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THE OPENFOX®
MESSENGER
WORKSTATION

MESSENGER NCIC WORKSTATION

Computer Projects of Illinois, Inc. (CPI), with its headquarters in Bolingbrook, Illinois, is a privately held corporation and an acknowledged leader in information-sharing software systems for the law enforcement and criminal justice community.

CPI is the only information sharing solutions provider that focuses solely on the unique needs of professionals in the law enforcement, and criminal justice fields. Simply, CPI products act as conduits that allow information to flow easily between various systems such as NCIC and NLETS.

Because of CPI's focus, nearly half of all law enforcement users within the U.S. (including federal, state and local agencies) rely on our comprehensive and proven OpenFox[®] suite of information sharing products.

Overview

Law enforcement systems continue to demand enhanced access to more types of information than has been traditionally available. These demands place additional work load on the law enforcement user and budget concerns place limits on how agencies can satisfy these demands with existing work forces. This is why law enforcement agencies require a modern and sophisticated software package such as OpenFox[®] Messenger.

OpenFox[®] Messenger is the most popular modern law enforcement workstation software package available. For over a decade, Messenger has led the industry through a unique combination of powerful features, unparalleled ease of use, top tier security for sensitive CJIS data, industry leading customer service, and the reliability of the OpenFox[®] brand.

More than half of all law enforcement users within the U.S. (including federal, state, and local agencies) rely on CPI's proven OpenFox[®] suite of products. Messenger is used by more law enforcement users than any other workstation software. No other workstation software provides the same combination of power, ease of use, and information security. Messenger is a cost effective solution that allows an agency to provide its officers with more information, better information, and more timely information than was ever possible before.

Highlights

Email-Like Architecture – This familiar design pattern allows users (both old and new) to quickly and easily learn the software.

Time Saving Features - Messenger is focused on fulfilling the needs of the high speed police dispatch environment. It offers time saving features that enable dispatchers to quickly retrieve information, review that information, and then move on to the next task at hand.

Code Lists - User can immediately see the text meaning of a code, quickly search a code list by meaning, and look up code values in NCIC returns.

Customizable - Messenger provides a wide array of options and preferences so users can adapt Messenger to their exact workflow requirements.

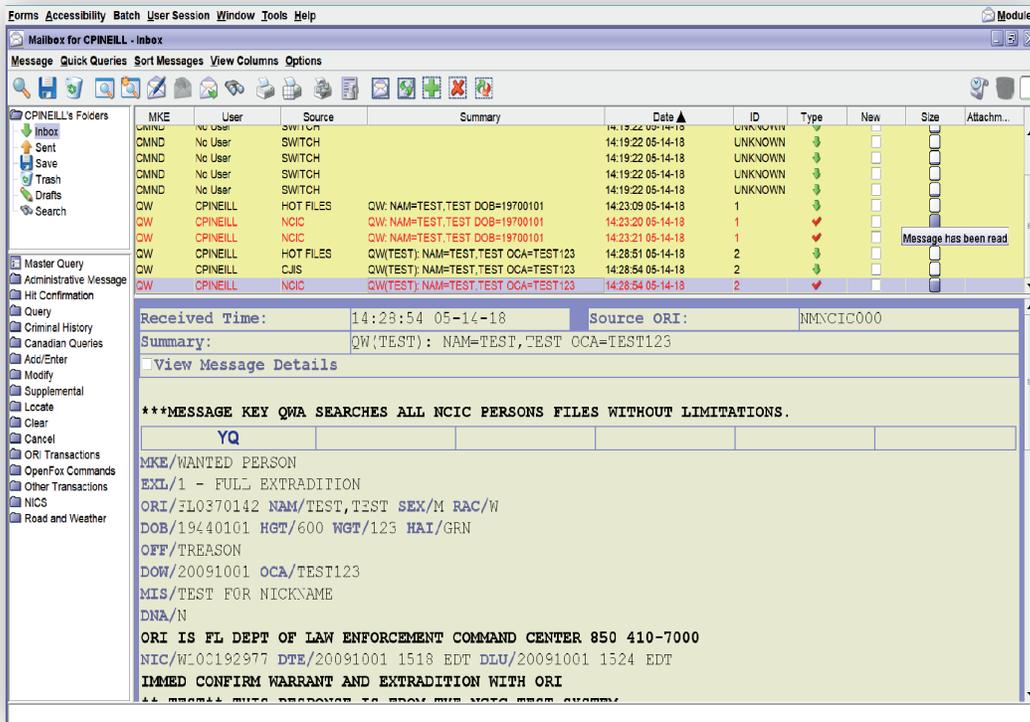
Help Files & Online Manuals - Online (and searchable) access to standard national manuals, including the NCIC 2000 Operating Manual, NCIC 2000 Code Manual, NLETS User Manual, and NICS Manual. Transaction forms link directly to the online manuals. This also includes the user manuals for Messenger and any manuals that the central agency wants to include. Updates to these manuals are provided as part of CPI's maintenance agreement when NCIC publishes new TOUs. Users no longer have to rely on large printed copies that always seem to be out of date.

