

# Packet Operator Procedures

## Cupertino Comm 469

May 13, 2019

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## Prerequisites

1. Must be familiar with the Comm 469 AX.25 Packet System.

## Managing the System

**Description:** This procedure describes how the packet system in Comm 469 is put in service.

**Op Phase:** Initial Response, Comm 469 Support  
Extended Response, External Services Support

**Participants:** Comm 469 Shift Supervisor, Packet Operator.

## System start-up

When turning on the Comm 469 packet system, do the following in this order:

	1. Verify, or turn on, AC Breaker A1 (turns on the LTE Modem).
	2. Verify, or turn on, DC Rack Breaker (turns on radios and network router for DHCP clients).
	3. Verify, or turn on, AC Breaker A7 (turns on the packet PC, monitor, and printer).
	4. Remove the Keyboard and Mouse from middle drawer, Position 2.
	5. Turn on Keyboard (upper right switch) and Mouse (underside switch).
	6. Log on to the Packet PC Logon: <b>packetuser@outlook.com</b> Password: <b>*****</b> <b>NOTE:</b> if prompted for the <a href="mailto:k6kp@outlook.com">k6kp@outlook.com</a> passcode, ****
	7. Find and double-click on the Outpost SCC icon.
	8. Remove the printer hold-down strap.
	9. Operate packet as usual.

## System Shut-down

When securing Packet Ops, do the following:

	10. Exit Outpost.
	11. Shut down the Packet PC... Start > Power > Shut down
	12. Turn off the Keyboard and Mouse.
	13. Return the Keyboard and Mouse to the cabinet drawer.
	14. Secure the printer with the hold-down strap.
	15. Notify the Shift Supervisor that Packet Ops are secured. It is now OK to turn off AC Breakers A1 and A7, and the DC Rack Breaker.

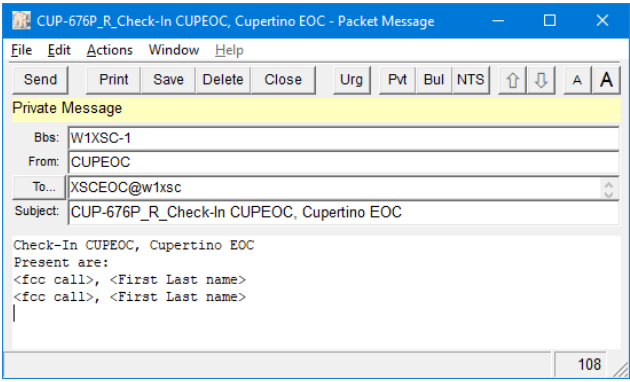
## Packet Operations

### Before the Event

_____	1. Review this procedure regularly.
_____	2. Participate in the SCCo RACES weekly packet practice.
_____	3. Work with the EC for access to Comm 469 for practice.
_____	4. Verify the following Outpost folders are defined ( <b>Tools &gt; General Settings, Startup</b> tab): <ol style="list-style-type: none"> <li>SCC Notices: Contains the current set of SCCo RACES Notices.</li> <li>Printed: Once a received message is printed, move it here.</li> <li>Receipts: Move all received Receipts here.</li> <li>Sent ISA Reports: Move sent messages from Sent folder to here.</li> <li>Other: discretionary folder, can be set based on the situation.</li> </ol>
_____	5. Verify the following Outpost address book / distribution lists are set up ( <b>Setup &gt; Address Book</b> ): <ol style="list-style-type: none"> <li><b>SJWC</b> San Jose Water Company To: sjweoc, <a href="mailto:jim.wollbrinck@sjwater.com">jim.wollbrinck@sjwater.com</a>, cupeoc</li> <li><b>CuSD</b> Cupertino Sanitary District To: cupsan, <a href="mailto:fquach@markthomas.com">fquach@markthomas.com</a>, cupeoc</li> <li><b>SCVWD</b> Santa Clara Valley Water District To: vwdeoc, <a href="mailto:oes@valleywater.org">oes@valleywater.org</a>, cupeoc</li> <li><b>911</b> County Communications Center To: xsc911, cupeoc</li> </ol>

