TRAKAWEB GETTING STARTED GUIDE

UD0061

17/10/22

VERSION 3.3

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VERSION HISTORY

Version	Date	Who	Description of Changes	Approved By
1.0	10/05/13	AK	Initial version of document	
1.1	17/05/13	AK	Various updates	
1.2	30/05/13	AK	Changed minor wording on sections throughout the document	
2.0	07/11/14	AK	Updated to show the latest TrakaWEB features.	
2.1	07/05/15	AK	Changed screenshots to reflect email notifications and other updates.	
2.2	07/10/15	LN	Edited to suit lockers as well as key cabinets	
2.3	20/10/15	LN	Removed details on obsolete feature – Hide Red LEDs	
2.4	31/05/16	RC	Updated images in section 6.3.3	
2.5	27/09/16	RC	Added System Viewer Grid to section 6.4.2	
2.6	10/01/17	RC	Added information for Grant All/Revoke All in section 6.3.2	
2.7	24/05/18	WT	GDPR Added.	
2.8	21/03/19	RC	Updated System Access Grid in section 6.5.2. Updated Tech support number.	
2.9	28/02/20	RC	Added new section for MSME – Users. Added information for accessing Support Log Files.	
3.0	01/05/20	RC	Change to Support Web Address & prerequisites. Update to MSME. New Calendar format added.	
3.1	12/02/21	RC	Added Mandatory Fields to Adding Users. Updated Admin App with OS and App versions.	
3.2	03/09/21	RC	Updated document to reflect granularity in Software Permissions	
3.3	17/10/22	JO	Added new EULA	

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GDPR COMPLIANCE INFORMATION

Traka supplies Key Cabinets and intelligent Locker systems. These products keep keys & assets safe from unauthorised access, and allow only authorised users to remove and return the keys/assets they are entitled to. Traka systems give full accountability of who has (or had) which keys/assets and at what time and date.

This is usually managed by software that runs on either the Traka product and/or the client's computer network. To achieve all this, the Traka products hold personal information in order to identify individual users as well as the keys/assets. Examples of this are the storage in the Traka products of names, email address, PIN/card numbers and other detailed personal information required by a Data Controller (any organisation using the Traka systems).

Please be aware that under General Data Protection Regulations (GDPR) any Data Controller "shall be responsible for, and be able to demonstrate, compliance with the principles of GDPR". With regards to the personal data held on Traka products, the company or organisation that owns and operates the Traka system is the Data Controller as they are responsible for obtaining that data and for determining the purpose and legal grounds for which it is to be used.

Traka are happy to confirm that its products have the functionality & protection in place for an organisation to meet GDPR obligations including the fulfilment of the following rights to individuals (please note that to fulfil these requirements a process of using the software reporting process and/or exporting screen shots will be required):

- to be informed how their personal data is being used
- to access the personal data that is being held
- to rectify if any of their personal data is inaccurate or incomplete
- to erase and delete personal data
- to restrict processing of their personal data
- to obtain a copy of their personal data
- to object to their personal data being processed

On this basis, operators of Traka systems are reminded that they must take into account their obligations and responsibilities under GDPR when carrying out the following:

- Determining what personal data is to be held within the system and the legal grounds for doing so
- Obtaining the personal data from individuals and inputting it to the system
- Determining the appropriate access controls for the system and the data held on it
- Defining who is able to process the personal data and putting in place the appropriate Data Processor Agreements
- Understanding the requirements for, and implications of, sharing the personal data with other systems that are integrated to the Traka system
- Removing/deleting/erasing personal data from the system (including any backup copies) and dealing with Subject Access Request or Data Breaches

For more information about GDPR in relation to Traka products and systems, please contact GDPR@traka.com

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1. INTRODUCING TRAKA

1.1 ABOUT US

About Traka

Originally, the manufacturer of one of the world's first electronic key management systems in 1990 - we are now considered as world leaders in innovative technology for sophisticated, intelligent key management systems and locker solutions to manage and control access to your most important assets. In April 2012 Traka was acquired by ASSA ABLOY, the world leader in door locking solutions.

Traka is used extensively in the UK and in over 30 countries worldwide supported by our network of distributors and resellers. Our market sectors span many industries and include: Distribution and MHE Management; Fleet Management in Police, Road Haulage and Car Dealerships; Property Access Control in Prisons, Secure Units, Hospitals, Hotels, Schools, Universities and Managed Accommodation; Equipment, Asset Management and Control in Casinos, Petrochemical, Mining, Airports, Docks, Railways, Quarries, Military and Emergency Services.

Traka Service

Customer satisfaction is our top priority – at Traka we pride ourselves on building long term partnerships from initial hardware installation, through the system software configuration and user training and finally in providing on-going customer support via our help-desk. Project Management begins from the moment that you decide to place your order with Traka. Our specialist Customer Account Managers work behind the scenes with our sales team to ensure a seamless handover.

The service provision you can expect from Traka will include...

- An experienced engineer to install the system at your site
- A project manager to help you plan your system configuration – your keys, users, their permissions and reports you want to prepare
- Training for your users and administrators
- Aftercare from our account management team
- Telephone assistance using our dedicated help line direct to our UK support center
- Optional 3 and 5 year maintenance contracts are also available

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2. CONTACT INFORMATION

Switchboard Tel:	+44 (0)1234 712345

Account Manager

Account Manager Name:	
Direct Contact Tel:	
Contact Email:	

Account Manager 2 (if applicable)

Account Manager Name 2:	
Direct Contact Tel 2:	
Contact Email 2:	

Technical Support / Help Desk

Help Desk Direct Tel:	UK Telephone: **0333 355 3641** International Telephone**: +(0)44 333 355 3641**
Help Desk Email:	**support@traka.com**
Support Web Address	https://support.traka.com/

Product Information and Sales Enquiries

Sales Website	**www.traka.com**
Sales Enquiries Email	**sales@traka.com**

Other Contacts

Name and Position :	
Contact Tel:	

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3. WHAT AND WHOM IS THIS GUIDE FOR?

This Getting Started Guide has been prepared to provide you (the end user) with an overview of the main features of TrakaWEB. It covers the basics on how to use TrakaWEB in conjunction with both Traka Touch Key Cabinets and Traka Touch Locker Systems. It is intended as a compliment to the in depth product training you will have received from one of our experienced Traka Project Managers after your Traka system has been installed and commissioned. We understand that you will not remember everything from your product training, so please keep this guide handy for those times when you need to remember how to add a user, edit an item or simply refresh your memory on how to restrict access to an item and more.

4. WHAT THIS GUIDE ISN'T

This guide is not a replacement for the in depth product training you will receive from one of our experienced Traka Project Managers, nor is it a replacement for the complete **TrakaWEB User Guide**. The complete User Guide can be opened from TrakaWEB by clicking on the **Help** button; the guide will cover everything you need to know about TrakaWEB. It can also be downloaded from www.traka.com/support as a PDF.

4.1 PREREQUISITES

Before using TrakaWEB, please ensure you have read the most recent versions of the following user guides:

- **TD0013 - TrakaWEB Installation & Configuration Guide**
- **UD0018 - TrakaWEB User Guide**
- **UD0011 - Traka Touch User Guide (for Key Cabinets)**
- **UD0090 - Traka Touch Locker User Guide (for Locker Systems)**

What is TrakaWEB?

TrakaWEB is a web based administration suite for centrally managing Traka Touch systems. Developed to support any organisation or industry managing an unlimited number of items.

Prerequisites for TrakaWEB

The following Server specifications are recommended:

- **Windows Server 2019 with IIS10**
  (3GHz Xeon, 8GB RAM, 500 GB HD)
- **Windows Server 2016 with IIS10**
  (3GHz Xeon, 8GB RAM, 500 GB HD)
- **Windows Server 2012 R2 with IIS8.5**
  (3GHz Xeon, 8GB RAM, 500 GB HD)
- **Windows Server 2012 with IIS8**
  (3GHz Xeon, 8GB RAM, 500 GB HD)
- **Windows 10 (Professional or Enterprise editions) with IIS10**
  (3GHz i3, 8GB RAM, 500 GB HD)
- **Windows 8.1 (Professional or Enterprise editions) with IIS8.5**
  (3GHz i3, 8GB RAM, 500 GB HD)
- **Windows 8 (Professional or Enterprise editions) with IIS8**
  (3GHz i3, 8GB RAM, 500 GB HD)
- **64-bit support**
  Physical or Virtual machine support

The following Databases are supported:

- **SQL Server 2012 and above (incl. Express version) but may be configured to 'Mixed Mode Authentication' or 'Windows Authentication'.**

The following Client Browsers are supported:

- **Internet Explorer** (minimum but latest version recommended)
- **Google Chrome** (latest version recommended)
- **Mozilla Firefox** (latest version recommended)
- **Safari** (for Mac only - latest version recommended)
- **Microsoft Edge** (latest version recommended)

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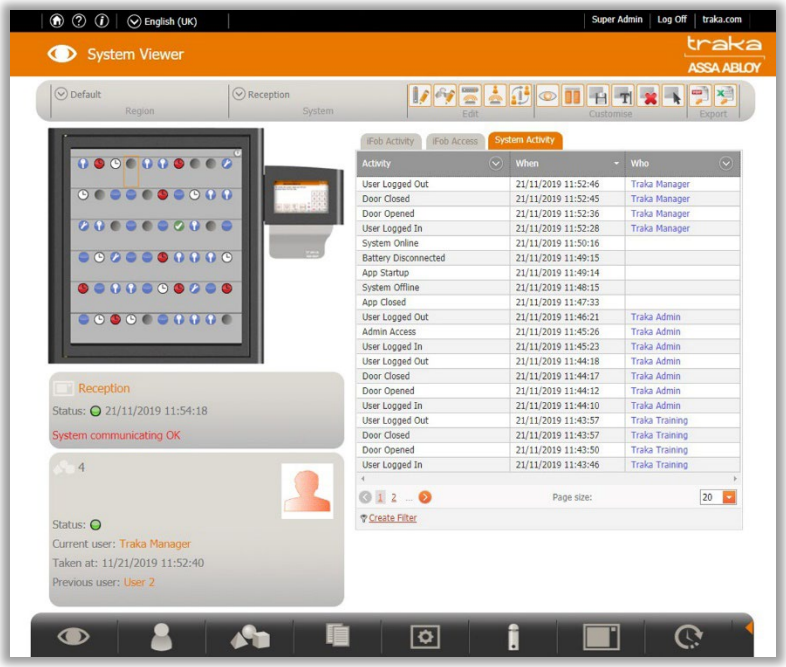
5. TRAKAWEB

5.1 OVERVIEW



TrakaWEB is the browser based software solution that allows complete administration and analysis of your Traka Touch Management System. TrakaWEB is supplied on CD ROM or downloadable from support.traka.com.

TrakaWEB allows you to define:-

- ***Traka Systems*** (also known as cabinets or lockers)
  Configure Traka system(s) to match that of your physical systems…
- ***iFobs*** (refers to RFID tags if using RFID locker systems)
  Attach items, restrict permissions, assign curfews and more…
- ***Items***
  Create new item types, add all of your items along with their credentials, and attach them to positions in the system
- ***Users***
  - ***TrakaWEB Users***
    These are people who will need to use the TrakaWEB software. Software login groups are setup with specific permissions applicable to what the people in the group should be allowed to do e.*g. a particular group may be allowed to add items and item details but not edit users!*)

  - ***Traka System Users***
    These are people who need to use the system(s) but not necessarily the TrakaWEB software. They are granted access to only the items they are allowed to take.
    Of course many users will require access to TrakaWEB *and* to the Systems.

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5.2 BASICS

5.2.1 CHANGING THE LANGUAGE

TrakaWEB can display the whole web layout in various different languages. These can be set on a per user basis so that when each user logs into TrakaWEB it will automatically change to the appropriate language. You can also change the language whilst browsing through TrakaWEB by clicking the small arrow button next to the language name, which will show a list of the currently supported languages. Simply select the desired language.

5.2.2 LOGGING INTO TRAKAWEB

1. Once you have completed the installation and commissioning of TrakaWEB, open a new window in your web browser and navigate to your TrakaWEB URL and you will be presented with the login screen.

NOTE: Please view the provided user guide - 'TD0013 - TrakaWEB Installation & Configuration Guide' for more information on your TrakaWEB URL.

1. Enter your username and password and select the 'Log On' button.

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5.2.3 NO MORE ACCESS LEVELS

Traditionally Traka have used 'Access Levels' to define whether a user can remove an iFob/item from the system. Historically you would assign each item with an access level from 1-2560. The corresponding access level would then need to be allocated to the user. For example, if items 1-10 had an access level of 1, then any user needing to remove any of those items would also need access level 1 in their user details.

TrakaWEB does not use access levels, instead you directly grant the user access to the item's position, therefore giving them access to the item(s) attached. This bypasses the use for individual access levels. You can select which items the user can remove in the User Details grid under item access tab.

5.2.4 TRAKA TOUCH SYNCHRONISATION

Once your system has been connected to TrakaWEB all the items, users and general data from your Traka Touch system will automatically be synchronised when you log in. After the initial Sync, TrakaWEB will communicate with your system every 30 seconds to ensure all information is as up to date as possible.

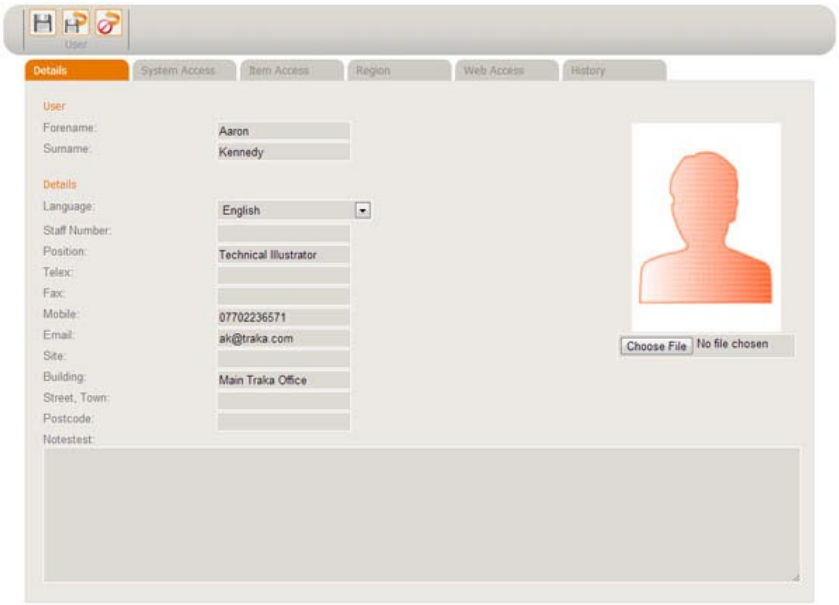
The current status of your system is displayed in the detail panel on the system viewer page.

5.2.5 HYPERLINKS

Throughout TrakaWEB there are areas of text that are highlighted orange; these are hyperlinks that can be selected to take you from one page to another. This allows you to quickly navigate from one section to another without cycling through different menus or clicking the forward and backward buttons on your browser. An example of a hyperlink in TrakaWEB is shown below.

From the item panel on the system viewer, click the 'previous user' name.

You will automatically be taken to the Edit User page, which holds all the information about the user.



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5.3 TRAKAWEB INTERFACE

5.3.1 GENERAL INTERFACE

Each area of TrakaWEB displays different information and therefore varies in layout and style; however, a general interface is maintained consistently throughout TrakaWEB. Located at the top of each page is a black and orange banner, which will display certain buttons and information that are used in every aspect of TrakaWEB.

1. **Home Button**
   When selected, the Home button will take you from the page you are currently viewing, back to the system viewer page.

2. **Help Button**
   Selecting this button launches the built in TrakaWEB User Guide.

3. **Information Button**
   Clicking this will show a small dialogue box that tells you what version of TrakaWEB you are using along with licencing information and support details such as telephone and email addresses.

4. **Language Selector**
   Selecting this button will display a list of languages that TrakaWEB currently supports. Selecting one of those languages will automatically change all text on screen to the specified language. This can also be set on a per user basis, ensuring that all text will automatically change when the user logs into TrakaWEB/Traka Touch.

5. **User Name**
   Here the currently logged in user's name is displayed.

6. **Log Off Button**
   Clicking this will log you out of TrakaWEB.

7. **Traka Website Link**
   Clicking traka.com will take you to the main Traka website.

8. **Page Name & Icon**
   Each page of TrakaWEB will display the title of that page along with an icon.

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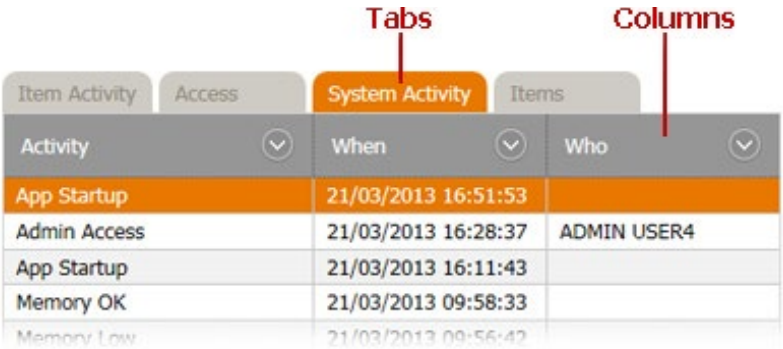
5.3.2 GRIDS

Throughout TrakaWEB, there are various places that use grids to display important information. Each will vary slightly in what columns are displayed or what size they are. However, the navigation through each grid is the same.

Tabs & Columns

Each grid is made up of one or more columns and often has at least one tab. Columns can be added, moved and deleted from a grid simply by using the Show/Hide Grid Columns tool located at the top of the page in the Ribbon Toolbar.



Any combination of columns can be saved and stored for later viewing; these are known as Layouts. Please refer to the Layouts Overview in the full TrakaWEB User Guide.

Filtering Data

The information in each column of a grid can be sorted by ascending or descending order. To achieve this simply click on the empty space of a column header to toggle the information from random to ascending first, click again to sort to descending first.

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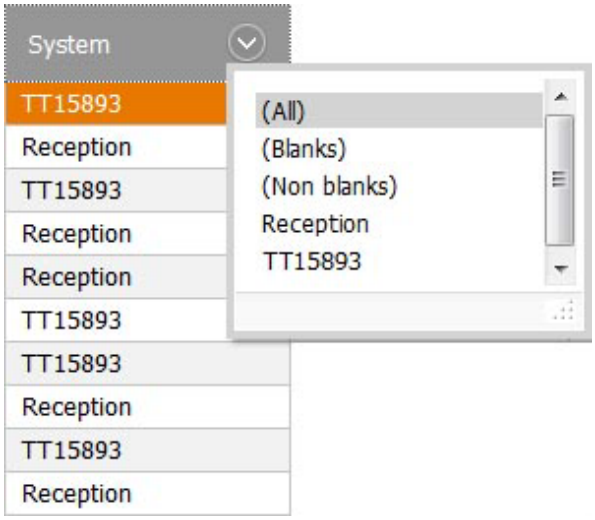
Often there is a chevron button next to the column name; these also offer different options for filtering information. In the example below the system chevron has been dropped down to show the names of all systems in the selected region. By default, the column always shows 'All' the system names. Clicking one of these names will automatically display that specific system. The option 'Blank' will display any system without a name whereas 'Non Blanks' will show every system that has a name.



It is also possible to sort information on multiple columns. For example, clicking the position column will sort the position number ascending first i.e. 1, 1, 1, 2, 2, 2, 3, 3, 3 for however many systems you have in the database. Holding the shift key on your keyboard and selecting another column, system, will then sort the position number by the system title.

At the bottom of each grid is the page selector, you can click the number of the page you require or alternatively clicking either of the < > buttons will move the page along one page at a time. To navigate to the very first or last page click the << or >> respectively.

Often there is also the option to select how many lines of data you can view on each page; this is only applicable if you have many lines of data that cannot be shown together. Selecting the drop-down arrow from the Page Size form in the bottom right hand corner will allow you to select how many lines of data will be displayed on each page.

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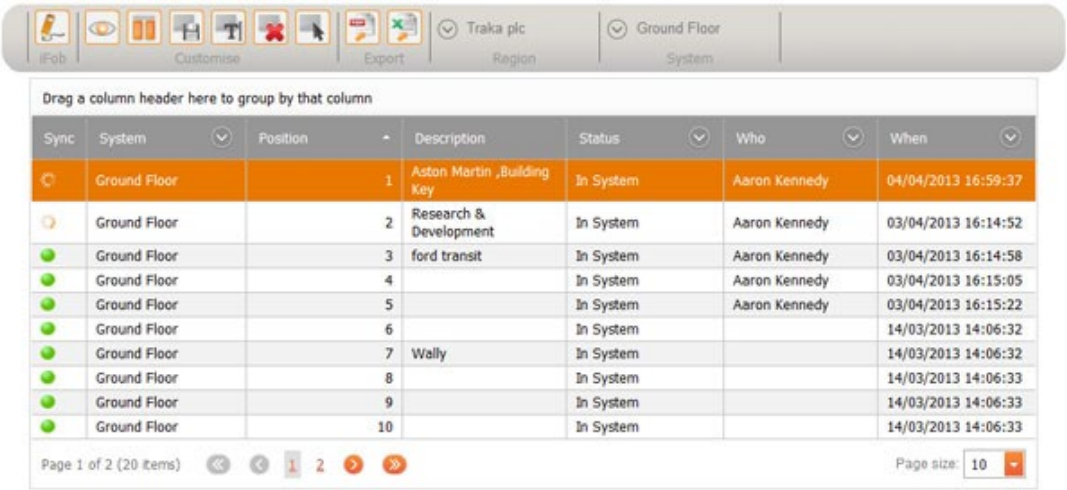
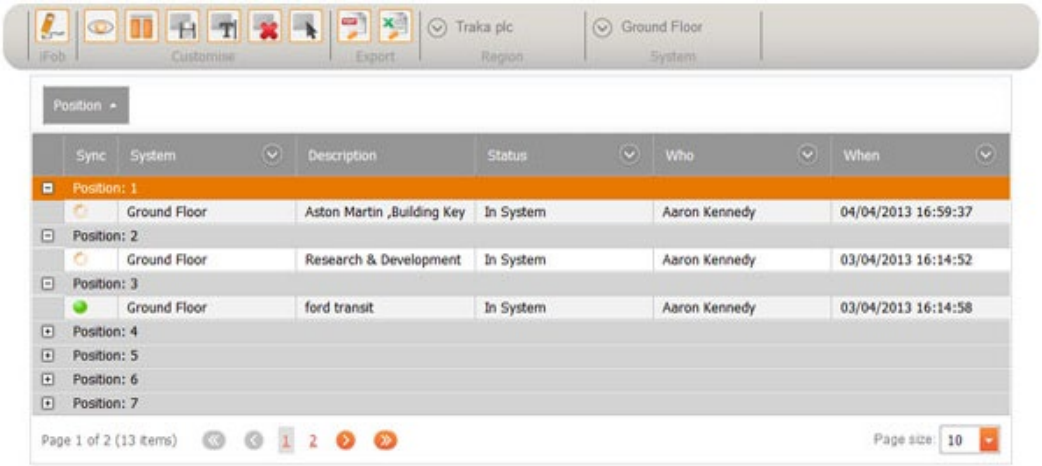
Grouping Information by Column

Many grids in TrakaWEB have the functionality to group information by the column. To tell if the grid you are viewing is able to group by columns, there will be a 'grouping bar' located above the grid just under the ribbon toolbar that displays the message 'Drag a column header here to group by that column'.

NOTE: If the 'grouping bar' is not visible, select the 'search' button in the ribbon toolbar.



In the grid in the example below, the column 'position' has been added to the grouping bar. This allows you to view each position number individually. By expanding each line, you will see the details for that position number across all systems in the database. If you had three systems, you would see three separate lines with details on that position number in each of the three systems.