Central Site Application - Messenger is managed as a central site application. Messenger runs on the same hardware as the OpenFox® Message Switch, and leverages the same high availability, hot system swapping, and disaster recovery options as the switch. Changes to the application are deployed on the central system and distributed to the user community via electronic means. Features that are implemented, disabled, or changed are pushed down to the agencies and users dynamically without requiring a reboot or any downtime.

Current Clients:

Air Force Office of Special Investigations
Alabama Law Enforcement Agency
Arizona Department of Public Safety
Arkansas Crime Information Center
Hawaii Criminal Justice Data Center
Idaho State Police
Illinois State Police
Indiana State Police
Iowa Department of Public Safety
Kansas Bureau of Investigation
Kentucky State Police
Maine State Police
Massachusetts Criminal History System Board
Maryland Department of Public Safety
Michigan State Police
Mississippi Justice Information Center
Missouri State Highway Patrol
Montana Department of Justice
New Hampshire State Police
New Mexico Department of Public Safety
North Dakota Dept of Emergency Services
Ohio Department of Public Safety
Ohio Attorney General
Oklahoma Department of Public Safety
Oklahoma State Bureau of Investigation
Philadelphia Police Department
Rhode Island State Police
Rhode Island Attorney General
South Dakota Bureau of IT
Texas Department of Public Safety
US Army Criminal Investigative Division
US Department of Justice
US Immigration & Customs Enforcement
US National Central Bureau
US Naval Criminal Investigative Services
US Postal Inspection Service
Vermont Department of Public Safety
Virginia State Police
West Virginia State Police
Wisconsin Bureau of Criminal Investigation
Wyoming Division of Criminal Investigation

Email-Like UX



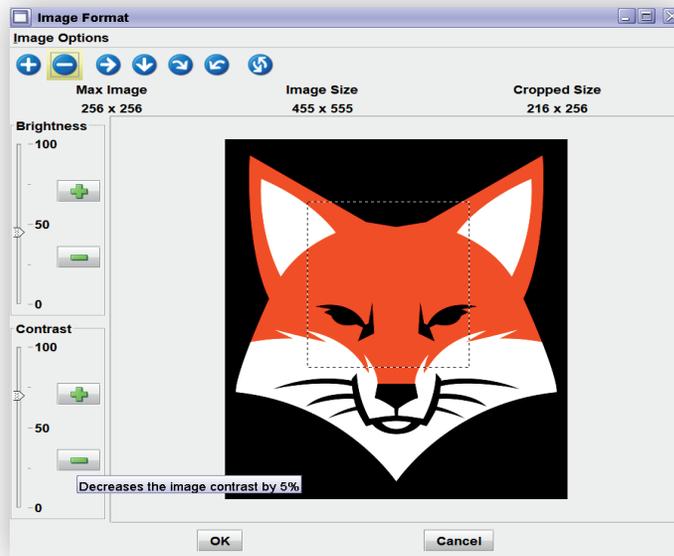
Messenger has been designed from the ground up to follow the interface conventions of an email system. This design is familiar and intuitive for users, and it enables them to quickly and easily learn the software. This minimizes the amount of time and challenges encountered during migration.

Images - Messenger natively supports images, whether the images are returned from NCIC, an in state hot files database, a driver license return (in state and out of state), or as part of an NLETS TIPS (Targeted Interstate Photo Sharing) message. When received at an agency, the image is displayed directly in line with the rest of the message content. Images can be saved to a computer, or printed right from the message display. This can be useful if an agency wants to print out a full page copy of an image without the rest of the message text.



Nlets is the premiere interstate justice and public safety network in the nation for the exchange of law enforcement-, criminal justice-, and public safety-related information. To accomplish this, the Nlets system provides unrivalled reliability based on a network built to endure threats without impacting performance.

