



Evidence.com CAD-RMS Integration Service Guide

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Integrating for Accuracy and Efficiency

On-officer cameras provide a remarkably effective means for law enforcement agencies to decrease complaints against officers and to reduce use of force. However, agencies now face unprecedented data management issues, because even limited deployments of on-officer cameras swiftly create thousands of video-evidence files with associated metadata.

Prematurely deleting evidence or being unable to find the proper file among the thousands in your evidence-management system can doom an otherwise flawless investigation and prosecution. Requiring officers to manually add the information necessary to enable proper evidence management wastes valuable officer time, and manual work can never be completely accurate.

Using the Evidence.com CAD-RMS Integration service with an agency's records-management system (RMS) and computer-aided dispatch (CAD) can provide tremendous efficiency gains and can ensure that typographical errors do not undermine justice. RMS and CAD systems hold metadata that is critical to the usefulness of video-evidence files managed by Evidence.com. The CAD-RMS Integration service automates the extraction of that critical metadata from RMS and CAD systems and the addition of the metadata to officer-recorded video-evidence files in Evidence.com.

Evidence.com Integration

Evidence.com provides dependable, logical integration from an agency's CAD system (or CAD plus RMS systems) to Evidence.com. With integration, Evidence.com programmatically applies metadata exported from your CAD system to video-evidence files in Evidence.com. Evidence.com can accurately apply ID, retention category, and event location information from event records to evidence files.



| 1. Export Database Printout | 2. Encrypt, Transmit Printout | 3. Decrypt Printout, Apply Data |
|---|--|---|
| On a regular schedule, the agency CAD system or CAD and RMS exports a database-printout file to a specific folder. The printout file format is designed to comply with Evidence.com requirements for integration. | The CAD-RMS Integration Client detects the presence of a printout file, encrypts the file, and sends it securely to Evidence.com. After Evidence.com confirms receipt of the file, the application deletes the local copy of the file. | Evidence.com decrypts the printout file and parses the data found in the file. Using a simple algorithm, Evidence.com determines which evidence files each piece of data applies to and tags those files appropriately. |

Database Printout

Evidence.com integration depends on your agency to export the relevant event metadata from your CAD system (or CAD plus RMS systems) and to place that metadata in a database-printout file.

The database-printout file must be a comma-separated values (CSV) file. If your CAD and RMS systems cannot directly support the requirements of Evidence.com integration, you can take intermediate steps with the direct output of those systems to transform it to the format required by Evidence.com. Various scripting languages are well suited for manipulating text files, and you could automate any required intermediate steps as well.

The database-printout file contains information such as the following items:

- **Event ID** — The unique ID assigned to the event.
- **Event type** — The event type assigned to the event.

- **Officer badge ID** — The badge IDs of officers in your CAD system should exactly match the badge IDs assigned to the same officers in your Evidence.com agency. If badge IDs differ between systems, this must be resolved during the implementation process.
- **Officer dispatched and cleared times** — Used to determine if an officer recorded a video-evidence file during an event.

For more information about the required contents of the database-printout file, see Appendix A: Database Printout Requirements.

A new database-printout file should be generated automatically every 24 hours. Each printout file should contain data about events with start times within the preceding 96 hours.

Database-printout files must be placed in a metadata-export folder that you configure the CAD-RMS Integration Client to watch.

CAD-RMS Integration Client

The CAD-RMS Integration Client is a small encryption-and-transfer application that runs on a Microsoft Windows server in your agency. Its job is to watch its metadata-export folder for a new file and, when it detects a file, take the following simple actions:

1. Encrypt the file found in the metadata-export folder
2. Securely send the encrypted information to Evidence.com
3. Delete the file from the metadata-export folder

When you install the Integration Client, you specify the metadata-export folder of new database-printout files exported by your CAD system (or CAD plus RMS systems). The client monitors the metadata-export folder for new files. When it detects a file, the client uses the Advanced Encryption Standard (AES) algorithm with 256-bit keys to encrypt the file and then it securely sends the encrypted file to Evidence.com over an HTTPS connection.

Note: Never put any files other than database-printout files in the metadata-export folder.

It is recommended that the metadata-export folder is accessible by a mapped drive on the server that runs the Integration Client. For example, the default metadata-export folder is `C:\TaserExportFolder`. If a mapped drive is not available and the client must use a UNC or network path to access the folder (for example, `\\host\path`), there are additional requirements. For more information, see Appendix B: Integration Client Installation.

The Integration Client must have permission to read and delete files in the metadata-export folder.

Event-Type-to-Category Mapping

An essential part of Evidence.com integration is ensuring that TASER understands how to match your CAD event types to the retention categories in your Evidence.com agency. During the integration process, TASER will work with your agency to ensure that CAD event types are accurately mapped to your Evidence.com retention categories.

The Evidence.com retention categories that are applied to your evidence files determine:

1. Whether Evidence.com will initiate automatic deletion of the evidence files.
2. How long Evidence.com waits before initiating the deletion of evidence files that are not included in a case.

The following table shows examples of how CAD event types could map to Evidence.com retention categories.

| CAD Event Type | Evidence.com Category |
|----------------|-----------------------|
| Minor Accident | Crash |
| Found Property | Investigation |
| Gunshot | Evidence |
| Assault | 1300 Assault |

Integration Algorithm

TASER tailors the integration algorithm for your Evidence.com agency. This customization work ensures that Evidence.com correctly matches events in database-printout files to video-evidence files and appropriately applies relevant metadata to the evidence files.

