Bighorn Information Systems
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INTRODUCTION

The purpose of this document is to assist the System Administrator with the initial setup and subsequent maintenance of WildCAD. Dispatchers who will use WildCAD should refer to the WildCAD User Guide for information on how to operate the software.

The Guide follows the System Administrator Menu (Sys Admin). The Sys Admin menu will not be visible unless you have entered the Supervisory password, as explained under Center Operations.

These menu items are in the order you normally follow as you prepare WildCAD for your use



If you follow this Guide and perform the steps in the order listed, you should have no trouble.

Overview of WildCAD6

In WildCAD versions through 5.0, your data – information about Resources, Incidents, Daily Log, etc. – were stored in a Microsoft Access database (WildCAD.mdb). Access is Microsoft's low end database. Their higher end database, Microsoft SQL Server, offers increased stability and security. ("SQL" stands for Structured Query Language".)

In order to address security concerns, the Department of Interior's Office of Wildland Fire (OWF) placed a contract order to upgrade all existing site licenses to WildCAD6, which was built using SQL Server. That change, moving from Access to SQL Server, is one of the two major changes in WildCAD6.

The other is that Bighorn has enhanced WildCAD6 to communicate with IRWIN (Integrated Reporting of Wildland fire INformation), a project managed by OWF described as "an end—to—end fire reporting capability that provides an integrated and coordinated process for collecting and reporting incident/event data."

Other than those two changes, you should see a common interface and features between WildCAD5 and WildCAD6.

SQL Server Details

WildCAD6 uses a version of SQL Server called "SQL Server 2008 R2 Express", which avoids the complex database management requirements of the more complicated versions. Whereas Microsoft Access allows users and applications to connect to a file, SQL Server uses a different approach.

SQL Server runs on your WildCAD Server (a PC or actual server, generally in dispatch, also known as "WildCAD Base Computer") and allows other computers on your Local Area Network to connect through it to your new database. When any user starts WildCAD6, it looks for SQL Server on the network. First time users will be prompted to tell WildCAD6 the IP Address or Machine Name of the computer hosting SQL Server.

Installation

The initial installation of your WildCAD6 SQL Server will most likely be completed by your IT staff. Bighorn has prepared scripts which install SQL Server and prepare other files.

The script contains the following components:

- Prepare a WildCAD Base Computer for a WildCAD5 to WildCAD6 database migration
- Install a "named instance" of SQL Server 2008 R2 express, called WILDCADSQL
- Install WildCAD Workstation 6 on a WildCAD Base Computer
- Install WildCADservice a Windows Service
- Migrate WildCAD5 data from the current Microsoft Access database (WildCAD.mdb) into your new SQL Server database.
- Install WildCAD6 Client Software on client PC or Laptop
- Test the communication of the client software to new SQL server database

You no longer need to worry about where the physical database file is stored. SQL Server handles that for you.

Workstation Setup

SetupWildCAD6Workstation.exe and SetupWildPDF.exe both need to be run on each workstation that is going to run WildCAD6. You will find SetupWildCAD6Workstation.exe in the WorkstationSetup6 folder. Copy that *folder* to the desktop of the machine you are setting up, and then run both files as elevated or as Administrator (as appropriate for your agency).

Repair and Compact Database

You no longer need to perform Repair and Compact Database!

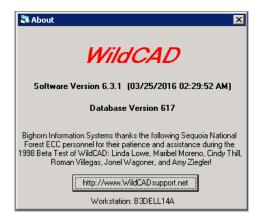
Creating a Training Copy of WildCAD

Many Centers using WildCAD create a copy of WildCAD and make it available for training purposes. Dispatchers can practice using WildCAD without impacting actual Center operations. As your IT staff to do this during your installation, or contact Bighorn for assistance later.

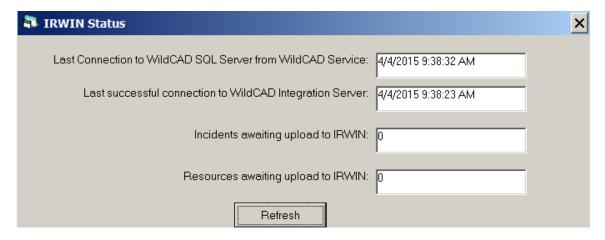
Utilities => IRWIN Status & About -WildCAD

To check to see if your center is running the most current version of WildCAD you can use Utilities => About.





If you suspect WildCADservice is not running, you can use Utilities => IRWIN Status:



This screen tells you the last time your WildCADservice looked at your SQL Server database. It also tells you the last time WildCADservice connected to Bighorn's WildCAD Integration Server. Submit a Service Request if you suspect problems.

For Assistance

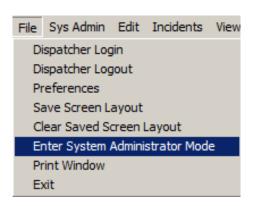
Please feel free to contact Bighorn Information Systems at any time as you work with WildCAD. The best way to reach us is always through the WildCAD Support site: http://wildcadsupport.net/

SYSTEM ADMINISTRATOR MODE

File Menu

File => Enter System Administrator Mode

Enter the System Administrator Mode, which causes the System Administration (Sys Admin) menu to become visible. Note: WildCAD automatically exits you from System Administrator Mode after 10 minutes of inactivity.

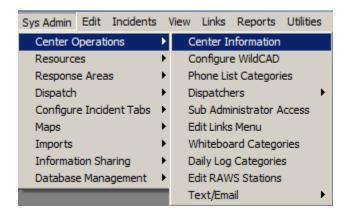


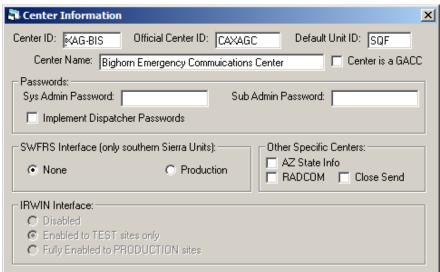
CENTER OPERATIONS

Center Information

Sys Admin => Center Operations => Center Information

Much initial setup information is entered on this screen





Dispatch Center ID Enter the dispatch center identifier (e.g. CA-FICC).

Official Center ID Enter the dispatch center official identifier (e.g. CASBCC) ending with a "C".

Default Unit ID Enter the brief Unit identifier for the unit in your Center which will have the most frequent Incidents in WildCAD (e.g. BDF).

Center Name Enter the name of the center.

Center is a GACC Only check you are a GACC.

Sys Admin Password Enter the Supervisory password.

Sub Admin Password Enter the Sub-Supervisory password.

Implement Dispatcher Password Check this to require a dispatcher password.

SWFRS Interface (only Southern Sierra Units) Check to enable the upload to SWFRS.

Other Specific Centers

- AZ State Info Check to enable the special data entry for Arizona State Lands Department.
- RADCOM Check to enable the interface with the RADCOM law enforcement system.
- Close Send Screen Choice only if using the RADCOM interface.

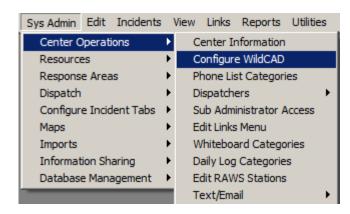
IRWIN Interface (once you make a selection it cannot be changed)

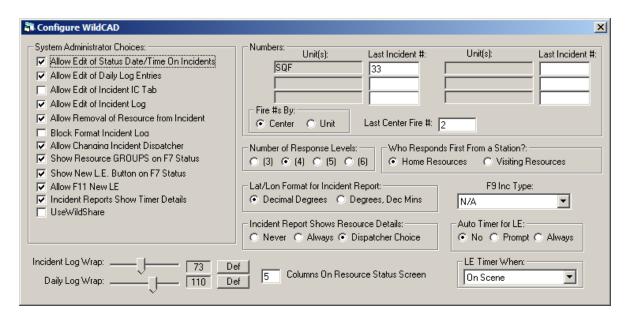
- Disable: This button disables WildCAD6 from IRWIN interface.
- Enabled to TEST sites only: This button connects your WildCAD6 to the IRWIN Operational Acceptance Testing site to test the IRWIN interface.
- Fully Enable to PRODUCTION sites: This bottom connects your WildCAD6 with the full IRWIN Production site. This is the normal setting.

When done entering data on this form, close it with the "x" in the top right corner.

Configure WildCAD

Sys Admin => Center Operations => Configure WildCAD





System Administrator Choices:

- Allow Edit of Status Date/Time On Incidents If you check this box, your Dispatchers will be able to edit status date and times on Incidents.
- Allow Edit of Daily Log Entries If you check this box, your Dispatchers will be able to edit the Daily Log entries.
- Allow Edit of Incident IC Tab If you check this box, your Dispatchers will be able to edit the IC Tab on Incidents.
- Allow Edit of Incident Log If you check this box, your Dispatchers will be able to edit Incident Log entries.
- Allow Removal of Resource from Incident Check to allow Dispatchers to remove resource(s) from an Incident, and delete all Action History for those resource(s).
- **Block Format Incident Log** Check to indent Incident Log Details (comments) blocked in line with the Details column heading.
- Allow Changing Incident Dispatcher Check to allow.
- Show Resource Groups on F7 Status Checking this will add group headers (e.g. "Engines") to the Resource Status screen.
- Show New L.E. Button on F7 Status Checking this will display a "NEW L.E." button when a resource is selected on the Resource Status screen
- Allow F11 New LE Check to enable the F11 key.

- Incident Reports Show Timer Details Check to have the Incident Report show all timer details for timers associated with the Incident.
- **UseWildShare** Uncheck to disable WildShare, helpful if remote server is down.

Incident Log Wrap and Daily Log Wrap use the sliders to set the number of characters before wrapping to the next line. Use DEF buttons to restore the default settings.

Numbers:

- Unit(s) Automatically load base on the information entry under Sys Admin -> Resources -> Units
- Last Incident # For each group of units, enter the last incident number. The next incident number assigned by WildCAD will be this number plus one, and the number will then be automatically incremented. This is where you reset the Incident Numbers at the start of the year by entering 0 here so that the next number assigned will be 1.
- Fire # By Center or Unit Select By selecting Center the Fire # will be assigned by Center; by selecting the Unit the Fire # will be assigned by Units identified in the information entry under Sys Admin -> Resources -> Units.
- Last Center Fire # WildCAD allows Fire Numbers to be assigned in sequence.
 Set the last used Fire Number here. Reset to 0 annually.

Number of Response Levels Used: Set the # of Response levels used in the Center.

Who Responds First From a Station? Tell WildCAD which Resources at a station should go first – those normally based there, or those visiting.

Lat/Lon Format for Incident Reports: Choose the desired format.

Incident Report Shows Resource Response Details: Select the desired approach.

Columns on Resource Status Screen (default 5): Change the default number 5 if you find that you need fewer, but wider, columns on the F7 screen in order to display the entire Resource ID.

F9 New Incident Type: Choose the Incident Type to be selected (by default) when starting a new Incident.

Auto Timer for LE: Check to automatically start a new timer when a Law Enforcement Officer is placed in the status indicated in the box **LE Timer When**.

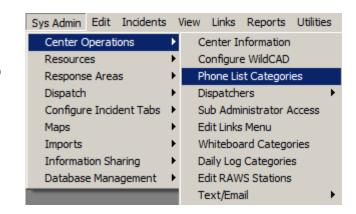
When done entering data on this form, close it with the "x" in the top right corner.

Phone List Categories

Sys Admin => Center Operations => Phone List Categories

WildCAD's phone directory allows you to enter phone numbers and addresses for all kinds of people, offices, and vendors.

As you enter information for a person, it might be useful to indicate the office that person is from, the type of position, agency, etc. We calls these "phone list categories".



In the example shown above, the System Administrator has created three phone list categories: Personnel, Offices, and Cooperators. Whenever a record (person) is added to the phone directory, that person can be specified as being, e.g. "Fire" personnel at the "Hume Lake District".

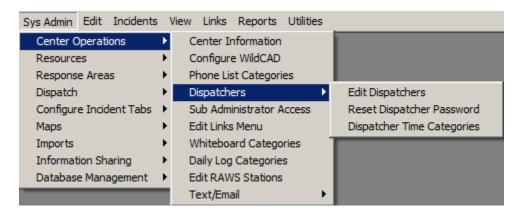
Create these categories by entering a category name in the top box, and then typing a selection for that category below the list, and finally clicking the "Save" button.



