TRBONET Dispatch Systems

neocom software

AUTHORIZED APPLICATION PROVIDER DIMETRA™ MOTOROLA SOLUTIONS

AUTHORIZED APPLICATION PROVIDER MOTOTRBO™ MOTOROLA SOLUTIONS

TRBOnet Web Console

User Guide

Version 6.7

Last revised on 20 November 2026

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1 Introduction

1.1 About This Guide

This document is intended for MOTOTRBO radio network administrators responsible for the dispatch operations. It provides guidance on the installation, configuration, and maintenance of the **TRBOnet Web Console** application.

1.2 About TRBOnet Web Console

TRBOnet Web Console is a special online application. It is an extension for TRBOnet Dispatch Software which allows dispatchers to get access to the system via a Web browser. The Web Console is the best solution for carriers, operators and systems with a huge number of users.

This application allows you to monitor your system without any special software installed on your computer.

1.3 About TRBOnet by Neocom Software

TRBOnet is a suite of professional applications for dispatch centers of MOTOTRBO™ radio networks developed by Neocom Software since 2008. TRBOnet manages voice, text and data communication paths to network endpoints and provides a unified graphical dispatcher workbench interface for all the messaging and workforce orchestration tasks. Recognized as the Best Radio Application Partner by Motorola Solutions, TRBOnet enjoys a proven track record of success in business-critical radio network deployments worldwide.

The TRBOnet family of products deliver:

- Flexible, connection type independent cross-patching of subscriber groups, both preconfigured by network designers and improvised by dispatchers with a drag-and-drop ease.
- Extensive connectivity options for any mode MOTOTRBO networks with public phone, SIP and private VoIP interconnects, SMS and email gateways, intercom among multiple dispatchers.
- Comprehensive location awareness features which include integration with a variety of online and offline map providers, indoor positioning, geofencing, route and speed control and GPS event-driven workflows.
- Support for communication scenarios typical for key vertical markets, such as ‘lone worker’ monitoring, site alarms, job ticketing, RFID integration, field device telemetry collection and many others.
- Full audio and activity logging complemented by a rich set of configurable built-in reports.

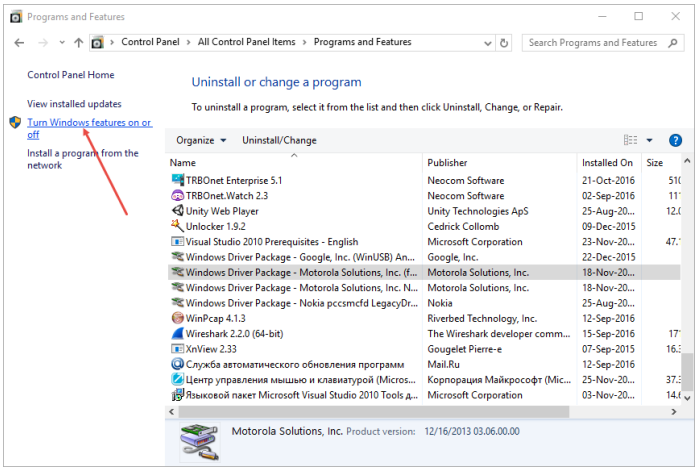
2 Installation

2.1 Installing Web Console

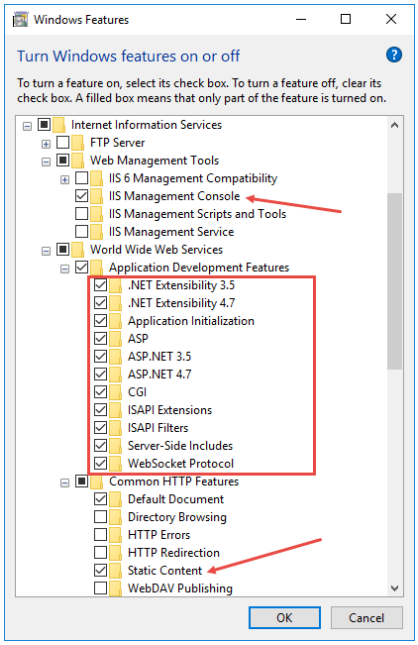
- Download TRBOnet Enterprise Web Console from www.trbonet.com

  Note: The version of TRBOnet Enterprise Web Console must match the version of TRBOnet Enterprise/PLUS.

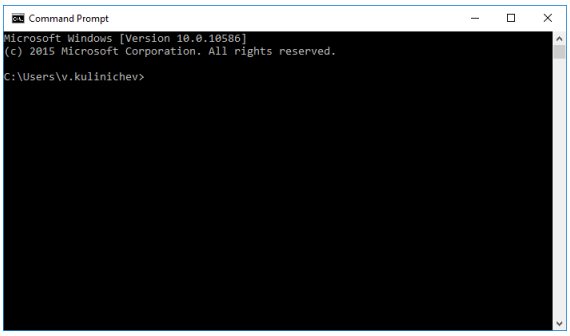
- Click **Start>Control Panel>Programs and Features**.
- Click the **Turn Windows features on or off** link.



