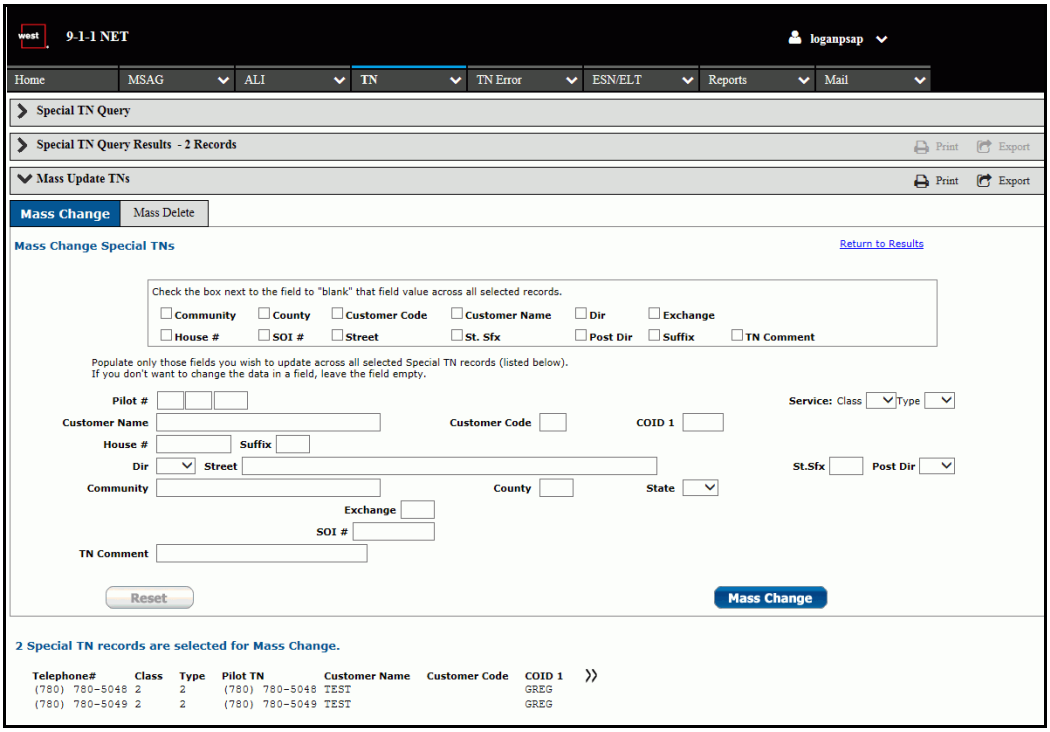


Figure 293: Mass Update Special TNs (Mass Change)

4 If you are performing a mass delete select the **Mass Delete** button on the toolbar and skip to step 7.

5 Blank out fields across all records by selecting one or more checkboxes for `Community`, `County`, `Customer Code`, `Customer Name`, `Dir` (Direction), `Exchange`, `House #`, `SOI #`, `Street`, `St. Sfx.`, `Post-Dir`, `Suffix`, or `TN Comment`.

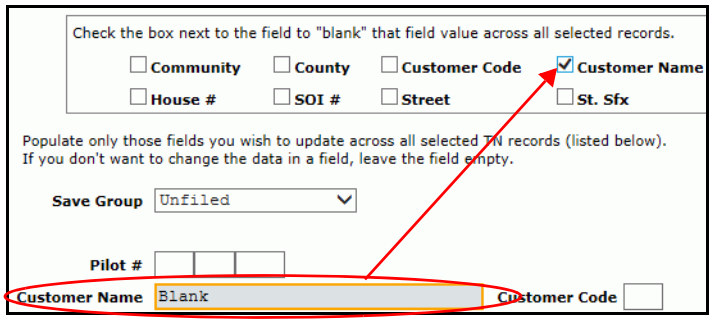


Figure 294: Select Field

6 Modify any additional fields as needed.

7 Click the **Mass Change** button to submit. Or, if you are deleting the records, click the **Mass Delete** button. A confirmation message displays.

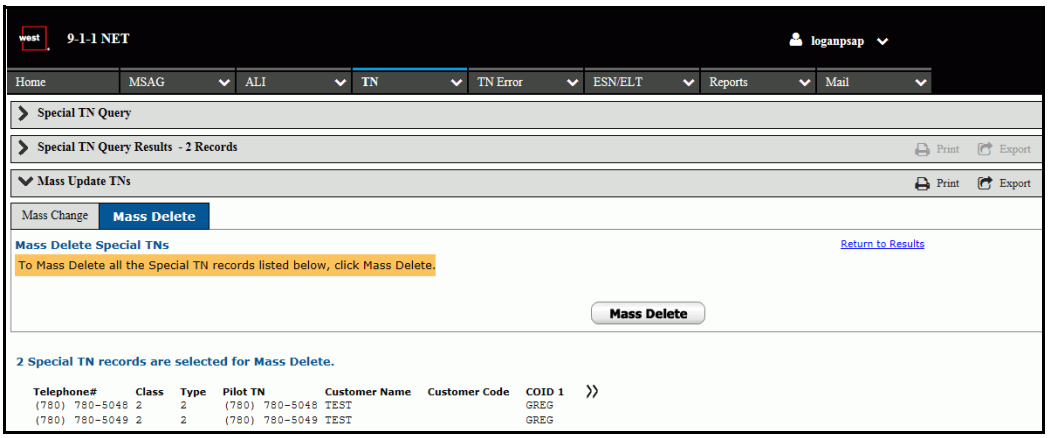


Figure 295: Mass Update Special TNs (Mass Delete)

Create TN CRs

You can create CRs for TNs using the buttons on the CR toolbar that displays on the *TN Query Results* (figure 246 on page 202) and *TN Error Query Results* (figure 334 on page 263) screens. The types of CRs available include:

- Change - Creates a CR to modify the address data for a specific TN.
- Mass Change/Mass Delete - Creates a CR to modify or delete multiple TNs.
- Delete - Creates a CR to remove a TN from the system.

Mass Change CR for Standard TNs

A CR to apply address changes to multiple standard, street-level TNs can be created via the **Mass Change** button on the CR toolbar. To create a mass change, complete the following steps:

1. Perform a TN or TN error query using the steps described in "TN Query (Standard)" on page 199 or "TN Error Query" on page 260.
2. From the query results list, select the desired TNs by selecting the checkboxes to the left of the records.
3. If the query was run via the *TN Query* screen, select the **Change Request** tab on the toolbar to display the CR options (figure 249 on page 203).
4. Select the **Mass Change** button from the CR toolbar. The *Create Mass TN CR (Change)* screen displays.

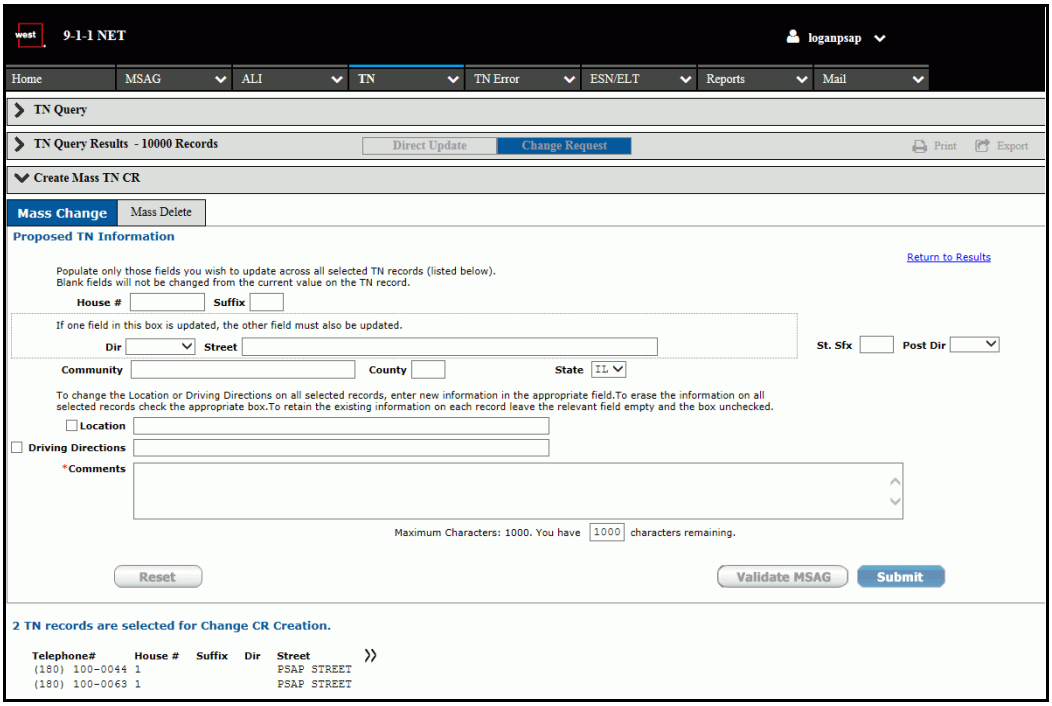


Figure 296: Create Mass TN CR (Change)

5 Edit the available address fields. Editable fields include: `House #`, `House # Sfx`, `Street Prefix Dir`, `Street Name`, `Community`, `Location`, `Address Extension`, and `Comments`.

NOTE The ALI response may only contain up to the first twenty characters of the `Location` field.

6 To cross-reference any address changes against the MSAG database, select the **Validate MSAG** button.

A If there is a valid MSAG associated with the TNs, a validation message displays. Click the **Submit** button to complete the transaction. A confirmation screen displays.

B If there is no valid MSAG record associated with the TNs, an error message displays. To submit the mass change anyway, click the **Submit with Invalid MSAG** button. A confirmation screen displays.

Mass Delete CR for Standard TNs

A CR to delete multiple standard, street-level TNs can be created via the **Mass Delete** button on the *Create Mass TN CR (Change)* screen. To create a mass delete CR, complete the following steps:

1 Perform a TN or TN error query using the steps described in "TN Query (Standard)" on page 199 or "TN Error Query" on page 260.

2 From the query results list, select the desired TNs by selecting the checkboxes to the left of the records.

3 If the query was run via the *TN Query* screen, select the **Change Request** tab on the toolbar to display the CR options (figure 249 on page 203).

4 Select the **Mass Change** button from the CR toolbar. The *Mass Create TN CR (Change)* screen displays (figure 296 on page 231).

5 Select the **Mass Delete** button. The *Mass Create TN CRs (Mass Delete)* screen displays.

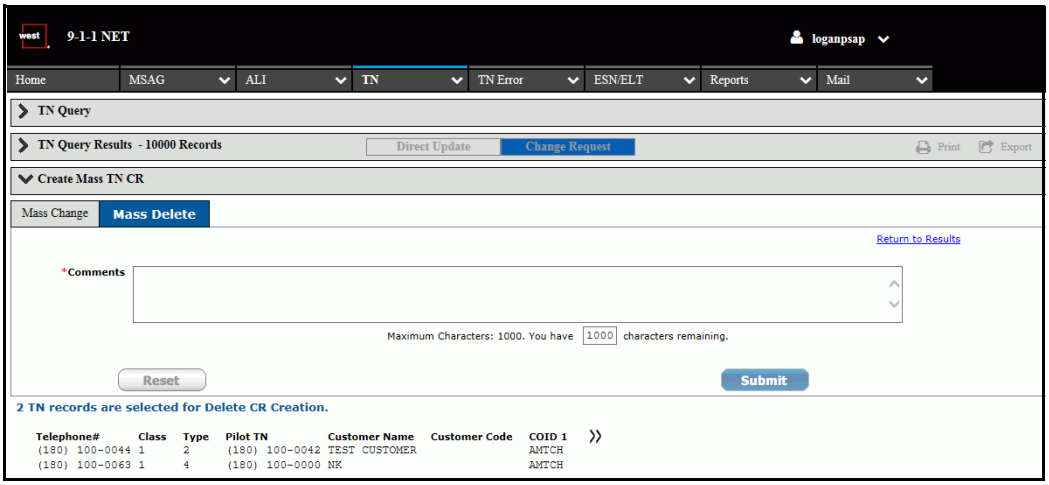


Figure 297: Create Mass TN CR (Delete)

6 Enter applicable information in the `Comments` field.

7 Select the **Submit** button. A confirmation screen displays indicating that the mass CR was successfully submitted.

Create a Change CR for a Standard TN

To create a TN CR for a standard street-level, default, or special ESN TN record, complete the following steps:

1 Perform a TN or TN error query using the steps described in "TN Query (Standard)" on page 199 or "TN Error Query" on page 260.

2 From the query results list, select the desired TN by selecting the checkbox to the left of the record.

3 If the query was run via the *TN Query* screen, select the **Change Request** tab on the toolbar to display the CR options (figure 249 on page 203).

4 Select the **Change** button from the CR toolbar. The *Create TN CR (Change)* screen displays.

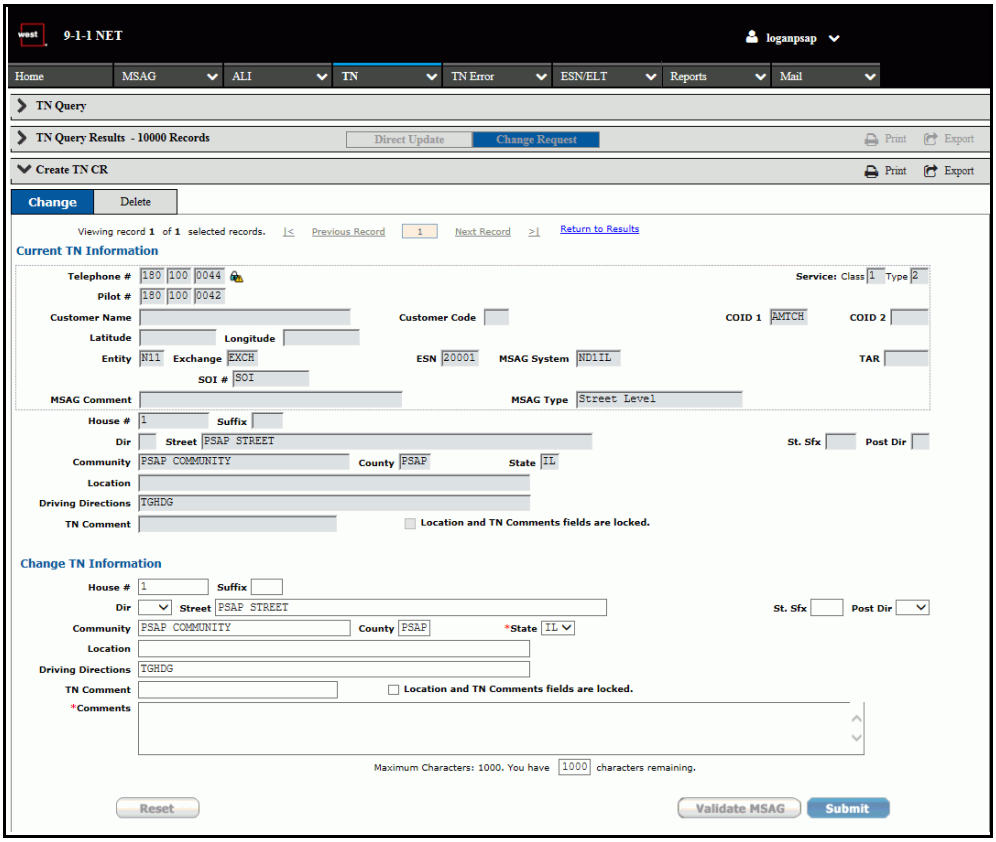


Figure 298: Create TN CR (Change)

5 Edit the available address fields. Editable fields vary depending on the record type. The fields available depend on your user type. Required fields are marked by a red asterisk.

NOTE The ALI response may only contain up to the first twenty characters of the `Location` field.

6 To cross-reference any address changes against the MSAG database, select the **Validate MSAG** button.

   A If there is a valid MSAG associated with the TN, a validation message displays. Click the **Submit** button to complete the transaction. A confirmation screen displays.

   B If there is no valid MSAG record associated with the TN, an error message displays. To submit the CR anyway, click the **Submit with Invalid MSAG** button. A confirmation screen displays.

Create a Delete CR for a Standard TN

To create a CR to remove a street-level or default record TN from the system, complete the following steps:

1 Perform a TN or TN error query using the steps described in "TN Query (Standard)" on page 199 or "TN Error Query" on page 260.

2 From the query results list, select the desired TN by selecting the checkbox to the left of the record.

3 If the query was run via the *TN Query* screen, select the **Change Request** tab on the toolbar to display the CR options (figure 249 on page 203).

4 Select the **Delete** button from the toolbar. The *Create TN CR (Delete)* screen displays.

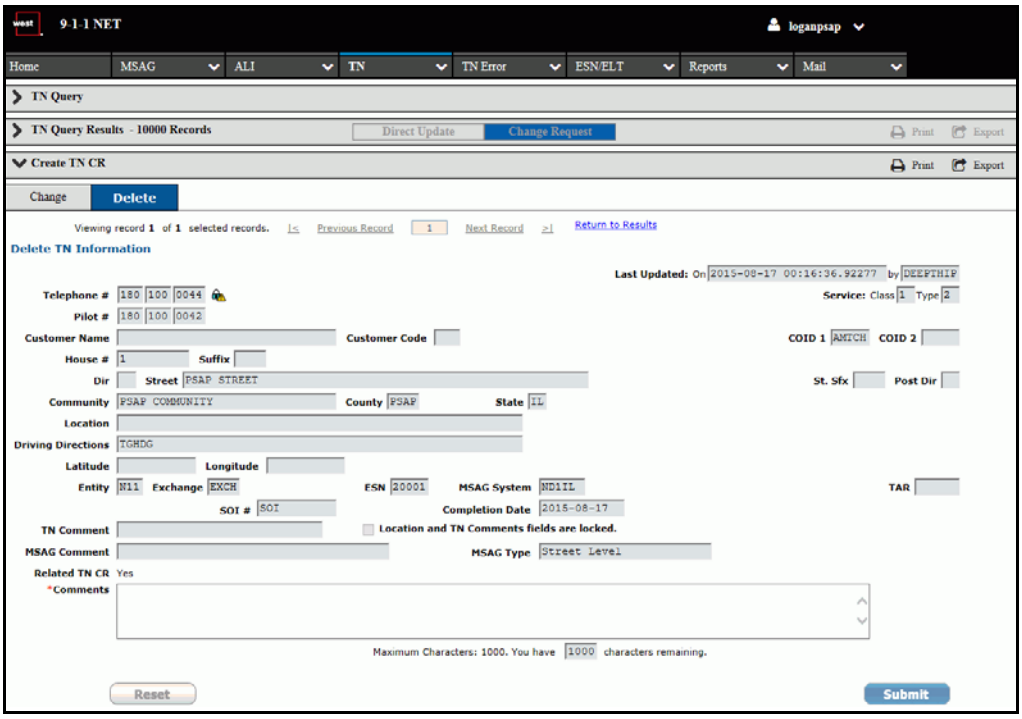


Figure 299: Create TN CR (Delete)

5 Enter any applicable comments in the `Comments` text field. Up to 1000 characters are allowed.

6 Select the **Submit** button. A confirmation screen displays.

Insert a TN

Both standard and special TNs can be inserted via 9-1-1 NET. Standard TN records include all required information. Special TNs include pre-MSAG bypass TNs and pre-completion TNs.

Insert a Standard TN

The **Insert TN** link on the TN menu displays the *Insert TN (Standard)* screen (figure 300). From this screen, a standard TN can be inserted. To insert a standard TN:

1 Click the **Insert TN** link on the TN menu. The *Insert TN* screen displays.

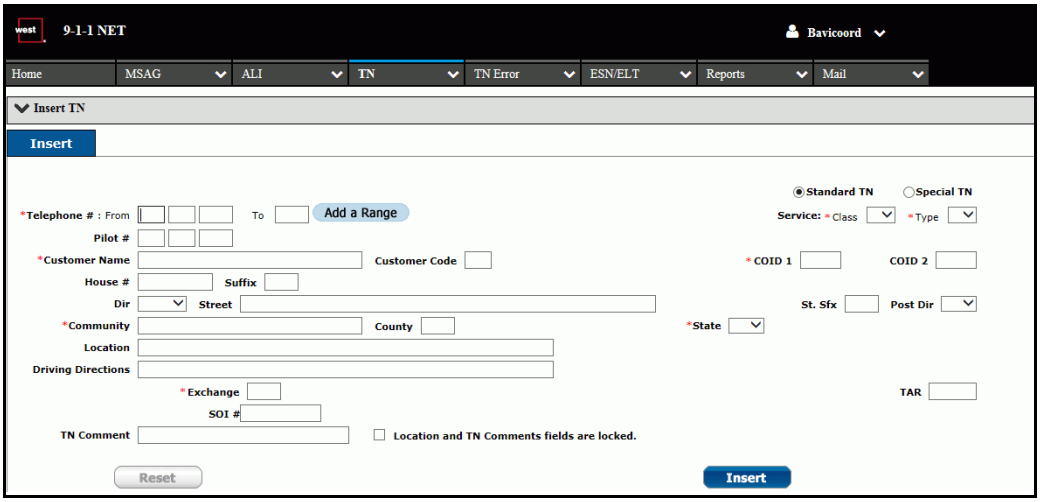


Figure 300: Insert TN (Standard)

2 Enter data in the available fields. Required fields are marked with an asterisk.

NOTE The *Insert TN* screen displays different fields based on your specific configuration and the state and company ID combination. Specifically:

- If the `Location` and `TN Comments` fields display, then `Address Extension` does not display.
- If the `Location` and `Driving Directions` fields display, then `Address Extension` does not display.
- If the `Address Extension` field displays, then the `Location`, `TN Comments`, and `Driving Directions` do not display.
- If the `Location` field displays with parsed information in boxes labeled: `Type`, `NUM`, `Bldg`, and `Location`, then `Address Extension` does not display.

When entering data in the `Address Extension` field, pressing the **Enter** key creates a carriage return and a line feed. This results in 126 characters instead of 128.

Depending on your configuration, when you enter a value in the `COID 1` field, the screen may provide an additional set of fields.

NOTE The ALI response may only contain up to the first twenty characters of the `Location` field.

3 Add additional TN range data by clicking the **Add a Range** button. Additional TN fields display.

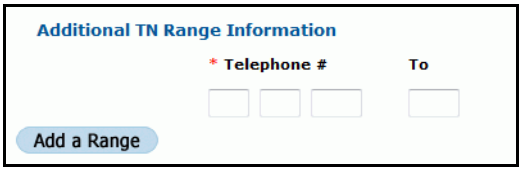


Figure 301: Additional TN Range Information

4 Populate the `Telephone #` and `To:` fields with the telephone number range. Repeat, if necessary, until all ranges are added.

5 Click the **Insert** button. If the submission is successful, a confirmation message displays. If an error occurs, a corresponding message displays. Correct the erroneous field data and re-submit.

Insert a Special TN

1 Click the **Insert TN** link on the TN menu. The *Insert TN (Standard)* screen displays (figure 300 on page 235).

2 Select the **Special TN** radio button. The *Insert TN (Special)* screen displays (figure 302).

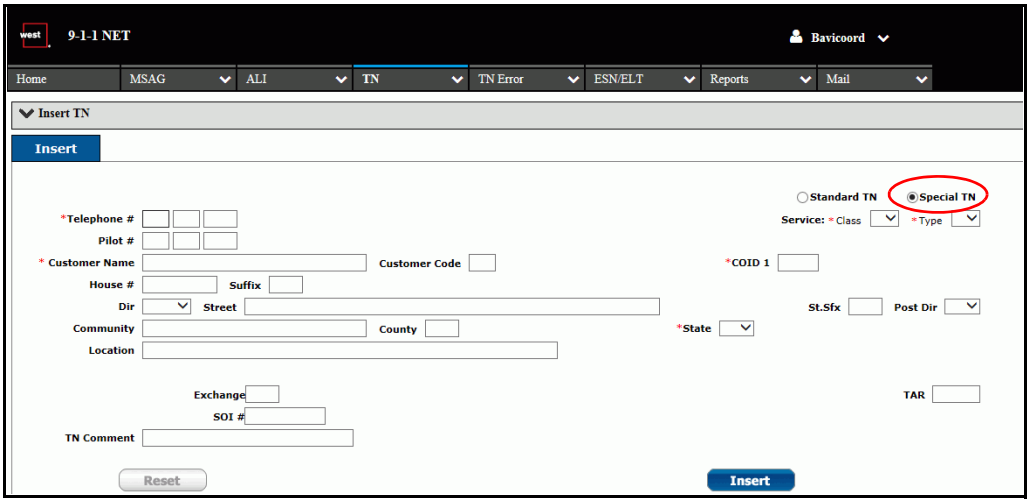


Figure 302: Insert TN (Special TN)

3 Enter data in the available fields. Required fields are marked with an asterisk.

NOTE The ALI response may only contain up to the first twenty characters of the `Location` field.

4 Click the **Insert** button. If the submission is successful, a confirmation message displays and the `MSAG Type` field displays the type of special TN that has been inserted. If an error occurs, a corresponding message displays. Correct the erroneous field data and re-submit.

Mass TN Insert

The mass TN insert feature enables you to insert a range of standard TNs simultaneously. To insert a range of TNs:

1 Click the **Insert TN** link on the TN menu. The *Insert TN* screen displays (figure 300 on page 235).

2 Enter a TN in the `Telephone #: From` field.

3 Enter the ending LN range in the `To:` field.

4 Populate the remaining data fields as needed. Required fields are marked with an asterisk.

NOTE Depending on your configuration, when you enter a value in the `COID 1` field, the screen may provide an additional set of fields.

NOTE The ALI response may only contain up to the first twenty characters of the `Location` field.

5 Add additional TN range data by clicking the **Add a Range** button. Additional TN fields display (figure 301 on page 236).

6 Populate the `Telephone #` and `To:` fields with the telephone number range. Repeat, if necessary, until all ranges are added.

7 Click the **Insert** button. If the submission is successful, a confirmation message displays. If an error occurs, a corresponding message displays. Correct the erroneous field data and re-submit.

Query TN CRs

The Query function in the TN menu is used to search for active, inactive, and archived TN CRs in the 9-1-1 NET system. The TN CR features of 9-1-1 NET enable users to update TN and TN error CRs. Active requests are currently waiting for user action. Inactive requests are in a completed or rejected state, and archived requests are historical records of previous TN CRs. TN CRs can have the following statuses:

Active

- Initiated
- Updated
- Pending
- Referred
- Suspended

Inactive and Archived

- Completed
- Rejected (unless the permission to remove is enabled)

Table 7: Active and Inactive TN CR Statuses

Status	Description
Active Statuses	
Initiated	The CR is submitted by the PSAP, but processing by a data analyst has not begun. CRs that have this status cannot be archived, but they can be deleted if necessary.
Updated	The CR has been updated by the submitting PSAP manager to contain additional information that was requested by a data analyst. CRs that have this status cannot be deleted or archived.
Pending	The CR is being processed by a data analyst and is pending approval. CRs that have this status cannot be deleted or archived.
Referred	Data analysts assign the status of referred to a DR when it requires referral to the telephone company. Once the data analyst assigns this status, changes cannot be made by other users.
Suspended	The processing of the CR by the assigned data analyst is paused. The data analyst is waiting for additional information from the user who submitted the CR. If a CR displays this status, you should expect to find a related message from the data analyst. This message is displayed in the `Comments` field of the Activity Log. CRs that have this status cannot be deleted or archived, and they must be updated by the submitting PSAP manager before they can be processed further.

Status	Description
Inactive Statuses	
Completed	The CR is completely processed by a data analyst and added to the database. CRs that have this status cannot be deleted, but they can be archived.
Rejected	The CR has been completely investigated by a data analyst, but could not be processed. If a CR displays this status, you should expect to find a related message from a data analyst. This message is in the `Comments` field of the Activity Log. Requests that have this status cannot be deleted, but they can be archived. Note: If the package permission to remove this status is enabled, this status is not available.
Withdrawn	The request is rejected and the initiator agrees with the rejection.

Perform a TN CR Query

1 Select the **Query CRs** link from the TN menu. The *Query TN CRs* screen displays.

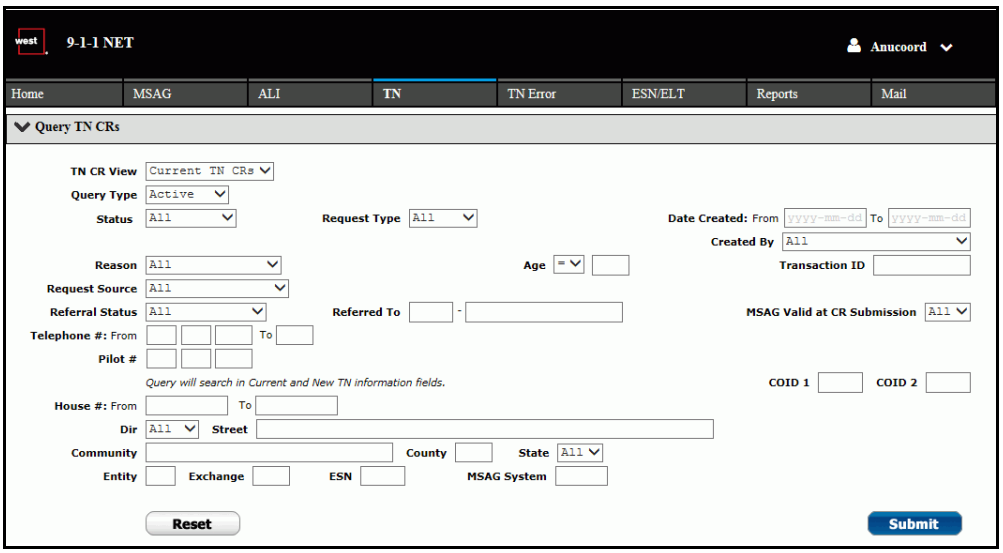


Figure 303: Query TN CRs (Active)

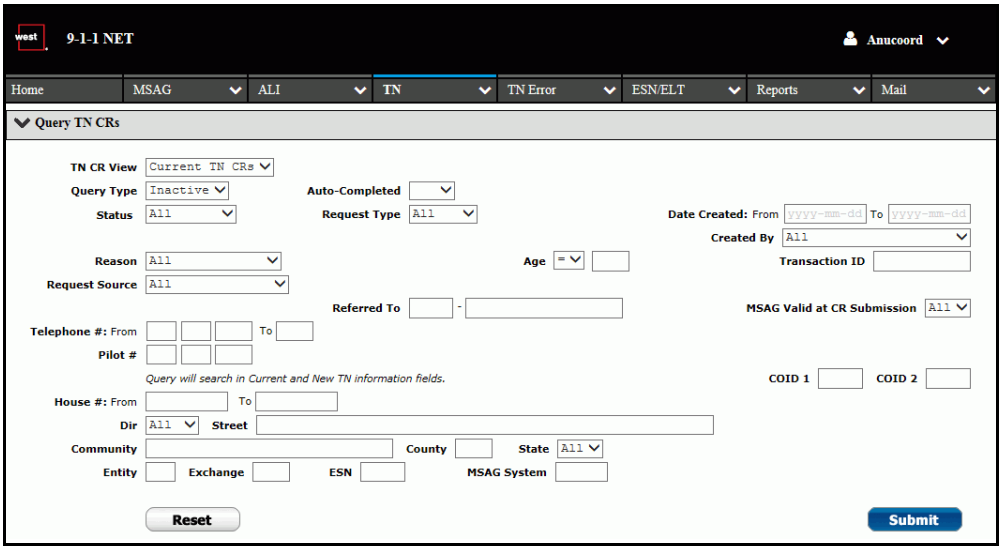


Figure 304: Query TN CRs (Inactive)

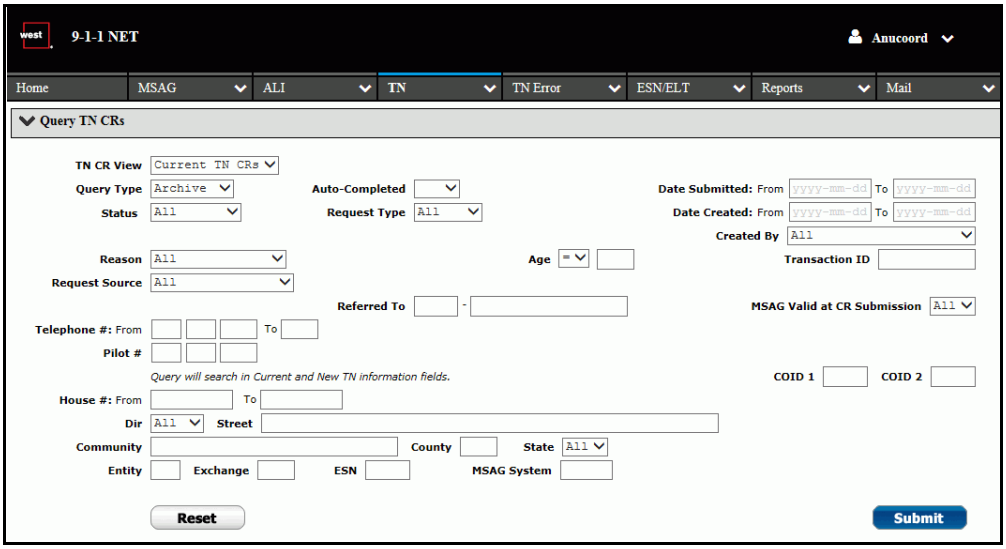


Figure 305: Query TN CRs (Archive)

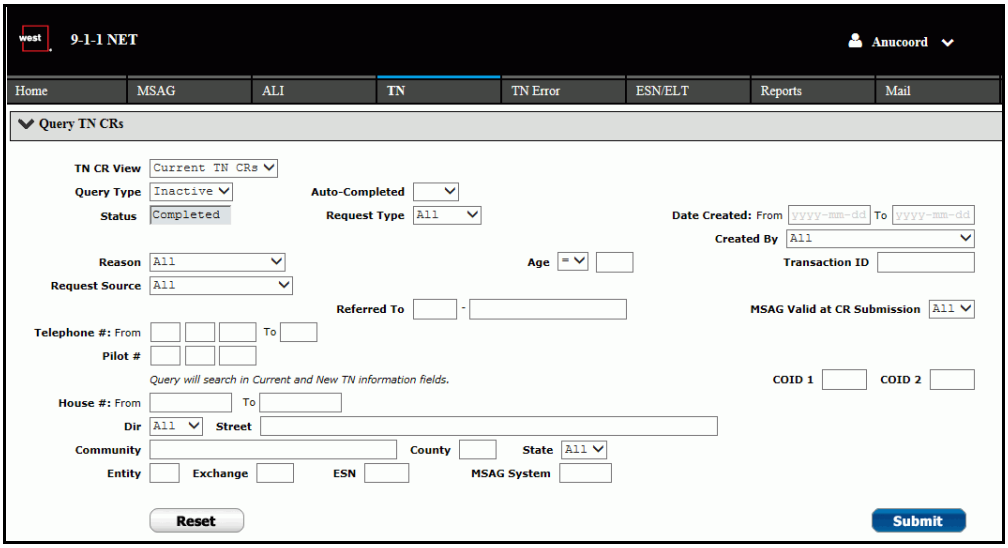


Figure 306: Query TN CRs (Inactive) - Rejected and Denied Statuses Removed

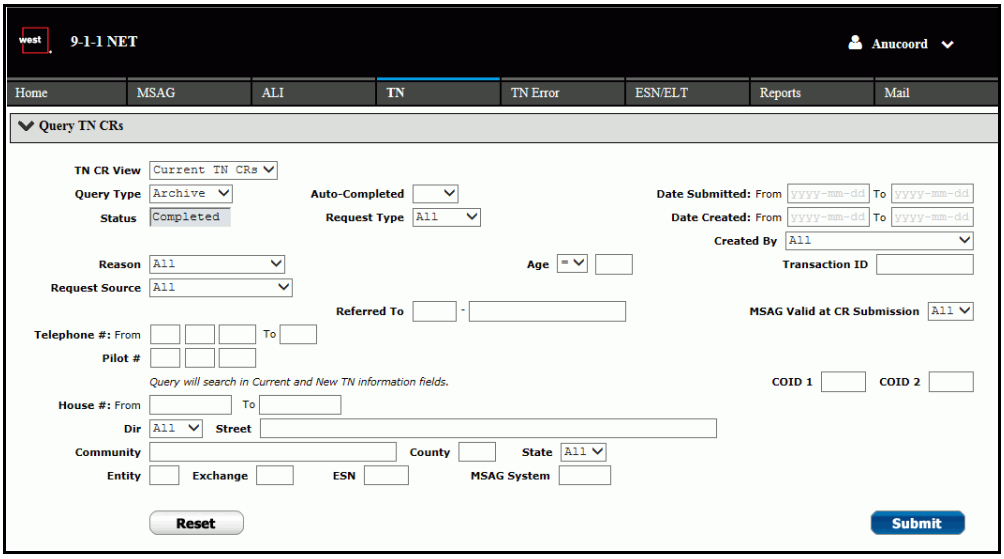


Figure 307: Query TN CRs (Archive) - Rejected and Denied Statuses Removed

2 Select a view from the `TN CR View` drop-down menu. The default selection is `Current TN CRs`.

3 Select a query type from the drop-down menu. Options include `Active`, `Inactive`, `Archive`, and `All`.

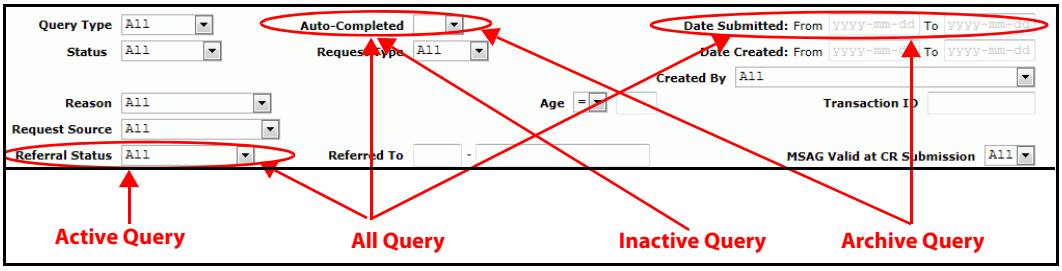


Figure 308: Additional Fields

4 If performing an inactive, archive, or all query, select an option from the `Auto-Completed` drop-down field, if needed. Selecting `Yes` returns only auto-completed CRs. Selecting `No` returns only manually completed CRs. Leaving the field blank returns all records matching the remaining search criteria.

5 If performing an archive or all query, enter dates in the `Submitted From:` and `To:` text fields in mm/dd/yyyy format.

6 Select a status from the drop-down menu. Active statuses include: `Initiated`, `Updated`, `Approved`, `Pending`, `Referred`, and `Suspended`. Inactive and Archive statuses include: `Completed` and `Rejected`. Users may also search for all statuses by selecting `All`.

7 Select a request type from the drop-down menu. Options include `All`, `Change`, `Delete`.

8 Enter a date range in mm/dd/yyyy format in the `Date Created: From` and `To` fields.

9 Select the user who created the request from the `Created By` drop-down menu.

10 Select a reason from the drop-down menu. Options are configured by the system administrator.

11 Choose equal to, greater than, or lesser than from the `Age` drop-down menu and enter the age in days in the available text box.

12 Enter a transaction ID, if known, in the available text field.

13 Select a request source from the drop-down menu. Options include `TN Correction` and `Error Correction`.

14 If performing an active or all query or querying for all records, select a referral status from the drop-down menu. Options include `1x`, `2x`, `3x`, and `non-compliant`.