Dispatchers

Edit Dispatchers

Sys Admin => Center Operations => Dispatchers => Edit Dispatchers



WildCAD allows you to create a list of dispatchers, and indicate the dispatcher for each incident.

Enter the Dispatcher's full name and initials.

Select a Unit: If you do that, then each time that Dispatcher starts a new Incident, that Unit will be assigned.

Sequence numbers here, and throughout WildCAD, are used merely to control the order in which items appear later in the software.

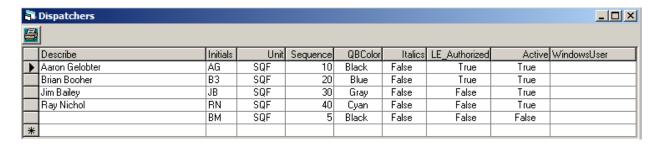
Select a "QBColor" to specify the color in which this dispatcher's Incidents will be listed on the F8 Incident screen.

Italics: File-Preferences lets each user determine how Open Incidents (F8) are colored. If "By Dispatcher" is selected, then the Incident will be italicized if Italics is set to TRUE for that Dispatcher.

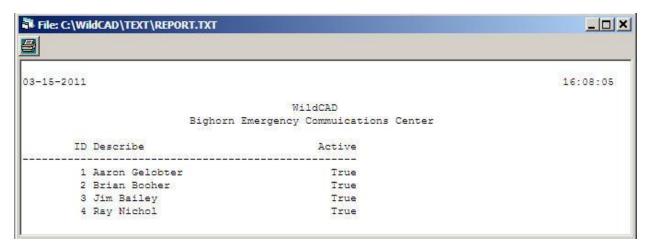
LE Authorized Set TRUE if dispatcher is authorized to view and manage Law Enforcement Incidents.

Turn a Dispatcher's Active Status to "False" if he or she leaves the Center. You can edit the entries of this table but for archival reasons you cannot delete an entry.

WindowsUser: Enter the user's Windows login, and that user will be automatically logged into WildCAD6 when starting.



The printer icon at the top left of many of these forms may be used to prepare a printable report. Click on it and you will see:

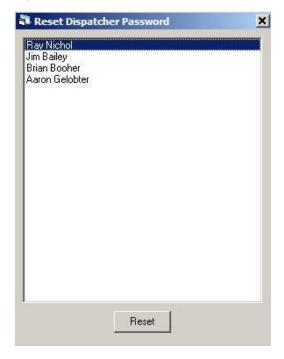


Click again on the printer icon at the top of this screen and the report will be sent to the printer.

Note that the name of the text file containing this report is shown at the top of the form. The "ID" column in this report is a hidden field in the database, and is a "record number" for your dispatchers.

Reset Dispatcher Password

Sys Admin => Center Operations => Dispatchers => Reset Dispatcher Password

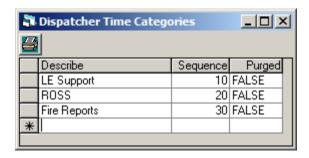




Dispatcher Time Categories

WildCAD allows you to track Dispatcher hours spent on various activities. To do so, first create a list of those activities you want to track:

Sys Admin => Center Operations => Dispatchers => Dispatcher Time Categories



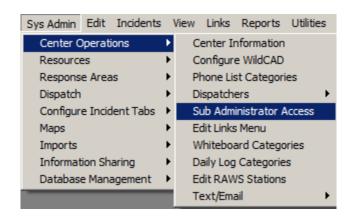
Describe is the entry of the activities to being preform.

Sequence numbers here, and throughout WildCAD, are used merely to control the order in which

Purged Set TRUE to eliminate this Time Category.

Sub Administrator Access

Sys Admin => Center Operations => Dispatchers => Sub Administrator Access



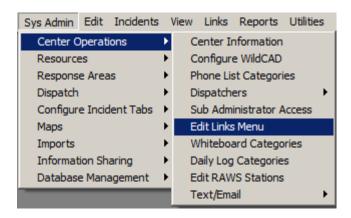
Will allow access to a subset of the Sys Admin menu items including but not limited to:

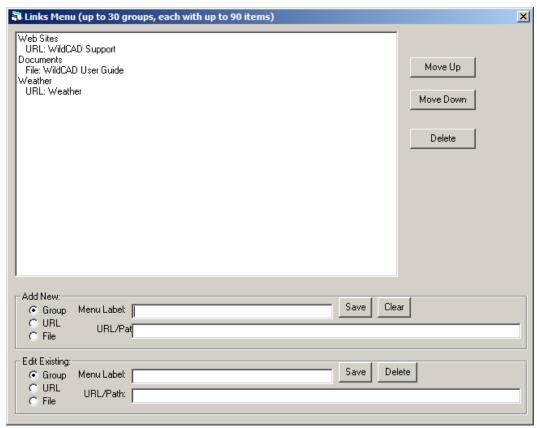
- Managing Backups
- Lightning
- Phone list



Edit Links Menu

Sys Admin => Center Operations => Edit Links Menu



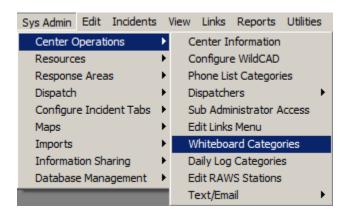


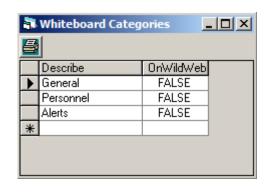
In the "Add New" block, you can add new Groups (categories for the menu), Web URLs, or Files accessible from the workstations. Use "Edit Existing" to edit menu items.

Change the order of items on the Links menu with "Move Up" and "Move Down".

Whiteboard Categories

Sys Admin => Center Operations => Whiteboard Categories

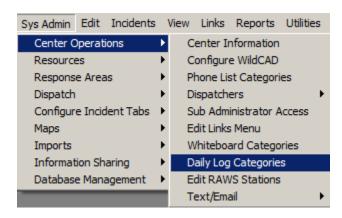


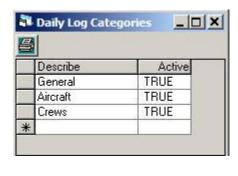


Create the categories you want to display on your Whiteboard dropdown menu. If you want EVERY whiteboard entry in a certain category to show on WildWeb, change "OnWildWeb" to TRUE. Caution – you will then want to be careful about what information goes into the Whiteboard!

Daily Log Categories

Sys Admin => Center Operations => Daily Log Categories



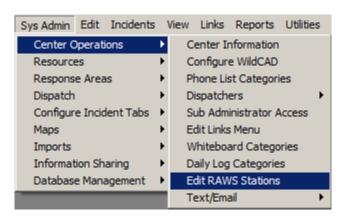


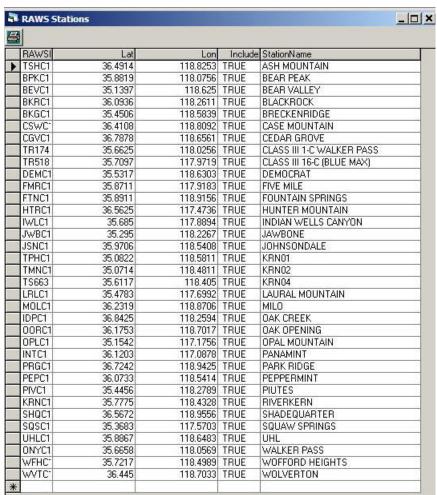
Create the categories you want to display on your Whiteboard dropdown menu. Note: do not change the "General" category – it is where WildCAD posts many items such as Incident and Resource information.

Set Active to False to discontinue the use of a Category

Edit RAWS Stations

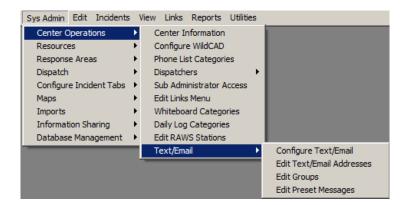
Sys Admin => Center Operations => Edit RAWS Stations





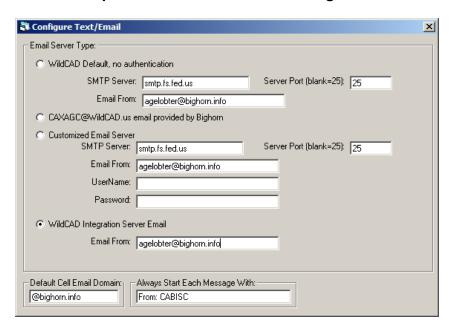
This list of RAWS stations is used by WildCAD to display closest weather from three locations: WX button on the map, WX button on an Incident, and View => Weather.

Text/Email



Configure Text/Email

Sys Admin => Center Operations => Text/Email => Configure Text/Email



Email Server Type:

- WildCAD Default, no authentication
- XX-XXX@WildCAD.us email provided by Bighorn
- Customized Email Server
- WildCAD Integration Server Email

Default Cell Carrier Email Domain: enter the default Email Domain.

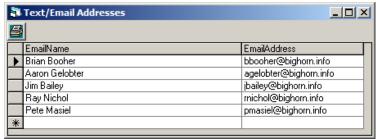
When done entering data on this form, close it with the "x" in the top right corner.

Edit Text/Email Addresses

Sys Admin => Center Operations => Text/Email => Edit Text/Email Addresses

WildCAD allows dispatchers to send emails from the Utilities Menu. As System Administrator, you create a list of names and email addresses.

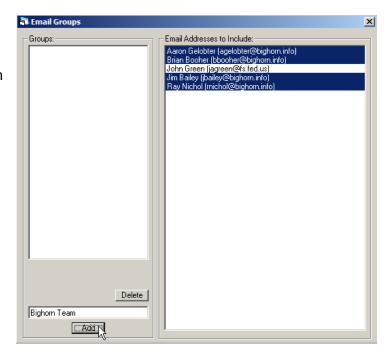
Reminder – you must enter a valid "SMTP Server Address" and "From" email address on the Center Information screen for WildCAD to be able to send emails.



Edit Groups

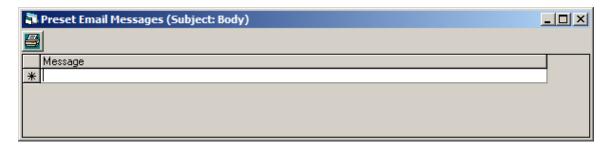
Sys Admin => Center Operations => Text/Email => Edit Groups

To make it easier to send Email/text messages to groups of people, you may create named Groups ahead of time. Type a group name in the bottom left and click "Add". Then, select the Group from the list in the top left, and select those Email Addresses to be included.

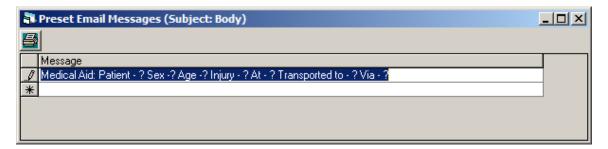


Edit Preset Messages

Sys Admin => Center Operations => Text/Email => Edit Preset Messages



Enter the SUBJECT followed by a colon, then the body of the message. In the body, you put a question mark wherever you want the user to fill something in.



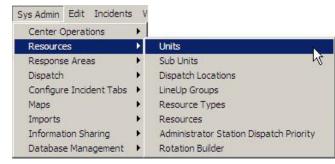
RESOURCES

Units

Sys Admin => Resources => Units

Unit Code – for each Unit, enter a complete description.

Incidents – - Does your Center handle incidents for this agency? If so, select "TRUE". If not, leave it showing "FALSE".