### During an Event – On Arrival/Shift Change

_____	6. Receive your assignment to Comm 469. Report to the Shift Supervisor.
_____	7. Sign in on the Comm 469 ICS-211B Check-in sheet.
_____	8. Make an entry on your personal ICS-214 of your arrival at Comm 469. This should be your last entry here until you end this assignment.
_____	9. Verify Shift supervisor makes a notation on the Comm 469 ICS-214 Unit Log.
_____	10. Request a briefing – get details on any site- or event-specific conditions that may exist.
_____	11. Verify the packet station configuration: <ol style="list-style-type: none"> <li>Connections, initial power-up, equipment settings, application settings</li> <li>Double-check: frequency, date/time, FCC call sign, tactical call sign (if any), BBS, and TNC selections</li> </ol>
_____	12. Confirm Outpost settings. See <b>Packet Settings</b> section in this document.
_____	13. Set up the ICS-309 Report fields ( <b>Tools &gt; Report Settings, ICS 309</b> Tab). Fill in the following fields: <ol style="list-style-type: none"> <li>Automation: ☉ Schedule a report run every <input type="text" value="60"/> minutes</li> <li>Task ID: Activation Number (example: CUP-19-##T)</li> <li>Task Name: Brief description (Earthquake, Stevens Fire, etc.)</li> <li>Radio Operator Name: your name</li> <li>Station ID: your FCC Call Sign (not Tactical Call)</li> </ol> Press OK when done.

	<p>14. Setup the ICS 309 Communication Report Settings.</p> <ol style="list-style-type: none"> <li>a. Select <b>Forms &gt; ICS 309 Communication Log</b></li> <li>b. On the <i>Period Tab</i>, Select <b>Today</b>.</li> <li>c. On the <i>Content Tab</i>: <ol style="list-style-type: none"> <li>i. All boxes are checked.</li> <li>ii. Under “Exclude these messages”, enter the words “Delivered Read”.</li> </ol> </li> <li>d. On the <i>Output Tab</i>: Check: <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Write Report to Printer</li> <li><input checked="" type="checkbox"/> Write Report to ASCII File</li> </ul> </li> <li>e. Select <b>File &gt; Print Setup</b>. Verify it lists the Comm 469 printer.</li> <li>f. Press Build Data Set,</li> <li>g. Press Print,</li> <li>h. On the <i>Period Tab</i>, Select <b>Since last report run</b> (mm/dd/yy hh:mm).</li> <li>i. When done, Press <b>Exit</b> to close.</li> </ol> <p><b>NOTE:</b> This report will run every 60 minutes and only report on new messages since the last run.</p>
	<p>15. Set up the Packet Report Folder.</p>
	<p>16. Perform an Outpost Send/Receive operation</p> <ol style="list-style-type: none"> <li>a. Verifies BBS connectivity.</li> </ol>
	<p>17. <b>For First Shift Only; Not for Shift Change:</b>  Send a check-in message to XSCEOC; use the standard format (see SCC Notices folder).</p> <ol style="list-style-type: none"> <li>a. Use standard format for subject line, contents.</li> <li>b. Identify all operators present and time that packet operations began.</li> <li>c. Sample Check-in message</li> </ol>  <p>The screenshot shows a window titled "CUP-676P_R_Check-In CUPEOC, Cupertino EOC - Packet Message". The window has a menu bar with "File", "Edit", "Actions", "Window", and "Help". Below the menu bar is a toolbar with buttons for "Send", "Print", "Save", "Delete", "Close", "Urg", "Pvt", "Bul", "NTS", and font size controls. The main area is titled "Private Message" and contains the following fields: "Bbs: W1XSC-1", "From: CUPEOC", "To: XSCEOC@w1xsc", and "Subject: CUP-676P_R_Check-In CUPEOC, Cupertino EOC". Below these fields is a text area containing the message template: "Check-In CUPEOC, Cupertino EOC", "Present are:", "&lt;fcc call&gt;, &lt;First Last name&gt;", and "&lt;fcc call&gt;, &lt;First Last name&gt;". A status bar at the bottom right shows the number "108".</p>
	<p>18. Begin operations.</p>

