CalSAWS | Information Transmittal (CIT)　　0212-20

☐ **CalSAWS DD&I**　　☒ **C-IV M&O**　　☐ **CalWIN M&O**　　☐ **LRS M&E**

Distribution Date:	October 13, 2020
To:	PPOC.39, RPM, Technical Staff
CIT Name:	**CalSAWS Lobby Monitor Workstation Setup**
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

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　☐ CF
　☐ MC
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　☐ FC/KG/AAP
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　☐ Other Program(s)_____
☐ C4Yourself　　☐ Your Benefits Now!
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　☐ Fiscal
　☐ Caseload Movement
　☐ Management
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Description:	**Purpose**
	The purpose of this CIT is to provide Counties the process for setup and configuration of the Lobby Monitor workstation.
	Background
	SCR 1474 introduced the Lobby Monitor component to C-IV. This new functionality provides an audiovisual dashboard that customers can reference when called to an office reception location by a County worker.
	This CIT provides details regarding the set up and configuration for the workstation that will be running the Lobby Monitor. **The instructions contained in this CIT are intended for PoP Counties and non-managed workstations in Managed Counties.** In offices that will use a managed workstation to run the Lobby Monitor, the County should open a CA Service Desk Change Order requesting a managed workstation for this purpose. The C-IV Project will handle the configuration of managed workstations.
	Lobby Monitor Setup
	The configurations will be covered in this CIT in the following order:

A. Obtaining a URL for an office's Lobby Monitor.
B. Provisioning a workstation.
C. Configuring Google Chrome to automatically open and launch the URL on Windows 10.
D. Setting up a Windows 10 account to automatically logon during machine boot up.
E. Set up a daily restart scheduled task on the Lobby Monitor workstation.
F. Set policy to automatically allow media to play in Google Chrome.
G. Additional/optional network prerequisites, IP routing protocol requirements and/or Proxy settings for outside Internet access for audio.

A. *Obtaining a URL for an office's Lobby Monitor*

Every C-IV office has a unique Lobby Monitor webpage. The URL for this webpage is located on the *Office Detail* page of the C-IV Web app. Follow the instructions and screenshots below to obtain an office's Lobby Monitor URL.

1. After Logging into C-IV, from the landing page, hover over *Tools* and click on *Office*.
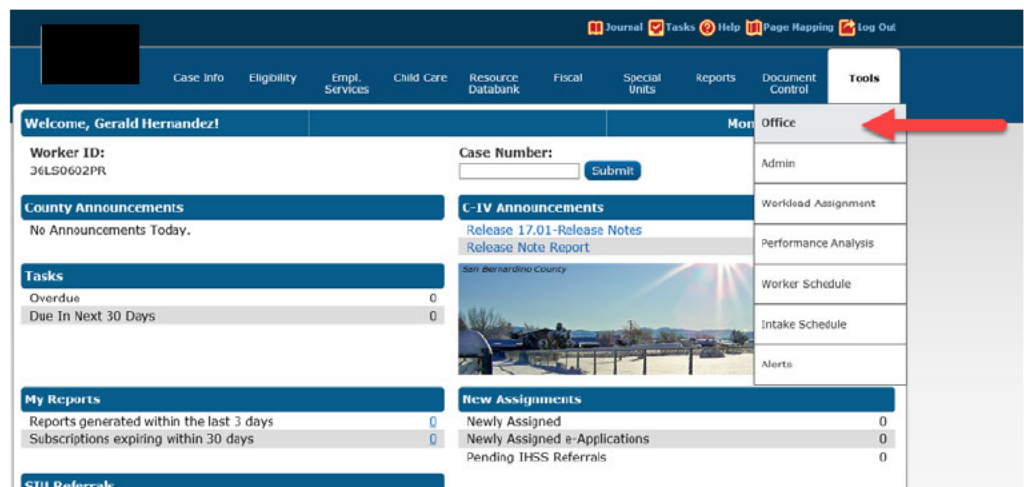
2. In the left column click *Office*. This will open the office search page.
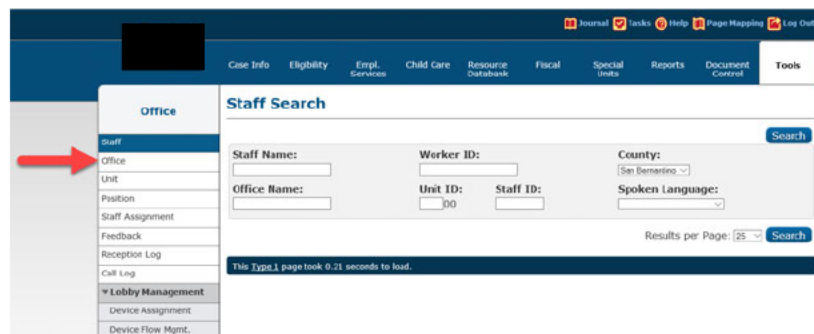
3. On the *Office Search* page, you may either enter search parameters to narrow results or run an empty search with no parameters to get a list of all offices. Click on *Search* to execute an office search.
Note: This CIT will be executing a blank search.