*	Tunits										
	Unit Code	Describe	Incidents	IncNumSet	StateCode	LastFireNum	NWCG UnitID	Agency			
	SQF	Sequoia NF	True	0	CA		CASQF	USFS			
	SNF	Sierra NF	False	0	CA		CASNF	USFS			
	KNP	Sequoia & Kings NP	False	0	CA		CAKNP	NPS			
	FKU	Fresno Unit -CalFire	True	0	CA		CAFKU	State			
	TUU	Tulare Unit -CalFire	False	0	CA		CATUU	State			
	INF	Inyo NF	False	0	CA		CAINE	USFS			
	TNF	Tahoe NF	True	0	CA		CATNF	USFS			
	CND	Central California	True	0	CA		CACND	BLM			
*								₹			

IncNumSet – controls how Incident numbers are assigned. Agencies which share a common incident numbering system are all assigned to the same Incident Number Set. Suppose the SQF, and KNP units each need their own sequential numbering block. In that case, specify "0" for one agency, and "1" for another. Although it is traditional to use separate blocks of numbers, and to rely on the number itself as a count of incidents, it is strongly recommended that you break from that tradition and use a single block of numbers for all agencies in your center. Reports from WildCAD will give you the desired incident counts, so you can stop relying on the actual Incident number. It becomes problematic in WildCAD when you, for example, need to "void" an incident.

StateCode – add a state identifier to Incidents for this Agency in various WildCAD reports.

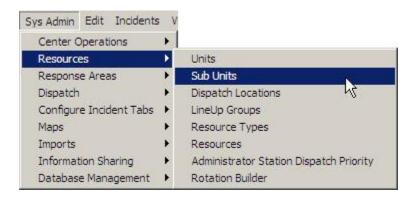
LastFireNum – Set last fire number assigned.

NWCG Unit ID – Enter the official 5-6 character NWCG Unit ID for each of your Units.

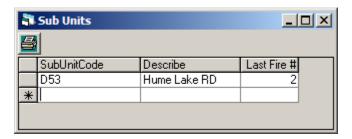
Agency – For each Unit, use the pull down menu to select the Agency.

Sub Units

Sys Admin =>Resources => Sub Units



Forest Service uses Sub Units to identify the Districts for purposes of tracking the fires occurring on the District on the Fires tab of the Incident screen. Remember to reset the Last Fire Number at the beginning of the New Year, put a zero in the "Last Fire #" column.



Dispatch Locations

Sys Admin => Resources => Dispatch Locations

Enter an Initial Dispatch Location (IDL) code, a Description, the Latitude and Longitude.

Enter a Comment for future reference.

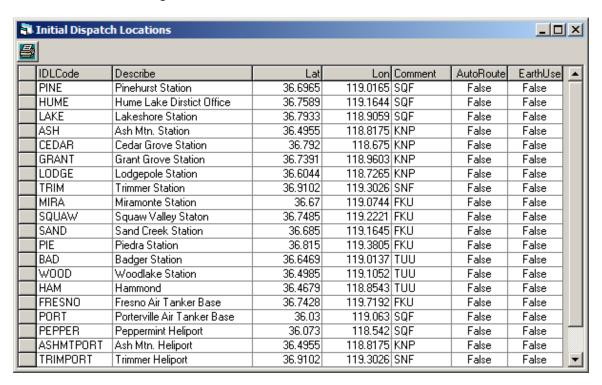
You may enter the latitude and longitude in many different formats. WildCAD uses a comma to separate degrees, minutes, and

Center Operations Units Resources Sub Units Response Areas Dispatch Locations Dispatch Configure Incident Tabs > LineUp Groups Maps Resource Types Imports Resources Information Sharing Administrator Station Dispatch Priority Rotation Builder Database Management >

Sys Admin Edit Incidents V

seconds. A decimal is used to enter decimal values. Examples:

- 39.5 means 39 and one half degrees (39 degrees 30 minutes)
- 39,15.5 means 39 degrees, 15.5 minutes (39 deg, 15 min, 30 sec)
- 39,15,30 means 39 degrees, 15 minutes, and 30 seconds



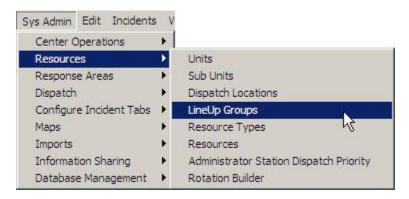
After you enter the values, they will be converted to decimal degrees, which is how they are stored internally.

Leave AutoRoute blank (or False) for now.

Set EarthUse to True if you want WildWeb to show this Dispatch Location (more information later about WildWeb.)

Line Up Groups

Sys Admin => Resources => LineUp Groups



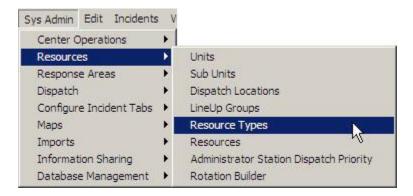
You might want to start by creating a Line Up group for all of your own Resources. Or, create several if you receive morning status from Districts, Field Offices, etc. Create a separate one for each agency in your center if the morning Line Up comes in separately for each.

Next, create a Line Up group for each cooperator sending you morning status. Use the "Sequence" number to control the order of the "tabs" on the Line Up screen.



Resource Types

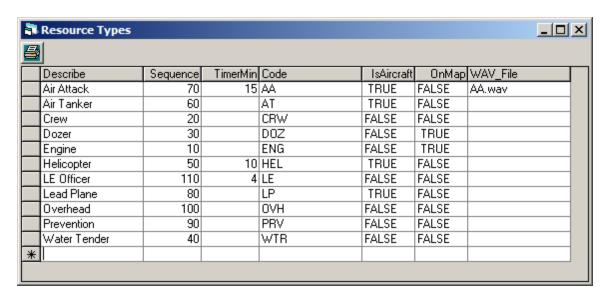
Sys Admin => Resources => Resource Types



Each Resource you add will belong to one of the Resource Types you use.

The Sequence number merely controls the order in which responding Resources are listed on the Incident screen.

In this example, any Engines will be shown first, followed by Crews, Dozers, etc. You can always change the sequencing once you see the effect as you start running incidents.

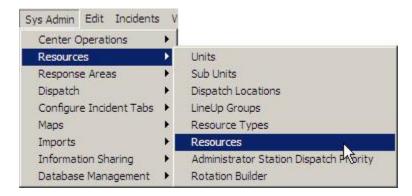


WildCAD allows you to set "Timers", or reminders for Resources. The TimerMin entry is used as the default number of minutes for the Timer to run for each type of Resource. OnMap controls whether these Resources are shown on the Local Google Earth map.

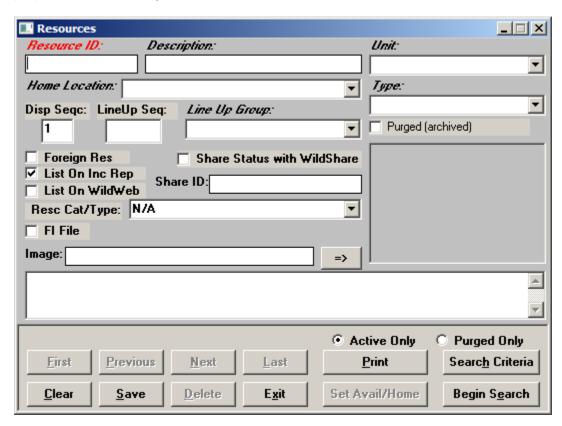
The "WAV File" allows you to specify a unique Timer sound by type of Resource.

Resources

Sys Admin => Resources => Resources



For this type of data entry screen, you will start with all fields being empty. You may enter the information, and when done, click "Save". Click "Clear" to clear the fields in preparation of entering new records.



Resource ID Keep this as short as possible, since it will be displayed on numerous reports and lists. For example, use E31, not ENG31SQF

Description Type the name or description.

Unit, Home Location, and *Type* of resource and *Line Up Group* are Pull down lists you created earlier.

Disp Seqc means "Dispatch Sequence". For stations with more than one of the same type of Resource, you can control the Sequence = i.e. who goes first! Please be aware that cover Resources will automatically be dispatched *after* all "home" Resources have been sent.

LineUp Seq means "Line Up Sequence". You can control the *order in which Resources* are *listed* on the morning Line Up screen. This has nothing to do with the order in which they are dispatched - merely the appearance on the screen.

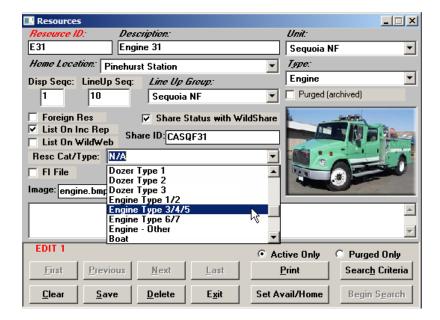
Foreign Resource If this is not one of your regular Resources, but is only here temporarily, Check the box to make it a Foreign Resource. That way, all dispatchers will be able to edit the screen for this Foreign Resource. Otherwise, only you as System Administrator can manipulate the records.

List On Inc Rep Check this box if you want this Resource listed on the printed Incident Reports.

List on WildWeb Unless this is checked, this Resource will not show on the internet reports from WildCAD called WildWeb.

Share ID Enter a complete identifier if you want to share status about this Resource with other WildCAD Centers. You must then also check **Share Status with WildShare**.

Resc Cat/Type Use the pull down menu to select the Resource Category/Type.



FI File Check to have this Resource shown by default to use the law enforcement Field Interrogation File screen.

Image If you have placed a scanned image file in the WildCAD folder, place its filename here and click "=>" to view the image

Comments may be entered and edited in the space provided.

Purged (archived) Check this to "delete" the Resource. You can always "un=purge" it later!

Search Functions

To search for Resources already in the database,

- First select the "Active Only" or the "Purged Only" buttons,
- Click "Clear" to clear the form.
- Click "Begin Search" to retrieve all of the Resources on file.
- Use "First", "Next", "Previous", and "Last" to move among the records.

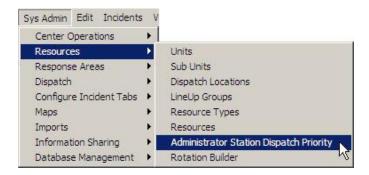
To search for particular records, enter all or part of the Unit ID before "Search". As one example, entering "E" will find all Resources whose ID starts with "E". You cannot delete resources from the database; only archive them so the resources do not appear as active Resources.

Active Only Select before searching to view Active (not Purged) Resources.

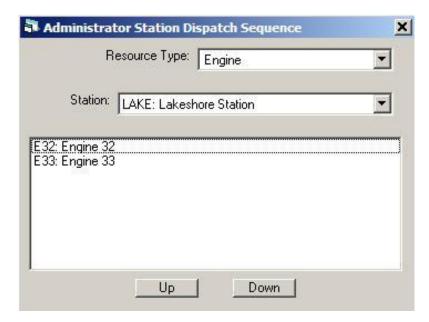
Purged Only Select before searching to view Purged Resources.

Administrator Station Dispatch Priority

Sys Admin => Resources => Administrator Station Dispatch Priority



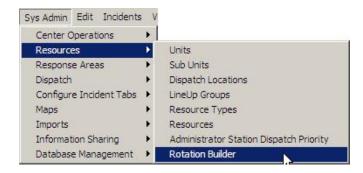
To change the order in which Resources are dispatched, highlight one Resource and click "Up" or "Down".



Rotation Builder

Sys Admin => Resources => Rotation Builder

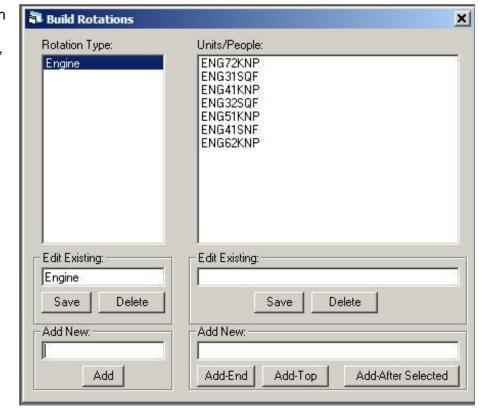
WildCAD allows you to create many different "rotations", such as Engines, Crew, etc.



To add a new rotation list, type its name in the bottom left, and click "Add". It will then be added to the list on the left.

Highlight it (to work with it), and then you may add the actual engines, crews etc. which are to be rotated. Type them in the lower right, and click "Add=End" to add to the end of the list, "Add=Top" to insert at the top, or "Add=After Selected" to add after any item which is selected on the right.

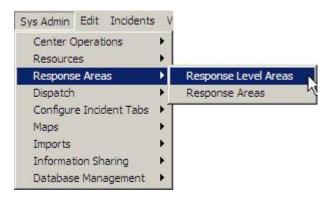
In the example shown, engines are to be rotated: ENG72KNP, then ENG31SQF, then ENG41KNP, etc. You only list the complete list (in these case 7 items) once. WildCAD knows to start over once the bottom of the list is reached.