For each entry in a database-printout file received from the Integration Client service, Evidence.com follows this process:

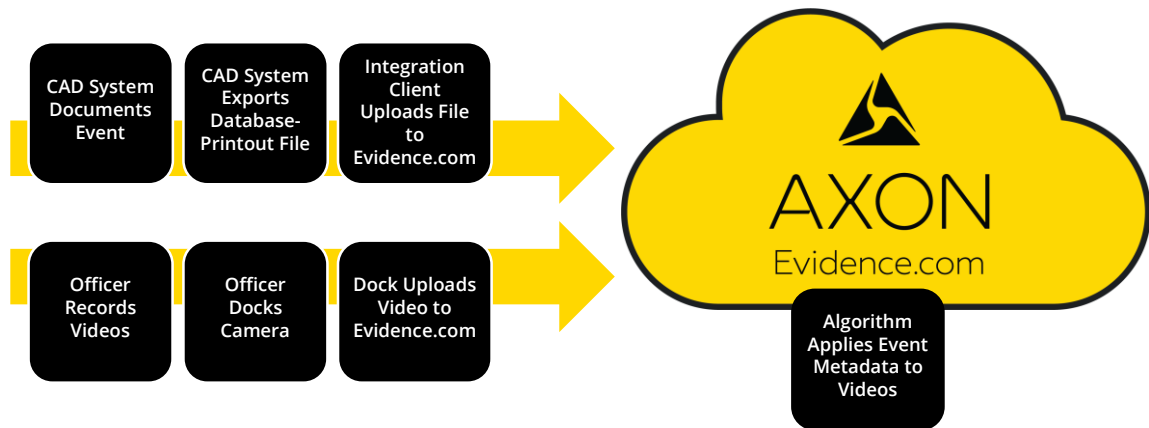
1. From the entry, Evidence.com gets the officer badge ID, the dispatch start time, and the dispatch clear time.
2. If any video-evidence file in your Evidence.com agency matches *both* the following conditions, then there is a potential match:
 - The video-evidence file is assigned to or was uploaded by the officer.
 - The video-evidence file has a recorded time that is between the dispatch start and clear time.

3. For each video-evidence file that is a potential match, Evidence.com evaluates the ID associated with the video-evidence file and, depending upon the condition found, takes the action described in the following table:

| Condition | Deduction | Action |
|---|--|--|
| The video-evidence file in Evidence.com does not have an ID. | The metadata is applicable to the video-evidence file. | Evidence.com adds the metadata from the printout entry to the video-evidence file metadata. This can include the CAD/RMS ID, category, tags, and location. |
| The video-evidence file in Evidence.com has an ID but the ID is in a format that is invalid according to the CAD/RMS system. | The ID is incorrect and the metadata is applicable to the video-evidence file. | Evidence.com adds the metadata from the printout entry to the video-evidence file metadata. The ID is replaced with the CAD/RMS ID. Other metadata may include category, tags, and location. |
| The video-evidence file in Evidence.com already has an ID that matches the CAD/RMS ID in the printout entry. | There may be additional metadata that Evidence.com needs to add to the video-evidence file from the printout entry. | Evidence.com adds the metadata from the printout entry to the video-evidence file metadata. The ID remains unchanged. Other metadata may include category, tags, and location. |
| The video-evidence file in Evidence.com already has an ID that is in a valid format according to the CAD/RMS system but the ID does not match the CAD/RMS ID in the printout entry. | This condition likely indicates that the processing of a previous printout field matched and updated the video-evidence file; therefore, it is inferred that the existing metadata applied to the evidence file is correctly applied and should not be replaced. | Evidence.com takes no action. |

User Experience and Daily Operations

After Evidence.com Integration is fully implemented, your officers no longer need to add metadata manually. They simply record videos with Axon body-worn video cameras and, at end of shift, insert their cameras into the Axon Dock. Your CAD system (or CAD plus RMS systems) has the metadata relevant to the videos recorded by officers during their shifts.



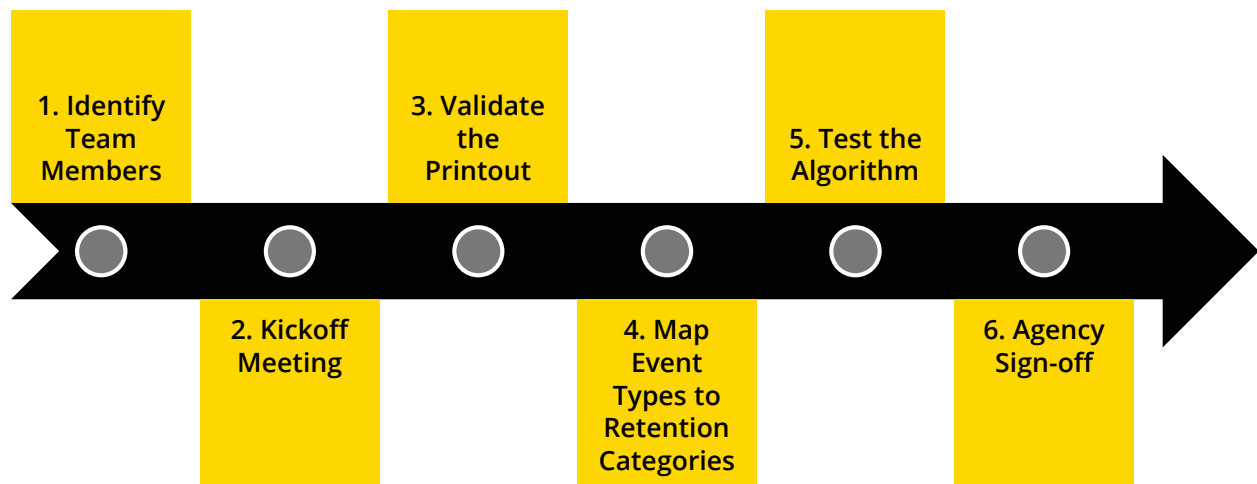
The Dock uploads their videos to your Evidence.com agency, where they become managed video-evidence files. The next time your systems place a generated database-printout file in the metadata-export folder, the Integration Client uploads the file to Evidence.com.