15 Enter the group to whom the request was referred in the available text field, if known.

16 Select an option from the `MSAG Valid at CR Submission` drop-down menu. The default selection is `All`.

17 Enter a TN range in the `Telephone #: From` and `To` fields.

18 Enter the pilot TN, if necessary in the `Pilot TN` field.

19 Enter the `COID 1` and `COID 2` in the available text fields, if known.

20 Populate the remaining address fields, as needed.

21 Press the **Submit** button. The *Query Results* screen displays if more than one results is returned (figure 309 on page 244). If there is only one result, the *Active, Inactive, or Archive TN CR Detail* screen displays, depending on the type of query performed (figure 319 on page 248).

Query Results

The *Query Results* screens for all query types display the records matching the search criteria. If the number of records retrieved exceeds the number you are configured to view, a message displays above the results (figure 311, figure 312, or figure 313). The message that displays depends on your specific user configuration. To view a record in more detail, select the underlined, blue **Status** link or select the checkbox to the left of the record (which activates the toolbar) and click on the **Details** button. The status links of records that are awaiting action appear bold.

To create a PDF of the results for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the results to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

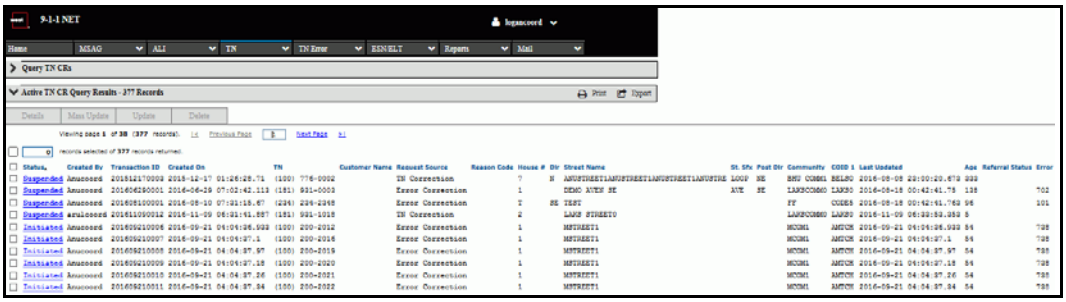


Figure 309: TN CR Query Results (Active)

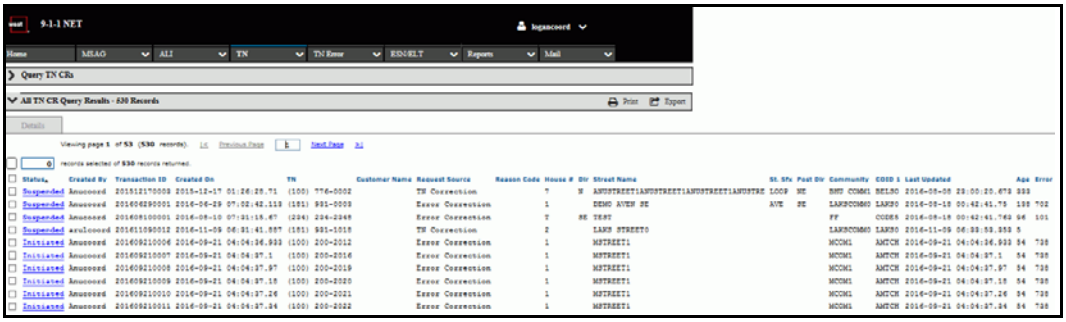


Figure 310: TN CR Query Results (Inactive, Archive, All)

Your query matched 99 records, but only the first 25 can be displayed. A maximum of 2000 records can be viewed by clicking Export.

Figure 311: Query Maximum Exceeded Message

Your query matched 33 records, but only the first 15 can be displayed. Please refine your search criteria and query again.

Figure 312: Query Display Exceeded - Refine Query

Your query exceeds the maximum display limit, but only the first 15 can be displayed. Please refine your search criteria and query again.

Figure 313: Query Maximum Exceeded - Refine Query

When more than one record is selected, the counter box above the results list displays the number of selected records. Clicking the checkbox to the left of the counter box selects all the records returned from the query across multiple pages.

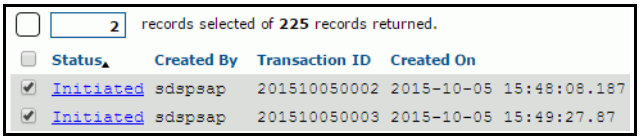


Figure 314: Select Some

225 records selected of **225** records returned.

Status	Created By	Transaction ID	Created On
Initiated	sdspsap	201510050002	2015-10-05 15:48:08.187
Initiated	sdspsap	201510050003	2015-10-05 15:49:27.87
Initiated	sdspsap	201510050004	2015-10-05 16:00:07.363
Initiated	idrispsap	201509290004	2015-09-29 01:49:47.56
Initiated	idrispsap	201509290005	2015-09-29 01:49:47.61
Initiated	idrispsap	201509290006	2015-09-29 02:49:22.403
Initiated	idrispsap	201509230001	2015-09-23 03:39:26.94
Initiated	idrispsap	201509230007	2015-09-23 06:17:55.36
Initiated	idrispsap	201509230008	2015-09-23 06:18:29.633
Initiated	arulpsap	201509100005	2015-09-10 02:40:58.273

Figure 315: Select All

Toolbar (Active CRs)

Details	Mass Update	Update	Delete

Figure 316: Toolbar (Active CRs)

- The **Details** button displays the *Active TN CR Details* screen. From this screen, you can view the full details of the CR.
- The **Mass Update** button displays the *Mass Update Active TN CRs* screen. From this screen, multiple TN CRs can be modified simultaneously.
- The **Update** button displays the *Update Active TN CR* screen. From this screen, TN CRs can be modified.
- The **Delete** button displays the *Delete Active TN CR* screen. From this screen, a TN CR can be deleted.

Toolbar (Inactive CRs)

Details	Authorize	Archive

Figure 317: Toolbar (Inactive CRs)

- The **Details** button displays the *Record Details* screen. From this screen, the full details of the CR can be viewed.
- The **Authorize** button displays the *Authorize TN CR* screen. From this screen, TN CRs can be authorized.
- The **Archive** button displays the *Archive TN CR* screen. From this screen, TN CRs can be archived.

Toolbar (Archive and All CRs)

Figure 318: Toolbar (Archive and All CRs)

- The **Details** button displays the *Record Details* screen. From this screen, you can view the full details of the CR.

Active/Inactive/Archive TN CR Details

The *Active TN CR Details, Inactive TN CR Details,* and *Archive TN CR Details* screens display all the information associated with the CR, including notes in the Activity Log at the bottom of the screen. The fields highlighted in the *Updated TN Information* section identify the modified data.

An icon displays next to the `Telephone #` field to identify whether the TN is locked or unlocked. Refer to Table 6 on page 220 for icon descriptions.

To create a PDF of the CR details for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the CR details to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

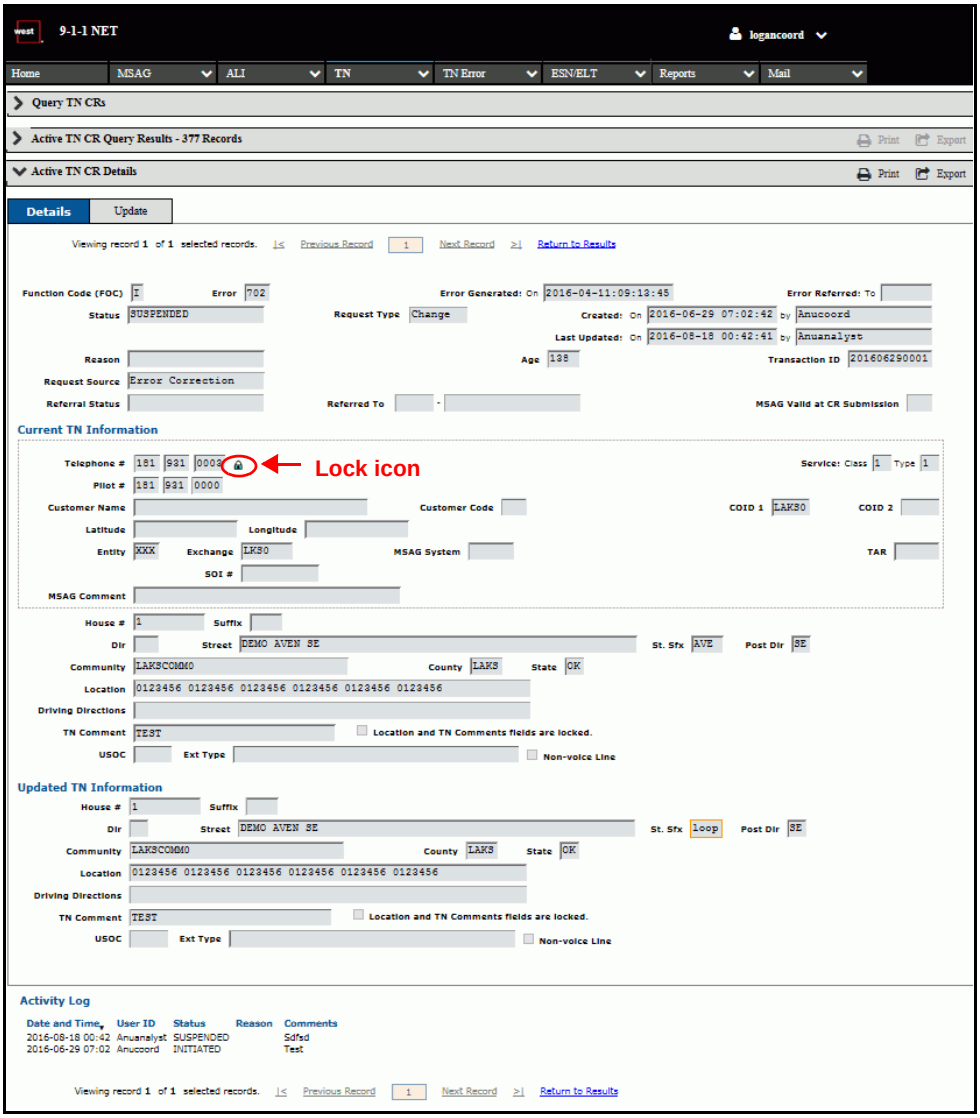


Figure 319: Active TN CR Details

Manage TN CRs

Mass Update Active TN CRs

1 Perform a TN CR query following the instructions in "Query TN CRs" on page 239, choosing `Active` from the `Query Type` drop-down menu.

2 From the query results, select the desired CRs by clicking in the checkbox to the left of the record.

3 Click the **Mass Update** button on the toolbar. The *Mass Update Active TN CRs* screen displays.

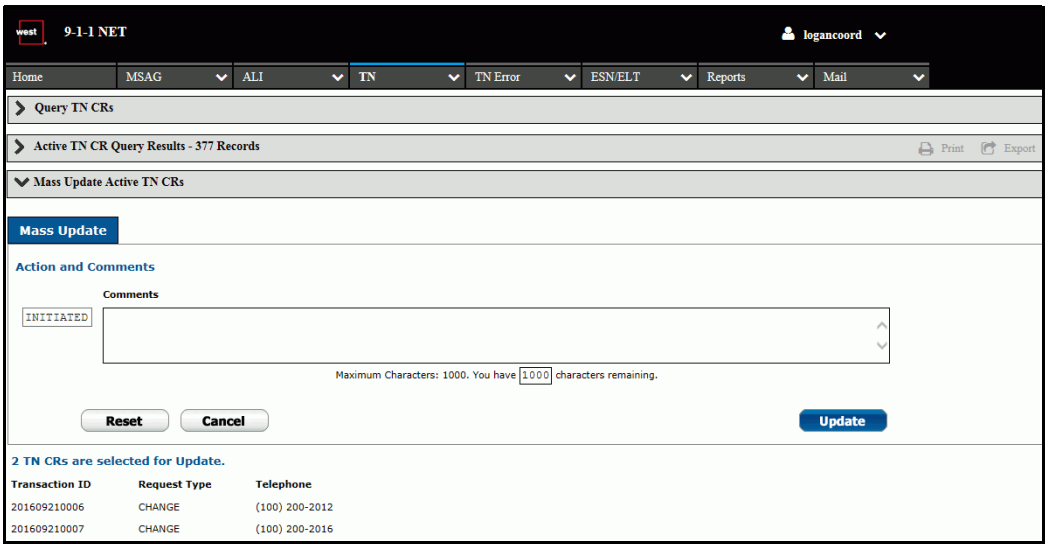


Figure 320: Mass Update Active TN CRs

4 Choose a status from the drop-down menu, if applicable.

   A If you are referring the CR, two new fields display above the `Comments` field. Enter a company ID in the `COID` field. The `Descriptor` field becomes a drop-down menu when a valid COID is entered.

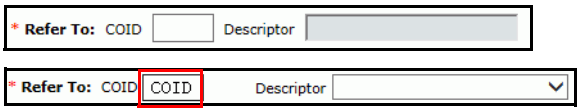


Figure 321: Additional Referral Fields

A If you are completing the CR, the `Reason` drop-down menu displays above the `Comments` field. Select an option from the drop-down menu.

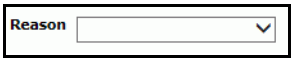


Figure 322: Additional Completion Field

NOTE These fields only display for analyst users.

5 Enter comments in the `Comments` field (up to 1000 characters are allowed).

6 Click the **Update** button. A confirmation screen displays.

Update an Active TN CR

1 Perform a TN CR query following the instructions in "Query TN CRs" on page 239, choosing `Active` from the `Query Type` drop-down menu.

2 From the query results, select the desired CR by clicking in the checkbox to the left of the record.

3 Click the **Update** button on the toolbar. The *Update Active TN CR* screen displays.

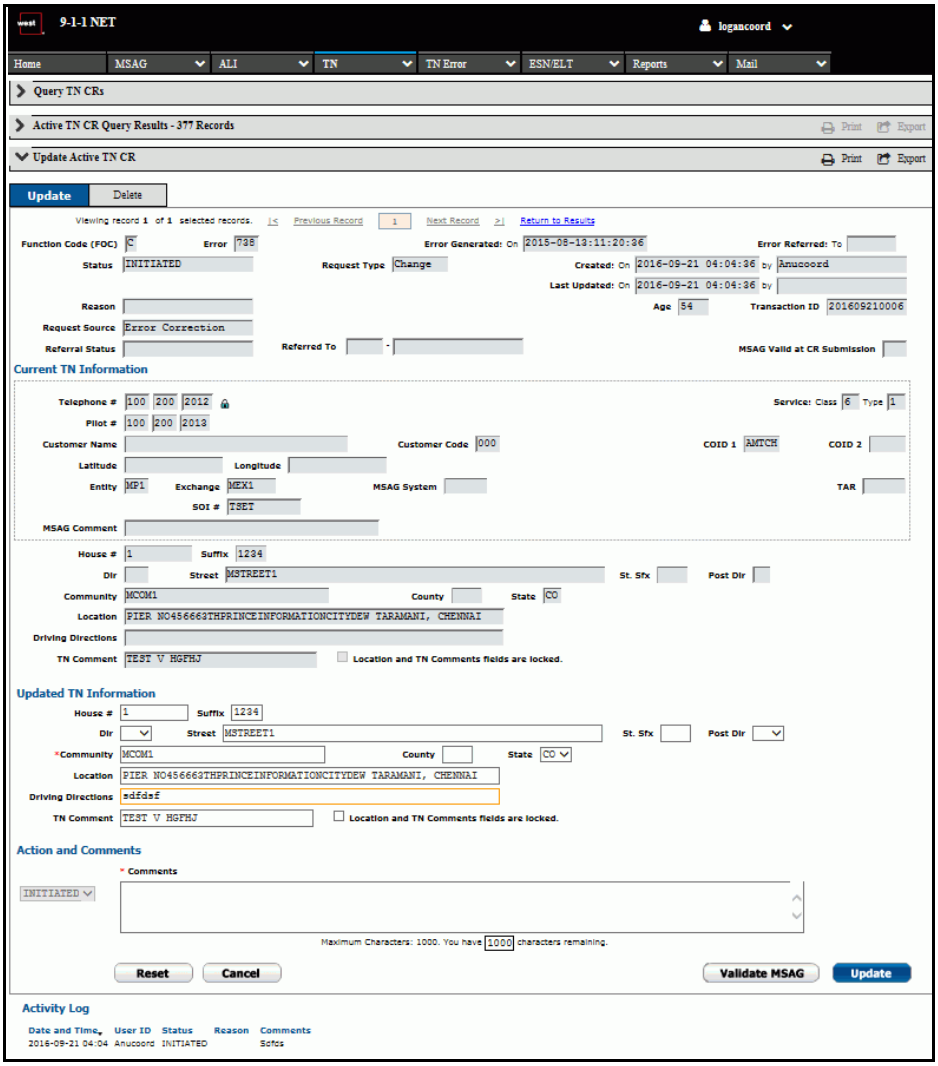


Figure 323: Update Active TN CR

4 Modify the necessary fields in the *Updated TN Information* section.

IMPORTANT The ability to modify TN data fields depends on the CR status.

5 Choose a status from the drop-down menu, if applicable.

A If you are referring the CR, two new fields display above the `Comments` field. Enter a company ID in the `COID` field. The `Descriptor` field becomes a drop-down menu when a valid COID is entered.

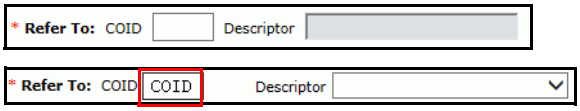


Figure 324: Additional Referral Fields

A If you are completing the CR, the `Reason` drop-down menu displays above the `Comments` field. Select an option from the drop-down menu.

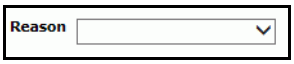


Figure 325: Additional Completion Field

NOTE These fields only display for analyst users.

6 Enter comments in the `Comments` field (up to 1000 characters are allowed).

7 To cross-reference any address changes against the MSAG database, select the **Validate MSAG** button, if it displays.

A If there is a valid MSAG associated with the TN, a validation message displays. Click the **Update** button to complete the transaction. A confirmation screen displays.

B If there is no valid MSAG record associated with the TN, an error message displays. To submit the CR anyway, click the **Submit with Invalid MSAG** button. A confirmation screen displays.

Delete an Active TN CR

NOTE Only active CRs with an initiated status can be deleted by the initiator.

1 Perform a TN CR query following the instructions in "Query TN CRs" on page 239, choosing `Active` from the `Query Type` drop-down menu.

2 From the query results, select the desired CR by clicking in the checkbox to the left of the record.

3 Click the **Delete** button on the toolbar. The *Delete TN CR* screen displays with a warning message at the top of the screen..

You are about to delete this TN CR. To proceed, enter Comments and click Delete. Otherwise, click Cancel.

Figure 326: Delete TN CR Warning Message

4 Enter comments in the `Comments` text field.

5 Click the **Delete** button. A confirmation message displays.

Authorize an Inactive TN CR

Inactive CRs can be authorized, though this action is limited by CR status. Authorizing an inactive CR sends it to the next user in the workflow for archiving. To authorize an inactive CR, complete the following steps:

1 Query for inactive CRs by following the steps described in "Query TN CRs" on page 239.

2 Select the desired CR from the query results list by clicking in the checkbox to the left of the CR.

3 Click the **Authorize** button. The *Authorize TN CR* screen displays.

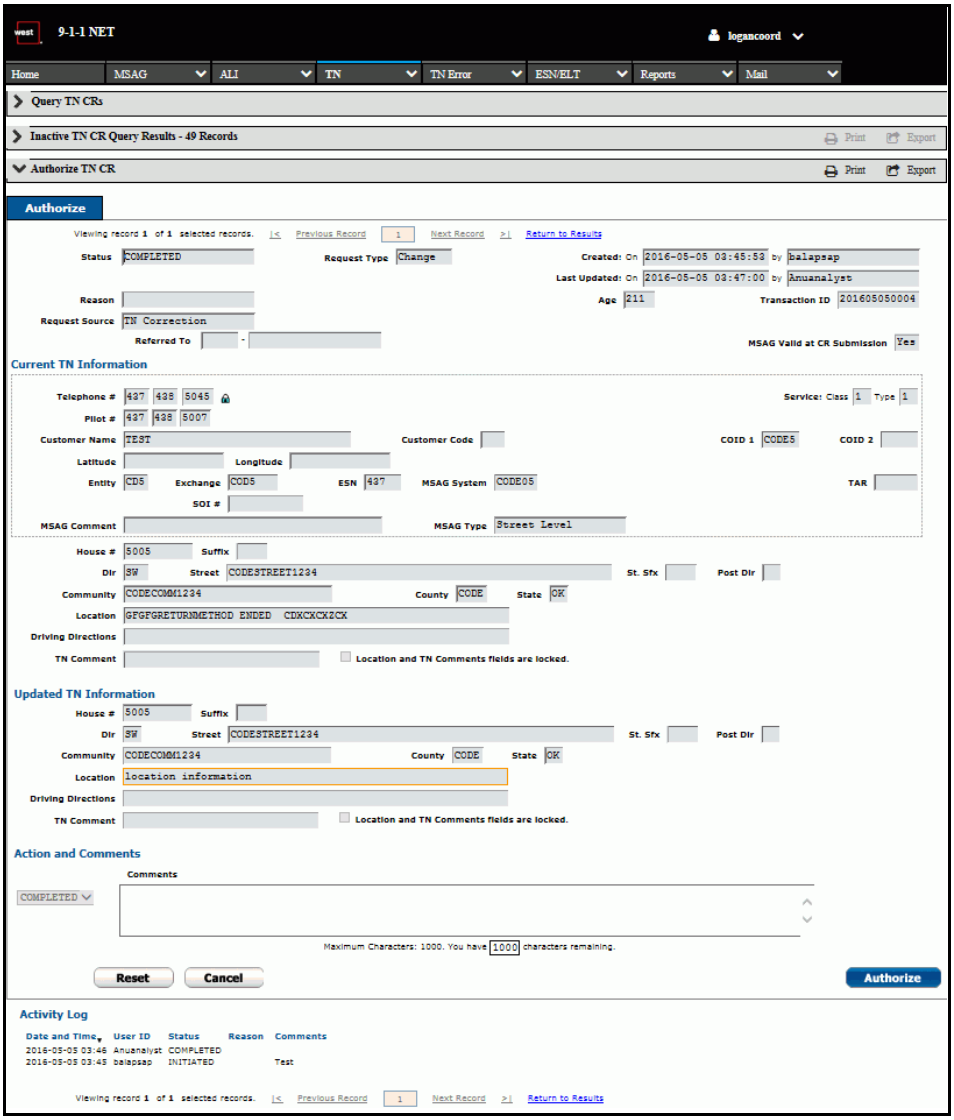


Figure 327: Authorize TN CR

4 Enter any applicable comments in the `Comments` text field. Up to 1000 characters are allowed.

5 Select the **Authorize** button. A confirmation message displays.

Mass Authorize Inactive TN CRs

1 Query for inactive CRs by following the steps described in "Query TN CRs" on page 239.

2 Select the desired CRs from the inactive query results list by clicking in the checkboxes to the left of the CRs and click the **Authorize** button. The *Mass Authorize TN CRs* screen displays.

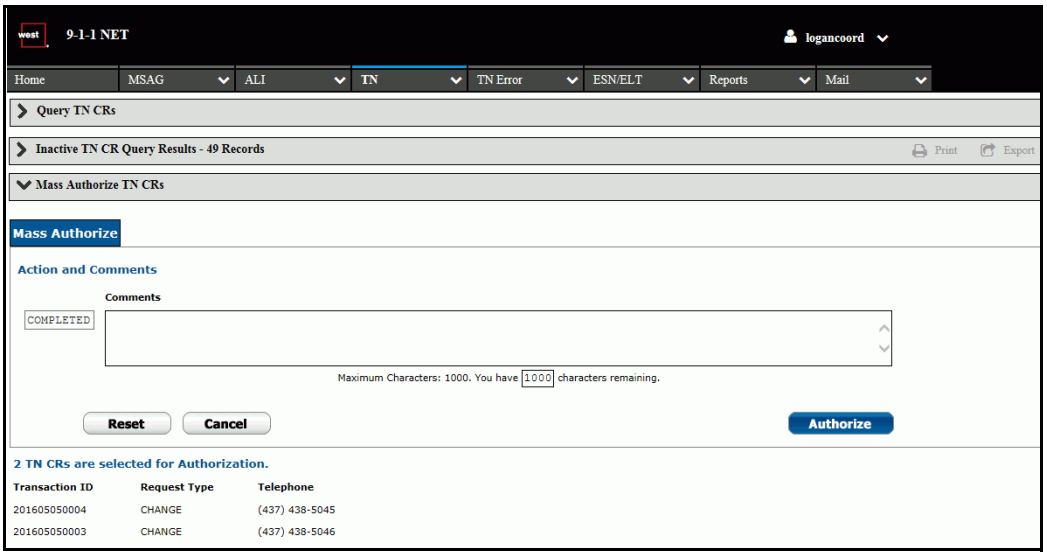


Figure 328: Mass Authorize TN CRs

3 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

4 Click the **Authorize** button. A confirmation screen displays.

Archive an Inactive TN CR

Archived CRs stay in 9-1-1 NET indefinitely as a record of any changes made to the TN records. Archived CRs can be view, exported, or printed but cannot be re-opened, edited, or deleted.

To archive an inactive CR, complete the following steps:

1 Query for inactive CRs by following the steps described in "Query TN CRs" on page 239.

2 Select the desired CR from the query results list by clicking in the checkbox to the left of the CR.

3 Click the **Archive** button. The *Archive TN CR* screen displays.

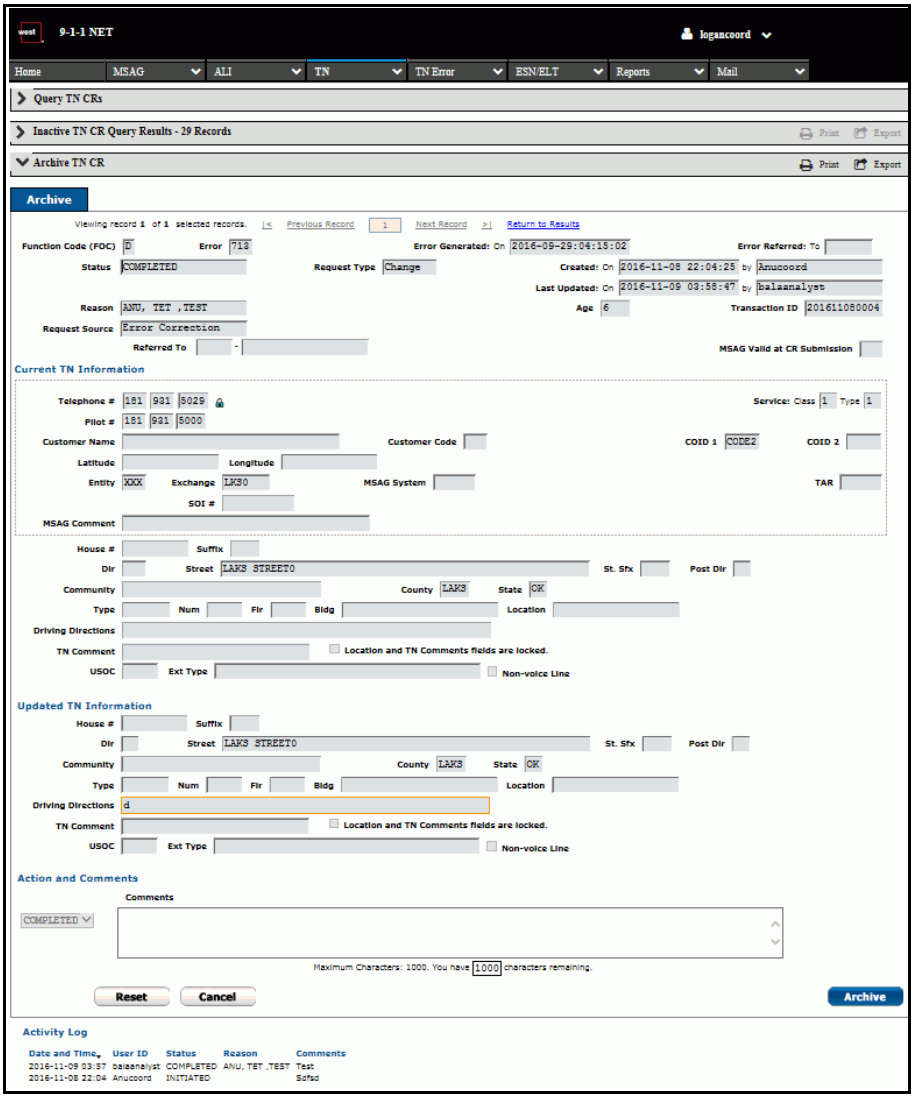


Figure 329: Archive TN CR

4 Enter any applicable comments in the `Comments` text field. Up to 1000 characters are allowed.

5 Click the **Archive** button. A confirmation message displays.

Mass Archive Inactive TN CRs

1 Query for inactive CRs by following the steps described in "Query TN CRs" on page 239.

2 From the *Query Results* screen, select the requests to be updated by selecting the checkboxes next to the records, then click the **Archive** button from the toolbar. The *Mass Archive TN CRs* screen displays.

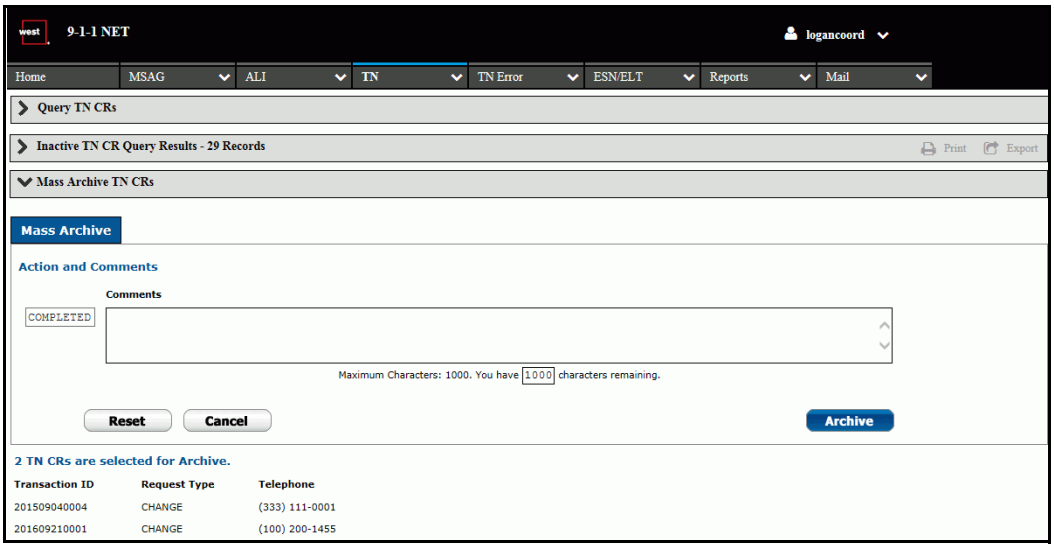


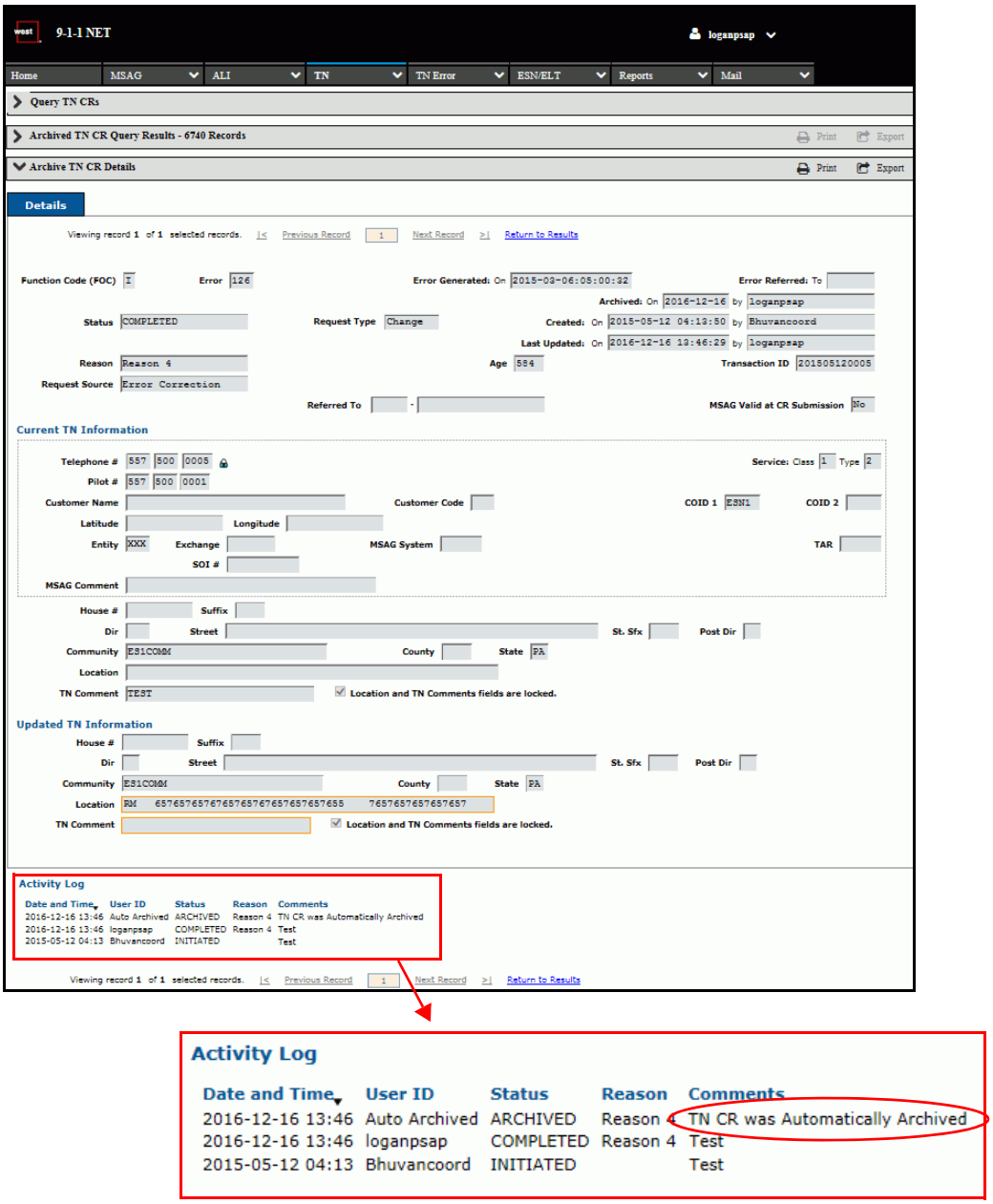
Figure 330: Mass Archive TN CRs

3 Enter comments in the text field and click the **Archive** button. A confirmation screen displays.

Auto Archive TN CRs

When an analyst user completes an active TN CR, the CR is automatically archived by the system and the *Activity Log* at the bottom of the record indicates that the CR was auto archived.

NOTE There is a 10 day waiting period for TN CRs to be auto archived when the 10-day delay permission is enabled.


9-1-1 NET
loganpsap
Home
MSAG
ALI
TN
TN Error
ESN/ELT
Reports
Mail
Query TN CRs
Archived TN CR Query Results - 6740 Records
Archive TN CR Details
Print
Export
Details
Viewing record 1 of 1 selected records.
Previous Record
Next Record
Return to Results
Function Code (FOC) I
Error 126
Error Generated: On 2015-03-06:05:00:32
Error Referred: To
Archived: On 2016-12-16 by loganpsap
Status COMPLETED
Request Type Change
Created: On 2015-05-12 04:13:50 by Bhuvancoord
Last Updated: On 2016-12-16 13:46:29 by loganpsap
Reason Reason 4
Age 584
Transaction ID 201505120005
Request Source Error Correction
Referred To
MSAG Valid at CR Submission No
Current TN Information
Telephone # 557 500 0005
Service: Class 1 Type 2
Pilot # 557 500 0001
Customer Name
Customer Code
COID 1 ESN1
COID 2
Latitude
Longitude
Entity XXX
Exchange
MSAG System
TAR
SOI #
MSAG Comment
House #
Suffix
Dir
Street
St. Sfx
Post Dir
Community ES1COMM
County
State PA
Location
TN Comment TEST
Location and TN Comments fields are locked.
Updated TN Information
House #
Suffix
Dir
Street
St. Sfx
Post Dir
Community ES1COMM
County
State PA
Location RM 657657657676576576576

Chapter 6
TN Errors

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Overview

This chapter describes how to query for, update, correct, and delete TN errors and describes the save group functions available in the system. The save group functions include the ability to create, update, delete, and query for groups.

IMPORTANT 9-1-1 NET is a configurable application. The features to which you have access depend on your user profile and specific configuration. The following section describes all the features available in the system. You may not have access to all the features described.

NOTE See the Glossary on page 367 for TN error field descriptions.

TN Error Query

The TN error query allows users to search for TN error records. These records are typically generated during batch service order processing. To search for a TN error record, complete the following steps:

1 Select the **TN Error Query/Update** link from the TN Error menu. The *TN Error Query* screen displays.

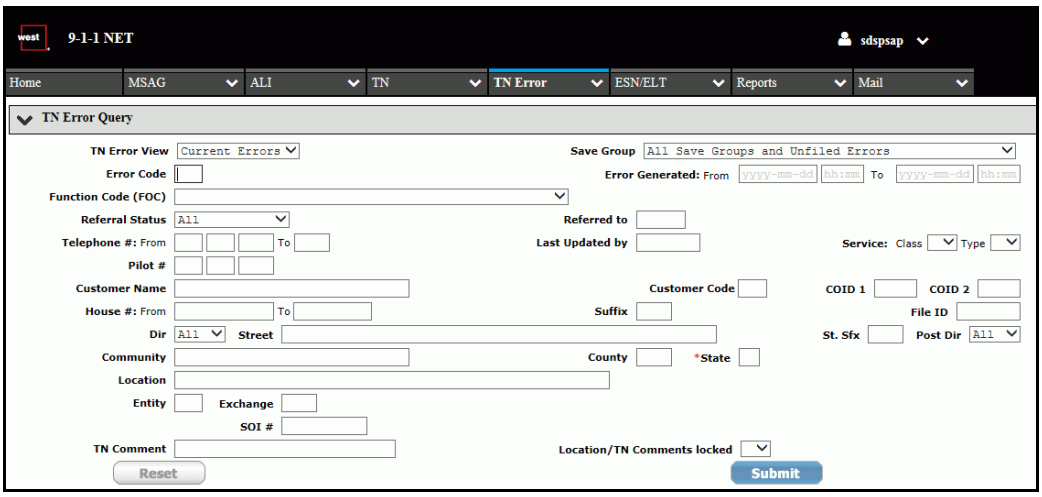

Figure 332: TN Error Query

NOTE If you have a default error view selected via the *Options* screen, it is pre-selected in the `TN Error View` drop-down menu.

2 Enter data in the available fields. The `State` field is required.

NOTE Selecting or entering two dashes (--) in the `State` field retrieves records that have a blank value for `State`.

NOTE If entering a TN in the `Telephone #: From` field, enter it in NPA-NXX-xxxx format (where xxxx=the four-digit subscriber line number). To search for a range of TNs, enter a four-digit subscriber line number in the `To` field that is higher than the value entered in the `From` field.

3 Select the **Submit** button. The *Query Results* screen displays if there is more than one result (figure 334 on page 263). If there is only one result, the *Update TN Error* screen displays (figure 341 on page 266).