### During an Event – Every Hour

_____	<p>19. Retrieve all new bulletins/notices and follow any new instructions:</p> <ol style="list-style-type: none"> <li>Setup &gt; BBS, Retrieving Tab.</li> <li>Check <input checked="" type="checkbox"/>Retrieving Bulletins</li> <li>Select the <input checked="" type="radio"/>Custom Retrieval</li> <li>Verify this section looks like this:           <div data-bbox="540 352 1102 533" style="border: 1px solid gray; padding: 5px; margin: 10px 0;"> <p><input checked="" type="radio"/> Custom Retrieval Enter as a list of JNOS BBS Area and List commands</p> <div style="border: 1px solid gray; padding: 5px; display: inline-block;"> <p>A XSCPERM LA A XSCEVENT LA</p> </div> </div> </li> <li>Press OK.</li> </ol>
_____	<p>20. Press Send/receive. Read all new bulletins/notices and follow any new instructions. Notify Shift Supervisor of all changes.</p>
_____	<p>21. When done</p> <ol style="list-style-type: none"> <li>go to <b>Setup &gt; BBS, Retrieving Tab</b></li> <li>Uncheck <input type="checkbox"/> Retrieve Bulletins.</li> <li>Press OK.</li> </ol>
_____	<p>22. Set a timer (your discretion) to repeat this process every 1 hour.</p>

### During an Event – General Operations

_____	<p>23. Send, receive, log and process packet messages.</p>
_____	<p>24. Initiate a Send/Receive every 5 minutes (manually, or by setting <b>Tools &gt; Send/Receive, Automation Tab</b>).</p>
_____	<p>25. Keep the In Tray clear of clutter or processed messages.</p>

### During an Event – Receiving Messages

_____	<p>26. Process Higher message priorities first.</p>
_____	<p>27. On receiving a message, do the following:</p> <ol style="list-style-type: none"> <li><b>Notices or Bulletins:</b> read and print the bulletin, and then move the message to the <b>SCC Notices</b> Folder.</li> <li><b>Delivery Receipts:</b> move the message to the <b>Receipts</b> Folder.</li> <li><b>PacFORMS messages:</b> verify the message opens in its PacFORM form. Print the message, and then move the message to the <b>Printed</b> Folder.</li> <li><b>Free-form text messages:</b> print the message, and then move the message to the <b>Printed</b> Folder.</li> <li>Deliver all messages to the Shift Supervisor.</li> </ol>

### During an Event – Sending PacFORMS

_____	28. Based on the paper copy you received, select the appropriate PackItForms to fill out. Press <b>“Submit the form to Outpost”</b> when done.
_____	29. In Outpost, complete and send the message: <ul style="list-style-type: none"> <li>a. fill in the TO: address. If unsure, ask the Shift Supervisor.</li> <li>b. Press Send. Press Send/Receive.</li> <li>c. When done, verify the message was passed successfully (check the Sent Folder).</li> </ul>

### During an Event – Sending ISA Messages

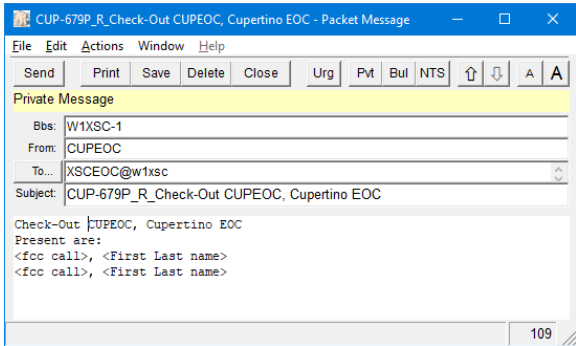
_____	<p><b>FIRST MESSAGE TO A SPECIFIC AGENCY</b></p> <p>30. Create the initial ISA Report message to the served agency.</p> <ul style="list-style-type: none"> <li>a. Press <b>New</b> to start a new message in Outpost</li> <li>b. Click on the [ To: ] button and select the distribution list for this asset. If in doubt, ask your supervisor. <ul style="list-style-type: none"> <li>i. For SAN-## assets                   select SJWC</li> <li>ii. For WATER-### assets           select SCVWD</li> <li>iii. For SAN-## assets               select CuSD</li> </ul> </li> </ul>
_____	<p>31. Select <b>File &gt; Open a File</b>. Navigate to the <b>Dropbox &gt; Comm469 &gt; Templates</b> directory.</p> <ul style="list-style-type: none"> <li>a. Select the ISA Report Template for the report just received.</li> <li>b. Edit the Subject Line: <ul style="list-style-type: none"> <li>i. Fix the spacing between the Message ID and the subject line by adding a colon and space. Should look like this (SJWC example): CUP-677P: ISA-SJWC-Report-template.txt</li> <li>ii. Replace "-template" with &lt;date&gt;, &lt;time&gt;. Should look like this: CUP-677P: ISA-SJWC-Report 05/12/2019 1655</li> </ul> </li> </ul>
_____	<p><b>NOTE:</b> DO NOT DELETE any entry from this list. You will be sending a cumulative report each time.</p> <p>32. First time the message is created: Insert the Incident Name in the space provided.</p> <p>33. In the message field,</p> <ul style="list-style-type: none"> <li>a. find the entry on this list for the ISA Asset that you just received.</li> <li>b. Enter CheckTime (time that the report was received).</li> <li>c. Overall Status (Pass/Fail).</li> <li>d. For Failure reports, enter discrepancy in the area below this list.</li> <li>e. <b>Note:</b> Item 0 is an “Example” row. Delete this row before sending.</li> </ul>
_____	34. Send the first report immediately when created. This lets the served agency know we have started the ISA process.
_____	35. After sending the report, move the ISA Report from the Sent folder to the <b>ISA Reports</b> folder.
_____	<p><b>SUBSEQUENT MESSAGE TO A SPECIFIC AGENCY</b></p> <p>36. Create the subsequent ISA Report message to this served agency.</p> <ul style="list-style-type: none"> <li>a. Find the last message sent to this agency in the <b>ISA Reports</b> Folder.</li> </ul>

