



Warren County Ohio TELECOM Matters

our monthly newsletter of things that matter, all things Telecom.

Pictured above— Telecom's Infrastructure Systems Analysts, Charles Zugaro and Tyler Blair, at the Warren County Administrative building running internet cable in the Records Office.

IMPORTANT ESO UPDATE NEMSIS uploads are complete. Telecom is working w/ ESO for any identified needed corrections. Telecom will be working with each FD to arrange file exports (both NFIRs & NEMSIS), and the process to get those transferred to the FDs. Telecom is planning on removal of the Zoll system (this includes access to your Fire PSDs using the WCPSN Gateway) at the end of January 2024 and your historical data will only be accessible via ESO. Please contact Joe (joseph.newton@wcoh.net) with any questions.

REMINDER: MONTHLY MAINTENANCE
Wednesday, November 22, 2023
*Central Square maintenance—5:00am - 8:00am
*Monthly maintenance—5:00pm - 8:00pm
<https://status.wcpsn.net/>

WINDOWS and MOBILE DATA COMPUTERS/LAPTOPS It is time to start thinking about Mobile Data Computer/MDC (MDC – any mobile device with a Windows OS (operating system) that connects to the PSN (Public Safety Network) via VPN (Netmotion)) and their future with the upcoming Windows 11. The end date for Telecom's use of Windows 10 will be July 31, 2025. We will not begin Windows 11 installation until 2025. With Windows 11, there are restrictions coming from Microsoft that cannot be upgraded on existing hardware. As it stands, the CF-19, CF-31, CF-20 MK 1, CF33-MK 1, and the G1 are not supported by the Windows 11 processor requirement. Current models that support upgrading to Windows 11 are CF-20 Mk2, CF-33 Mk2 FZ-55, G2 Surface pro's 6, 7, 8. I will be following up with individual department emails containing MDC lists of what is and isn't supported.

- Here are the current systems from Panasonic Toughbook line:
- G2 - CF20 replacement [CLICK HERE](#)
 - CF-33 [CLICK HERE](#)
 - FZ-55 [CLICK HERE](#)
 - CF-40 - Fully-rugged FZ-55 (No one has yet) [CLICK HERE](#)



OHIO 911 PROGRAM OFFICE
The Ohio 9-1-1 Program Office coordinates and facilitates communication concerning 9-1-1 issues among state, federal, regional and local 9-1-1 and public safety communications officials. Specifically, the office coordinates all Emergency Services Internet Protocol Network (ESINet) Steering Committee activities to facilitate Next Generation 9-1-1 (NG 9-1-1) state level efforts within the scope of wireless 9-1-1. The implementation of NG 9-1-1 will provide citizens with advanced communication capabilities when calling for emergency services, including police, fire and emergency medical services. Additionally, through use of the ESINet, NG 9-1-1 will become a seamless, coordinated and efficient system available to all local 9-1-1 centers throughout Ohio.

ESINet

TELECOM VISITS VASU COMMUNICATIONS

On October 18, Steven Jennison and Alex Mokrycki from Task Unit Charlie visited Vasu Communications in Mansfield, Ohio for their Annual Open House and Luncheon. Vasu Communications is a Kenwood/EF Johnson radio dealer. During their visit, Steve and Alex discussed the radio offerings from Kenwood along with a station alerting device from Prism-IPX. Several radios were shown, including the new Viking Multiband portable. Kenwood/EF Johnson offers a series of very cost competitive radios that are likely of interest to Road and Public Works Departments with needs to add to or replace their existing portables and mobiles. Kenwood/Vasu/Prism-IPX were invited to showcase their solutions at Telecom in early to Mid-December. Notice of their visit will be sent out once the date has been finalized. A big thank you to Vasu Communications for their hospitality and the invitation.



An Emergency Services Internet Protocol Network (ESINet) is a network capable of connecting calls, texts and other forms of media from the public to 9-1-1 Public Safety Answering Points (PSAPs). The state will offer a statewide ESINet available for connection to local PSAPs.

The State 911 Program office held Information Session across the State to inform PSAP about changes in ORC128 and Southwest Ohio was hosted by Warren County Telecom in the BOCC Meeting room.

