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REVIEW AND DISTRIBUTE THIS NOTICE ACCORDINGLY



DCIN Alt Routes

DCIN users have the ability to send and receive messages. Messages can be sent to a device using the agency's Originating Routing Identifier (ORI), the device's Terminal Identifier (TID), or as part of a broadcast group. Details regarding broadcast groups (Routing Identifiers) can be found in Omnixx Force Links, Resources, NC Routing List Identifiers.

If the intended recipient of the message is unavailable or the device is down, the message will be sent to an alternate device if the alt route is available. Messages can only be alt routed a single time. This ensures messages do not continually loop from device to device if both devices are down. If the designated alt route device is down, the message is not alt routed to another device.

Pertinent Info: The FBI mandates in the CJIS Security Policy that agencies with active NCIC hot file entries must be monitored 24/7. In the event a device is down, messages must be alt routed to another device. A device can have two types of alt routes set: Automatic and Manual:

Automatic Alt Route: These routes work passively in the event a device is down. The message will be sent to the specified TID. This alt route will activate automatically in the event a user is not logged into the device or connection to the state is lost.

Manual Alt Route: These routes work actively regardless of the status of a device. Manual alt route will send messages even if the device is up and a user is logged in. These alt routes will override any automatic alt routing and will stay active until they have been removed.

Most agencies send their DCIN messages to communication centers after hours as part of their servicing agreement. If the main DCIN device of that communications center is down, then only messages sent directly to that device will alt route. Any DCIN traffic coming from another device as part of the servicing agreement will not alt route a second time. In this instance, the communication center will have to set a manual alt route to have the serviced agency's DCIN traffic to a specified device that is active (logged into and operational) directly.

Anyone needing to manually alt route a device due to an emergency, going to a back-up center, testing, etc. should have the following information ready when they contact the SBI/DCIN customer support center (919) 773-7900 or csc@ncsbi.gov:

- Name, Agency, and Contact Information
- The TID of the device they wish to alt route
- The destination TID of the device that will be receiving the DCIN traffic

To prevent confusion, it is best to present the information in the order of, “Device A needs to be alt routed to Device B.”

In the event you wish to remove a manual alt route, you only need to specify the TID that has been alt routed. It is not necessary to know where the traffic has been sent.

In Review:

- The FBI mandates that agencies with active hot file entries be monitored 24/7.
 - If a device goes down, messages must be alt routed to another device.
 - Messages are only alt routed one time, if alt route device is down, messages are not alt routed again to another device.
 - There are two types of alt routes: automatic and manual.
 - In the event the automatic alt route device is down, a manual alt route will have to be set up to have DCIN traffic sent to a specified device.
 - To set up a manual alt route, contact the Customer Support Center (919)773-7900 or csc@ncsbi.gov
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