When Evidence.com processes the metadata in the database-printout file, it uses your agency's custom algorithm to determine which video-evidence files to tag with the metadata.

The maximum possible time between a video-evidence file uploading to Evidence.com and the integration process applying metadata to the file depends on how frequently your systems export a database-printout file. The more frequently your systems generate printout files, the shorter the time between video-evidence file upload and automated application of metadata.

Implementation Process

A successful implementation of Evidence.com integration is a process requiring collaboration between key members of your agency and TASER.



1. Identify the agency members who are critical for a successful Evidence.com integration.
2. Kick off the integration project with a meeting that includes all the identified team members. Action items resulting from the meeting are:
 - TASER will send the CAD-RMS Integration Client software to the agency
 - The agency will install the CAD-RMS Integration Client
3. Specify, generate, and validate the database-printout file.

The agency must schedule a regularly recurring, automated printout of their RMS or CAD database. The printout file must comply with Evidence.com requirements.

The agency and TASER work together to ensure that the printout file is valid.

4. Map CAD event types to Evidence.com retention categories.

The mapping information is essential to the integration algorithm prepared by the Evidence.com integration developer.

5. Test the algorithm. By closely validating the metadata applied to video-evidence files, TASER and your agency ensure that the algorithm is correctly matching evidence files and applying the metadata accurately.
6. Sign off the integration and start the regular, automatic integration process.

1. Identify Team Members

The following table summarizes the team members require to implement Evidence.com Integration for your agency.

| Agency Team | TASER Team |
|---|--|
| <ul style="list-style-type: none">• Business owner• CAD and RMS administrator• Database administrator• IT team members | <ul style="list-style-type: none">• Sales engineer• Integration developer |

On the agency team, the business owner is the officer who can make business decisions for your agency. Often, this person runs the Axon program. The business owner will make decisions about critical topics such as:

- Mapping of CAD event types to Evidence.com retention categories
- Standardization of badge IDs across your CAD system and Evidence.com
- Sign-off that Evidence.com integration is working properly.

Administrators of your CAD system and RMS, as well as a database administrator, are critical for successfully setting up the regular export of the database-printout files.

The agency team will also require the IT persons who are responsible for installing new software and for allowing outbound Internet connections.

2. Kickoff Meeting

The purpose of kickoff meeting is the following:

- Review of the implementation process
- Discussion of what the agency's team must do:
 - Set up the database printout process.
 - Install the CAD-RMS Integration Client.
 - Ensure that the network allows outbound TCP connections from the server that will run the Integration Client service to `api.evidence.com` over port 443.
 - Ensure that officer badge IDs in the agency CAD system match the officer badge IDs in Evidence.com.

Immediately following this meeting, the TASER integration developer sends the agency the CAD-RMS Integration Client software.

3. Validate the Database Printout

The TASER sales engineer will work with the agency to ensure that the database printout conforms to the requirements described in Appendix A: Database Printout Requirements.

Sometimes, ensuring that the printout file contains properly formatted data that is exported from the correct database fields requires several iterations.

4. Map Event Types to Evidence.com Categories

The TASER sales engineer works with your agency to ensure that each of the CAD or RMS event types that can appear in the database printout are mapped to the appropriate retention category in Evidence.com. If your agency prefers to map multiple event types to a single category, Evidence.com Integration can support this.

5. Algorithm Test and Agency Review

When the database printout conforms to TASER requirements, TASER arranges a test run of Evidence.com Integration with your agency. Your team places a database-printout file in the metadata-export folder, the Integration Client service encrypts and securely sends the file to Evidence.com, and Evidence.com processes the metadata received in the file; however, the test run does not apply metadata to any of your evidence files in Evidence.com.

The TASER sales engineer sets up a meeting with the business owner, in order to review the results and verify the accuracy of all the metadata changes that Evidence.com Integration would have made. This meeting should be an online-meeting format in which business owner can show the sales engineer the agency's CAD system or RMS.

If errors exist in the metadata changes, we determine whether preventing the error requires either or both of the following actions:

- The agency must change the database printout
- The integration developer needs to make changes to the algorithm.

Together, your agency and TASER iterate the test run and review process until the test results are entirely accurate.

6. Agency Sign Off and Integration Go-Live

We will iterate on this process until the agency's business owner signs off on the results of the integration. After agency sign off, the Developer will push the changes live.

Appendix A: Database Printout Requirements

The database printout file, exported from your CAD system or assembled from data exported from your CAD and RMS systems, must be a CSV file that complies with the specifications in this section.