NG911 ELEMENTS

- NGCS**
Functional elements that enable NG911-compliant ECCs to handle emergency calls
- ESINET**
The transport architecture that enables delivery of emergency calls to NG911-compliant ECCs

Ohio Department of Administrative Services
9-1-1 Program Office

CRASH REPORT ERRORS

Trying to print a crash report and receiving this error? It is because a charge has been entered for one of the drivers. There has been constant contact with Central Square regarding this issue.

```
This XML file does not appear to have any style information associated with it. The document tree is shown below.
<Error>
  <Message>An error has occurred.</Message>
</Error>
```

A patch is planned to be applied the week of October 30th that will resolve this issue and several others. This will get that tested and out to you as soon as possible after they install it in the training environment.

In the meantime, Jenny Embleton, Springboro Police Departments Office Manager, stated she has been printing the crash reports from the State website without issue. If you find yourself in this situation, consider her work around! <https://ohtrafficdata.dps.ohio.gov/crashretrieval>
If you need any assistance, please contact Rhonda Bernard, she is there to help and can schedule a time to connect remotely. Rhonda.Bernard@wcoh.net.



Need help? Help@wcoh.net 513-695-HELP

November 2023



SCAM of the MONTH | This LastPass Scam Is So Last Year

Last year, the popular password manager LastPass was the victim of a data breach. Because of this, cybercriminals have access to the names, email addresses, and phone numbers of LastPass's customers. Since the breach, cybercriminals have been using LastPass's data breach in various cyberattacks.

Recently, cybercriminals launched a phishing attack targeting LastPass users. In this scam, cybercriminals send you a spoofed LastPass email with a link asking you to verify your information. If you click the link, you'll be taken to a spoofed LastPass login page. If you enter your login information, cybercriminals will have access to your sensitive information.

Follow the tips below to stay safe from similar scams:

- Never click a link in an email that you weren't expecting.
- Be cautious when entering login information on a website accessed through an email. To stay safe, navigate directly to the organization's official website.

Stay educated and watch the news for data breaches. If a service you use is breached, be extra cautious of any emails you get from that organization.

Warren County Telecom | wcoh.net

Fall Picnic 2023 Telecom took a fun lunch break together to get our in-house and remote workers together. Our thought behind this is to allow our team to create more tight-knit bonds and better understand each other, which is beneficial in our day-to-day operations. It allows for our team to have a chance to connect with the units and understand how you can create a happier work environment.



Stop, Look, and Think. Don't be fooled.

YEARS OF SERVICE



AND NOVEMBER BIRTHDAYS



#TCKudos Kudos are for above-and-beyond actions taken by a Telecom team member or someone Telecom interacts with. They can be submitted throughout the year via our website or a physical card at our office. #TCKudos are then posted on our Kudos Board all month long before being tallied and delivered! If you receive a #TCKudos, we'll send it to the employee and their Supervisor/Department Head. **If you know of someone from Telecom that has gone over and above, please take the time to nominate them!**

Congrats - this October, to Jeremiah Marcum!

#TCKudos

To: Jeremiah Marcum Dept: Telecom - Delta
From: Rhonda Bernard Date: 10/10/2023

Thank you for... Assisting with the RMS upgrade today. I appreciate all that you did. Especially taking over when my internet went down at home and you stayed with it while I got to the office.

#Lebanon High School Student Government Day! On October 3, 2023, Lebanon High School's Government Students visited Warren County, where they assigned themselves to a certain "department of choice" to tour and job shadow. Lisa Hicks, the Community Manager, Paul Bernard, the Public Safety Systems Manager, and Unit Leaders, all provided a presentation about Telecom, what we do, and how we support and serve "all things Public Safety". All of our Unit Leaders talked about their roles and responsibilities and what types of jobs we hire for! At the end, we gave them a tour of Telecom and dispatch, and we ended at the Warren County Jail!



Congratulations Tommy Kramer!

Congratulations to **Tommy Kramer**, Telecom's Communications Systems Analyst I, on his marriage on Friday, October 27, 2023! We wish him many happy days ahead!!!