4. On the *Office Search* results page, click on the *Office ID* that corresponds to the office Lobby Monitor workstation you are configuring. Clicking on the *Office ID* will bring you to the *Office Detail* page for that office.
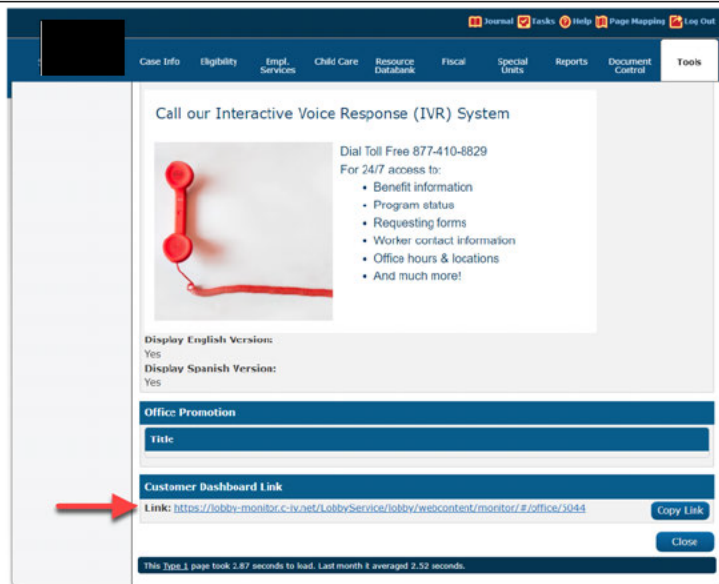

5. The Lobby Monitor link will be located at the very bottom of an Office's detail page under the *Customer Dashboard Link* heading.

B. *Provision a workstation*

1. The Lobby Monitor workstation should be imaged with Windows 10, and contain your County's standard anti-virus/encryption solutions.

2. You may need a local administrator account and password for this workstation to complete the auto-logon and daily restart steps in sections D and E. If your workstation is domain joined, you may also accomplish this using Group Policy.

C. *Installing and Configuring Google Chrome*

Google Chrome is the supported browser for displaying the Lobby Monitor due to its ability to operate in full-screen kiosk mode and for the text to speech capabilities provided by a third-party vendor, Responsive Voice. Follow the instructions below to setup and configure Google Chrome for use with the Lobby Monitor.

Note: The enterprise version of Google Chrome browser is available for download from Google at the following location:
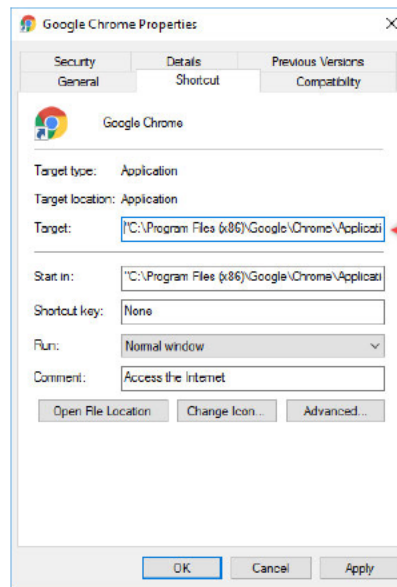
████████████████████████████████████

Choose and download "Chrome bundle for Windows 64-bit"

1. Login to the workstation with an account that has local administrator rights.

2. Download the enterprise version of Google Chrome, and run the installation accepting all the default values.

3. Copy the Google Chrome shortcut from the Desktop and save it to the following Windows directory:

██

4. Right click on the Google Chrome shortcut that was just created in the Startup folder and choose *Properties*. Under the *Shortcut* tab, add --kiosk followed by the Lobby Monitor URL obtained from the Office Detail page

to the end of the current *Target* text field value. The following is an example of the full text in the target field for demonstration purposes:

"C:\Program Files(x86)\Google\Chrome\Application\chrome.exe" –kiosk
https://www.c-iv.com:8080/LobbyService/lobby/webcontent/monitor/#/office/XXXX

Note: The provided arguments will start Chrome and launch the Office's Lobby Monitor in kiosk mode. Kiosk Mode opens Chrome in full screen and disables most keys on the keyboard from interacting with the window. To exit the Kiosk Mode Chrome window, press *<Alt+F4>*.

D. *Setting up a Windows 10 account for the Lobby Monitor*

The following instructions cover how to create a non-admin account in Windows 10 and setup automatic logon.

Note: If your county will be using a domain account for this purpose, you can skip the Account Setup section. The account should still be setup for automatic logon either by following the instructions in the Autologon Setup section or by using your county's own preferred method for accomplishing this, such as Group Policy.
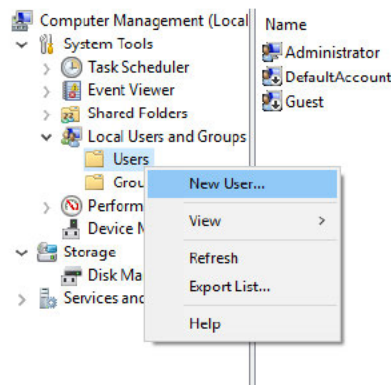
Account Setup

1. On the Windows desktop from an administrator account, right click the Start menu icon and choose *Computer Management*.
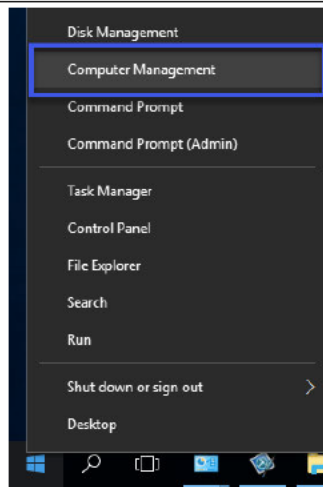
2. Expand *Local Users and Groups,* then choose *Users.*
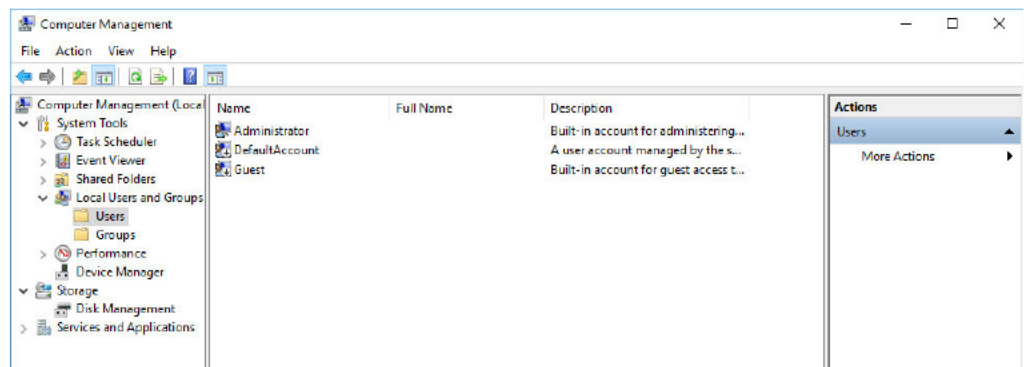
3. Right click on *Users* and choose *New User...*

4. Create a user named: 'CFDUser'. The password can be set according to your county's password policy with respect to length and complexity. This password should be set to never expire. Verify all options match the following screenshot.