Wildcard Searches

If you have wildcard permissions enabled, the following screen changes apply:

- All valid and invalid FOCs are included in the `Function Code (FOC)` drop-down menu.
- `Dir` and `State` are text fields rather than drop-down menus.
- `Service: Class` and `Type` are text fields rather than drop-down menus and only allow the following wildcards:
  - | (or)
  - = (equal)
  - ! (not)
  - <> (not)
- `CoID 1` displays as a five-character text field if the user does not have any assigned COIDs or as a drop-down menu if the user does have assigned COIDs.
- `All` (rather than blank) has been added to the `Location/TN Comments locked` drop-down menu and displays as the default selection.

Wildcards can be entered into any of the text-based search fields in place of regular text, except for `House #`. For details about the specific wildcard characters and their usage, refer to "Wildcard, Logical, and Comprehensive Search" on page 34.

NOTE Displayed fields are based on user permissions. Not all fields display for all users.

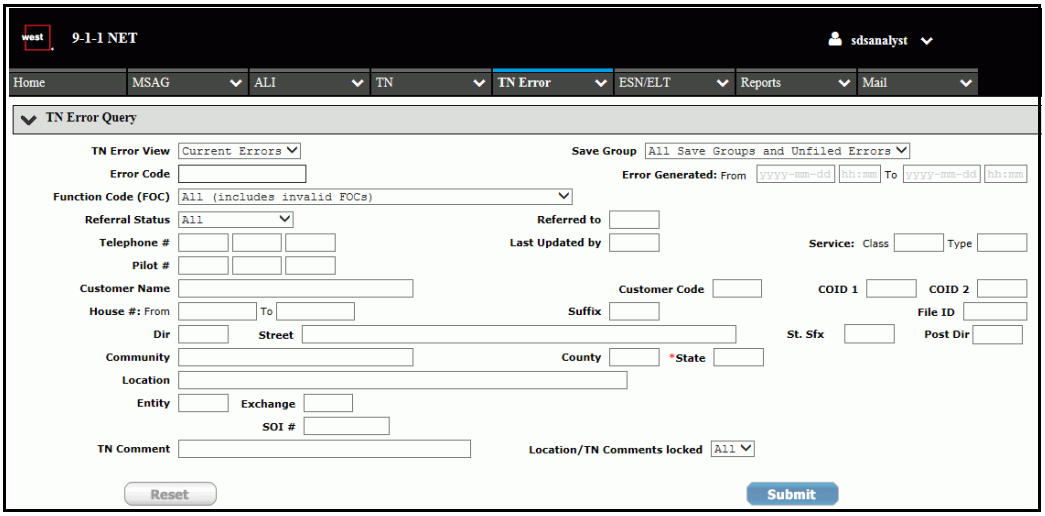

Figure 333: TN Error Query - Wildcard

Query Results

The *Query Results* screen displays the records matching the search criteria. To view a record in more detail, select the underlined, blue error # link or select the checkbox to the left of the record and click on the **Details** button. This displays the *TN Error Details (Direct Update)* screen (figure 341 on page 266). From this screen, a record can be deleted, updated, or corrected.

Selecting the **Change Request** tab on the toolbar and selecting the **Details** button displays a view-only *TN Error Details* screen record (figure 337 on page 264). This screen displays buttons to create a change or delete TN CR (refer to "Create TN CRs" on page 230). If there is an associated TN, an icon displays next to the `Telephone #` field to identify whether the TN is locked or unlocked. Refer to table 6 on page 220 for icon descriptions.

Multiple TN error records can be deleted simultaneously from the *Query Results* screen by selecting the records and clicking the **Delete Selection** button.

To create a PDF of the results for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the results to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

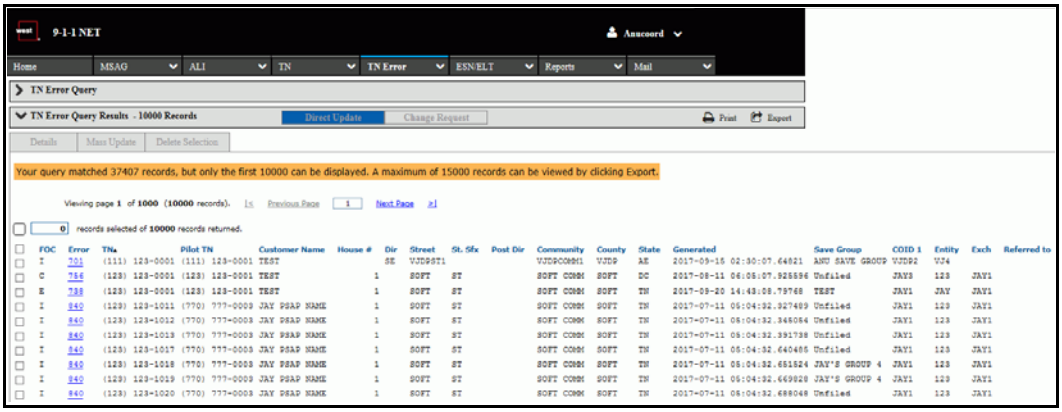

Figure 334: TN Error Query Results

When more than one record is selected, the counter box above the results list displays the number of selected records. Clicking the checkbox to the left of the counter box selects all the records returned from the query across multiple pages.

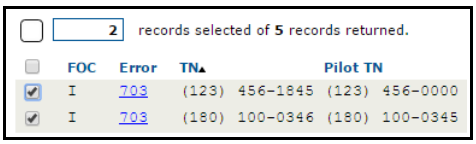

Figure 335: Select Some

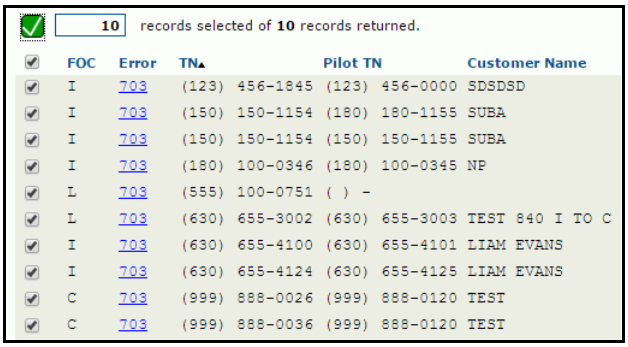

Figure 336: Select All

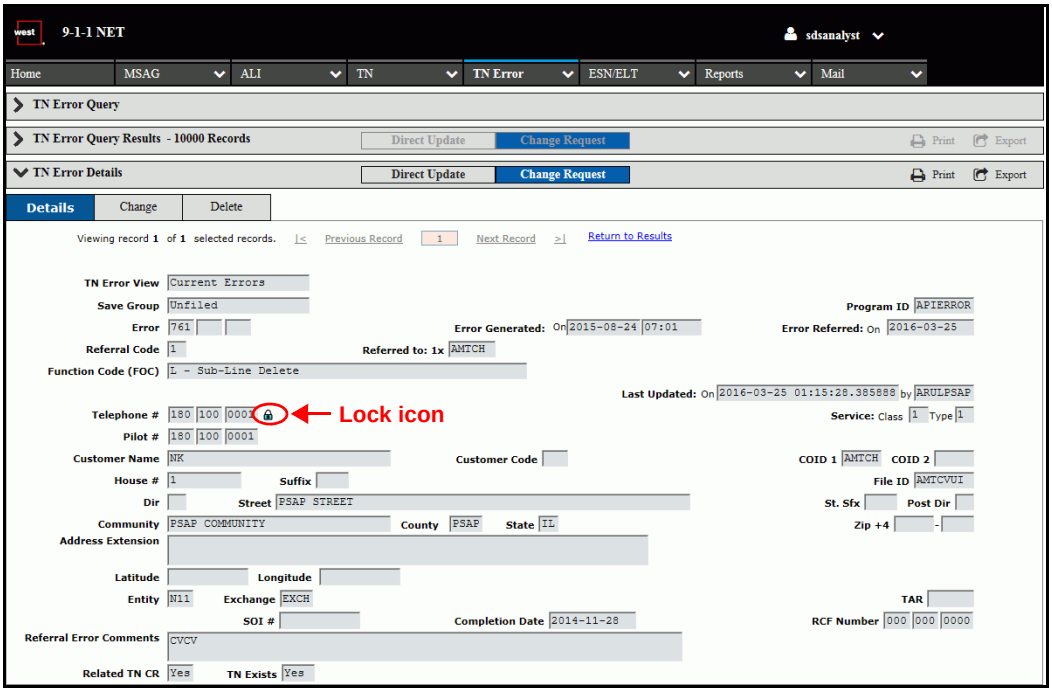

Figure 337: TN Error Details (Change Request Tab)

Direct Update Toolbar

Details	Mass Update	Delete Selection

Figure 338: Direct Update Toolbar

- The **Details** button displays the *TN Error Details (Direct Update)* screen. From this screen, you can delete, update, or correct the record.
- The **Mass Update** button displays the *Mass Update TN Errors* screen. From this screen, multiple TN errors can be updated, corrected, or deleted.
- The **Delete Selection** button enables you to delete multiple TN error records at once.

Change Request Toolbar

Details	Mass Change	Change	Delete

Figure 339: Change Request Toolbar

- The **Details** button displays the *TN Error Details (Change Request)* screen. From this screen, you can view the complete record as well as create a change or delete CR for the record using the buttons on the toolbar.
- The **Mass Change** button displays the *Create Mass TN CR (Change)* screen. From this screen, multiple CRs to make the same address changes to a group of selected TNs can be created simultaneously. From this screen, the **Mass Delete** button can be selected to display the *Create Mass TN CR (Delete)* screen. From this screen, you can submit a mass CR to delete multiple TN records.
- The **Change** button displays the *Create TN CR* screen. From this screen, a CR to modify a TN can be created.
- The **Delete** button displays the *Create TN CR (Delete)* screen. From this screen, a CR to delete a TN can be created.

Delete Selected TN Error Records

Multiple TN error records can be deleted from the *Query Results* screen by selecting the records and clicking the **Delete Selection** button from the toolbar. A pop-up message displays asking you to confirm the deletion. Click the **Delete** button to continue or click the **Cancel** button to cancel the action. After deleting the records, the *Query Results* screen displays with the records removed.

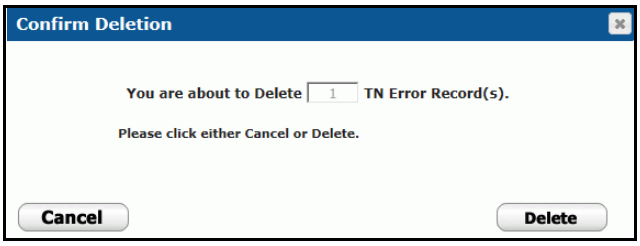

Figure 340: Mass Delete

Delete, Update, or Correct TN Error Records

The *Update TN Error* screen displays all the information associated with the error record. From this screen, the record can be deleted, updated, or corrected, unless it is an 840 record, in which case it can only be deleted or updated.

If the **Load TN Details** button appears at the bottom of the screen, the TN associated with the error record can also be modified (refer to "Perform Direct Database Updates" on page 215). Clicking the **Load TN Details** button displays the TN information below the error record data (figure 342 on page 267). If the record is for a pilot TN, a **Count** link displays. Clicking this link displays the number of sublines; clicking the number link displays a list of the sublines in a pop-up window (figure 343 on page 267).

If there is an associated TN, an icon displays next to the `Telephone #` field indicating the lock status of the TN. Refer to table 6 on page 217 for a description of the lock/unlock icons.

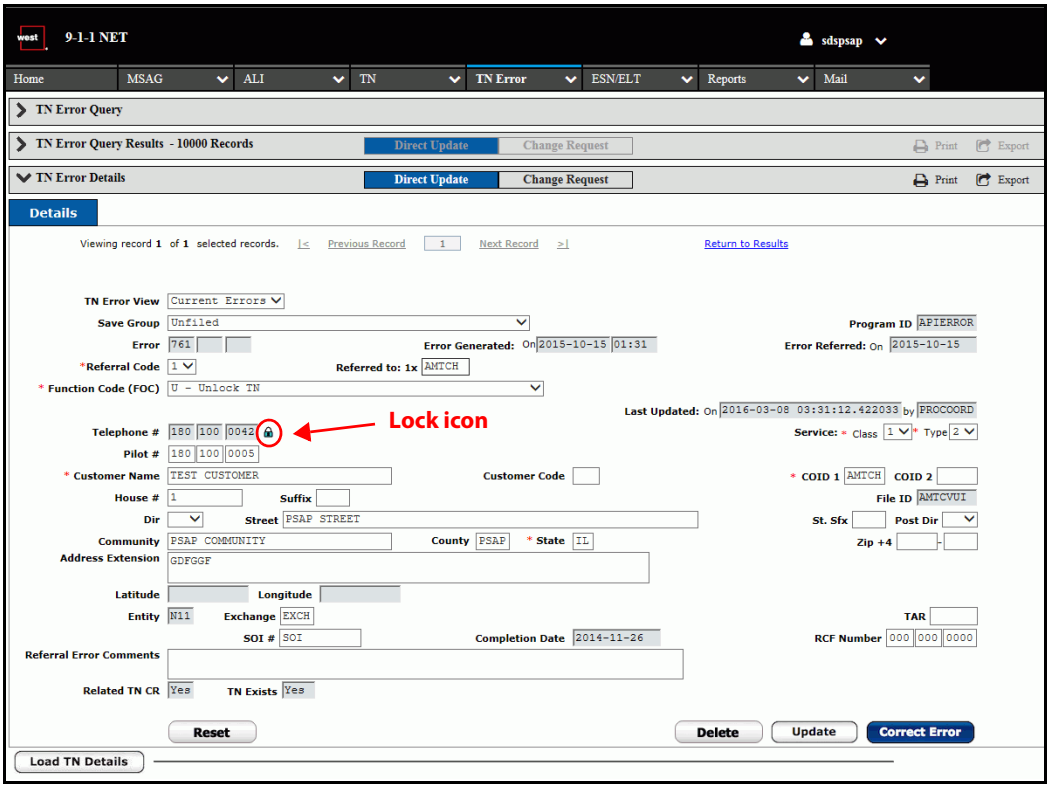

Figure 341: TN Error Details (Direct Update)

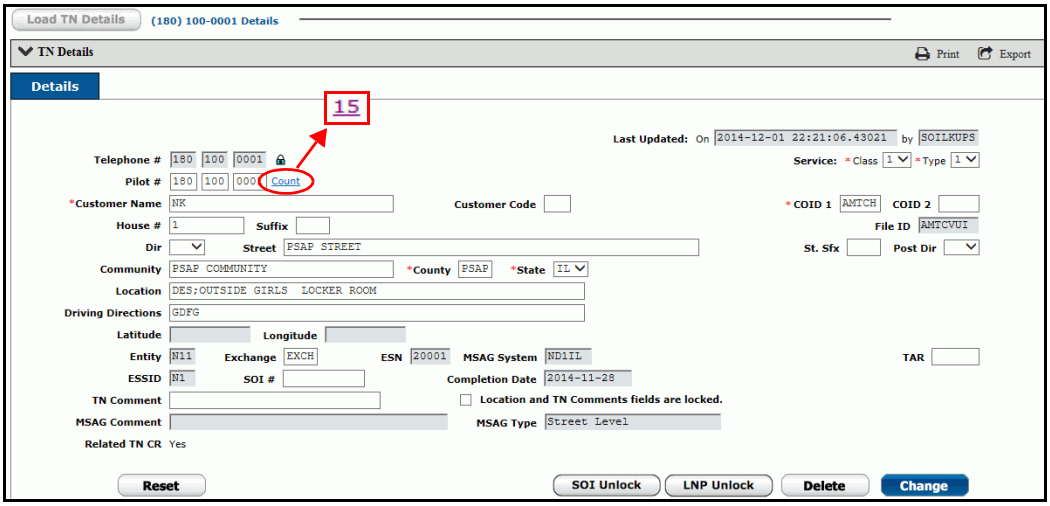

Figure 342: Load TN Details

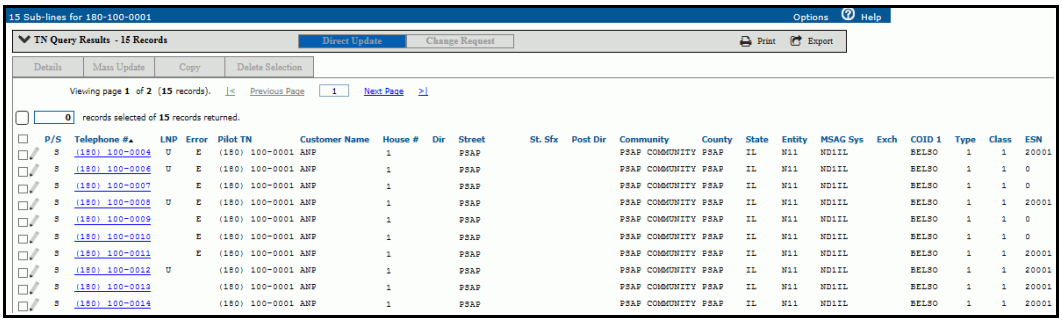

Figure 343: Subline List

Delete an Error

1 Perform a TN error query following the steps described in "TN Error Query" on page 260.

2 From the query results, select the TN error record to delete by clicking the checkbox to the left of the record.

3 Click the **Details** button. The *TN Error Details (Direct Update)* screen displays (figure 341 on page 266).

4 Review the record to ensure that it is the correct one for deletion.

NOTE Deleting an error record removes it from the database but does not address the underlying cause of the error.

5 Click the **Delete** button. A confirmation message displays indicating that the TN record was successfully deleted.

Update an Error

NOTE The error update function allows you to modify details of the error record but does not validate the record against the database when updating.
For errors that have a delete function of change (FOC) (D, L, or P), there are no required fields to update the error.

1 Perform a TN error query following the steps described in "TN Error Query" on page 260.

2 From the query results, select the TN error record to update by clicking the checkbox to the left of the record.

3 Click the **Details** button. The *TN Error Details (Direct Update)* screen displays (figure 341 on page 266).

4 Modify the fields as needed. Required fields are marked with a red asterisk and vary by FOC.

NOTE Selecting or entering two dashes (--) in the `State` field submits the record with a blank value for `State`.

NOTE The ALI response may only contain up to the first twenty characters of the `Location` field.

5 Click the **Update** button. A confirmation message displays indicating that the error record was successfully updated.

Correct an Error

NOTE 840 errors cannot be corrected. For errors that have a delete function of change (FOC) (D, L, or P), only the `FOC`, `COID 1`, and `State` fields are required to correct the error.

1 Perform a TN error query following the steps described in "TN Error Query" on page 260.

2 From the query results, select the TN error record to update by clicking the checkbox to the left of the record.

3 Click the **Details** button. The *TN Error Details (Direct Update)* screen displays (figure 341 on page 266).

4 Make the necessary corrections to the record that would allow it to validate during processing. Required fields are marked with a red asterisk and vary by FOC.

NOTE Selecting or entering two dashes (--) in the `State` field submits the record with a blank value for `State`.

NOTE The ALI response may only contain up to the first twenty characters of the `Location` field.

5 Click the **Correct Error** button. If the record passes validations, a confirmation message displays indicating that the record was successfully corrected. If it does not pass validations, a message displays indicating the reason why.

WARNING If the record is a pilot TN with a function code of M (migrate), a warning message displays after selecting the **Correct Error** button indicating that all sublines associated with the record will become standalone TNs. Select the **Correct Error** button again to submit the request.

Mass Update

The mass update option allows you to update, correct, or delete multiple TN error records at the same time.

1 Perform a TN error query following the steps described in "TN Error Query" on page 260.

2 From the query results, select the records for the mass update by clicking the checkboxes next to them. To select all records, click the checkbox at the top of the results list (see figure 336 on page 263).

3 Click the **Mass Update** button on the toolbar. The *Mass Update TN Errors* screen displays.

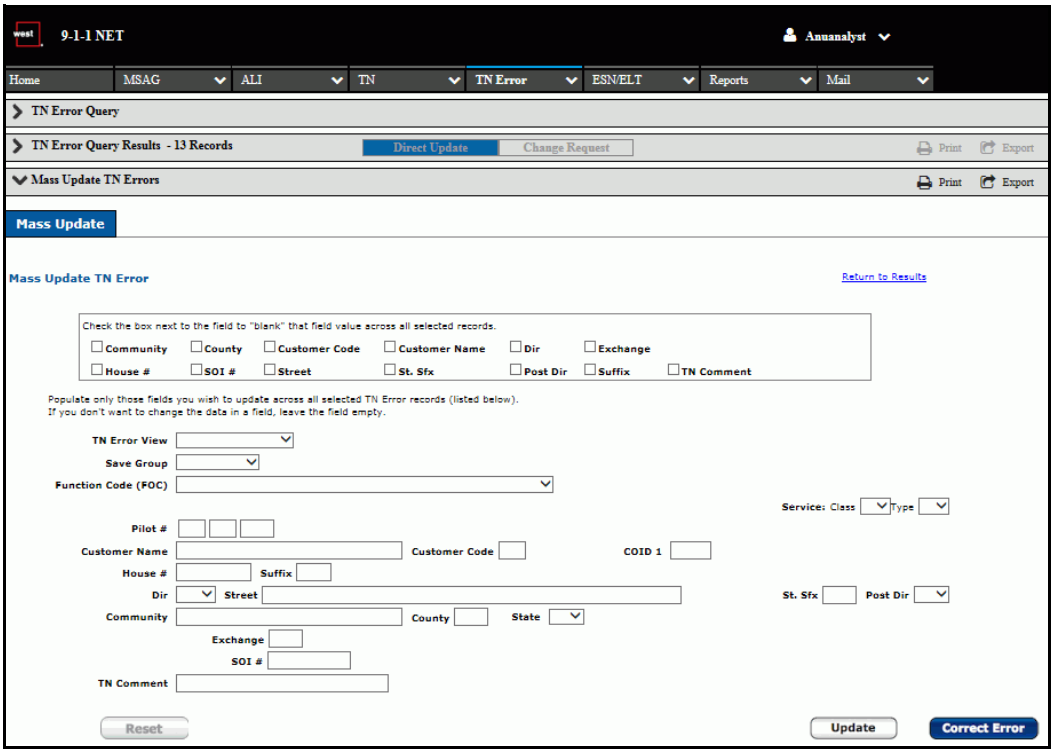

Figure 344: Mass Update TN Errors

4 To blank out fields across all records, select one or more checkboxes for `Community`, `County`, `Customer Code`, `Customer Name`, `House #`, `SOI #`, `Street`, `St. Sfx`, `Post-Dir`, `Suffix`, or `TN Comment`.

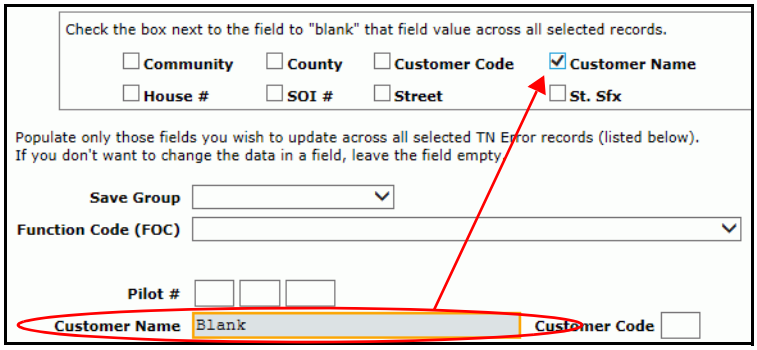

Figure 345: Select Field

5 Select a save group from the drop-down menu. If you choose the `New Group` option, the *Create Save Group* screen displays (figure 346). Refer to "Create a Save Group" for instructions. When you are finished creating a new save group, the *Mass Update TN Errors* screen displays again with a confirmation message and the new group selected in the `Save Group` field.

6 Modify the remaining fields, as needed.

7 Click the **Correct Error** button if you are correcting the errors or the **Update** button if you are updating the errors. A confirmation message displays with a reference ID number that indicates how many records were successfully corrected or updated, as well as the number of records that were either skipped or failed to update (if applicable).

WARNING If any of the records include a pilot TN with a function code of M (migrate), a warning message displays after selecting the Correct Error button indicating that all sublines associated with the record will become standalone TNs. Select the **Correct Error** button again to submit the request.

Save Groups

Save groups provide a way to narrow down the number of errors retrieved during a TN error query. You can create, query for, update, and delete save groups.

Create a Save Group

1 Click the **Create Save Group** link from the TN Error menu. The *Create Save Group* screen displays.

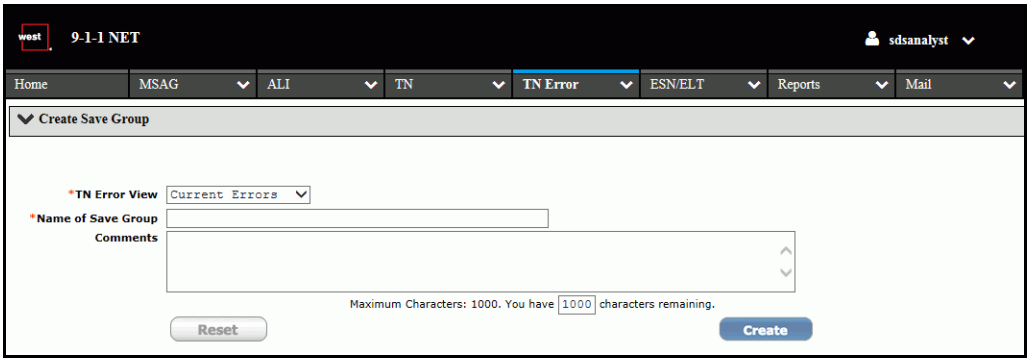

Figure 346: Create Save Group

2 Select an error view from the `TN Error View` drop-down menu.

NOTE If you have a default error view selected via the *Options* screen, it is pre-selected in the `TN Error View` drop-down menu.

3 Enter the name of the group in the `Name of Save Group` text field.

4 Click the **Create** button. A confirmation message displays indicating that the save group was successfully created.

Query Save Groups

To query the existing save groups in the system to which you have access, click the **Query Save Groups** link from the TN Error menu. The *Save Groups Query Results* screen displays.

To create a PDF of the results for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the results to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

NOTE Save groups with no TN errors assigned to them are automatically deleted by the system.

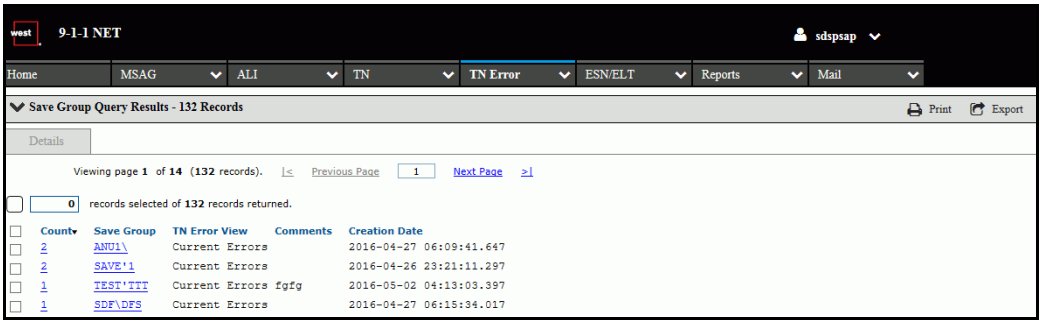

Figure 347: Save Groups Query Results

To view the TN errors that are part of the save group, select the **Count** link. This displays the *TN Error Results* screen.

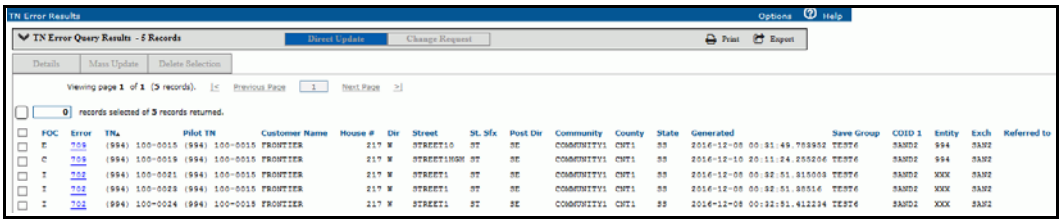

Figure 348: TN Error Results

When more than one record is selected, the counter box above the results list displays the number of selected records. Clicking the checkbox to the left of the counter box selects all the records returned from the query across multiple pages.

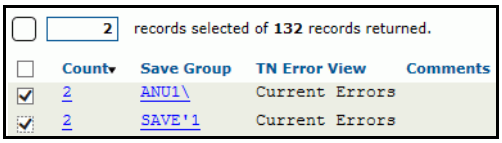

Figure 349: Select Some

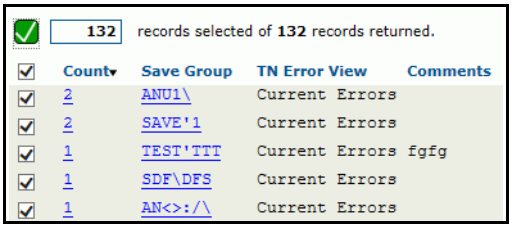

Figure 350: Select All

Toolbar

Figure 351: Save Group Toolbar

- The **Details** button displays the *Save Group Details* screen. From this screen, a save group can be updated or deleted.

Save Group Details - Delete or Update Group

The *Save Group Details* screen displays all the information associated with the save group. From this screen, the record can be deleted or the `Comments` field can be updated. To view the TN errors that are part of the save group, select the **TN Error Count** link. This displays the *TN Error Results* screen (figure 348).

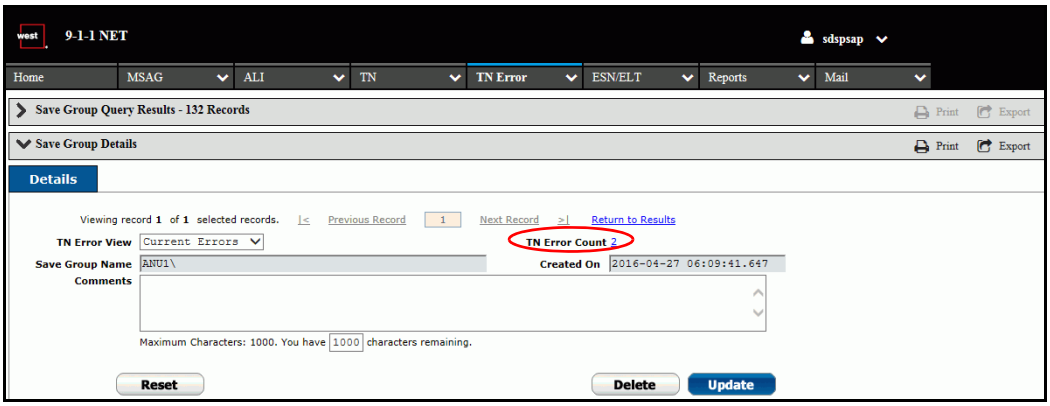

Figure 352: Save Group Details

Chapter 7
ESN/ELT

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Overview

Users with ESN/ELT access can query, view, insert, delete, or change ESN/ELT records. Depending on a user's configuration, not all of the functions described in this chapter may be available. Screen fields may vary based on settings determined by the system administrator. This chapter describes all ESN/ELT functionality regardless of user configuration, including:

- ELT Register
- ESN/ELT Queries
- ESN/ELT Change Requests
  - Insert
  - Change
  - Delete
- ESN/ELT CR Queries
- Active, Inactive, and Archive ESN/ELT CRs

IMPORTANT 9-1-1 NET is a configurable application. The features to which you have access depend on your user profile and specific configuration. The following section describes all the features available in the system. You may not have access to all the features described.

NOTE See the Glossary on page 367 for ESN/ELT field descriptions.

ELT Register

Some users are configured by their system administrators to use an ELT register. The register stores the following ELT information: PSAP, Locality, Law, Fire, and Medical responder names. The register is limited to 70 characters, including plus signs (+). Users are limited to 64 alphanumeric characters to allow for up to six plus signs. If an ELT register record needs more than 64 alphanumeric characters, call your West analyst to resolve the issue.

ESN Query

1 Select the **ESN Query** link from the ESN/ELT menu. The *ESN Query* screen displays.

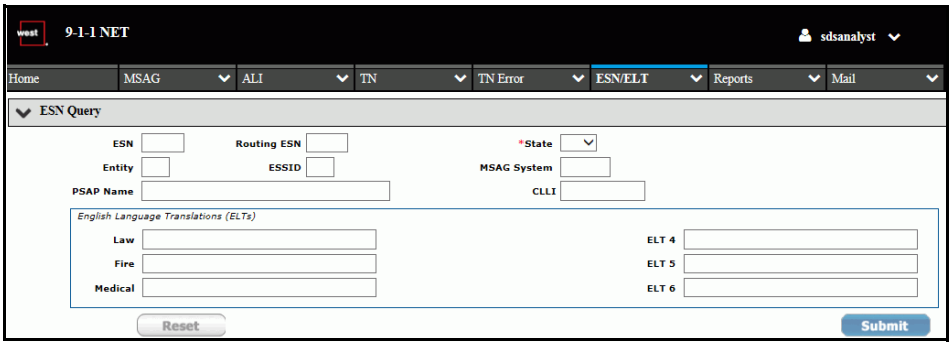

Figure 353: ESN Query

2 Enter data in the following fields to narrow the search. Required fields are marked with a red asterisk *.

- ESN
- Routing ESN
- State
- Entity
- ESSID
- MSAG System
- PSAP Name
- CLLI
- Law
- Fire
- Medical
- ELT 4
- ELT 5
- ELT 6

NOTE The fields that display depend on your user configuration.

3 Click the **Submit** button.The *Query Results* screen displays if there is more than one search result (figures 354 and 355). If there is only one result, the *ESN Details* screen displays (figures 358 and 359).

Query Results

The *Query Results* screen displays the admin ESN, routing ESN, ESSID, entity, PSAP name, state, MSAG system, and ELTs 1 through 6.

ELT Register: If you have the ELT Register, the column headings include ELT Register rather than ELTs 1 through 3.

Results are sorted numerically by the admin number but can be sorted in ascending or descending order by any column heading by selecting the underlined heading link. When a column is selected, an up or down arrow displays indicating whether the results are sorted in ascending or descending order, respectively. Ascending order displays when the column header is selected once and lists numerical values from lowest to highest and alphabetical values from A-Z. Descending order displays when the column header is selected twice and lists numerical values from highest to lowest and alphabetical values from Z-A.

NOTE For certain regions and for users with the ELT Register, ELT columns might be replaced by a single `ELT Register` column.

To create a PDF of the results for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the results to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

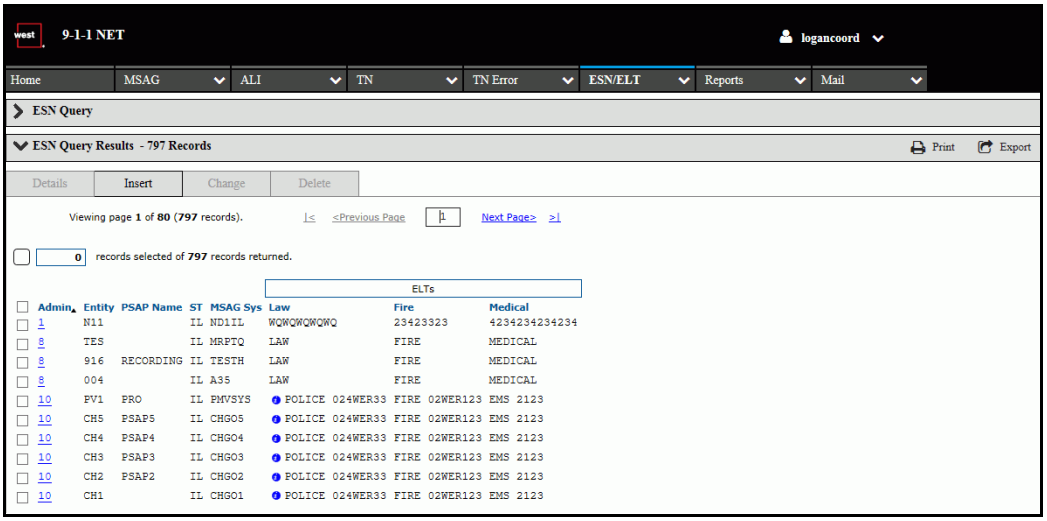

Figure 354: ESN Query Results

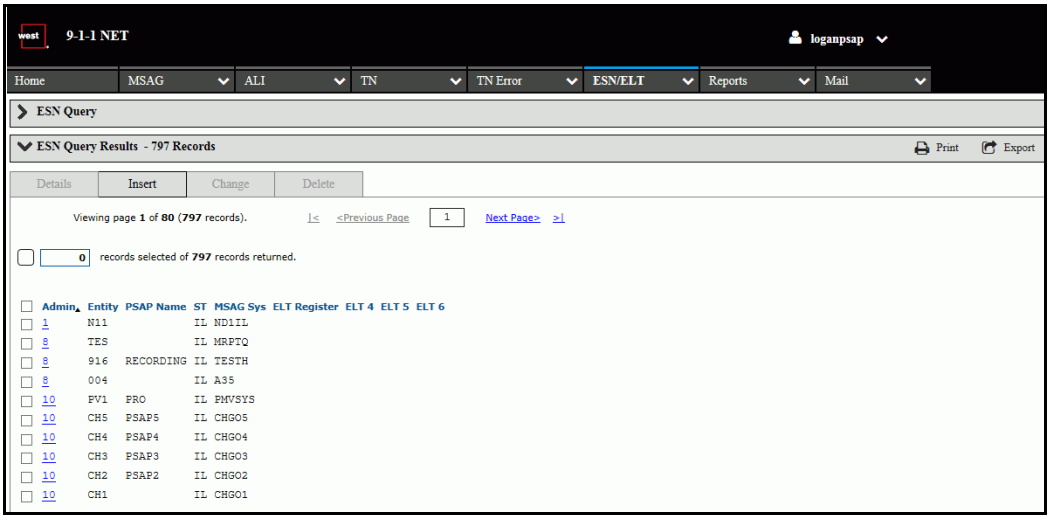

Figure 355: ESN Query Results (ELT Register)

An information icon (blue circle with an "i") displays before a column if the value includes more characters than can be displayed in the query results.

Selecting the underlined admin or routing number link displays the *ESN Details* screen (figure 358). To view the details for multiple records, select the checkboxes to the left of the records and click the **Details** button. The first detail screen displays with a link to the additional records at the bottom of the screen. The **Next Record** link displays the next sequential record (the sequence is the descending order of selected records on the *Query Results* screen). The underlined arrows display the first or last record in the sequence. The numbered text box displays the record's position in the sequence.

When more than one record is selected, the counter box above the results list displays the number of selected records. Clicking the checkbox to the left of the counter box selects all the records returned from the query across multiple pages.

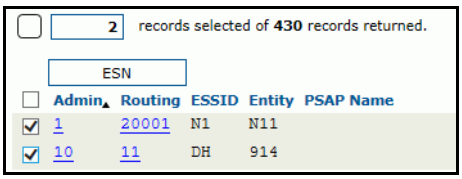

Figure 356: Select Some

430 records selected of **430** records returned.