Messenger provides powerful features to attach images to NCIC records. The user can zoom the image in or out, crop the image, rotate the image, flip the image horizontally or vertically, and adjust the brightness or contrast of the image right in the Messenger application



Messenger also allows users to send files and documents to another user or agency as easily as through email. The only difference between email and Messenger is that Messenger attachments are secured to the standards of a dedicated law enforcement network, instead of being broadcast over the general Internet.

Message Casting - In the law enforcement environment, it is often required to copy information from a message that has been received and enter it into another subsequent transaction. For example, when a user receives a positive hit response from NCIC, the user needs to confirm the hit with the entering agency. This is done by sending a YQ with information copied from the return. Messenger makes this process simple and fast with a feature called message casting. Messenger provides clickable links directly in the message display. Clicking on a link opens the corresponding transaction form and prefills the form with information from the message display.



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nexTEST is the proven market lead in State/NCIC Certification testing and training. It is a full LMS system that can train and track all of your State/NCIC certifications. The software is used across the nation and has been in production for over 15 years.

The easy-to-use interface is intuitive, built for easy access from your browsers, and provides for multiple levels of access for Users, TAC's, ATAC's and State Administrators.

As an example, on a positive hit response from NCIC, Messenger displays a link to cast the return into a YQ transaction.

| | |
|---|---|
| Summary: | QW: NAM=OFFENDER, SEX MIDDLE DOB=19700101 |
| <input type="checkbox"/> View Message Details | |
| ***MESSAGE KEY QWA SEARCHES ALL NCIC PERSONS FILES WITHOUT LIMITATIONS. | |
| YQ | |
| MKE/WANTED PERSON | |
| ORI/FL0370100 NAM/OFFENDER, SEX MIDDLE SEX/M RAC/W | |
| DOB/19700101 HGT/511 WGT/200 HAI/BRO | |
| OFF/SEX ASSAULT | |
| DOW/20010101 OCA/TEST-AYB-INTEL | |
| MIS/TEST FCICII TEST TEST INTEL | |
| ORI IS FL DEPT OF LAW ENFORCEMENT COMMAND CENTER 850 410-7000 | |
| NIC/W004001641 DTE/20010410 1801 EDT DLU/20010411 1107 EDT | |
| IMMED CONFIRM WARRANT AND EXTRADITION WITH ORI | |

When this is clicked, Messenger opens the YQ form and fills in the destination, case number (OCA), NCIC number (NIC), request type (TYP), and record identifier fields. In the case of a wanted person record, that includes the name (NAM), date of birth (DOB), and sex (SEX) fields.

| | |
|---|---|
| YQ - NLETS Hit Confirmation Request | |
| Header Information ORI: <input type="text" value="NMCP1001 = CPI TEST ORI"/> * Destination 1: <input type="text" value="FL0370100"/> Control Field: <input type="text"/> | Request Information * Request #: <input type="text" value="1 = First Request"/> * Confirmation Priority: <input type="text" value="R = Routine (within 1 hour)"/> * Agency Case #: <input type="text" value="TEST-AYB-INTEL"/> * NCIC #: <input type="text" value="W004001641"/> |
| Hit Information * Request Type: <input type="text" value="WP = Wanted Person"/> * Name: <input type="text" value="OFFENDER,SEX MIDDLE"/> * Date of Birth: <input type="text" value="19700101"/> Sex: <input type="text" value="M = Male"/> | Requester's Information * Requester: <input type="text" value="JACOBSON, NEILL"/> * Requesting Agency: <input type="text" value="CPI TEST AGENCY"/> Phone #: <input type="text"/> Extension: <input type="text"/> Fax #: <input type="text"/> Court Order #: <input type="text"/> Warrant #: <input type="text"/> |
| Remarks Section | |

The message casting options can be customized to fit the exact requirements of the state's users; however, Messenger typically provides the following casting options out of the box:

- Send a hit confirmation (YQ) when an NCIC hit is received
- Respond (YR) to a received hit confirmation request (YQ)
- Mark an NCIC record as located after the hit has been confirmed by the entering agency
- Send QR and IQ queries directly from NCIC III responses
- Prefill demographic data for NCIC enter wanted person (EW) transaction from the data in an NCIC III response



The Biometrics Institute was founded in July 2001 responding to an industry need for an independent and impartial international forum for the sharing of knowledge and information about biometrics and to provide best-practice guidance around the responsible use of biometrics.

It acts as a facilitator in the growth of the industry, delivering quality service, whilst promoting the responsible use of biometrics.