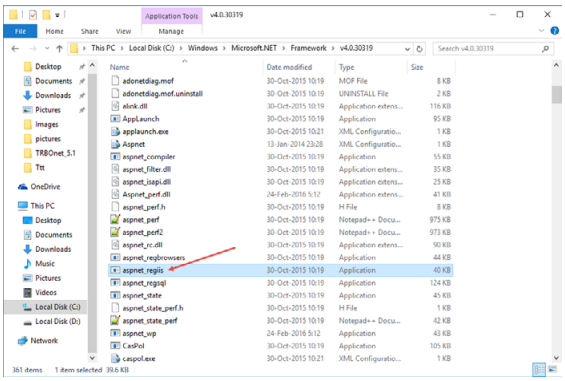
- In the **Windows Features** dialog box, expand **Internet Information Services**:
  - Expand **Web Management Tools** and make sure that **IIS Management Console** is selected.
  - Go to **World Wide Web Services>Application Development Features** and make sure all of them are selected.
  - In addition, expand **Common HTTP Features** make sure that **Static Content** is selected.



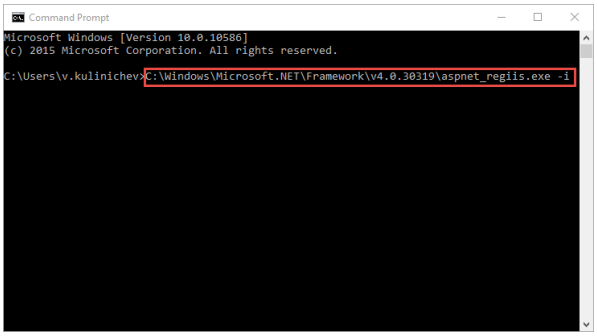
- Restart your PC.
- Click **Start>All Programs>Accessories>Command Prompt**.



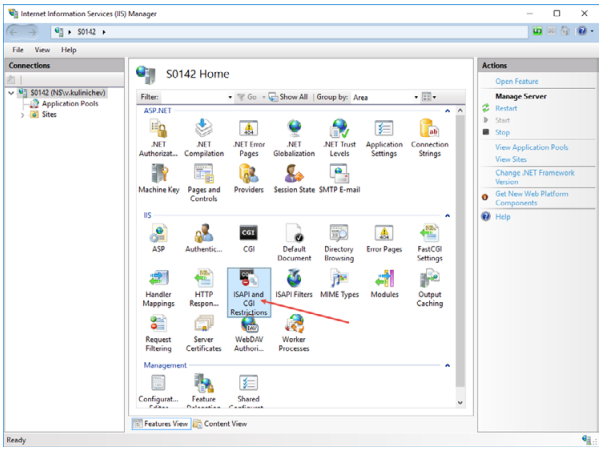
- For 32-bit systems:
  Go to **This PC>Local Disk (C:)> Windows > Microsoft.NET > Framework > v4.0.30319/aspnet_regiis**.
  For 64-bit systems:
  Go to **This PC>Local Disk (C:)> Windows > Microsoft.NET > Framework64 > v4.0.30319/aspnet_regiis**.



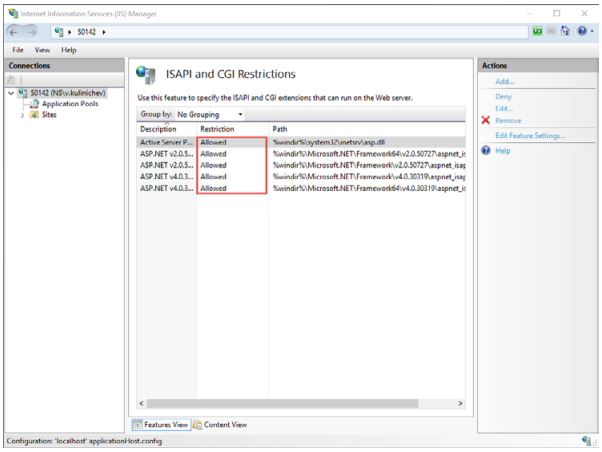
- Drag the **aspnet_regiis** file into the **Command Prompt** then press the space bar and add the **-i** key. Then press the **Enter** key:



- Go to **Control Panel > Administrative Tools**.
- Double-click the **Internet Information Services (IIS) Manager** shortcut and double-click **ISAPI and CGI Restrictions**.