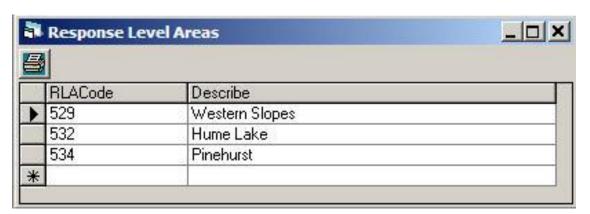
RESPONSE AREAS

Response Level Areas

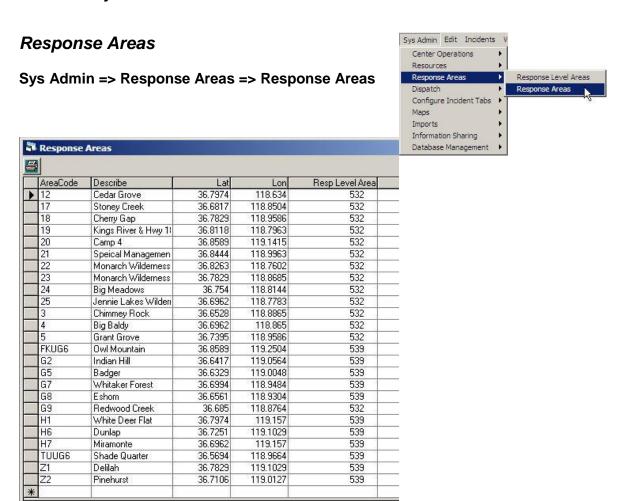
Sys Admin => Response Areas => Response Level Areas



Create a list of Response Level Areas (RLA)



Each Response Area "lives" within one Response Level Area (RLA). If, in fact, the Response Area contains two or more RLAs, you should either divide the Response Area into more than one, or choose one RLA, which you are comfortable using to represent the fire danger in the entire Response Area.



AreaCode It is crucial that the "Area Code" (ID) entered for each Response Area precisely matches the information in the Response Area GIS layer attribute table.

Describe Enter a name or description.

Lat/Lon As when entering lat/long earlier, you may use any combination of degrees, minutes, and seconds, with decimal portions. Use the comma to separate degrees, minutes, and seconds, and the period to enter decimal portions.

Reps Level Area Select the RLA for each Response Area from the pull=down list of RLA's you previously entered.

Assoc Station If you select an "Associated Station", then when Resources become "Available on Scene", their location will be set to this station for purposes of dispatch priority.

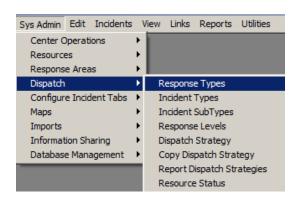
Comment Although you may enter Comments for the Response Area on this screen, it is recommended that you use Batch Comments instead.

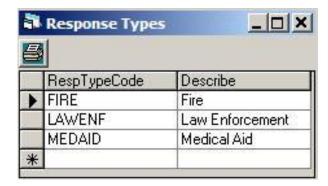
Active Set to False for any Response Area no longer in use. It will be removed by WildCAD during the Archive process if it is no longer associated with any Incidents.

DISPATCH

Response Types

Sys Admin => Dispatch => Response Types



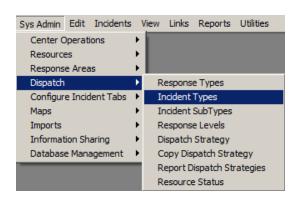


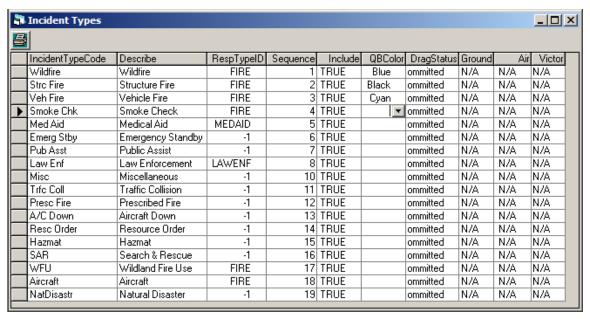
Incident Types

Sys Admin => Dispatch => Incident Types

The Incident Type Code cannot be edited but you can select which Types you want to display by selecting True or False in the "Include" column. Select a color for each Type to show on the "Open Incidents" screen.

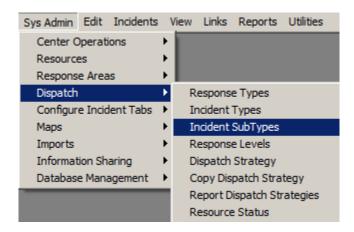
You may specify default frequencies by Incident Type in the final 3 columns.



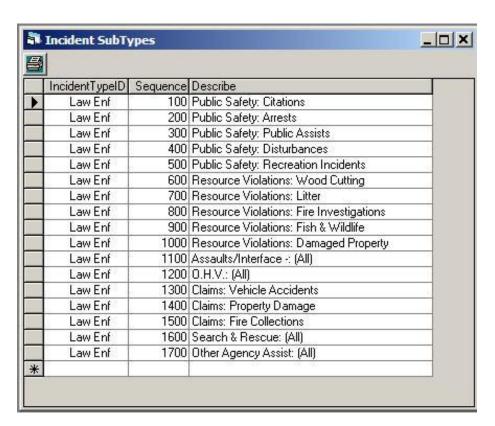


Incident Sub Types

Sys Admin => Dispatch => Incident SubTypes

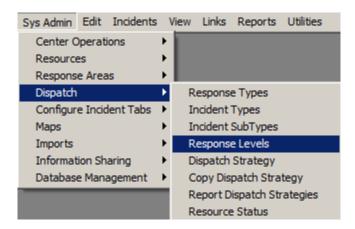


Use the Incident Subtypes to display a more detailed definition of the Incident Type; you may list as many Subtypes as desired for each Type. The sequence is related to each Type so you may have different sequence runs in the table.

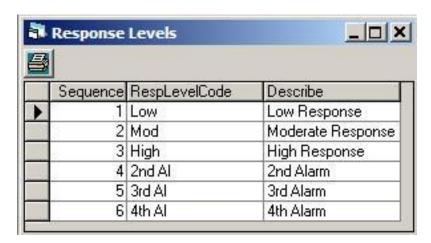


Response Levels

Sys Admin => Dispatch => Response Levels

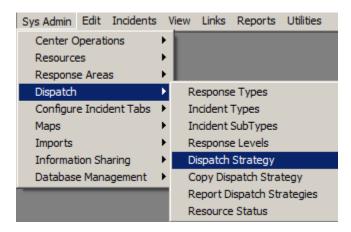


WildCAD allows you to develop standard responses based on up to six levels. Low, Moderate, and High (etc.) can be based on your choice of fire behavior or other factors, for each Fire Danger Rating Area. You may edit the Description of each Response Level to match the nomenclature you use in your center.



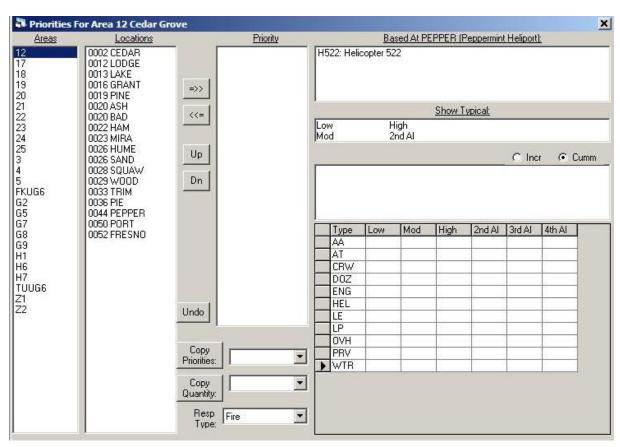
Dispatch Strategies

Sys Admin=>Dispatch=>Dispatch Strategy



You have the opportunity to develop dispatch strategies for different "Response Types", and at each "Response Level".

For now, we will focus on the "Fire" Response Type, which is used (as a default) for Vegetation Fire, Vehicle Fire, Structure Fire, and Smoke Check Incident Types. The left part of this screen, shown below, is used to select the Response Area (left). At the bottom, select the Response Type.



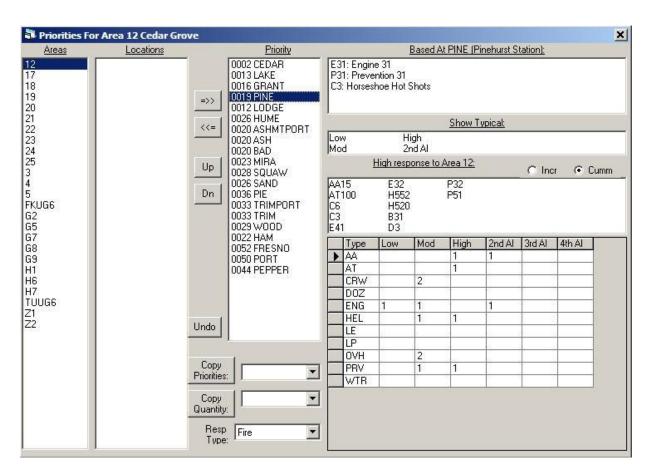
We then establish the station *priority to be used* for searching for available Resources to send. In other words, for a "Fire" Response in Area 12, which Station would be first to send Resources? Which would be second?

We manually create the list of priorities. Initially, all Dispatch Locations will be in the left list. We highlight one, and then click the right arrow "=>>" to move it into the Priority list. To move it to a particular spot, highlight an entry in the right list prior to clicking on the right arrow.

To help you decide station priorities, WildCAD displays the Stations in order of air miles from the Response Area, and those air miles are shown before the Station. For example, the Cedar Station is 2 miles away from Area 12.

In this example, the first priority for dispatching to Area "12" is station CEDAR.

To remove an item from the prioritized list, highlight it and click the left arrow. To move it up or down in the prioritization, click the up or down arrows.



The lower right part of the Dispatch Strategy screen deals with quantities of Resources to send.

A dispatch strategy merely states how many Resources, of each type, should respond to an incident in each Response Area. For example, if a fire is reported in "Area 12", how many engines should respond if the fire danger is "Low"? How many more should respond if the fire danger is "Moderate"? "High"?

In the case shown above, how many Engines are needed at a "High" response? The answer is 2.

Lastly, the upper right portion of this screen shows two kinds of information. Whenever we click

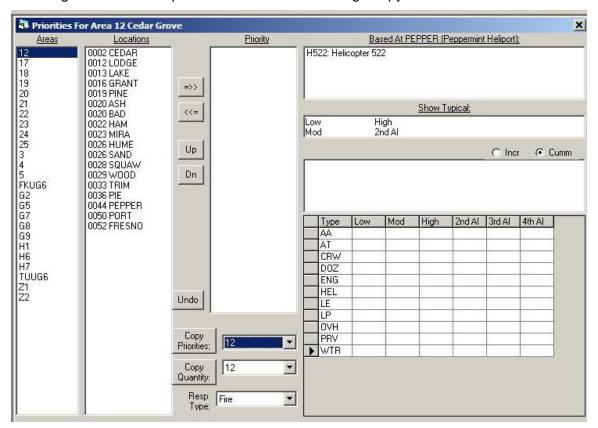
				Show To	ypical:			
Lov Mo		High 2nd Al						
	High response			se to Area 12:		○ Incr		
AA AT C6 C3 E4	100	E32 H552 B31 D3 P32		P51				
	Туре	Low	Mod	High	2nd Al	3rd Al	4th Al	П
0	AA			1				
0000	AT		0	1		100		
	CRW		2	100		100		
	DOZ	3	3			(8)		
	ENG	1	1		1		2 .	
	HEL		1					
	LE	1			1	100		
	LP	1						
	OVH	1	2				9	
	PBV	1	1	1			100	
	WTB	-	-5	- 1			3 3	

on a station in one of the lists on the upper left, the top right portion of this screen will tell us those Resources which are normally based there.

Suppose you have prioritized stations and listed quantities. If you want to see what the typical dispatch would look like, click on one of the Response Levels (Low, Mod, High, You can view the Cumulative ("Cumm") dispatch, or only the Incremental ("Incr") Resources sent beyond the prior Response Level.