ESN

Admin	Routing	ESSID	Entity	PSAP Name	ST
1	20001	N1	N11		IL
10	11	DH	914		IL
10	11	DH	913	PEORIA	IL
52	10	DH	910		IL
78	65575	10	004		IL
100	100	DH	910	CHICAGO	IL
100	115	DH	914		IL
100	115	DH	913	FULTON COUNTY SHERIFF/LEWI	IL
200	215	DH	913		IL
359	10	DH	915		IL

Figure 357: Select All

Toolbar

Details	Insert	Change	Delete

- The **Details** button displays the *ESN Details* screen. From this screen, you can view the full details of the ESN record.
- The **Insert** button displays the *Insert ESN* screen. From this screen, you can create a CR to insert a new ESN record.
- The **Change** button displays the *Create ESN CR (Change)* screen. From this screen, you can create a CR to modify an existing ESN record.
- The **Delete** button displays the *Create ESN CR (Delete)* screen. From this screen, you can create a CR to delete an ESN record.

ESN Details

The *ESN Details* screen displays all information available for the record, including related ESN/ELT CRs, MSAG records, or TNs. To view related records, select the **Show ESN/ELT CRs**, **Show Detailed MSAGs**, or **Show Related TNs** buttons.

ELT Register: If you have an ELT Register, the column headings include ELT Register rather than ELTs 1 through 3.

If the record can be modified, links appear on the ESN toolbar. Select the **Return to Results** link to return to the *Query Results* screen.

To create a PDF of the details for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the details to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

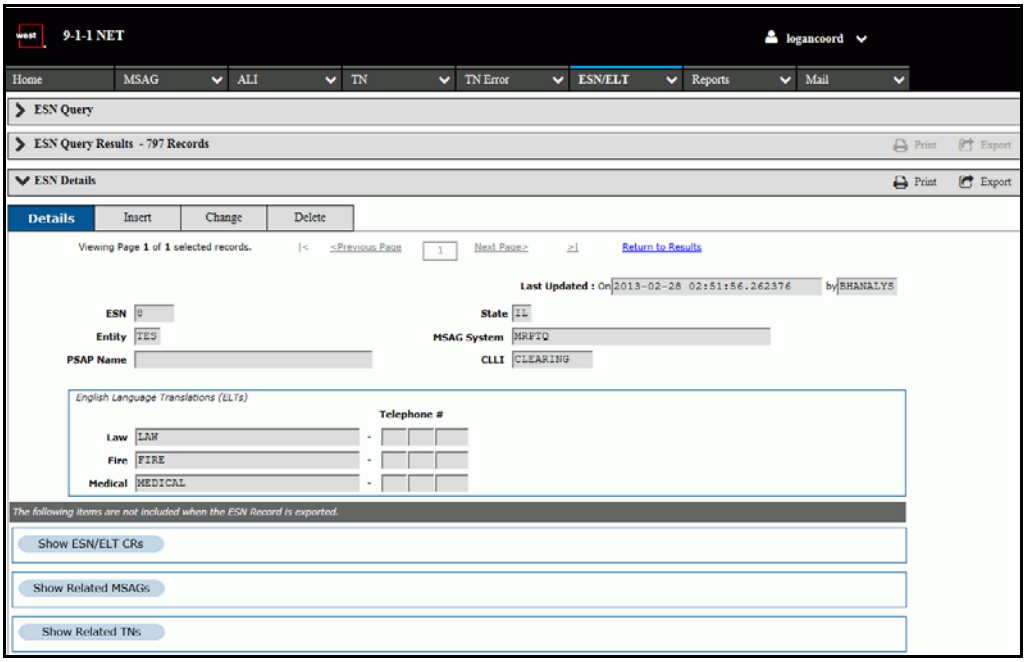

Figure 358: ESN Details

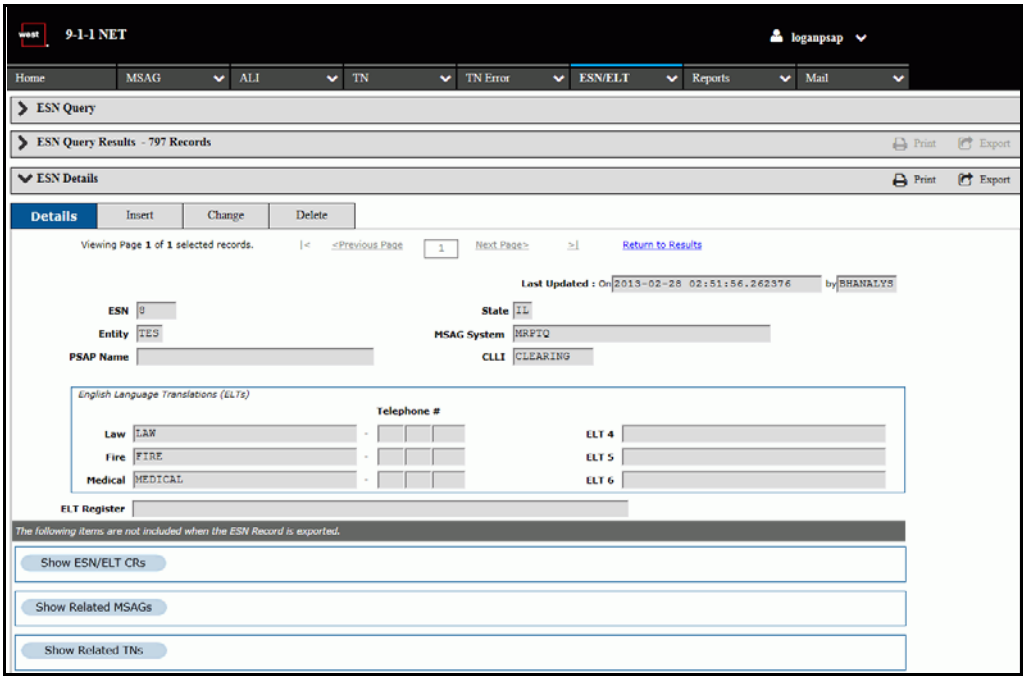

Figure 359: ESN Details (ELT Register)

Hide ESN/ELT CRs

Status	Transaction ID	Submitted	Admin	Routing ESN	ESSID	Entity	New PSAP Name	ST	ELT Register	Law	Fire	Medical	Request Type	Spec. Proc.	Completed By	Age	Last Updated
PENDING	201207170073	2012-07-17 23:50:02.233	100	100	DH	910		IL					DELETE	N	ADSF	1191	2013-11-28 02:06:34.920

Figure 360: Show ESN/ELT CRs

Hide Related MSAGs

Dir	Street	St. Sfx	Post Dir	Community	County	State	Low	High	O/E	ESN	Exch	Entity	MSAG System
N	MAGNOLIA	AV		CHGO		IL	2600	2799		100	CHGO	910	CHG
W	MONTANA	ST		CHGO		IL	1200	1399		100	CHGO	910	CHG
N	RACINE	AV		CHGO		IL	2400	2798	Even	100	CHGO	910	CHG
W	FULLERTON	AV		CHGO		IL	1200	1398	Even	100	CHGO	910	CHG

Figure 361: Show Related MSAGs (With Street Parsing)

Hide Related TNs

Telephone Number	Customer Name	House #	Dir	Street	St. Sfx	Post Dir	Community	County	State	Entity	MSAG System	Exch	ESSID
(630) 313-7006	CONTINUE MSTC TESTING	12	NW	ESCORT FARMINGTON			BULKTOWN		IL	916	TESTH	09GG	DH

Figure 362: Show Related TNs (With Street Parsing)

Create ESN/ELT CRs

The ESN/ELT CR features of 9-1-1 NET enable users to create ESN/ELT CRs, and search for and modify existing ESN/ELT CRs.

There are three types of ESN/ELT CRs:

- Insert - Creates a CR for a new ESN/ELT record.
- Change - Creates a CR to modify an ESN/ELT record.
- Delete - Creates a CR to remove an ESN/ELT from the system.

Create an Insert CR

IMPORTANT The fields described in the following steps may not display for all users. If a field is discussed that you do not see on your screen, ignore that step and continue to the next step.

1 Select the **Insert ESN** link under ESN/ELT on the main menu or select the **Insert** link from the ESN toolbar from the *Query Results* screen after performing an ESN query (follow the instructions in "ESN Query" on page 277). The *Insert ESN* screen displays.

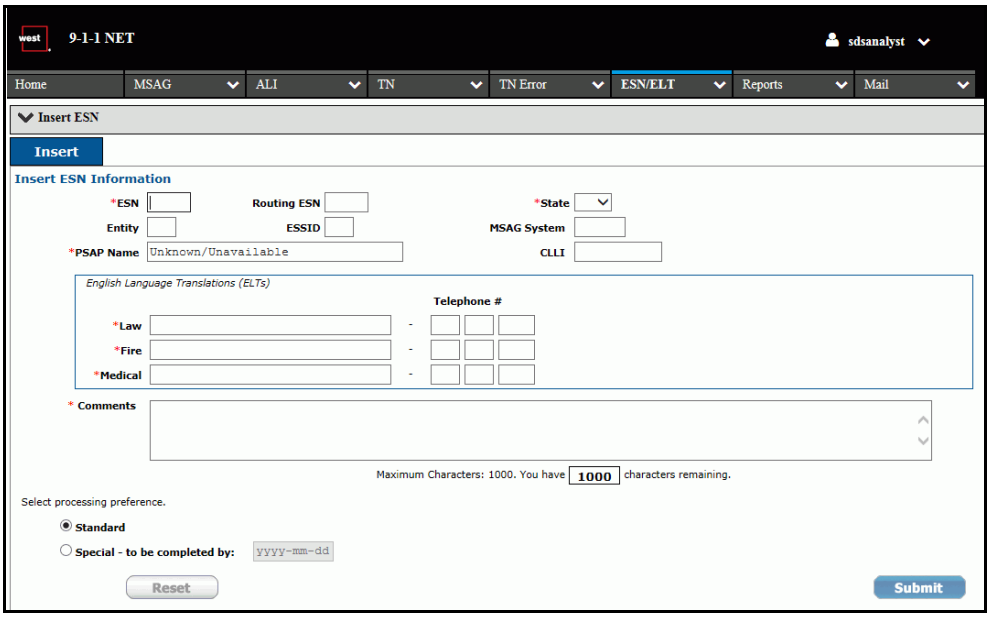

Figure 363: Insert ESN

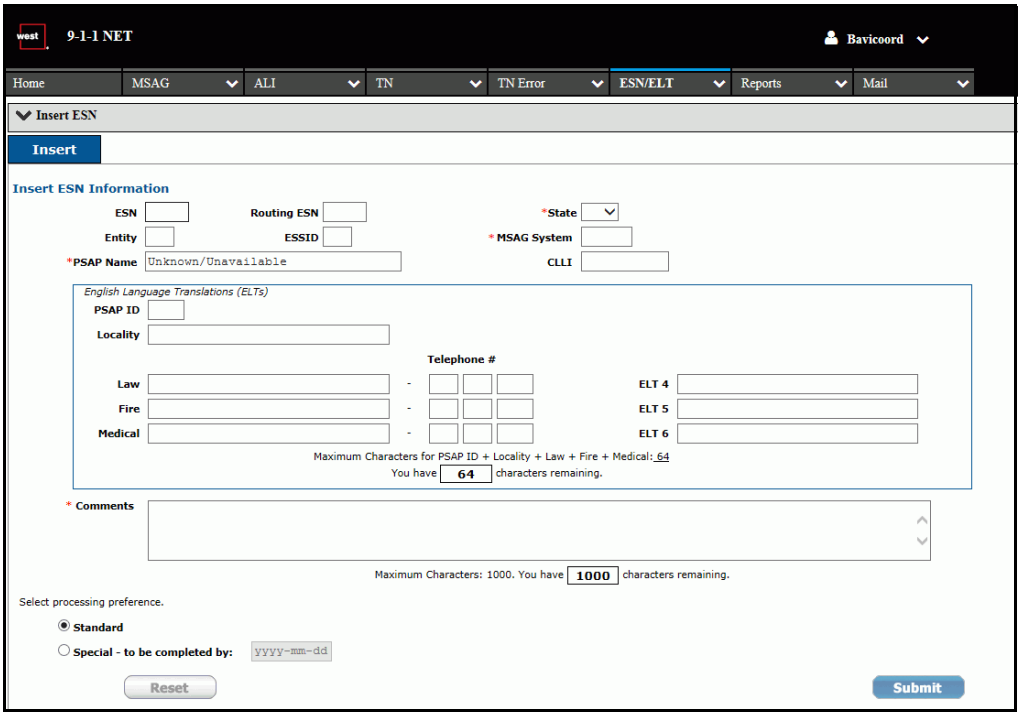

Figure 364: Insert ESN (ELT Register)

NOTE Required fields are marked a red asterisk *. Required fields may vary. Displayed fields may vary depending on user settings.

2 Enter (or select) values for the following fields:

- ESN
- Routing ESN
- State
- Entity
- ESSID
- MSAG System
- CLLI
- PSAP Name

3 Enter the ELT agency information in the following fields:

- Law
- Fire
- Medical

4 **ELT Register:** Enter details in the ELT Register fields. Up to 64 alphanumeric characters are allowed for all five fields:
   - `PSAP ID`
   - `Locality`
   - `Law`
   - `Fire`
   - `Medical`
5 If displayed, enter information in the `ELT 4`, `ELT 5`, and `ELT 6` fields.
6 Select a processing preference. `Standard` is the default. If `Special` is selected, enter a date to be completed by in the available fields.
7 Enter any additional information in the `Comments` field. Up to 1000 characters are allowed.
8 Click the **Submit** button. A confirmation message displays.

Create a Change CR

IMPORTANT The fields described in the following steps may not display for all users. If a field is discussed that you do not see on your screen, ignore that step and continue to the next step.

1 Select the **ESN Query** link under the ESN/ELT menu. Follow the steps described in "ESN Query" on page 277.
2 From the *Query Results* screen, select the record to change and click the **Change** button from the ESN toolbar. The *Create ESN CR* screen displays. The *Current ESN Information* section is pre-populated with the selected record's data.

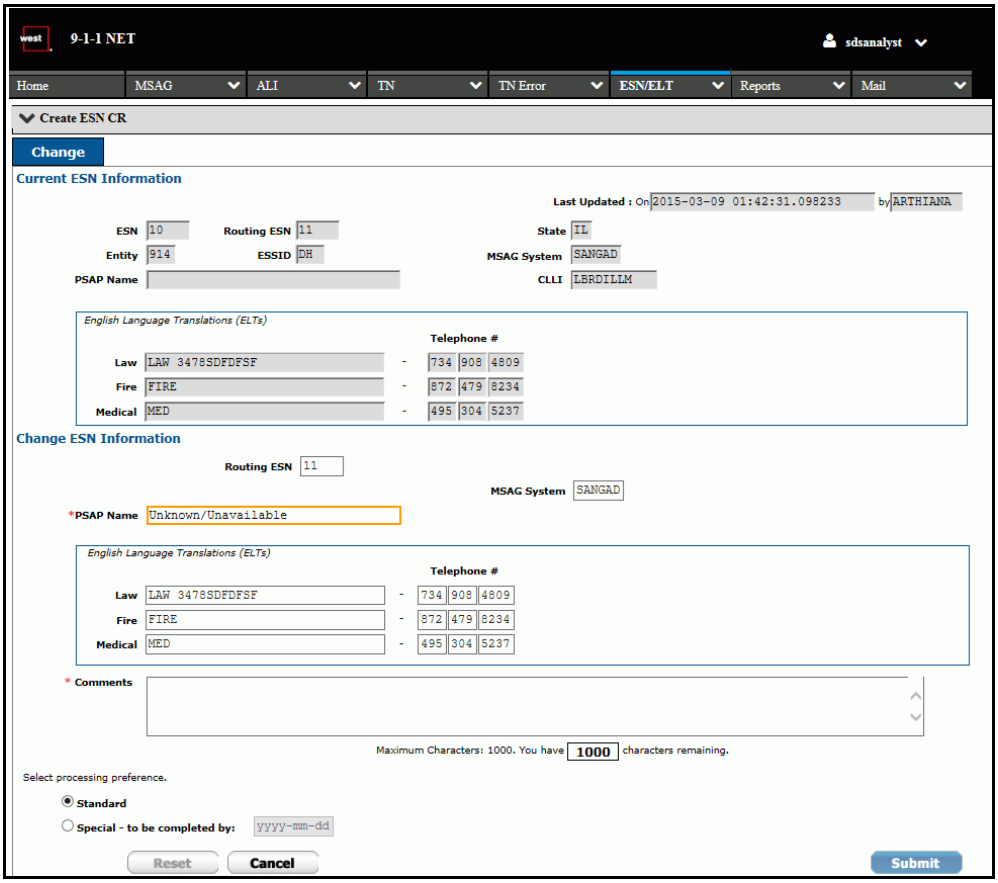

Figure 365: Create ESN Change CR

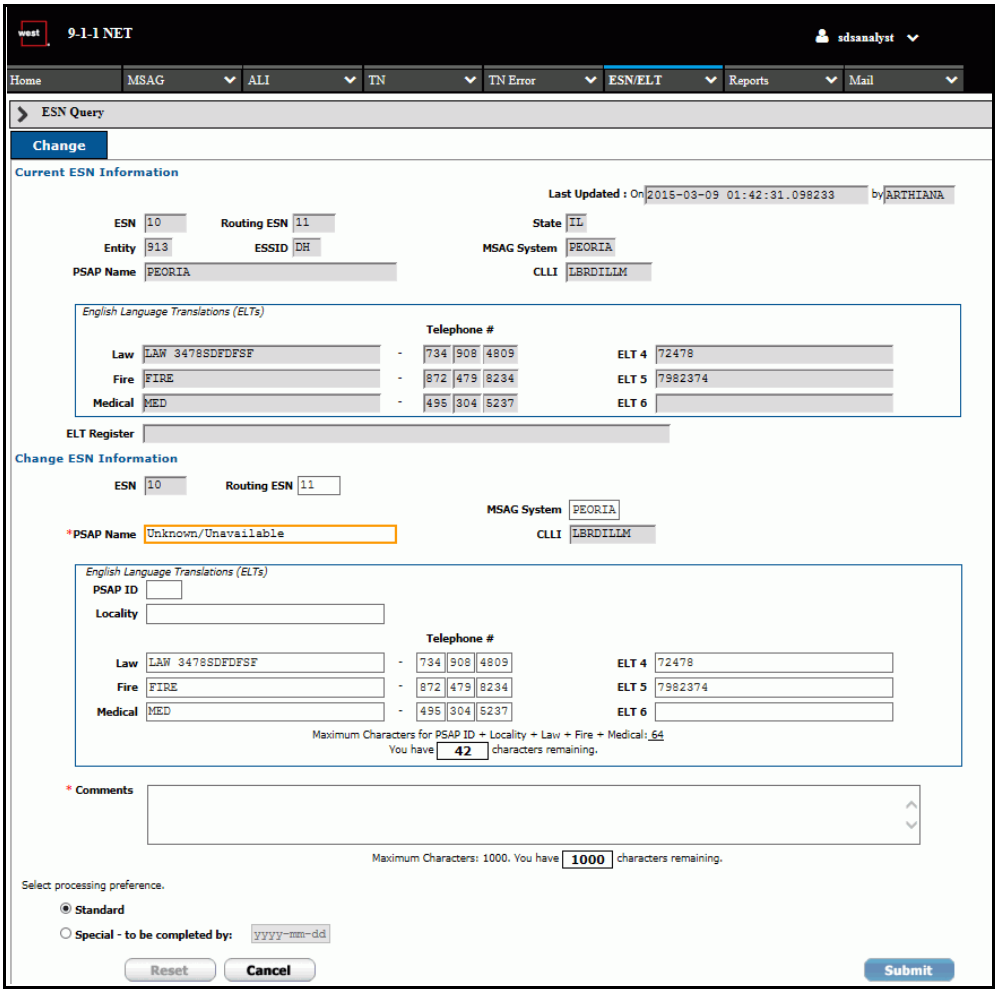

Figure 366: Create ESN Change CR (ELT Register)

3 Modify the fields in the *Change ESN Information* section as necessary.

4 Enter any applicable comments in the `Comments` text field. Up to 1000 characters are allowed.

5 Select standard or special processing. Standard processing is the default setting and indicates that the request does not have a deadline by which it must be completed. Special processing indicates that the request must be processed by the date indicated in the `To be completed by` field. If the **Standard** radio button is selected, the `To be completed by` date field remains non-editable. If the **Special - to be completed by** radio button is selected, the date field becomes editable and a date must be entered.

6 Click **Submit**. A confirmation message displays.

Create a Delete CR

IMPORTANT The fields described in the following steps may not display for all users. If a field is discussed that you do not see on your screen, ignore that step and continue to the next step.

1 Select the **ESN Query** link from the ESN/ELT menu. Follow the steps described in "ESN Query" on page 277.

2 From the query results, select the record to delete and click the **Delete** button. The *Create ESN CR (Delete)* screen displays.

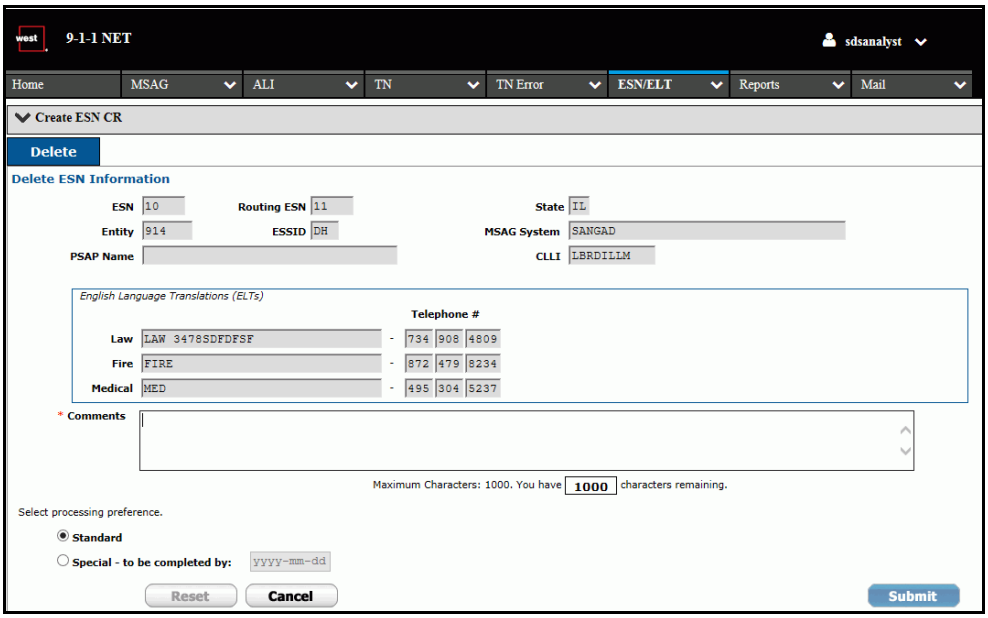

Figure 367: Create ESN Delete CR

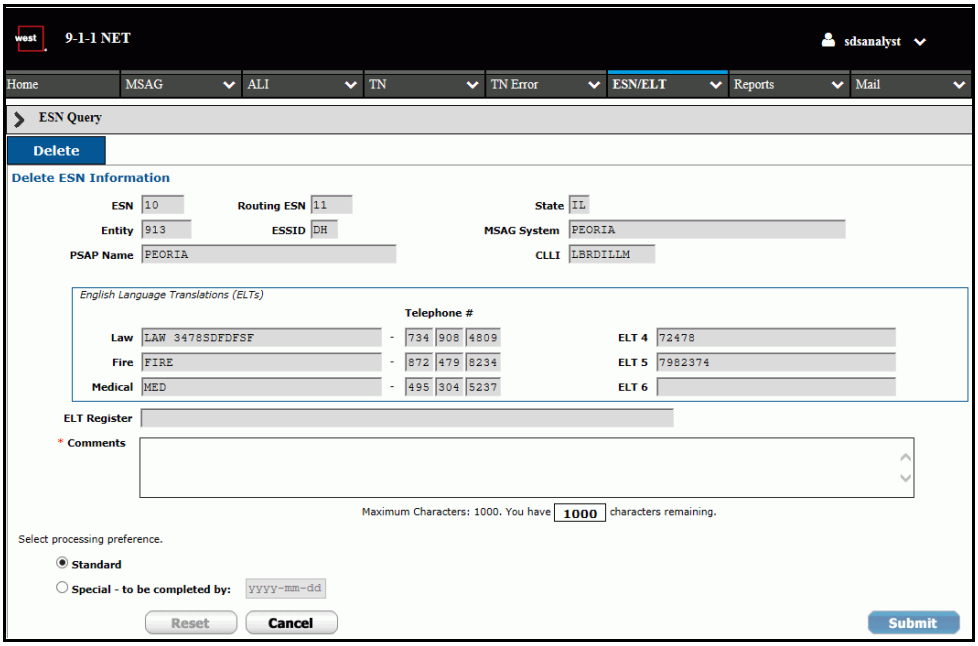

Figure 368: Create ESN Delete CR (ELT Register)

3 If there are TNs associated with the record, a message displays (figure 369). Click the **TN Fallout Results** link to view the TNs affected by the deletion. A separate browser window or tab opens with the results (figure 370).

NOTE If this message does not display, skip to step 5.

Figure 369: TN Fallout Error Message

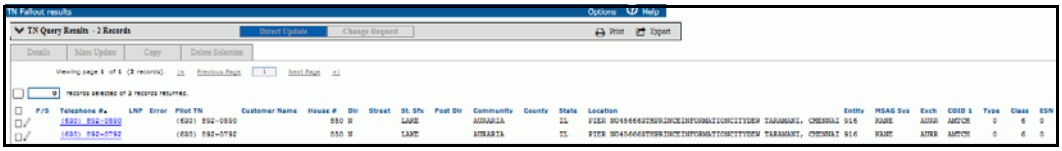

Figure 370: TN Fallout Results

4 If you choose to proceed with the deletion, close the *TN Fallout Results* browser window.

5 Select standard or special processing. Standard processing is the default setting and indicates that the request does not have a deadline by which it must be completed. Special processing indicates that the request must be processed by the date indicated in the `To be completed by` field. If the **Standard** radio button is selected, the `To be completed by` date field remains non-editable. If the **Special** radio button is selected, the `To be completed by` date field becomes editable and a date must be entered.

6 Enter any applicable comments in the `Comments` text field. Up to 1000 characters are allowed.

7 Click the **Submit** button. A confirmation message displays.

NOTE An ESN record cannot be deleted if there is an MSAG fallout.

Query ESN/ELT CRs

IMPORTANT These instructions apply to users with or without the ELT Register.

CRs are categorized as active, inactive, or archive. You can query for a specific category or for all CRs. Active CRs are those currently being worked on. Inactive CRs are either completed or rejected; there is no further work required to resolve them but they have yet to be archived. Comments can be added to them. Archive CRs are completed or rejected and have been moved to the Archive queue for reference purposes. Archive CRs are view-only and cannot be modified.

Active

- Initiated
- Updated
- Approved
- Pending
- Suspended

Inactive and Archived

- Completed
- Rejected

Table 8: Active and Inactive ESN/ELT CR Statuses

Status	Description
Active Statuses	
Initiated	The CR is submitted by the PSAP, but processing by a data analyst has not begun. CRs that have this status cannot be archived, but they can be deleted if necessary.
Updated	The CR has been updated by the submitting PSAP manager to contain additional information that was requested by a data analyst. CRs that have this status cannot be deleted or archived.
Approved	The CR is approved by the involved MSAG coordinator to be processed by a data analyst. This status applies only to MSAG systems that use a hierarchical system for processing CRs. Requests that have this status cannot be deleted or archived.
Pending	The CR is being processed by a data analyst and is pending approval. CRs that have this status cannot be deleted or archived.

Status	Description
Suspended	The processing of the CR by the assigned data analyst is paused. The data analyst is waiting for additional information from the user who submitted the CR. If a CR displays this status, you should expect to find a related message from the data analyst. This message is displayed in the `Comments` field of the Activity Log. CRs that have this status cannot be deleted or archived, and they must be updated by the submitting PSAP manager before they can be processed further.
Inactive Statuses	
Completed	The CR is completely processed by a data analyst and added to the database. CRs that have this status cannot be deleted, but they can be archived.
Rejected	The CR has been completely investigated by a data analyst, but could not be processed. If a CR displays this status, you should expect to find a related message from a data analyst. This message is in the `Comments` field of the Activity Log. Requests that have this status cannot be deleted, but they can be archived.

Perform an ESN/ELT Query

1 Select the **Query CRs** link from the ESN/ELT menu. The *Query ESN CRs* screen displays.

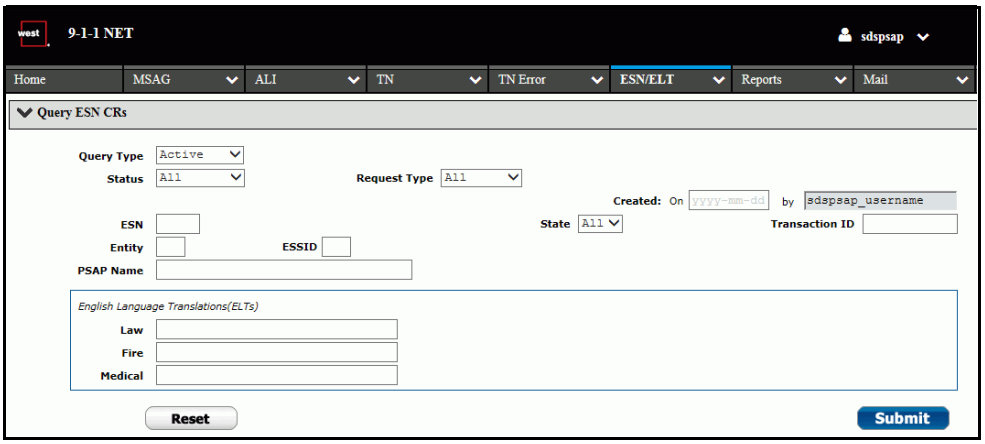

Figure 371: Query ESN CRs (Active and Inactive)

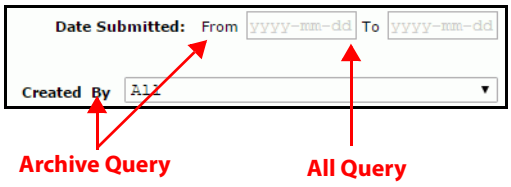

Figure 372: Additional Fields for Archive and All Queries

2 Use the `Query Type` drop-down menu to select `Active`, `Inactive`, `Archive`, or `All` records. `Active` is the default selection. If `Archive` or `All` are selected, the `Date Submitted` date range fields display. Enter dates in yyyy/mm/dd format. For `Archive`, the `Created on` field does not display.

3 Enter data in the remaining fields, as needed.

4 Click the **Submit** button. The *Query Results* screen displays (figure 373 on page 294) if there is more than one search result. If there is only one result, the *Record Details* screen displays (figure 381 on page 296).

Query Results

The *Query Results* screen displays the status, transaction ID, submitted date and time, ESN, ESSID, entity, state, proposed ELTs, current ELTs, request type, requestor, special processing, complete by date, age of the CR in days, and the last updated date. Statuses displayed in **bold** font indicate CRs that are awaiting work. If the number of records retrieved exceeds the number you are configured to view, a message displays above the results (figure 375, figure 376, or figure 377). The message that displays depends on your specific user configuration.

ELT Register: If you have an ELT Register, the column headings include ELT Register rather than ELTs 1 through 3.

Results are sorted numerically by admin number but can be sorted in ascending or descending order by any column heading by selecting the underlined heading link. When a column is selected, an up or down arrow displays indicating whether the results are sorted in ascending or descending order, respectively. Ascending order displays when the column header is selected once and lists numerical values from lowest to highest and alphabetical values from A-Z. Descending order displays when the column header is selected twice and lists numerical values from highest to lowest and alphabetical values from Z-A.

The status links of records that are awaiting action appear bold. Selecting the status link displays the *Records Detail* screen (figure 381 on page 296). To view the details for multiple records, select the checkboxes to the left of the records and click the **Details** button. The first detail screen displays with a link to the additional records at the bottom of the screen. The **Next Record** link displays the next sequential record (the sequence is the descending order of selected records on the *Query Results* screen). The underlined arrows display the

first or last record in the sequence. The numbered text box displays the record's position in the sequence.

To create a PDF of the results for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the results to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

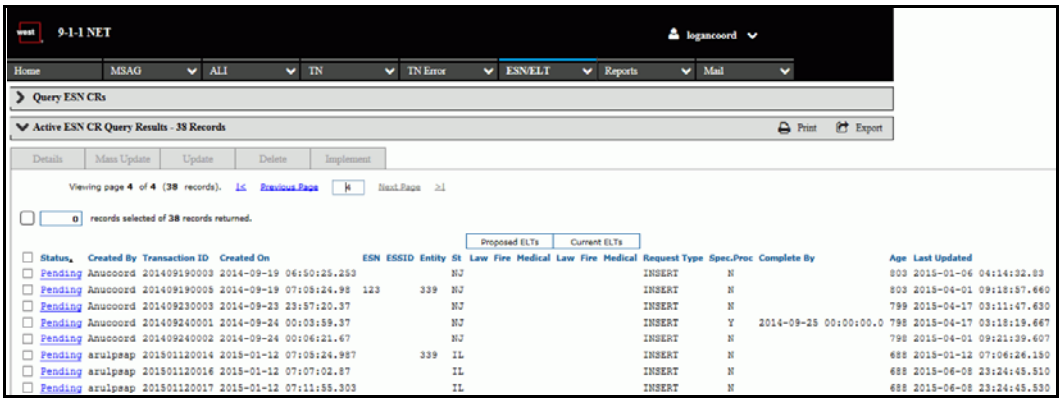

Figure 373: ESN CR Query Results - Active Records

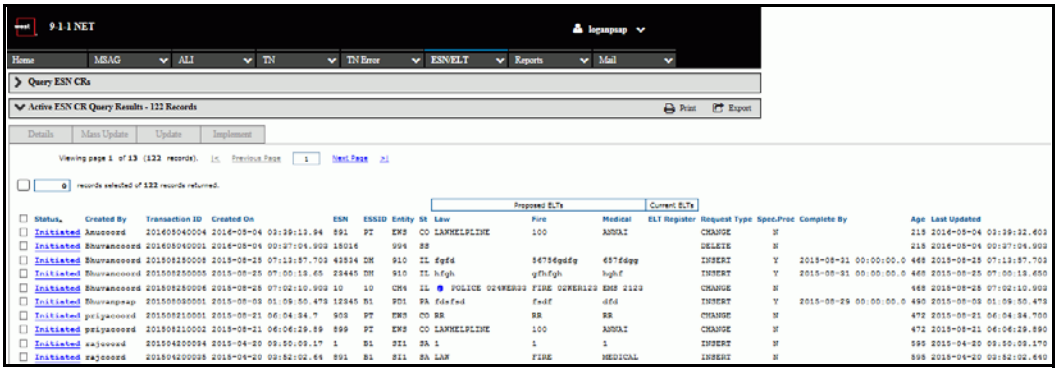

Figure 374: ESN CR Query Results - Active Records (ELT Register)

Your query matched 99 records, but only the first 25 can be displayed. A maximum of 2000 records can be viewed by clicking Export.

Figure 375: Query Maximum Exceeded Message

Your query matched 33 records, but only the first 15 can be displayed. Please refine your search criteria and query again.

Figure 376: Query Display Exceeded - Refine Query

Your query exceeds the maximum display limit, but only the first 15 can be displayed. Please refine your search criteria and query again.

Figure 377: Query Maximum Exceeded - Refine Query

Active CR Toolbar

Details	Mass Update	Update	Delete	Implement

Figure 378: Active Toolbar

- The **Details** button displays the *Active ESN CR Details* screen. From this screen, you can view the full details of the CR.
- The **Mass Update** button displays the *Mass Update Active ESN CRs* screen. From this screen, multiple ESN/ELT CRs can be updated simultaneously.
- The **Update** button displays the *Update Active ESN CR* screen. From this screen, an ESN/ELT CR can be updated.
- The **Delete** button displays the *Delete Active ESN CR* screen. From this screen, an ESN/ELT CR can be deleted.
- The **Implement** button displays the *Implement Active ESN CR* screen. From this screen, an ESN/ELT CR can be implemented.

Inactive Toolbar

Details	Authorize	Archive

Figure 379: Inactive Toolbar

- The **Details** button displays the *Inactive ESN CR Details* screen. From this screen, you can view the full details of the CR.
- The **Archive** button displays the *Archive ESN CR* screen. From this screen, a CR can be archived.
- The **Authorize** button displays the *Authorize ESN CR* screen. From this screen, CRs can be authorized.

Archive and All Toolbar

Details

Figure 380: Archived ESN/ELT CR Toolbars

- The **Details** button displays the *Archive ESN CR Details* screen. From this screen, you can view the full details of the CR.

Active/Inactive/Archive ESN CR Details

The *Active ESN CR Details, Inactive ESN CR Details, and Archive ESN CR Details* screens display all the information associated with the CR, including notes in the Activity Log at the bottom of the screen. To create a PDF of the CR for printing, select the **Print** icon in the header bar. Refer to "Print" on page 32 for more information. To export the CR details to a spreadsheet, select the **Export** icon. Refer to "Export" on page 32 for more information.