- Some fields are required; some are optional.
- Some fields can occur more than once.
- Field headings can use underscore characters rather than spaces.

The following table shows an example CSV file of metadata exported from a CAD system.

| Event ID | Officer Badge ID | Officer Dispatched DateTime | Officer Cleared DateTime | Report Number | Category | Tag | Title | Street | City | State | ZIP Code |
|---------------|------------------|-----------------------------|---------------------------|---------------|----------|---------|------------|----------------|---------|-------|----------|
| 2016052500132 | 1345 | 2015-10-06T14:30:32Z | 2015-10-06T15:40:02Z | DR1605250334 | Homicide | TagData | Title text | 123 E Minor St | Seattle | WA | 98050 |
| 2016052500137 | 8721 | 2015-10-06T03:30:32Z | 2015-10-06T04:40:02Z | DR1605250317 | Traffic | Tagdata | Title text | | | | |
| 2016052500143 | 2962 | 2015-10-06T03:30:32-08:00 | 2015-10-06T04:40:02-08:00 | DR1605250298 | Domestic | Tagdata | Title text | | | | |

In CSV format, the data from the preceding table looks like the following example:

```
Event ID,Officer Badge ID,Officer Dispatched DateTime,Officer Cleared DateTime,Report Number,Category,Tag,Title,Street,City,State,ZIP Code
2016052500132,1345,2015-10-06T14:30:32Z,2015-10-06T15:40:02Z,DR1605250334,Homicide,TagData,Title text,123 E Minor St,Seattle,WA,98050
2016052500137,8721,2015-10-06T03:30:32Z,2015-10-06T04:40:02Z,DR1605250317,Traffic,Tagdata,Title text,,,,
2016052500143,2962,2015-10-06T03:30:32-08:00,2015-10-06T04:40:02-08:00,DR1605250298,Domestic,Tagdata,Title text,,,,
```

The following table describes the supported fields in a database-printout CSV file that is generated from CAD system data only:

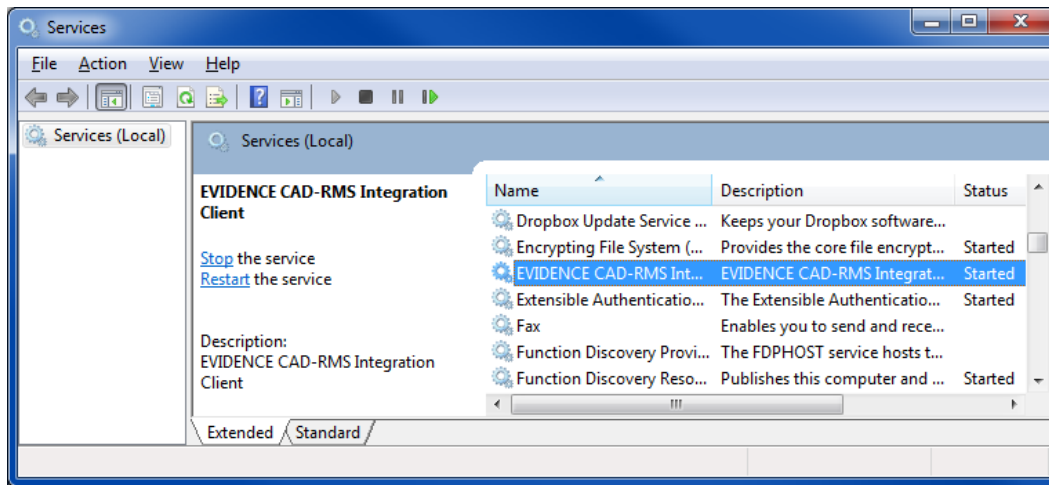
| Field | Required or Optional | Number of Instances Allowed | Description |
|------------------|----------------------|-----------------------------|---|
| Event ID | Required | 1 | The unique ID of the event. The data in the column may reflect INCIDENT#, CADIncidentNumber, or a similar field. |
| Officer Badge ID | Required | 1 | The unique badge ID assigned to the officer. This ID must exactly match the officer badge ID assigned to the Axon camera in Evidence.com. If badge IDs differ between systems, this must be resolved during the implementation process. For more information, see 2. Kickoff Meeting. |

| Field | Required or Optional | Number of Instances Allowed | Description |
|-----------------------------|----------------------|-----------------------------|--|
| Officer Dispatched DateTime | Required | 1 | <p>The start time of the officer event. Used to define the beginning of the time range that the start time of the officer's video evidence file must be within. Dispatched times must be in ISO 8610-compliant format, either using UTC or timezone offset.</p> <ul style="list-style-type: none"> • UTC format example — 2015-11-13T21:35:42Z • Timezone offset format example — 2015-11-13T21:35:42-08:00 <p>The difference between the dispatched and cleared times must to be greater than 0 (zero) but less than 8 hours.</p> |
| Officer Cleared DateTime | Required | 1 | <p>The end time of the officer event. Used to define the end of the time range that the start time of the officer's video evidence file must be within. Cleared times must be in ISO 8610-compliant format, either using UTC or timezone offset.</p> <ul style="list-style-type: none"> • UTC format example — 2015-11-13T21:35:42Z • Timezone offset format example — 2015-11-13T21:35:42-08:00 |
| Report Number | Optional | 1 | The RMS ID of the report about the CAD event. If no RMS ID is available, this field can be empty. |
| Category | Optional | 0 to many | The CAD event type code of the event. Evidence.com uses the event type provided in this column to determine which retention category is assigned to matching video evidence files. For more information, see Event-Type-to-Category Mapping. |
| Tag | Optional | 0 to many | Text labels that apply to the event. If you include more than one Tag field, the heading should be "Tag" for each of them. |
| Title | Optional | 0 or 1 | A title for the event. |
| Street | Optional | 0 or 1 | Street address or intersection of the event. This information should be recognizable by Bing Maps; otherwise, location-based Evidence.com features will be unavailable for video-evidence files matched to the event. |
| City | Optional | 0 or 1 | The full name of the city in which the event occurred. |
| State | Optional | 0 or 1 | State in which the event occurred. |
| Zip Code | Optional | 0 or 1 | The postal code within which the event occurred. |