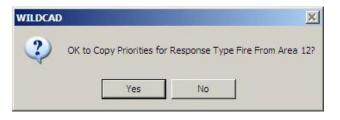
The Dispatch Strategy is key to the successful automated dispatch within WildCAD. However, it is as much an art as a science, and will take some experience to make it work to your satisfaction. There is no substitute for dispatcher and management knowledge of the area and of the Resources.

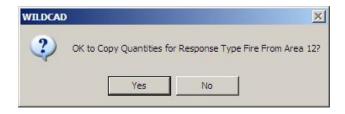
You may copy a list of prioritized stations from one Response Area to another by first selecting the source Response Area and then clicking "Copy Priorities".



You will see: Click "Yes" to copy the prioritization of stations. This is an extremely valuable shortcut. Develop the priority list for one Response Area, and then copy it for use as a neighboring Response Area. Then, make any needed adjustments.

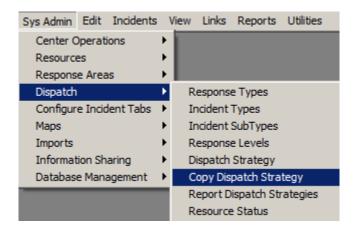
Clicking "Copy Quantity" will display. Click "Yes" and the quantities from Area 12 will be copied into the currently selected Response Area.



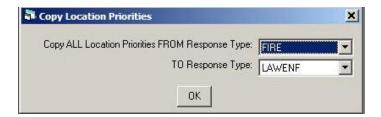


Copy Dispatch Strategy

Sys Admin => Dispatch => Copy Location Priorities

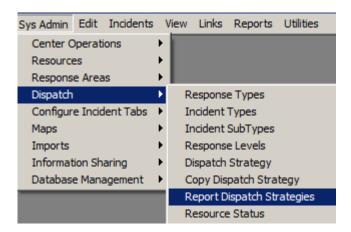


After establishing the list of station priorities for each Response Area for the "FIRE" Response Type, you might want to copy all of those lists to another Response Type. You could then edit that list as needed. Use the "Copy Location Priorities" menu item on the Dispatch menu to accomplish this. Select the FROM and TO Response Type, and Click "OK".

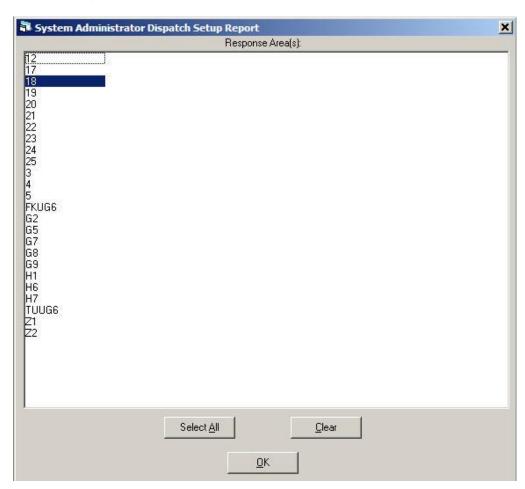


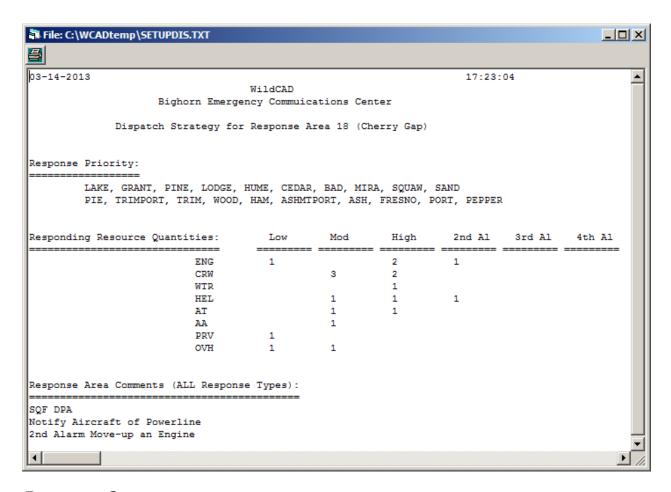
Report Dispatch Strategies

Sys Admin => Dispatch => Report Dispatch Strategies



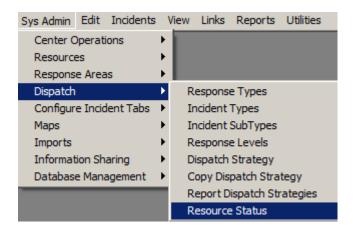
You may also want to print a report of the priorities you have established. Select the desired Response Area(s), and Click OK.

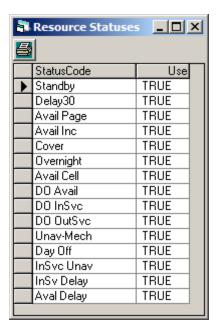




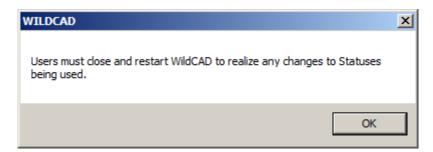
Resource Status

Sys Admin => Dispatch => Resource Status





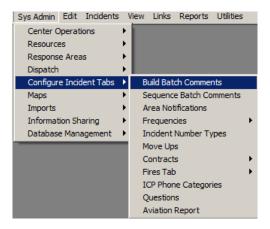
Although the Status Codes themselves are fixed, you may indicate which Resource Statuses should be used in your Center.



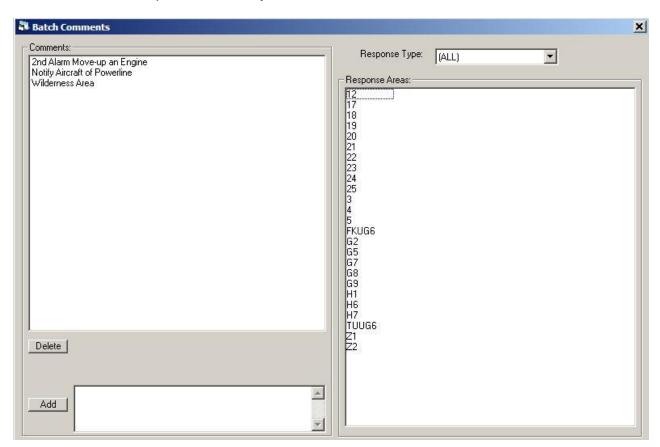
CONFIGURE INCIDENT TABS

Build Batch Comments

Sys Admin => Configure Incident Tabs => Build Batch Comments



Response Area comments are displayed whenever an Incident is being dispatched in WildCAD. There are two methods for entering comments. The first method is to enter comments on the Response Area entry/edit screen.



Batch comments are created by the System Administrator and can then be attached to one or more Response Areas.

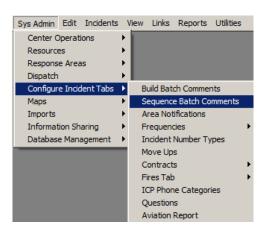
To add a batch comment select the Response Type at the top right. Then type the comment into the blank area at the bottom of the screen, and Click the "Add" button. It will be added to the list of comments in the left half of the screen.

To associate a comment with one or more Response Areas, select the comment from the list on the left. You may then select those Response Areas on the right which should have this comment. In this example, 3 Response Areas are identified as being "Wilderness Areas", and that fact will be displayed when you are managing an incident for any one of those Areas.

To delete a batch comment, highlight it on the left, then Click the "Delete" key.

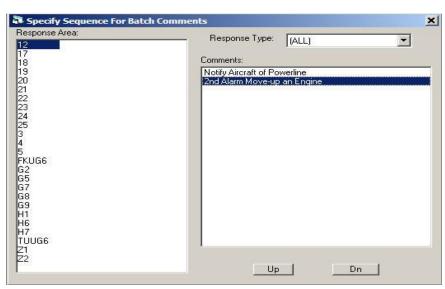
Sequence Batch Comments

Sys Admin => Configure Incident Tabs => Sequence Batch Comments



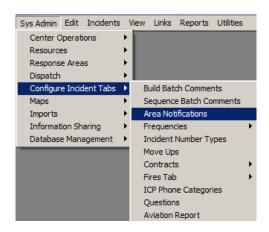
After attaching Batch Comments to Response Areas, you may specify the order in which they will appear on the Incident screen and report.

Select a Response Type in the upper right, and a Response Area on the left to see a list of its Batch Comments on the right. Highlight one of those comments, and you may then move it "Up" or "Dn" using the buttons.



Area Notifications

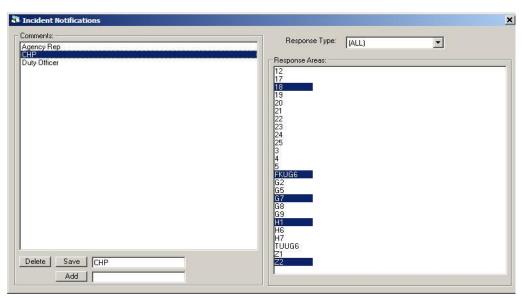
Sys Admin => Configure Incident Tabs => Area Notifications



To add an Area Notification select the Response Type at the top right. Then type the comment into the blank area at the bottom of the screen, and click the "Add" button. It will be added to the list of notifications in the left half of the screen.

To associate a notification with one or more Response Areas, select the notification from the list on the left. You may then select those Response Areas on the right which should have this notification. In this example, 13 Response Areas are identified as needing "Duty Officer" notification, and that fact will be displayed by listing "Duty Officer" in red when managing an incident for any one of those Areas.

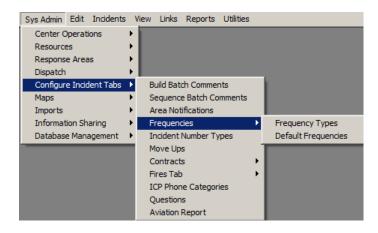
To delete an area notification, highlight it on the left, then Click the "Delete" key.

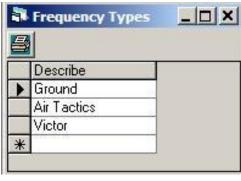


Frequencies

Frequency Types

Sys Admin => Configure Incident Tabs => Frequencies => Frequency Types



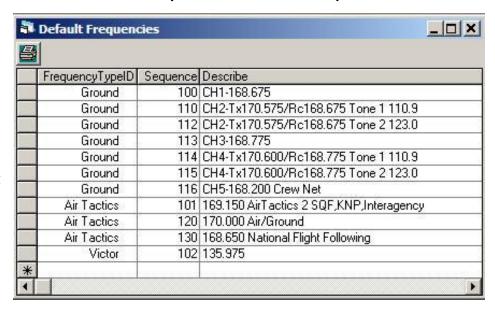


The Frequency Types menu lets you establish categories of Frequencies:

Default Frequencies

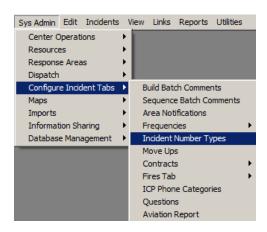
Sys Admin => Configure Incident Tabs => Frequencies => Default Frequencies

Dispatchers are able to assign frequencies to an Incident in WildCAD. They can pick from a list of "commonly used frequencies" which you have created, or they may enter a different one. Then, use Default Frequencies to enter the actual Frequencies.

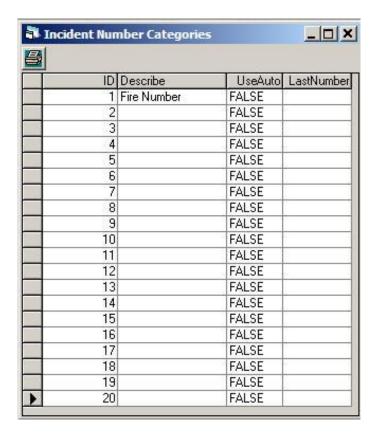


Incident Number Types

Sys Admin => Configure Incident Tabs => Incident Number Types

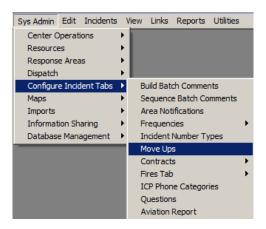


Use to create or edit the "Numbers" tab in the Incident screen.