Autologon Setup

The 'Network Places Wizard' is a built in Microsoft utility that provides a GUI to make registry changes allowing an account to automatically logon to Windows. This program will need to be run with elevated privileges.
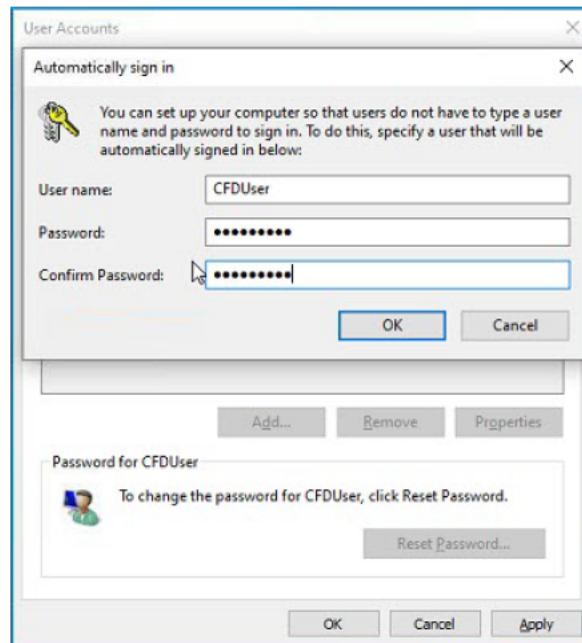
1. Right click the Start menu icon and choose *Run*.
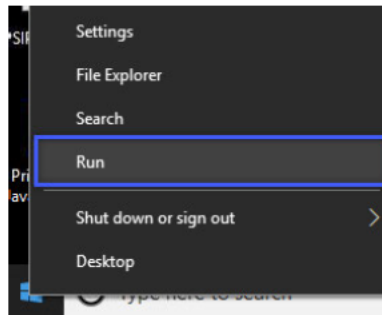
2. A new window will open, type in **netplwiz.exe** and select *OK*.
3. Select (Highlight) the CFDUser account created in the previous steps.

4. Uncheck the box stating Users must enter a username and password to use this computer.
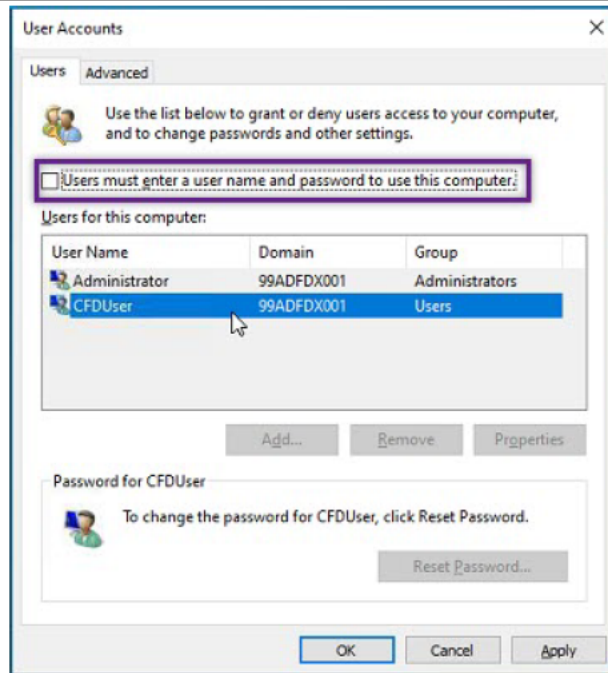
5. Click OK