	<ul style="list-style-type: none"> <li>b. Open it. Select <b>Actions &gt; Resend &gt; New Message ID</b></li> <li>c. Change the subject line &lt;Date&gt; and/or &lt;Time&gt; to the current date and time.</li> </ul>
_____	<p><b>NOTE:</b> DO NOT DELETE any entry from this list. You will be sending a cumulative report each time.</p> <p>37. In the message field,</p> <ul style="list-style-type: none"> <li>a. Find the entry on this list for the ISA Asset that you just received.</li> <li>b. Enter CheckTime (time that the report was received).</li> <li>c. Overall Status (Pass/Fail).</li> <li>d. For Failure reports, enter discrepancy in the area below this list.</li> </ul>
_____	38. For only Pass reports, wait until you get 3 or 4 reports, then Send the message. For Fail Reports, send the message immediately.
_____	39. Move the ISA Report from the Sent folder to the ISA Reports folder.

### Shift Change

_____	40. Provide a briefing to the incoming operator.
_____	41. Send a shift change packet message to your served agency. <ul style="list-style-type: none"> <li>a. Combined check-in / check-out message</li> </ul>
_____	42. Generate your final shift ICS-309 Report. <ul style="list-style-type: none"> <li>a. Select <b>Forms &gt; ICS 309 Communication Log</b></li> <li>b. Press Build Data Set</li> <li>c. Press Print</li> </ul>
_____	43. Put the printed ICS 309 report in the Packet Report Folder. This report will be referenced by the next operator to ensure all date range coverage.
_____	44. Update Comm 469 ICS 214 Unit Log of the shift change.
_____	45. Update your personal ICS 214 of the shift change.
_____	46. If leaving the event, sign out on the ICS 211B Check-in list
_____	47. Perform the On Arrival/Shift Change Process above.

### End of the Event

	<p>48. Send a check-out message to XSCEOC; use the standard format (see SCC Notices folder). This message is the same format as the Check-In message except it references "Check-Out". Sample check-out message:</p> 
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_____	49. At the end of the exercise, archive all messages as follows: a. From Outpost, <b>File &gt; Export &gt; All folders</b> b. When prompted, enter the name with the activation, i.e.: XSC-19-##T.oaf
_____	50. Delete all packet messages as follows: a. Except for the SCCo Notices folder, open each folder and delete its contents. b. Delete the contents of the Deleted Folder last.
_____	51. Update the Comm 469 ICS 214 Unit Log.
_____	52. Report to the Shift Supervisor that Packet Operations are secure.