Move Ups

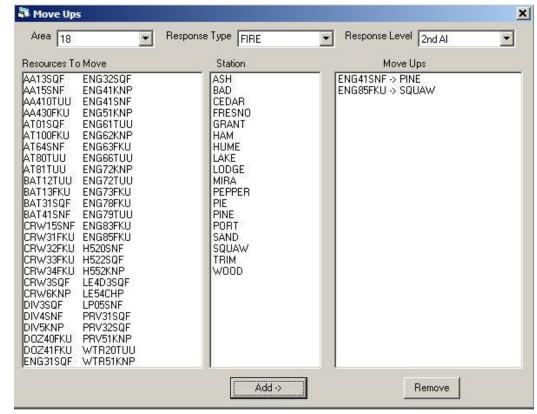
Sys Admin => Configure Incident Tabs Dispatch => Move Ups



For preplanned move up:

- Select the Area, Response Type, Response Level
- Pick the resources to move
- Select the move up location
- Click the "ADD" button

This will display on the Move up tab of the Incident Screen

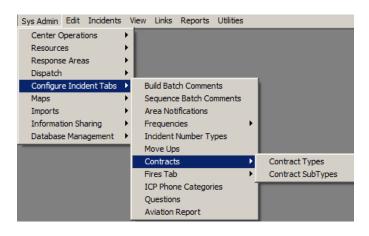


Contracts

Enter the Contract types then the Sub types. The information for the contractors is entered in the Edit- Contracts screen, and displayed on the Contracts tab of the Incident screen which shows proximity of the contractors and documents Fill/Decline/UTF information.

Contract Types

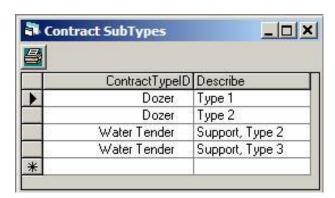
Sys Admin => Configure Incident Tabs => Contracts => Contract Types





Contract Sub Types

Sys Admin => Configure Incident Tabs => Contracts => Contract Sub Types

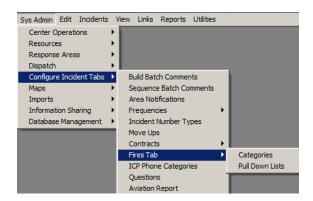


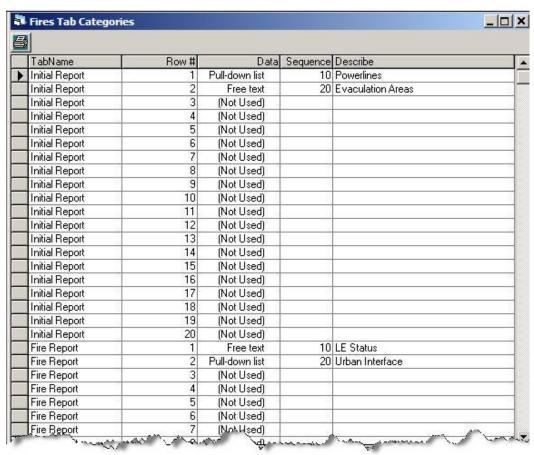


Fires Tab

Categories

Sys Admin => Configure Incident Tabs => Fires Tab => Categories



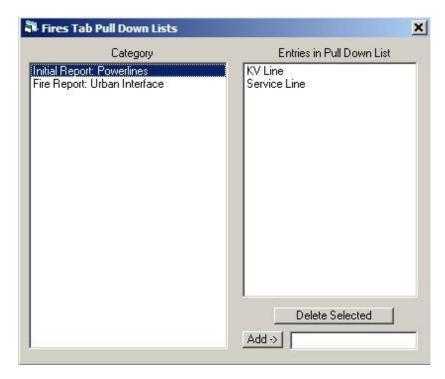


On the Fires Tab Categories screen above, fill in up to 20 Categories for Initial Report and up to 20 for Fire Information. Under "Data", select either "Pull=down list" or "Free text". Sequence the items, and provide a Description.

If you create a "Pull=down list" category, use the screen below to add/edit entries for the pull=down list. Select the Category, then Add/Delete entries.

Pull Down Lists

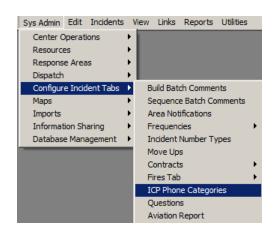
Sys Admin => Configure Incident Tabs => Fires Tab => Pull Down Lists

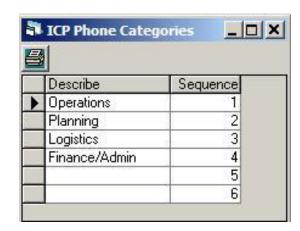


ICP Phone Categories

You can edit up to 6 Categories, but cannot delete the rows. Delete any entry in the Describe column to tell WildCAD to not use it.

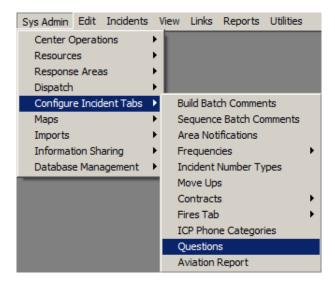
Sys Admin => Configure Incident Tabs => ICP Phone Categories



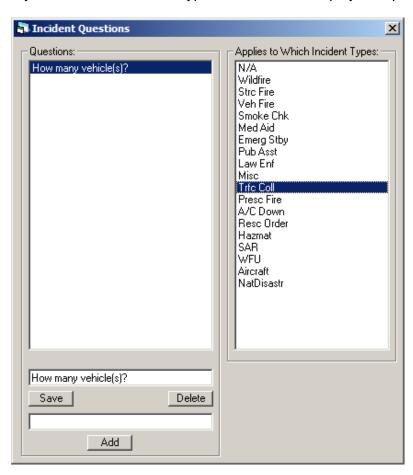


Questions

Sys Admin => Configure Incident Tabs => Questions

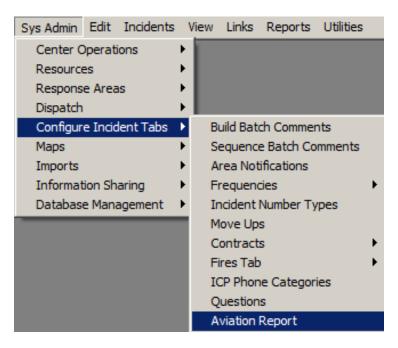


Enter a new "Question" in the lower left, click "Save", and then click on it in the list in the upper left. Finally, select those Incident Types which should display this question.

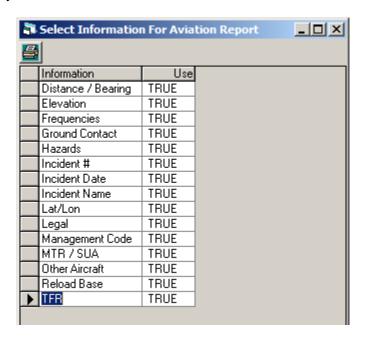


Aviation Report

Sys Admin => Configure Incident Tabs => Aviation Report



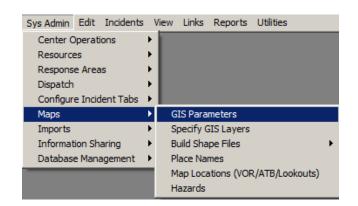
The list of available information appears on the list. Select either TRUE or FALSE to indicate whether you want that item included.

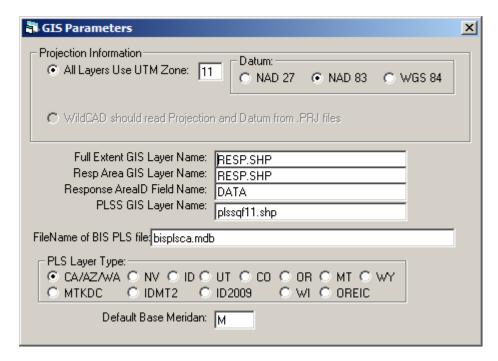


Maps

GIS Parameters

Sys Admin => Maps => GIS Parameters





Projection Information

- UTM Zone Specify the UTM Zone number.
- Datum Select the GIS Datum to be used (probably NAD 83)

Full Extent GIS Layer Name Select one GIS layers cover to be the "full extent" of the area served by the dispatch center.

Response Areas GIS Layer Name The layer created for the Response Areas.

Response Area ID Field Name The name of the field which holds the Area ID in the Response Areal Layer.

PLSS GIS Layer Name The name of your PLSS GIS layer (in the WildCAD\GIS\ folder).

FileName of BIS PLS File Enter the name of the PLSS database provided to you by Bighorn Information Systems. It must reside in your WildCAD folder where WildCAD.exe is located.

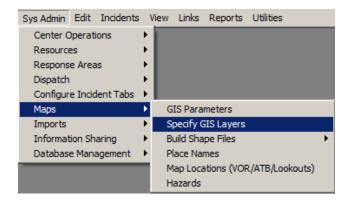
PLS Layer Type Unfortunately, there are different standards in use for PLS layers across the country. To date, the CA/AZ/WA, NV, UT, ID, CO, OR, MT, WY, MTKDC, IDMT2, ID2009, WI, and OREIC formats are recognized by WildCAD.

Default Base Meridian Specify the code for the most commonly used Base Meridian.

Specify GIS Layers

Sys Admin => Maps => Specify GIS Layers

WildCAD can display ArcView Shape Files and TIFF (or MrSID) Image Files. Use the SysAdmin, Map, Specify GIS Layers menu item to tell WildCAD about the GIS files you have. Recall that all of them must be stored in the



WildCAD\GIS folder. A Shape File really consists of three files: .dbf, .shp, and .shx. A TIFF Image File includes the .TIF and .TFX. A MrSID file includes a .SID and .SDW file. All layers must be projected using UTM coordinates.

WildCAD is able to convert to and from the Public Land Survey System (PLSS) and lat/long or UTM.

In order to determine the legal description of a point on the map, WildCAD requires a GIS layer in the ArcView Shape File format. Bighorn Information Systems will provide this layer to you, if we receive original source layers from your agency. The layer will consist of three files, with extensions .dbf, .shp, and .shx. An example of the filename for all three might be "PLSsqf11".

These three files must be placed in the GIS folder beneath your WildCAD installation folder.

In addition, Bighorn will provide you with a database which is used to quickly convert from legal description to lat/lon or UTM. This file, an example of which is called "BISPLSNV.mdb", must be copied into your WildCAD installation folder.

Although you may have as many layers as you want, two layers are required for the proper operation of WildCAD:

- 1. The PLSS layer.
- 2. A Response Area layer which is a polygon layer where each polygon is attributed with a Response Area ID (text 6 characters). This layer may be called anything, and its .dbf, .shp, and .shx files must be placed into WildCAD's GIS folder on the WildCAD Base Computer. You will need to know the name of this layer, and the name of the database field which holds the Response Area ID.

Optional Files - Additional GIS Layers

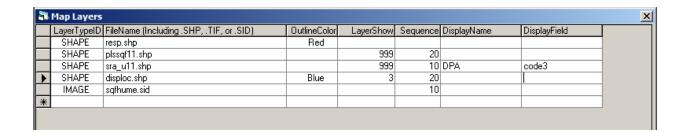
As stated above, you may have numerous other GIS layers for use in WildCAD, Each must be projected into your UTM zone, and each must be placed (.dbf, .shp, and .shx) into the WildCAD\GIS\ folder.

WildCAD can also view image files in the TIFF format, as long as they have been georeferenced to the correct UTM zone. TIFF files which are georeferenced for use in WildCAD will come in pairs. The first, containing the image itself, will have an extension of ".TIF", and the second, which contains spatial coordinates, will have the same filename with an extension of ".TFW". Both of these are placed into the WildCAD\GIS\ folder. TIFF files which have been compressed into the format called MrSID can also be used in WildCAD.

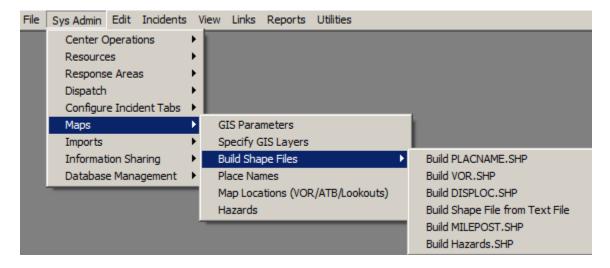
List the GIS layers you want displayed within WildCAD on this screen.