Appendix B: Integration Client Installation

The CAD-RMS Integration Client is a windows service that is responsible for uploading database-printout files to your Evidence.com agency.

The Integration Client runs as a service on a Microsoft Windows server. After you install the Integration Client, it is listed on the Services console.



Verify Network Requirements

The Integration Client uses HTTPS to send encrypted database-printout files securely to Evidence.com. You must ensure that your agency's network allows outbound TCP connections over port 443 from the server on which you will install Integration Client to `api.evidence.com`.

Verify Server Requirements

You must ensure that the server that will run the CAD-RMS Integration Client service must meets two requirements.

1. Ensure that the server that will run the Integration Client service runs a version of Microsoft Windows that is currently supported by Microsoft.
2. Ensure that Microsoft .NET Framework 4.0 or above is installed on the server.

One way to check the .NET version currently installed on the server is to log into the server, open Internet Explorer, and navigate to <http://smallestdotnet.com>, which should be able to detect the installed .NET version.

If the current .NET version installed is below version 4.0, you must correct this prior to installing the Integration Client. You can download .NET installation packages from the following URL:

<https://www.microsoft.com/en-us/download/details.aspx?id=17851>

Set Up the Metadata-Export Folder

The Integration Client service monitors a metadata-export folder that you specify during installation. The service encrypts, uploads to Evidence.com, and deletes the local copy of any file added to the metadata-export folder.

The default folder is `C:\TaserExportFolder`.

It is recommended that you specify a folder that is available on a drive on the server running the Integration Client service.

Although it is recommended that you avoid using a UNC or network path to specify the export folder, if you choose to do so, then after you install the Integration Client, you must perform the steps in Change Integration Client Log-On Account.

Configure Client Credentials

Before you install the CAD-RMS Integration Client, you must configure your agency to recognize it by creating an API client on Evidence.com.

After you create an API client, you cannot modify it. If you need to modify a client configuration or have lost the secret for a client, delete the API client and create it again.

When you configure access and authorization for an API client, Evidence.com provides the following information:

- **Secret** — A password that your client must use to authenticate itself to Evidence.com. After Evidence.com authenticates the client, it issues a client a unique token that the client must provide to authenticate itself during API operations.
- **Client ID** — The unique ID of the API client that you create. This ID is useful only with the Evidence.com Partner API.
- **Partner ID** — Also known as your **agency ID**, this is the unique ID of your Evidence.com agency.

Evidence.com shows you the client secret *only one time*. If you do not save the secret, you cannot view it again later. The information shown when you complete this procedure is required when you perform the steps in Install the CAD-RMS Integration Client.

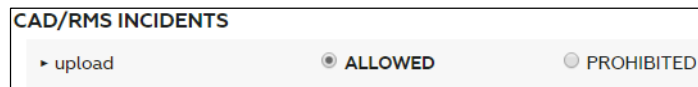
1. Sign in to your Evidence.com agency.
2. On the menu bar, click **Admin** and then under **Security Settings**, click **API Settings**.

The API Settings page appears.

3. Click **Create Client**.

The controls for naming and authorizing the new client appear.

4. In the **Client Description** box, type a meaningful description of the new client.
5. Under **CAD/RMS Incidents**, for the **upload** permission, choose **Allowed**.



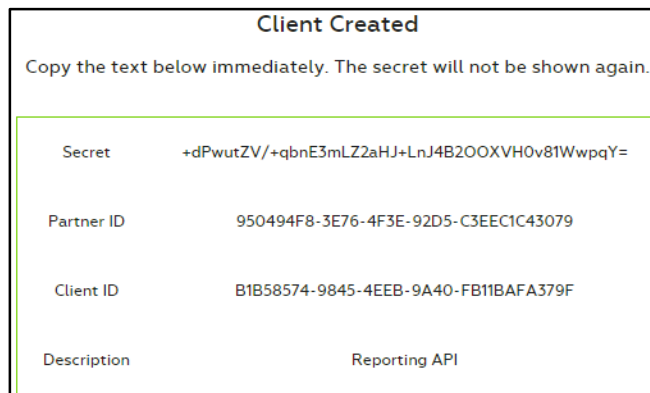
| CAD/RMS INCIDENTS | |
|-------------------|--|
| ► upload | <input checked="" type="radio"/> ALLOWED <input type="radio"/> PROHIBITED |

Note: It is recommended that all other permissions should be set to **Prohibited**.

6. Click **Save**.

Evidence.com saves the client and displays the secret, the partner ID, and the client ID. You will need this information later, when you perform the steps in Install the CAD-RMS Integration Client.