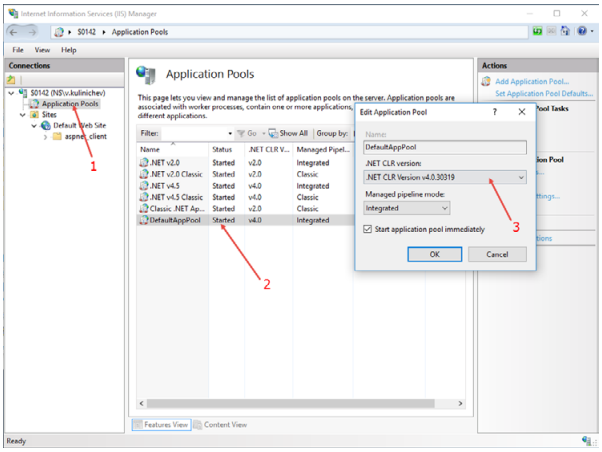


- In the **Restriction** column, set **Allowed** in all lines.

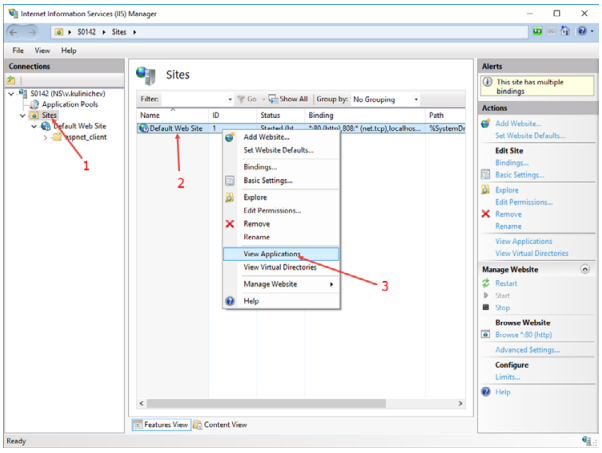


- Copy the Web Site archive **WebConsole** to **Computer > Local Disc (C:) >inetpub** to create a folder for the Web Console.

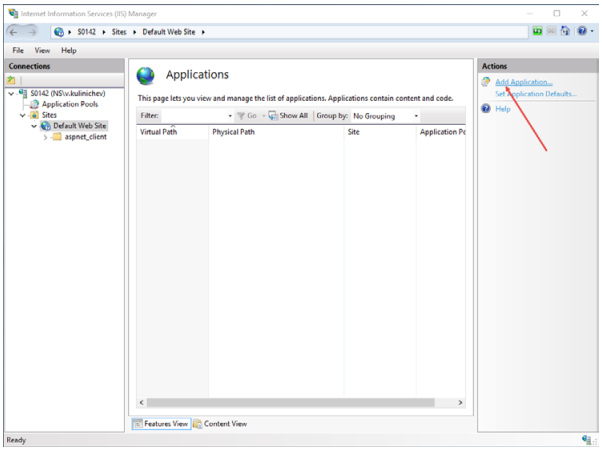
- Go to **Application Pools** (1). Double-click **DefaultAppPool** (2) and check the **.Net CLR Version** (3):



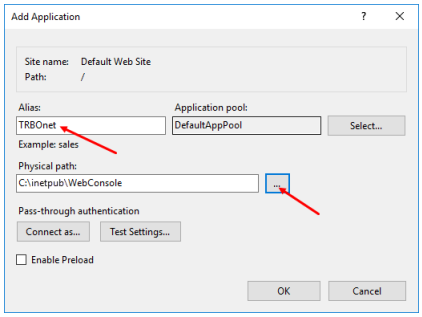
- Click **Sites** (1), right-click **Default Web Site** (2) and choose **View Applications** (3):



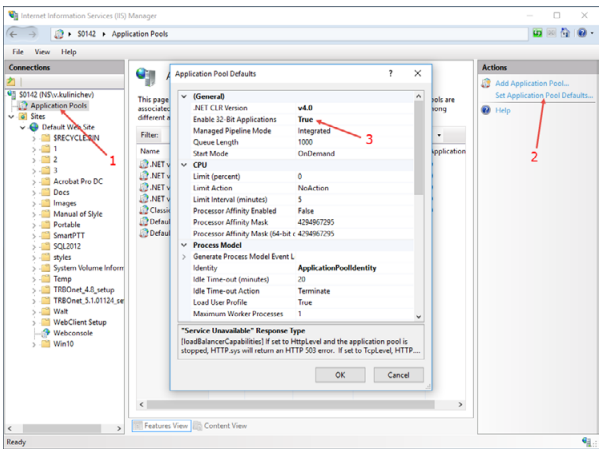
- Click the **Add Application** link.