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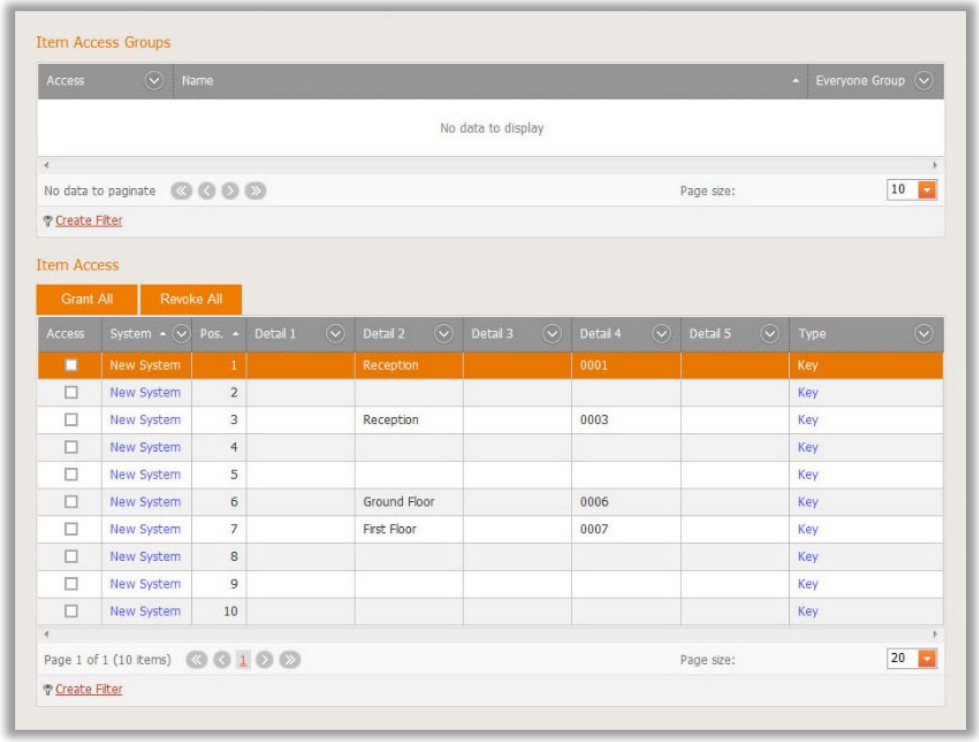
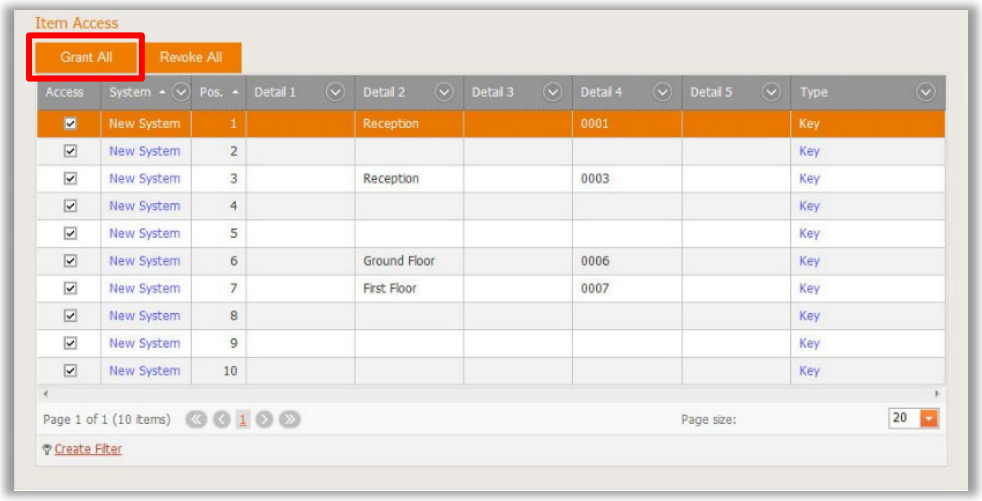
Grant All/Revoke All

The Grant All/Revoke All buttons are a quick way to allocate or deallocate access of all items to a user. They can be used in relation to Item Access Groups and Item Access.

1. At the Edit User screen, click on the **Item Access** tab.



2. Clicking on the **Grant All** button will place a tick in every box in the Access Grid.



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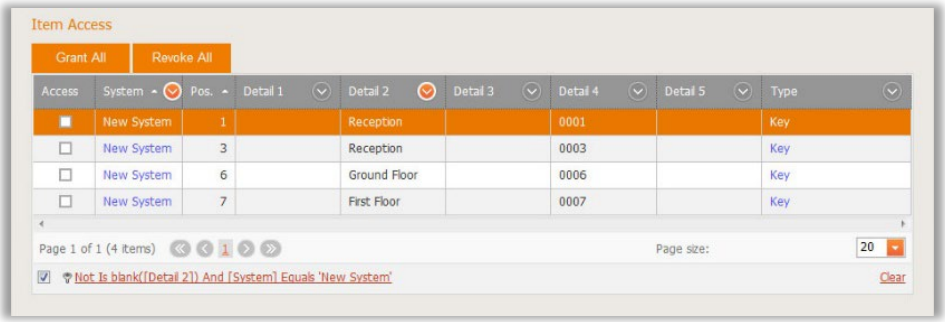
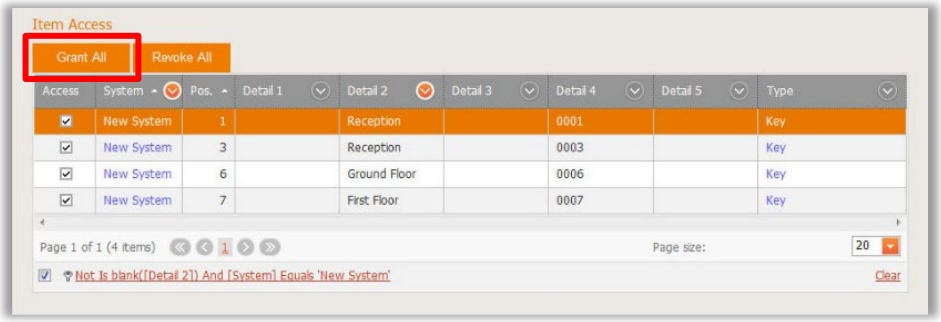
The same function can be applied to filtering the information in the grid.



Clicking on **Grant All** with a filter applied will only grant access to the items currently displayed in the grid.



NOTE: A similar process can be applied when setting up Users and Items in Access Schedules by clicking on Select All or Remove All.

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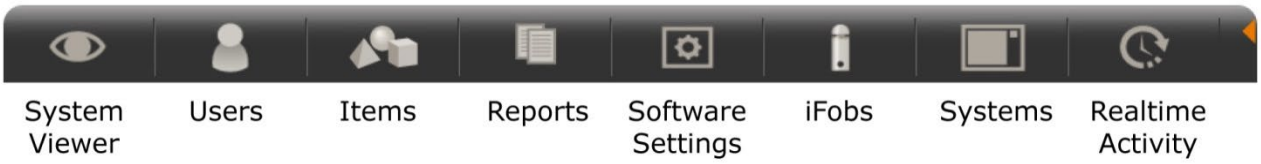
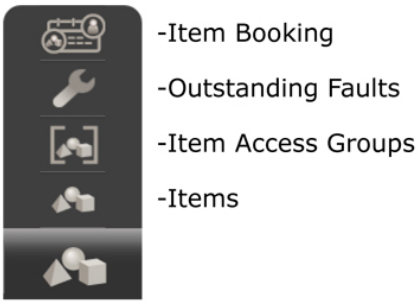
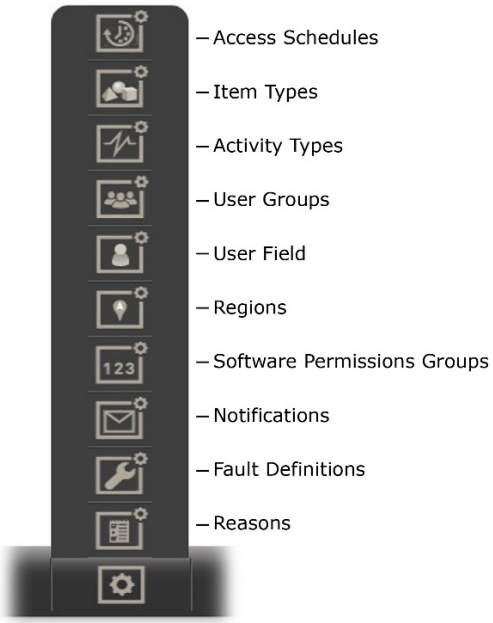
5.3.3 NAVIGATION TOOLBAR

Throughout TrakaWEB at the bottom of each screen, you will notice the Navigation toolbar. From here, you will be able to navigate to the different pages of TrakaWEB such as the System Viewer, User Details, Items, Software settings, Reports etc. See the following images below for a breakdown of each area.

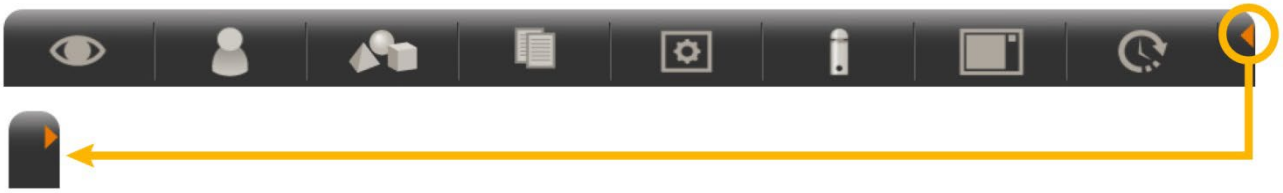


Clicking on these buttons will take you to the corresponding page; however, there are two exceptions to this. Groups and Software Settings have sub menus that will appear when they have been clicked once.





Clicking the orange arrow at the end of the toolbar will minimise it to the left hand side of the screen. Clicking a second time will restore it to its original state.



For more information on the other pages of TrakaWEB, please review the full **TrakaWEB User Guide UD0018**.

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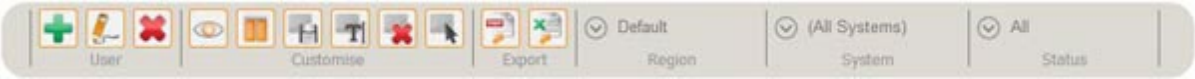
5.3.4 RIBBON TOOLBAR

Located at the top of most pages throughout TrakaWEB is the Ribbon Toolbar. From here you can select various options that are specific to each page e.g. if you were currently viewing the User page you would see the following ribbon toolbar.



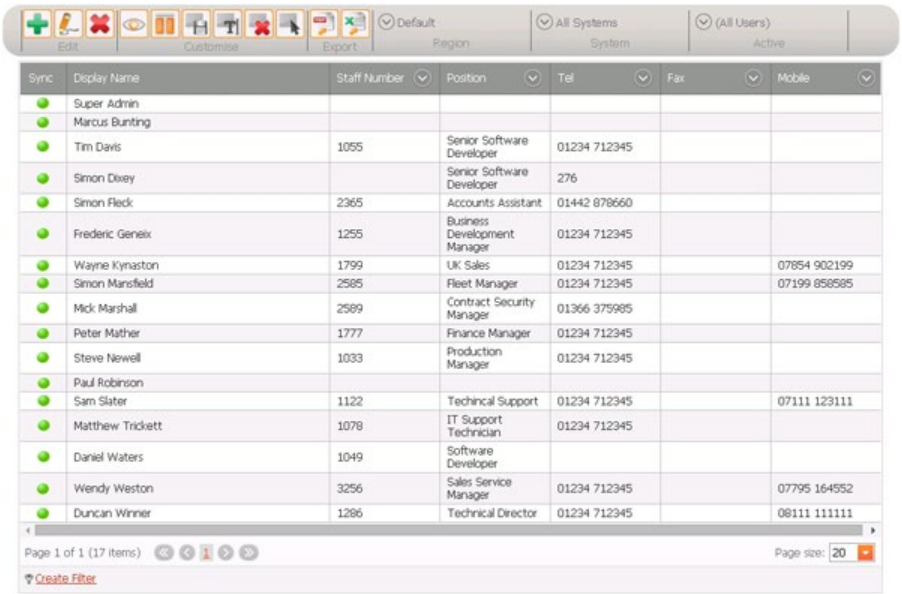
The drop down sections on the toolbar consist of System, Region and Status selection. Clicking the small arrow button next to the system or region name will display a list of the systems/regions that currently exist in your database. The status selection will only be found in some areas of TrakaWEB, such as the User List. This allows you to filter the users if they are active or inactive. You can also select an all option to view all users.

For a more detailed explanation of the Ribbon Toolbar, please refer to the latest version of **UD0018 – TrakaWEB User Guide**.

5.3.4.1 FILTERING

There are several ways to filter information in TrakaWEB by using the ribbon toolbar. On the right side of the toolbar, you will see columns such as Region, System, Status, Type etc. These change throughout TrakaWEB and apply to the page you are currently viewing.

Simply select the drop-down arrow and select one of the supplied options and the corresponding grid will filter the information accordingly. For example, below is an image of the user list. In this instance, the customer has a database with many systems that are also in different regions and lots of users who have access to various items.



Sync	Display Name	Staff Number	Position	Tel	Fax	Mobile
	Super Admin					
	Marcus Bunting					
	Tim Davis	1055	Senior Software Developer	01234 712345		
	Simon Dixey		Senior Software Developer	276		
	Simon Fleck	2365	Accounts Assistant	01442 878660		
	Frederic Geneix	1255	Business Development Manager	01234 712345		
	Wayne Kynaston	1799	UK Sales	01234 712345		07854 902199
	Simon Mansfield	2585	Fleet Manager	01234 712345		07199 858585
	Mick Marshall	2589	Contract Security Manager	01366 375985		
	Peter Mather	1777	Finance Manager	01234 712345		
	Steve Newell	1033	Production Manager	01234 712345		
	Paul Robinson					
	Sam Slater	1122	Techincal Support	01234 712345		07111 123111
	Matthew Trickett	1078	IT Support Technician	01234 712345		
	Daniel Waters	1049	Software Developer			
	Wendy Weston	3256	Sales Service Manager	01234 712345		07795 164552
	Duncan Winner	1286	Technical Director	01234 712345		08111 111111

To find all the users that are in a specific region, simply select the Region drop down selection arrow and choose a region from the pre-configured options.

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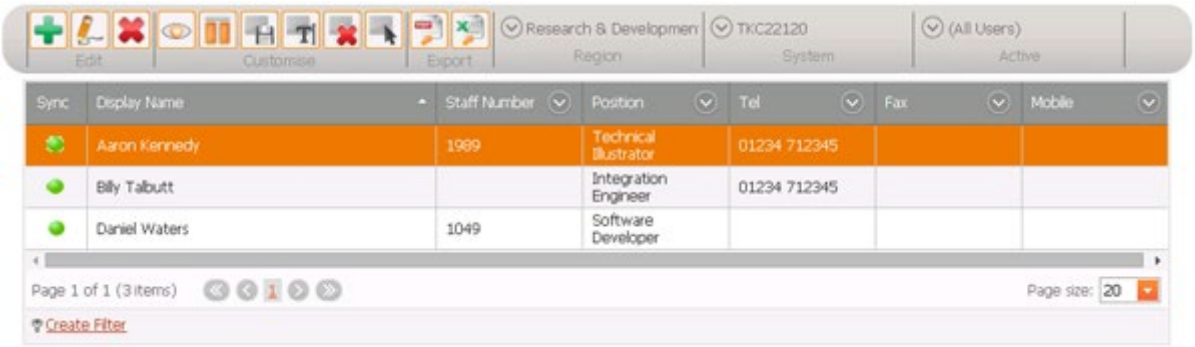
This will then narrow down the list of users to those who are only in the specified region. You can further strengthen this search by selecting a specific system within the region.

Now the results have been filtered twice making it easier to find the information that is required.



5.3.4.2 COMMON BUTTONS IN TRAKAWEB

The buttons and options on the ribbon toolbar will change according to the page you are currently working on. There are several common buttons that appear in many places throughout TrakaWEB. Please see below for button descriptions.

General Options

Add

When viewing such pages as users or items, you can click the Add button to add a new user/item/group etc. to the database.

Edit

When viewing such pages as users or items, you can highlight an existing user or item and click the Edit button to edit that particular user/item/group etc.

Delete

When viewing such pages as users or items, you can highlight a line of data and click the Delete button to delete that user/item/group etc.

Save

The Save button can be found in various places throughout TrakaWEB, selecting it will save any changes you have made or are currently making.

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Save & Return

The Save & Return button can be found in various places throughout TrakaWEB, selecting it will save any changes you have made and take you back to the previous page.

Cancel & Return

The Cancel & Return button can be found in various places throughout TrakaWEB, selecting it will cancel any changes you have made and take you back to the previous page.

Customise Options

Search

Throughout TrakaWEB you can Search grids for specific information. Selecting the search button from the ribbon toolbar will enable you to search for a user, activity, item description etc. directly from each column in the grid.

Show/Hide Grid Columns

The Show/Hide Grid Columns button allows you to add or remove fields of your choice to the tab you are currently viewing. Once you have added a field to the grid, it becomes a column that you can move or remove. For more information, please refer to **UD0018 – TrakaWEB User Guide**.

Save Layout

After you have customised a grid by adding, moving or deleting columns/fields, you have the option to save that selection so that you can later return to the same grid and select a pre-configured layout without having to select different columns/fields. For more information on Layouts, please refer to **UD0018 - TrakaWEB User Guide**.

Rename Layout

After a layout has been saved, you can rename it at any time if you wish to do so by clicking this button. For more information on Layouts, please refer to **UD0018 - TrakaWEB User Guide**.

Delete Layout

After a layout has been saved, you can delete it at any time if you wish to do so by clicking this button. For more information on Layouts, please refer to **UD0018 - TrakaWEB User Guide**.

Select Layout

After a layout has been saved, you can select it and any other layouts at any time by clicking this button and selecting the saved layout from the list. For more information on Layouts, please refer to **UD0018 - TrakaWEB User Guide**.

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Export Options

Export to PDF

In TrakaWEB, it is possible to export the data from whatever grid you are viewing into PDF format. Simply select the Export to PDF button from the ribbon toolbar and TrakaWEB will open a new tab in your browser with the currently viewed data into a PDF.

Export to Excel

In TrakaWEB, it is possible to export the data from whatever grid you are viewing into a Microsoft Excel format. Simply select the Export to Excel button from the ribbon toolbar and TrakaWEB will generate a new tab in your browser with the currently viewed data into an Excel Spreadsheet.

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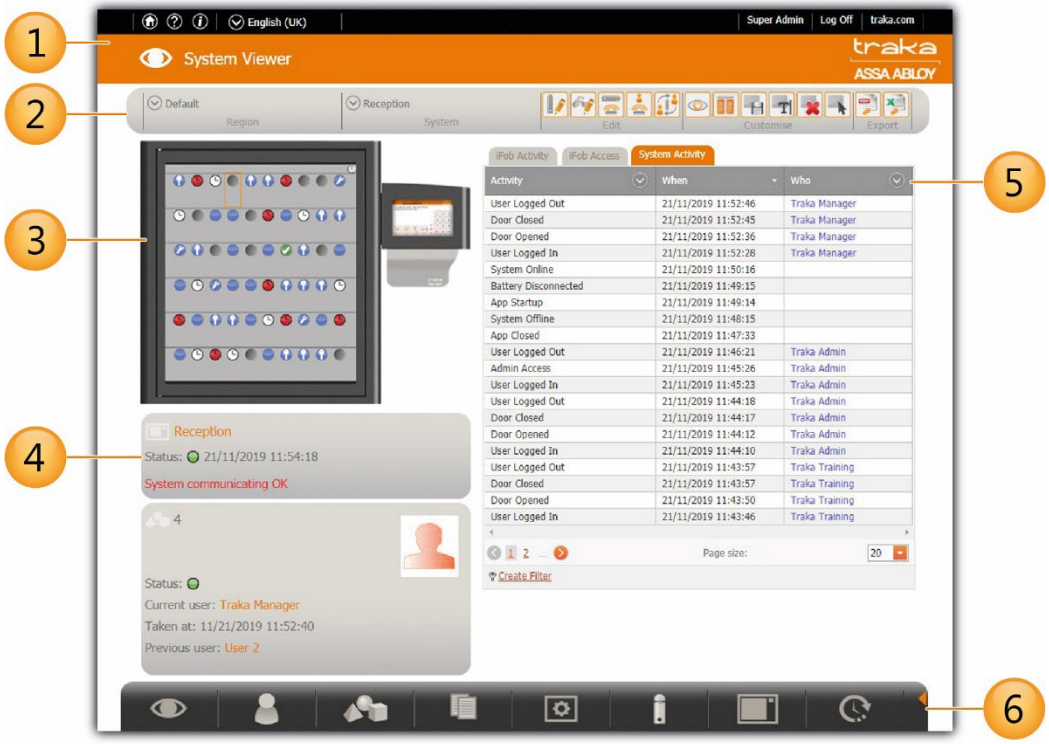
5.4 TRAKAWEB SYSTEM VIEWER

5.4.1 SYSTEM VIEWER DIAGRAM

The System Viewer allows you to see a representation of your Traka Touch system on your PC. This is the 'Home' screen of TrakaWEB that will appear each time you log in. From here, you can view all the activity of each system in the database. Only one system can be viewed at a time.



1. **TrakaWEB General Interface**
   The General Interface is the buttons and options located at the top of each page of TrakaWEB in the black and orange banner. This interface will display certain buttons and information that are used in every aspect of TrakaWEB no matter what page you navigate to. Please refer to the 'TrakaWEB Interface' section for more details.

2. **Ribbon Toolbar**
   The Ribbon Toolbar is located at the top of most pages throughout TrakaWEB and contains buttons and drop-down menus relevant to each section.

   The drop-down sections to the left of the ribbon toolbar are System and Region selection. Clicking the small arrow button next to the system or region name will display a list of the systems/regions that currently exist in your database. For more information, please see the separate topics for Systems and Regions in the document **UD0018 – TrakaWEB User Guide**.

   The buttons on the right in the 'Tool' section are only relevant to the system viewer page. Other buttons in the 'Customise' & 'Export' sections can be found in other places in TrakaWEB.

3. **System Display**
   The System Viewer displays an interactive image that represents the type of Traka Touch system you have. The colours and icons of the iFobs/Items in the system viewer change depending on their current status. These icons also differ between Key Cabinets and Locker Systems.

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Key Cabinet Status Icons

- No iFob defined
- iFob currently in the system with no items attached
- iFob currently in the system with items attached
- iFob with no items currently out of the system
- iFob with items currently out of the system
- iFob currently out of the system and under a curfew
- iFob currently out of the system and is overdue
- iFob currently in the system and has a fault logged against it
- iFob currently in the system and has a repaired fault logged against it
- iFob in the wrong slot. The X shows the where the iFob has been incorrectly located
- iFob in the wrong slot. The ✓ shows the where the iFob should be correctly located
- No information available on the related iFob and/or item

Locker System Status Icons

- Asset currently in the system with no item defined
- Asset currently in the system with item defined
- Asset with no item defined currently out of the system
- Asset with item defined currently out of the system
- Asset currently out of the system and under a curfew
- Asset currently out of the system and is overdue
- Asset in wrong compartment. The X shows where the asset has been incorrectly located
- Asset in wrong compartment. The ✓ shows where the asset should be correctly located
- Asset has become undetectable

NOTE: The Locker System status icons will not update for Non-RFID Locker Systems, as it is not possible to detect if an asset is present in the system.

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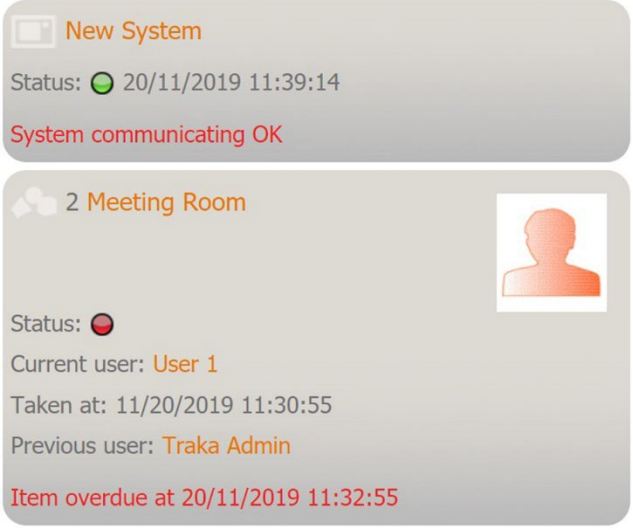
System & Item Detail Panels
The two panels located under the system image are known as the detail panels. The first panel shows the status of the system and the second shows the status of the item for the currently selected position.



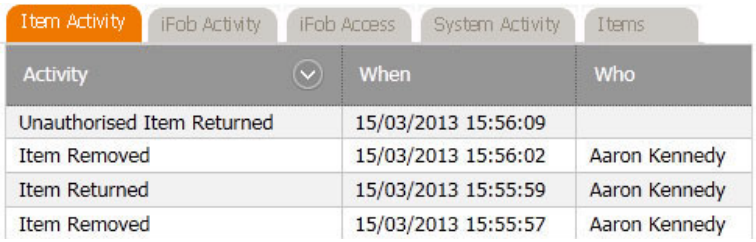
System Detail Panel
The System Detail Panel shows the status of the Traka Touch system. It will display the system title, date & time at the system, and the connection status. If the status LED is green, that indicates the system is currently connected to TrakaWEB. If the LED turns red, this will mean there has been a disconnection, check the network cable has not been removed and ensure the system is switched on.

Item Detail Panel
The Item Detail panel shows the iFob or item description, the user who currently has the item, when it was taken, the previous user who removed the item and if the iFob/item has a curfew. In the image above, position 2 is highlighted; therefore, the Item Detail Panel is showing a red LED indicating that the item is out of the system. In this case, the iFob/item had a curfew and should have been returned to the system at 11:32 on the 20/11/19 but has not been returned; therefore, a message has appeared at the bottom of the panel stating that the item is overdue.

4. **Item Activity & Access Grid**
To the right of the cabinet image is the Item Activity & Access grid. This grid will display...

- The last 30 days of activities for the items in the selected position.
- The last 30 days of activities for the iFob (RFID Tag if it is a locker system) in the selected position.
- All users who have access to the iFob/item in the selected position.
- The last 30 days of system activity.
- The items defined for the selected position.

