



amtelco

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On-Site Amtelco Secure Messages Pre-Installation Checklist

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The Amtelco Secure Messages (ASM) system requires communication between the ASM servers and Amtelco's Infinity and Intelligent Series (IS) servers in the system configuration at the customer location. The following requirements must be met, and the corresponding information provided to Amtelco, before an installation can be scheduled.

The servers that comprise the ASM system can be individual dedicated servers, a single server housing some or all of the system components, or multiple server instances in a virtual server environment. A single server running the Microsoft Windows Server operating system can house the IS Server, the ASM application server and the ASM web server; however, Amtelco recommends that the web server be separate from the system's other server components. The web server often is located in the DMZ of the customer's IT infrastructure for reasons of security. The ASM application server and the IS Server need not be subjected to this security measure.

Infinity Customers:

- Infinity Server version 5.60.14 or later is required.
- Infinity Supervisor version 5.60.025 or later is required.

Intelligent Series Customers:

- The Intelligent Series Server version 4.1.4924 or later is required.
- The IS Supervisor version 4.1.4924 or later is required.

General Requirements:

- A Microsoft SQL Server database is required. Client setup information, messages and configuration options are stored in this system database. At the time of installation, it will be necessary to provide the server name and an SQL application login name and password with db_owner rights. These credentials are necessary for creating the ASM database. Database sizes vary based on the number of users and the volume of messages being stored, but a database size of less than 20 GB can be expected.
- An application server is required. The Amtelco Secure Messages service can be loaded on the IS Server or on an equivalent server. An ASM notification service also is loaded on the application server. An administrator user name and password for this server are required at the time of installation.
- A public-facing web server is required. Port 443 (https-based secure communication) is required for external two-way Internet traffic. An administrator user name and password for this server must be available to Amtelco Field Engineering at the time of installation.

- An SSL certificate for encrypted traffic must be installed on the web server prior to the Amtelco Secure Messages installation. The certificate must be signed using an SHA256 or greater signature hash algorithm, with either a 2048-bit or greater RSA key or a 256-bit or greater ECC key. It is the customer's responsibility to renew the certificate ever year.
- Test phones or devices (Android or Apple iOS) must be available. The Amtelco Secure Messages app should be downloaded prior to system installation. The ASM device app can be loaded by searching the appropriate on-line store for "Amtelco."

Port Requirements:

- Inbound ports 5228, 5229 and 5230 must be open in the site's WiFi network to enable Android device users to receive message notifications from the Firebase Cloud Messaging service.
- Inbound port 5223 must be open in the site's WiFi network to enable Apple iOS device users to receive message notifications from the Apple Push Notification Service.
- Outbound port 443 must be open in the site's WiFi network to allow Android device users to send message notifications to the Firebase Cloud Messaging service and to allow Apple iOS device users to send message notifications to the Apple Push Notification Service.

Network Diagram:

A network diagram detailing the software components of the Amtelco Secure Messages system and their locations in the system hardware configuration is available for download on Amtelco's TechHelper service and support web site.

https://support.amtelco.com/system/files/MSM/6.8/ASM6.8_G_On-Site_Network_Diagram.pdf

https://support.amtelco.com/system/files/MSM/6.8/ASM6.8_Inf_On-Site_Network_Diagram.pdf

Additional Documentation:

Please see the following Amtelco documents on TechHelper for additional information.

https://support.amtelco.com/system/files/IS/KnowledgeBase/WhitePapers/IS_TechNotes.pdf

- Intelligent Series Technical Notes

<https://support.amtelco.com/asm-home>

- The Amtelco Secure Messages On-Site System Guide
- The Amtelco Secure Messages Android App User Guide
- The Amtelco Secure Messages Apple App User Guide
- The Amtelco Secure Messages Contact Web User Guide