- Specify the **Alias** and **Physical path** for the application:

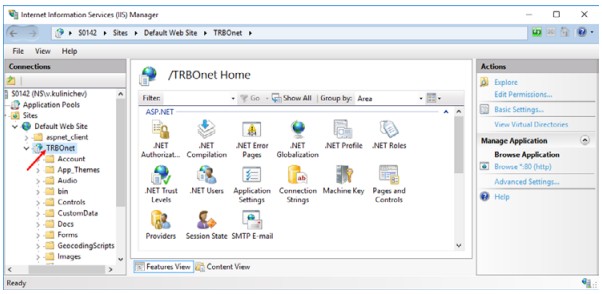


- Browse for the folder with unarchived Web Console.
- Click **OK**.
- Select **Application Pools** (1) and click the **Set Application Pool Defaults** link (2):



- Set **Enable 32-Bit Applications** to True (3).

  The Web Console will be added as an application to under the Default Web Site:

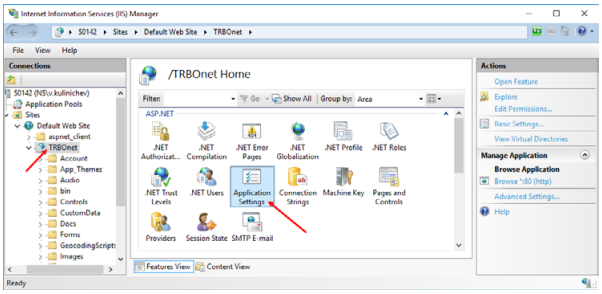


Note: Make sure your account has sysadmin privileges.

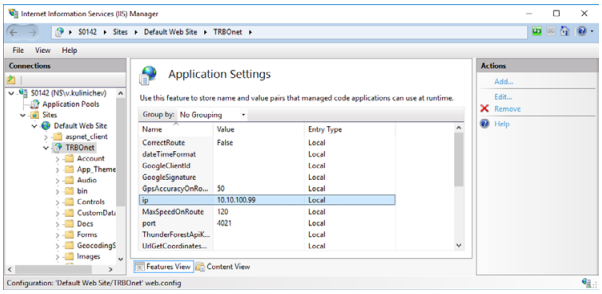
3 Configuration

3.1 Configuring Web Console

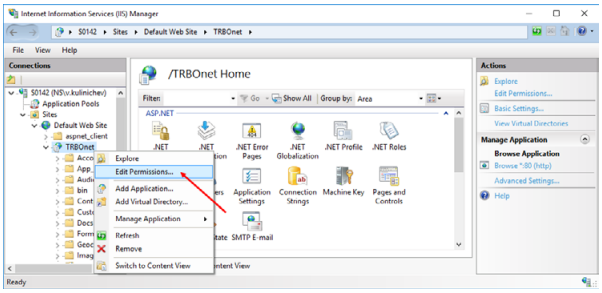
- If TRBOnet Server is not installed on the PC, select the application and double-click **Application Settings**:



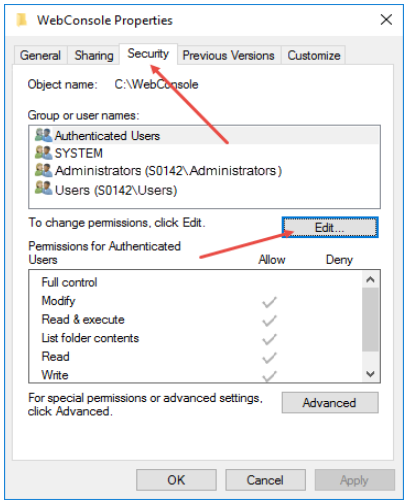
- Specify the **IP address** and **Port** of the PC with installed TRBOnet Server:



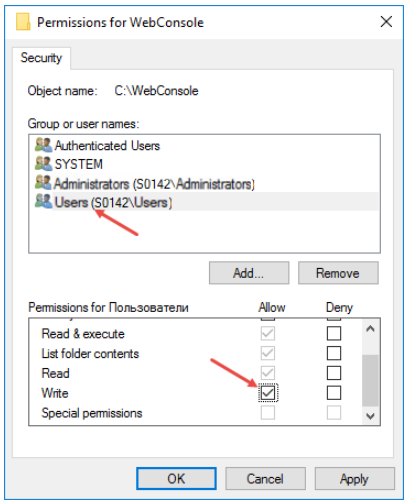
- Right click **TRBOnet Web Console** and choose **Edit Permissions**.



- Click the **Security** tab and then click the **Edit** button to edit permissions:



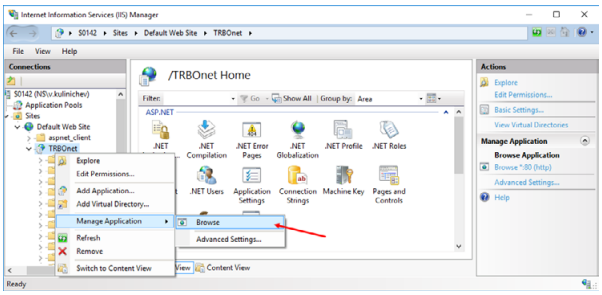
- Select **User** in the Users list. In the **Allow** column, select **Write**:



- Click **Apply**.
- Click **OK**.