6. A new pop up will require you to enter the password twice for the CFDUser account.

7. Click OK

E. *Set up Daily Restart Schedule for Lobby Monitor workstation*

The following steps will setup a scheduled task to perform a daily restart of this workstation. Alternatively, this may be accomplished using Group Policy if the workstation is joined to the County domain.
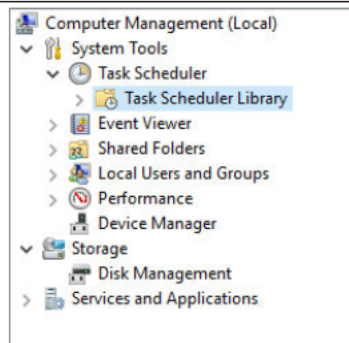
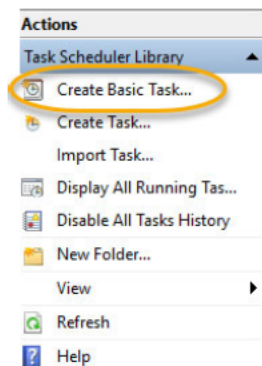1. Right click the Start Menu icon and choose *Computer Management*.
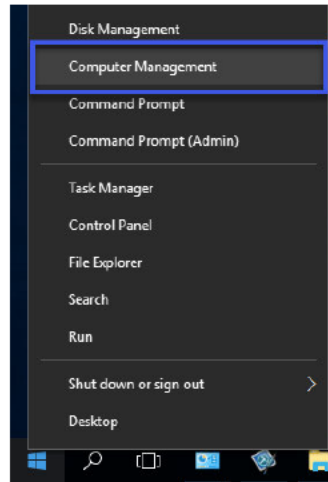
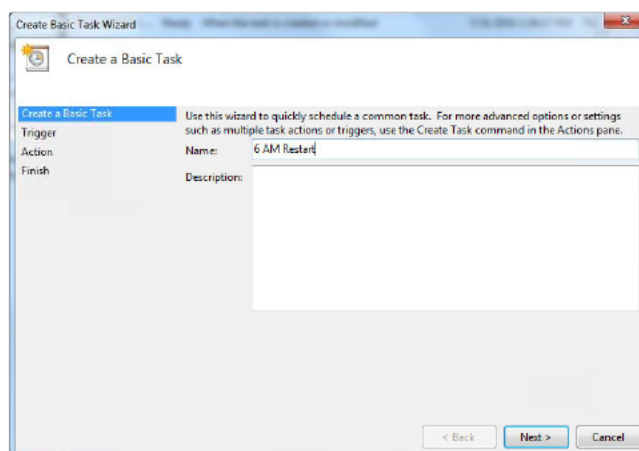2. A new window named **Computer Management** will open.
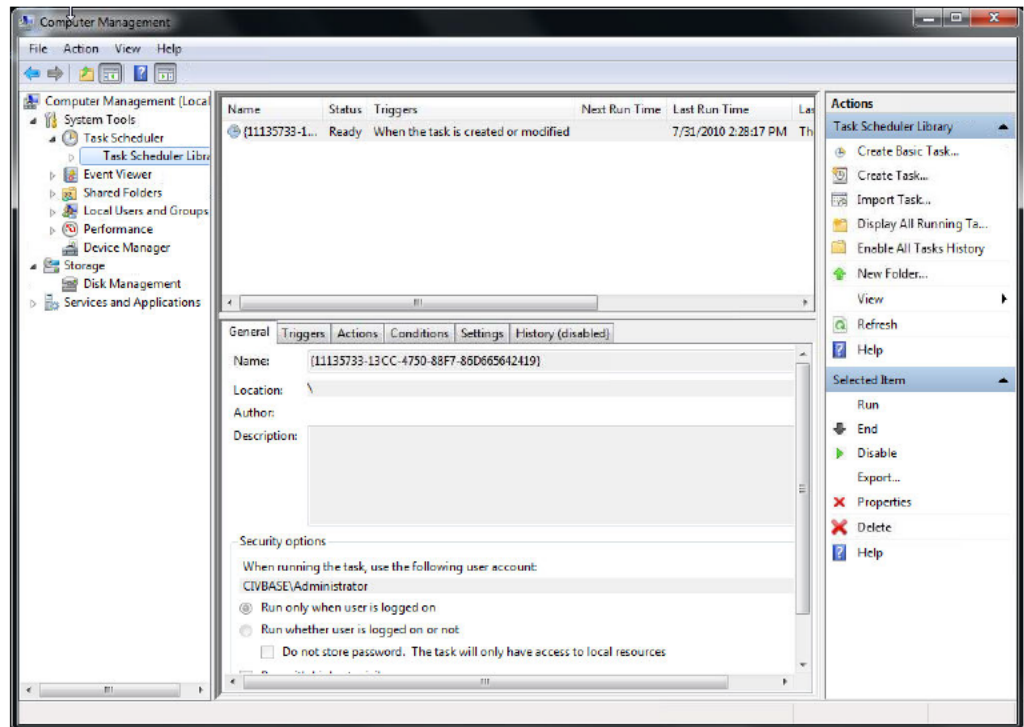
3. Under *Computer Management (Local)*, expand *System Tools*. Then, expand *Task Scheduler* and select **Task Scheduler Library**.
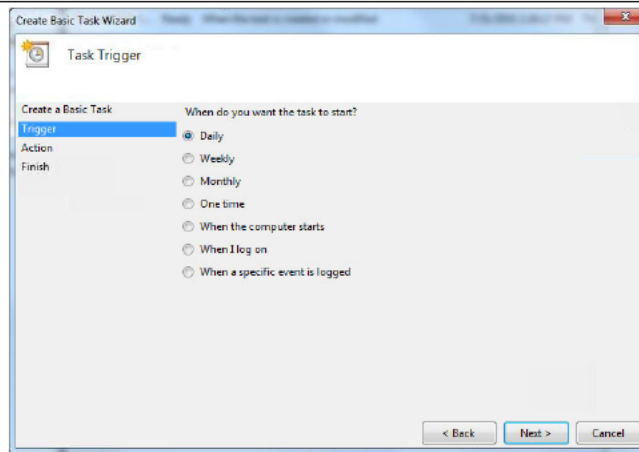
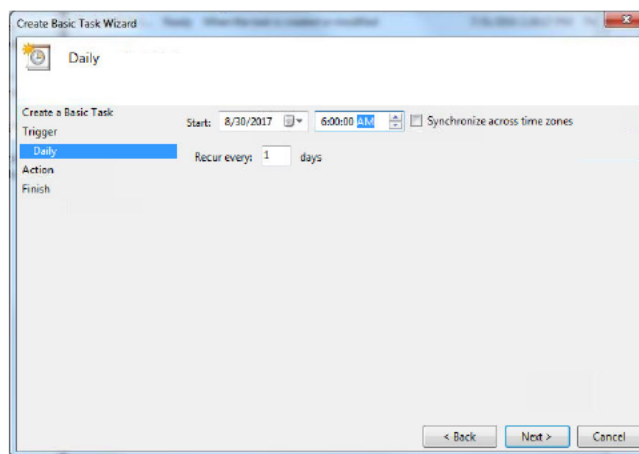4. On the right side under *Actions*, choose **Create Basic Task...**