You may specify an "Outline Color" to be shown on WildCAD's map. You may also specify a "Layer Show" parameter. If you do, the layer will not be displayed until you have "zoomed in" that many times. In this example, the PLSSQF11 layer will remain invisible (until we zoom in 999 times!). Sequence determines the order in which your GIS layers will be loaded.

Enter a DisplayName and a DisplayField if you want information from that layer to be displayed on the map every time you click on the map. In the example below, "DPA" information will be displayed, and WildCAD will collect that information from a field in the shape file called "code3".



Build Shape Files



WildCAD has the ability to create several ArcView format Shape Files.

To create the Shape File, use the appropriate menu item. The newly-created Shape Files will be added to your list of Map Layers.

Build Place Names Shape File

Sys Admin => Maps => Build Shape Files => Build PLACNAME.SHP



Build VOR Shape File

Sys Admin => Maps => Build Shape Files => Build VOR.SHP



Build Dispatch Locations Shape File

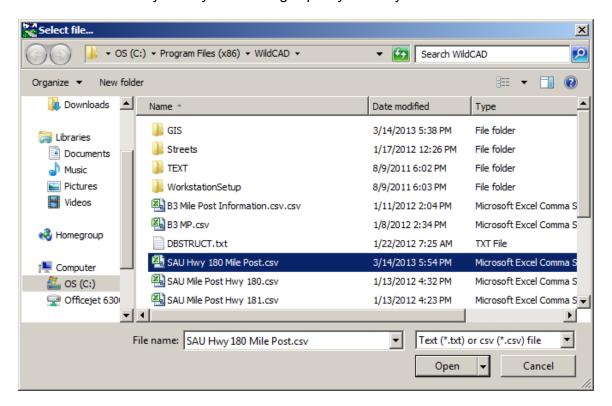
Sys Admin => Maps => Build Shape Files => Build DISPLCO.SHP

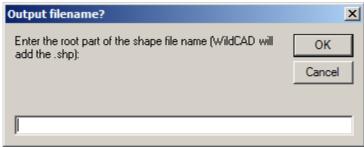


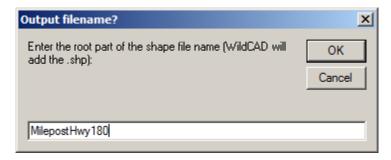
Shape File from Text File

Sys Admin => Maps => Build Shape Files => Build Shape File from Text File

Navigate to a text file (.txt or .csv) containing point data, and – as long as there are columns titled "LAT" and "LON" or "LATITUDE" and "LOGITUDE", WildCAD will build a shape file for you and place it in your WildCAD Base Computer's \GIS\ folder. You will still need to add it to your Layer List using "Specify GIS Layer".





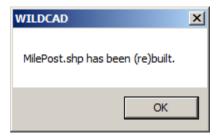




Build Milepost Shape File

Sys Admin => Maps => Build Shape Files => Build MILEPOST.SHP

If you imported Mile Posts, you can prepare a shape file from that data:



Build Hazard Shape File

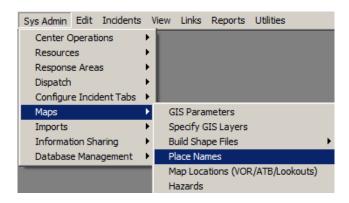
Sys Admin => Maps => Build Shape Files => Build Hazard.SHP

WildCAD can build a shape file of any Hazards you have entered into WildCAD.

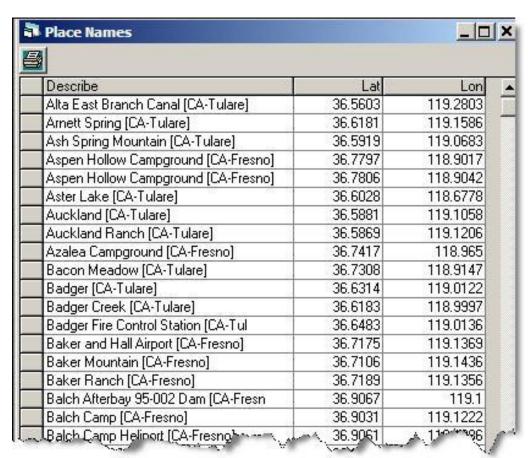


Place Names

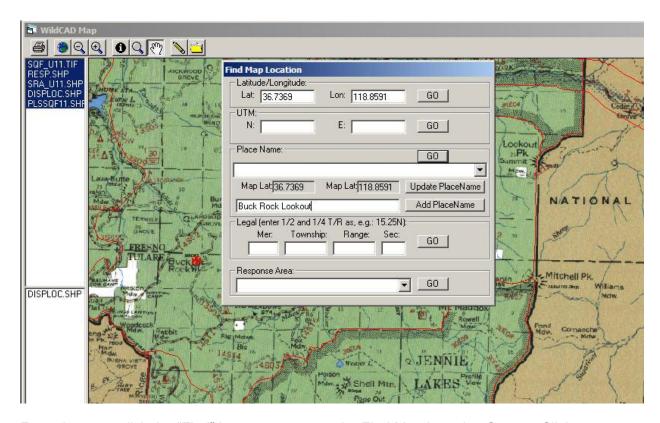
Sys Admin => Maps => Place Names



Dispatchers will be able to find locations in WildCAD by using a list of "Place Names". System Administrators create and edit this list.



In addition, you may add place names from the WildCAD map itself.

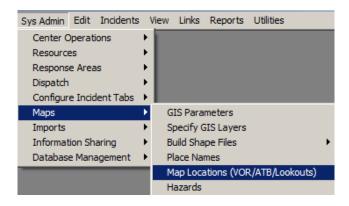


From the map, click the "Find" button to open up the Find Map Location Screen. Click on the spot on the map where you want the new location to be stored. Or, "Find" a lat/lon. Then, enter the new name for the placename, and click "Add PlaceName".

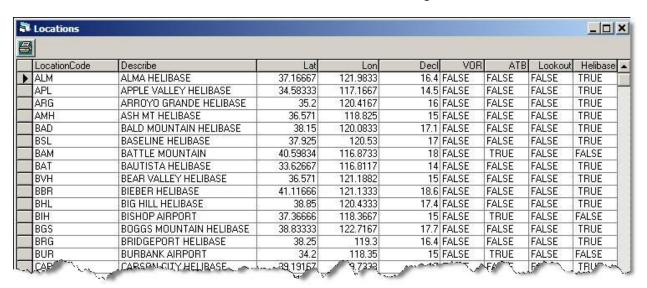
You may also edit the lat/lon for an existing place name from the map. "Find" the place name, click on the correct map location, and then click "Update PlaceName".

Map Locations (VOR/ATB/Lookouts)

Sys Admin => Maps => Location (VOR/ATB/Lookouts)

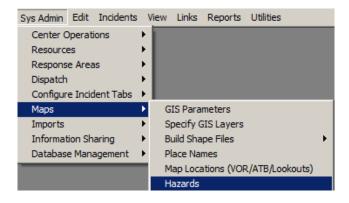


Edit or add VORs, Airtanker Bases, Lookouts or Helibases using this screen.

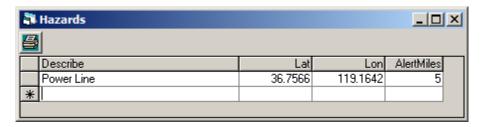


Hazards

Sys Admin => Maps => Hazards



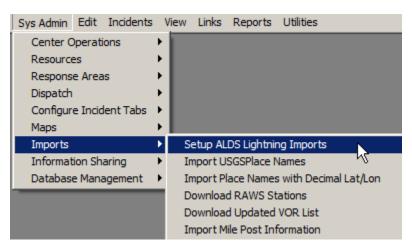
Add any hazards you want brought to the attention of Dispatchers whenever they manage an Incident within a specified number of miles of the hazard.



IMPORTS

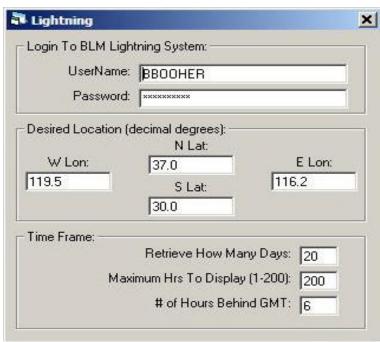
Configure ALDS Lightning

Sys Admin => Imports => Setup ALDS Lightning Imports



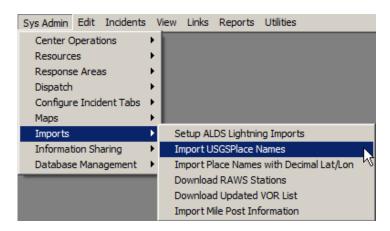
To create the criteria for the Lightning download, enter you current UserName and Password, remember this has to be changed at the same time you change the Password in the BLM Lightning system.

- Enter the Lat/Longs for the area
- Enter the Number of days data to retrieve (10 days Max)
- Enter Number of hours of data to display.
- Enter the number of hours your center is behind Greenwich Mean Time. (PST is 8 hours behind)



Import USGS Place Names

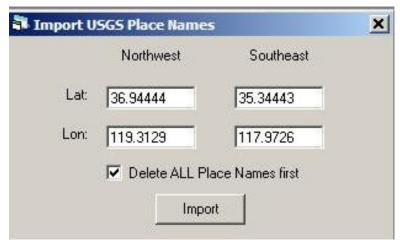
Sys Admin => Imports => Import USGSPlace Names



Include with the program is a file "USGSplaces.mdb" that is installed in the WildCAD folder.

To extract the Place
Names for your unit enter
the Northwest and
Southeast Lat/Long's and
Click the import button. If
you have entered Place
Names manually then do
not select the Delete
button. You only need to
do this one time for your
dispatch center.







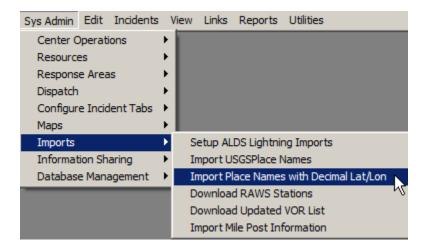
WildCAD - Bighorn Information Systems

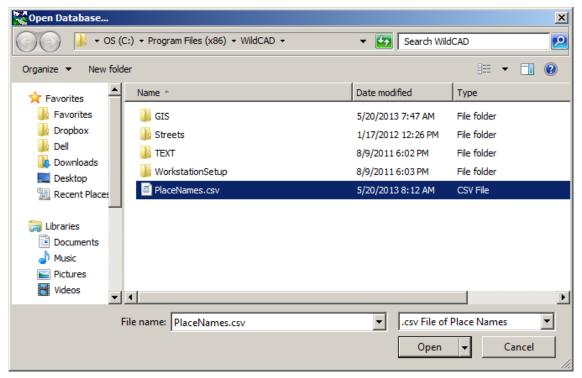
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Import USGS Place Names with Decimal Lat/Long

Sys Admin => Imports => Import USGSPlace Names with Decimal Lat/Long

Used to import Place Names from an ASCII csv file with Name, Lat, Lon.