To open TRBOnet Web Console:

- Go to **Internet Information Services (IIS) Manager > Connections >Sites > Default Web Site > TRBOnet**
- Right-click it and choose **Manage Application > Browse**.



TRBOnet Web Console is now ready for operation.

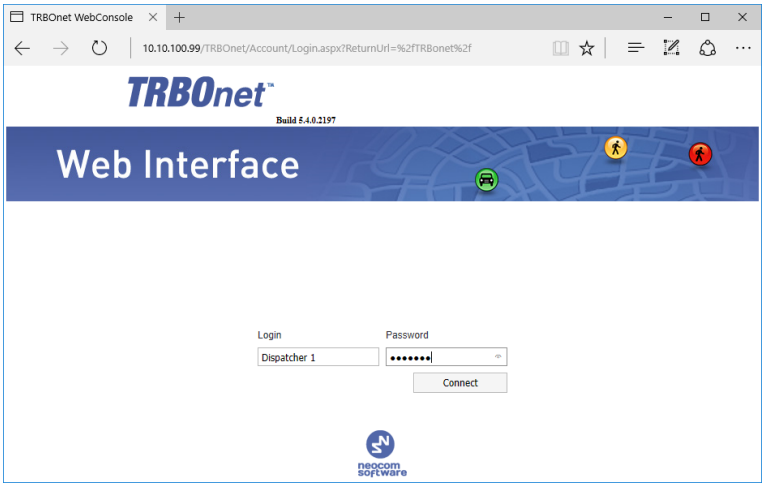
4 Operation

4.1 Connecting to TRBOnet Server

- Launch the browser.
- In the browser's address bar, enter the IP address of the PC with the installed TRBOnet Web Console, and the path (for example, *10.10.100.99/TRBOnet*).

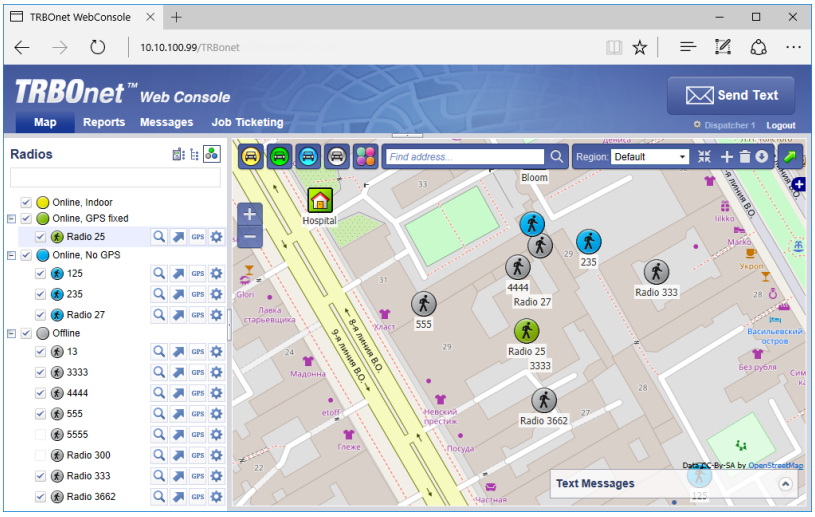
  Note: For the path, see section 2, Installation, **IIS Manager>Add Application>Alias**

  As a result, the TRBOnet Login page will open:



- **Login**
  Enter the User Name registered in the TRBOnet Dispatch Console Users list.
- **Password**
  Enter the user password.
- Click **Connect**.

Once you have connected to TRBOnet Server, you will see a window like this.

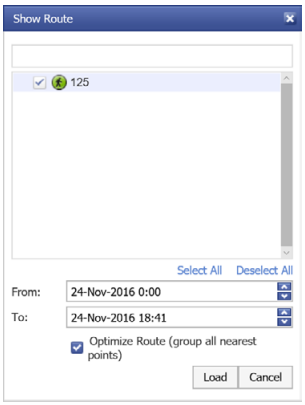


4.2 Radio List

The Radio List pane is located on the left and contains the list of radios. From this pane, you can perform the following tasks.

Click the button to see the selected radio in the center of the map.

Click the button to button to display a route traveled by the selected radio on the map.

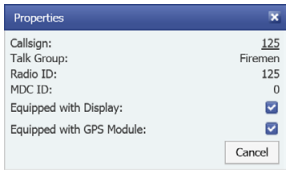


Specify the **From** and **To** date and time. Select the **Optimize Route** option to group all points in a 100 meter radius.

Click the GPS button to request a location of the selected radio.



Click the button to display the selected radio properties.