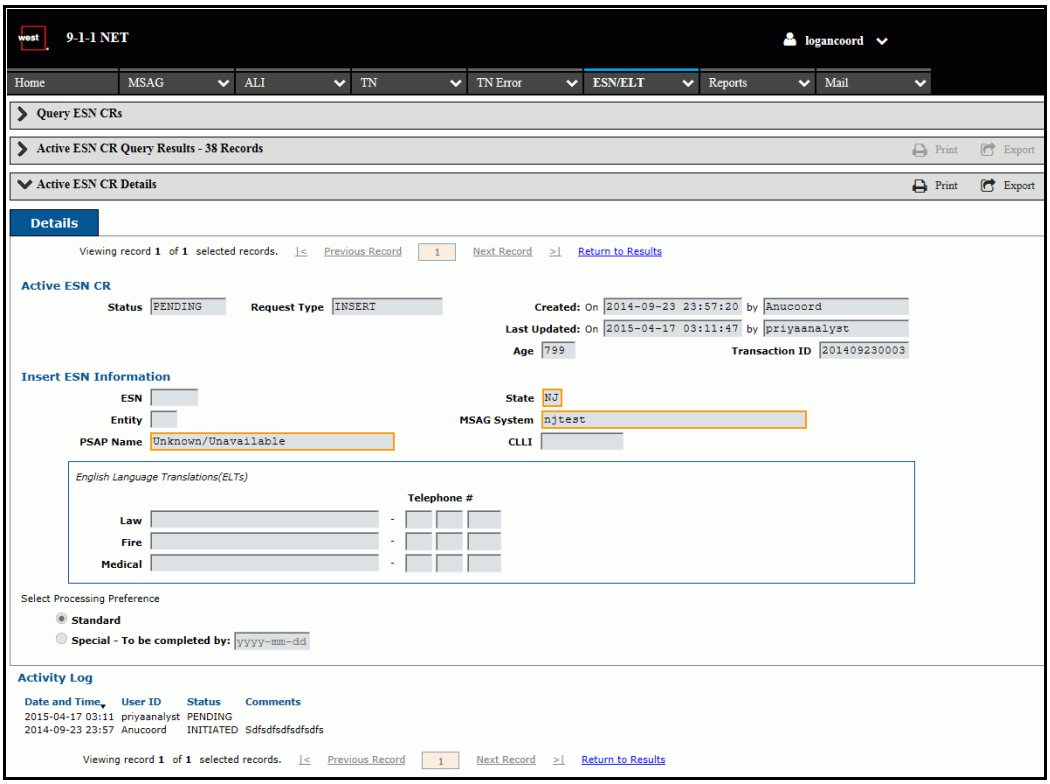

Figure 381: Active ESN CR Details

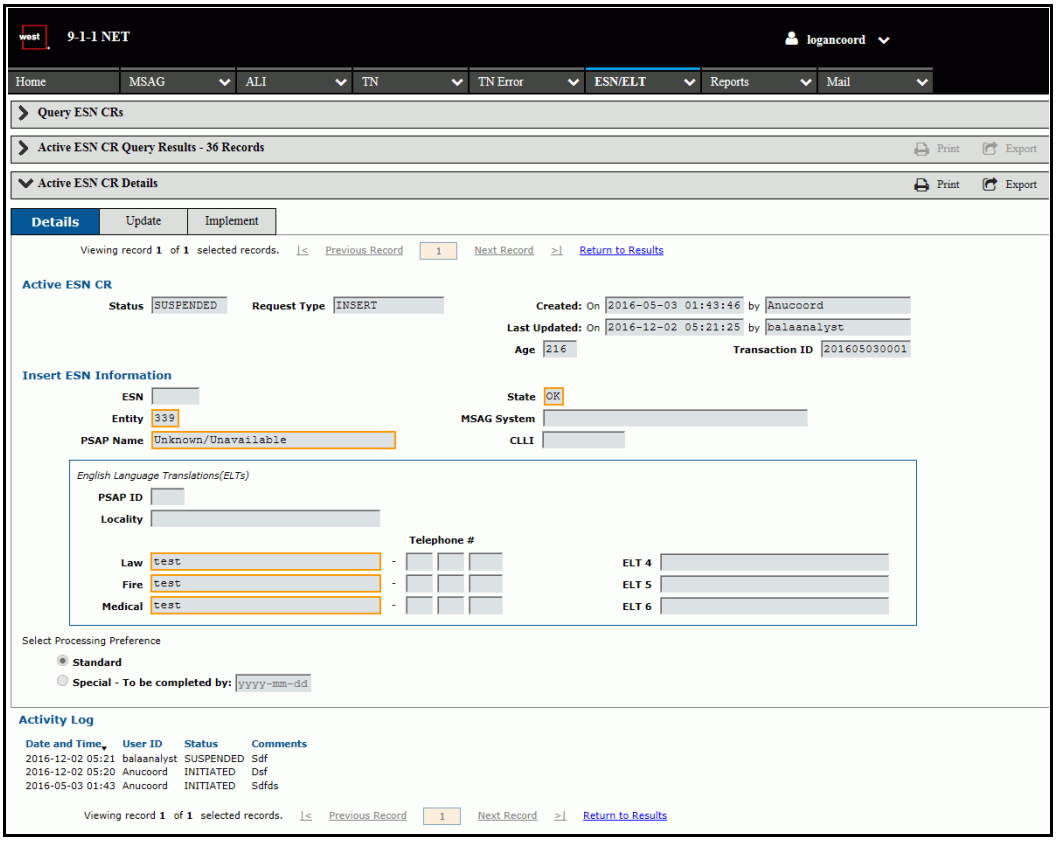

Figure 382: Active ESN CR Details (ELT Register)

Manage ESN/ELT CRs

Mass Update Active ESN/ELT CRs

IMPORTANT These instructions apply to users with or without the ELT Register.

The *Mass Update Active ESN CRs* screen is used to change the status of, or add comments to, multiple CRs. This screen displays when a user clicks the **Mass Update** button from the *CR Query Results* screen after selecting multiple CRs to update simultaneously. To update multiple CRs:

1 Perform an active CR query by following the steps described in "Query ESN/ELT CRs" on page 291.

2 Select the desired CRs from the *Query Results* by clicking the checkboxes to the left of CRs. The CRs must have the same status.

3 Click the **Mass Update** button from the toolbar. The *Mass Update Active ESN CRs* screen displays.

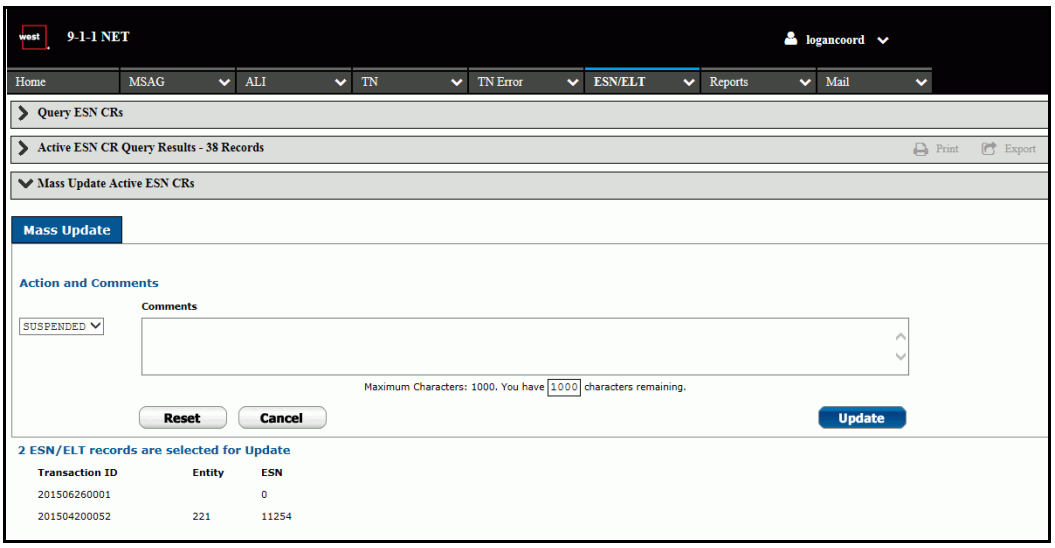

Figure 383: Mass Update Active ESN CRs

4 Select a status from the drop-down menu.

5 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required for some users. If required, a red asterisk * displays.

6 Click **Submit**. A confirmation screen displays.

Update an Active ESN/ELT CR

IMPORTANT These instructions apply to users with or without the ELT Register.

The *Update Active ESN CR* screen is used to change the status of, or add comments to, a CR. This screen displays when a user selects the **Update** button from the *CR Query Results* or *CR Record Details* screens. To update a CR:

1 Perform an active CR query by following the steps described in "Query ESN/ELT CRs" on page 291.

2 Select the desired CR from the *Query Results* by clicking in the checkbox to the left of the CR.

3 Click the **Update** button from the toolbar. The *Update Active ESN CR* screen displays.

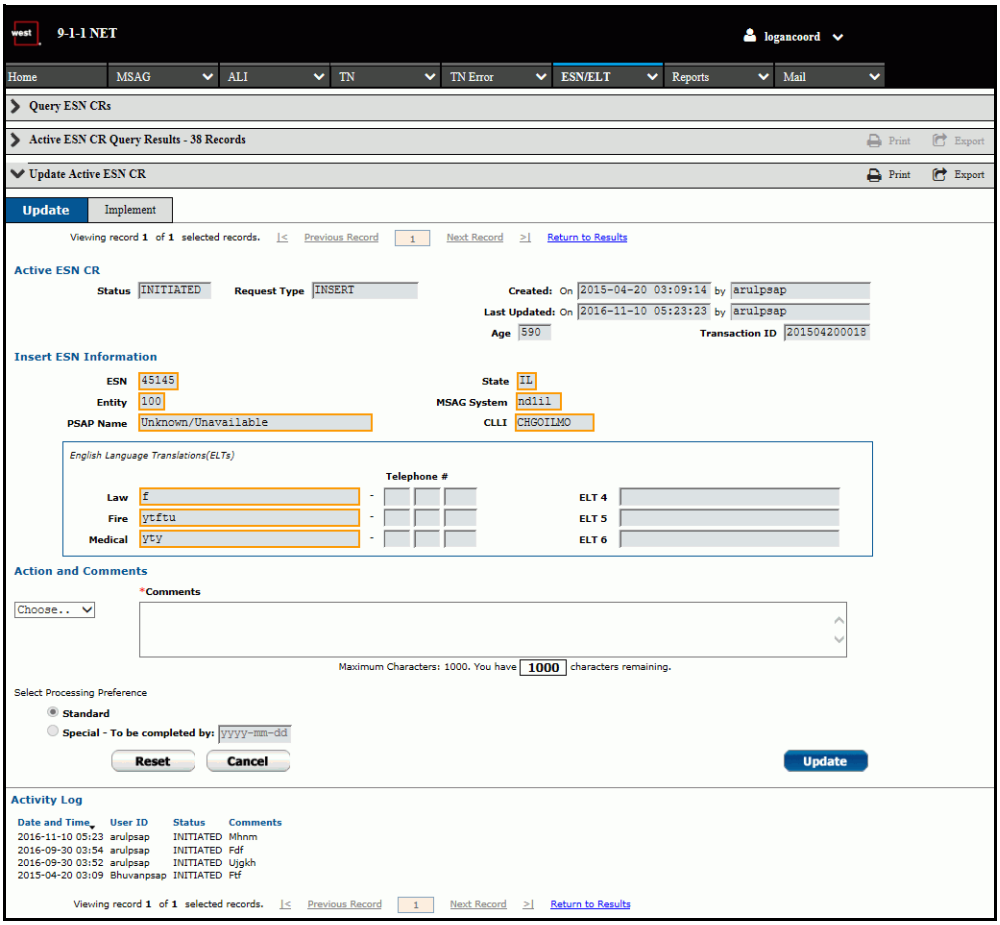

Figure 384: Update Active ESN CR

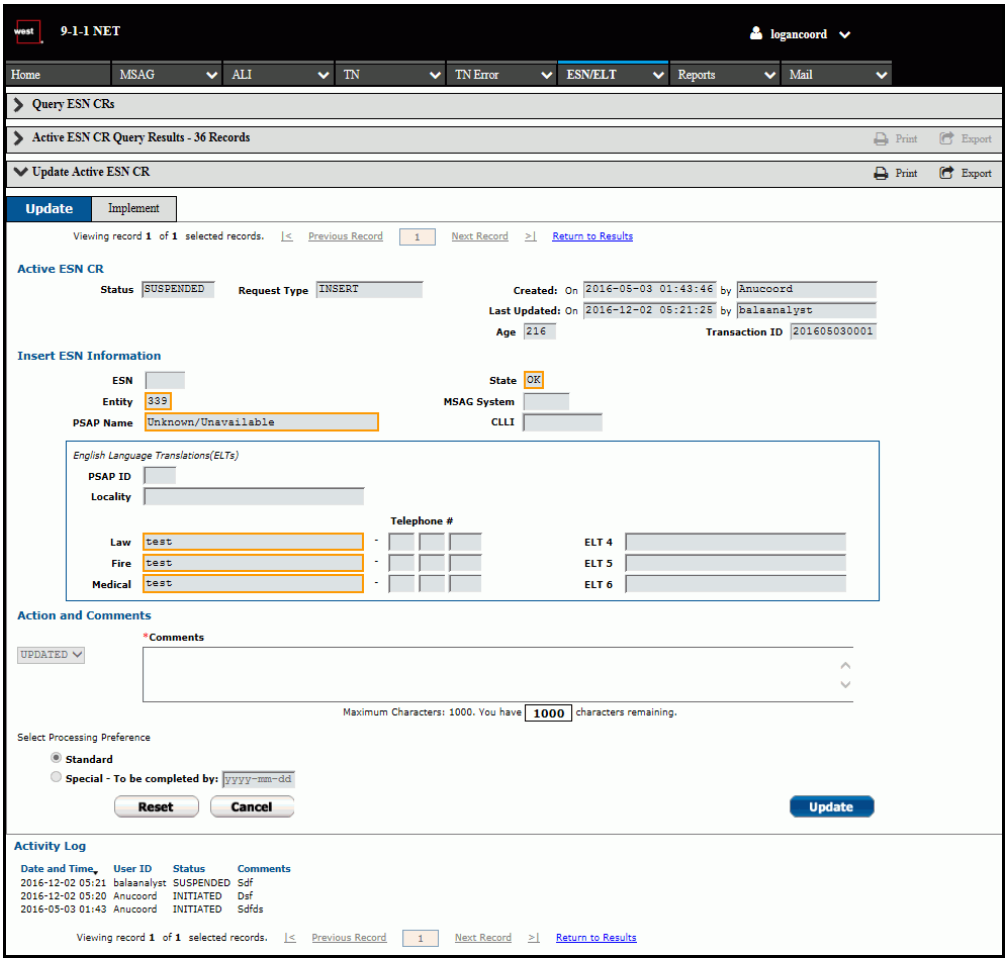

Figure 385: Update Active ESN CR (ELT Register)

4 Modify the fields as needed. Fields marked with a red asterisk * are required.

5 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

6 Click the **Update** button. A confirmation message displays.

Delete ESN/ELT CRs

IMPORTANT These instructions apply to users with or without the ELT Register.

NOTE Only active CRs with an initiated status can be deleted by the initiator.

The *Delete Active ESN CR* screen is used to remove a CR from the system. This screen displays when a user selects the **Delete** button from the toolbar on the *Query Results* or *Active ESN CR Details* screens. To delete a CR:

1 Perform an active CR query by following the steps described in "Query ESN/ELT CRs" on page 291.

2 Select the desired CR from the *Query Results* by clicking the checkbox to the left of the record.

3 Click the **Delete** button on the toolbar. The *Delete ESN CR* screen displays with a warning message.

You are about to delete this ESN CR. To proceed, enter Comments and click Delete. Otherwise, click Cancel.

Figure 386: Delete ESN CR Warning Message

4 Enter comments in the `Comments` text field. This field is required.

5 Click the **Delete** button. A confirmation message displays indicating that the deletion was successful.

Implement an Active ESN/ELT CR

IMPORTANT These instructions apply to users with or without the ELT Register.

The *Implement Active ESN CR* screen is used to change the status of a CR to complete and apply the CR changes directly to the database. This screen displays when a user selects the **Implement** button from the *Query Results* or *Record Details* screens. To implement a CR:

1 Perform an active CR query by following the steps described in "Query ESN/ELT CRs" on page 291.

2 Select the desired CR from the *Query Results* by clicking in the checkbox to the left of the CR.

3 Click the **Implement** button from the toolbar. The *Implement ESN CR* screen displays.

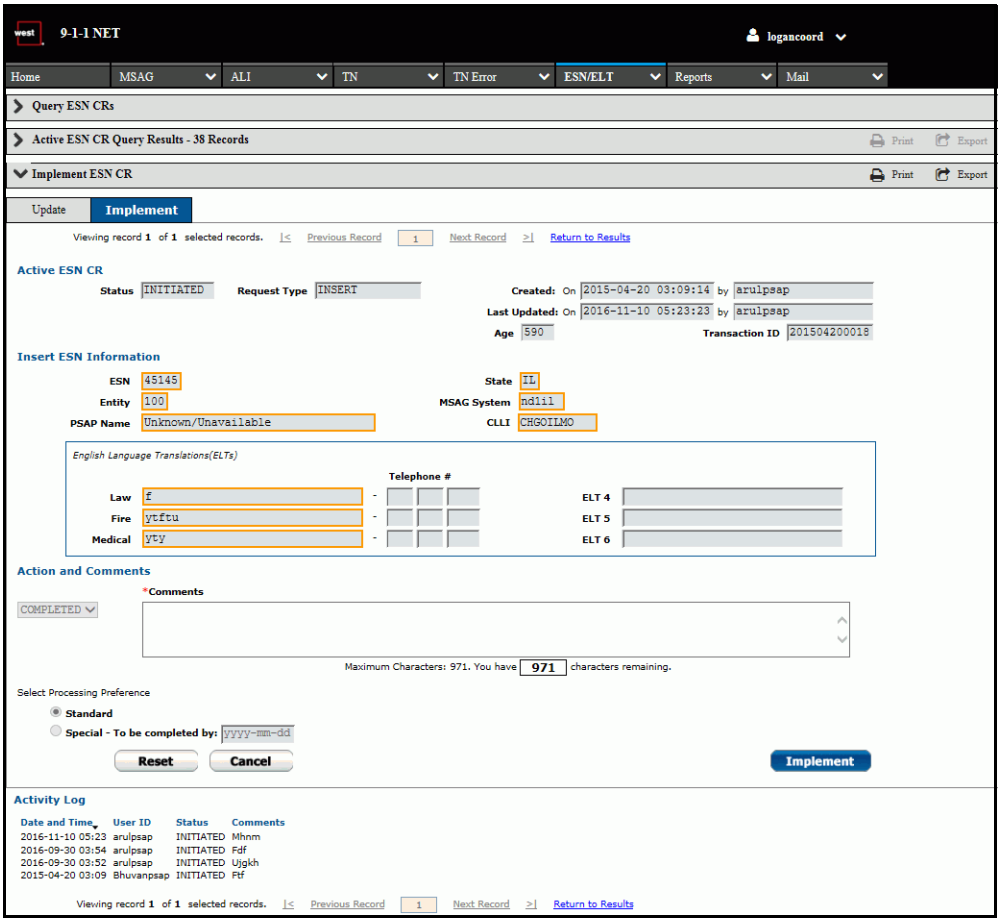

Figure 387: Implement Active ESN CR

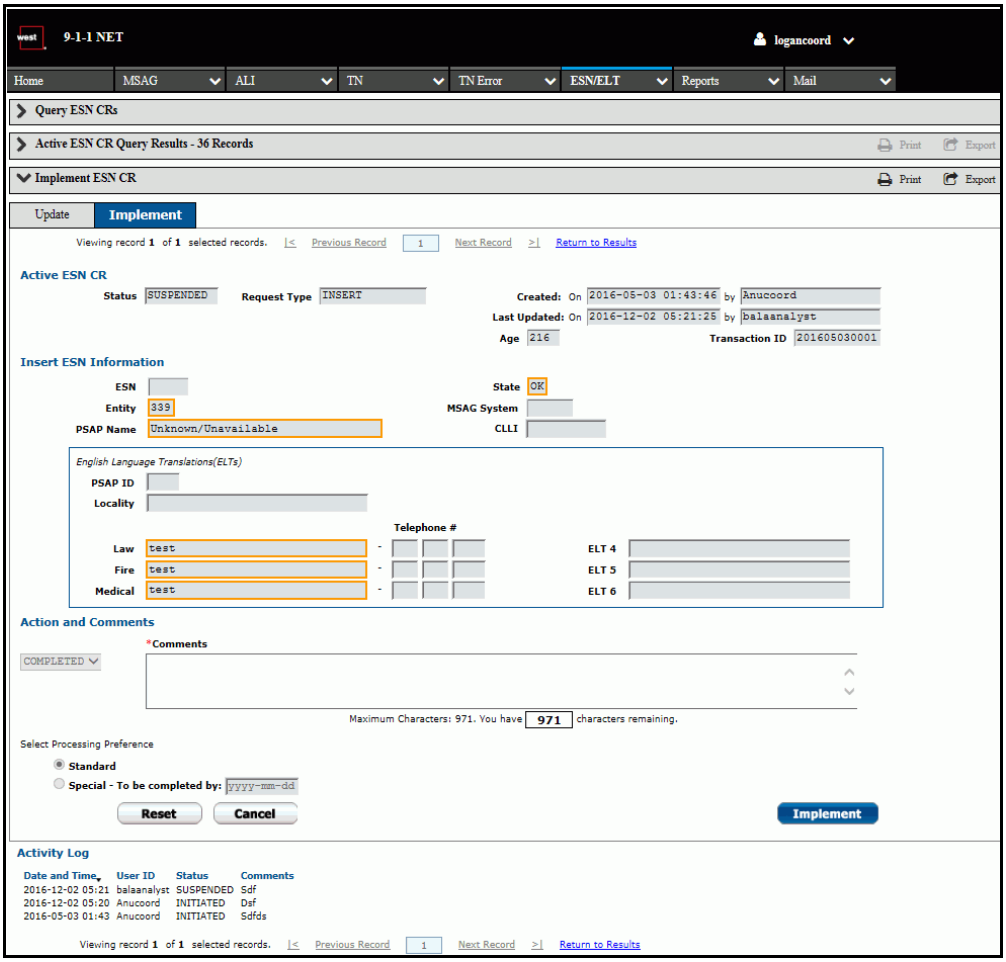

Figure 388: Implement Active ESN CR (ELT Register)

4 Modify the data in the editable fields, if needed.

NOTE The ability to modify these fields is only available to analyst users.

5 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required for some users. If required, a red asterisk * displays.

6 Click the **Implement** button. If successful, a confirmation message displays. If there is inaccurate or unresolved data, an error message displays and an **Update** button appears at the bottom of the screen next to the **Implement** button.

Figure 389: Implement Error - Update Button

A Select a status from the drop-down menu, if necessary.

B Enter new comments in the `Comments` text field (any previous comments entered in the field are erased when an error occurs).

C Click the **Update** button. The CR status is changed to updated and it is sent to the next user in the workflow for resolution.

NOTE An ESN/ELT CR cannot be implemented if there is a TN or MSAG fallout.

Authorize an Inactive ESN/ELT CR

IMPORTANT These instructions apply to users with or without the ELT Register.

Inactive CRs can be authorized, though this action is limited by CR status. Authorizing an inactive CR sends it to the next user in the workflow for archiving. To authorize an ESN/ELT CR:

1 Perform an inactive CR query by following the steps described in "Query ESN/ELT CRs" on page 291.

2 Select the desired CR from the *Query Results* by clicking in the checkbox to the left of the CR.

3 Click the **Authorize** button from the toolbar. The *Authorize ESN CR* screen displays.

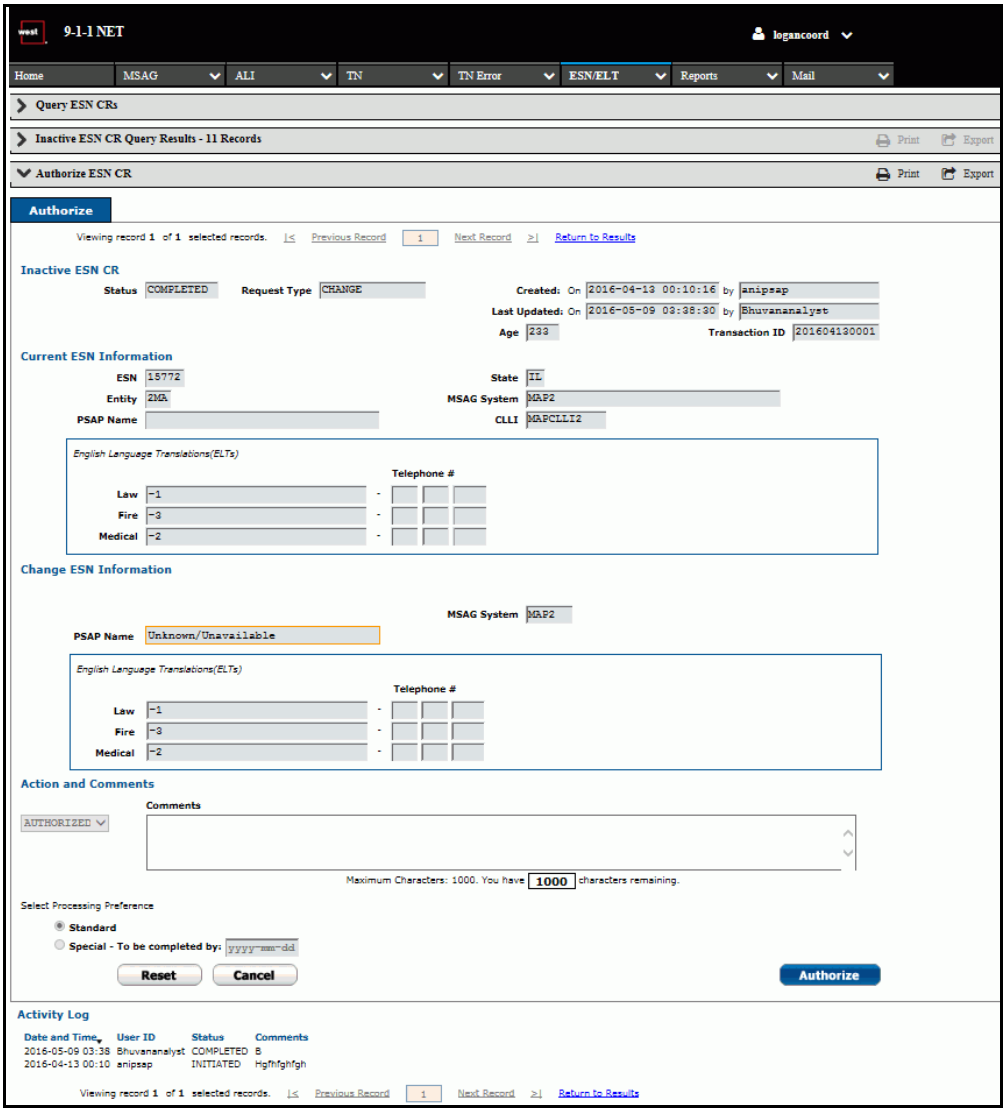

Figure 390: Authorize Inactive ESN CR

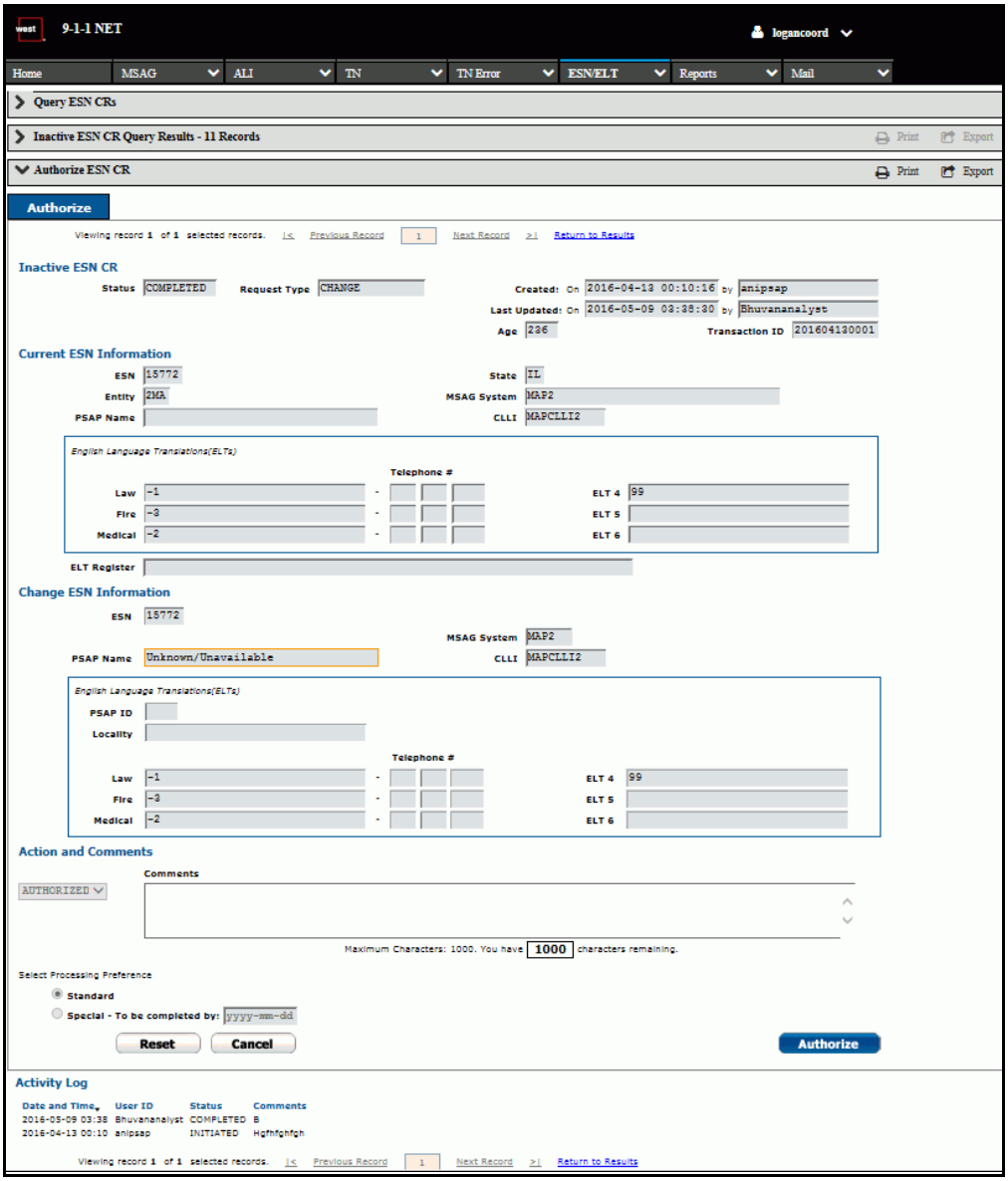

Figure 391: Authorize Inactive ESN CR (ELT Register)

4 Enter comments in the `Comments` text field. Up to 1000 characters are allowed.

5 Click the **Authorize** button. A confirmation message displays.

Mass Authorize Inactive CRs

1 Perform an inactive CR query by following the steps described in "Query ESN/ELT CRs" on page 291.

2 Select the desired CRs from the *Query Results* by clicking in the checkboxes to the left of the CRs.

3 Click the **Authorize** button from the toolbar. The *Mass Authorize ESN CRs* screen displays.

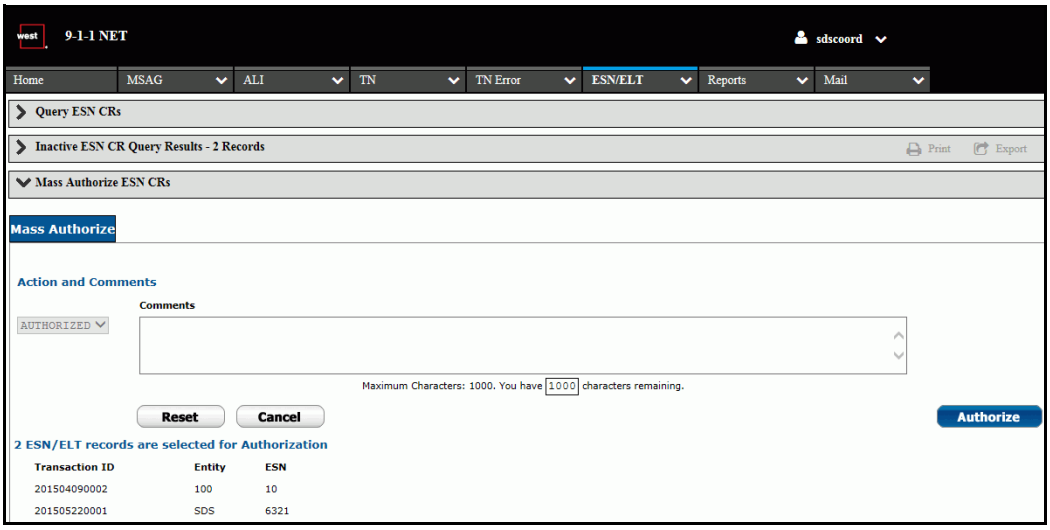

Figure 392: Mass Authorize ESN CRs

4 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

5 Click the **Authorize** button. A confirmation screen displays.

Archive an Inactive ESN/ELT CR

IMPORTANT These instructions apply to users with or without the ELT Register.

Inactive CRs that no longer require user action can be archived, though this is limited by CR status. Archiving permanently moves the CR into the archive queue. Archived CRs are view-only and cannot be modified. To archive an ESN/ELT CR:

1 Perform an inactive CR query by following the steps described in "Query ESN/ELT CRs" on page 291.

2 Select the desired CR from the *Query Results* by clicking in the checkbox to the left of the CR.

3 Click the **Archive** button from the toolbar. The *Archive ESN CR* screen displays.

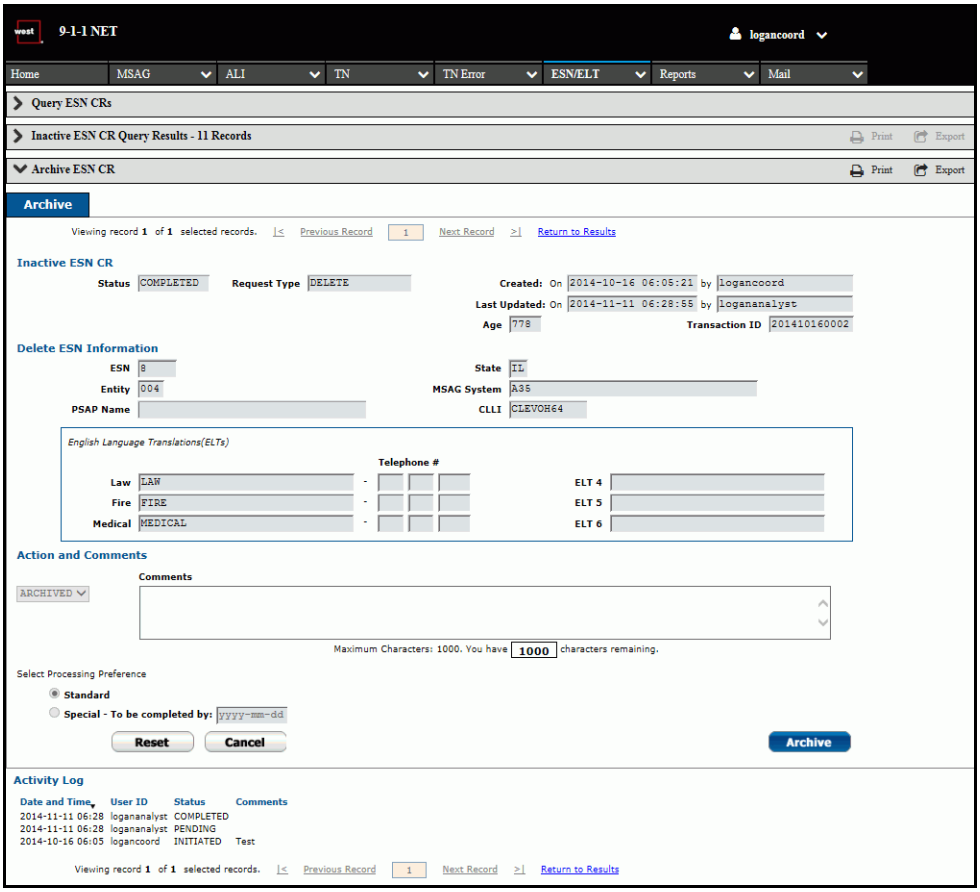

Figure 393: Archive Inactive ESN CR

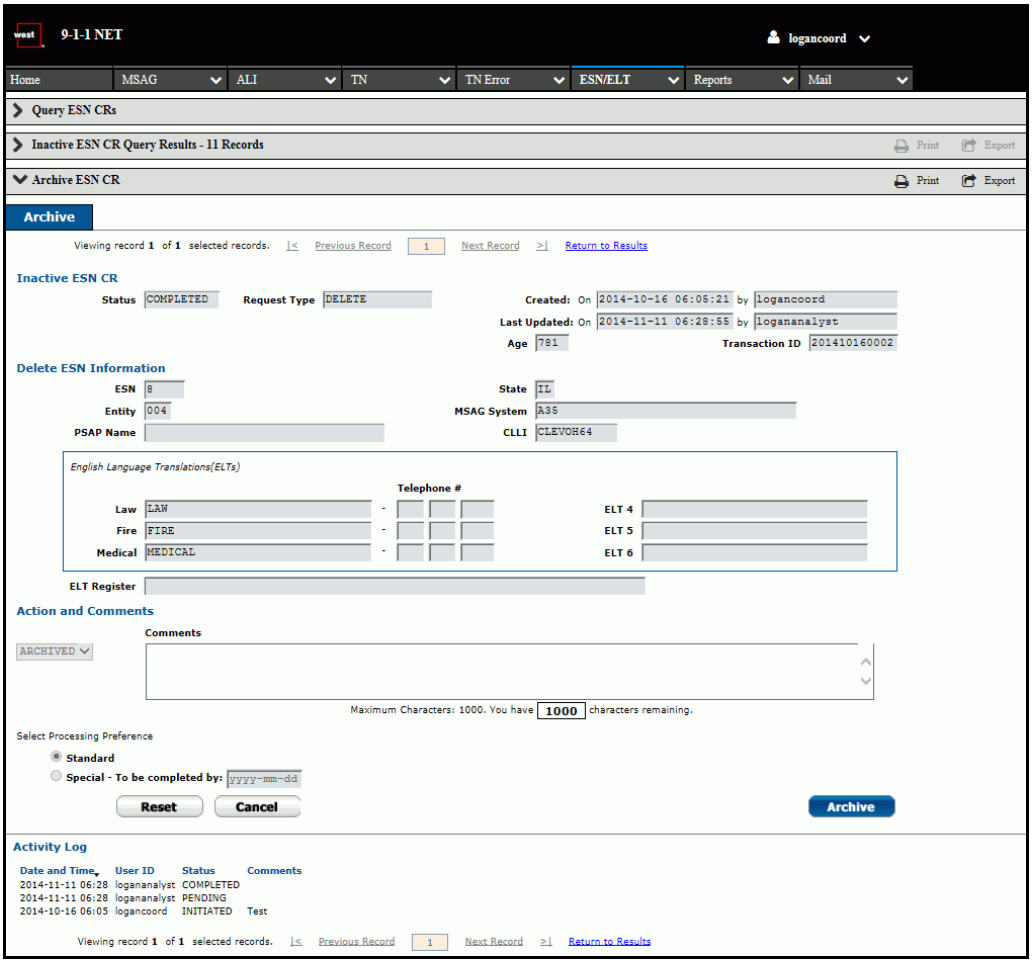

Figure 394: Archive Inactive ESN CR (ELT Register)

4 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is required.

5 Click the **Archive** button. A confirmation message displays.

Mass Archive Inactive CRs

1 Perform an inactive CR query by following the steps described in "Query ESN/ELT CRs" on page 291.

2 Select the desired CRs from the *Query Results* by clicking in the checkboxes to the left of the CRs.

3 Click the **Archive** button from the toolbar. The *Mass Archive ESN CRs* screen displays.

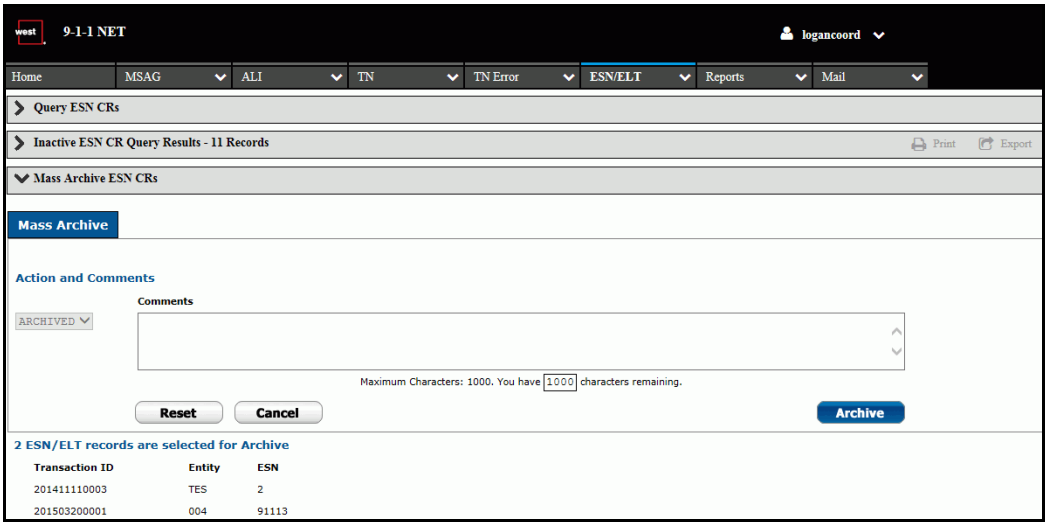

Figure 395: Mass Archive ESN CRs

4 Enter comments in the `Comments` text field. Up to 1000 characters are allowed. This field is not required.

5 Click the **Archive** button. A confirmation screen displays.

Auto Archive ESN CRs

When an analyst user completes an active ESN CR, the CR is automatically archived by the system and the *Activity Log* at the bottom of the record indicates that the CR was auto archived.

