

Focus FS Emergency Response Tablet and Application Maintenance Procedures

March 06, 2024 – Software version 2023.3

Tablet or Device Maintenance

Sometimes, there may be Windows, browser and application updates that must be applied on the tablet or device. It is recommended these be included as part of any regular maintenance checklists/audits required for mine rescue operations. We recommend that responsibility is assigned to complete regular maintenance to always ensure a system ready environment. It is recommended to complete these in the following order.

Tablet Windows Updates

Please note that sites within your organization may require that automatic updates are disabled. Please refer to your site administrator if automatic updates are disabled and/or requires administrative resources to manually apply Windows updates.

- Updates require that the device is plugged in and in most cases will require a restart to complete the update.
- Windows Update will automatically scan, download and install updates according to device settings.
- This will silently install the updates when connected to the Internet and may cause the device to automatically reboot when restarts are required.

Instructions to Disable Windows Updates/Manually Update (If required)

To disable Automatic Updates:

- From the Start menu type 'Edit group policy' to launch 'Local Group Policy Editor.'
- Navigate to 'Local Computer Policy > Computer Configuration > Administrative Templates > Windows Components > Windows Update.'
- In the right-hand pane, locate the 'Configure Automatic Updates' policy.
- Double click the policy and select the 'Disabled' option, then click OK to update the policy and turn off scheduled automatic updates. This will prevent the device from rebooting if an update occurs during a mission.

To manually install windows updates on the device:

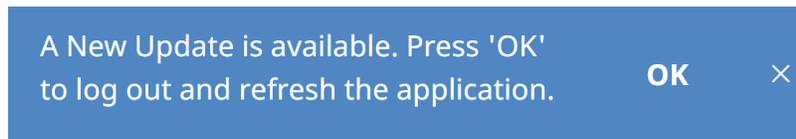
- Select 'Start > Settings > Update & Security > Windows Updates' and then select 'Check for Updates.'
- If there are feature updates available for the device, they will appear separately on the 'Windows Update' page.
- Select 'Download and install now' to install a feature.
- Reboot the device if/when prompted to complete the update.

Please ensure browsers are updated to latest versions after any Windows updates are confirmed complete.

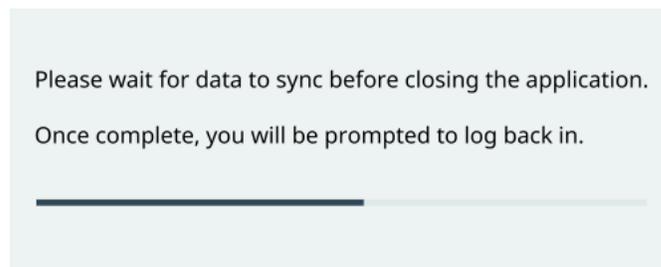
FS Application Updates

- Focus FS sends a notification email with release notes when a new version of the application has been released.
- These updates should be completed as soon as possible or during system maintenance.
- If a new version has been released but not updated, the user will be notified as soon as the application is opened. Should this happen before or during a mission, there is an option to decline the new version and continue.

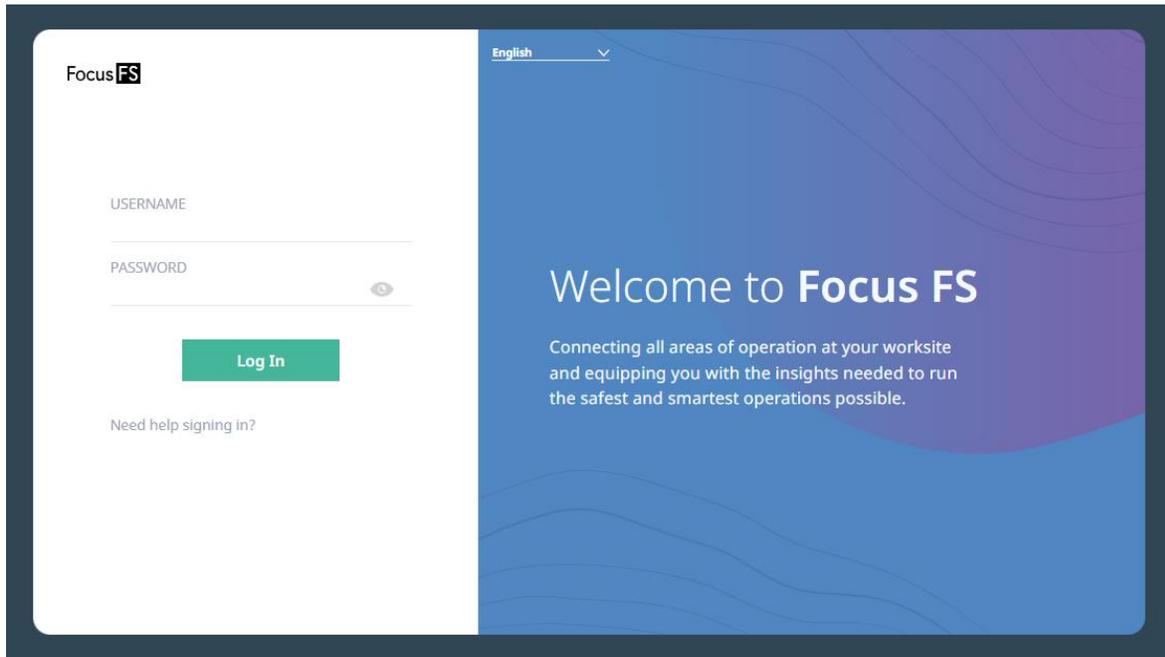
When the application/device is online and updates are available, the user receives a popup message in the application. This message indicates a logout is required for the application to update and the process ensures that all data is synced to the server before the update occurs. Click OK in the popup to start the update immediately or click the X to cancel the update until a later time.



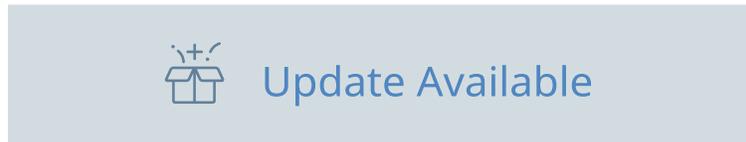
1. Once the user clicks OK, another dialog is displayed instructing the user to not close the application until the data has completed syncing.



2. After the data sync is complete, the user is prompted to log in again



3. If the user opted to defer the update by clicking the X in the popup message, then clicking the Update Available icon in the top right corner of the dashboard will display the prompt again so the user can install the new version of the application.



Sync for Offline use

To access the application offline the user must be logged in and synced. This means if that user should not logout out of the application or clear cache, they should minimize the browser/app to maintain the login.

Step 1: Login to the application

Step 2: Allow the application to sync. You can determine if the application is completely synced by looking for the green checkmark in the expanded menu.

If the application is syncing it will display an orange syncing icon. You can continue to work on or start missions while the application is syncing, however, if you go offline, things may be missing (maps, icons/read-ins from other users, etc.).

Step 3: Once the application has fully synced, close the browser, and do not log out of the application. To maintain the login for offline use, you must remain logged into the application. This will allow you to open the application and click proceed to the dashboard to start/update a mission offline.

Step 4: Access the application periodically. To ensure everything is available for offline use, it is recommended to log in (proceed to the dashboard) as often as possible. This will ensure Maps, users, etc. remain up to date and will be available for offline use.