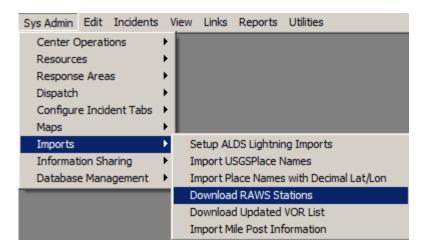
```
Name, Lat, Lon
Stewart Mountain (Cherokee), 34.987581, -84.294087
Ace Creek (Swain), 35.582321, -83.266262
Adams Hollow (Swain), 35.523977, -83.794619
Aden Branch (Swain), 35.598152, -83.399324
Aiken Branch (Swain), 35.460085, -83.921291
Allen Cemetery (Ashe), 36.438734, -81.661777
Anderson Creek (Cherokee), 35.148969, -84.203528
Anthony Branch (Swain), 35.543426, -83.588777
Antioch Cemetery (Watauga), 36.246793, -81.832057
Antioch Baptist Church (Watauga), 36.246515, -81.828446
Apalachia-Nam (Charokee), 35.167828, -84.295337
```



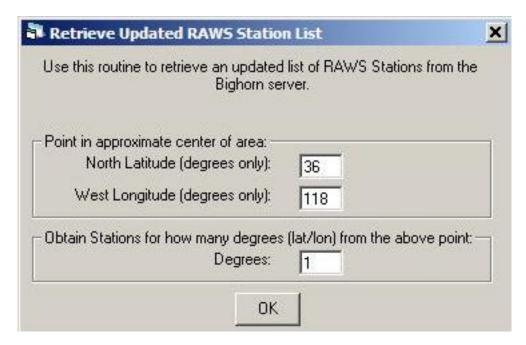


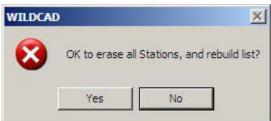
Download RAWS Stations

Sys Admin => Imports => Download RAWS Stations



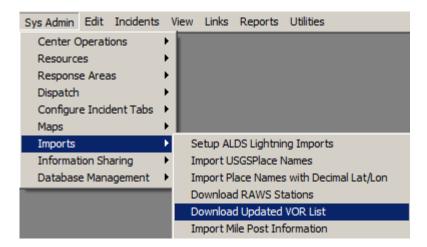
Use the Download RAWS Stations to define an area to extract the RAWS station information. Enter a Lat/Long of the center of your dispatch area and the degrees from that point you want to extract. The current list will be deleted and rebuilt from the import.



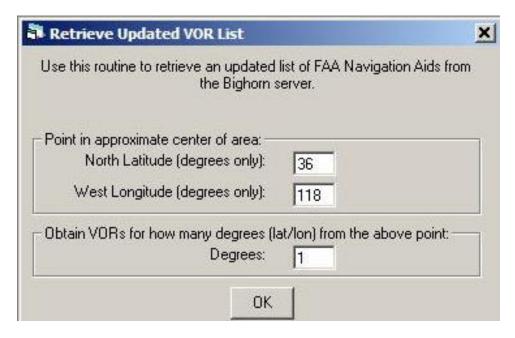


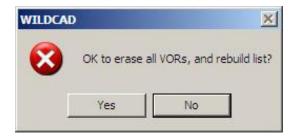
Download Updated VOR List

Sys Admin => Imports => Download Updated VOR List



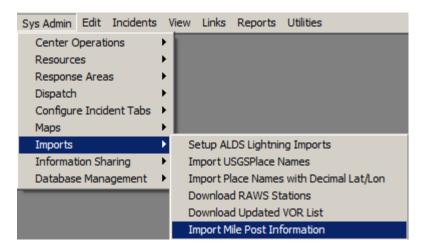
To create a VOR table that has more site specific data enter the Lat/Long and degrees. This will create a list of all the VOR's within the selected area. The data will display in the Dist/Bearing and the Aircraft tabs of the Incident screen





Import Mile Post Information

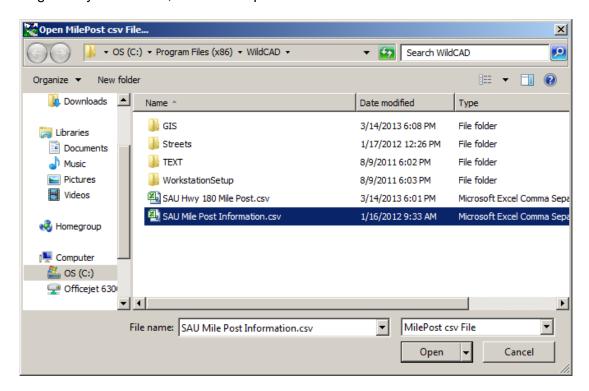
Sys Admin => Imports => Import Mile Post Information



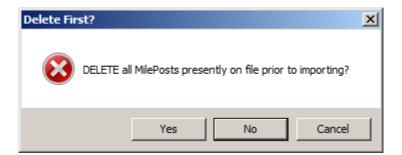
You may import Mile Post information into WildCAD, but the source data must be in a precise format, a .csv file with 4 entries per row:

- 1. Street name
- 2. Milepost number
- 3. Decimal latitude
- 4. Decimal longitude

Navigate to your .csv file, and click "Open".



You can direct WildCAD to delete any existing Mile Posts prior to importing from this file.





INFORMATION SHARING

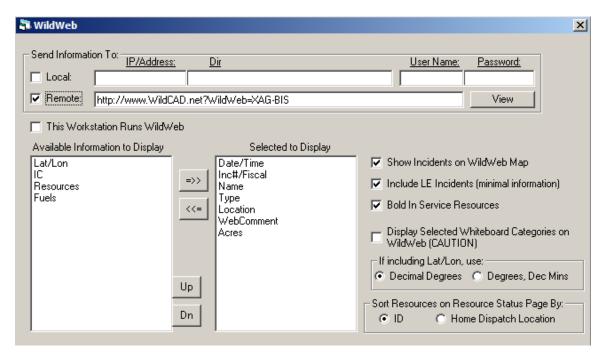
WildWeb6

Sys Admin => Information Sharing => WildWeb

WildWeb6 - WildWeb6 operates just like WildWeb for WildCAD5, except that the file is called WildWeb6.exe.



To display your Incident information on WildWeb, check the box indicating the current workstation runs WildWeb. The workstation must be on to be able to upload the data to the WildWeb server. The remote address is preinstalled, if you have an Intranet site you want to use, enter the URL, FTP UserName, and Password. Select how you want information to show on WildWeb, and select the Fields to be shown.

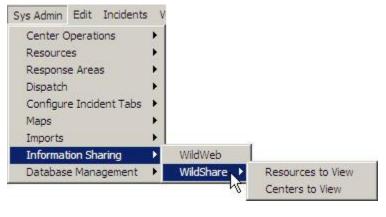


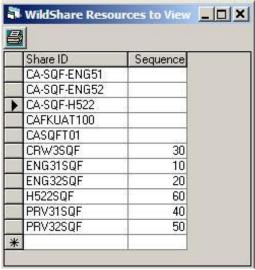
WildShare

You may view information about Resources in other WildCAD Centers (if they are sharing them) by creating a list of their Resources, and/or a list of Centers. If you include a Center, you will see all Resources that Center is sharing.

Resources to View

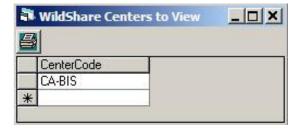
Sys Admin => Information Sharing => WildShare => Resources to View





Centers to View

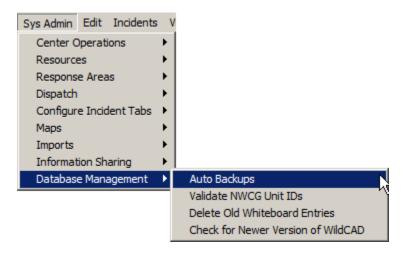
Sys Admin => Information Sharing => WildShare => Center to View



DATABASE MANAGEMENT

Auto Backups and Restoring Backups

Sys Admin => Database Management => Auto Backups



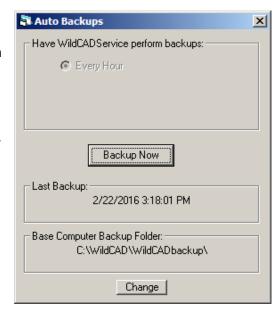
These communications from your Center to the WildCAD Integration Server are handled by a "WindowsService" called WildCAD Service.exe which runs on your WildCAD Server.

A "Windows Service" is a program that runs in the background every time a computer is started up. WildCADservice is installed after Microsoft SQL Server during the initial installation of WildCAD6.

There is one additional function for WildCADservice – it runs your auto backups. Backup files are kept in a folder specified when your WildCAD6 was first installed. That folder is normally on your WildCAD Server. It is essential for you as System Administrators to know where this folder is located, and check it regularly to make sure backups are happening.

WildCADservice keeps the 8 most recent backups, deleting older ones. Backups are completed every hour.

Note that this screen also tells you the backup folder. HOWEVER, the path listed is relative to the WildCAD Server, not relative to your PC across the network.



Restoring a Backup

To restore a backup you must logon to the WildCAD Server itself and then run the Migrate WildCAD SQL Server Utility (WildSQLmigrate.exe).

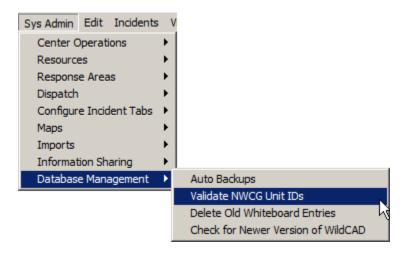
The steps are:

- 1. Login onto your WildCAD6 server
- 2. Make sure you have a backup file (.bak)
- 3. Stop WildCADservice by putting a file named WildCADservice.STOP into the folder containing WildCADservice.exe
- 4. Get everyone out of WildCAD6
- 5. Stop WildWeb6
- 6. Run WildSQLmigrate.exe
- 7. Second part of Step 7: Restore, and navigate to the backup file
- 8. Once done, delete or rename the .STOP file to not end with .STOP

Feel free to contact Bighorn for assistance prior to restoring a backup.

Validate NWCG Unit IDs

Sys Admin => Database Management => Validate NWCG Unit IDs



This allows you to select an automatic check to see if your Unit IDs are validated by NWCG Standards. Please run this report, and fix any missing or invalid entries.



The file UnitsIDs.pdf is created on the local workstation in the current user's standard windows file structure.

```
UnitIDs in WildCAD:

Official UnitID for the Center: CAXAGC

CAXAGC not in UnitID list.

UnitIDs for Units Managed By the Center:

AFV, UnitID = CAAFV: Vandenberg Air Force Base, GACC: SO

FKU, UnitID = CAFKU: CDF - Fresno-Kings Unit, GACC: SO

INF, UnitID = CAINF: Inyo National Forest, GACC: SO

KNP, UnitID = CAKNP: Sequoia & Kings Canyon National Park, GACC: SO

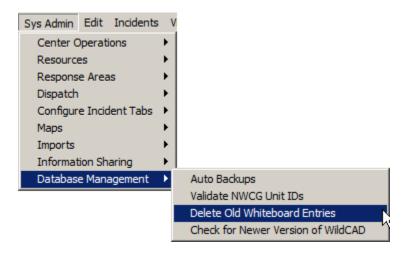
SNF, UnitID = CASNF: Sierra National Forest, GACC: SO

SQF, UnitID = CASQF: Sequoia National Forest, GACC: SO

TUU, UnitID = CATUU: Tulare Unit, GACC: SO
```

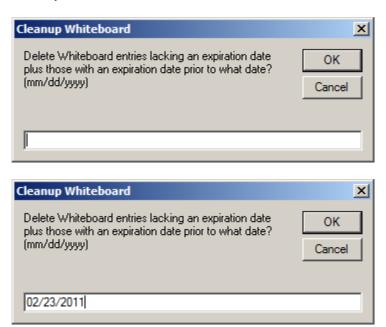
Delete Old Whiteboard Entries

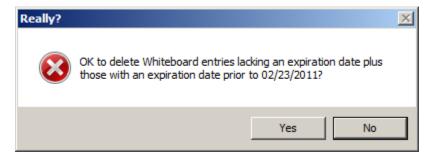
Sys Admin => Database Management => Delete Old Whiteboard Entries



Use this menu item to cleanup Whiteboard entries. Unlike the Daily Log, which keeps a history of entries, the Whiteboard is intended to only show a handful of entries, and is not designed to maintain a history. Those Whiteboard entries which are no longer applicable must be deleted, or else the entire WildCAD system will run very slowly.

This menu item allows you to delete old Whiteboard entries in bulk.

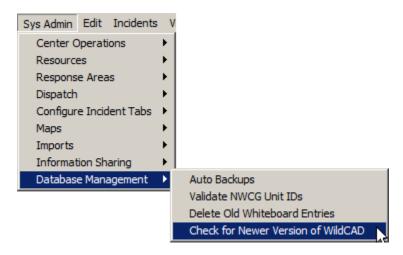






Check for Newer Version of WildCAD

Sys Admin => Database Management => Check for Newer Version of WildCAD



Use this menu item to check for the availability of a newer version of WildCAD.