Note: This is the only time you can see the client secret. As soon as you leave the page or click Create Another Client, the secret becomes inaccessible.



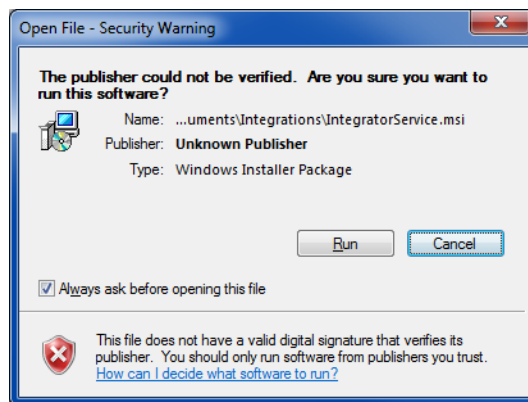
| Client Created | |
|--|--|
| Copy the text below immediately. The secret will not be shown again. | |
| Secret | +dPwutZV/+qbnE3mLZ2aHJ+LnJ4B2OOXVH0v81WwpqY= |
| Partner ID | 950494F8-3E76-4F3E-92D5-C3EEC1C43079 |
| Client ID | B1B58574-9845-4EEB-9A40-FB11BAFA379F |
| Description | Reporting API |

7. In a secure location, save the secret. It is recommended that you also save the client ID with the secret so that you can determine which client the secret is for.

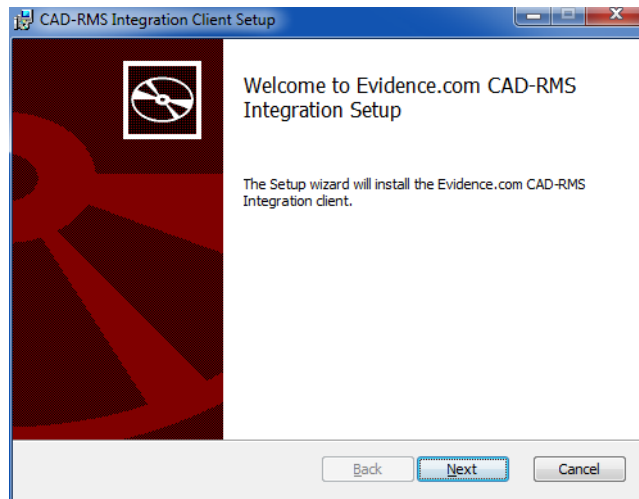
The Integration Client also requires the client ID and the partner ID; however, you can view the client ID or partner ID at any time. The partner ID is also sometimes referred to as the agency ID.

Install the CAD-RMS Integration Client

1. Ensure that you have met the requirements in the preceding sections, listed here:
 - Verify Network Requirements
 - Verify Server Requirements
 - Set Up the Metadata-Export Folder
 - Configure Client Credentials
2. Using an account that has adequate permissions to install software, log into the server that you want to install the Integration Client on.
3. Run the CAD-RMS Integration Client installation .MSI file that the TASER integration developer provided for your agency.
4. If you receive a security warning, click **Run**.

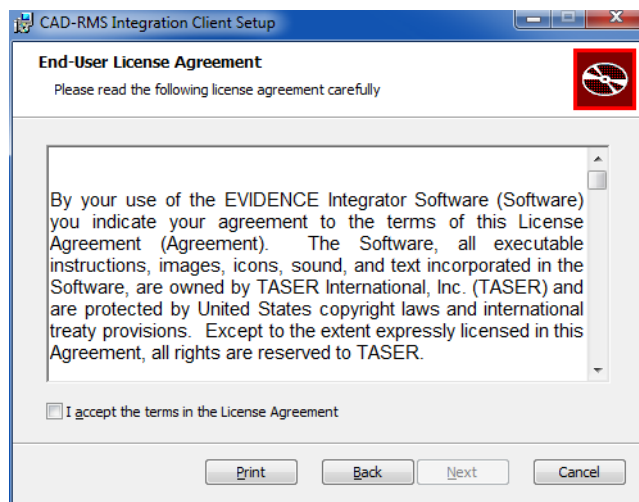


The CAD-RMS Integration Client Setup Wizard opens.



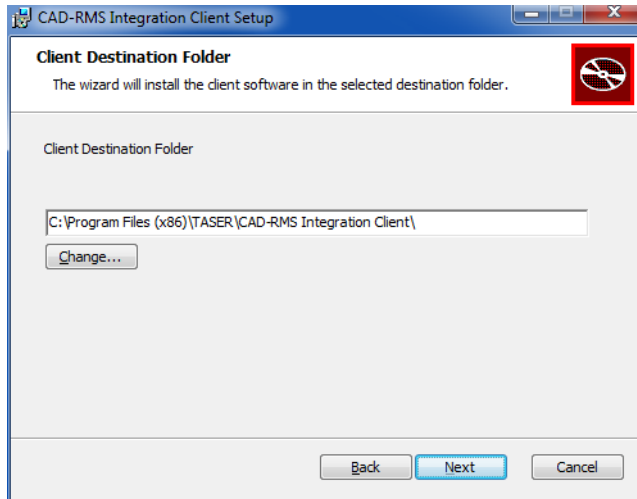
5. Click **Next**.

The End-User License Agreement (EULA) page appears.