Command Line Interface

Messenger provides a convenient command line interface to the message switching system, which is the fastest way to send a query. Users can type in a dot-slash formatted query, press Enter, and immediately view the results of the query in their inbox. This command line interface supports any single line transaction, in addition to queries. However, the most powerful aspect of this feature is the support for quick queries.

Quick queries are short format queries meant to support 99% of the queries run by dispatchers. The list of supported quick queries, and the keyboard shortcuts, are completely flexible based on the customer's requirements. Additionally, individual agencies can (if allowed by the central agency) customize their own quick queries for their users. Messenger provides reminders to the user of the quick queries that are available. As an example, the image shows a quick query for sending a QWA.

| Quick Queries | Sort Messages |
|-----------------------------------|---------------|
| RQ (Dest, LIC, LIY, LIT) | F2 |
| DQ (Dest, NAM, DOB) | F3 |
| <u>QWA (NAM, DOB, SEX)</u> | F4 |
| QV (LIC, LIS) | F5 |

To run this query, a user enters the information in the command line and presses the keyboard command (in this case F4). Messenger translates the quick query format into a dot-slash format and submits the query to the system. The first image shows the text entered by the user, and the second image shows what Messenger submits to the system.

```
MYRECORD, TEST. 19500101. M
```

```
QWA. .NAM/MYRECORD, TEST.DOB/19500101. SEX/M. IND/Y
```

Users can also directly call up Messenger transaction forms from the command line. The user simply types the MKE that they wish to send, and Messenger opens the corresponding form.

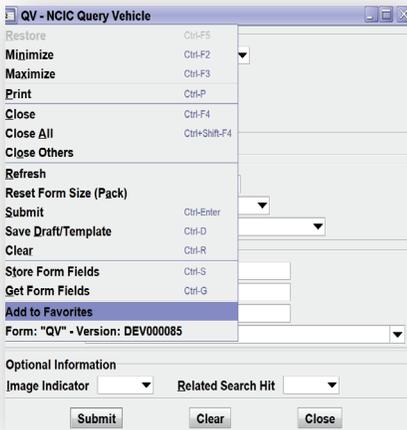
Current Messenger Users:

- Air Force Office of Special Investigations
- Alabama Law Enforcement Agency
- Arkansas Crime Information Center
- Hawaii Attorney General
- Idaho State Police
- Indiana State Police
- Iowa Department of Public Safety
- Kansas Bureau of Investigation
- Kentucky State Police
- Maine State Police
- Massachusetts Criminal History Systems Board
- Michigan State Police
- Mississippi Justice Information Center
- Missouri State Highway Patrol
- Montana Department of Justice
- Naval Criminal Investigative Services
- New Hampshire State Police
- North Dakota Dept. of Emergency Svcs.
- Ohio State Police
- Oklahoma Department of Public Safety
- Oklahoma State Bureau of Investigation
- Rhode Island State Police
- Rhode Island Attorney General
- Texas Department of Public Safety
- US Department of Justice
- US Interpol
- US Postal Inspection Service
- Vermont Department of Public Safety
- Virginia State Police
- West Virginia State Police
- Wyoming Department of Criminal Investigation

NLETS & CJIS
Audited



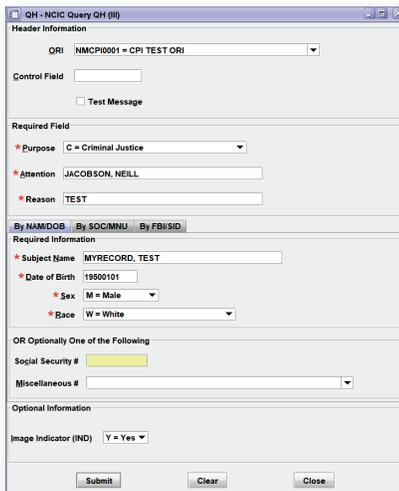
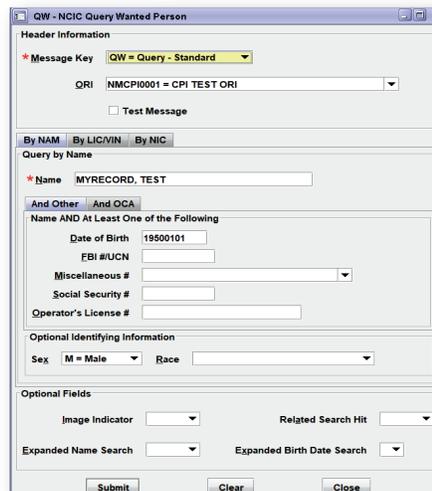
Favorite Forms - Users are free to build their own list of favorite forms through their preferences. These preferences are associated with a particular user's logon identifier, and they follow the user around if the user accesses the system from different devices. Messenger also allows users to share their preferences with others, so all the users in the same agency can setup their preferences the same way.