5. Enter "**6 AM Restart**" in the *Name:* field and click **Next**.
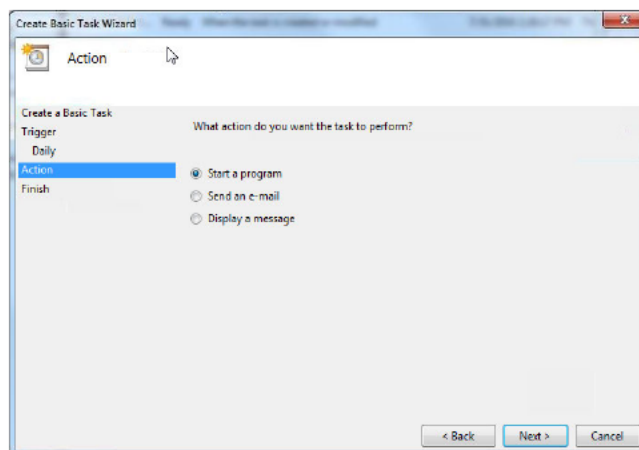

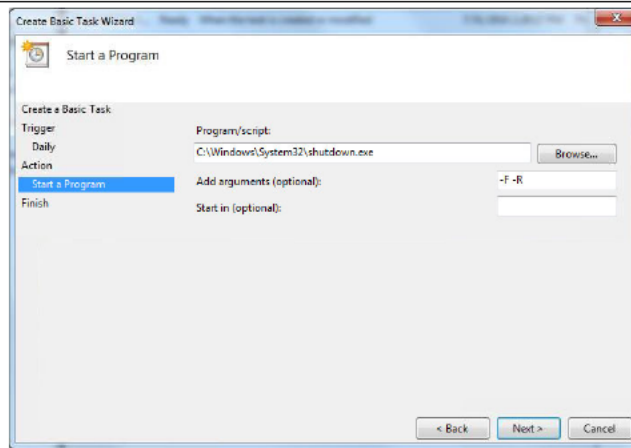6. Choose the **Daily** option, then select **Next**.

7. Verify the *Start date* is **today's date**, set the *Start time* to **6:00:00 AM**, and change the value for *Recur every: [ ] days* to **1**. Click **Next**.
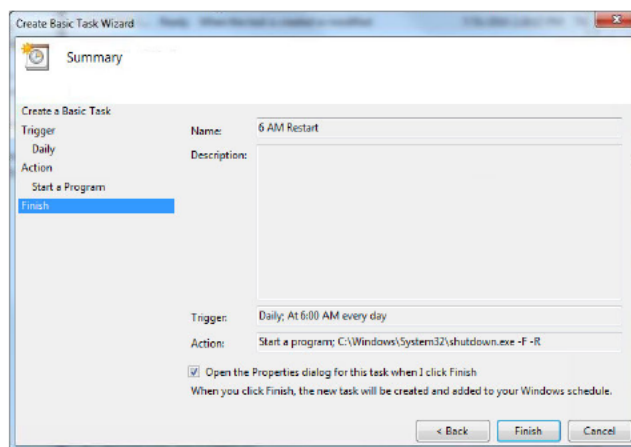

8. Choose the **Start a program** option and click **Next**.

9. In the *Program/script:* box enter ███████████████ and in the *Add arguments (optional):* field enter **-F -R**. Click **Next**.
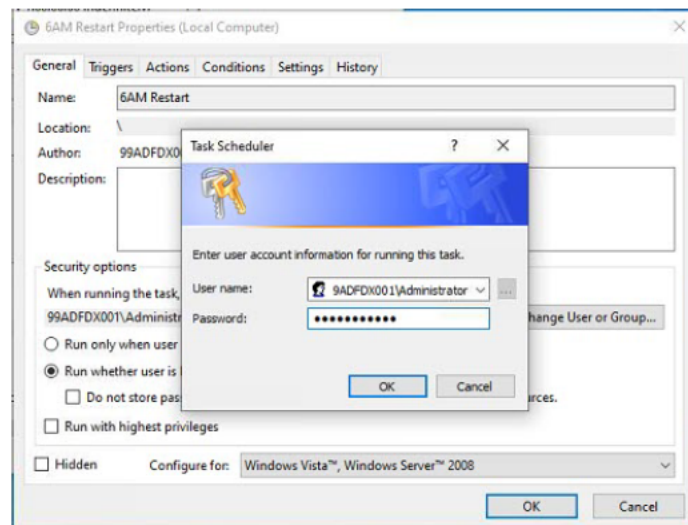
10. On the *Summary* screen, check the box for **Open the Properties dialog for this task when I click Finish**. Click **Finish**.
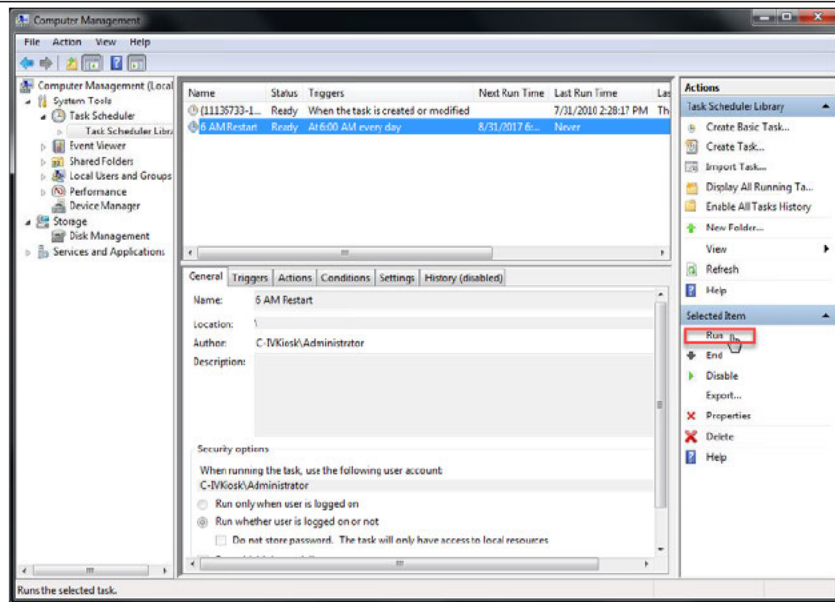