Item Activity
The item activity tab displays the last 30 days of activities for the item(s) in the selected position. This grid will show you who removed and returned the item and what time it was removed/returned. You can run various reports for a more in depth look at these activities.



Activity	When	Who
Unauthorised Item Returned	15/03/2013 15:56:09	
Item Removed	15/03/2013 15:56:02	Aaron Kennedy
Item Returned	15/03/2013 15:55:59	Aaron Kennedy
Item Removed	15/03/2013 15:55:57	Aaron Kennedy

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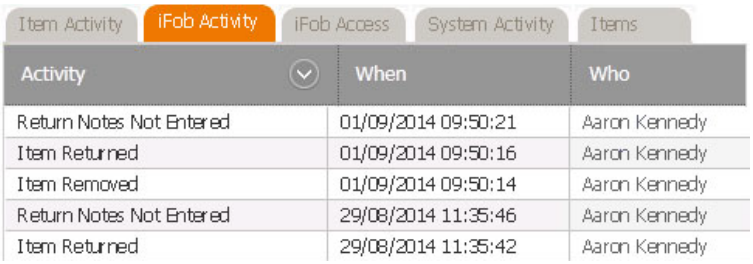
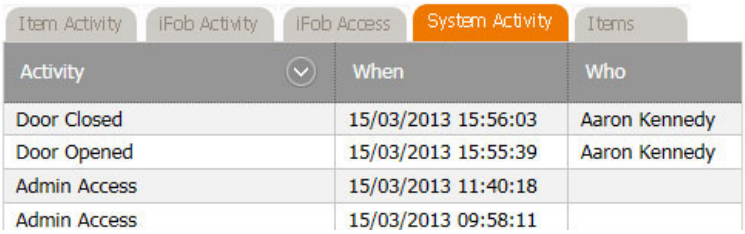
iFob Activity
The iFob activity tab displays the last 30 days of activities for the iFob in the selected position.

If your system is an RFID Locker System it will not contain iFobs, therefore the term 'iFob' is referring to the 'RFID Tag'. It is not possible to attach more than one item to an RFID Tag so once an item has been defined, the Item Activity and iFob Activity tabs will display the same events.



iFob Access
This tab lists the users who currently have access to the selected position.

System Activity
This table is very similar to the 'Item Activity'. It displays the last 30 days of activities that have occurred at the system, e.g., Door Opened, Door Closed, Admin Access etc.



Items
This tab displays the details of the items currently attached to the iFob/RFID Tag. These description details are definable from the Edit Item Type section.

5. **Navigation Bar**
At the bottom of each page in TrakaWEB, you will notice the Navigation toolbar. From here, you will be able to navigate to the different pages of TrakaWEB such as the System Viewer, iFobs, Systems etc.

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5.4.2 TRAKAWEB SYSTEM VIEWER GRID

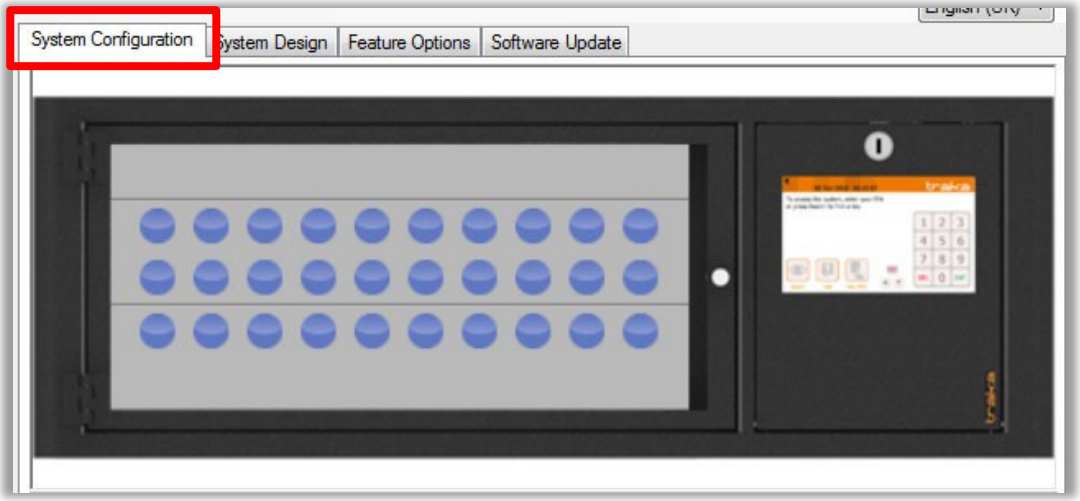
Due to the many permutations of physical locker designs, it is not always possible to display the interactive image of the locker within the TrakaWEB system viewer. Currently, there are only a subset of locker images available to use and so to resolve the issue, a System Viewer Grid is used. The System Viewer Grid shows the status of the physical system within TrakaWEB without having to display an image of the actual locker or cabinet.

Configuration of the System Viewer Grid is done within TrakaWEB Admin on a per-system basis. Although the option is available for both cabinets and lockers, the option to customise the TrakaWEB System Viewer Grid is specific to lockers only.

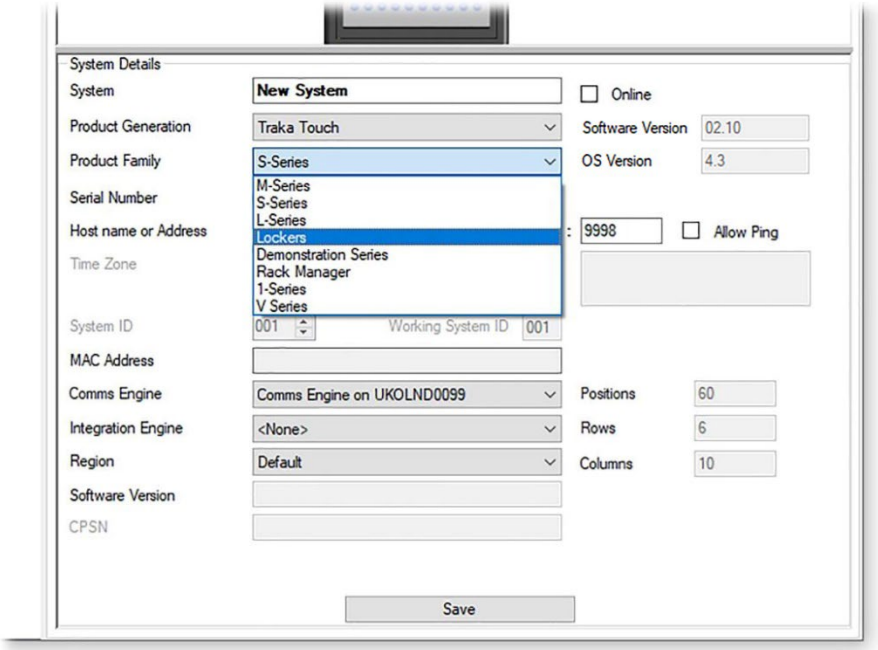
NOTE: When configuring cabinets, a user has the option to view either the system viewer grid or the interactive image within the system viewer in TrakaWEB.

System View Option and Custom Product Type

After launching the TrakaWEB Admin Application, the System Configuration screen will be displayed.



1. Locate the Product Family drop down menu to choose a specific system type.



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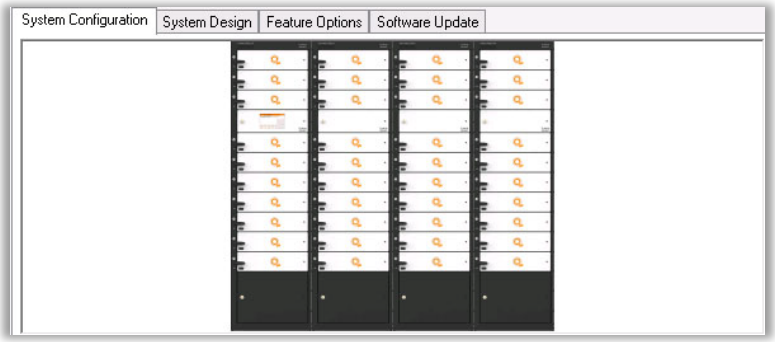
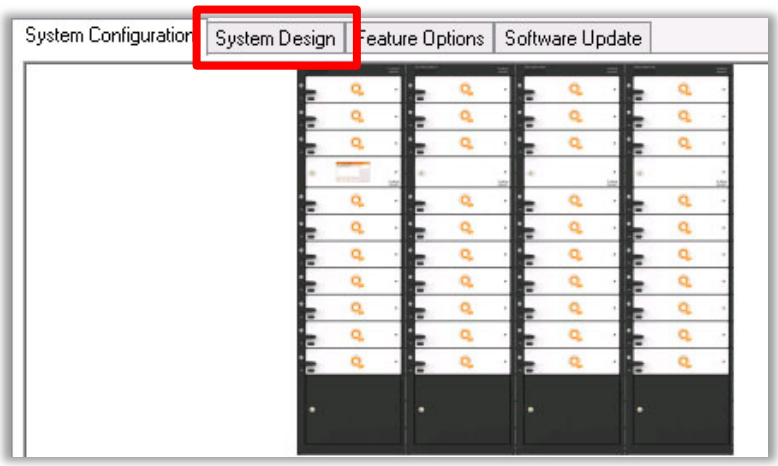
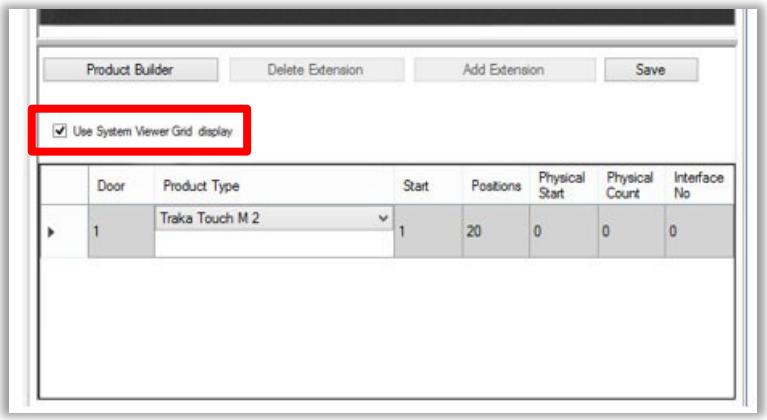
The screen will change to display the default locker image.



2. Click on the 'System Design' tab to edit the selected system type.



3. Within the System Design tab, click on the 'Use System Viewer Grid display' tick box.



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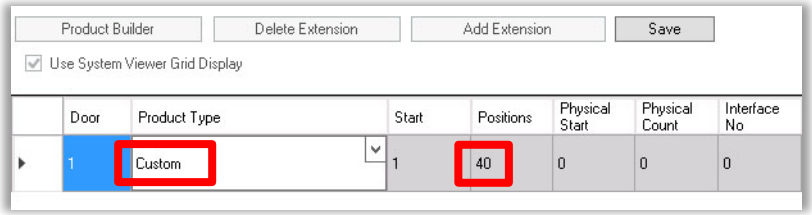
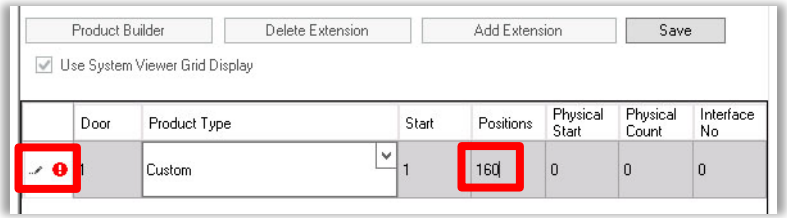
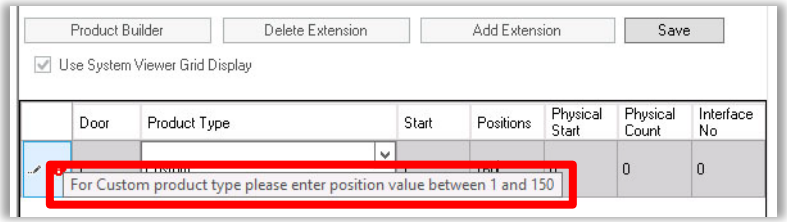
If the system to be configured is a locker, the 'Custom' option will be made available from the Product Type drop down menu. The custom product type is a product type that should be used when there is no system image available for the locker. When using the custom product type the user will be required to manually enter a number into the 'Positions' field for this system. The maximum value that can be entered will be 150.



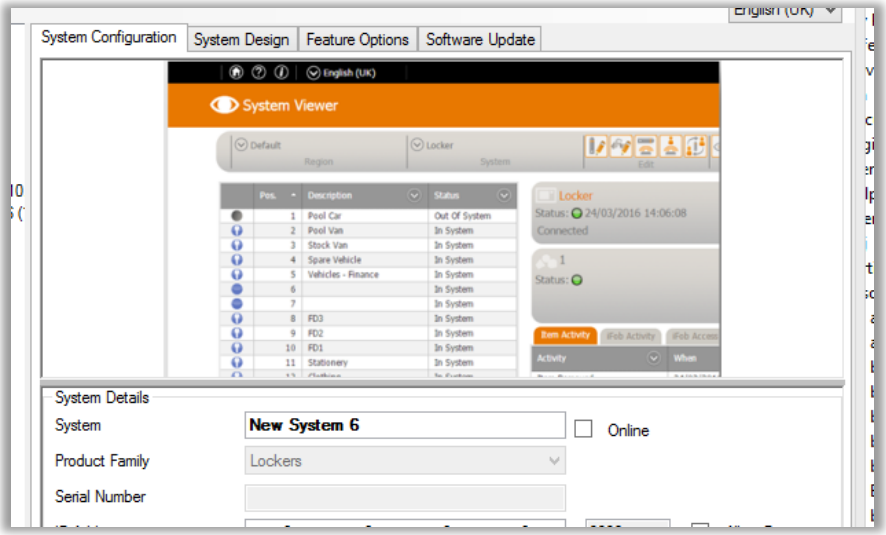
NOTE: The maximum value that can be entered within the 'Positions' field is 150. If this value is exceeded, an icon will appear in the left hand box. Hovering the mouse cursor over the icon will display a message informing the user of this.





NOTE: If 'Custom' has been selected, the 'System Viewer Grid' must be used with that particular system. The tick box to select the 'Use System Viewer Grid Display' will be ticked and greyed out and the Product Builder will also be disabled.

With the 'Custom' option enabled, a generic image will be displayed in place of the usual system image to indicate that this system is a custom type and that no image is currently available.



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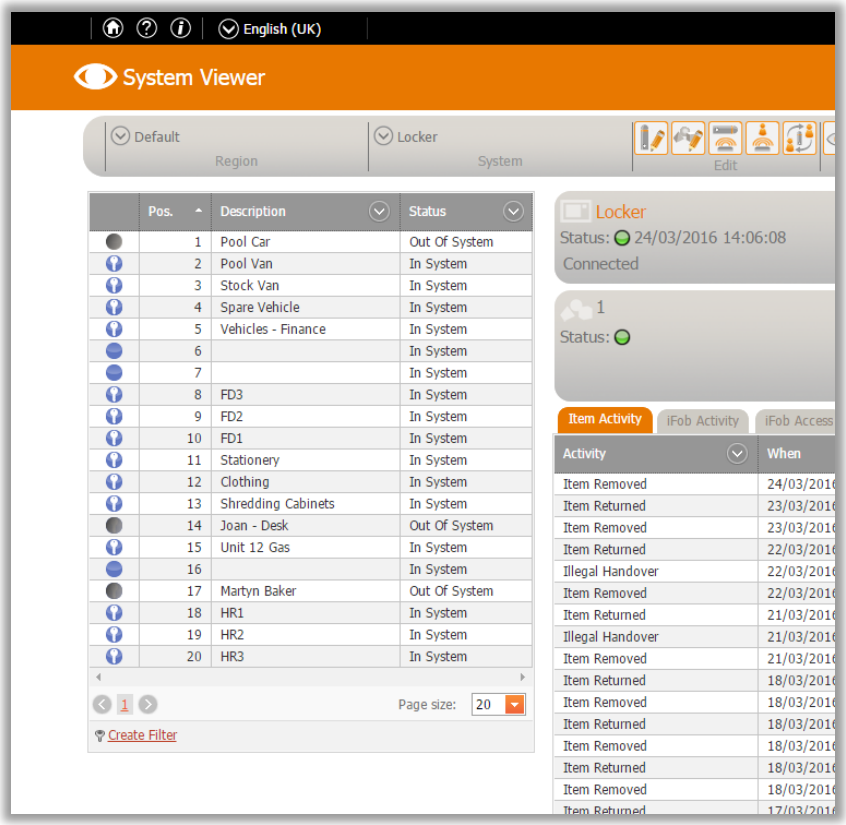
TrakaWEB System Viewer

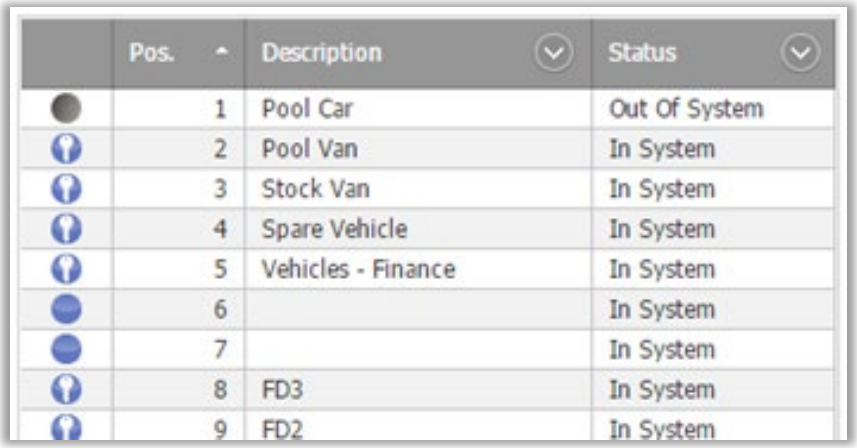
When TrakaWEB is launched, the System Viewer page will check to see if the current system should be displayed by an image or a System Viewer Grid as it loads. If the System Viewer Grid display is to be used then the status information will relocate from the bottom left of the page to the top right of the page above the activity grids location.

The System Viewer Grid layout will change depending on which return type the system has been assigned. A typical System Viewer Grid may appear as shown below:



Fixed Return

For a fixed return system, each physical position will be represented by a row within the System Viewer Grid. Each row will be divided into columns as shown below.



	Pos.	Description	Status
	1	Pool Car	Out Of System
	2	Pool Van	In System
	3	Stock Van	In System
	4	Spare Vehicle	In System
	5	Vehicles - Finance	In System
	6		In System
	7		In System
	8	FD3	In System
	9	FD2	In System

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Random Return to Single System

For a Random Return to Single System, each physical position in the system will be represented by a row in the System Viewer Grid. A row will also be displayed for each iFob that is not in the system.

When an iFob is removed from the system, its position will remain but its icon will turn grey to show that the iFob is not in the system. A new row will then be added to the bottom of the grid to show which particular iFob has been removed. It's Index, Description and Status will also be displayed. This is shown in the example below.

The iFob's in position 6 and 7 have been removed from the system. Two new rows are created at the bottom of the grid reflecting their current status.

	Pos.	Index	Description	Status
	1	1	Silver Ford Focus	In System
	2	2	Red Ford Focus	In System
	3	3	Silver Ford Focus	In System
	4	4	Silver Mercedes	In System
	5	5	Grey Audi	In System
	6			Out Of System
	7			Out Of System
	8	8		In System
	9	9		In System
	10	10		In System
		6	Transit Van 2	Out Of System
		7	Transit Van 1	Out Of System

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5.4.3 RIBBON TOOLBAR BUTTONS

5.4.3.1 REMOTE RELEASE

This option allows you to remotely release an iFob/Item or open a locker compartment door from the system for a user. Clicking the Remote Release button will open a small window, which will prompt you to select a user to release an item to. Simply highlight the desired user and select Remote Release. Alternatively, you can select the 'unknown user' tick box if you wish to release the iFob/item to a user who is not in the database.

You have the choice to release it to both users who do have access to the iFob/item, and users who do not.

The pop-up window will now give a real time update of the removal process. The door on the Traka Touch system or Locker System will now open and prompt the user to remove the iFob/item.

5.4.3.2 REMOTE USER LOGIN

This option allows someone using TrakaWEB to remotely log another user into the system. Selecting this icon from the ribbon toolbar will present the Web user with a pop-up box allowing them to select a user to allow access to the system.

If the user has access to only items, the system will display the item selection screen and automatically open the system door (on Key Cabinets). If the user has admin/report permissions, they will be given an option to remove items or enter the admin/reports menu etc.

5.4.3.3 TRANSFER OWNERSHIP

This option allows you to transfer the ownership of the item(s) in the selected position to another user whilst the item(s) is/are already out of the system. Clicking the Transfer Ownership button will open a small window, which will prompt you to select a user to transfer to. Simply highlight the desired user and select Transfer.

You have the choice to transfer it to both users who do have access to the item, and users who do not.

The pop-up window will now display the details of the transfer process. TrakaWEB will now show that the user who currently has the item out of the system has changed.

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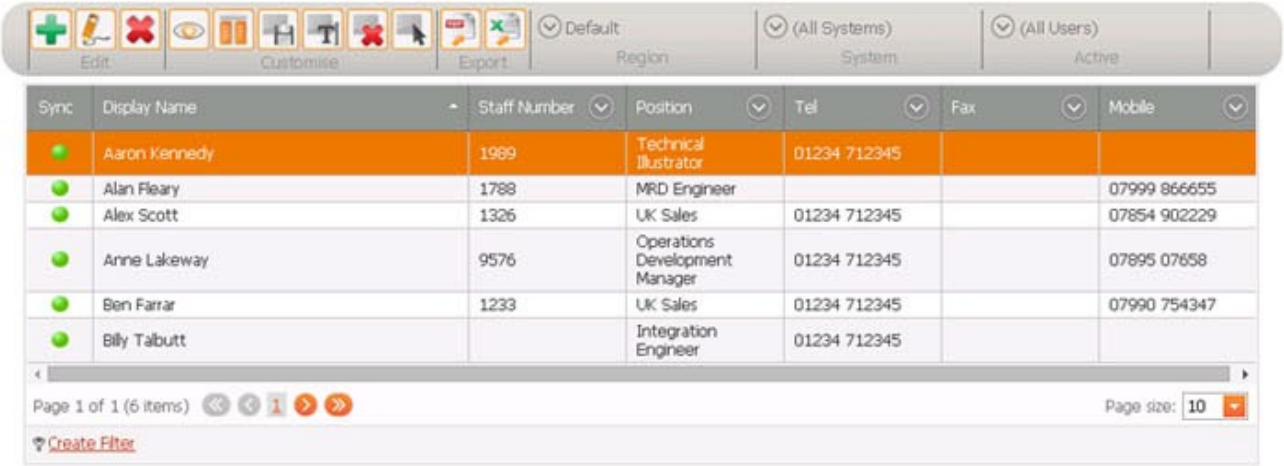
5.5 USERS

5.5.1 USER LIST

From the Navigation Toolbar, select the 'Users' icon. If you already have users set up in your Traka Touch system, then this list will be populated with all of those users along with all the other users in the database. If you have not added any users to your system this list may be empty, and you can Add Users from here. Please read the Adding a User section.



Region, System & Active Filters

When looking at the user list, you can filter which users are displayed by using the Region, System & Active drop-down filters located on the right hand side of the Ribbon Toolbar. Clicking the arrow button next to each field will show you a list of selectable filter types depending on what has been configured. For more information, please refer to the Regions and Systems topics in the latest version of **UD0018 – TrakaWEB User Guide**.

Sync Column

This column shows the current synchronisation status of the user to the currently selected system. Three main icons indicate what state the synchronisation is in. A green LED indicates that the user is fully synchronised with all Traka Touch systems they should be. A red LED indicates a sync failure, check that the system is switched on and can communicate with TrakaWEB. Lastly, there is a rotating loading graphic that shows that TrakaWEB is attempting to synchronise the user with the Traka Touch System.

Show/Hide Grid Columns

Throughout TrakaWEB there are many grids that display important information for the page you are currently viewing, for example the user list will automatically display the default user fields e.g., staff position, telephone number, fax number etc. The Show/Hide Grid Columns button allows you to add or remove fields/columns of your choice to the grid. Every grid is different and will give different fields to add to the grid. The user list will allow you to add any or all of the eleven user detail fields.