NOTE There is a 10 day waiting period for ESN CRs to be auto archived when the 10-day delay permission is enabled.

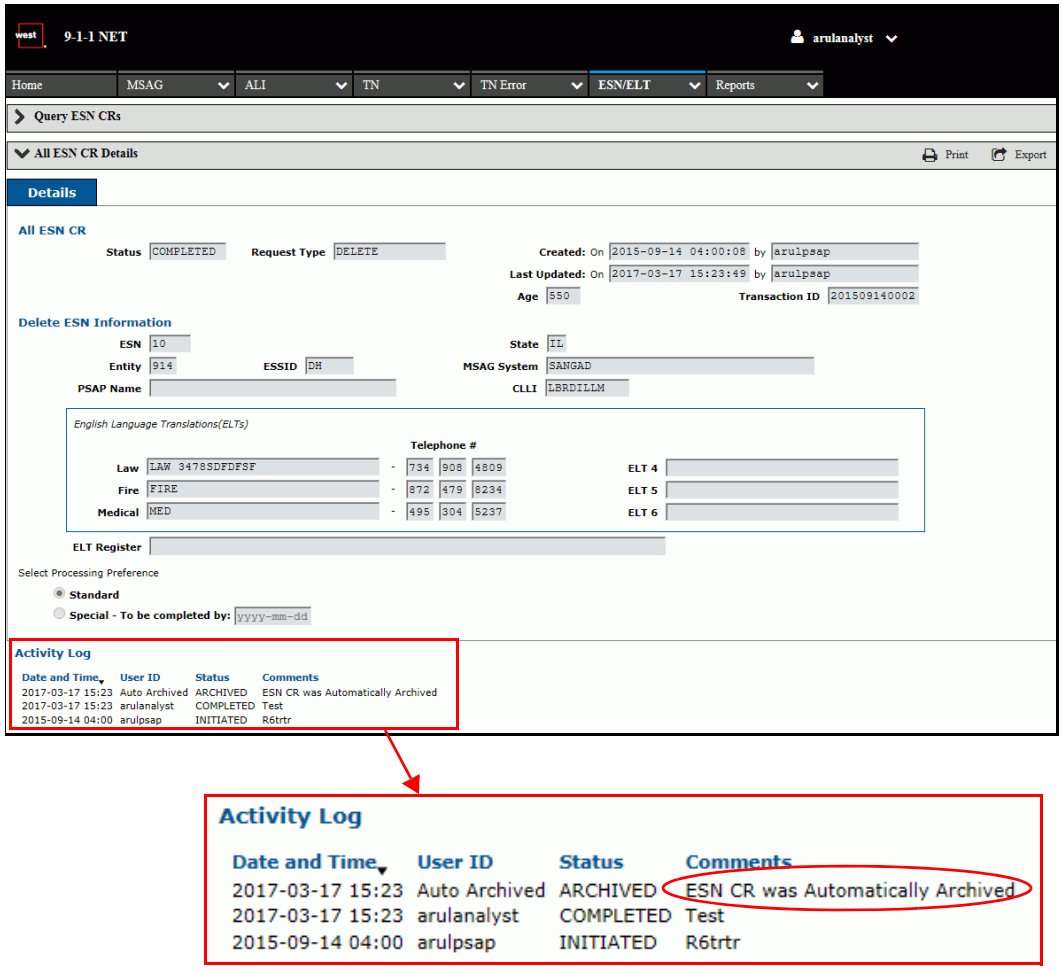

Figure 396: Auto Archived ESN CR

Chapter 8
Reports

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MSAG CR Activity 331
MSAG Overdue CRs 332
ESN CR Activity 333

Overview

The Reports feature of 9-1-1 NET provides statistical data that helps PSAP managers compare 9-1-1 call information. Information is available to all users, but the Silver and Gold editions of 9-1-1 NET provide more in-depth statistics.

IMPORTANT 9-1-1 NET is a configurable application. The features to which you have access depend on your user profile and specific configuration. The following section describes all the features available in the system. You may not have access to all the features described.

This chapter describes the following reports:

- Metrics
  - Total ALI Bids
  - Class of Service Bids
  - Misroutes
  - Anonymous Calls
  - No Record Found
  - Busy Periods
  - MSAG Changes
  - ALI Reports
- MSAG Count
- MSAG CR Status
- MSAG CR Activity
- MSAG Overdue CRs
- ESN CR Activity

Silver Edition

Monthly metric information is available for each PSAP through the Silver edition of 9-1-1 NET. The PSAP receives metric information each month from the previous month (for example, November's metric data is viewed in December). Silver subscribers are able to view sample Gold tabular and graphic data, but these features are only available to 9-1-1 NET Gold subscribers.

Gold Edition

Yearly metric information is available for each PSAP through the Gold edition of 9-1-1 NET. Gold users are given data in tabular and graphical report formats. These reports are a year (12 months) of data, not including the data of the month the report is run (for example, December's report lists November 1999 through November 2000 data).

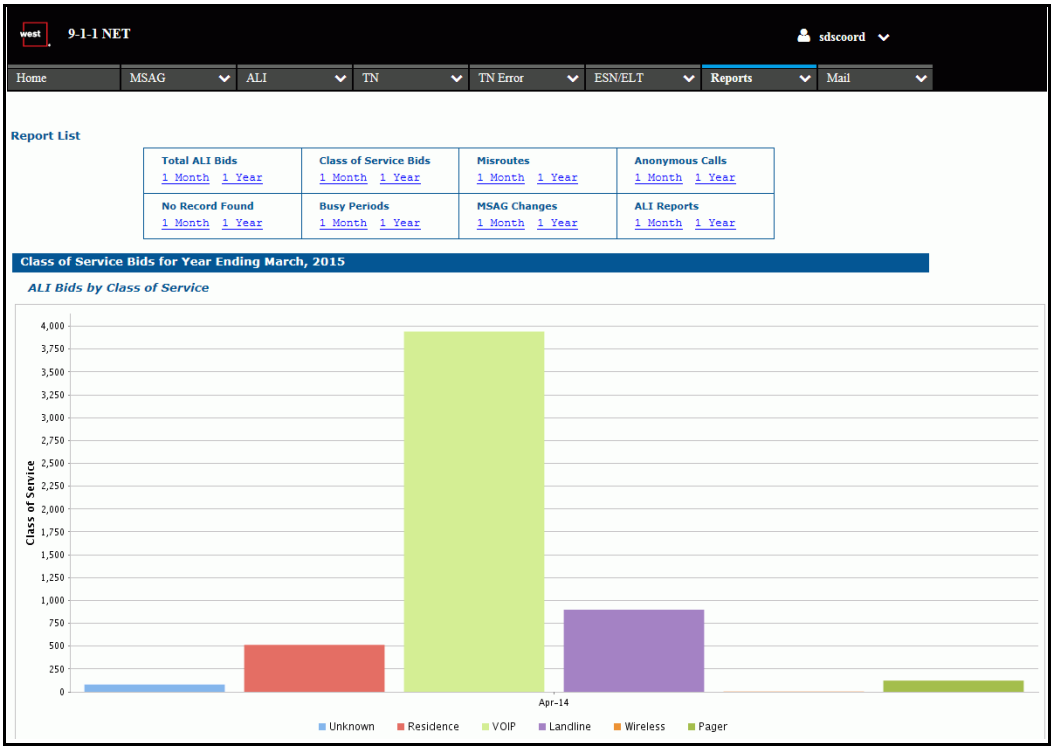


Figure 397: Sample ALI Reports Gold Graphic

Metric Reports

1 Click the **Metrics** link from the Reports menu to view detailed statistics of 9-1-1 NET data. Depending on your user configuration, the *Metrics* screen may display (figure 398). If this screen displays, select a user or state from the available drop-down menus. Only one can be chosen. The *Report List* screen displays (figure 399).

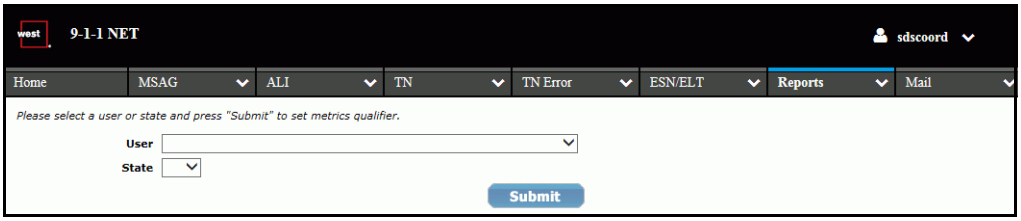


Figure 398: Set Metrics User

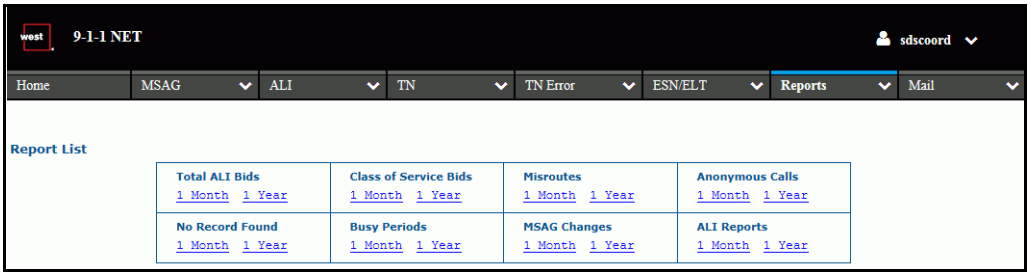


Figure 399: Report List

2 Select from the list of available reports by clicking on the underlined **1 Month** or **1 Year** link for the desired report type. The **1 Month** link displays results for the previous month. The **1 Year** link displays results for the previous year. Report types include:
   - Total ALI Bids
   - Class of Service Bids
   - Misroutes
   - Anonymous Calls
   - No Record Found
   - Busy Periods
   - MSAG Changes
   - ALI Reports

Metric reports are available on the 10th of each month; the information available is from the previous month.

Report Samples

Total ALI Bids

The Total ALI Bid report lists all ALI bids by type and source company. An ALI bid is a request for ALI information sent to the ALI system from a connected PSAP's CPE (Customer Premise Equipment) system. The total number of ALI bids made to the subscribed PSAP for the previous month is displayed in this report.

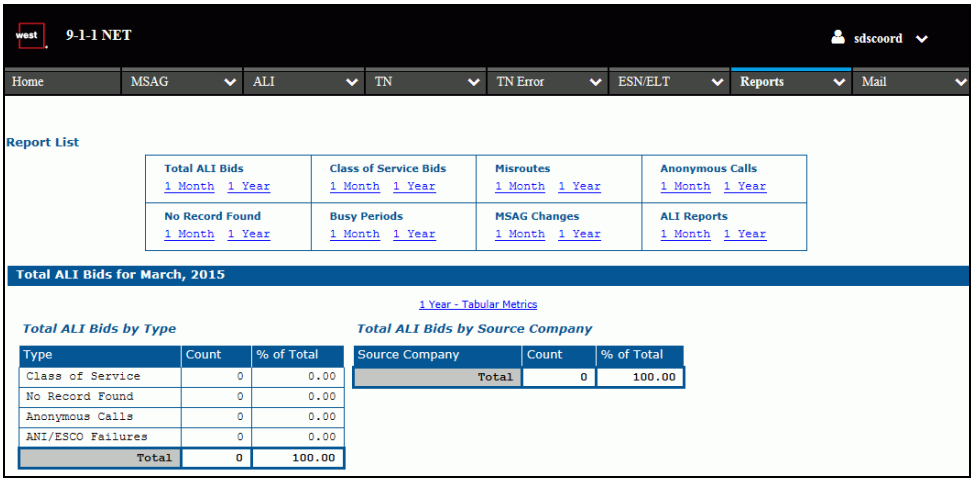


Figure 400: Total ALI Bids - 1 Month

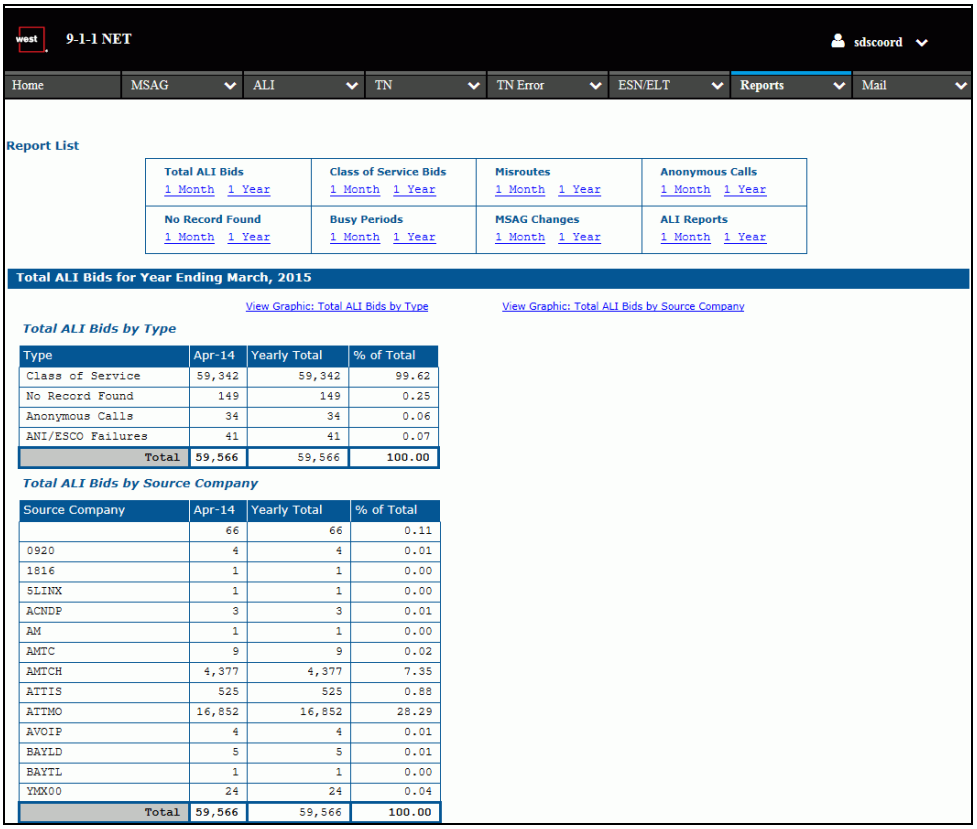


Figure 401: Total ALI Bids - 1 Year

Table 1: Total ALI Bids Field Descriptions

Field	Description
Type	Class of Service - Designates whether the bid came from a business phone, residence phone, or other. No Record Found - A call received at the PSAP produced an ALI bid return that contained no information. This indicates that a TN record in the call-routing TN database is missing information or is missing entirely. Anonymous Calls - The caller hung up the phone before the ANI (Automatic Number Identification) was located. ANI/ESCO Failures - A call received at the PSAP had a NXX of 911, and a line number of anything other than 0.
Count	Number of ALI bids taken from each class of service call, anonymous call, or no record found call in a month's time frame.
% of Total	Percentage of count and total for class of service bids, anonymous call bids, and no record found bids (e.g., class of service = 86.75% of the total ALI bids). The addition of all percentages should equal 100.00%.
Total	Total number of class of service bids, anonymous call bids, and no record found bids (e.g., class of service count + anonymous calls count + no record found count = the total).
Source Company	Company - The telephone company providing all the 9-1-1 telephone record information to the PSAP. Unknown - An unknown source providing the 9-1-1 telephone record information to the PSAP.
Count	Number of ALI bids taken from each source company or unknown company in a month's time frame.
% of Total	Percentage of count and total for each company listed (e.g., Company 1 = 34.90% of the total ALI bids). The addition of all percentages should equal 100.00%.
Total	Total number of ALI bids taken from source companies and unknown companies in a month's time frame (e.g., Company 1 count + Company 2 count + Company 3 count etc. = the total).
Yearly Total (Gold Tabular only)	Total number of ALI bids taken from source companies and unknown companies in a year's time frame.

Class of Service Bids

This report lists ALI bids by class of service. Class of service bids are ALI bids from a certain service such as a business phone or pay phone.

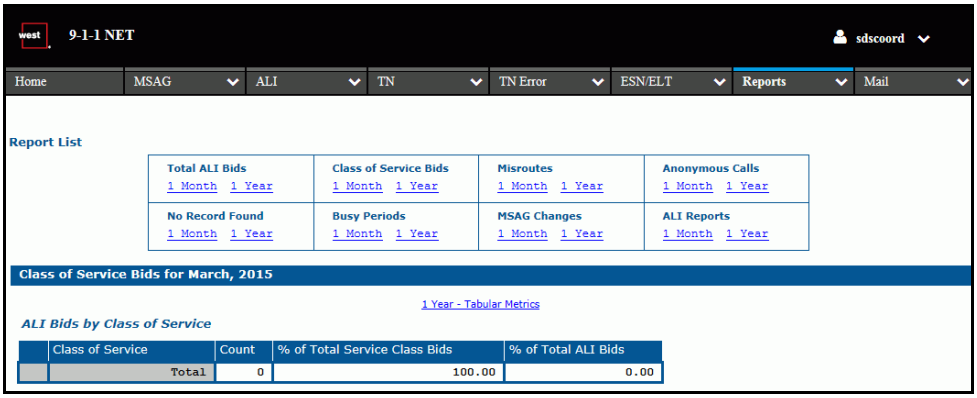
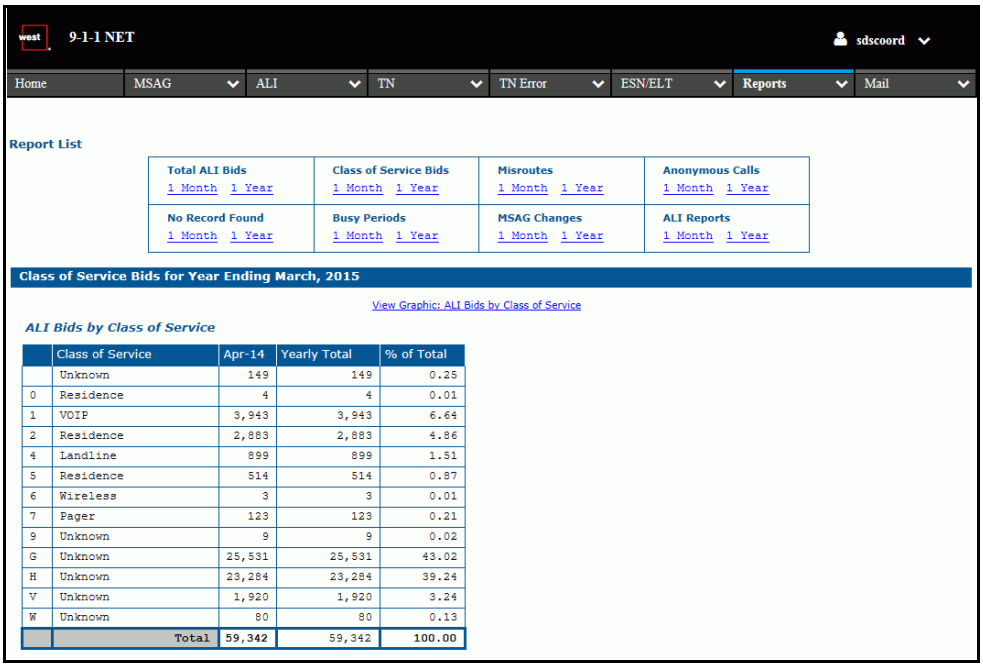


Figure 402: Class of Service Bids - 1 Month



	Class of Service	Apr-14	Yearly Total	% of Total
	Unknown	149	149	0.25
0	Residence	4	4	0.01
1	VOIP	3,943	3,943	6.64
2	Residence	2,883	2,883	4.86
4	Landline	899	899	1.51
5	Residence	514	514	0.87
6	Wireless	3	3	0.01
7	Pager	123	123	0.21
9	Unknown	9	9	0.02
G	Unknown	25,531	25,531	43.02
H	Unknown	23,284	23,284	39.24
V	Unknown	1,920	1,920	3.24
W	Unknown	80	80	0.13
	Total	59,342	59,342	100.00

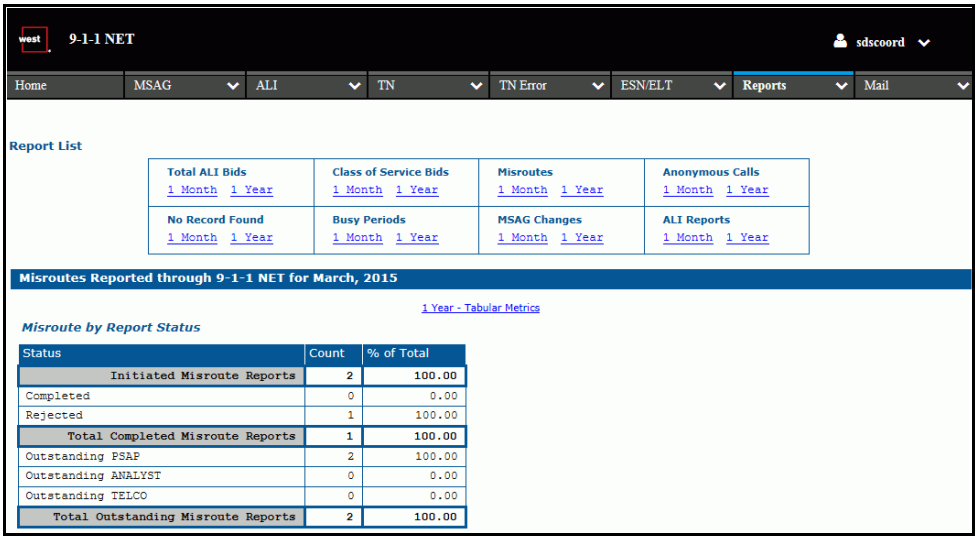
Figure 403: Class of Service Bids - 1 Year

Table 2: Class of Service Bids Field Descriptions

Field	Description
Class of Service	Class of service is broken down into the following categories: 0-Business 1-Residence 2-Business 3-Residence PBX (Private Branch Exchange) 4-Business PBX (Private Branch Exchange) 5-Centrex 6-Coin (out going only) 7-Coin 2 way 8-Mobile 9-Residence V=VoIP G=Wireless, Phase 1 H=Wireless, Phase 2
Count	Number of ALI bids taken from each class of service category in a month's time frame.
Total	Total number of ALI bids taken from class of service categories in a month's time frame (e.g., 0-Business with off premise extension count + 1-Residence count + 2-Business count etc.= the total).
% of Class of Service Bids	Percentage of count and total from each class of service category listed (e.g., 1-Residence = 12.13% of the total). The addition of all percentages should equal 100.00%.
% of Total ALI Bids	Percentage of count and total from each class of service category listed averaged with the total ALI bids (e.g., 1-Residence = 10.52% of the total ALI bids). The addition of all percentages should not equal 100.00%.
Yearly Total (Gold Tabular only)	Total number of ALI bids taken from source companies and unknown companies in a year's time frame.

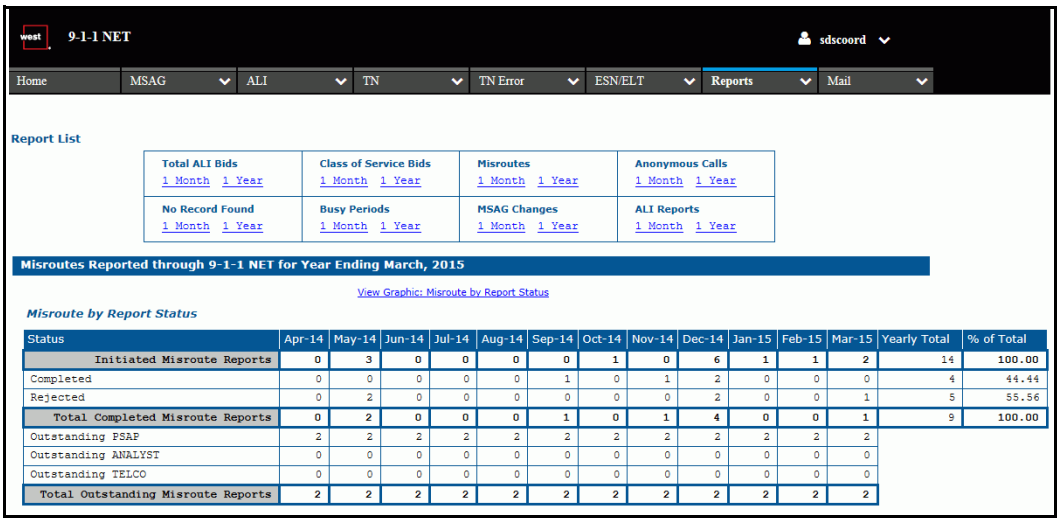
Misroutes

This report lists all misrouted calls by status. A misrouted call is a selectively routed bid to a PSAP where the bid's administrative ESN does not match the PSAP's assigned ESN. In a case such as this, the PSAP must report the misroute occurrence at once to the assigned data analyst in order for the misroute information to be considered for this specific metric report.



Status	Count	% of Total
Initiated Misroute Reports	2	100.00
Completed	0	0.00
Rejected	1	100.00
Total Completed Misroute Reports	1	100.00
Outstanding PSAP	2	100.00
Outstanding ANALYST	0	0.00
Outstanding TELCO	0	0.00
Total Outstanding Misroute Reports	2	100.00

Figure 404: Misroutes - 1 Month



Status	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Yearly Total	% of Total
Initiated Misroute Reports	0	3	0	0	0	0	1	0	6	1	1	2	14	100.00
Completed	0	0	0	0	0	1	0	1	2	0	0	0	4	44.44
Rejected	0	2	0	0	0	0	0	0	2	0	0	1	5	55.56
Total Completed Misroute Reports	0	2	0	0	0	1	0	1	4	0	0	1	9	100.00
Outstanding PSAP	2	2	2	2	2	2	2	2	2	2	2	2		
Outstanding ANALYST	0	0	0	0	0	0	0	0	0	0	0	0		
Outstanding TELCO	0	0	0	0	0	0	0	0	0	0	0	0		
Total Outstanding Misroute Reports	2	2	2	2	2	2	2	2	2	2	2	2		

Figure 405: Misroutes - 1 Year

Table 3: Misroutes Field Descriptions

Field	Description
Status	Status assigned to the misrouted call.
Initiated Misroute Reports	Total ALI misroutes initiated within a one month time frame. This count includes all Active, Inactive, and Archived requests that were initiated within the month. **Completed** - Number of Completed requests within the month (Inactive or Archive queue). **Rejected** - Number of Rejected requests within the month (Inactive or Archive queue).
Total Completed Misroute Reports	Total of all reports with the status Completed or Rejected (Inactive or Archive queue). **Outstanding PSAP** - Requests within the Active queue of the PSAP viewing the report regardless of the date submitted. These requests require action by the PSAP. All requests that have not made it to the analyst queue are considered outstanding PSAP. **Outstanding DIU** - Total outstanding Misroute report types in the analyst's queue regardless of the date submitted.
Total Outstanding Misroute Reports	Total of the outstanding PSAP and ISOC requests.
Count	Number of misrouted calls for each status in a month's time frame.
% of Total	Percentage of count and total for misrouted calls (e.g., Initiated = 0.0% of the total). The addition of all percentages should equal 100.00%
Yearly Total (Gold Tabular only)	Total number of ALI bids taken from source companies and unknown companies in a year's time frame.

Anonymous Calls

This report lists all anonymous calls by trunk and by source company. A call that is disconnected before the Automatic Number Identification (ANI) is displayed is considered an anonymous call. *911* is then assigned as the NXX and *0000* as the line number. Once the 911-0000 number is assigned to the anonymous call, it is routed to the PSAP.

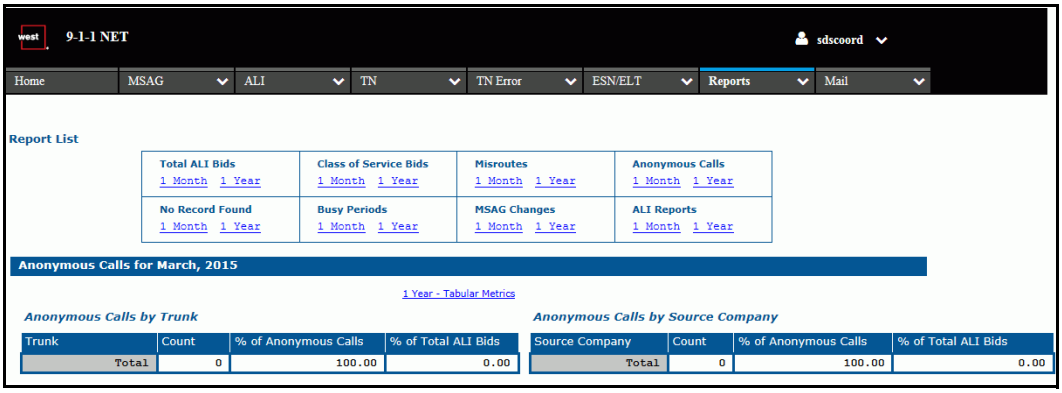


Figure 406: Anonymous Calls - 1 Month

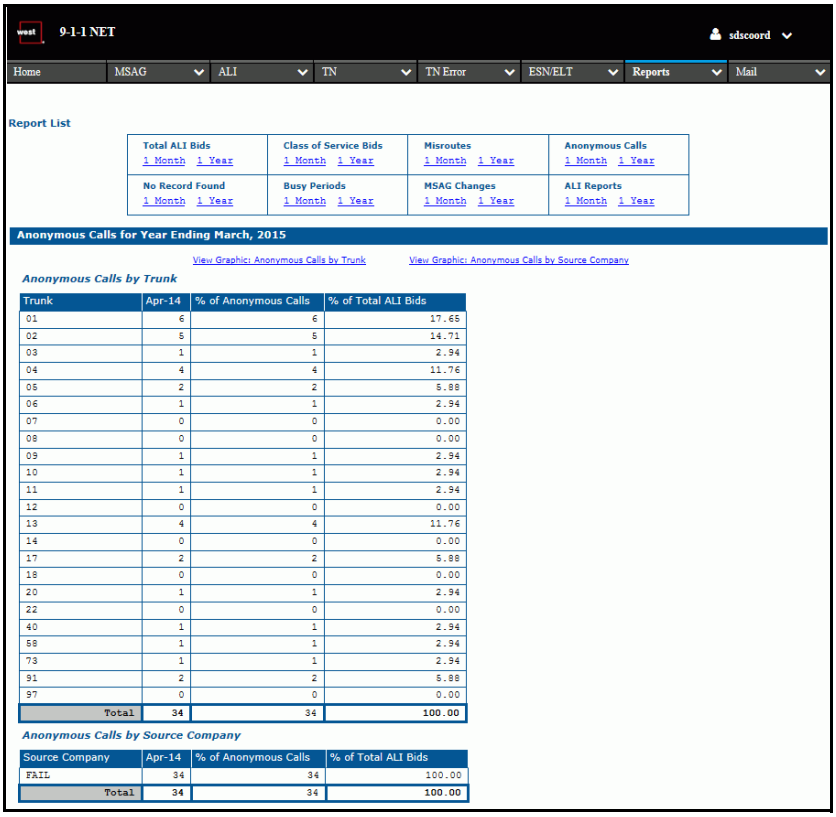


Figure 407: Anonymous Calls - 1 Year

Table 4: Anonymous Calls Field Descriptions

Field	Description
Anonymous Calls by Trunk	
Trunk	The line that receives the anonymous call (e.g., Trunk 01, or Trunk 02).
Count	Number of anonymous calls per trunk received in a month's time frame.
Total Anonymous Calls	Total number of anonymous calls received in a month's time frame (e.g., Trunk 01 count + Trunk 02 count + Trunk 03 count + etc. = the total).
% of Anonymous Calls	Percentage of count and total from each trunk listed (e.g., Trunk 01 = 25% of the total). The addition of all percentages should equal 100.00%
% of Total ALI Bids	Percentage of total number from each trunk listed in relation to the total number of ALI bids (e.g., Trunk 01 = 3.29% of total ALI bids). The addition of all percentages should not equal 100.00% unless anonymous calls are the only calls received in a month's time frame.
Anonymous Calls by Source Company	
Source Company	The telephone company providing all the 911 telephone record information to the PSAP.
Count	Number of anonymous calls per source company received in a month's time frame.
Total Anonymous Calls	Total number of anonymous calls received in a month's time frame (e.g., source company 1 count + source company 2 count + source company 3 count + etc. = the total).
% of Anonymous Calls	Percentage of count and total from each source company listed (e.g., source company 1 = 25.20% of the total). The addition of all percentages should equal 100.00%.
% of Total ALI Bids	Percentage of total number from each source company listed in relation to the total number of ALI bids (e.g., source company 1 = 3.31% of total ALI bids). The addition of all percentages should not equal 100.00% unless anonymous calls are the only calls received in a month's time frame.
Yearly Total (Gold Tabular only)	Total number of ALI bids taken from source companies and unknown companies in a year's time frame.

No Record Found (NRF)

This report lists all NRFs by source company. An NRF is a call received at the PSAP that produces an ALI bid return that contains no information. This indicates that a TN record in the call-routing TN database is missing information or is missing entirely.

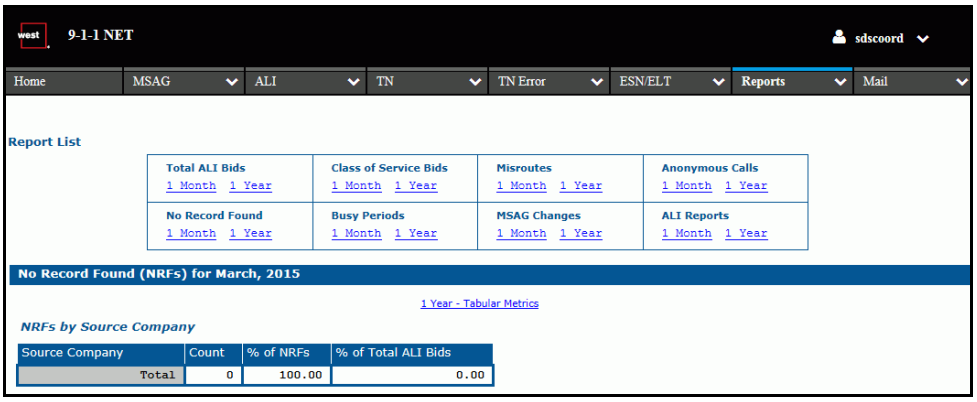


Figure 408: No Record Found - 1 Month

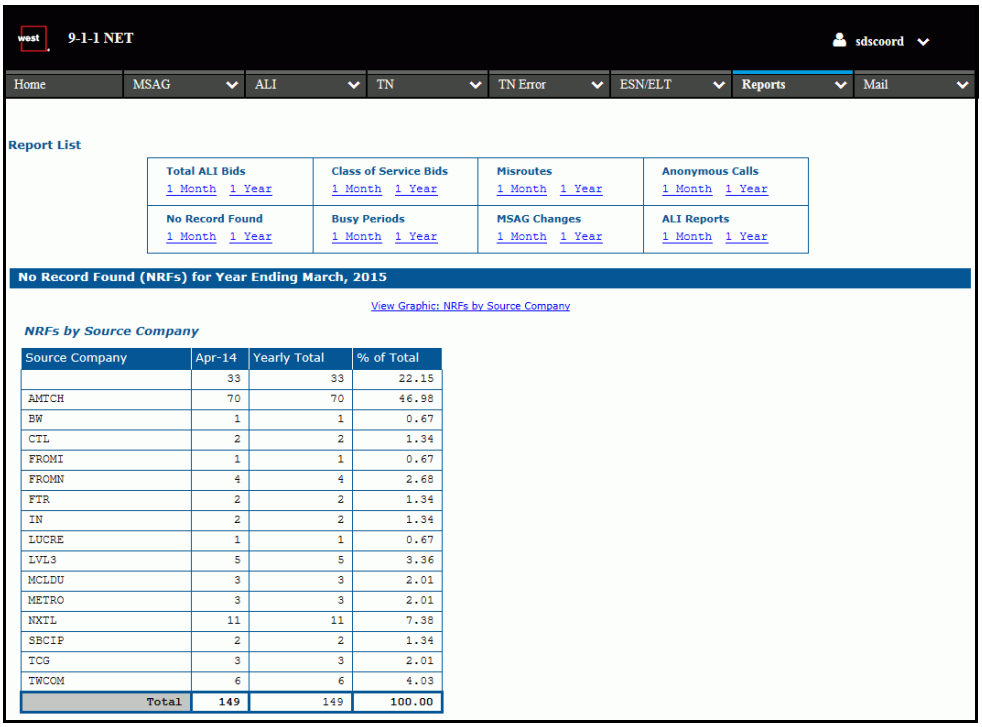


Figure 409: No Record Found - 1 Year

Table 5: No Record Found Field Descriptions

Field	Description
NRF by Source Company	
Source Company	**Company** - The telephone company providing all the 911 telephone record information to the PSAP. **Unknown** - An unknown source providing the 911 telephone record information to the PSAP.
Count	Number of NRF calls for each source company received in a month's time frame.
Total NRF's	Total number of source company calls received in a month's time frame (e.g., Company 1 count + Company 2 count + etc. = the total).
% of NRF's	Percentage of count and total for each company listed (e.g., Company 1 = 16.67% of the total NRFs). The addition of all company percentages should equal 100.00%.
% of Total ALI Bids	Percentage of total number from each trunk listed in relation to the total number of ALI bids (e.g., source company 1 =.02% of total ALI bids). The addition of all percentages should not equal 100.00% unless NRF calls are the only calls received in a month's time frame.
Yearly Total (Gold Tabular only)	Total number of ALI bids taken in a year's time frame.

Busy Periods

The Busy Periods metric report averages all calls taken by the PSAP on an hourly, daily, and weekly basis to determine the busy periods throughout the week. For example, if a PSAP receives a total of 8 calls at 4:00 a.m. on Saturday morning for the month, the average daily call number for 4:00 a.m. would be 2.