11. Under the *General* tab, look for *Security Options* and select the **Run whether user is logged on or not** option. Click **OK**.
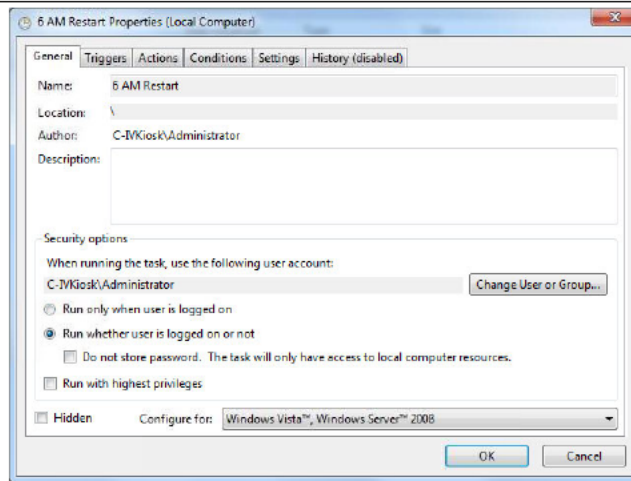
12. When prompted, enter the **Username** and **Password** for the Local Administrator account.

13. While viewing the *Computer* Management window, select the new task in the list named **6 AM Restart**, then click **Run** under *Selected Item* on the right.
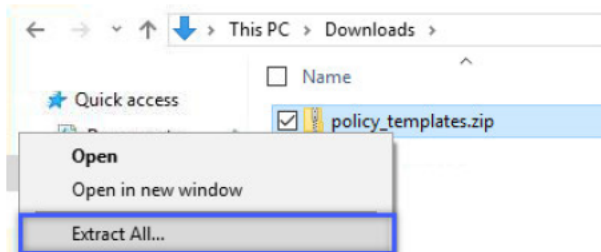
14. You will receive a message that Windows will shut down in less than a minute. The workstation will restart.

At this point, the workstation should be configured to 1) automatically login with the CFDUser account, 2) launch the Lobby Monitor webpage, and 3) restart at 6 AM each morning.
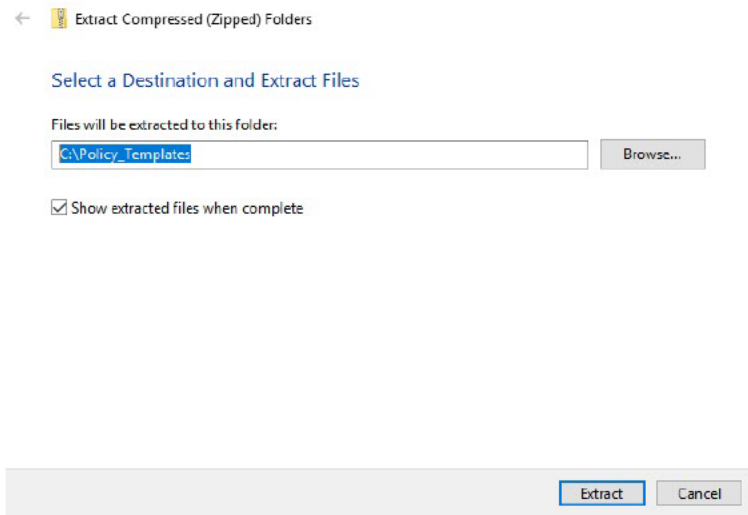
F. *Set up policy to automatically allow media to play in Google Chrome.*

The following instructions cover how to import Google's policy templates for Chrome into Local Group Policy Editor and enable the *AutoplayAllowed* Policy for Google Chrome. Alternatively, this may be accomplished using Group Policy if the workstation is joined to the County domain.
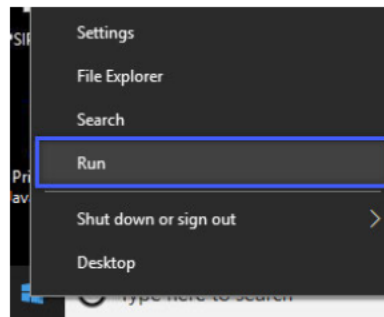
1. Login to the Lobby Monitor workstation with an account that has administrator rights.

2. Open your preferred internet browser and enter ▮▮▮▮▮▮▮▮▮▮▮▮▮▮ in the browsers address bar to download the policy templates. The downloaded file will be named *policy_templates.zip*.

3. Navigate to the location where the downloaded file was saved. Right click *policy_templates.zip* and select *Extract All…*