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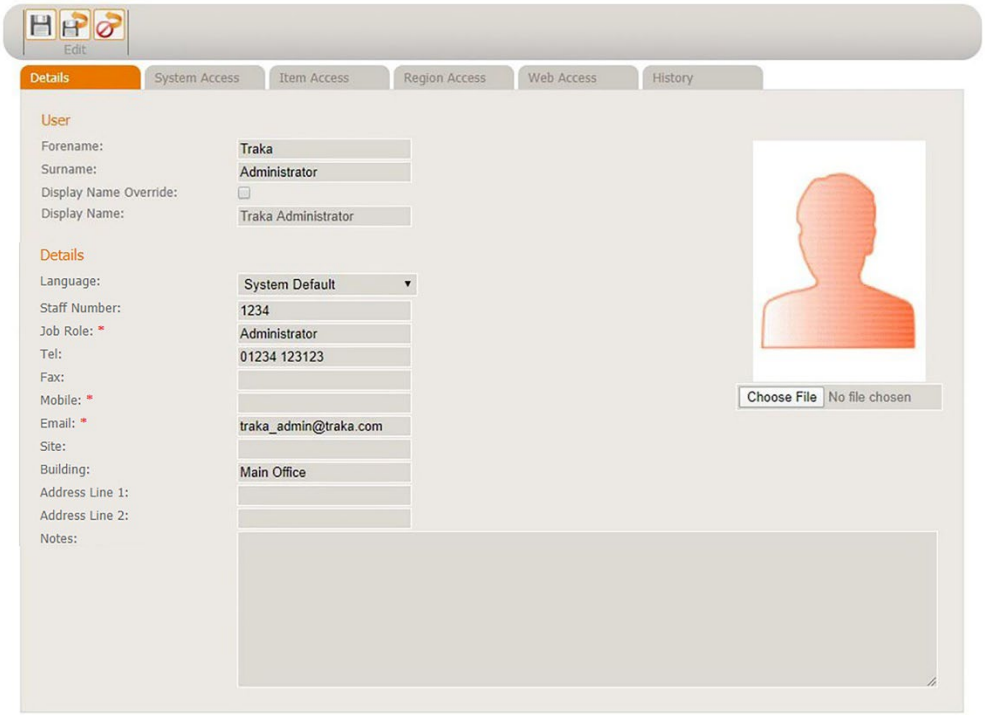
5.5.2 ADDING A USER

To add a new user, simply click the Add button.

Details

Here you can input general information about the user, such as name, mobile No, language etc.

NOTE: Details marked with a red asterisk (*) are mandatory fields, which must be completed before the User can be saved.



Forename & Surname
Enter the name of the user. It is essential that these fields are completed.

Display Name Override
If this option is enabled, then you can add/change how the user's name is displayed on screen at the Traka Touch. E.g., if the Forename & Surname fields have your full name 'Duncan Winner', you could enable Display Name Override and enter 'Duncan Winner - Technical Director'.

Language
When a user identifies themselves to the System, the instructions on the touch screen will be displayed in the selected language. If the default language is selected, then the default language of the Traka Touch System will be displayed.

User Details
There are eleven detail fields available to store details about the user. Each field will have a default heading that is assigned when you install TrakaWEB, for example, email. You can change the headings of each field from the User Fields page. Please refer to the User Fields section in the latest version of **UD0018 - TrakaWEB User Guide**.

User Picture
Here you can add a picture of the user. Once selected, this image will display next to their name.

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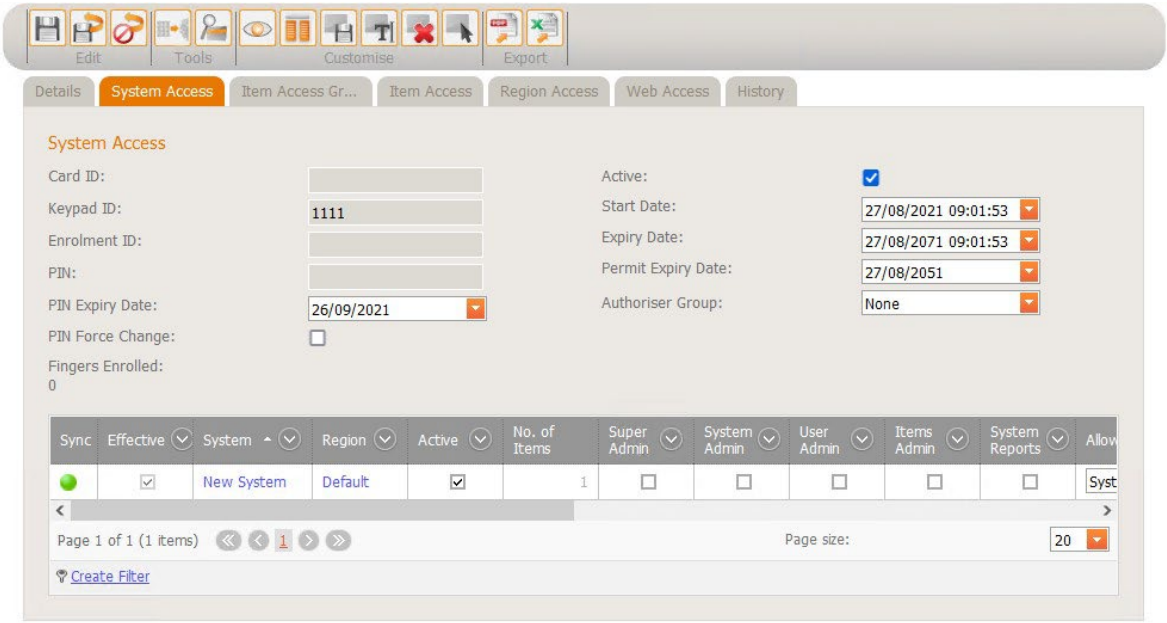
System Access

Here you define the systems the user has access along with other settings such as Keypad/Card ID, PIN expiry date, Authorisation etc.



NOTE: There are two levels of access when using a Traka Touch system, Primary and Secondary. A primary level of access can be one of the following, Card ID, Keypad ID or Fingerprint ID. This means any one of those forms of ID will allow you access to the system. The secondary level of access is as optional PIN (Personal Identification Number). If a user has a PIN, they will be required to enter this at the system following the input of their primary access (Card ID, Keypad ID or Fingerprint).

Card ID
Here you can input your swipe card ID number. Alternatively you can swipe your card at the reader and click the Read Last Card Swipe button from the Ribbon Toolbar and have TrakaWEB automatically fill in the field for you.

Keypad ID
Here you can input your keypad ID number. This is the primary ID number that will grant the user access to the system.

Enrolment ID
Enrolment ID is used in conjunction with the Sagem Fingerprint reader. This feature allows you to set a temporary enrolment number that can be emailed to a user so that when he or she enters this enrolment number at the system they will immediately be prompted to enrol their fingerprint ID at the system. Clicking the 'Random Enrolment ID' button from the ribbon toolbar will automatically fill this field with a random six-digit number.

NOTE: The user will need have been setup for email notifications in the Admin App. For more information on Email Notifications refer to UD0018 - TrakaWEB User Guide.

PIN
Here you can input your PIN (Personal Identification Number). This is a secondary level of access that can be used in addition with a Keypad ID, Card ID or Fingerprint. E.g., if you have a card ID as your primary level of access, when you log into the system you will be prompted for your PIN after swiping your card.

PIN Expiry Date
This field allows you to enter a date for when the users PIN will expire. After this date, the user will be required to change their PIN the next time they access the system. If you wish the PIN to forever remain active, leave this area blank.

PIN Force Change
Select this option to force the user to have to change their PIN. If selected, the user will need to change their PIN the next time they access the system.

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Fingers Enrolled
Here it will display how many fingers the user currently has enrolled to the system. This is only valid for systems using the Sagem Fingerprint reader. For more information on the Sagem Fingerprint reader, please refer to **UD0018 - TrakaWEB User Guide.**

Active
Tick this selection box on or off to make the user active or not active in all systems and regions.

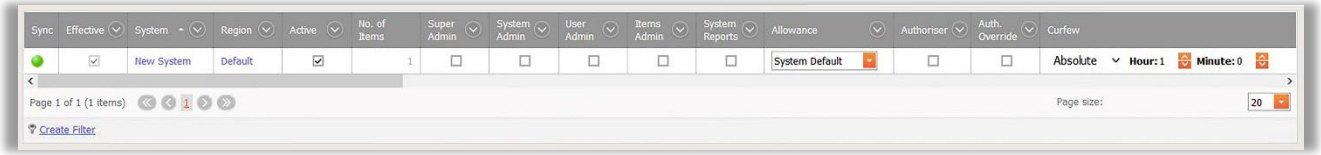
Start & Expiry Date
Select the start & end dates for the when the user is active.

Authoriser
Selecting this option will grant the user to authorise certain activities such as another user removing items.

Permit Expiry Date
Certain users may have licences, certificates or permits that require being kept up to date. Setting an expiry date in this field will show you when the users permit(s) will expire.

System Access Grid
The system access grid will display all systems across every region within the database. From here, you can select which systems the user has access to, admin & report permissions etc. These options may be refined by assigning roles to users through software permissions groups. This will in turn reflect the user's roles on Traka Touch. For more information on User Roles for Traka Touch, Refer to **UD0011 – Traka Touch User Guide.**

NOTE: The System Access Grid will display different options depending on which feature options are enabled on the system. The example below is typical of a grid with no feature options enabled.



System Access Grid

Effective
Simply select the tick box named Effective to allow the user to access the system.

System
This column will display the name of the system.

Region
This column will display the region to which the system belongs.

Active
Check this box to make the user active and allow them to use the Traka Touch system. E.g. access the system, remove items, run reports etc (anything the user is permitted to do).

No. of Items
This column will show how many items the selected user currently has access to.

Super Admin
The Super Admin role will allow grant/revoke the user with all the Admin roles regardless of any of them being selected or deselected.

System Admin
The System Admin Role will provide a grant/revoke ability to administer Systems settings, including doors admin if the system is a locker, but will not eanble to ability to edit user records.

User Admin
Selecting this option will provide an Admin role to grant/revoke the ability to edit User records such as adding or removing users or assigning items to users.

Items Admin
Selecting this option will add an Item admin role which will grant/revoke the ability to administer Item records, enabling a user to access items or replace damaged or broken iFobs.

System Reports
Selecting this tick box will allow the user to view & run reports at the Traka Touch system.

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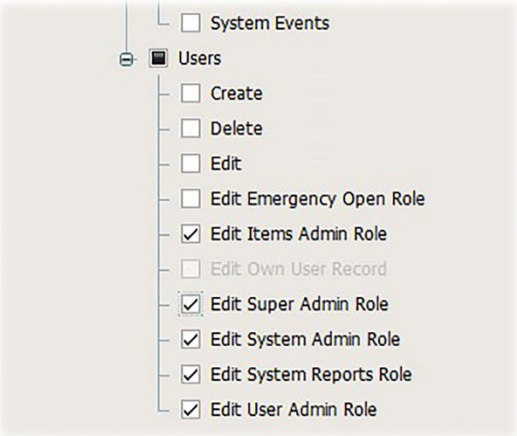
Allowance
Allowance can restrict the total number of iFobs/items users can have out of the system at any one time. Using the drop down selection box, you are able to select a quantity or alternatively, select unlimited for no restriction. The maximum will be however many iFobs/items you have in the selected system.

Authoriser
Selecting this option will enable the user to authorise certain activities such as another user removing items. Please refer to the Authoriser section for more information.

Authorisation Override
Selecting this option will enable an admin user to self-authorise. If an item requires authorisation, a user with this option ticked will bypass the authorisation process.

Curfew
Curfews are used to reduce the amount of time an iFob/item is out of a system, or how long a user can have an iFob/item in their possession. There are two different types of curfew; Relative & Absolute. You can set these curfews against both users and iFobs/items. This is a very useful feature within businesses that have shift patterns and users taking many iFobs/items from various systems, as it will highlight if they are not returned to the system by the end of a users' shift. Please refer to the Curfews section for specific details.

Each of the Admin Roles on the System Access Grid can be enabled or disabled for different users through Software Permissions Groups as shown below.



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Item Access

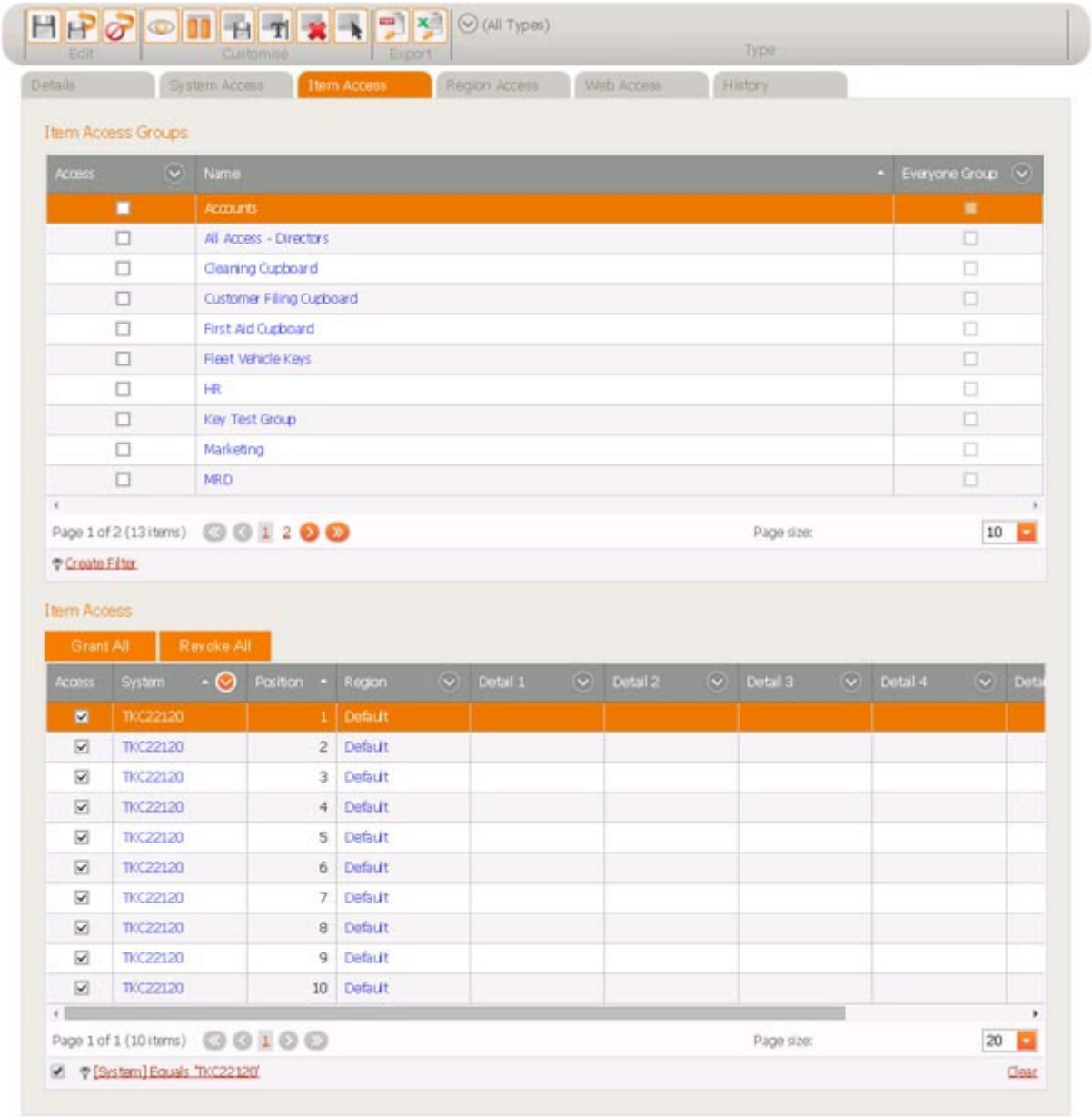
Here you can grant/revoke access to items across all systems and regions connected to TrakaWEB.

Item Access Groups

You can also grant or revoke access to an entire group of items by using the Item Access Groups section.

Item Access Grid

Simply checking the Access box next to the desired position will allow the user to remove that item from the system. Selecting the Grant All button will tick all the access boxes allowing the user access to everything. Selecting the Revoke all will un-tick everything removing all access respectively.



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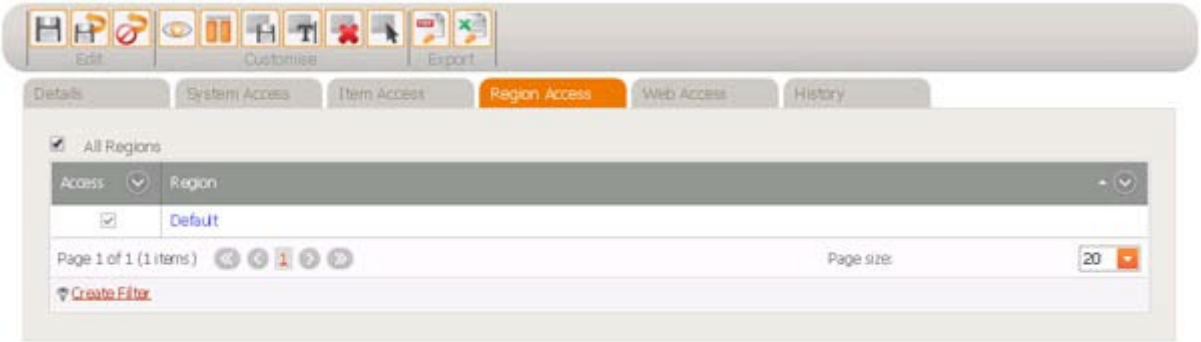
Region

Here you can place the user into a Region. For more information on Regions, please refer to **UD0018 - TrakaWEB User Guide.**



Web Access

In the Web access tab, a user can be given a separate username and password that will allow them to log into TrakaWEB. For more information, please refer to **UD0018 - TrakaWEB User Guide.**

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5.5.3 EDITING & DELETING USERS

GDPR Statement: To retain the audit history, such as a sequence of activity that has affected a specific operation, procedure or event, it is recommended that the User details are maintained & not fully deleted from the database. With this in mind, the preferred option to remove a User from a Traka system is as follows:

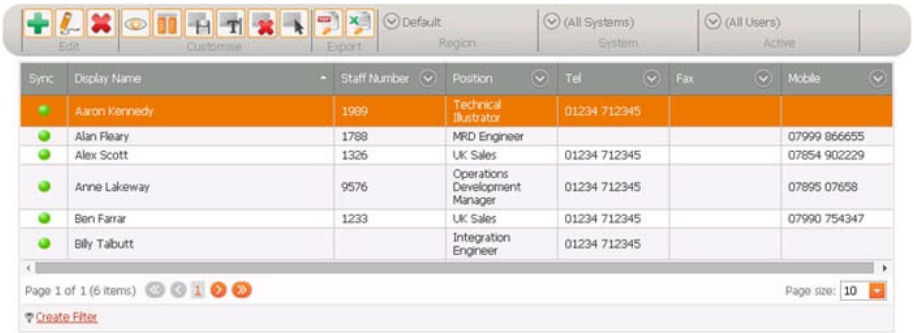
- **Define the user as in-active so that the user cannot use the Traka system(s) any more**
- **Replace the User 'Forename' & 'Surname' with non-specific details such as 'Former employee#1'**

It is also recommended that a back-up of the database is made after the above changes are completed & all previous database back-ups destroyed.

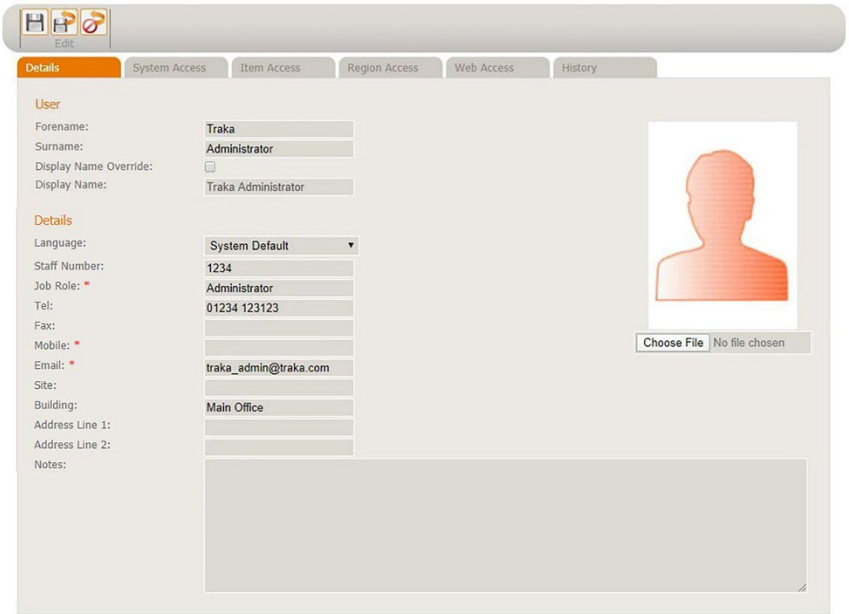
This process also maintains compliance with the 'General Data Protection Regulations' (GDPR).

Editing Users

1. From the ribbon toolbar select the 'Users' icon. If you already have users set up in your Traka Touch system or they have been added here before, then this list will already be populated.



2. Highlight the desired user and click the Edit button. Alternatively, you can double click the desired user.



3. The selected user record will now open. Edit the appropriate details.

NOTE: Details marked with a red asterisk (*) are mandatory fields, which must be completed before the User can be saved.

4. When you are finished click the Save & Return button to go back to the user list. To edit more users, restart this process from step 2.

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Deleting Users

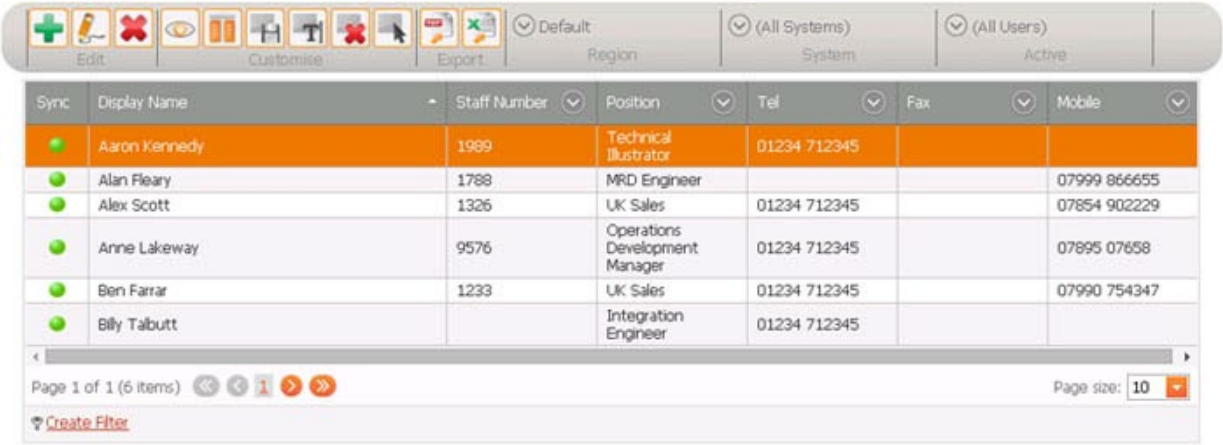
GDPR Statement: To retain the audit history, such as a sequence of activity that has affected a specific operation, procedure or event, it is recommended that the User details are maintained & not fully deleted from the database. With this in mind, the preferred option to remove a User from a Traka system is as follows:

- **Define the user as inactive so that the user cannot use the Traka system(s) any more**
- **Replace the User 'Forename' & 'Surname' with non-specific details such as 'Former employee#1'**

It is also recommended that a backup of the database is made after the above changes are completed & all previous database back-ups destroyed.

This process also maintains compliance with the 'General Data Protection Regulations' (GDPR).

1. From the ribbon toolbar select the 'Users' icon. If you already have users set up in your Traka Touch system or they have been added here before, then this list will already be populated.