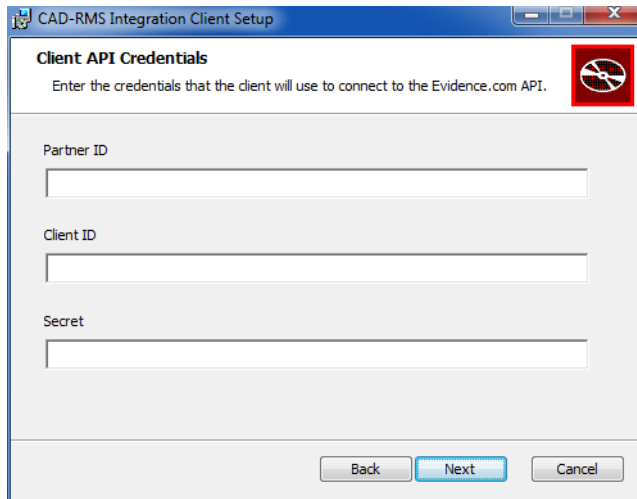
6. If you accept the EULA, select the **I accept the terms in the License Agreement** check box and then click **Next**.

The Client Destination Folder page appears, with the default folder shown. The destination folder is where the Integration Client software will be installed on the server.



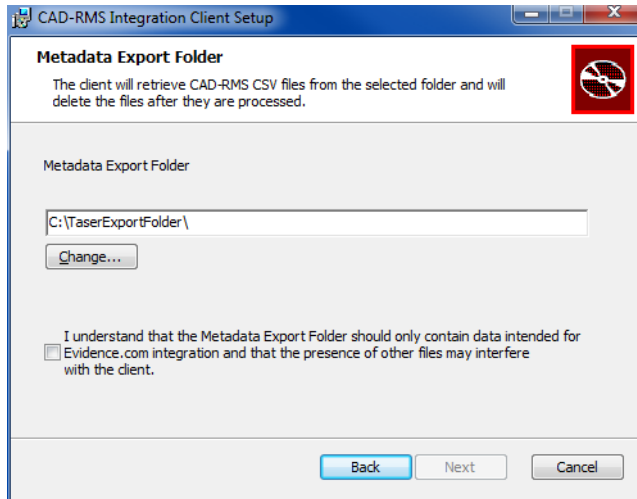
7. For specifying the destination folder, do one of the following:
 - If you want to accept the default destination folder, click **Next**.
 - If you want to select a different destination folder, click **Change**, use the **Change destination folder** window to specify the folder that you want, click **OK**, and then click **Next**.

The Client API Credentials page appears.



8. In the boxes provided, specify the partner ID, client ID, and secret that you configured in your Evidence.com agency. For more information, see [Configure Client Credentials](#).
9. Click **Next**.

The Metadata Export Folder page appears, with the default folder shown. The metadata-export folder is the folder that the Integration Client service will monitor for database-printout files.



10. For specifying the metadata-export folder, do one of the following:
 - If you want to accept the default metadata-export folder, go to step 11.
 - If you want to select a different metadata-export folder, click **Change**, use the **Change destination folder** window to specify the folder that you want, and then click **OK**.
11. Select the checkbox to acknowledge that only database-printout files will go into the metadata-export folder and then click **Next**.
12. Click **Install**.

The CAD-RMS Integration Client installs in a few minutes.
13. When the wizard indicates that installation is complete, click **Finish**.
14. If you used a UNC or network path (such as \\host\path) to specify the metadata-export folder in step 10, you must perform the steps in Change Integration Client Log-On Account.

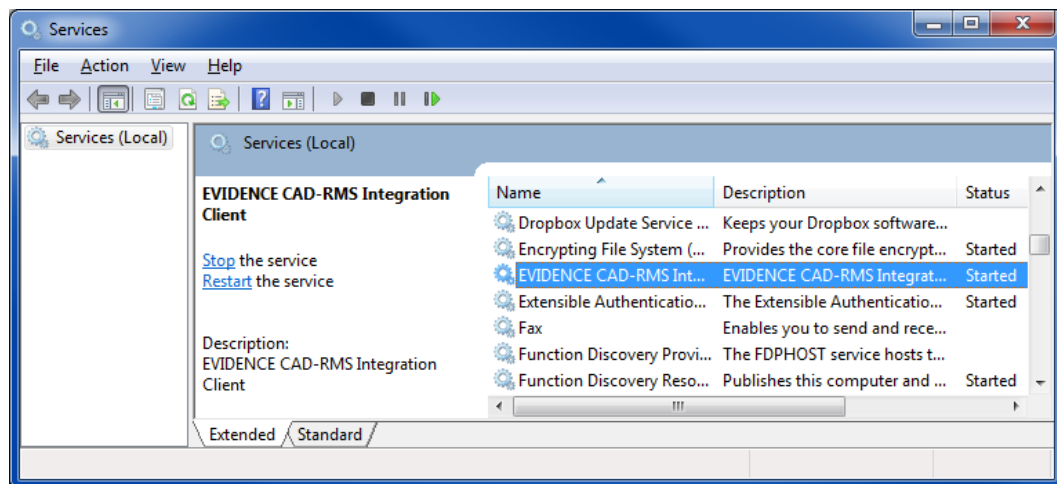
After installation, you can now start putting the printouts into the export folder.

Change Integration Client Log-On Account

If, while installing the CAD-RMS Integration Client, you specified a network path for the metadata-export folder (for example, if you specified the folder using a format such as \\host\path instead of drive:\path), you must configure the CAD-RMS Integration Client service to log on using an account that has permission to access the metadata-export folder on the network.