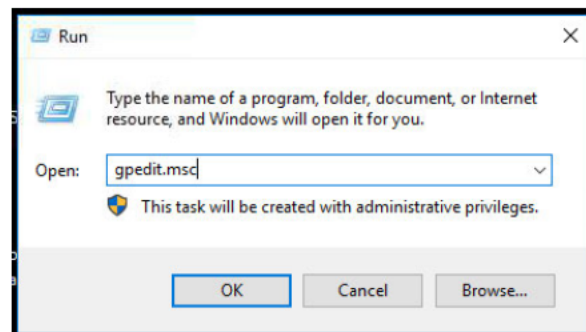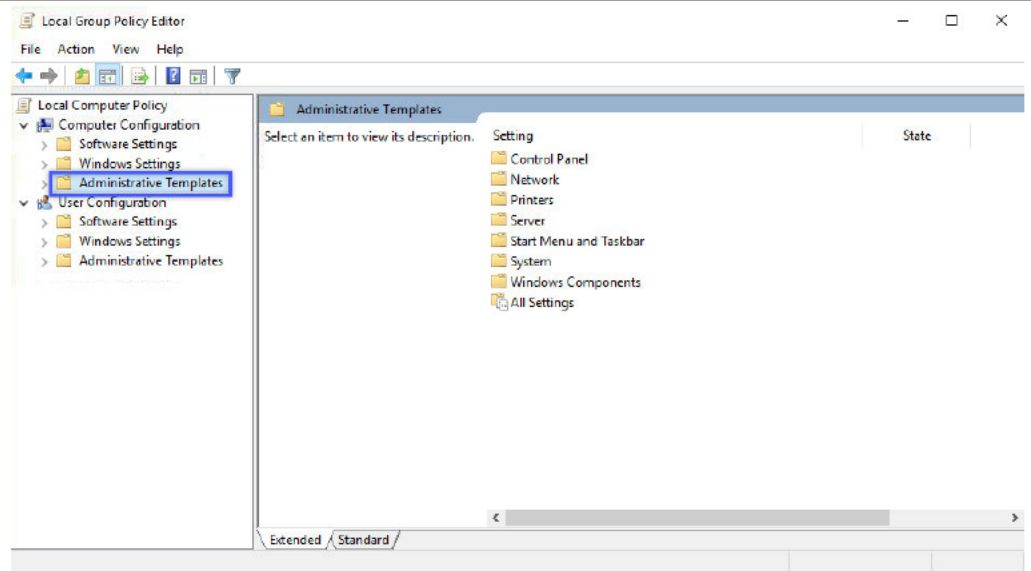4. In the *Files will be extracted to this folder* box, enter ▮▮▮▮▮▮▮▮ Click *Extract.*

Extract Compressed (Zipped) Folders

Select a Destination and Extract Files

Files will be extracted to this folder:

C:\Policy_Templates   Browse...

☑ Show extracted files when complete

Extract   Cancel

5. Right click the Start menu icon and choose *Run*.

Settings

File Explorer

Search

Run

Shut down or sign out

Desktop

6. In the *Open* box enter **gpedit.msc** and click **OK**.

Run   ✕

Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.

Open: gpedit.msc

🛡 This task will be created with administrative privileges.
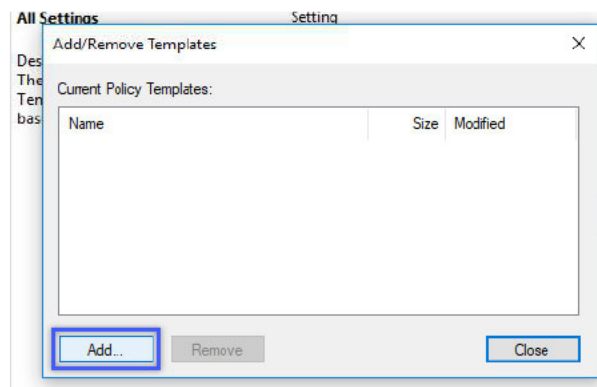
OK   Cancel   Browse...

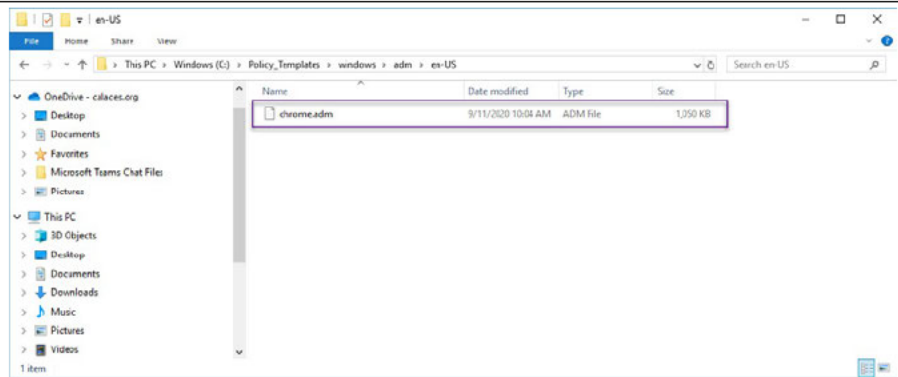7. Expand *Computer Configuration* and select **Administrative Templates**.

8. Right click **Administrative Templates** and select **Add/Remove Templates...**
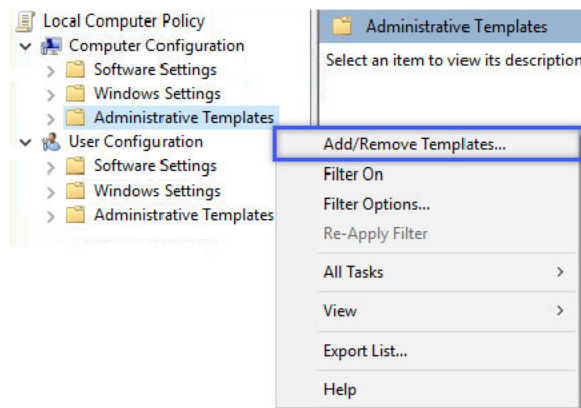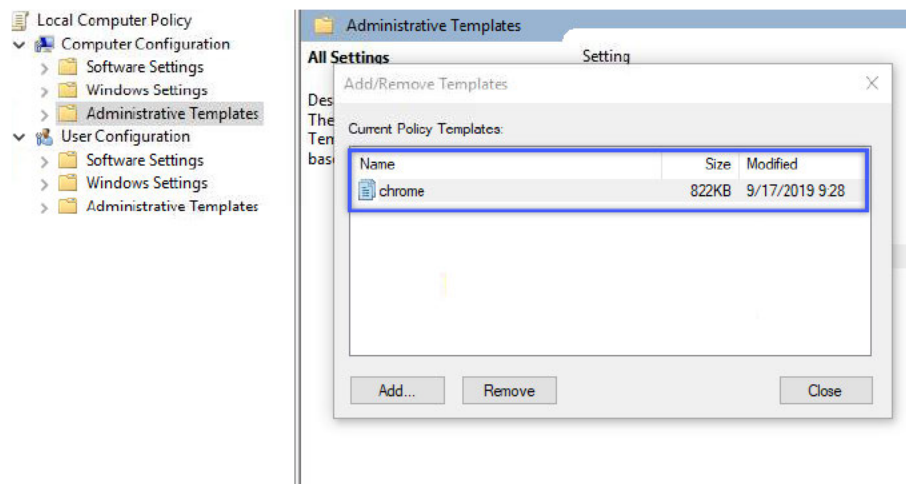