4.2.1 Disabling a radio

To disable a radio:

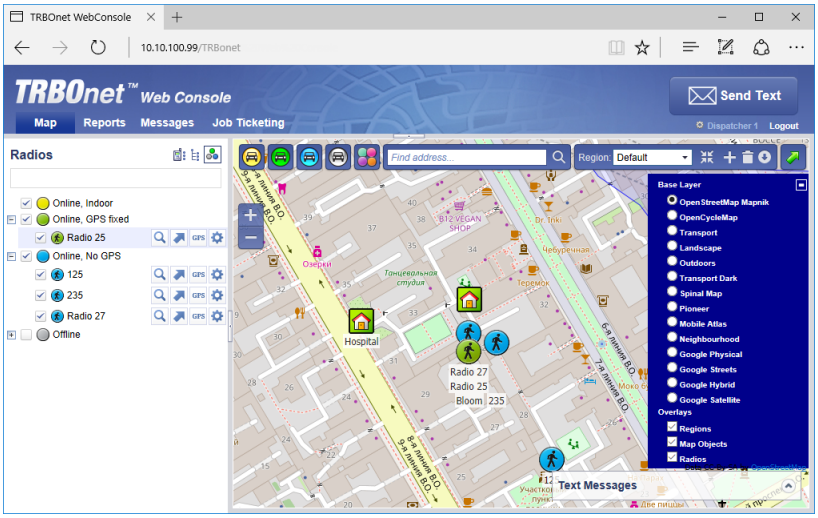
- Right-click the desired radio in the Radio List pane.
- In the shortcut menu that opens, click **Disable**.
- Enter the **Reason** and click **OK**.

Note: The dispatcher can disable a radio when they have relevant Access Rights.

4.3 Map

4.3.1 Map Layers

- Click the small plus button on the right of the Map pane.
- Choose the map layer to display in the Map pane.
- In the Overlays list, select whether to display Regions, Map Objects and Radios on the map. Just select/deselect the corresponding check box.



4.3.2 Zoom In/Out

- Click the large plus button on the left of the Map pane to zoom in the map.

- Click the large minus button on the left of the Map pane to zoom out the map.

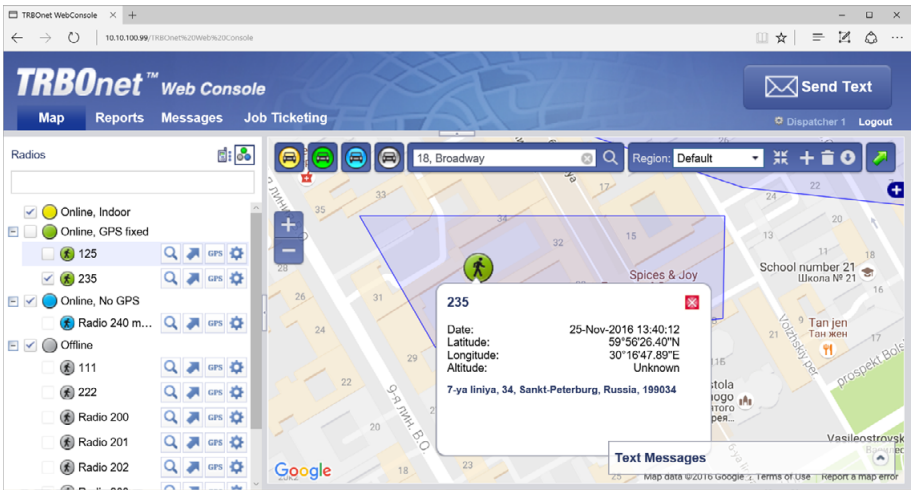
Or:

- Use the mouse wheel to zoom in/out the map.

4.3.3 Radio Coordinates and Address

- In the Map pane, click the radio you want to inspect.

  As a result, a window will appear displaying the coordinates and address of the inspected radio.



4.3.4 Filter Radios

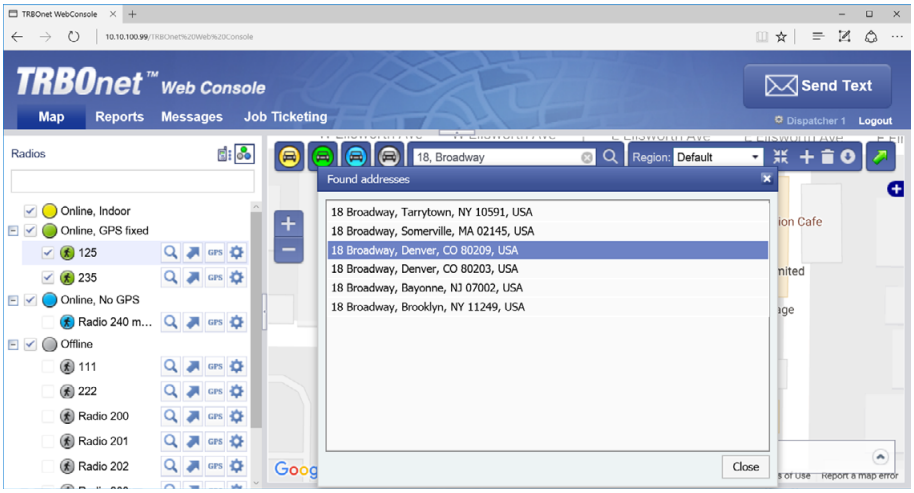
You can filter the display of radios on the map. To do this, use the colored car buttons at the top of the Map pane.