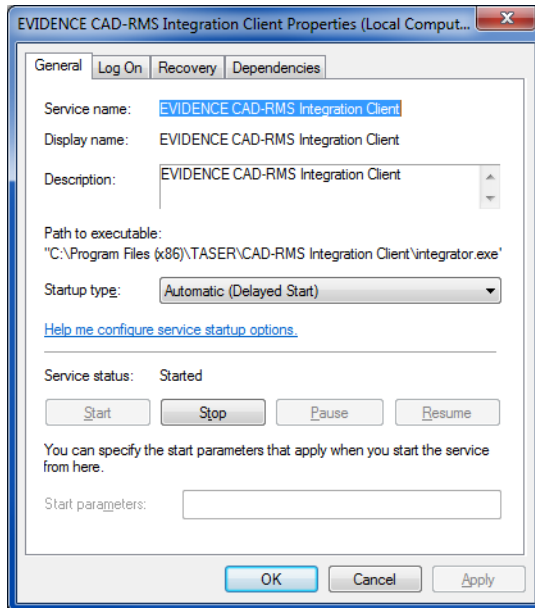
1. Using an account that has administrator permissions, log into the server that is running the CAD-RMS Integration Client service.
2. Open the Services console. Two possible ways to open this console are:
 - Open the Control Panel, search for “services”, and then click the relevant link.
 - Open the Run dialog box, enter `services.msc` in the **Open** text box, and click **OK**.

The Services console opens.

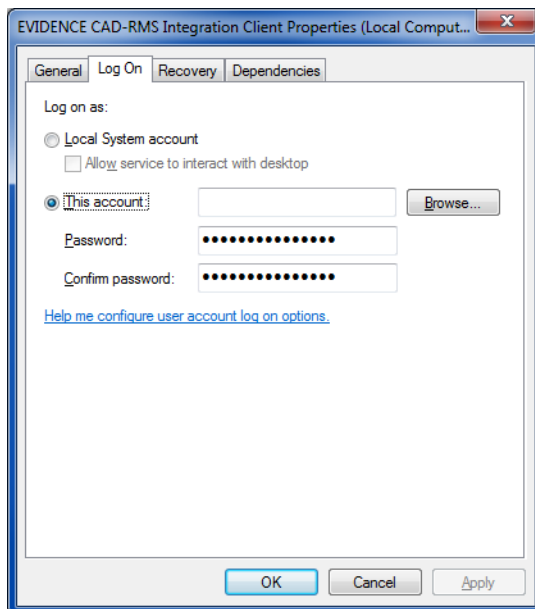


3. In the list of services, right-click **EVIDENCE CAD-RMS Integration Client** service, and then choose **Properties**.

The EVIDENCE CAD-RMS Integration Client Properties dialog box appears.



4. Click the **Log On** tab and then click the **This account** option.



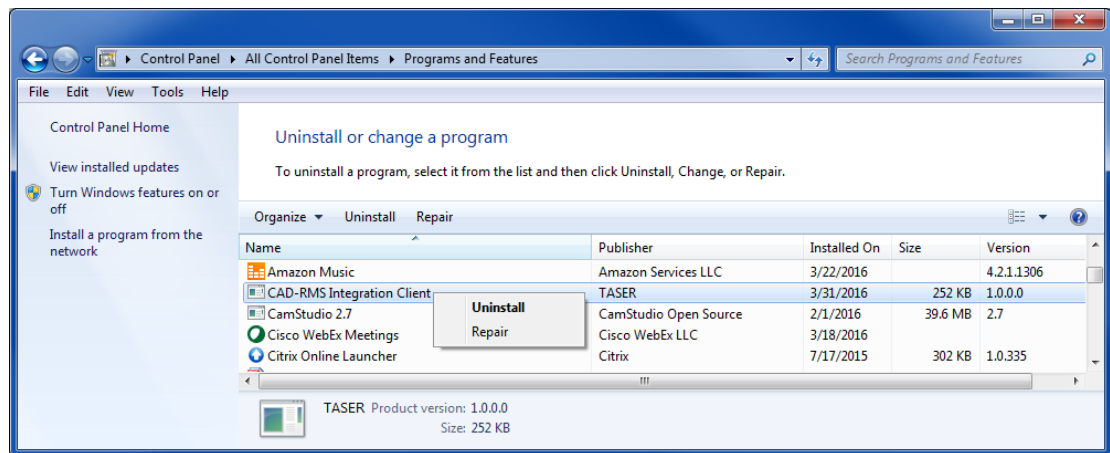
5. In the boxes provide, specify the username and password for a user account that has permission to read and delete files in the metadata-export folder that you specified when you installed the Integration Client.
6. Click **OK** and then close the Services console.

The Integration Client now runs as the user account that you specified and has the file permissions associated with that user account.

Uninstalling the Integration Client

If you need to uninstall the Evidence CAD-RMS Integration Client service, you can do so from Control Panel.

1. Using an account that has administrator permissions, log into the server that is running the Integration Client service.
2. Open Control Panel and then navigate to the Programs and Features panel.



3. In the list of programs, right-click **CAD-RMS Integration Client** and then choose **Uninstall**.
4. If a confirmation dialog box appears, click **Yes**.

The uninstallation process takes a few minutes to remove the Integration Client.