9. In the Add/Remove Templates window, click **Add...**

10. Navigate to ████████████████████████████████ Select **chrome.adm** and click **Open**.

11. When the template has been properly loaded, the previous *Add/Remove Templates* window will now show *chrome*. Once you have verified that *chrome* has been added click **Close**.

12. Expand *Administrative Templates* > *Classic Administrative Templates (ADM)* > *Google*. Select **Google Chrome**.
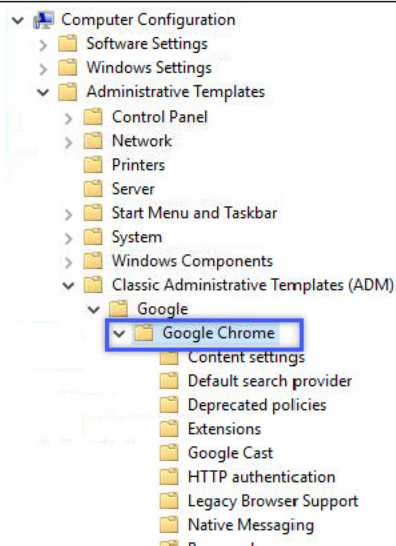
13. Folders and unconfigured policies should be viewable on the right once *Google Chrome* is selected. Scroll down and double click **Allow media autoplay**.

14. Select **Enabled** and click **OK**.
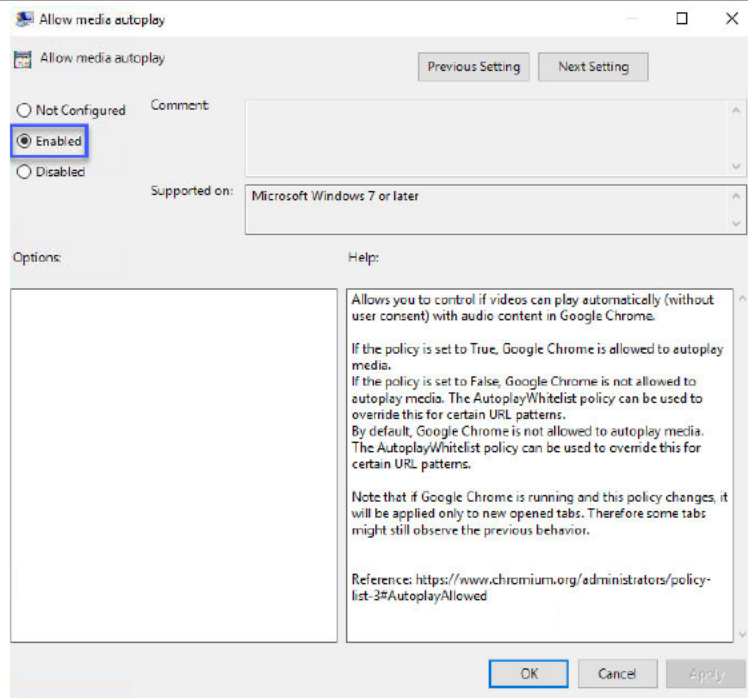
Now Google Chrome will automatically play video and audio media by default.

G. *Additional settings and configuration.*

Outside internet access is required for the audio component of the Lobby Monitor solution. The County will be responsible for providing outside internet access through the usage of a proxy server, if necessary. Proxy settings will need to be applied locally to the workstation or pushed through Group Policy.

The Text-To-Speech engine currently used is provided by Responsive Voice. The following domains will need to be permitted through the outside internet proxy:

*▮▮▮▮▮▮▮▮▮▮▮▮ and *▮▮▮▮▮▮▮▮▮▮

Once the proxy has been configured and settings have been applied to the workstation, test connectivity to ▮▮▮▮▮▮▮▮▮▮▮ and ▮▮▮▮▮▮▮▮▮▮ in the Chrome browser. Verify that both pages load successfully and without errors.

Installing the Workstation

Install the workstation in a location that your office deems appropriate. The workstation must have a network connection and be hooked up to the monitor(s) in the lobby via the video outputs on the workstation. Connect the workstation's audio to your office's PA or other audio system via the workstation's audio out jack or via another method provided by the County.

	Additional Information To find information and guidance on managing a county office's Lobby Monitor within the C-IV application, refer to the Job Aid titled *Lobby Management – Lobby Monitors.* For additional information and instructions for using the Lobby Monitor functionality, refer to the Job Aid titled *Lobby Management – Reception Log and Message Center.*
Primary Project Contact:	*Contact this person for questions about the contents of this CIT.* Terence Callaham (916) 851-3344 Lobby.Support@CalSAWS.org
Backup Project Contact:	*Contact this person for questions about the contents of this CIT.* Kyle Jackson (916) 851-3344 Lobby.Support@CalSAWS.org
Attachments:	None
Web Portal Link:	▮▮▮▮▮▮ OR You may also retrieve the CIT document and attachments by following these steps: 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2020" folder. 4. Click on the appropriate CIT # folder.