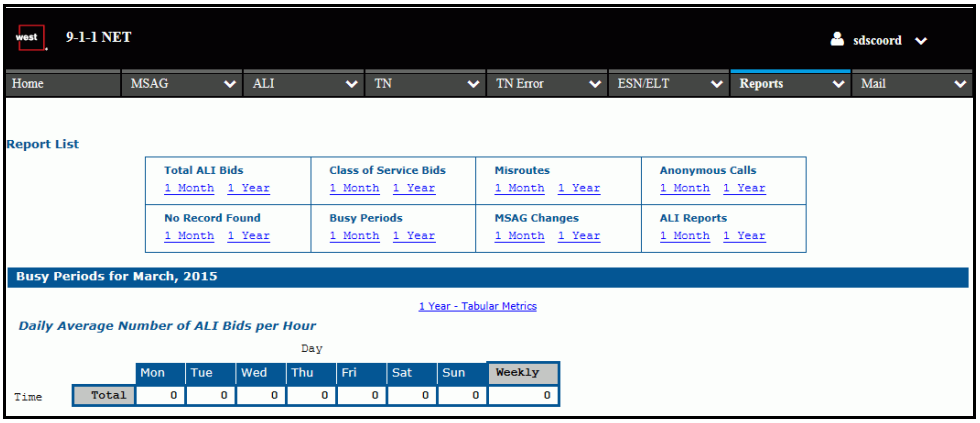
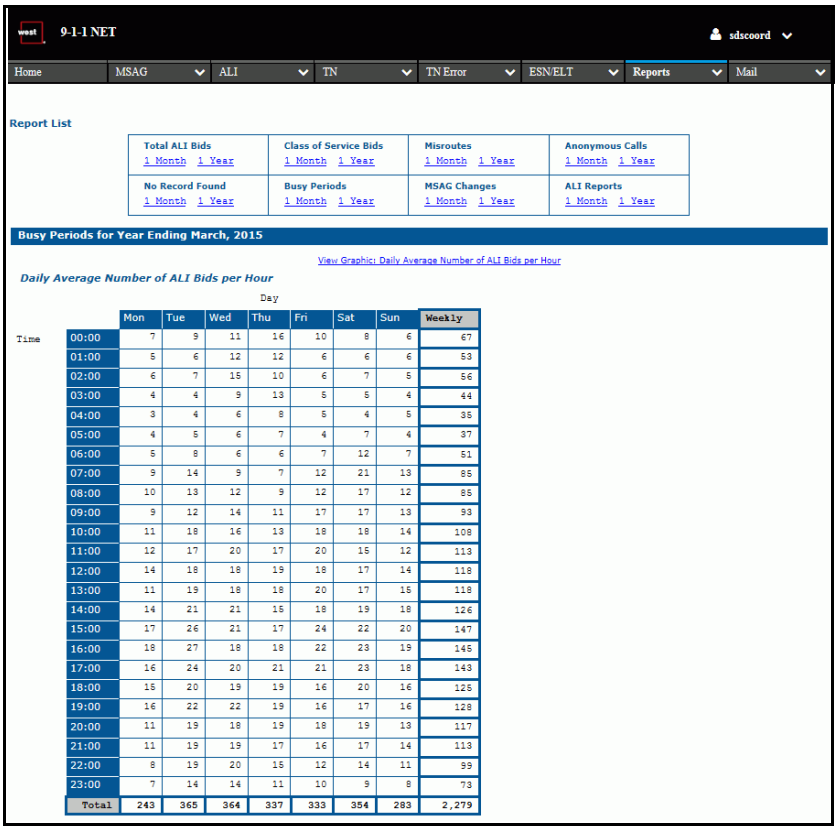


Figure 410: Busy Periods - 1 Month



Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Weekly
00:00	7	9	11	16	10	8	6	67
01:00	5	6	12	12	6	6	6	53
02:00	6	7	15	10	6	7	5	56
03:00	4	4	9	13	5	5	4	44
04:00	3	4	6	8	5	4	5	35
05:00	4	5	6	7	4	7	4	37
06:00	5	8	6	6	7	12	7	51
07:00	9	14	9	7	12	21	13	85
08:00	10	13	12	9	12	17	12	85
09:00	9	12	14	11	17	17	13	93
10:00	11	18	16	13	18	18	14	108
11:00	12	17	20	17	20	15	12	113
12:00	14	18	18	19	18	17	14	118
13:00	11	19	18	18	20	17	15	118
14:00	14	21	21	15	18	19	18	126
15:00	17	26	21	17	24	22	20	147
16:00	18	27	18	18	22	23	19	145
17:00	16	24	20	21	21	23	18	143
18:00	15	20	19	19	16	20	16	125
19:00	16	22	22	19	16	17	16	128
20:00	11	19	18	19	18	19	13	117
21:00	11	19	19	17	16	17	14	113
22:00	8	19	20	15	12	14	11	99
23:00	7	14	14	11	10	9	8	73
Total	243	365	364	337	333	354	283	2,279

Figure 411: Busy Periods - 1 Year

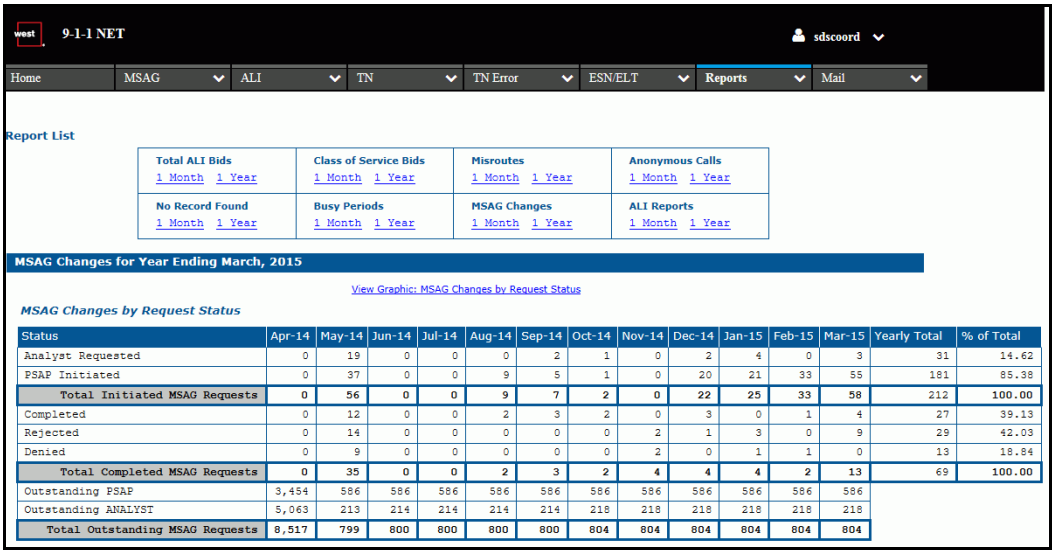
MSAG Changes

This report lists all of the MSAG changes by the PSAP.

NOTE NDSC are ledgers pending with the PSAPs.

Status	Count	% of Total
Analyst Requested	3	5.17
PSAP Initiated	55	94.83
Total Initiated MSAG Requests	58	100.00
Completed	4	30.77
Rejected	9	69.23
Denied	0	0.00
Total Completed MSAG Requests	13	100.00
Outstanding PSAP	586	72.89
Outstanding ANALYST	218	27.11
Total Outstanding MSAG Requests	804	100.00

Figure 412: MSAG Changes - 1 Month



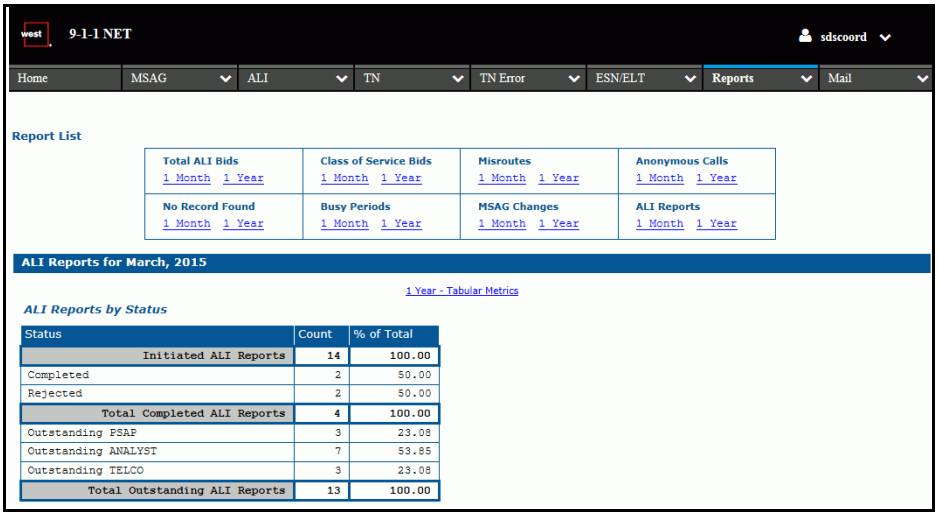
Status	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Yearly Total	% of Total
Analyst Requested	0	19	0	0	0	2	1	0	2	4	0	3	31	14.62
PSAP Initiated	0	37	0	0	9	5	1	0	20	21	33	55	181	85.38
Total Initiated MSAG Requests	0	56	0	0	9	7	2	0	22	25	33	58	212	100.00
Completed	0	12	0	0	2	3	2	0	3	0	1	4	27	39.13
Rejected	0	14	0	0	0	0	0	2	1	3	0	9	29	42.03
Denied	0	9	0	0	0	0	0	2	0	1	1	0	13	18.84
Total Completed MSAG Requests	0	35	0	0	2	3	2	4	4	4	2	13	69	100.00
Outstanding PSAP	3,454	586	586	586	586	586	586	586	586	586	586	586		
Outstanding ANALYST	5,063	213	214	214	214	214	218	218	218	218	218	218		
Total Outstanding MSAG Requests	8,517	799	800	800	800	800	804	804	804	804	804	804		

Figure 413: MSAG Changes - 1 Year

ALI Reports

The ALI Reports list the number of ALI reports by status.

NOTE NDSC are ledgers pending with the PSAPs.



Status	Count	% of Total
Initiated ALI Reports	14	100.00
Completed	2	50.00
Rejected	2	50.00
Total Completed ALI Reports	4	100.00
Outstanding PSAP	3	23.08
Outstanding ANALYST	7	53.85
Outstanding TELCO	3	23.08
Total Outstanding ALI Reports	13	100.00

Figure 414: ALI Reports Metric Report

MSAG Count

The MSAG Count report displays the number of MSAG CRs for each community in the state for which the report is run. To run the report:

1 Click the **MSAG Count** link from the Reports menu. The *MSAG Community Count Report* screen displays.

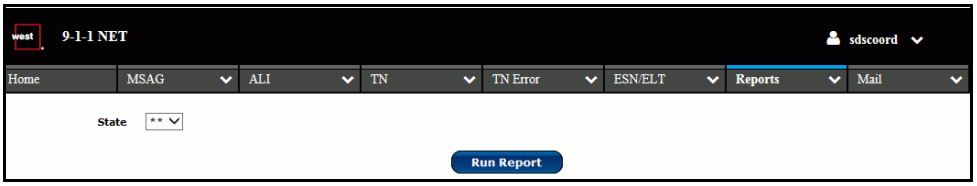
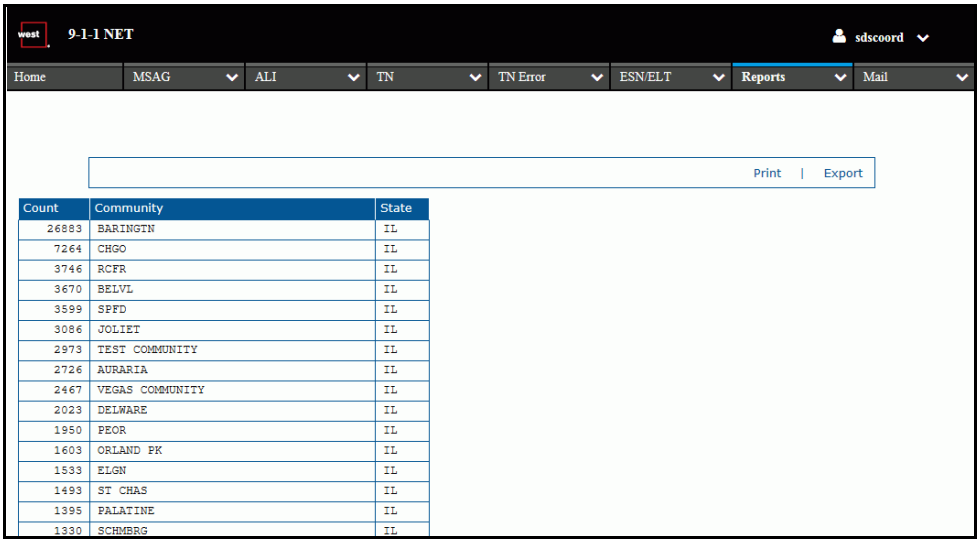


Figure 415: MSAG Community Count - Select State

2 Select the state for which to run the report from the `Select State` drop-down menu.

3 Click the **Run Report** button. The report results display.

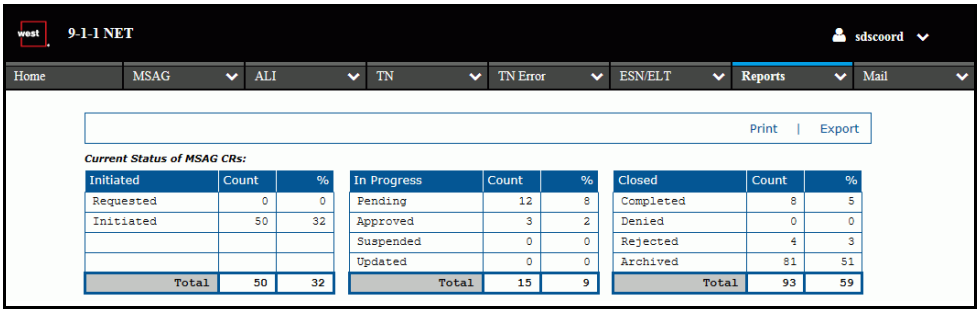


Count	Community	State
26883	BARINGTN	IL
7264	CHGO	IL
3746	RCFR	IL
3670	BELVL	IL
3599	SPFD	IL
3086	JOLIET	IL
2973	TEST COMMUNITY	IL
2726	AURARIA	IL
2467	VEGAS COMMUNITY	IL
2023	DELWARE	IL
1950	PEOR	IL
1603	ORLAND PK	IL
1533	ELGN	IL
1493	ST CHAS	IL
1395	PALATINE	IL
1330	SCHMBRG	IL

Figure 416: MSAG Community Count Report Results

MSAG CR Status

The MSAG CR Status report displays the number of CRs in the system (which you have created) based on status. To run the report, click on the **MSAG CR Status** link on the Reports menu. The MSAG CR Status Report results display.



Initiated	Count	%
Requested	0	0
Initiated	50	32
Total	50	32

In Progress	Count	%
Pending	12	8
Approved	3	2
Suspended	0	0
Updated	0	0
Total	15	9

Closed	Count	%
Completed	8	5
Denied	0	0
Rejected	4	3
Archived	81	51
Total	93	59

Figure 417: MSAG CR Status Report Results

MSAG CR Activity

The MSAG CR Activity report displays the number of MSAG CRs submitted or implemented within a specified date range (in the previous year) for either all users or a specified user. To run the report:

1 Click the **MSAG CR Activity** link from the Reports menu. The *MSAG CR Activity Report* screen displays.

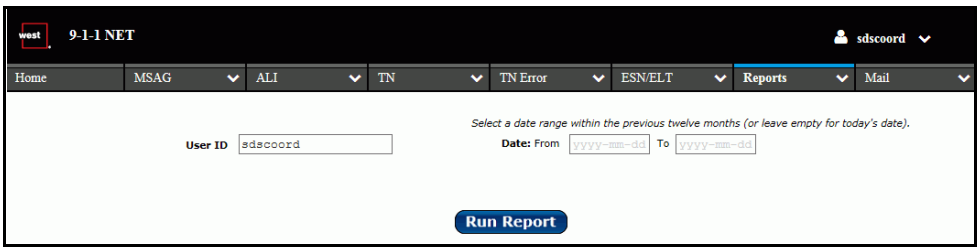


Figure 418: MSAG CR Activity Report Input (PSAP and MSAG Coordinator and Users)

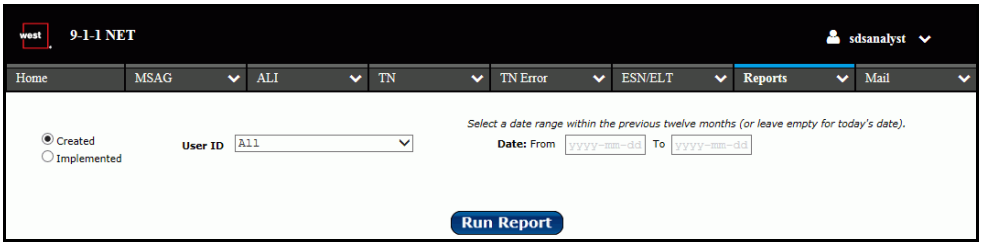


Figure 419: MSAG CRs Activity Report Input (Analyst Users)

2 Analyst users: specify created or implemented CRs using the appropriate radio buttons.

3 Select the user for which to run the report from the `User ID` drop-down menu. The default selection for this field is `All`. Leaving this field in its default state returns results for all users in the system.

4 Enter a date range for the previous year in mm/dd/yyyy format. Leaving these fields blank returns results for the current date.

5 Click the **Submit** button. The report results display.

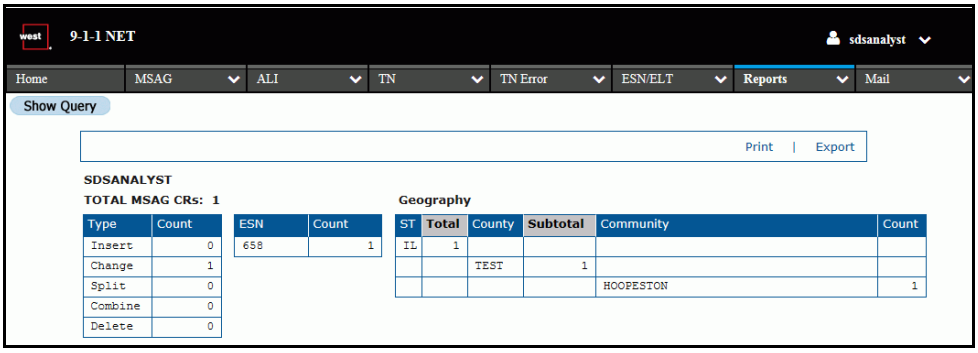


Figure 420: MSAG CRs Activity Report Results

MSAG Overdue CRs

The MSAG Overdue CRs report displays the number of MSAG CRs in the system that you have requested that are overdue. To run the report:

1 Click the **MSAG Overdue CRs** link from the Reports menu. The *MSAG CRs Over Report* input screen displays.

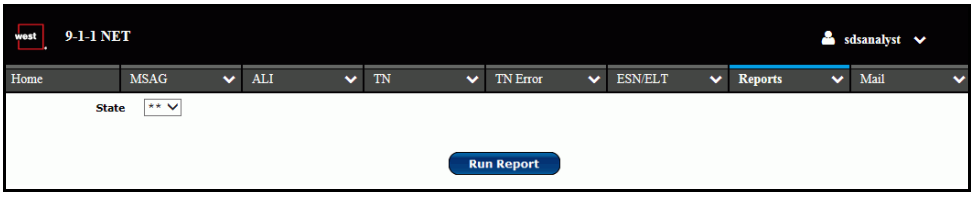


Figure 421: MSAG CRs Overdue Report Input

2 Select the state for which to run the report from the `Select State` drop-down menu.

3 Click the **Run Report** button. The report results display.

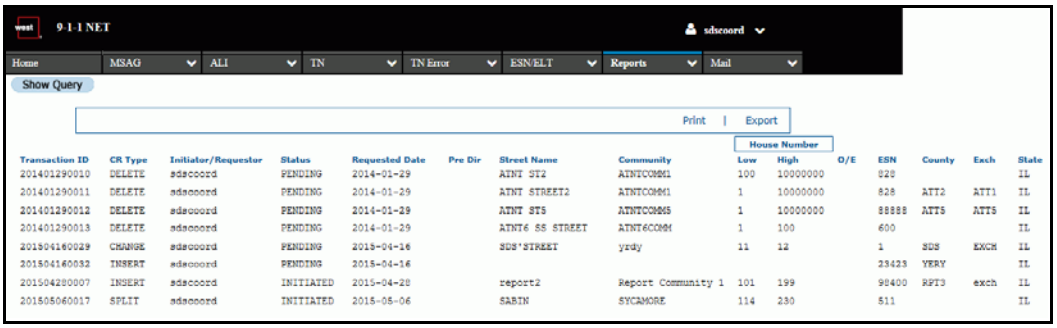


Figure 422: MSAG CRs Overdue Report Results

ESN CR Activity

NOTE This report is only available to Analyst users.

The ESN CR Activity report displays the number of ESN CRs implemented within a specified date range (in the previous year) for either all users or a specified user. To run the report:

1 Click the **ESN CR Activity** link from the Reports menu. The *ESN CRs Activity Report* screen displays.

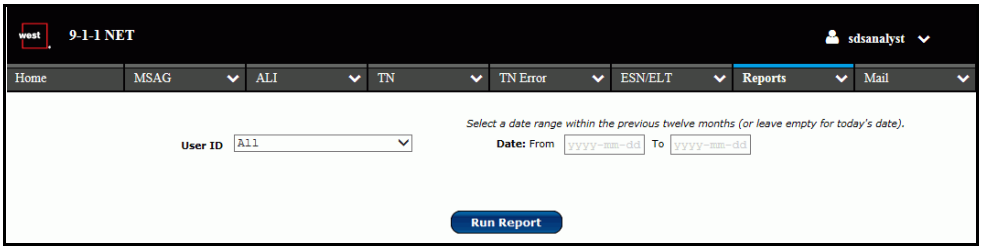


Figure 423: ESN CR Report

2 Select the user for which to run the report from the `User ID` drop-down menu. The default selection for this field is `All`. Leaving this field in its default state returns results for all users in the system.

3 Enter a date range for the previous year in mm/dd/yyyy format. Leaving these fields blank returns results for the current date.

4 Click the **Run Report** button. The report results display.

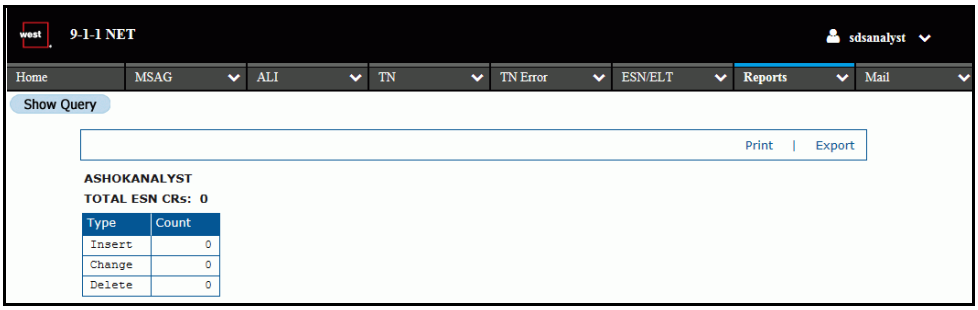


Figure 424: ESN CRs Activity Report Results

Chapter 9
Mail

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Overview

The 9-1-1 NET mail feature enables users to request or send information to each other. Additionally, the 9-1-1 NET system administrator may broadcast important messages to groups of users.

IMPORTANT 9-1-1 NET is a configurable application. The features to which you have access depend on your user profile and specific configuration. The following section describes all the features available in the system. You may not have access to all the features described.

Received Mail

To view your mail, select the **Received** link from the Mail menu. The *Received Mail* screen displays. From this screen, you can view, compose, reply to, or delete messages.

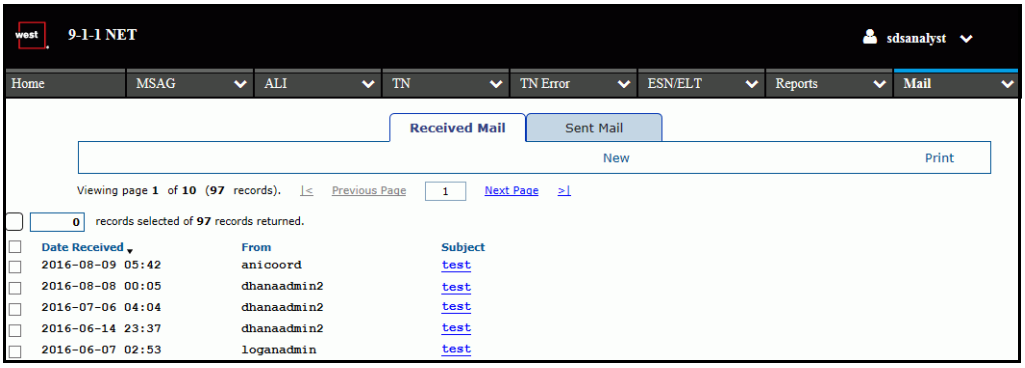

Figure 425: Received Mail

Toolbars

Received Mail Toolbar

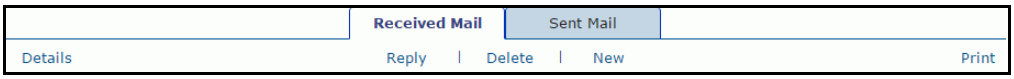

Figure 426: Received Mail Toolbar

- The **Details** link displays the *Messages Details* screen.
- The **Reply** link displays the *Reply Message* screen.
- The **Delete** link displays the *Confirm Deletion* pop-up window.

- The **New** link displays the Create Message screen.

Compose a New Message

1 Select the **Received** link from the Mail menu. The *Received Mail* screen displays (figure 425 on page 336).

2 Click the **New** link at the top of the screen. The *Create Message* screen displays.

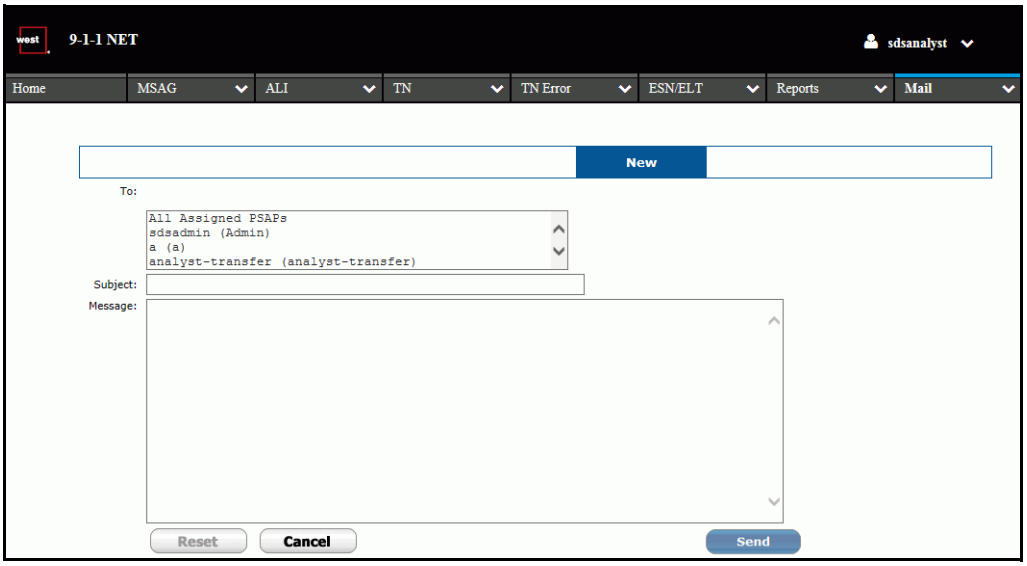

Figure 427: Create Message

3 Select a recipient from the `To` selection list.

NOTE If the message needs to be sent to more than one person, press and hold the **Ctrl** key while selecting other users.

4 Type the subject of the message in the `Subject` field. This field is required.

5 Type the text of your message in the `Message` field.

6 Click the **Send** button.

View a Message

1 Click the underlined **Subject** link of the desired message. The *Message Details* screen displays (figure 428).

2 To return to the *Received Mail* screen, click the **Back to Inbox** link.

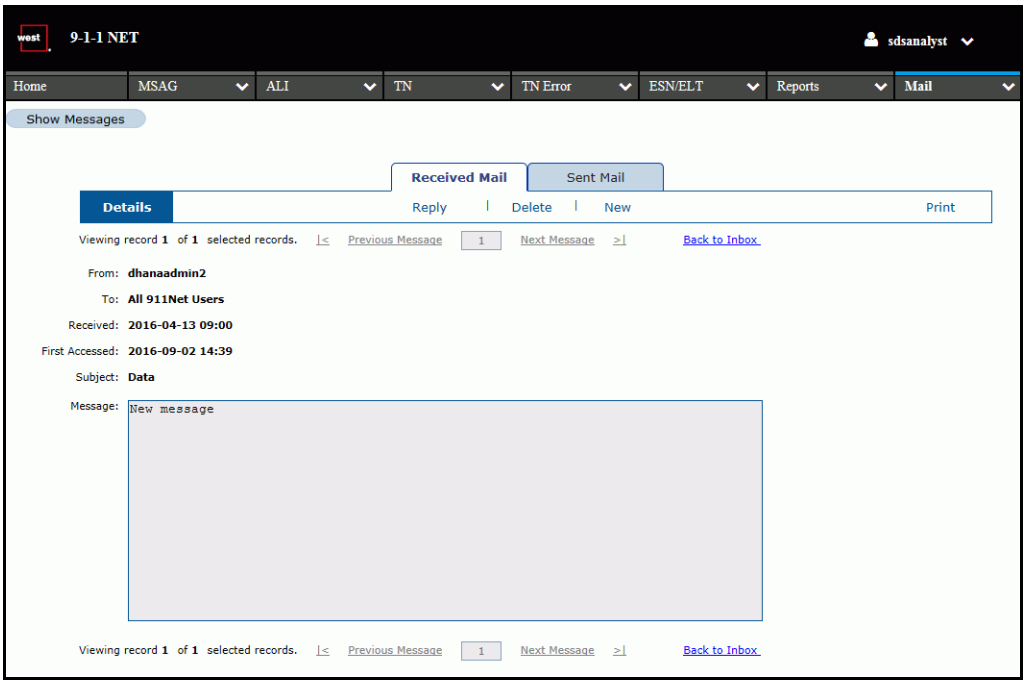

Figure 428: Message Details

Reply to a Message

1 From the *Message Details* screen, click the **Reply** link. The *Reply Message* screen displays.

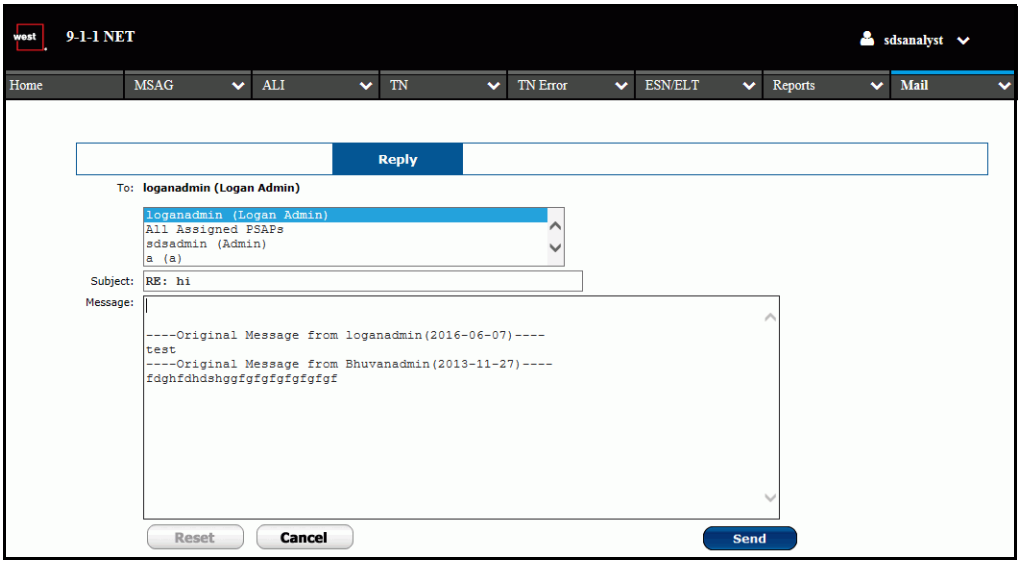

Figure 429: Message Reply

2 The sender of the message is pre-selected in the `To` field, but you can add more recipients by holding down the **Ctrl** key and clicking on other users in list.
3 Type the text of your message in the `Message` field.
4 Click the **Send** button.

Delete a Message

Messages can be deleted from the *Received Mail* or *Message Details* screens. To delete from the *Received Mail* screen:

1 Locate the message(s) to be deleted and select the checkbox(es) to the left of the message(s).
2 Click the **Delete** link on the toolbar. The *Confirm Deletion* pop-up window displays.

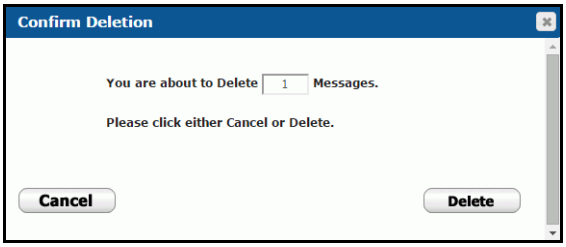

Figure 430: Confirm Deletion Pop-up Window

3 Click the **Delete** button on the pop-up window. The window closes and the message is removed from the list of received mail.

From the *Message Details* screen:

1 Click the **Delete** link from the toolbar. The message is deleted and the *Received Mail* screen displays.

Sent Mail

To view a list of your sent messages:

1 Click the **Sent** link from the Mail menu. The *Sent Mail* screen displays (figure 431). The most recent messages are listed first and include the date the message was sent, the recipient, and the subject.

2 Click the **Next Page** link to view additional pages and older messages.

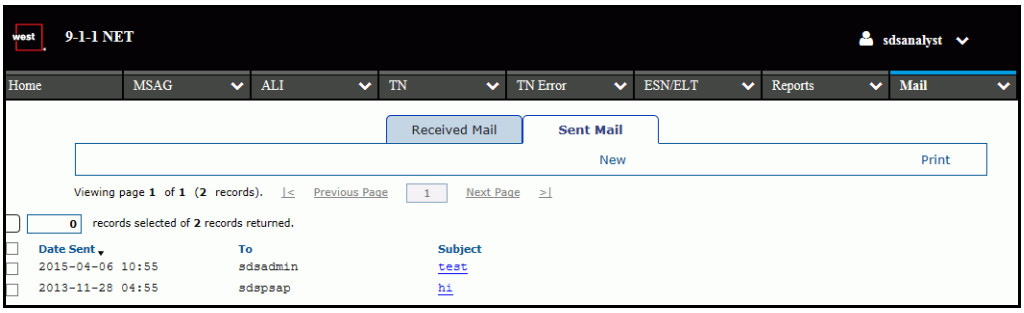

Figure 431: Sent Mail

View a Sent Message

To view the contents of a specific message from the *Sent Mail* screen:

1 Click the underlined, blue **Subject** link or select the checkbox next to the record and click the **Details** link. The *Message Details* screen displays (figure 432).

2 Click the **Back to Inbox** link to return to the *Sent Mail* screen.

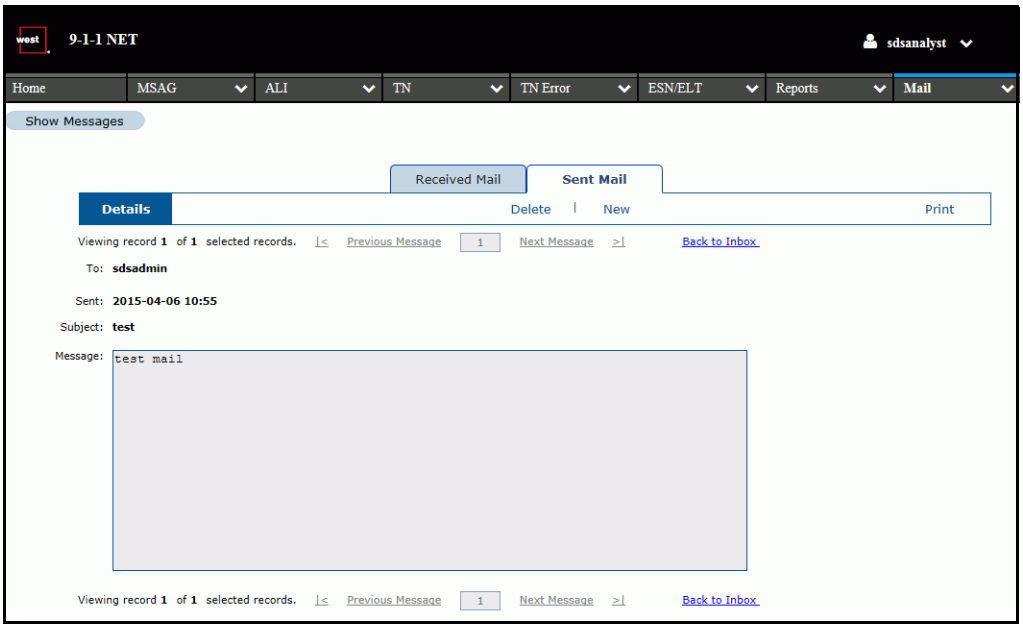

Figure 432: Message Details (Sent)

Delete a Sent Message

Follow the steps described in "Delete a Message" on page 339.

Appendix A
Request Statuses by User

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Status Assignments By User

This appendix identifies the MSAG request and ALI report statuses that may be modified or updated based on user type (i.e., MSAG Coordinator, PSAP, analyst) in both hierarchical and non-hierarchical setups.

MSAG Requests in a Non-Hierarchical Setup

PSAP User - Non-Hierarchical

Table 9: Active MSAG Requests - PSAP User (Non-Hierarchical)

Status	Condition	Change Status	Archive	Delete
Initiated	**Requester =** PSAP **Last Changed By =** PSAP	NO	NO	YES
Requested	**Requester** = Analyst **Last Changed By** = Analyst	Initiated Denied	NO	NO
Pending	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	NO
Suspended	**Requester** = PSAP **Last Changed By** = Analyst	*Update	NO	NO
Suspended	**Requester** = Analyst **Last Changed By** = Analyst	*Update	NO	NO
Updated	**Requester** = PSAP **Last Changed By** = PSAP	NO	NO	NO

*The update status is assigned by the system, not the user.

Table 10: Inactive MSAG Requests - PSAP User (Non-Hierarchical)

Status	Condition	Change Status	Archive	Delete
Completed	**Requester** = PSAP **Last Changed By** = Analyst	NO	YES	NO
Completed	**Requester** = Analyst **Last Changed By** = Analyst	NO	YES	NO
Rejected	**Requester** = PSAP **Last Changed By** = Analyst	NO	YES	NO
Rejected	**Requester** = Analyst **Last Changed By** = Analyst	NO	YES	NO
Denied	**Requester** = Analyst **Last Changed By** = PSAP	NO	NO	NO

Analyst User - Non-Hierarchical

Table 11: Active MSAG Requests - Analyst User (Non-Hierarchical)

Status	Condition	Change Status	Archive	Delete
Initiated	**Requester** = PSAP **Last Changed By** = PSAP	Pending Suspended Completed Rejected	NO	NO
Requested	**Requester** = Analyst **Last Changed By** = Analyst	NO	NO	YES
Pending	**Requester** = PSAP **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Pending	**Requester** = Analyst **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Suspended	**Requester** = PSAP **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Suspended	**Requester** = Analyst **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Updated	**Requester** = PSAP **Last Changed By** = PSAP	Pending Suspended Completed Rejected	NO	NO

Table 12: Inactive MSAG Requests - Analyst User (Non-Hierarchical)

Status	Condition	Change Status	Archive	Delete
Completed	**Requester** = PSAP **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Completed	**Requester** = Analyst **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Rejected	**Requester** = PSAP **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO

Table 12: Inactive MSAG Requests - Analyst User (Non-Hierarchical) (Continued)

Status	Condition	Change Status	Archive	Delete
Rejected	**Requester** = Analyst **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Denied	**Requester** = PSAP **Last Changed By** = PSAP	NO	YES	NO

MSAG Requests in a Hierarchical Setup

PSAP User - Hierarchical

Table 13: Active MSAG Requests - PSAP User (Hierarchical)

Status	Condition	Change Status	Archive	Delete
Initiated	**Requester** = PSAP **Last Changed By** = PSAP	NO	NO	YES
Initiated***	**Requester** = Coord **Last Changed By** = N/A	N/A	N/A	N/A
Requested	**Requester** = Analyst **Sent To** = PSAP **Last Changed By** = Analyst	Initiated Denied	NO	NO
Pending	**Requester** = PSAP **Last Changed By** = Coord	NO	NO	NO
Pending	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	NO
Suspended	**Requester** = PSAP **Last Changed By** = Coord	*Update	NO	NO
Suspended	**Requester** = PSAP **Last Changed By** = Analyst	*Update	NO	NO
Suspended	**Requester** = Analyst **Last Changed By** = Analyst	*Update	NO	NO
Updated	**Requester** = PSAP **Last Changed By** = PSAP	NO	NO	NO

*The update status is assigned by the system, not the user.