The user simply opens a form that they use frequently and selects the Add to Favorites menu item. As an example, the image shows the user adding the QV form to favorites.

Store & Get Form Fields

Messenger includes a feature that allows users to copy the data in one form and paste it into a different form. By default, Messenger automatically stores the form data when a transaction is submitted. This means that the user can pull up another form, press Ctrl-G (to get form fields) and copy all the information from the previous form into the current one. This feature makes it easy to run subsequent queries on the same individual. For an example, the user may run a QH criminal history query and quickly run a subsequent QWA for the same information.


The IJIS Institute, a 501(c)(3) nonprofit corporation, represents industry's leading companies who provide products and services to local, state, tribal, and federal agencies for justice, public safety and homeland security information exchange and technology initiatives.

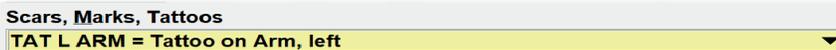
The IJIS Institute was founded in 2001 as the Integrated Justice Information Systems Institute as a result of the U.S. Department of Justice's interest in raising private sector participation in the advancement of national initiatives affecting justice and public safety, and more recently homeland security.

Code Lists

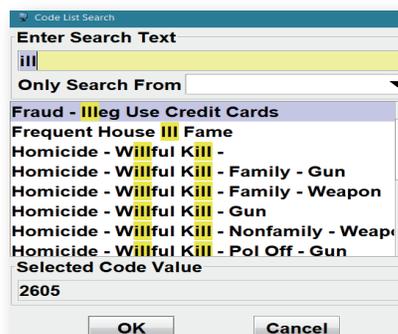
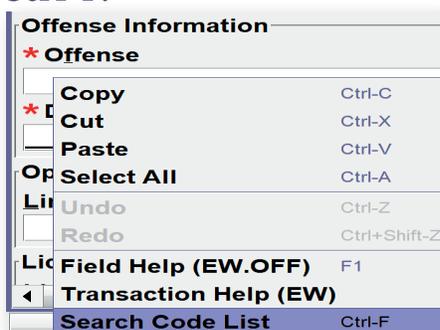
Many NCIC (and NLETS) transactions restrict field values to lists of various codes. Examples include the scars, marks, and tattoos (SMT) field, and the vehicle make (VMA), model (VMO), and style (VST) fields. Messenger forms present the entire NCIC code lists directly embedded in the screen. These code lists are configured on the message switch and shared between the switch, Messenger, and the electronic copies of the NCIC code manual.

No other vendor provides the supreme customer service and support as CPI. As part of the maintenance agreement, CPI updates all code lists as TOUs are published. CPI's update process has been refined to provide the most timely updates with the minimal impact to the running system. At this time, this process is responsible for keeping more than half the state CTO systems in the USA at the latest level of TOU support.

In Messenger, the user has access to the entire code list directly in the transaction form. A code can be selected by scrolling through the code list with the mouse or keyboard, or the user can type the code into the code list field as if it were a regular text field. When the user selects a code, the user sees both the actual code value and the description as listed in the NCIC code manual.



Code List Search - This method works fine if the user knows the code value, but what if the user is entering a stolen gun and does not know the code for the gun manufacturer? The user just uses the Messenger code list search feature to find a code by description. While most useful on fields such as the SMT and manufacturer fields, this feature is available on every Messenger code list on every screen. The user right clicks on the code list and selects the Search Code List item, or presses Ctrl-F.

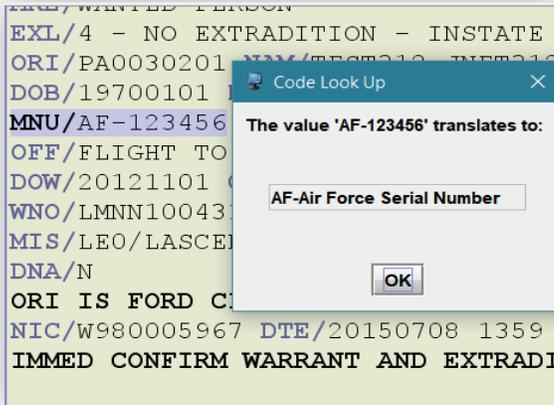


CPI OpenFox® Product Suite:

- Message Switch Information Broker
- Sex Offender Registry (SOR)
- Criminal History Records Application (CCH)
- CJIS Messenger Workstation
- High Availability
- Configurator
- Operator Aid
- Software as a Service (SaaS)
- Mobile Messenger
- CLAW - smartphone/tablet application
- iRap - Internet Record Access Portal
- Hotfile Application
- Archive Retrieval
- Online Validation Application
- Proxy Server
- nexText - CJIS Certification & Security training



Codes in Responses - NCIC inquiry returns often include the same codes in the content of the returned records. Because NCIC only stores the code value in its database, it can be difficult for the user to know what a particular code means. However, Messenger allows the user to quickly look up the code value and find the text description, as listed in the NCIC code manual.



Highlight the code field in the return message and press F1. Messenger instantly reports the description for the code.



NICB VIN Assist

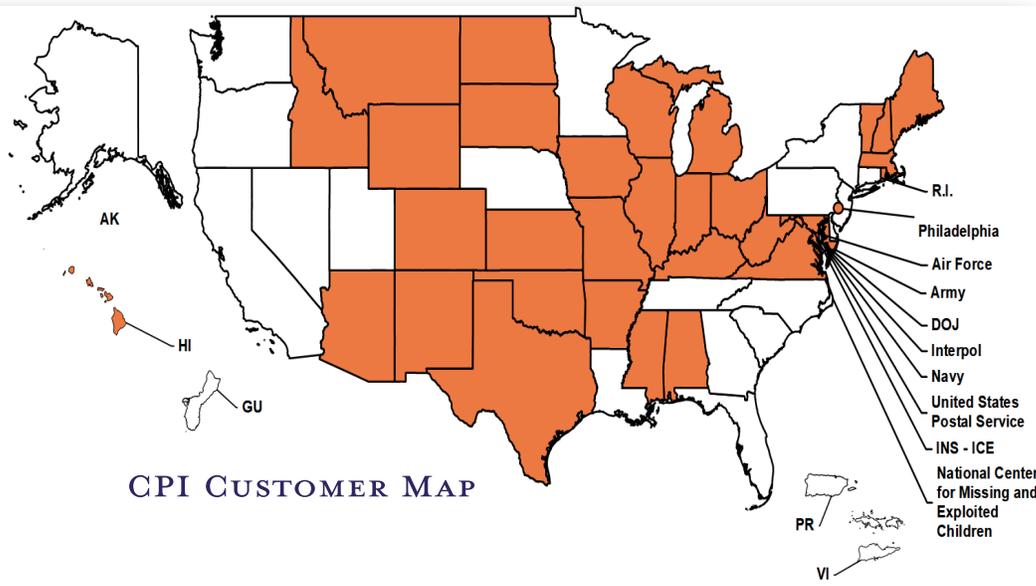
Messenger has built in software integration with the National Insurance Crime Bureau (NICB) VIN Assist application. The NICB database files are stored on the Message Switch hardware and are queried via transactions from the Messenger workstation clients in the field. The database files are updated every week as part of CPI's ongoing maintenance agreement with its customers. The user may access the common Vin Assist window which is shown below. The user enters a VIN into the form, presses the Enter key, and Messenger queries the NICB database files. All returned information is displayed on the screen. This feature is also available in NCIC enter forms, where a user can enter a VIN and use it to fill in the vehicle make (VMA), model (VMO), style (VST), and year (VYR) fields.

As a component of the OpenFox[®] Desktop environment, the OpenFox[®] Messenger utilizes RSA BSAFE Crypto-J JCE software module for FIPS 140-2 compliance.



Display Lock

The OpenFox® Messenger Client will allow the user to lock the workstation's display. This option will immediately hide any sensitive information currently displayed on the user's screen, and will only allow the same user to unlock the workstation.



Computer Projects of Illinois, Inc.

400 Quadrangle Drive, Suite F
Bolingbrook, IL 60440

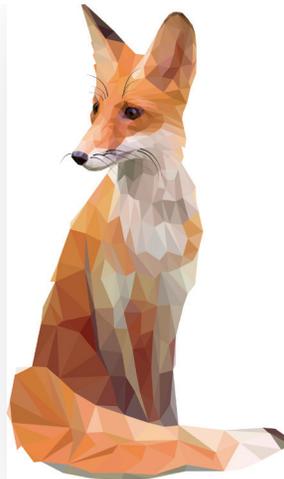
Tel: (630) 754-8820

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400 Quadrangle Drive Suite F
Bolingbrook, IL 60440
(888) 353-4095