2. Highlight the desired user and click the Delete button.

3. A message window will appear asking you to confirm the deletion of the selected user. Click Delete.

4. The user will now be permanently deleted and disappear from the user list.

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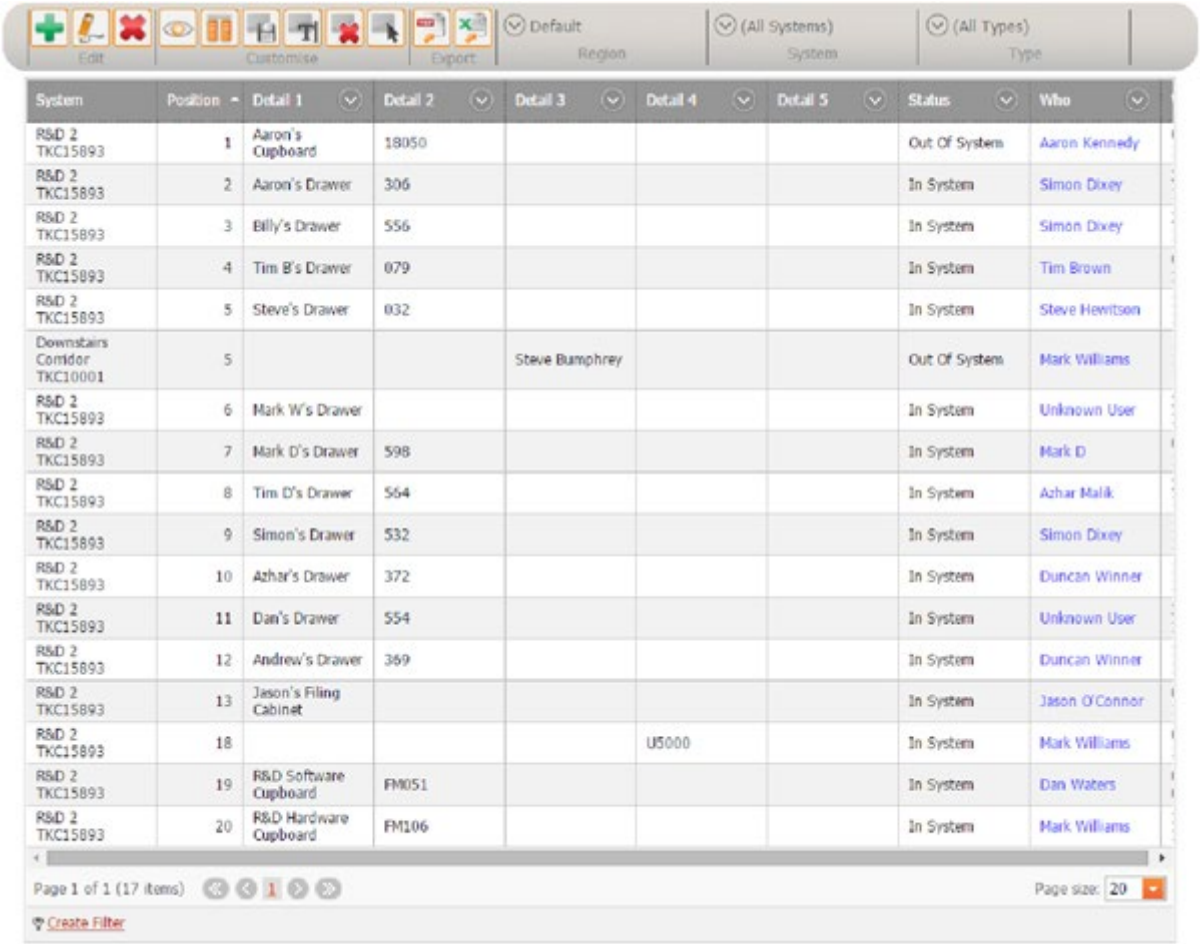
5.6 ITEMS

5.6.1 ITEM LIST

From the Navigation Toolbar click the Items icon, you will then be taken to the Items list. All the items in your Traka Touch system will automatically synchronise when you log into TrakaWEB (providing you enabled communications from your Traka Touch system).



System	Position	Detail 1	Detail 2	Detail 3	Detail 4	Detail 5	Status	Who
R&D 2 TKC15893	1	Aaron's Cupboard	18050				Out Of System	Aaron Kennedy
R&D 2 TKC15893	2	Aaron's Drawer	306				In System	Simon Dixey
R&D 2 TKC15893	3	Billy's Drawer	556				In System	Simon Dixey
R&D 2 TKC15893	4	Tim B's Drawer	079				In System	Tim Brown
R&D 2 TKC15893	5	Steve's Drawer	032				In System	Steve Hewitson
Downstairs Comidor TKC10001	5			Steve Bumphrey			Out Of System	Mark Williams
R&D 2 TKC15893	6	Mark W's Drawer					In System	Unknown User
R&D 2 TKC15893	7	Mark D's Drawer	598				In System	Mark D
R&D 2 TKC15893	8	Tim D's Drawer	564				In System	Azhar Malik
R&D 2 TKC15893	9	Simon's Drawer	532				In System	Simon Dixey
R&D 2 TKC15893	10	Azhar's Drawer	372				In System	Duncan Winner
R&D 2 TKC15893	11	Dan's Drawer	554				In System	Unknown User
R&D 2 TKC15893	12	Andrew's Drawer	369				In System	Duncan Winner
R&D 2 TKC15893	13	Jason's Filing Cabinet					In System	Jason O'Connor
R&D 2 TKC15893	18				U5000		In System	Mark Williams
R&D 2 TKC15893	19	R&D Software Cupboard	FM051				In System	Dan Waters
R&D 2 TKC15893	20	R&D Hardware Cupboard	FM106				In System	Mark Williams

The list shows all the items that are currently in your Traka Touch system, their current status & various definable detail columns. The list that is displayed will depend on the Region, System & Item Type filters that are currently selected on the Ribbon Toolbar. To only view items that are from a specific region/system or are of a specific type, you must select the appropriate filter.

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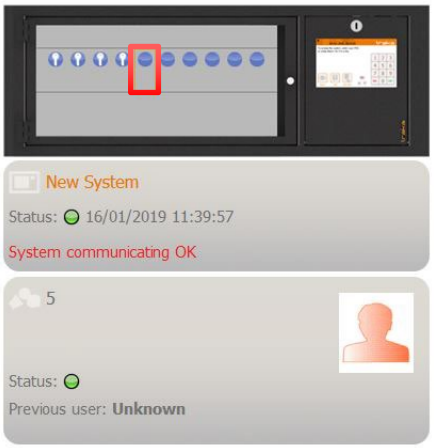
5.6.2 ADDING A NEW ITEM

Adding a new item to the system can be achieved in two ways. You can either:

1. From the System Viewer, select the position for the new Item.



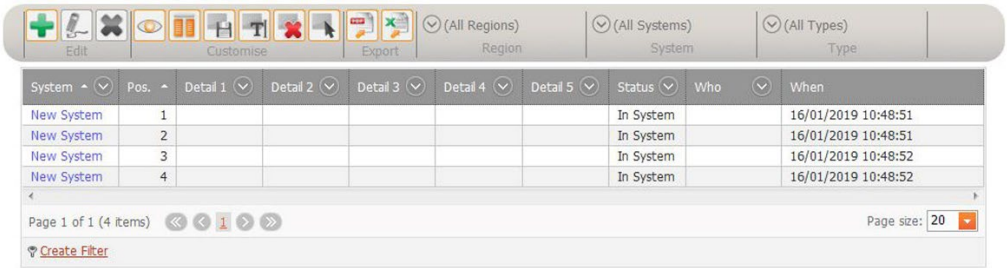
2. From the Ribbon toolbar, select the **Edit Items** button.

You will now be taken to the **New Item** page.

Or:

3. From the Navigation Toolbar, select Items.

You will now be taken to the Items page, showing a list of all the items currently in the system.



4. From the Ribbon Toolbar, click on the **Add** button.

You will now be taken to the **New Item** page.

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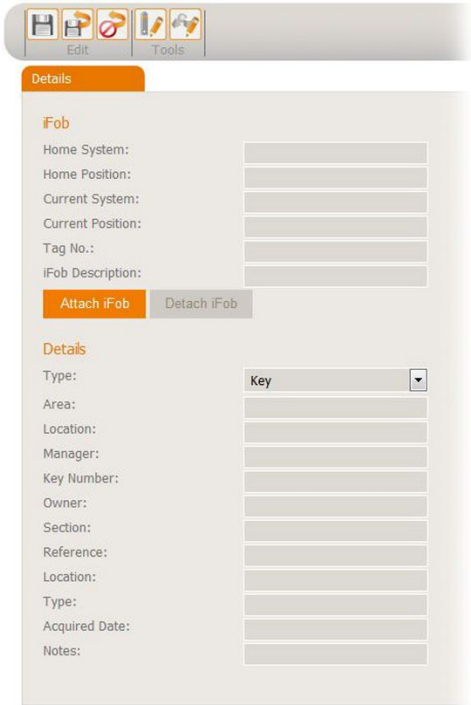
At the **New Item** page, you can enter specific details for the Item in the Details section.

Details

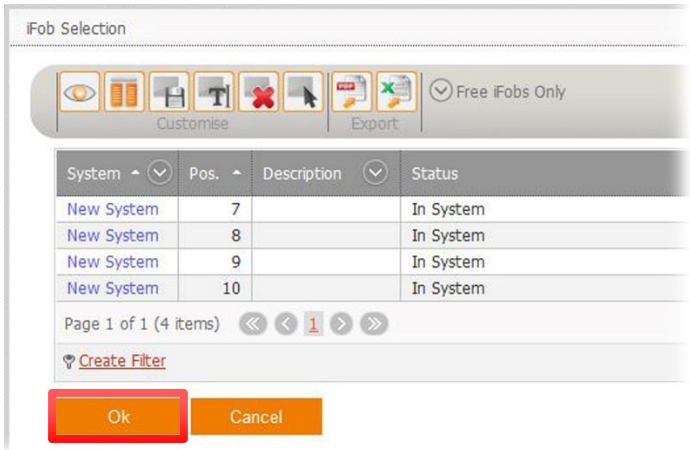
Type
Here you can select which Item Type the item will be e.g., a locker key, car key, door key etc.

Details Fields
The detail fields that follow will change depending on the selected item type. Please refer to Adding New Item Types or Editing an Item Type for further details. Alternately, you can edit the selected item type by selecting the 'Edit item' button from the ribbon toolbar under tools.



Selecting the **Attach iFob** button from the Details page will direct you to the iFob Selection window. Here you will see a list of available positions that remain available in the system.

5. Select an available position and then click on **OK.**



You will now be directed back to the Details page.

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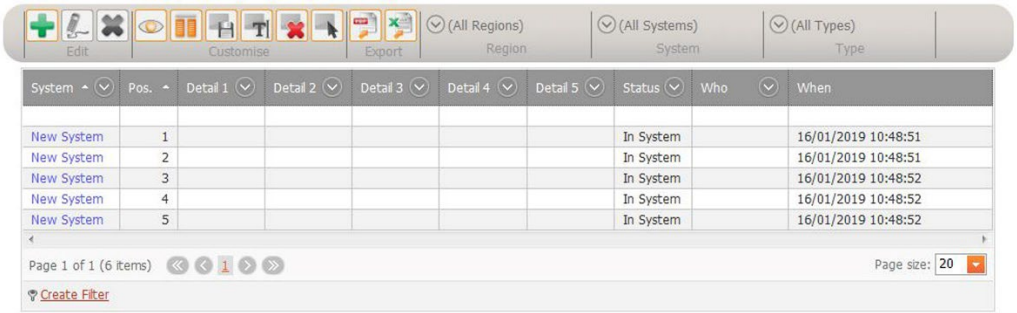
NOTE: With an item selected, you may also use the 'Detach iFob' button to remove an item from the selected position.

Once completed, click on **Save & Return** from the Ribbon Toolbar. This will take you to the Items list page, showing the newly added Item in the existing list.



The process can be repeated to add more new items.

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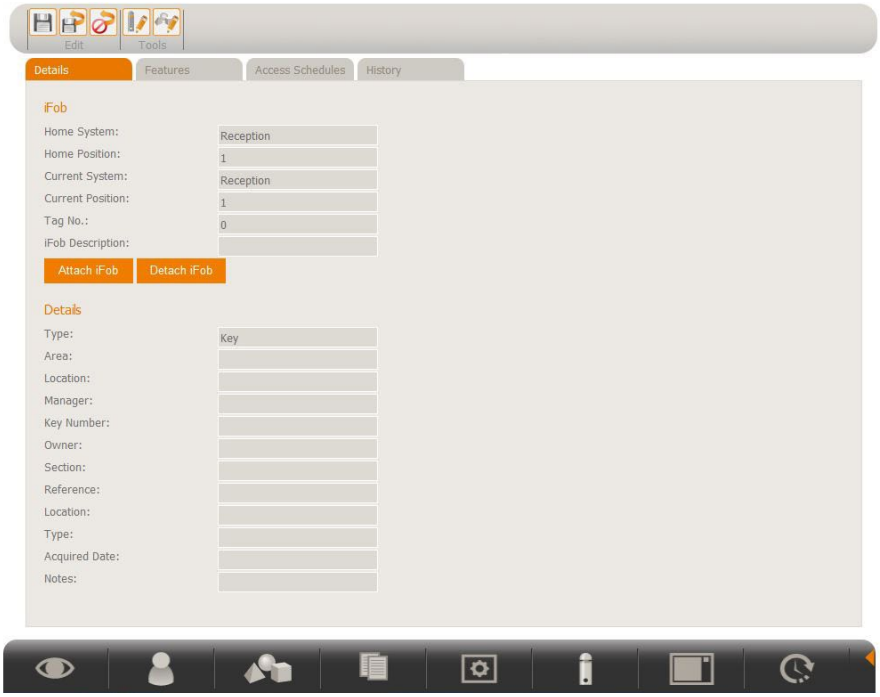
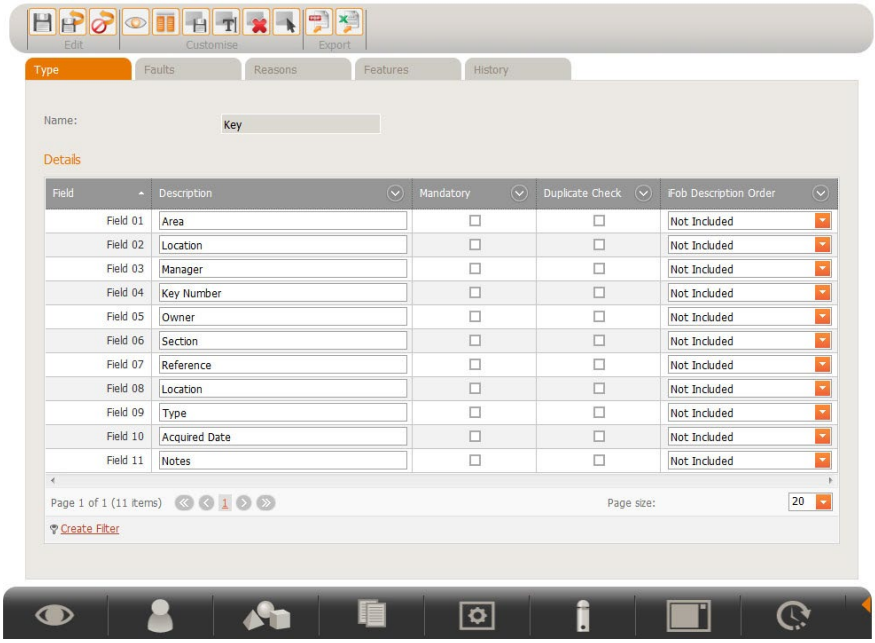
5.6.3 EDITING AN ITEM

1. From the system viewer, highlight an iFob or locker compartment with an item defined and then select the Edit Items button from the ribbon toolbar. Alternatively, using the navigation toolbar at the bottom of the screen, click the Item button. From the item list, highlight the desired item and click the Edit button from the ribbon toolbar.

2. If you clicked Edit Item from the system viewer page, you will be presented with the Details tab on the New Item details page. You will be able to see the details currently defined for that position. From here, you can edit the system details in the Details section as shown below.



Clicking Edit Item Type will take you to the Edit Item Type detail page where you can redefine all the item's details and descriptions.



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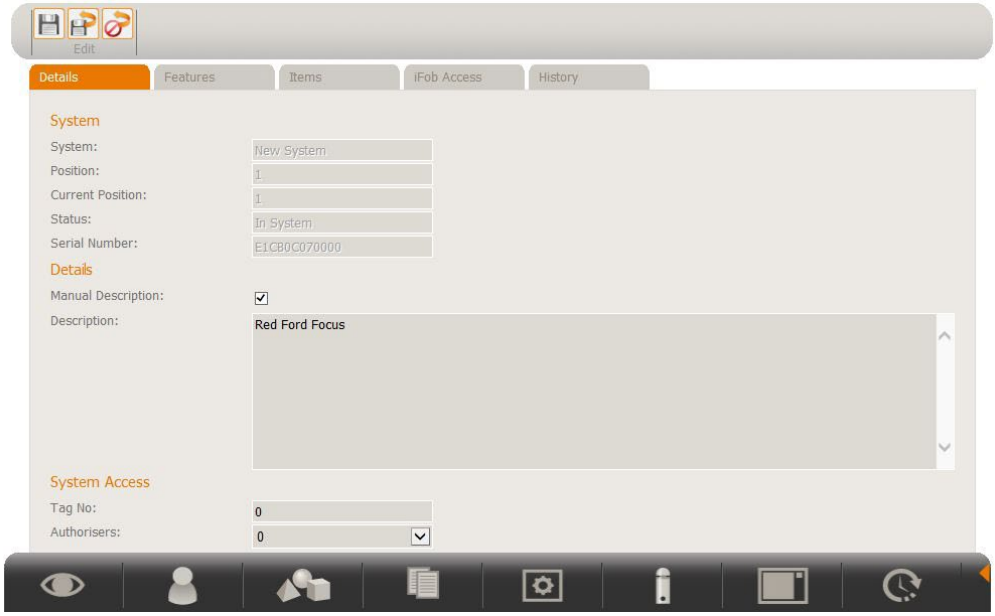
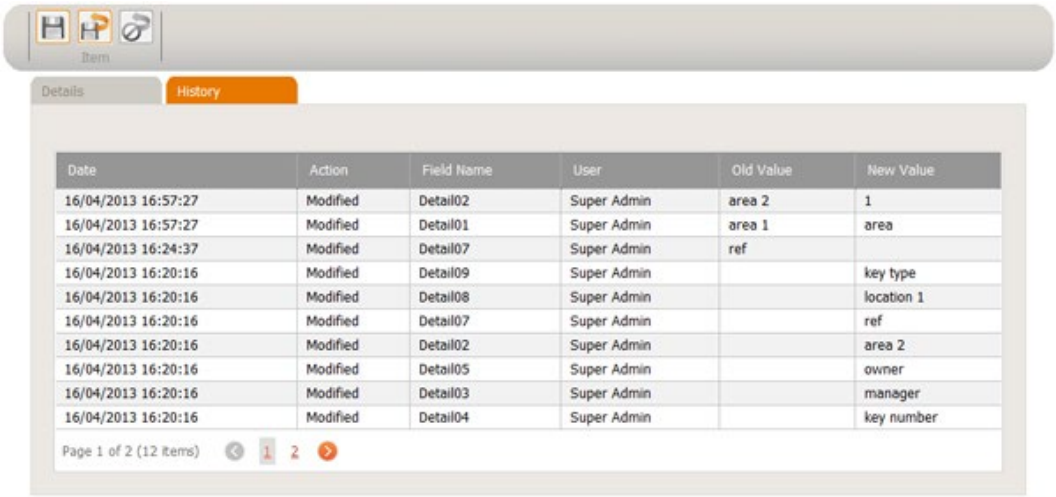
3. If you navigated directly to the Item Page, then you will currently be looking at the Item list. This list will have every item defined for any position in the database. Highlight the item you wish to edit and click the Edit Item button. You will then be directed back to the Edit Item page.

As well as being able to Edit Item Type, at the New Item page, you can also select Edit iFob. This page enables you to edit the details of an iFob. It also contains the Items tab, which again will allow you to add or edit items. This page also contains the Features tab, iFob access and History tab.



4. The history tab keeps a record of all the changes made to the data in each field and who made the changes. This is useful if you ever want to know what the field details used to be.



Date	Action	Field Name	User	Old Value	New Value
16/04/2013 16:57:27	Modified	Detail02	Super Admin	area 2	1
16/04/2013 16:57:27	Modified	Detail01	Super Admin	area 1	area
16/04/2013 16:24:37	Modified	Detail07	Super Admin	ref	
16/04/2013 16:20:16	Modified	Detail09	Super Admin		key type
16/04/2013 16:20:16	Modified	Detail08	Super Admin		location 1
16/04/2013 16:20:16	Modified	Detail07	Super Admin		ref
16/04/2013 16:20:16	Modified	Detail02	Super Admin		area 2
16/04/2013 16:20:16	Modified	Detail05	Super Admin		owner
16/04/2013 16:20:16	Modified	Detail03	Super Admin		manager
16/04/2013 16:20:16	Modified	Detail04	Super Admin		key number

5. When you have completed editing the item, click the Save button or click **Save & Return** to be taken back to the Item List.

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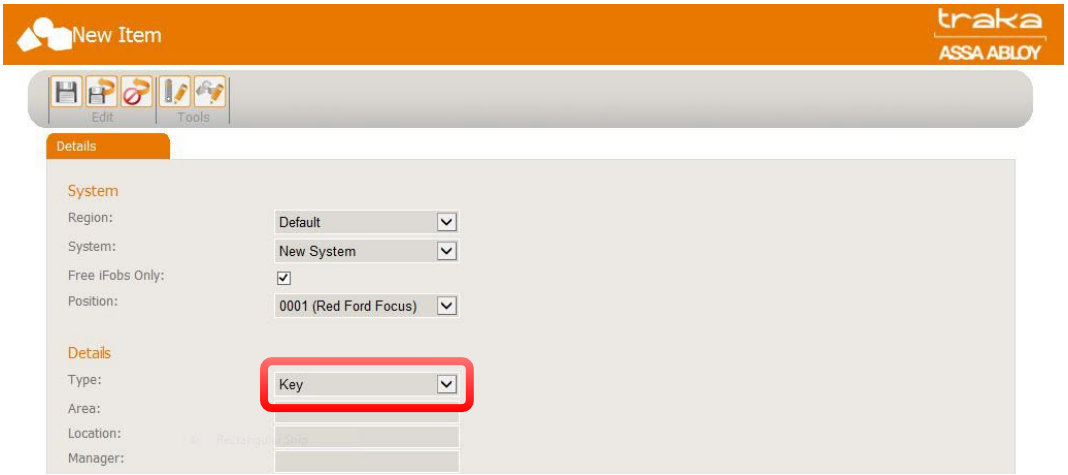
If an iFob does not have an item assigned to it and you click **Edit Items**, you will be taken to the 'New Item' page. Here you can assign a new Item Type, such as a key, to an iFob.



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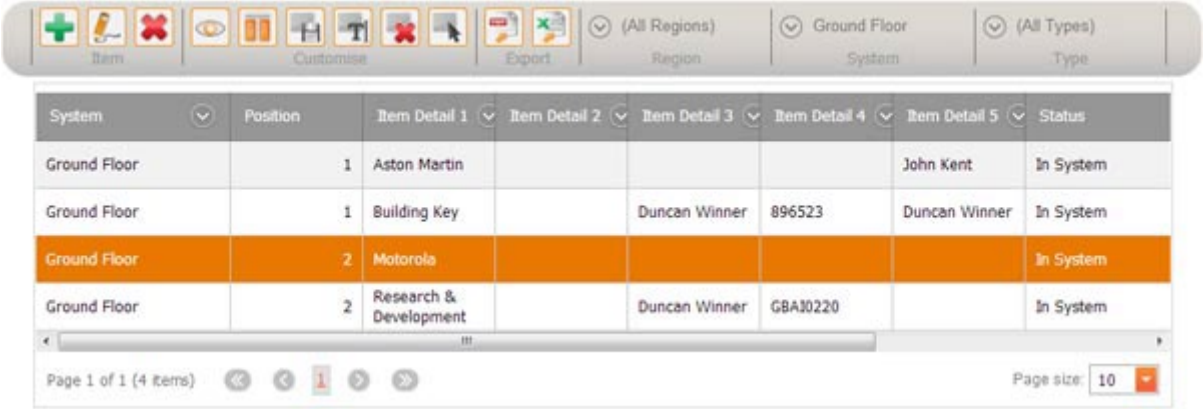
5.6.4 DELETING AN ITEM

1. From the Item List select the desired item and click the Delete button.



2. A window will appear asking for conformation to delete the item.

3. The item will no longer be in the items list.

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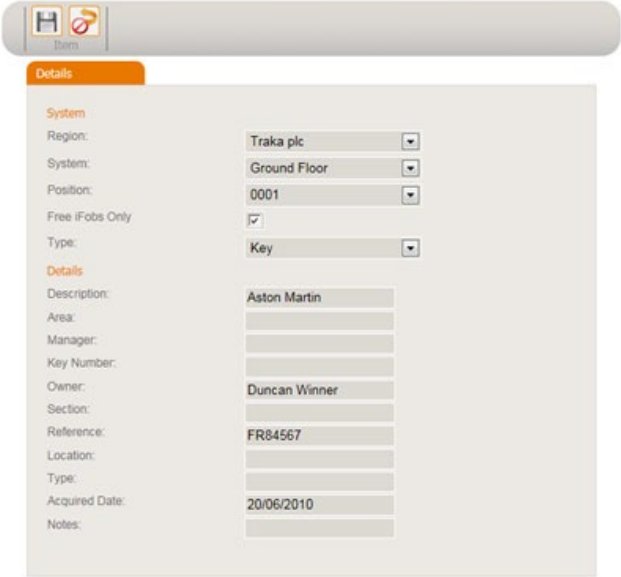
5.6.5 ADDING AN ITEM TO AN IFOB

NOTE: If your system is an RFID Locker System, it will not contain iFobs. However, this section will still be relevant and the term 'iFob' will be referring to the 'RFID Tag' in a Locker System.

TrakaWEB by default has an item type already created named 'Key', This item type can be used at any time. TrakaWEB also allows you to create your own item types and assign them to iFobs on the system viewer. Therefore, you could create an item type called Car Keys, and then create twenty car keys that you can then assign to the iFobs.

1. From the system viewer highlight a position that currently does not have an item assigned, then using the Ribbon Toolbar select the Edit Item button. Alternatively using the Navigation Toolbar at the bottom of the screen click software settings to expand a mini menu and then select the Item Types button.

2. You will be presented with the 'New Item' page. From here you can define what region, system & position number you wish to add an item to, as well as the item type and general details of the item e.g. owner, key number, type etc. Selecting the 'Free iFobs Only' check box will only allow you to select a position that doesn't already have an item assigned.



3. Simply select the appropriate Region, System, Position and Item Type and fill in the relevant detail fields. For more information, please refer to the latest version of **UD0018 – TrakaWEB User Guide.**

NOTE: It is possible to change headings of the detail fields by Editing the Item Type.

