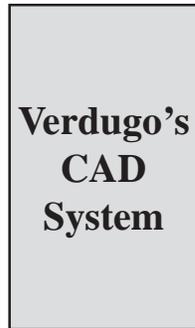


# VERDUGO FIRE AGENCIES' NFIRS RECORDS MANAGEMENT SYSTEMS

Verdugo's Responsibility



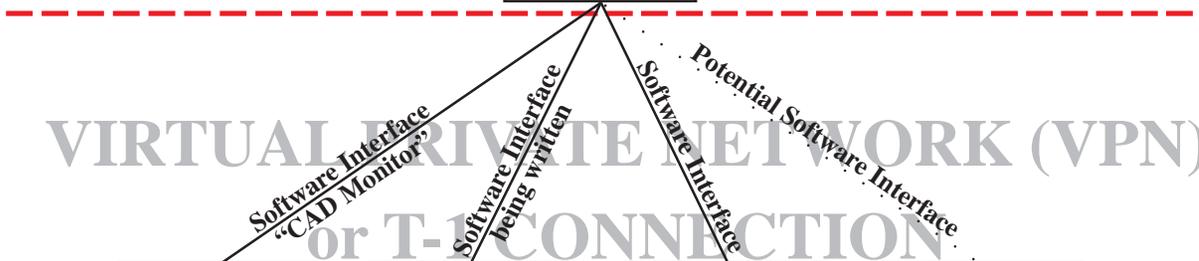
*95 data fields are dumped by CAD to the RMS server TWICE for each incident: once upon dispatch of the incident and again upon close of the incident. The second dump overwrites the initial one. These dumps are tab-delimited .txt files.*



*The hard drive on this server has one folder for each city, plus one backup folder for all cities.*

For the convenience of the Area C fire departments, Verdugo maintains a Records Management System (RMS) server that receives incident data and stores it in individual folders for the cities involved.

Individual Cities' and NFIRS Vendors' Responsibilities



*Alhambra  
Burbank  
Monterey Park  
Pasadena  
San Marino*



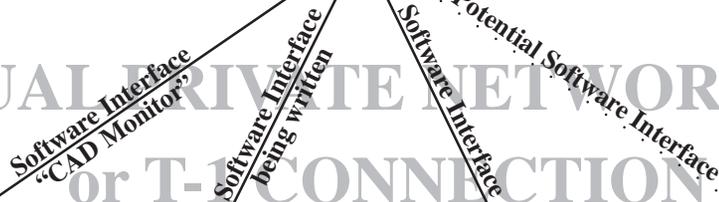
*Arcadia  
Monrovia  
San Gabriel  
Sierra Madre?*



*Glendale*



*South Pasadena*



Verdugo provides initial access to the Verdugo RMS server.

From that point forward, it is the responsibility of each city's I.T. staff to maintain their connection and to troubleshoot any issues that arise by doing their own testing or by contacting their NFIRS vendor if the issue appears to involve the interface.

## TROUBLESHOOTING GUIDE

**PROBLEM 1:** Data coming into the NFIRS program is incorrect or missing. For example, the date field contains only two digits instead of the usual six or the incident address is completely missing.

**SOLUTION:** The issue would be in the interface, the software piece your NFIRS company wrote to pick up data from Verdugo's RMS server and import it into appropriate fields in your NFIRS program. Contact a Customer Service person at your NFIRS company. Verdugo has no access to these interfaces; they are programmed and maintained completely by the NFIRS vendor.

**PROBLEM 2:** No data is coming into the NFIRS program at all even though incidents have been occurring.

**SOLUTION:** Can you ping Verdugo's RMS server (most are using an IP address of 206.117.119.20) from your NFIRS server?

**NO**



You have a connection issue. Contact your city's I.T. people, specifically the network experts, and ask them to look into this. If you normally connect to Verdugo's RMS server via VPN and your network person is unable to reconnect it, contact Jason Pfau at (818) 548-6408 or JPfau@ci.glendale.ca.us. If you're in Pasadena, connection is via the T-1 line that runs between Pasadena and Glendale, and *only* your network people can repair this.

**YES**



Navigate to your city's directory on Verdugo's RMS server and check to see...

Are there files in this folder?

**NO**



Contact Jason Pfau at (818) 548-6408 or JPfau@ci.glendale.ca.us – it's possible there's a problem with the RMS server.

**YES**



The problem is on your end, not Verdugo's, and you will need to enlist the aid of you I.T. people and/or the customer service people at your NFIRS company.