

Transcript – Cybersecurity Pt 1, Console Reboots

Welcome to this Alaska Land Mobile Radio training presentation. This series on cybersecurity starts with Part 1, dispatch consoles and software updates.

The ALMR system and associated computer network are managed jointly by the ALMR System Management Office and Motorola Solutions. The management of the system is designed to ensure reliability, security, And the utmost availability for the system for all users because of the critical nature of the use of the Alomar system.

One of the easiest ways to maintain cybersecurity and reliability for software and hardware is the application of software updates or patches. You may be familiar with software updates for your operating systems, such as Windows updates that can occur on a regular basis and may prompt you to restart your computer or perform other functions.

Depending on the hardware you are using, your IT department may manage updates in certain ways so that you may not see prompts to update as you would on a home computer, but that is being managed by a remote service.

The ALMR system has a remote service upgrade system, which ensures that Motorola and ALMR can push the appropriate software updates as needed for the system. This also includes updates to the hardware and operating system software as well. Each quarter patches are made to the system hardware itself. Please see the AMR zone controller rollover training for more information on that process.

The most common software patches apart from the core system are applied to dispatch consoles and other workstations that are directly connected to the AMR network. It is important to note that these software patches may not always give a notification that they are pending. Almost all patches and updates require the system be updated and restarted in order for those updates to take effect.

In order to ensure that security and other updates are being applied to the individual dispatch consoles, ALMR recommends that all dispatch agencies adopt a procedure and process to ensure that radio consoles that are directly connected to the ALMR system reboot their consoles on a regular basis. This will ensure that any pending updates are captured and installed on the next reboot.

Dispatch consoles may not be directly connected to the ALMR system in some dispatch centers. In these cases, your software updates may be handled in a different way. Contact the ALMR help desk for additional information.

It is recommended that councils be rebooted during off peak hours. If your dispatch center has multiple consoles, consider rebooting consoles one at a time. This will allow for backup in case there is any issue or delay with the restart, such as a large amount of patches pending that may take a few minutes.

If you have backup dispatch centers or radio consoles in remote locations that aren't normally staffed, do not forget to include these in your restart schedule. It is recommended that you restart these consoles at least once a week, but they can be restarted more frequently if desired.

The ALMR Operations Management Office or System Management office may reach out to our dispatch points of contact. If your consoles have not been rebooted in a timely manner, we ask that all dispatch centers, if possible, to ensure these reboots are done on a timely basis.

In addition to software patching dispatch, users should be aware of any odd behavior that may not be expected for dispatch consoles. These consoles that are connected to the ALMR system that may be displaying unexpected behavior could indicate there's been a compromise or some other issue. If you notice any issues with radio consoles connected to ALMR, contact the ALMR help desk immediately for guidance.

Remember to not use dispatch consoles for any other purpose. You should not be inserting USB drives or other media into consoles, Nor should you attempt to connect consoles to the Internet. Making this type of connection may result in a compromise to the security of the entire ALMR network.

If you have questions about cybersecurity or specific questions about the setup at your particular location, don't hesitate to reach out to the AMR help desk for further assistance and information. The remaining videos in this series will cover the federal security regulations and general cyber security considerations for all system users. Please see Part 2 and Part 3 for additional information.