After you have entered all the required details click the Save button. This will take you to the items list for the system you are currently viewing. Clicking the Cancel button will return you to the system viewer page without saving the new item details.

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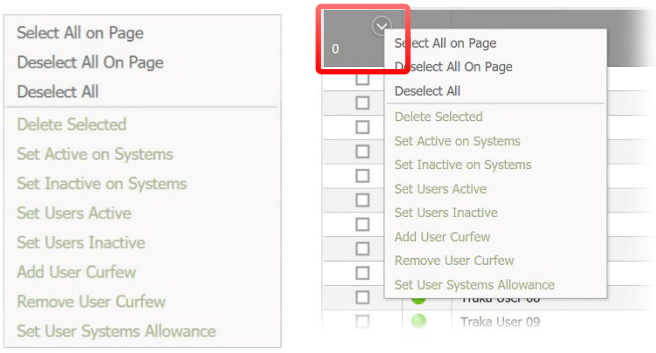
6. MULTI-SELECT/MULTI-EDIT (MSME)

6.1 USERS

The Multi-Select/Multi-Edit or MSME feature within TrakaWEB can significantly reduce the workload of a user with the Administrator role. It provides the user with the ability to add multiple users to Item Access Groups and Systems. It is also an effective method of making users active or inactive on a system as well as deleting them. This is achieved by using the right mouse button to display a context menu, which will allow the user to choose from a number of options.

6.2 THE CONTEXT MENU

The Context Menu is central to the functionality of Multi-Select/Multi-Edit and is available by right clicking the mouse within the grid or left clicking on the down arrow button above the check box column. This will display a menu with a series of options. Greyed-out options will only be made available if one or more users have been selected.



Select All on Page

Selecting this option will enable the user to select all the users listed on the current page at once.

Deselect All on Page

This option will enable the user to deselect all the selected users on the current page at once.

Deselect All

If users are selected on one or more pages, this option will enable them all to be deselected.

Delete Selected

This option will enable the user to delete all selected users over multiple pages.

Set Active on Systems

Choosing this option will display a list of available systems. This will allow any selected users to be set as active on one or more systems.

Set Inactive on Systems

This option will enable a user to remove user activity on one or more systems.

Set Users Active

Selecting this option will set any selected users to Active.

Set Users Inactive

Choosing this option will set any selected users to Inactive.

Add User Curfew

Selecting this option will allow an Absolute or Relative curfew to be added to one or more users.

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Remove User Curfew

This option will allow an Absolute or Relative curfew to be removed from one or more users.

Set User Systems Allowance

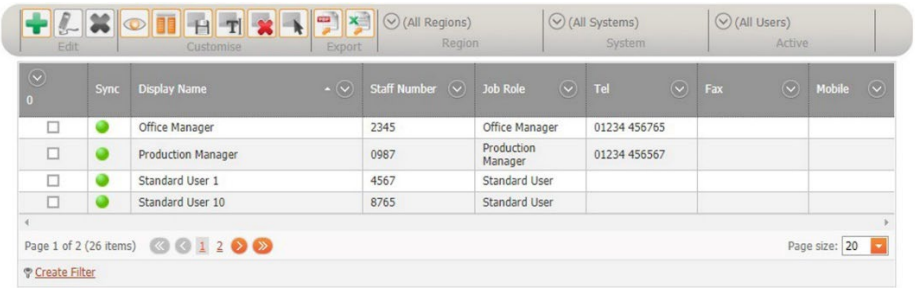
Selecting this option will enable a user to set the System Item Allowance for systems within a selected region for one or more users.

6.2.1 SELECTING USERS

Users can be selected individually or by using the context menu to select them on a page-by-page basis.

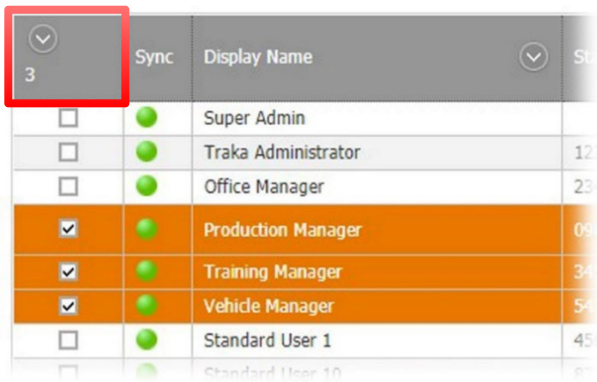
1. From the Navigation toolbar, select Users.

You will then be taken to the Users page. If you already have users set up in your Traka Touch system, then this list will be populated with all of those users along with all the other users in the database. If you have not added any users to your system, you will need to Add Users.



2. To select individual users, click in the check boxes located to the left.

NOTE: Above the column of check boxes, a number will display how many users are currently selected across all pages. This is a useful way of monitoring how many users remain selected, even if there are no users selected on the current page.



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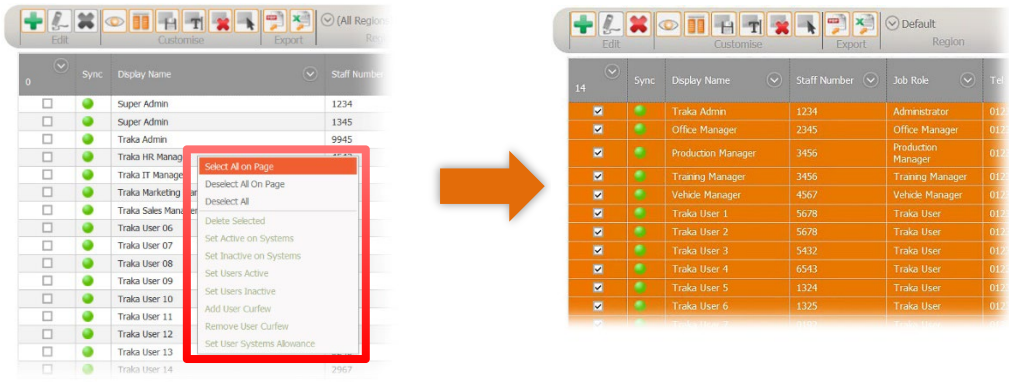
3. To select all the users on the current page, right click and choose the option **Select All on Page.**



This will select all the check boxes for all users on the current selected page only. You may also choose to Deselect All on Page or, if there are users selected over multiple pages, you can Deselect All.

NOTE: There is no option to select all users at once. This could potentially lead to a situation where they may be accidentally deleted.

6.2.2 DESELECTING USERS

Users can be deselected individually, on a page-by-page basis or all at once.

1. To deselect an individual user, click on the corresponding check box located to the left.

2. To deselect all the users on the current page, right click and choose the option **Deselect All on Page.** This will have no effect on selected users on other pages.

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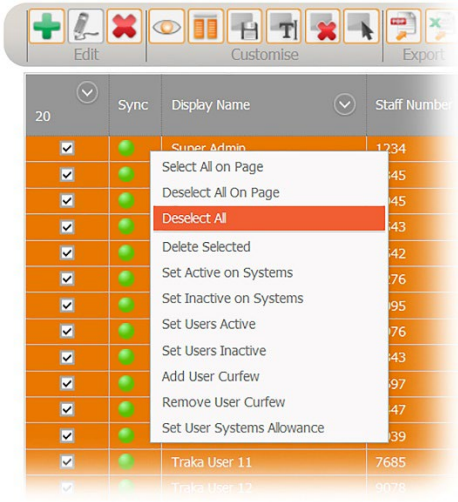
3. To deselect all the users across all pages, right-click and choose the option: **Deselect All.**

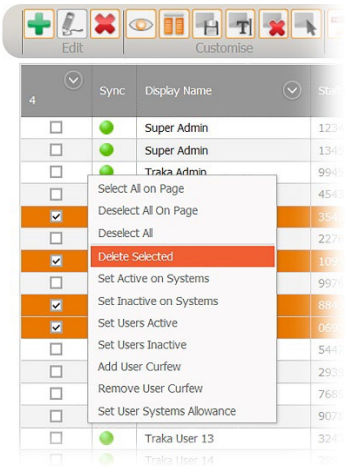


6.2.3 DELETING USERS

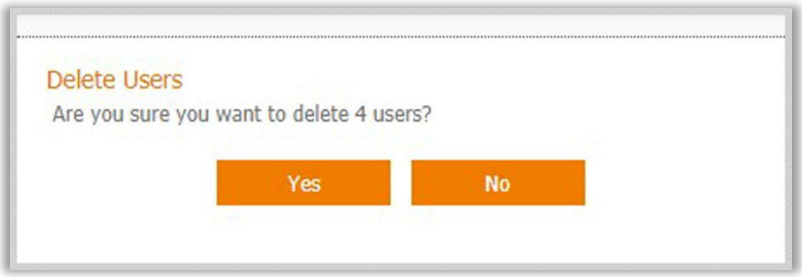
The context menu option for deleting users will only apply when one or more users are selected. This also applies to using the delete button at the top of the page. Once the delete option is selected, a window will appear requesting confirmation.

NOTE: A user will not be able to delete themselves if they are logged into TrakaWEB using their own credentials.

1. To delete the selected users, right click and then choose the option for **Delete Selected.**



A message will appear, requesting conformation that you wish to delete the selected users. Choosing **No** will close the window and return to the Users page. Select **Yes** to start the process.



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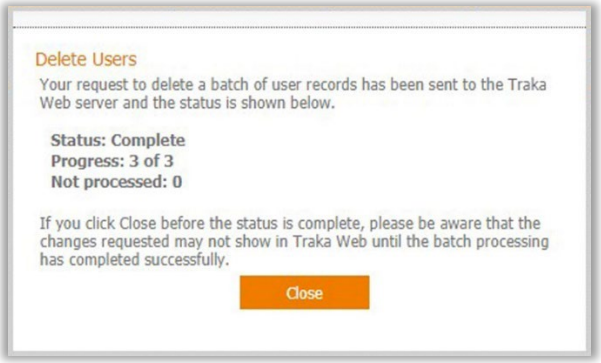
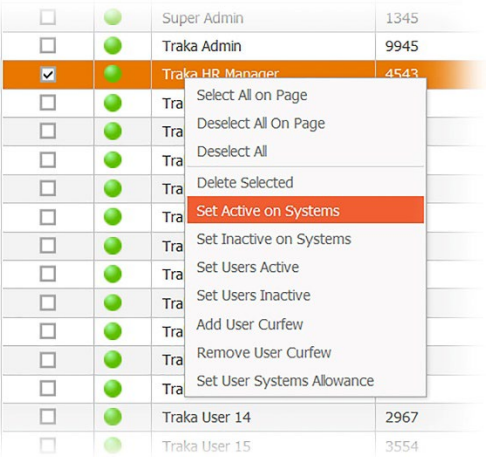
A window will appear displaying the progress and status. Once completed, click on the **Close** button. If the process was successful, the selected users will be removed.



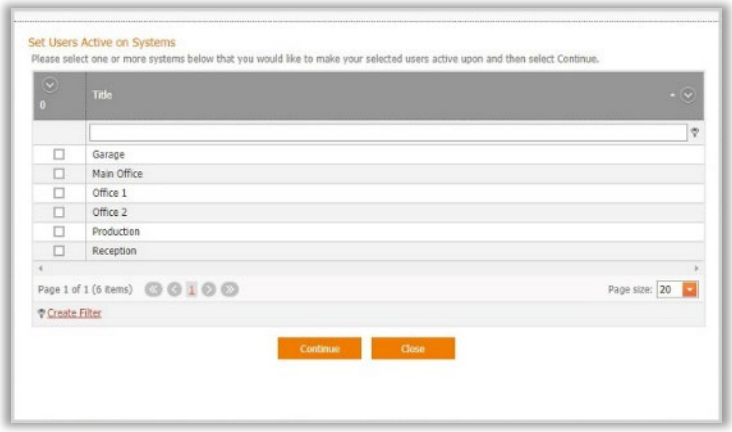
6.2.4 SETTING USERS ACTIVE ON A SYSTEM

Using the context menu to set a user active on a system is a more efficient method than navigating to the System Access tab.

1. Select the user that you wish to set as active on a system by right clicking and choosing the **Set Active on Systems** option.



A new window will appear displaying a list of all the available systems.



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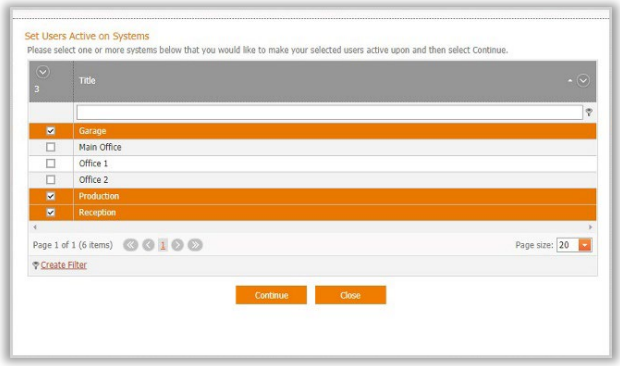
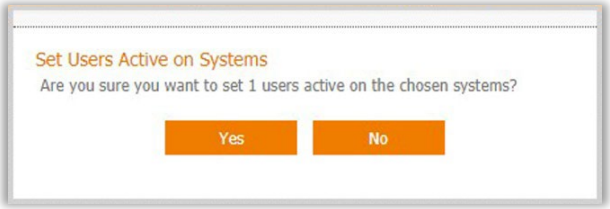
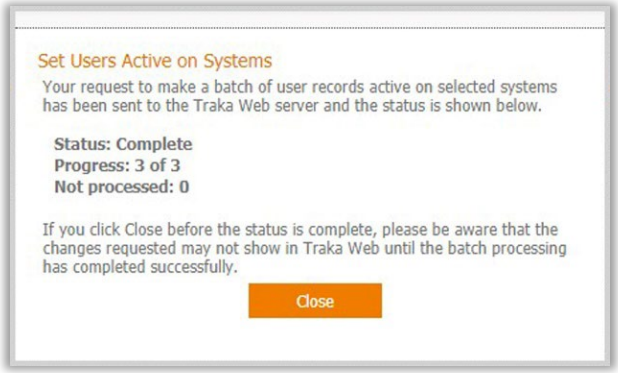
2. Select the systems that you wish to allocate to the user and then click on **Continue.**



A message will appear asking for confirmation that you wish to set the user or users' active on the selected systems. Selecting **No,** will close the message and return to the Users page. Select **Yes** to start the process.

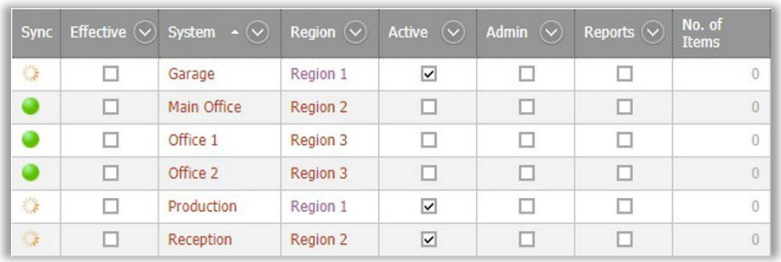


A window will appear displaying the progress and status. Once completed, click on the **Close** button. If the process was successful, the selected users will be set as active on the assigned systems.



NOTE: Clicking on Close before the status is complete will not cancel the operation. The batch process will continue to run, and any changes will not be displayed until the process has completed.

The user will now be set as active on the selected systems as can be seen in the example below.



Sync	Effective	System	Region	Active	Admin	Reports	No. of Items
	☐	Garage	Region 1	☑	☐	☐	0
	☐	Main Office	Region 2	☐	☐	☐	0
	☐	Office 1	Region 3	☐	☐	☐	0
	☐	Office 2	Region 3	☐	☐	☐	0
	☐	Production	Region 1	☑	☐	☐	0
	☐	Reception	Region 2	☑	☐	☐	0

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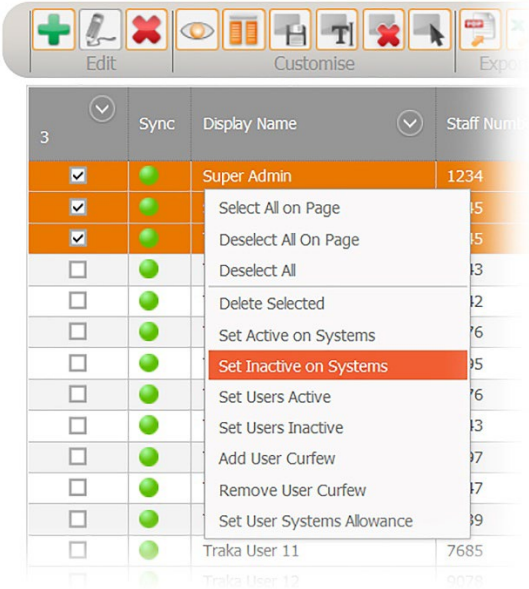
6.2.5 SETTING USERS INACTIVE ON A SYSTEM

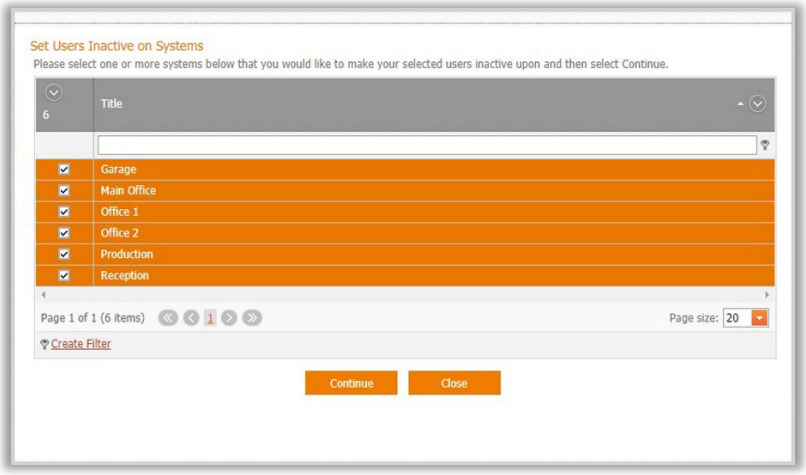
Setting users as inactive on a system will remove their ability to use whichever system or systems are selected from the list of those available.

1. Select the users that you wish to set as inactive on systems. Right click and choose **Set Inactive on Systems** from the context menu.

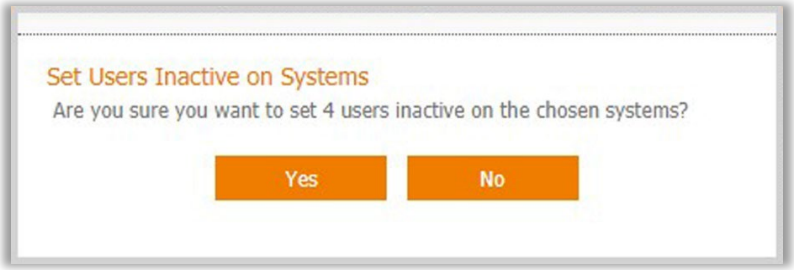


A window will now appear displaying all the available systems.

2. Select which systems you wish to set as inactive to the users.



A message will be displayed requesting confirmation that you wish to set the selected users inactive on the chosen systems. Selecting **No** will close the message and you will return to the Users page. Select **Yes** to start the process.



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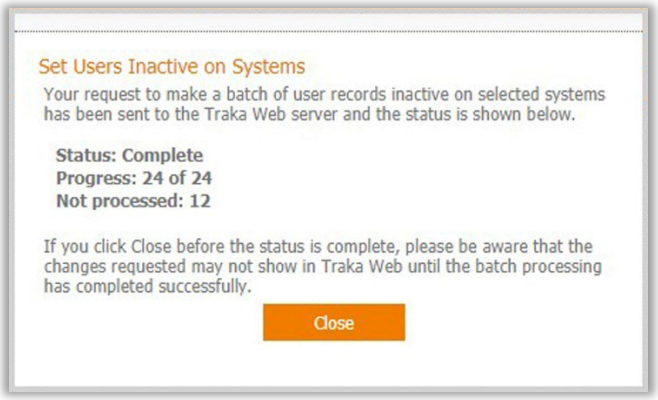
A window will appear, displaying the status of the process. Once completed, click on **Close.** If successful, the selected users will then be set as inactive on the selected systems.



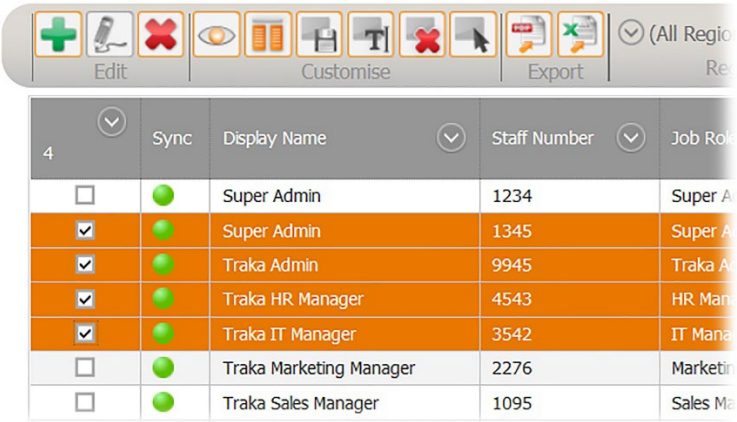
NOTE: Clicking on Close before the status is complete will not cancel the operation. The batch process will continue to run, and any changes will not be displayed until the process has completed.

NOTE: In the example above all four users were not assigned to any of the three available regions, therefore the 'Not Processed' result is '12'.

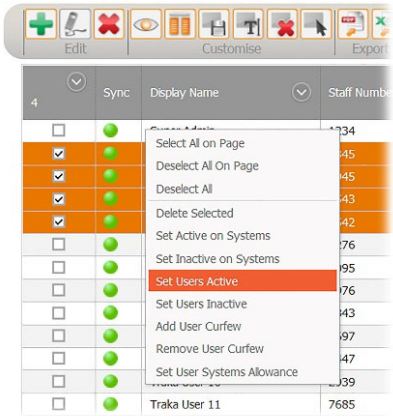
6.2.6 SETTING USERS ACTIVE

Using the context menu through the MSME feature can set a user as Active without having to navigate to the System Access tab.

1. Select the users you wish to set as active.



2. Right click and choose **Set Users Active** from the context menu.



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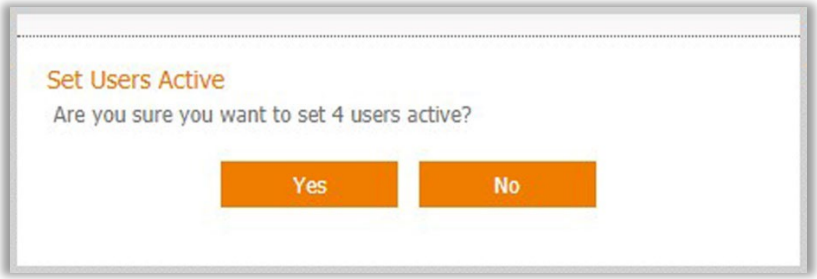
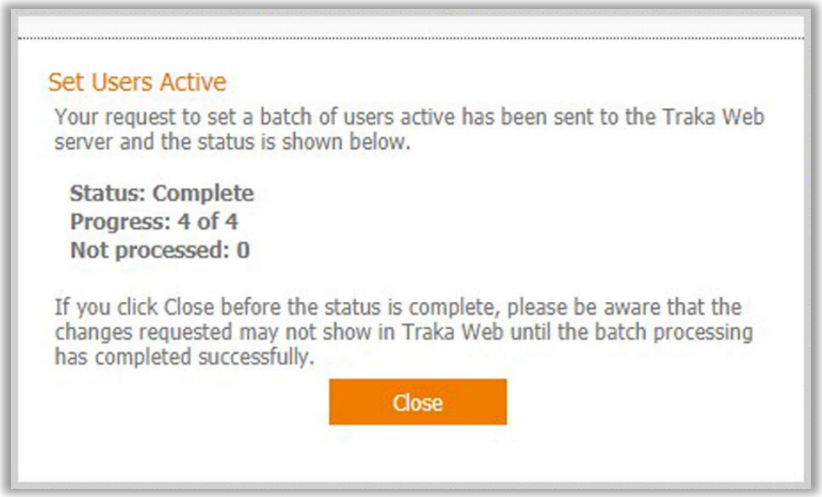
A message will be displayed requesting confirmation that you wish to set the selected users as active. Selecting **No** will close the message and you will return to the Users page.

3. Select **Yes** to begin the process.



A window will appear, displaying the status of the process. Once completed, click on **Close.** If the process was successful, the selected users will then be set as active.