***If the Requester = Coordinator, then the PSAP is removed from the process.

Table 14: Inactive MSAG Requests - PSAP User (Hierarchical)

Status	Condition	Change Status	Archive	Delete
Completed	**Requester** = PSAP **Last Changed By** = Analyst **Archive Approval** = Selected by Coord	NO	YES	NO
Completed	**Requester** = Analyst **Sent To** = PSAP **Last Changed By** = Analyst **Archive Approval** = Selected by Coord	NO	YES	NO
Completed	**Requester** = Analyst **Sent To** = PSAP **Last Changed By** = Analyst	NO	NO	NO
Completed *	**Requester** = Coord **Last Changed By** = N/A	N/A	N/A	N/A
Rejected	**Requester** = PSAP **Last Changed By** = Coord	NO	YES	NO
Rejected	**Requester** = PSAP **Last Changed By** = Analyst	NO	YES	NO
Rejected	**Requester** = Analyst **Last Changed By** = Analyst **Archive Approval** = Selected by Coord	NO	YES	NO
Rejected	**Requester** = Analyst **Last Changed By** = Analyst	NO	NO	NO
Rejected	**Requester** = Analyst **Last Changed By** = Coord	NO	YES**	NO
Denied	**Requester** = Analyst **Last Changed By** = PSAP	NO	NO	NO

* If the Requester = Coordinator then the PSAP is completely cut out of the process.

**If the Coordinator rejects a request, then the PSAP can archive without archive approval from the Coordinator.

Analyst User - Hierarchical

Table 15: Active MSAG Requests - Analyst User (Hierarchical)

Status	Condition	Change Status	Archive	Delete
Initiated	**Requester** = PSAP **Last Changed By** = PSAP	Pending Suspended Completed Rejected	NO	NO
Initiated	**Requester** = Coord **Last Changed By** = Coord	Pending Suspended Completed Rejected	NO	NO
Requested	**Requester** = Analyst **Sent To** = PSAP **Last Changed By** = Analyst	NO	NO	YES
Requested	**Requester** = Analyst **Sent To** = Coord **Last Changed By** = Analyst	NO	NO	YES
Approved	**Requester** = PSAP **Last Changed By** = Coord	Pending Suspended Completed Rejected	NO	NO
Approved	**Requester** = Analyst **Last Changed By** = Coord	Pending Suspended Completed Rejected	NO	NO
Pending	**Requester** = PSAP **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Suspended	**Requester** = PSAP **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Suspended	**Requester** = Analyst **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Updated	**Requester** = PSAP **Last Changed By** = PSAP	NO	NO	NO

Table 16: Inactive MSAG Requests - Analyst User (Hierarchical)

Status	Condition	Change Status	Archive	Delete
Completed	**Requester** = PSAP **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Completed	**Requester** = Analyst **Sent To** = PSAP **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Completed	**Requester** = Analyst **Sent To** = Coord **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Completed	**Requester** = Coord **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Rejected	**Requester** = PSAP **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Rejected	**Requester** = Analyst **Sent To** = PSAP **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Rejected	**Requester** = Analyst **Sent To** = Coord **Last Changed By** = Analyst	Pending Suspended Completed Rejected	NO	NO
Denied	**Requester** = Analyst **Sent To** = PSAP **Last Changed By** = PSAP	NO	YES	NO
Denied	**Requester** = Analyst **Sent To** = Coord **Last Changed By** = PSAP	NO	YES	NO

Coordinator User - Hierarchical

Table 17: Active MSAG Requests - Coordinator User (Hierarchical)

Status	Condition	Change Status	Archive	Delete
Initiated	**Requester** = PSAP **Last Changed By** = PSAP	Approved Pending Suspended Rejected	NO	NO
Initiated	**Requester** = Coord **Last Changed By** = Coord	NO	NO	YES
Requested	**Requester** = Analyst **Sent To** = Coord **Last Changed By** = Analyst	Initiated Denied	NO	NO
Pending	**Requester** = PSAP **Last Changed By** = Coord	Approved Pending Suspended Rejected	NO	NO
Pending	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	NO
Pending	**Requester** = Coord Last Changed By = Analyst	NO	NO	NO
Pending	**Requester** = Analyst **Sent to** = PSAP **Last Changed By** = Analyst	NO	NO	NO
Pending	**Requester** = Analyst **Sent to** = Coord **Last Changed By** = Analyst	NO	NO	NO
Suspended	**Requester** = PSAP **Last Changed By** = Coord	Approved Pending Suspended Rejected	NO	NO
Suspended	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	NO
Suspended	**Requester** = Analyst **Sent to** = PSAP **Last Changed By** = Coord	Approved Pending Suspended Rejected	NO	NO
Suspended	**Requester** = Analyst **Sent to** = PSAP **Last Changed By** = Analyst	NO	NO	NO
Suspended	**Requester** = Analyst **Sent to** = Coord **Last Changed By** = Analyst	NO	NO	NO
Suspended	**Requester** = Coord **Last Changed By** = Analyst	*Update	NO	NO

Table 17: Active MSAG Requests - Coordinator User (Hierarchical) (Continued)

Status	Condition	Change Status	Archive	Delete
Updated	**Requester** = Coord **Suspended by** = Analyst **Last Changed By** = Coord	NO	NO	NO
Updated	**Requester** = PSAP **Suspended By** = Coord **Last Changed By** = PSAP	Approved Pending Suspended Rejected	NO	NO
Updated	**Requester** = PSAP **Suspended By** = Analyst **Last Changed By** = PSAP	NO	NO	NO

*The update status is assigned by the system, not the user.

Table 18: Inactive MSAG Request - Coordinator User (Hierarchical)

Status	Condition	Change Status	Archive	Delete
Completed	**Requester** = PSAP **Last Changed By** = Analyst	NO	YES	NO
Completed	**Requester** = Analyst **Sent To** = PSAP **Last Changed By** = Analyst	NO	YES	NO
Completed	**Requester** = Analyst **Sent To** = Coord **Last Changed By** = Analyst	NO	NO	YES
Completed	**Requester** = Coord **Last Changed By** = Analyst	NO	NO	YES
Rejected	**Requester** = PSAP **Last Changed By** = Analyst	NO	YES	NO
Rejected	**Requester** = Analyst **Sent To** = PSAP **Last Changed By** = Analyst	NO	YES	NO
Rejected	**Requester** = Analyst **Sent To** = Coord **Last Changed By** = Analyst	NO	NO	YES
Rejected	**Requester** = Coord **Last Changed By** = Analyst	NO	NO	YES
Rejected	**Requester** = PSAP **Last Changed By** = Coord	Approved Pending Suspended Rejected	NO	NO

Table 18: Inactive MSAG Request - Coordinator User (Hierarchical) (Continued)

Status	Condition	Change Status	Archive	Delete
Rejected	**Requester** = Analyst **Sent To** = PSAP **Last Changed By** = Coord	Approved Pending Suspended Rejected	NO	NO
Denied	**Requester** = Analyst **Sent To** = Coord **Last Changed By** = Coord	NO	NO	NO

ALI Reports in a Non-Hierarchical Setup

PSAP User - Non-Hierarchical

Table 19: ALI Active Report - PSAP User (Non-Hierarchical)

Status	Condition	Change Status	Archive	Delete
Initiated	**Requester** = PSAP **Last Changed By** = PSAP	NO	NO	NO
Referred	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	NO
Pending	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	NO
Updated	**Requester** = PSAP **Last Changed By** = PSAP	YES	*Update	NO
Suspended	**Requester** = PSAP **Last Changed By** = Analyst	YES	*Update	NO

*The update status is assigned by the system, not the user.

Table 20: ALI Inactive Report - PSAP User (Non-Hierarchical)

Status	Condition	Change Status	Archive	Delete
Completed	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	YES
Rejected	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	YES

Analyst User - Non-Hierarchical

Table 21: Active ALI Report - Analyst User (Non-Hierarchical)

Status	Condition	Change Status	Archive	Delete
Initiated	**Requester** = PSAP **Last Changed By** = PSAP	YES	Completed Pending Suspended Rejected Referred	NO
Referred	**Requester** = PSAP **Last Changed By** = Analyst	YES	Completed Pending Suspended Rejected Referred	NO
Pending	**Requester** = PSAP **Last Changed By** = Analyst	YES	Completed Pending Suspended Rejected Referred	NO
Updated	**Requester** = PSAP **Last Changed By** = PSAP	YES	Completed Pending Suspended Rejected Referred	NO
Suspended	**Requester** = PSAP **Last Changed By** = Analyst	YES	Completed Pending Suspended Rejected Referred	NO

Table 22: Inactive ALI Report - Analyst User (Non-Hierarchical)

Status	Condition	Change Status	Archive	Delete
Completed	**Requester** = PSAP **Last Changed By** = Analyst	Completed Pending Suspended Rejected Referred	NO	NO
Rejected	**Requester** = PSAP **Last Changed By** = Analyst	Completed Pending Suspended Rejected Referred	NO	NO

ALI Reports in a Hierarchical Setup

PSAP User - Hierarchical

Table 23: Active ALI Report - PSAP User (Hierarchical)

Status	Condition	Change Status	Authorize	Archive	Delete
Initiated	**Requester** = PSAP **Last Changed By** = PSAP	NO	NO	NO	NO
Approved	**Requester** = PSAP **Last Changed By** = Coord	NO	NO	NO	NO
Referred	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	NO	NO
Pending	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	NO	NO
Pending	**Requester** = PSAP **Last Changed By** = Coord	NO	NO	NO	NO
UDPATED	**Requester** = PSAP **Last Changed By** = PSAP	YES	*UPDATE	NO	NO
Suspended	**Requester** = PSAP **Last Changed By** = Analyst	YES	*UPDATE	NO	NO
Suspended	**Requester** = PSAP **Last Changed By** = Coord	YES	*UPDATE	NO	NO

*The update status is assigned by the system, not the user.

Table 24: Inactive ALI Report - PSAP User (Hierarchical)

Status	Condition	Change Status	Authorize	Archive	Delete
Completed	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	YES	NO
Rejected	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	YES	NO
Rejected	**Requester** = PSAP **Last Changed By** = Coord	NO	NO	YES	NO

Analyst User - Hierarchical

Table 25: Active ALI Report - Analyst User (Hierarchical)

Status	Condition	Change Status	Authorize	Archive	Delete
Initiated	**Requester** = PSAP **Last Changed By** = PSAP	Completed Pending Suspended Rejected Referred	YES	NO	NO
Initiated	**Requester** = Coord **Last Changed By** = Coord	Completed Pending Suspended Rejected Referred	YES	NO	NO
Referred	**Requester** = PSAP **Last Changed By** = Analyst	Completed Pending Suspended Rejected Referred	YES	NO	NO
Referred	**Requester** = PSAP **Last Changed By** = Analyst	Completed Pending Suspended Rejected Referred	YES	NO	NO
Referred	**Requester** = Coord **Last Changed By** = Analyst	Completed Pending Suspended Rejected Referred	YES	NO	NO
Pending	**Requester** = PSAP **Last Changed By** = Analyst	Completed Pending Suspended Rejected Referred	YES	NO	NO
Pending	**Requester** = Coord **Last Changed By** = Analyst	Completed Pending Suspended Rejected Referred	YES	NO	NO
Updated (auto change to Pending)	**Requester** = PSAP **Last Changed By** = PSAP	Completed Pending Suspended Rejected Referred	YES	NO	NO

Table 25: Active ALI Report - Analyst User (Hierarchical) (Continued)

Status	Condition	Change Status	Authorize	Archive	Delete
Suspended	**Requester** = Coord **Last Changed By** = Analyst	Completed Pending Suspended Rejected Referred	YES	NO	NO
Suspended	**Requester** = PSAP **Last Changed By** = Analyst	Completed Pending Suspended Rejected Referred	YES	NO	NO

Table 26: Inactive ALI Report - Analyst User (Hierarchical)

Status	Condition	Change Status	Authorize	Archive	Delete
Completed	**Requester** = PSAP **Last Changed By** = Analyst	Completed Pending Suspended Rejected Referred	NO	NO	NO
Completed	**Requester** = Coord **Last Changed By** = Analyst	Completed Pending Suspended Rejected Referred	NO	NO	NO
Rejected	**Requester** = PSAP **Last Changed By** = Analyst	Completed Pending Suspended Rejected Referred	NO	NO	NO
Rejected	**Requester** = Coord **Last Changed By** = Analyst	Completed Pending Suspended Rejected Referred	NO	NO	NO

Coordinator User - Hierarchical

Table 27: Active ALI Report - Coordinator User (Hierarchical)

Status	Condition	Edit Report	Change Status	Archive	Delete
Initiated	**Requester** = Coord **Last Changed By** = Coord	YES	NO	NO	YES
Initiated	**Requester** = PSAP **Last Changed By** = PSAP	NO	Approved Pending Suspended Rejected	NO	NO
Referred	**Requester** = Coord **Last Changed By** = Analyst	NO	NO	NO	NO
Referred	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	NO	NO
Approved	**Requester** = PSAP **Last Changed By** = Coord	NO	Approved Pending Suspended Rejected	NO	NO
Pending	**Requester** = Coord **Last Changed By** = Analyst	NO	NO	NO	NO
Pending	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	NO	NO
Pending	**Requester** = PSAP **Last Changed By** = Coord	NO	Approved Pending Suspended Rejected	NO	NO
Updated	**Requester** = Coord **Last Changed By** = Coord	NO	*UPDATE	NO	NO
Updated	**Requester** = PSAP **Last Changed By** = PSAP	NO	Approved Pending Suspended Rejected	NO	NO
Suspended	**Requester** = Coord **Last Changed By** = Analyst	NO	*UPDATE	NO	NO
Suspended	**Requester** = PSAP **Last Changed By** = Analyst	NO	NO	NO	NO
Suspended	**Requester** = PSAP **Last Changed By** = Coord	NO	Approved Pending Suspended Rejected	NO	NO

*The Updated status is not selected via a status drop-down menu. Under given circumstances the application will programmatically change the status to Updated.

Table 28: Inactive ALI Report - Coordinator User (Hierarchical)

Status	Condition	Change Status	Authorize	Archive	Delete
Completed	**Requester** = PSAP **Last Changed By** = Analyst	NO	YES	NO	NO
Completed	**Requester** = Coord **Last Changed By** = Analyst	NO	NO	YES	NO
Rejected	**Requester** = PSAP **Last Changed By** = Analyst	NO	YES	NO	NO
Rejected	**Requester** = Coord **Last Changed By** = Analyst	NO	NO	NO	NO

MSAG Errors and Related Functions

MSAG errors are address-related errors. PSAP managers report MSAG errors discovered during 9-1-1 calls. MSAG errors are submitted to the data analysts who maintain the MSAG database. The following related functions are performed using the MSAG functions that are described in Chapter 6 of this guide.

MSAG Change Requests

MSAG errors must be submitted to the data analysts in the form of MSAG Change Requests (CRs). 9-1-1 NET allows for MSAG CRs to be submitted to the analysts. If a hierarchical system for processing MSAG CRs is used in the particular MSAG system, submitted requests must be approved by the involved MSAG coordinator(s).

MSAG Queries

Before creating MSAG CRs, PSAP managers must query the call-routing MSAG database to view the data that is currently recorded for their MSAG area. 9-1-1 NET allows the call-routing MSAG database to be queried by users. 9-1-1 NET allows queries to be performed only on the records the user is secured to access.

MSAG Status

After submitting MSAG CRs, PSAP managers must continuously monitor the status of their submitted requests. 9-1-1 NET allows for request statuses to be monitored.

MSAG Updates

When more information is required by the data analysts to process submitted MSAG requests, PSAP managers must update the requests to provide the additional information.

9-1-1 NET allows for submitted MSAG CRs to be updated to provide additional information to analysts.

MSAG Archiving

PSAP managers must archive the processed requests for future reference after submitted MSAG CRs are completely processed by the data analysts. 9-1-1 NET allows processed MSAG CRs to be archived.

If a hierarchical system for processing MSAG CRs is used in the particular MSAG system, analyst-processed requests must be approved by the involved MSAG coordinator(s).

ALI Errors and Related Functions

ALI errors are either misrouted calls or incorrect Automatic Location Identification (ALI) bid returns. Misrouted calls are those that reached the incorrect PSAP. Incorrect ALI bid returns are either “no record found” errors or incorrect address errors. ALI errors are caused by incorrect or missing Telephone Number (TN) record information, such as incorrect Emergency Service Number (ESN) assignments, PSAP assignments, addresses, street names, etc. This information exists in a call-routing TN database. The following related functions are performed by using the ALI functions that are described in Chapter 7 of this guide.

ALI Error Reports

ALI errors must be immediately corrected in the involved call-routing TN database. This database is maintained by the data analysts. Therefore, PSAP managers must communicate all ALI error information to the data analysts so these corrections can occur. 9-1-1 NET allows ALI errors to be reported to the analysts.

ALI Report Status

PSAP managers must continuously monitor the status of their submitted reports after submitting ALI reports. 9-1-1 NET allows for report statuses to be monitored.

ALI Updates

When more information is required by the data analysts for them to be able to process submitted ALI reports, PSAP managers must update the reports to provide the additional information. 9-1-1 NET allows for submitted ALI reports to be updated to provide additional information to analysts.

ALI Archiving

PSAP managers must archive the processed reports for future reference after submitted ALI reports are completely processed by the data analysts. 9-1-1 NET allows processed ALI reports to be archived.

Appendix B
Error Codes

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Error Codes 362

Error Codes

Error Code	Description
100	Customer code is not numeric.
101	NPANXX record not found.
102	Recon compare: Company code mismatch.
103	Invalid pilot TN.
104	Recon compare: Missing TN in extract.
105	Name is missing.
106	Recon compare: Unable to parse address.
107	House number is invalid.
108	TN not built in RUNP for the specified state.
109	Street direction is too long.
110	Recon compare: Street pre-direction mismatch.
111	Street name is too long.
112	Recon compare: Street name mismatch.
113	Recon compare: Pilot TN mismatch.
114	Recon compare: Community name mismatch.
115	USOC/Class of service is not in the table.
116	House suffix is invalid.
117	Illegal action in pilot.
118	N or T order has no pilot action.
120	TN is invalid or missing.
121	Location information error (class of service=5).
122	Recon compare: Exchange mismatch.
122	Multiple actions for TN.
123	SLA format is incorrect.
125	Missing TN for USOC.
126	Invalid type of service.
127	Language information is invalid.
128	Medical information request.

Error Code	Description
129	Language information request
130	DPS not allowed without SLA.
140	TN not in the SOI routing table.
141	Recon compare: Invalid customer code.
143	Recon compare: Class of service mismatch.
144	Recon compare: Type of service mismatch.
152	Recon compare: Duplicate TNs.
153	Recon compare: TN does not exist in the 9-1-1 database.
166	Recon compare: Completion date invalid or missing.
170	Recon compare: Completion date mismatch.
173	SLA not allowed on order.
174	Recon compare: Reseller ID field mismatch.
180	Recon compare: States mismatch.
181	Recon compare: Zip code mismatch.
182	Recon compare: Tar code mismatch
185	Recon compare: Location cannot be parsed.
187	Recon compare: SLA mismatch.
189	Recon compare: SLA flag mismatch.
190	Recon compare: Customer code mismatch.
191	Recon compare: Customer name mismatch.
193	Recon compare: Pub flag mismatch.
198	Recon compare: Invalid publish flag.
199	Recon compare: Invalid foreign exchange.
211	Entity does not exist.
264	Recon compare: Invalid reseller in incoming CRIS file.
401	Company on record does not match R-Record.
402	Migrate required; R-Record unlocked.
403	Unable to migrate; R-Record locked.
404	Locked R-Record.
405	TN submitted to incorrect ALI (FOC-R).

Error Code	Description
701	Range not found.
702	Record exists, no insert allowed.
703	Pilot record not found.
704	No record exists for deletion.
705	Pilot not found for deletion.
706	Invalid non-voice indicator.
707	Pilot customer code missing on insert.
707	Invalid extension.
708	Invalid CLLI code.
709	Street not found.
710	Customer code mismatch on change.
711	Customer code mismatch on delete.
712	Record does not exist for change.
713	TN and pilot number mismatch.
716	Service order error code.
729	CD error date conflict.
730	Record exists with greater completion date than disconnect record.
731	Record exists with later or same completion date.
732	Record exists in disconnect file with later completion date.
733	New number already exists.
734	Line delete of pilot with subline.
735	No delete, same completion date.
736	Pilot is SLA. Can't use address.
737	Location flag is on; no address update.
738	MSAG update caused error.
739	Invalid house format.
740	Street name is too long.
741	PSALI / ACM locked record.
742	Service class does not match pilot.
743	Service type does not match pilot.

Error Code	Description
744	Customer name does not match pilot.
745	Range fits in multiple city exchange.
746	Community and exchange are blank.
747	S error without matching I.
748	Location does not match pilot.
749	Customer code does not match pilot.
750	TAR code does not match pilot.
751	Invalid function code.
752	Invalid company code.
753	No record exists on unlock.
754	No record exists on migrate.
755	Unable to migrate locked record.
756	Company code mismatch on change.
757	Company code mismatch on delete.
758	Company code mismatch on unlock.
759	Company code mismatch on lock.
760	Lock exceeded number of retries.
761	Pilot company code mismatch.
762	LNP required on U or M function.
763	Line delete attempted on a PN with sublines.
764	Pilot and subline require verification.
765	Invalid CLLI.
766	Insert attempted on an unlocked TN.
767	Change attempted on an unlocked TN.
768	Delete attempted on an unlocked TN.
775	Default MSAG doesn't exist for county.
777	Missing company code.
778	Customer designator not found.
780	The PN is populated with asterisks.
781	Error record does not exist for delete.

Error Code	Description
782	Company code mismatch on error delete.
783	Unlock for pilot with sublines.
784	Pilot split insert failed.
785	Bad location data or illegal operation on location field and/or flags.
786	SLA data error.
792	Record exists for another company.
793	Zip code invalid or missing.
797	REC validates against multiple MSAGs.
798	Company ID on SOI record does not match the SOI file name.
799	VOIP error. State, community, or house number is missing.
801	VOIP error. Geocode interface unavailable.
802	VOIP error. Geocode data error.
819	Subline did not pass S or L check.
820	Subsidiary line changed partially.
825	Location comment flag set on a change.
826	Location flag set on migrate.
833	Location flag set on delete.
834	TN change now CASP region.
835	CASP change no longer in region.
836	MSAG bypass TN fallout.
837	Pre-completion record insertion attempted on existing TN.
838	Pre-completion record posted against state default MSAG record.
839	EXTRC company ID mismatch.
840	Rec MSAG valid without entity.
841	Free-form text exception error.
842	Free-form text delete exception error.
881	SLA Primary address discrepancy.
903	Last page error.

Glossary

Field/Term	Description
Age	The age of the change report in days. The number is calculated by subtracting the request submission date from the query date.
Address	The street address of the customer associated with the TN.
Address Extension	Additional address information.
Address Translations	Alternate names by the which the address is identified.
Admin (Administrative ESN)	An ESN assigned to a location where selective routing is not available. The number is usually determined from (or associated with) the ESCO of the incoming 9-1-1-trunk group or office code at the router. In some cases, some or all of the information or features associated with an E9-1-1 call may not be available to the PSAP. Enhanced 9-1-1 switches are established with administrative (default) ESNs for use if a caller's TN record is not found in the Selective Routing Data Base (SRDB).
ALI	Automatic Location Identification. ALI refers to a feature of E9-1-1 service that provides the display of the name, address, telephone number, and emergency service agencies associated with the telephone equipment from which 9-1-1 is dialed. ALI also refers to the database that stores this information for retrieval during a 9-1-1 call.
ALI DR Comments	Location information associated with the DR that display in the `Location` field.
ALI System ID	Identification number of the ALI system.
ANI	Automatic Number Identification. ANI refers to the telephone number of equipment from which 9-1-1 was dialed. It also refers to the feature of E9-1-1 that allows this telephone number to display at the PSAP when a 9-1-1 call is placed.
Approved	The request is approved by the involved MSAG Coordinator user to be processed by a PSAP. This status applies only to MSAG systems that use a hierarchical system for processing MSAG change requests. Requests that have this status cannot be deleted or archived.
Archive	A function that places inactive complete or rejected CRs into a view-only state for historical reference.
Attach	An icon that enables users to attach documents to CRs.
Authorize	A function that sends an inactive CR to the next user in the workflow for archiving.
Auto Archive	A process that enables MSAG CRs and TN CRs that are completed and geoMSAG CRs that are rejected by an analyst to be archived automatically.

Field/Term	Description
Auto-Completed	A drop-down field on the ALI DR Query (All, Inactive, and Archive) and TN CR Query (Inactive and Archive) screens. This field enables users to search for auto-completed requests only or manually completed requests only.
CBN	Call back number.
Change	A button that displays the TN Create Change Request screen. From this screen, users can create and submit a CR for the selected TN.
Class/Class of Service	The class of service assigned to the telephone number. Valid classes of service are: ■ 1=Residence ■ 2=Business ■ 3=Residence PBX ■ 4=Business PBX ■ 5=Centrex ■ 6=Coin 1 Way Out (semi-public) ■ 7=Coin 2 Way (public) ■ 8=Mobile ■ 9=Residence OPX (site-specific class) ■ 0=Business OPX ■ C = VRES - VoIP Residence ■ D = VBUS - VoIP Business ■ E = VPAY - VoIP Coin/Pay Phone ■ F = VMBL - VoIP Wireless ■ G = WRLS - Wireless Phase I ■ H = WPH2 - Wireless Phase II ■ I = WPH1 - Wireless Phase II returning Phase I information ■ J = VNOM - VoIP Nomadic ■ K = VENT - VoIP Centrex/PBX ■ V = VOIP - VoIP Default ■ W = Wireless
CLLI	Common Language Location Identifier. A unique 11-character code used to identify physical locations of telecommunications equipment. In TSS, the CLLI codes refer to 9-1-1 selective routers.
COID 1 or COID 2	The identification number of the company associated with the TN.
Comments	A text field for information associated with the TN. Up to 1000 characters are allowed.
Community	The city or town name.
Completed	The request is completely processed by a PSAP and added or corrected in the database. Requests that have this status cannot be deleted, but they can be archived.

Field/Term	Description
Company ID	The ID number of the telco.
Created By	The ID of the user who created the request.
Customer Code / Cust Code	The code number associated with the customer.
Customer Entity	The code number assigned to the customer.
Customer Name	The name of the individual with whom the address and telephone data is associated.
CTS	Customer Technical Support
Date Created	The date and time the request was created in yyyy-mm-dd HH:MM AM/PM format, where y=year, m=month, d=day, H=hour, and M=minute, and the user ID of the person who submitted the request.
Date of Call	The date of the 9-1-1 call. Users can query DRs by the date of the call.
Delete	A function used to remove records from the database.
Denied	The request has been turned down. Requests that have this status cannot be deleted but can be archived. This option should be used carefully; if there are unresolved questions related to the request, other users will not be able to respond to those questions or add comments without creating a new CR.
Details	A button that displays the record details screen.
Donor System	A system that generates data files containing R-records that are sent to receiving systems. It is identified by a 4-character alphanumeric code.
Driving Directions	Specific instructions for locating an address, such as nearby cross streets.
E9-1-1	Enhanced 9-1-1. An emergency telephone system that includes network switching, database and customer premise equipment capable of providing selective routing, selective transfer, fixed transfer and automatic number and location identification.
ELT	English Language Translation. ELT fields include the names of the police department, fire department, and emergency responders for the address.
Entity	A three-character code that represents a group of MSAG records that correspond to a selective router.
Error	The error code number.
Error Generated: On	The date the error was generated on in yyyy-mm-dd:hh:MM:ss format, where y=year, m=month, d=day, h=hour, M=minute, and s=second.

Field/Term	Description
Error Referred: On	The date the error was last referred in mm/dd/yyyy format, where m=month, d=day, and y=year.
ESN	A three- to five-digit numeric code that represents an emergency service zone. This number is used by a selective router to direct E9-1-1 calls to a particular PSAP.
ESQK/ESRK	The Emergency Service Query Key (VoIP)/Emergency Service Routing Key (Wireless). This is a pseudo-ANI used to route an out-of-area telephone number to the appropriate PSAP.
ESSID / ESS ID	The Electronic Switching System Identification; the logical switch identifier required for any load or update operation.
Exchange	A geographical unit established for the administration of communication service in a specified area.
Export	An icon that saves results to the hard drive in the format specified on the Options screen.
Ext Type	Extension type. A PSAP Warning Message field that includes the following values: ■ Blank - Not assigned ■ 0 - Off Premises Extension ■ 1 - Duplicate Service Address ■ 2 - Duplicate Service Off Premises Address
File ID	An eight-character ID number used to derive the service order source.
FOC	Function of Change. Valid FOCs include: C=Change TN details D=Delete TN E=Change pilot TN details and associated sub-lines F=Final transfer of service I=Insert TN K=Change pilot TN L=Sub-line delete M=Migrate TN to a new service provider (lock function on TN Update) N=Change TN P=Delete pilot TN T=Transfer of service: Transfer a customer's telephone service U=Unlock TN
geoMSAG	Geospatial version of the legacy tabular Master Street Address Guide (MSAG) derived from a customer's geospatial data.
High	High number in a street range.
House #	The street address of the residence where the 9-1-1 call originated.
House # Sfx	The suffix of the street address of the residence where the 9-1-1 call originated. A suffix is usually an apartment number.

Field/Term	Description
Implement	A function that used to change the status of a CR to complete and apply the CR changes directly to the database.
IUP	Intrado Unified Portal. Access point for West applications, including 9-1-1 NET and TSS.
Latitude	A six-character field that displays the relative position north or south on the Earth's surface, measured in degrees from the equator, which has a latitude of 0°, with the poles having a latitude of 90° north and south.
Last Updated	The date and time the record information was last updated. The display varies by screen. On some screens, this field displays in YYYY-MM-DD HH:mm:SS format where Y=year, M=month, D=day, H=hour, m=minute and S=second. On other screens, this field displays in YYYY/MM/DD format.
Last updated: on/by	The date the record was last updated and the user ID of who last updated the record.
Law	The common description of a law enforcement agency. Example: Boulder County Police Department
LNP	Local number portability. Enables customers to keep their telephone number when switching from one telecommunications service provider to another.
Locality	The name of a place that is neither legally incorporated nor a defined entity (e.g., town or city).
Locked (icon)	An icon that displays on certain screens (such as the Change Request Update screen) indicating that a TN is locked.
Location	Location information associated with the address that describes the exact location of a calling number (e.g., Suite 302). In New England, this field is used to enter disability information.
Location and TN Comments fields are locked	An uneditable checkbox that identifies records for which location information and TN comments fields cannot be modified during SOI processing. A checked box indicates that the record is locked.
Location and TN Comments fields should be locked	An editable checkbox used to identify a record for which the location and TN comments fields should be locked. Checking the box locks the record so that it cannot be modified during SOI processing.
Longitude	A six-character field that displays the relative position east or west on the Earth's surface, given in degrees from a certain meridian, usually the prime meridian at Greenwich, England, which has a longitude of 0°.
Low	Low number in a street range.

Field/Term	Description
Mass Change	A button that displays the Mass TN Create Change Request screen. From this screen, users can create and submit a Mass CR to modify the address data associated with more than one TN.
MSAG	Master Street Address Guide. A listing of all streets in a 9-1-1 service area and the house number ranges for each ESN. It is controlled by the MSAG (or County) coordinator.
MSAG COID	The MSAG company ID.
MSAG Comment	A 40-character MSAG field that is associated with a house range or TN address. MSAG comments display on both the MSAG and TN records.
MSAG Note	Comments/notes for a given house range. MSAG Notes only display on MSAG records. They are not sent to ALI nor applied to a TN.
MSAG Sys	The MSAG system identification code for the 9-1-1 authority or county that owns the MSAG record.
MSAG Valid at Time of Submission	Indicates whether or not a valid MSAG record existed for the ALI DR when the DR was initially submitted.
New	The request is submitted but processing has not begun. Requests that have this status cannot be archived, but they can be deleted if necessary.
Non-voice Line	A checkbox used to identify a TN that is non-voice. A voice line is a regular TN in which one person converses with another. A non-voice line indicates an automated system.
Order #	The number assigned to the service order when a telephone company customer calls to add, change, or cancel telephone service. A service order is used by the telephone company to manage its response to customer requests.
Pending	The request is being processed and is pending approval. Requests that have this status cannot be deleted or archived.
Pilot #	The main number in a main/subsidiary relationship. If the main TN and the TN are different, the TN is a subsidiary of the main TN. If the main TN and TN are the same, the TN is the main/billing number.
Pre-completed TN	A TN record that is missing information such as class of service, type of service, or address data.
Print	An icon that displays the results as a print-friendly PDF.
Processing	Indicates if the request has standard or special processing. Requests with special processing have a completion date. This field displays either an N (no) for no special process or a Y (yes) for special processing.

Field/Term	Description
PSAP	Public Safety Answering Point. A facility equipped and staffed to receive and dispatch 9-1-1 calls. Also called the 9-1-1 Authority.
PSAP ID	The identification number or abbreviation of the PSAP.
PSAP Name	The name of the PSAP.
PSAP Warning Message	TN fields that are used to control the display of certain warning messages at the PSAP. Includes the following options: ■ Non-voice indictor ■ USOC ■ Extension Type
Query Type ***(Drop-down menu)***	The query type: Active, Inactive, or Archive.
RCF Number	Remote call forwarding number. Used in conjunction with remote call forwarding services in which customers subscribe to a telephone number in a distant exchange rate center with all telephone calls to that number automatically redirected to a telephone number they subscribe to in their home exchange.
Reason	The reason code. These are assigned by the system administrator.
Referral Status	The current referral status of the TN Error. Options include 1x (re-referred once), 2x (re-referred twice), 3x (re-referred three times), and Non-compliant (past the referral deadline).
Referred To	The entity to which the TN Error has been referred, such as the MSAG system, COG or company ID.
Referred to COID	The ID of the company to which a report is referred.
Rejected	The request has been completely investigated, but not processed and added to the call-routing MSAG database. If a request displays this status, you should expect to find a related message in the `Comments` field of the request. This field is viewed by performing a Request Status Display function on the request. Requests that have this status cannot be deleted, but they can be archived.
Related TN CR	A field that indicates if an active TN CR exists for the given TN.
Report Type	Indicates whether this report is for Misroute, No Record Found, Incorrect Address, or Misroute/Incorrect Address.
Requestor	The user ID of the individual who initially submitted the request.
Requested	The request has been submitted and is being processed. In this case, the CR can be Initiated or Denied.
Requested Date	The date the request was created in yyyy-mm-dd format.
Request Source	The CR type: TN Correction or TN Error Correction.

Field/Term	Description
Req Type (Request Type)	Indicates whether the request was an MSAG Update, Insert, Delete, or Change request.
Reseller ID	The identification code of the reseller associated with the TN.
Routing ESN	An ESN used by a selective router to route a 9-1-1 call. In cases where a routing ESN is not used, the routing ESN equals the default ESN.
R-record	A selective routing update record. R-records can be used to transfer ownership/management of a customer record from one database to another.
Selective Routing	Selective Routing is the routing of a 9-1-1 call to the proper 9-1-1 Authority based upon the location of the caller. Selective routing is controlled by the ESN which is derived from the customer location.
Service Provider	A term used to refer to any company that provides telephone service.
Service Types	Type the valid service type codes that will be accepted from the company. Separate codes with commas. Valid types of service are: ■ 0=Not FX nor Non-Published ■ 1=FX in 9-1-1 serving area ■ 2=FX outside 9-1-1 serving area ■ 3=Non-Published ■ 4=Non-Published FX in serving area ■ 5=Non-Published FX outside 9-1-1 serving area ■ 6=Local number ported ■ 7=Interim ported number ■ 8 = PSALI PUB - PS/ALI published ■ 9 = PSALI NP - PS/ALI not published
SLA	Service level agreement.
Spec. Proc. (Special Processing)	Indicates if the request has standard or special processing. Requests with special processing have a completion date. This field displays either an N (no) for no special process or a Y (yes) for special processing.
SOI #	Service Order Information number. Refers to the data files submitted to an E9-1-1 database provider containing subscriber updates.
SOS	Service order source.
St *(State)*	The state where the PSAP is located.

Field/Term	Description
Status	The request status. Valid options include: ■ Initiated ■ Updated ■ Approved ■ Accepted ■ Pending ■ Requested ■ Referred ■ Suspended
Suspended	The processing of the request is paused while waiting for additional information from the user who submitted the request. If a request displays this status, you should expect to find a related message in the `Comments` field of the request. Requests that have this status cannot be deleted or archived, and must be updated by the submitting PSAP or Coordinator user before they can be processed further.
TAR	The Tax Area Rate code. This is a six-character code delineating a taxation boundary normally defined by city and/or county/parish boundaries.
Telephone #	The telephone number in NPA/NXX/LN format. NPA is the Number Plan Area (prefix). This is the area code, which is the first three digits of a 10-digit telephone number. NXX is a three-digit code in which N is any digit two through nine and X is any digit zero through nine. They are the second set of three digits in the North American Numbering Plan. LN is the four-digit line number.
Time	The time the activity occurred in HH:mm format, where H=hour and m=minute.
TN	Telephone number in NPA-NXX-xxxx format: ■ NPA - the numbering plan area code. ■ NXX - the central office or exchange code. ■ xxxx - the subscriber line number.
TN Comments	A text field containing free-text comments related to the TN. Up to 1000 characters are allowed.
TN Exists	A 1-character field that indicates if the TN exists in the database. Links to view the TN details if the company ID on the TN record matches the company ID on the TN error record.
Total Count	The total number of TNs associated with the MSAG record.
To	The ending LN range if searching for a range of TNs.
Transaction ID	The transaction ID of the MSAG request in yyyy/mm/dd/xxxx format, where y=year, m=month, d=day, and x=a number beginning at one and increasing in increments through the day per transaction.

Field/Term	Description
TSP	Telecommunications service provider.
TSS	Transaction Services System. A data management system developed by West that processes and maintains data for ALI retrieval and selective routing for enhanced 9-1-1 systems.
Type	The type of service assigned to the TN. Valid options include: ■ 0=Not FX nor Non-Published ■ 1=FX in 9-1-1 serving area ■ 2=FX outside 9-1-1 serving area ■ 3=Non-Published ■ 4=Non-Published FX in serving area ■ 5=Non-Published FX outside 9-1-1 serving area ■ 6=Local number ported ■ 7=Interim ported number ■ 8 = PSALI PUB - PS/ALI published ■ 9 = PSALI NP - PS/ALI not published
Updated	The request has been updated by the submitting PSAP user and contains additional information. Requests that have this status cannot be deleted or archived.
User Name	The user ID of the person who submitted the request.
USOC	Universal service ordering code.
Validate MSAG	A button that validates a DR submission against the MSAG database to find a valid MSAG record to associate with the DR.