- Click  to remove radios that are online and have a detected beacon position from the map view. Click this button again to bring them back to be displayed.
- Click  to remove radios that are online and have a detected GPS position from the map view. Click this button again to bring them back to be displayed.
- Click  to remove radios that are online and have no detected GPS position from the map view. Click this button again to bring them back to be displayed.
- Click  to remove radios that are offline and have no detected GPS position from the map view. Click this button again to bring them back to be displayed.

- Click  and select the visibility of the radios having **On Duty** and/or **Off Duty** states.

4.3.5 Search by address

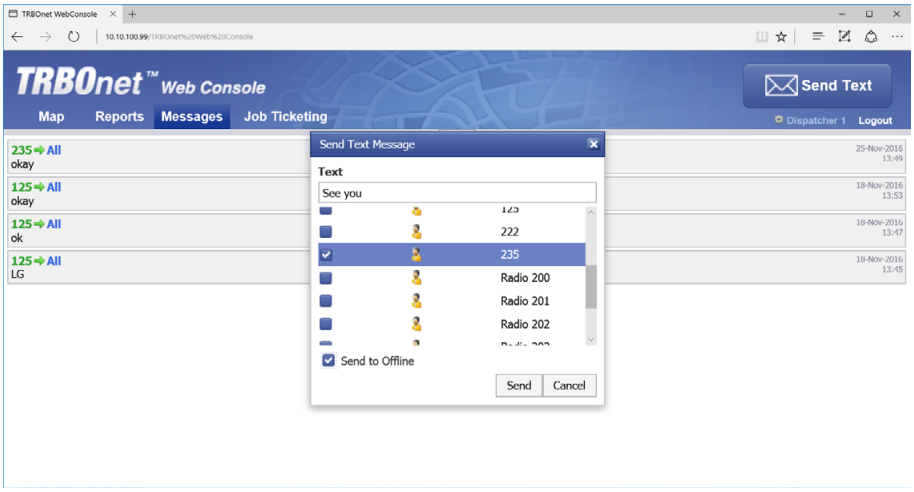
- In the Find Address box, enter the address you want to locate on the map.
- Click the lens button on the right.
- In the Found addresses window, click the address to locate it on the map.



4.3.6 Text Messages

With TRBOnet Web Console, you can send text messages to radios/radio groups/dispatchers.

- Click the **Messages** tab at the top of the window.
- Click the **Send Text** button.



In the **Send Text Message** window that appears:

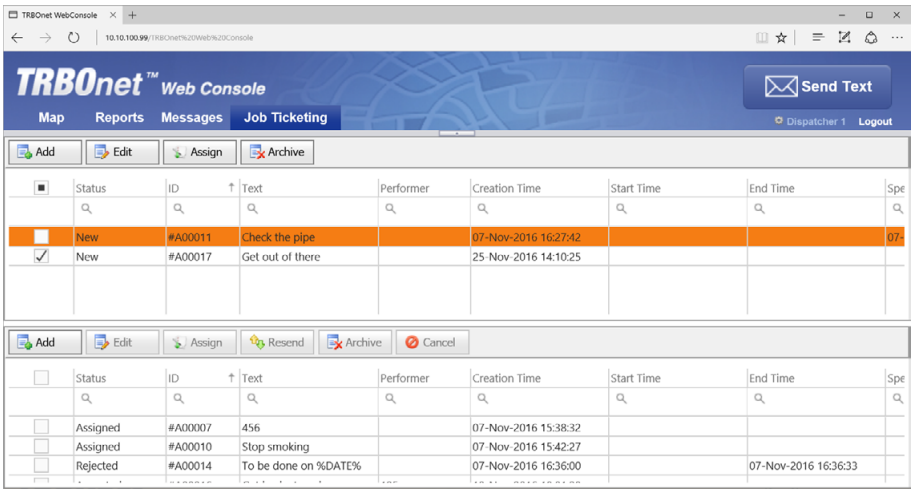
- Enter the text of the message.

- Select the radios/radio groups/dispatchers to send the message to.
- Select the **Send to Offline** option to send the message to offline radios.

4.4 Job Ticketing

With TRBOnet Web Console, you can create, assign, and track job tickets through the radio network.

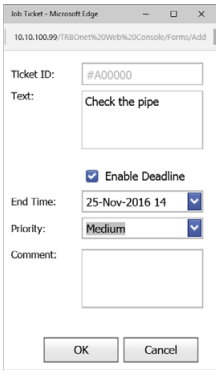
- Click the **Job Ticketing** tab at the top of the window.