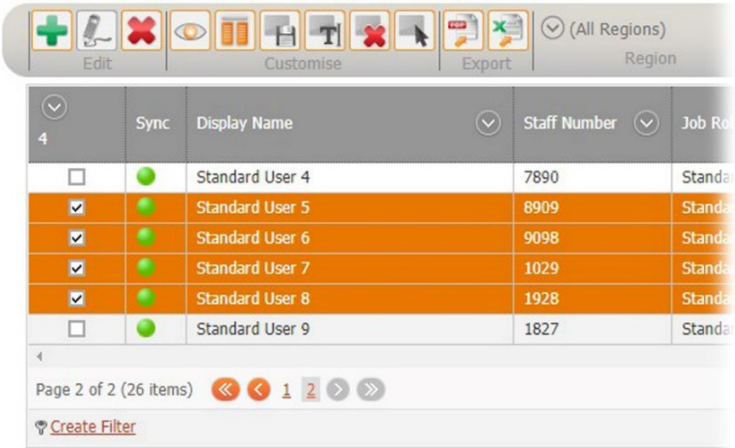


NOTE: Clicking on Close before the status is complete will not cancel the operation. The batch process will continue to run, and any changes will not be displayed until the process has completed.

6.2.7 SETTING USERS INACTIVE

Similar to Setting Users as Active, using the context menu through the MSME feature can set a user as Inactive without having to navigate to the System Access tab.

1. Select the users that you wish to set as Inactive.



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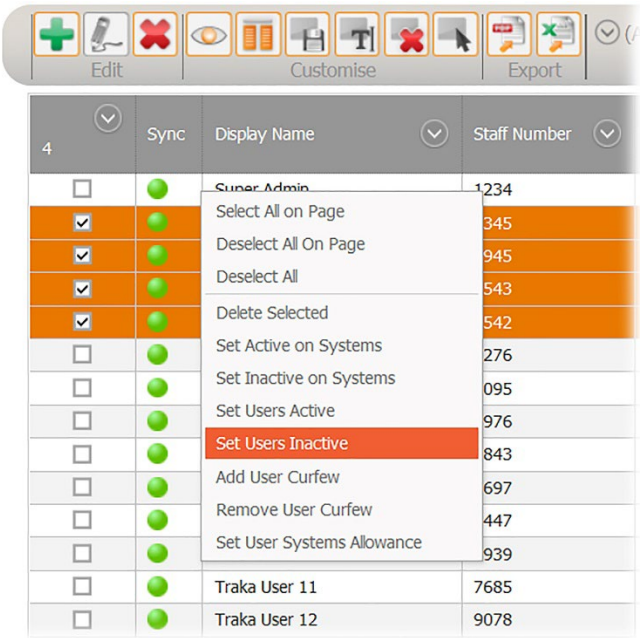
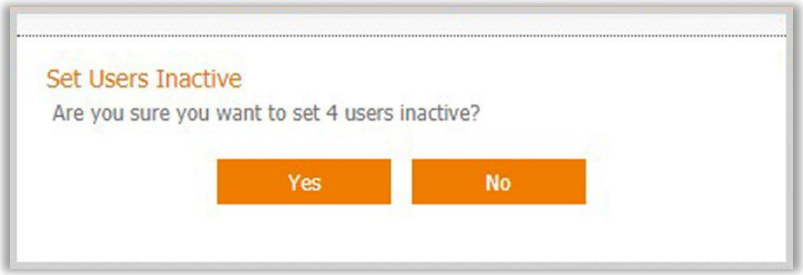
2. Right click and choose **Set Users Inactive** from the context menu.

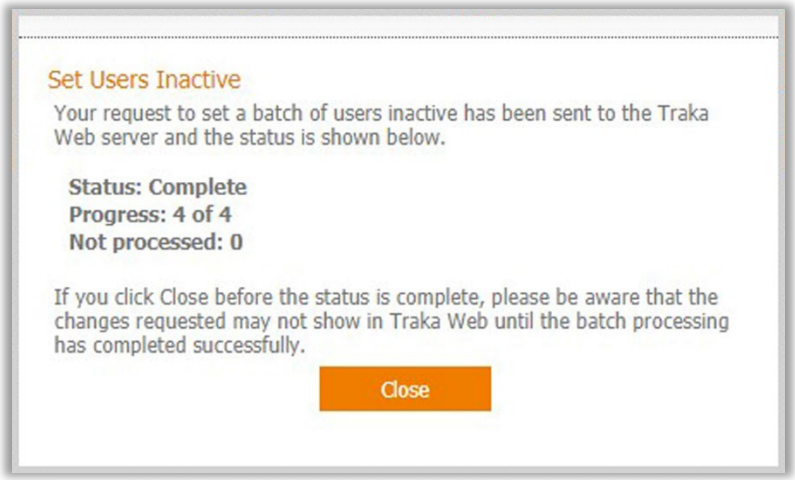


A message will be displayed requesting confirmation that you wish to set the selected users as inactive. Selecting **No** will close the message and you will return to the Users page.

3. Select **Yes** to begin the process.



A window will appear displaying the status of the process. Once completed, click on **Close.** If successful, the selected users will then be set as inactive.



NOTE: Clicking on Close before the status is complete will not cancel the operation. The batch process will continue to run, and any changes will not be displayed until the process has completed.

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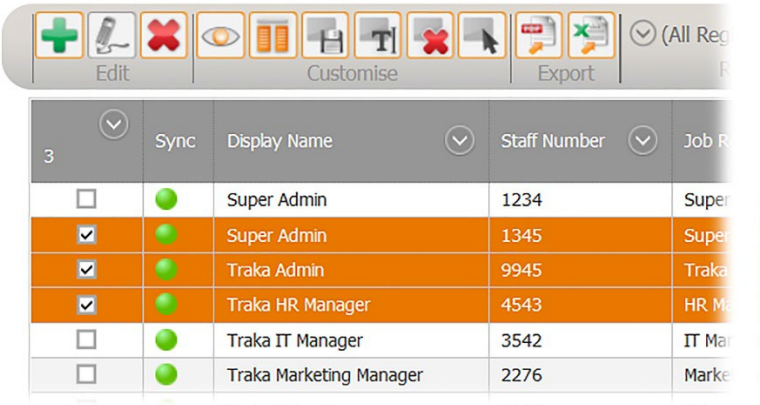
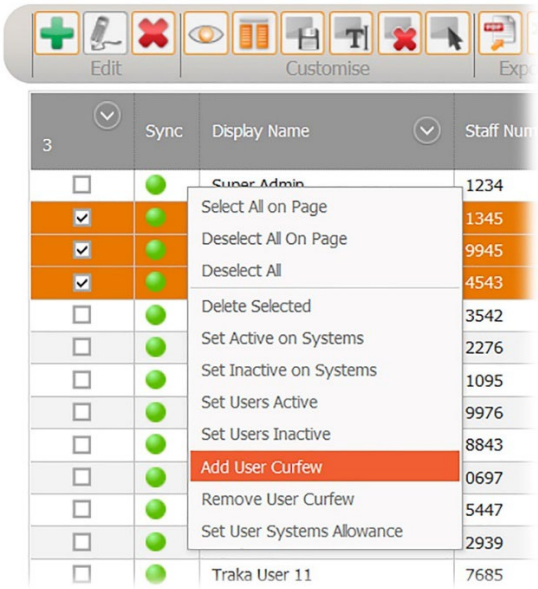
6.2.8 ADD USER CURFEW

The Add User Curfew option will enable you to apply either a relative or absolute curfew to a user and select the region and system on which the user is active.

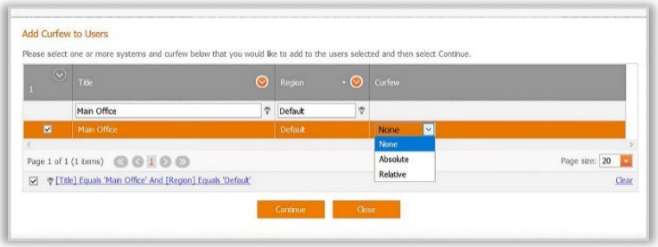
1. Select the user or users to which you wish to apply the curfew.



2. Right click and select **Add User Curfew** from the context menu.



3. A window will now appear. You can now select the system, the region and the type of curfew that you wish to apply.



4. Select Continue to progress with adding the curfew information.

For an **Absolute** curfew, use the arrows to enter the required hours and minutes.

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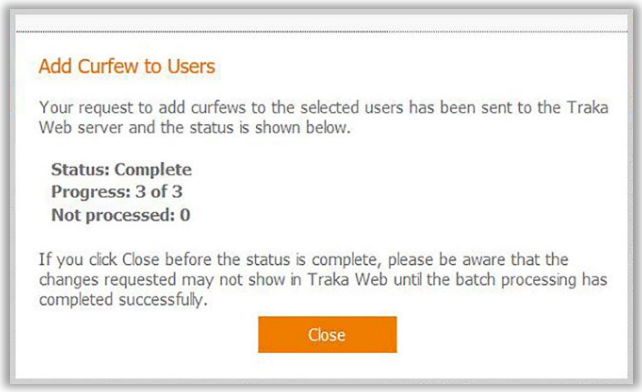
For a **Relative** Curfew, use the arrows to enter the required days, hours and minutes.

5. Once you completed the selection, click on **Continue.**

A message will be displayed requesting confirmation that you wish to add the curfew. Selecting **No** will close the message and you will return to the Users page.

6. Select **Yes** to begin the process

A window will appear displaying the status of the process. Once completed, click on **Close.** If successful, the curfew will be added to the selected users.

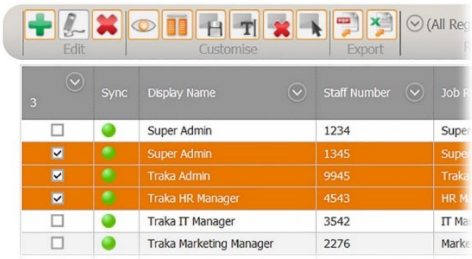


NOTE: Clicking on Close before the status is complete will not cancel the operation. The batch process will continue to run, and any changes will not be displayed until the process has completed.

6.2.9 REMOVE USER CURFEW

The **Remove User Curfew** will enable you to remove an absolute or relative curfew that has been applied to one or more users.

1. Select the user or users whom you wish to remove a curfew.



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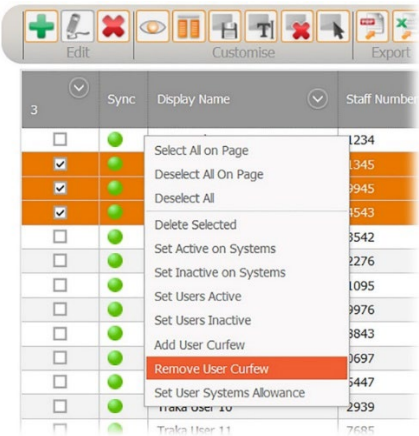
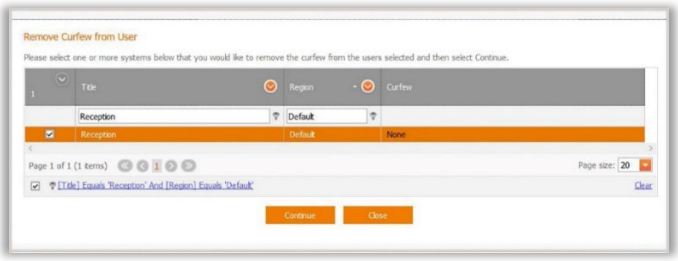
2. Right click and select **Remove User Curfew** from the context menu.



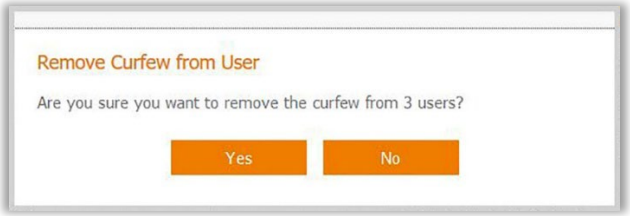
A window will now appear. You can now select the system of the region for the curfew that you wish to remove.



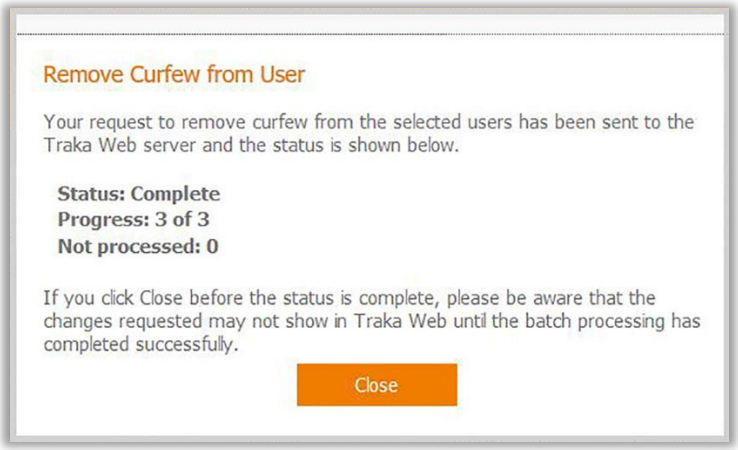
3. Select **Continue** to progress with the curfew removal.

A window will appear requesting confirmation that you wish to remove the curfew from the users.

4. Select **Yes** to begin the process.



A window will appear displaying the status of the process. Once completed, click on **Close.** If successful, the curfew will be removed from the selected users.



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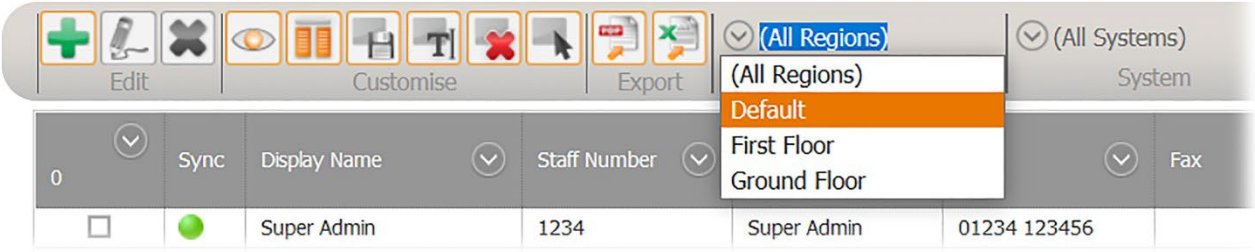
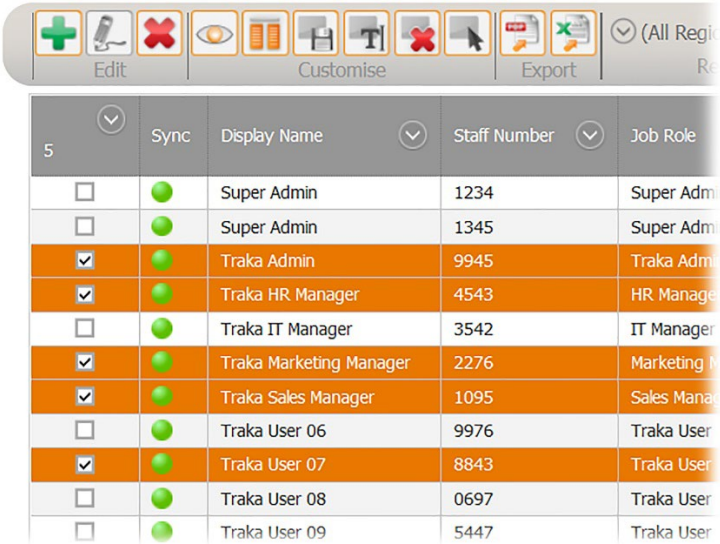
6.2.10 SET USER SYSTEMS ALLOWANCE

The **Set User Systems Allowance** option will enable a user to set the System Item Allowance on systems within a selected region for one or more users.

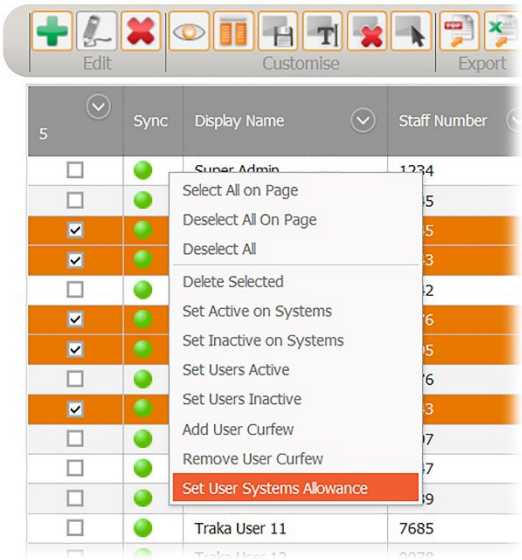
1. From the Users page, select the region that you wish to select the systems for allocating the User Systems Allowance.



2. Select the user or users that you wish to set the User Systems Allowance.



3. Right click within the grid and select **Set Users Systems Allowance** from the context menu.



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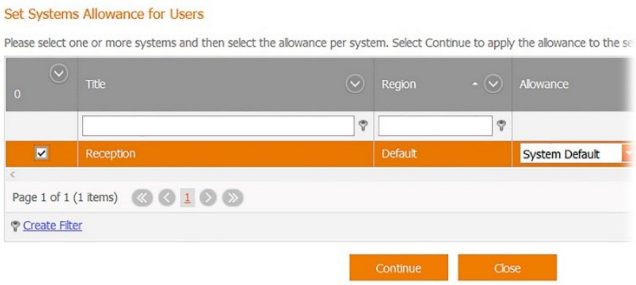
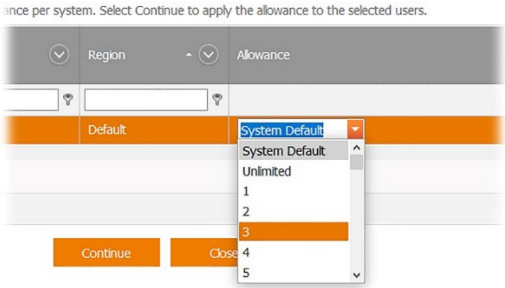
4. At the next screen, select the system or systems for the selected region by clicking in the checkbox to the left.



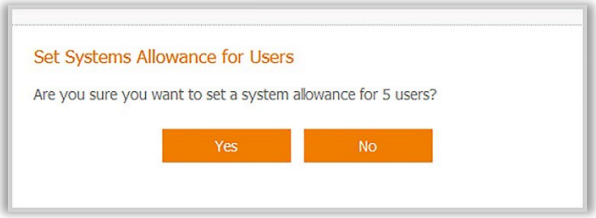
5. Over to the right of the screen, select the drop-down menu in the Allowance column and select the Item Allowance for the selected users.



6. Now Select the **Continue** button.

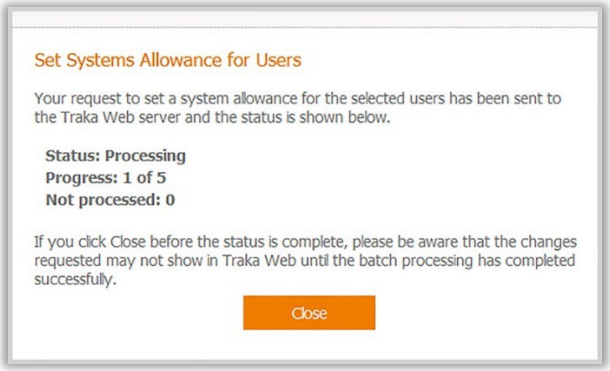
A window will now appear requesting confirmation to Set Systems Allowance for Users.

7. Select **Yes** to continue.



A window will now appear showing the progress and status of the process.

8. Once completed, click on the **close** button.



The selected users will now be granted the specified item allowance for the selected system(s) for that particular region.

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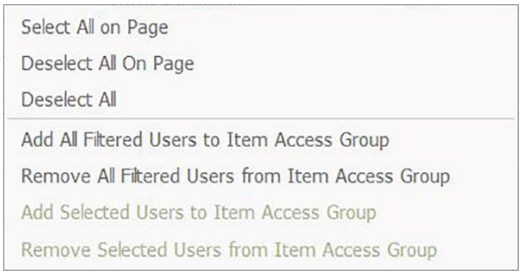
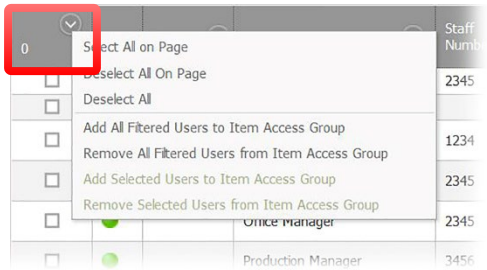
6.3 ITEM ACCESS GROUPS

Using MSME to assign Users to Item Access Groups utilises the same functionality as assigning Users to systems. A User with the Administrator role will be able to select one or more users by using a context menu and selecting which Item Access Group that they will become a member. As well as assigning users to an Item Access Group, they can also be removed.

6.4 THE CONTEXT MENU

The functionality of the Context Menu is made available by right clicking the mouse within the grid or left clicking on the down arrow button above check box column. This will display a menu with a series of options. Greyed-out options will only be made available if one or more users have been selected.





Select All on Page

Selecting this option will enable the user to select all the users listed on the current page at once.

Deselect All on Page

This option will enable the user to deselect all the selected users on the current page at once.

Deselect All

If users are selected on one or more pages, this option will enable them all to be deselected at once.

Add All Filtered Users to Item Access Group

With a number of filtered users on a page such as users of the same job description for example, this option will enable you to add those users to a specific Item Access Group.

Remove All Filtered Users to Item Access Group

This option will enable you to remove all the filtered users on the page from a specific Item Access Group.

Add Users to Item Access Groups

This option will enable the user to assign selected users to a specific Item Access Group.

Remove Users from Item Access Group

Choosing this option will enable the user to remove one or more users from a specific Item Access Group.

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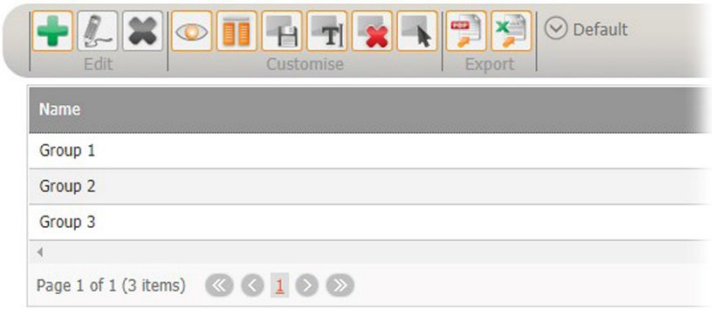
6.4.1 SELECTING ITEM ACCESS GROUPS

You will be required to have one or more Item Access Groups created to proceed with using the MSME functionality. Information for creating Item Access Groups can be found in the Item Access Groups section.

1. From the Navigation Toolbar, select the Item Access Groups icon from the Items option.

You will then be taken to the Item Access Groups page, showing a list of existing groups.

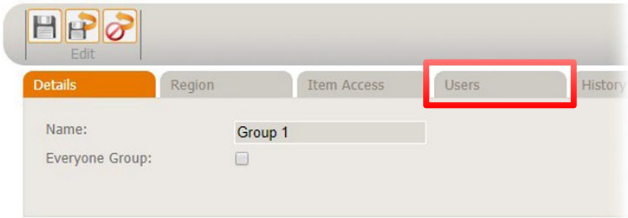


2. Select a group by double clicking on it or by selecting it and then clicking on the Edit button.

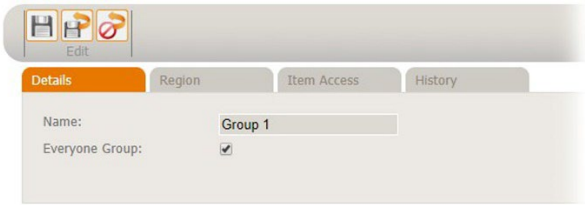
You will now be directed to the Edit Item Access page.

6.4.2 SELECTING USERS TO ASSIGN TO ITEM ACCESS GROUPS

1. From the Edit Item Access Group page, select the Users tab.



NOTE: If any of the Item Access Groups have the Everyone Group option ticked, the Users tab will not be available.



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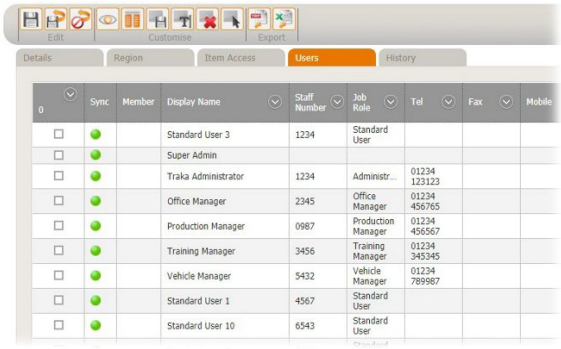
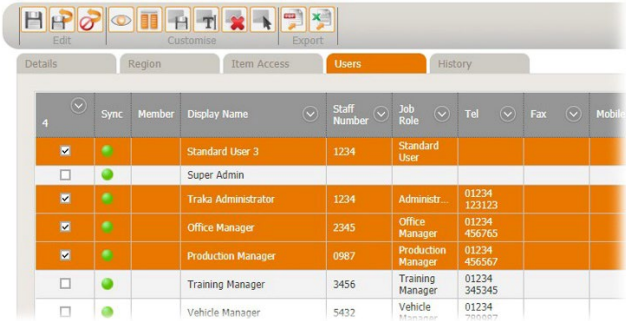
The next page will display all the available user details.



NOTE: It will be noticed that there is an empty column titled 'Member'. For users that are assigned to groups, the corresponding Member box will be ticked.