## ISA Report Templates

### ISA-CuSD-Report-Template.txt

```

ISA-CuSD-Report-Template.txt - Notepad
File Edit Format View Help
Incident Name: ...

ISA Asset      CheckTime      Status  NOTES
-----
0. SAN-00      11:45         PASS   example ← Delete this line
1. SAN-47      ...           ...
2. SAN-50      ...           ...
3. SAN-52      ...           ...
4. SAN-53a     ...           ...
5. SAN-53b     ...           ...
6. SAN-54      ...           ...
7. SAN-55      ...           ...
8. SAN-56      ...           ...
9. SAN-57      ...           ...
10. SAN-58     ...           ...
11. SAN-59     ...           ...

1. SAN-48      ...           ...
2. SAN-49      ...           ...
3. SAN-51      ...           ...
4. SAN-60      ...           ...

Discrepancies:
-----
<Asset name, decription of the problem>
SAN-00; Example: water leaking from surrounding area, est 50 gal per minute ← Delete this line

```



### ISA-SCVWD-Report-Template.txt

```
ISA-SCVWD-Report-Template.txt - Notepad
File Edit Format View Help
Incident Name: ...

ISA Asset      CheckTime      Status  NOTES
-----
0. Water-00    11:45          PASS    example ← Delete this line
1. Water-84    ...            ...
2. Water-121   ...            ...
3. Water-122   ...            ...
4. Water-123   ...            ...
5. Water-124   ...            ...

Discrepancies:
-----
<Asset name, decription of the problem>
Water-00; Example: water leaking from access portal
```

### ISA-SJWC-Report-Template.txt

```
ISA-SJWC-Report-Template.txt - Notepad
File Edit Format View Help
Incident Name: ...

ISA Asset      CheckTime      Status  NOTES
-----
0. SJW-00      11:45          PASS    example ← Delete this line
1. SJW-T1      ...            ...
2. SJW-T2      ...            ...
3. SJW-T3      ...            ...
4. SJW-T4      ...            ...
5. SJW-T5      ...            ...
6. SJW-T6      ...            ...
7. SJW-T7      ...            ...
8. SJW-T8      ...            ...
9. SJW-T9      ...            ...
10. SJW-T10     ...            ...
11. SJW-T11     ...            ...
12. SJW-T12.1   ...            ...
13. SJW-T12.2   ...            ...
14. SJW-T12.3   ...            ...
15. SJW-T12.4A  ...            ...
16. SJW-T12.4B  ...            ...
17. SJW-T12.5   ...            ...
18. SJW-T12.6   ...            ...
19. SJW-T12.7   ...            ...
20. SJW-T12.8   ...            ...
21. SJW-T12.9   ...            ...

Discrepancies:
-----
<Asset name, decription of the problem>
SJW-00; Example: water leaking from surrounding area, est 50 gal per minute
```

## Packet Settings

### Packet Settings

The following settings are in addition or a replacement of the settings listed in the CARES *Packet Radio Users Guide*. From Outpost, make the following changes:

#### Setup > Identification

Tab	Option	What to set
Identification	Call Sign:	Your call sign
	User Name:	Your name
	Message ID prefix:	Last 3 chars of your call sign
	<input checked="" type="checkbox"/> Use Tactical Call	Checked
	Tactical Call Sign:	<b>CUPEOC</b>
	Additional ID Text:	<b>Cupertino CA EOC</b>
	Message ID Prefix:	<b>EOC</b>

#### Setup > BBS

Retrieving	<input checked="" type="checkbox"/> Retrieve Private Messages	Checked
	<input type="checkbox"/> Retrieve NTS	Unchecked
	<input type="checkbox"/> Retrieve Bulletins	Unchecked
	<input type="checkbox"/> Retrieve Selected Bulletins, xNOS Areas	Unchecked
	<input checked="" type="radio"/> Custom Retrieval A XSCPERM LA A XSCEVENT LA	Selected
	<input checked="" type="checkbox"/> Skip (do not retrieve) NTS Messages I send to the BBS	Checked

#### Tools > Send/Receive Settings

Tab	Option	What to set
Automation	<input checked="" type="radio"/> Schedule a Send/Receive Session every [ 5 ] minutes.	Checked
	<input checked="" type="checkbox"/> Send a message immediately when it is complete	Checked
Printing	<input checked="" type="checkbox"/> Print received messages... [ 1 ] copies	Checked
	<input type="checkbox"/> Print sent messages... [ ] copies	Unchecked
	<input checked="" type="checkbox"/> Print message headers	Checked
	<input type="checkbox"/> Print DELIVERY and READ receipts	Unchecked

#### Tools > Message Settings

Tab	Option	What to set
New Messages	<input checked="" type="radio"/> Set default to Private	Checked
	<input type="checkbox"/> Create and send NTS messages as private	Unchecked
	<input type="checkbox"/> Default destination [ _____ ]	Unchecked