In the upper pane, you see the list of created job tickets. In the lower pane, there are assigned job tickets.

4.4.1 Add a Job Ticket

- Click the **Add** button.



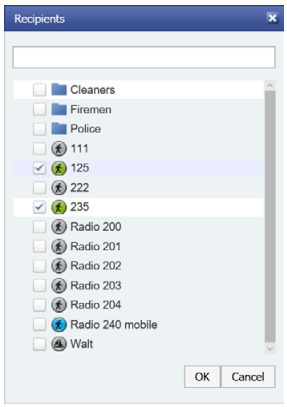
- **Ticket ID**
  This value will be set automatically once the ticket has been created.
- **Text**
  Enter the text message in this box.

- **Enable Deadline**
  Select this option and in the **End Time** box, specify a due date and time for the task.
- **Priority**
  From the drop-down list, select the task priority level.
- **Comment**
  Enter a comment for the ticket.
- Click **OK**.

Once you have added a ticket, it will appear in the list of tickets in the upper pane.

4.4.2 Assign a Job Ticket

Select the job ticket in the upper pane, and click the **Assign** button.

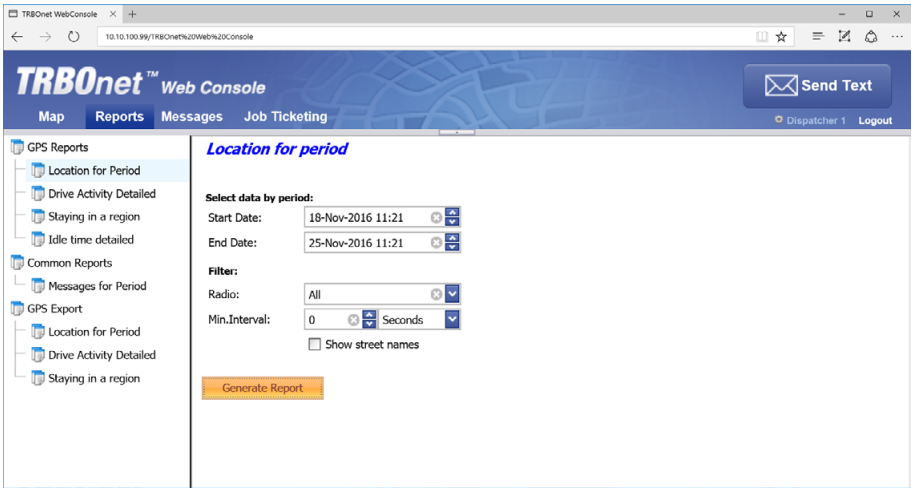


- In the list, select a radio(s), radio or logical group to which to assign the job ticket.
- Click **OK** to assign the task to selected radio(s).

  As a result, the selected radio will receive the job ticket. The assigned job ticket will appear in the upper pane.

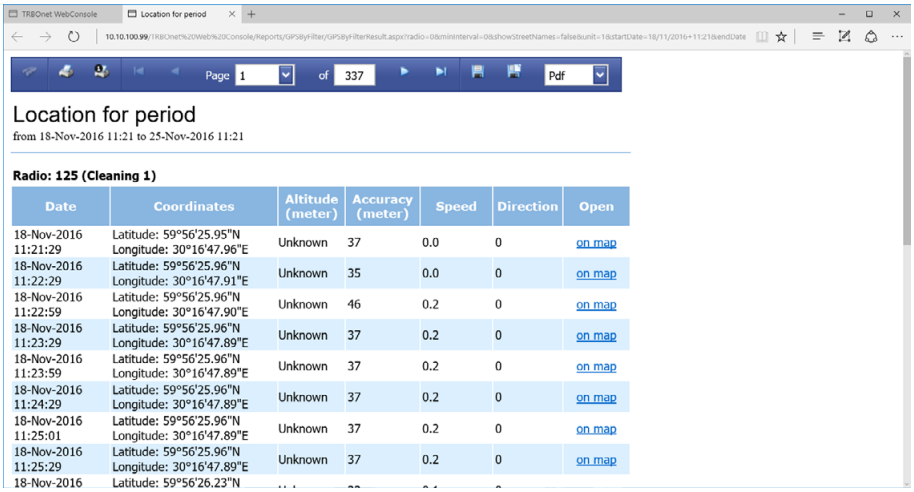
4.5 Reports

- Click the **Reports** tab at the top of the window.



- In the right pane, select report parameters and click **Generate Report**.

  Once the report is generated, you will see it in a separate tab of your Web browser.



You can print the report, save it as a file, and so forth.

4.6 Alarms

When an alarm is received from a radio, the radio icon will turn red, and a corresponding Information window will pop up displaying the radio's name, coordinates, and speed.