2. Select individual users to assign to the Item Access Group by clicking on the check boxes to the left.



NOTE: Above the check box column, the number of selected users is displayed.

3. If you wish to select all the users on the page, right click and choose **Select All on Page**.

This will select all the check boxes for all users on the current page only. You may also choose to **Deselect All on Page** or, if there are users selected over multiple pages, you can **Deselect All**.

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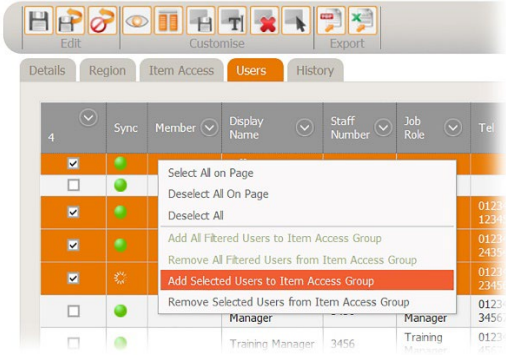
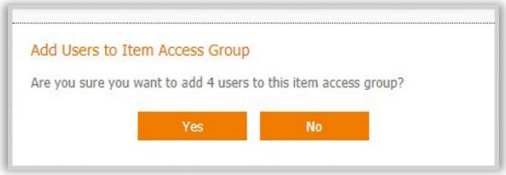
6.4.3 ADD USERS TO ITEM ACCESS GROUPS

1. With the users selected, right click and select **Add Selected Users to Item Access Group.**

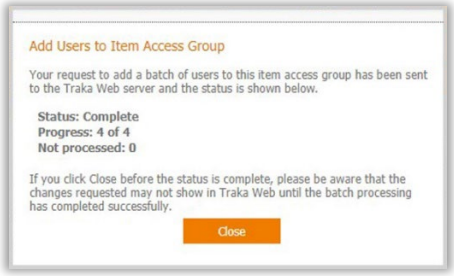


You will be presented with a confirmation window asking if you wish to add the selected users to the Item Access Group. Selecting **No**, will return you to the list of user details.

2. Click on **Yes** to proceed.

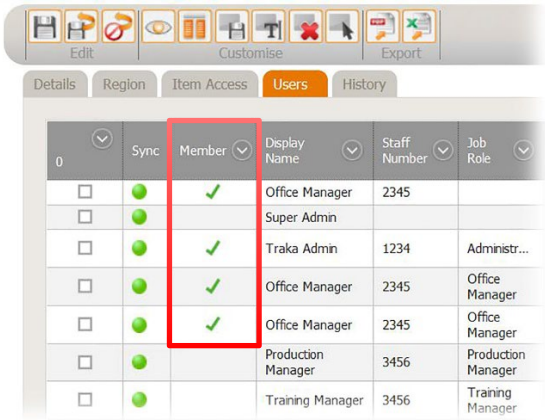


A window will appear displaying the progress and status. Once completed, click on the **Close** button. If the process was successful, the selected users will be added to the Item Access Group.



NOTE: Clicking on Close before the status is complete will not cancel the operation. The batch process will continue to run and any changes will not be displayed until the process has completed.

The Users page will now be updated. A tick is visible in the Member column for all users assigned to that group.



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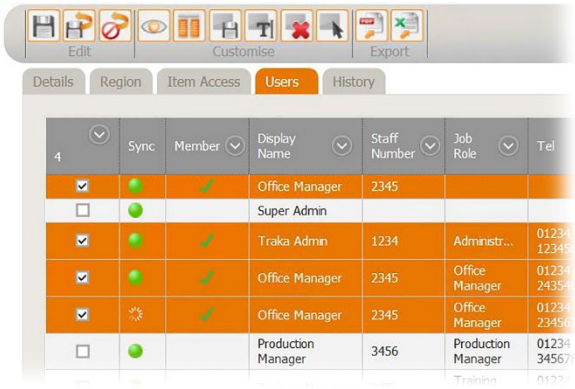
NOTE: The tick in the Member column will only appear for users who are members of the selected Item Access Group.

The process can then be repeated for assigning users as members of other Item Access Groups.

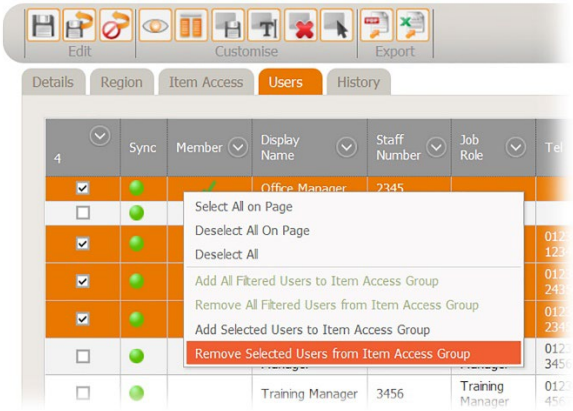
6.4.4 REMOVE USERS FROM ITEM ACCESS GROUP

As well as adding users to an Item Access Group, it may also be necessary to remove one or more users from an Item Access Group.

1. Select the Item Access Group from which you wish to remove user access and then click on the Users tab.
2. Select the assigned users that you wish to remove from that group.

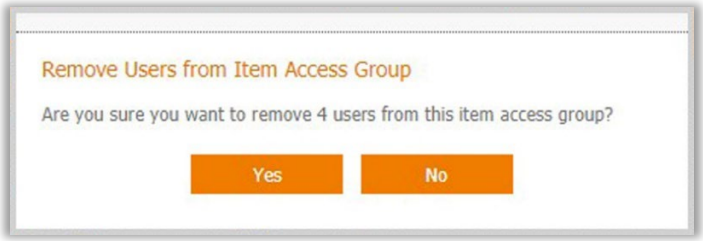


3. Right click and choose the option **Remove Selected Users from Item Access Group.**



You will be presented with a confirmation window asking if you wish to remove the selected users from the Item Access Group. Selecting **No**, will return you to the user details list.

4. Click on **Yes** to proceed.



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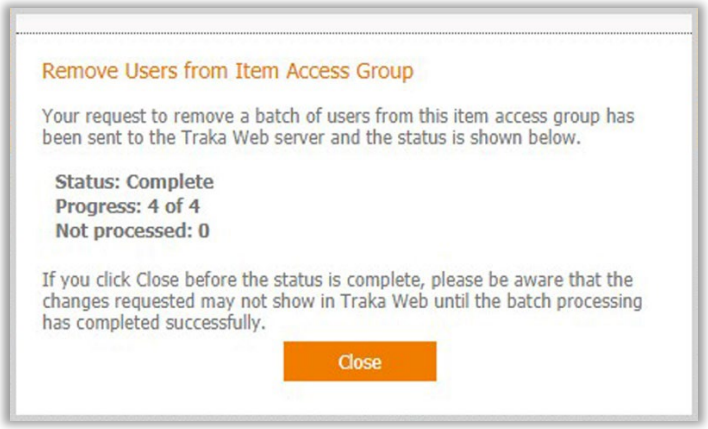
A window will appear displaying the progress and status. Once completed, click on the **Close** button. If the process was successful, the selected users will be removed from the Item Access Group.

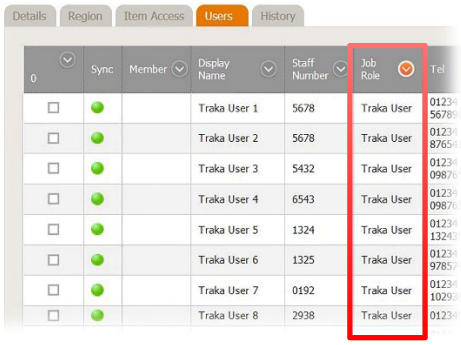


NOTE: Clicking on Close before the status is complete will not cancel the operation. The batch process will continue to run, and any changes will not be displayed until the process has completed.

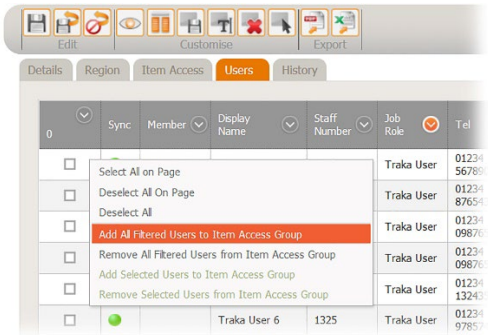
6.4.5 USING THE FILTERING OPTION

Using the filtering option for Users in MSME is very similar to adding and removing selected users. The following is an example of using an applied filter to the Job Role column.

1. Apply the filter to the column. In this example, the job role of Traka User is used.



2. Next, right click within the grid and select the option for **Add All Filtered Users to Item Access Group.**



The process for adding will now proceed according to the process used for **Add Selected Users to Item Access Group.**

NOTE: If individual users have been selected from the filtered column, the Add Selected Users to Item Access Group will apply.

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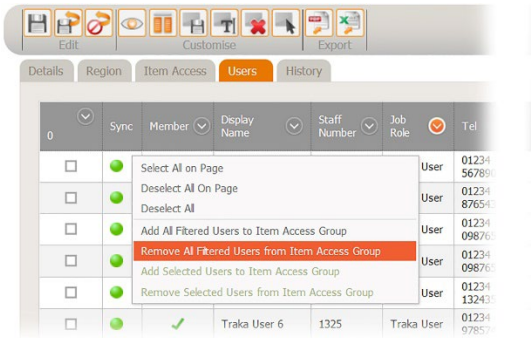
Removing filtered users is also very similar to the process for **Remove Selected Users from Item Access Group.**

3. With the filter in place, right click within the grid and select **Remove All Filtered Users from Item Access Group.**



The removal process will now proceed according to the process used for **Remove Selected Users to Item Access Group.**

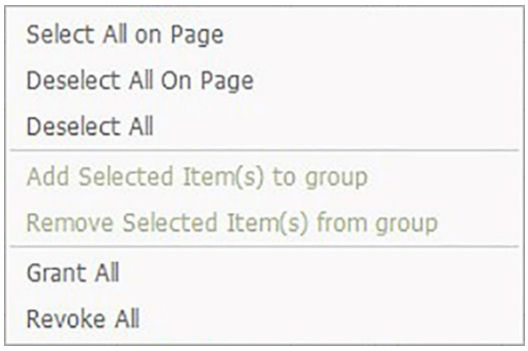
NOTE: If individual users have been selected from the filtered column, the Remove Selected Users from Item Access Group will apply.

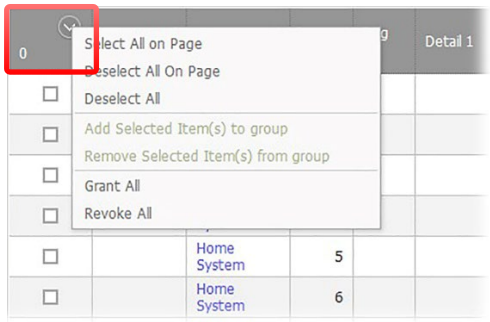
6.5 SELECTING ITEMS TO ASSIGN TO ITEM ACCESS GROUPS

Once the users are assigned to Item Access Groups, it is possible to assign Items in a similar way.

6.5.1 THE CONTEXT MENU

The functionality of the Context Menu is made available by right clicking the mouse within the grid or left clicking on the down arrow button above check box column. This will display a menu with a series of options. Greyed-out options will only be made available if one or more items have been selected.





Select All on Page

Selecting this option will enable the user to select all the items listed on the current page at once.

Deselect All on Page

This option will enable the user to deselect all the selected items on the current page at once.

Deselect All

If items are selected on one or more pages, this option will enable them all to be deselected at once.

Add Selected Item(S) to group

With one or more items selected, this option will enable them to be added to the group.

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Remove Selected Item(S) from group

With one or more previously assigned items selected, this option will enable you to remove them from the group.

Grant All

This option will enable you to grant access to all items

Revoke All

This option will enable you revoke access to all items in the group.

6.5.2 SELECTING ITEM ACCESS GROUPS

You will be required to have one or more Item Access Groups created to proceed with using the MSME functionality. Information for assigning items can be found in the Item Access Groups section.

1. From the Navigation Toolbar, select the Item Access Groups icon from the Items option.

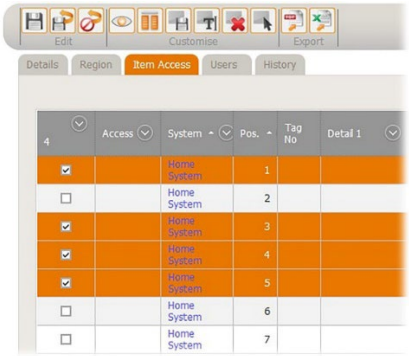
2. Select a group by double clicking on it or by selecting it and then clicking on the Edit button.

You will now be directed to the Edit Item Access page for the selected group.

3. Select the **Item Access** tab.

The next page will display a list of the items in the system.

4. Select individual items to assign to the Group by clicking on the check boxes to the left.



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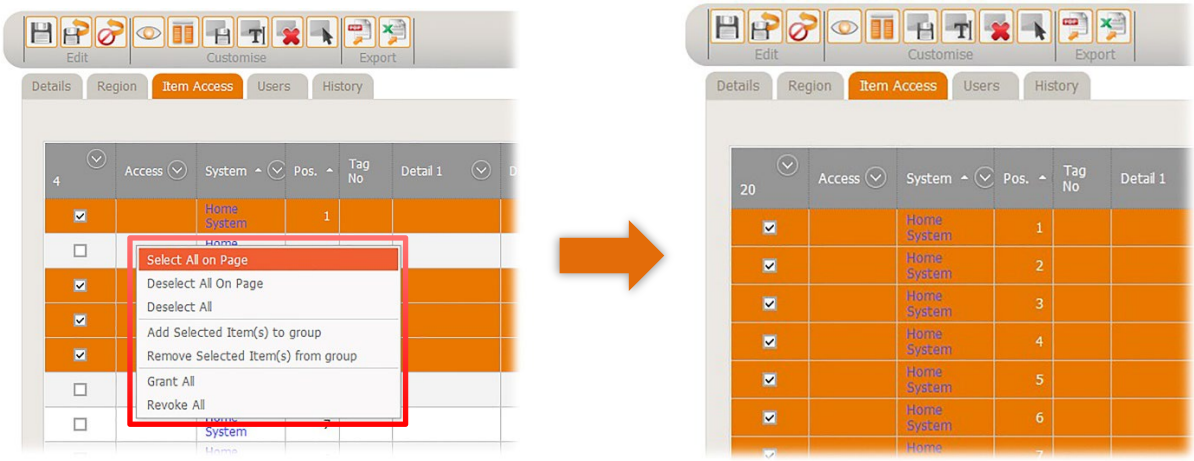
NOTE: Above the check box column, the number of selected users is displayed.

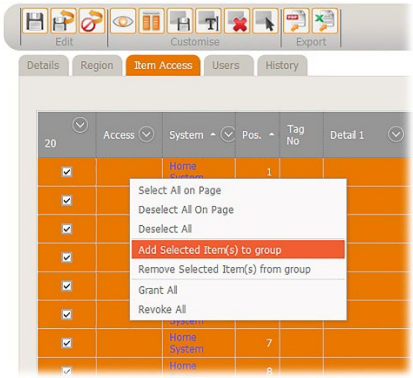
5. If you wish to select all the users on the page, right click and choose **Select All on Page**.



This will select all the check boxes for all items on the current page only. You may also choose to **Deselect All on Page** or, if there are items selected over multiple pages, you can **Deselect All**.

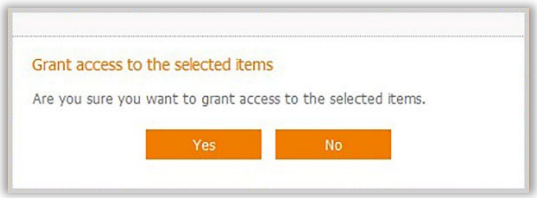
6.5.3 ADD SELECTED ITEM(S) TO GROUP

1. With the items selected, right click and select **Add Selected Item(s) to Group.**



You will be presented with a confirmation window asking if you wish to grant access to the selected items. Selecting **No**, will return you to the list of user details.

1. Click on **Yes** to proceed.



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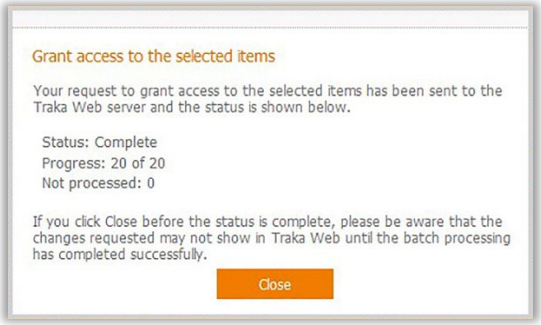
A window will appear displaying the progress and status. Once completed, click on the **Close** button. If the process was successful, the selected items will be granted access.



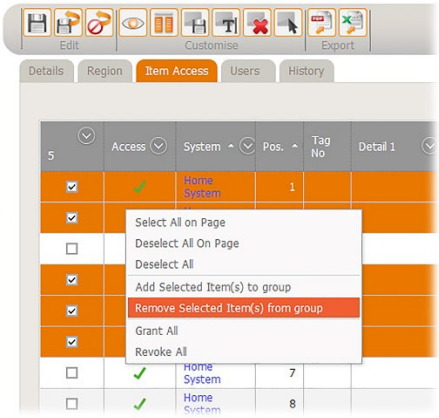
NOTE: Clicking on Close before the status is complete will not cancel the operation. The batch process will continue to run, and any changes will not be displayed until the process has completed.

The page will now be updated. A tick is visible in the Access column for all access granted items in that group.

6.5.4 REMOVE SELECTED ITEM(S) FROM GROUP

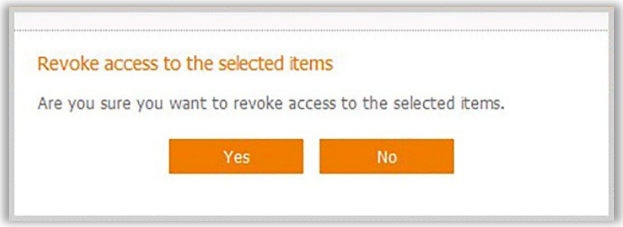
As well as granting access to items for the selected group, it may also be necessary to remove access to one or more items from a selected group.

1. Select the Item(s) from which you wish to remove access, then right click within the grid, and choose **Remove Selected Item(s) from group.**



You will be presented with a confirmation window asking if you wish to revoke access to the selected items. Selecting **No**, will return you to the user details list.

1. Click on **Yes** to proceed.



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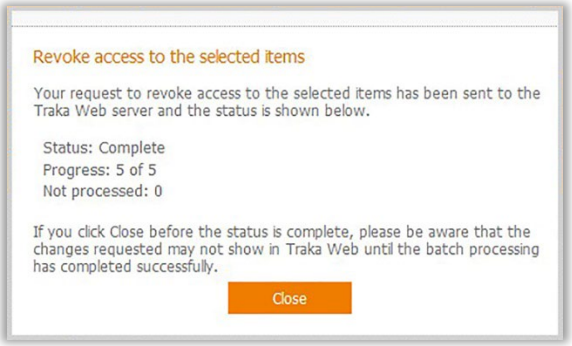
A window will appear displaying the progress and status. Once completed, click on the **Close** button. If the process was successful, the selected items will have their access revoked.

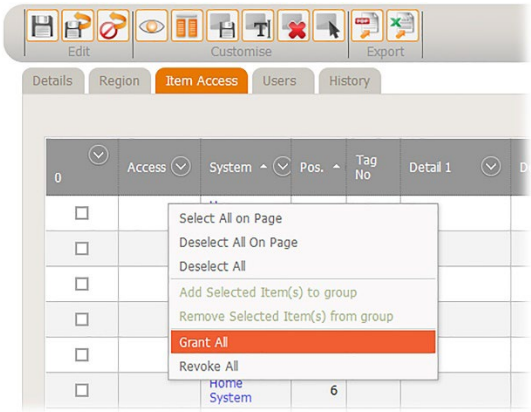


NOTE: Clicking on Close before the status is complete will not cancel the operation. The batch process will continue to run, and any changes will not be displayed until the process has completed.

6.5.5 GRANT ALL

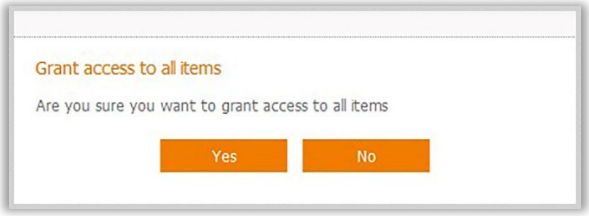
Selecting the **Grant All** option from the context menu will grant access to all items in the selected group.

1. Right click within the grid and select **Grant All** from the context menu.



A message will appear requesting confirmation that you wish to grant access to all items.

2. Click on **Yes** to continue.



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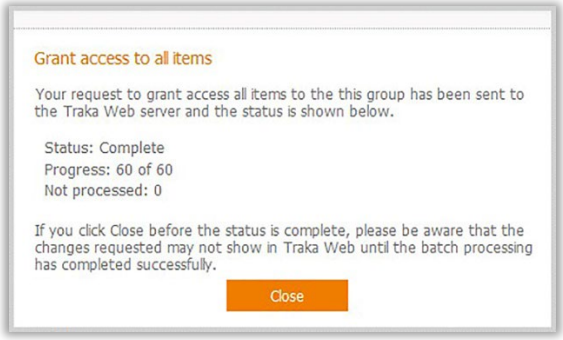
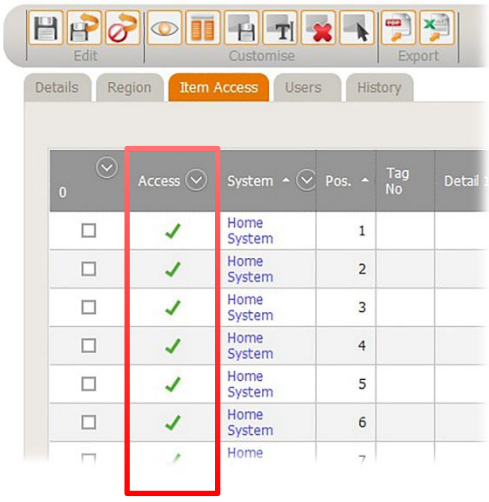
A window will appear displaying the progress and status. Once completed, click on the **Close** button. If the process was successful, all the items in the system will be granted access.



NOTE: Clicking on Close before the status is complete will not cancel the operation. The batch process will continue to run, and any changes will not display until the process has completed.

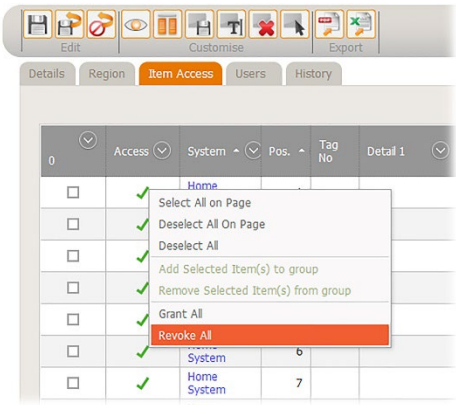
Once completed, a green tick will display in the Access column next to every item listed in the system.



6.5.6 REVOKE ALL

It is possible to revoke access to all items that have access granted to them by selecting the Revoke All option from the context menu.

1. Right click within the grid and choose **Revoke All** from the context menu.



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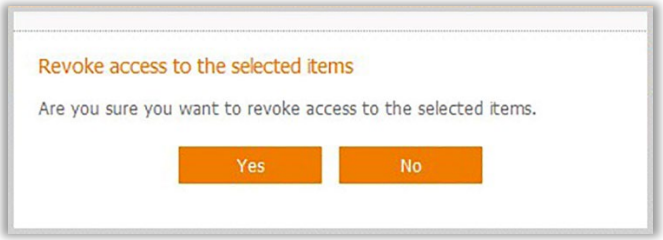
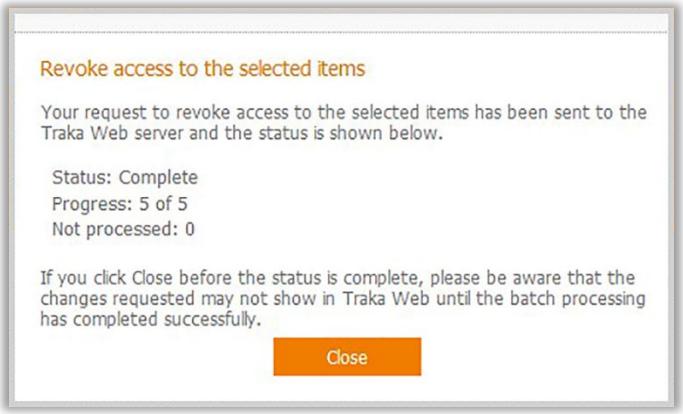
A message will appear requesting confirmation that you wish to revoke access to all items in the group.

2. Click on **Yes** to continue.



A window will appear displaying the progress and status. Once completed, click on the **Close** button. If the process was successful, all the items in the system will have their access revoked.



NOTE: Clicking on Close before the status is complete will not cancel the operation. The batch process will continue to run, and any changes will not display until the process has completed.

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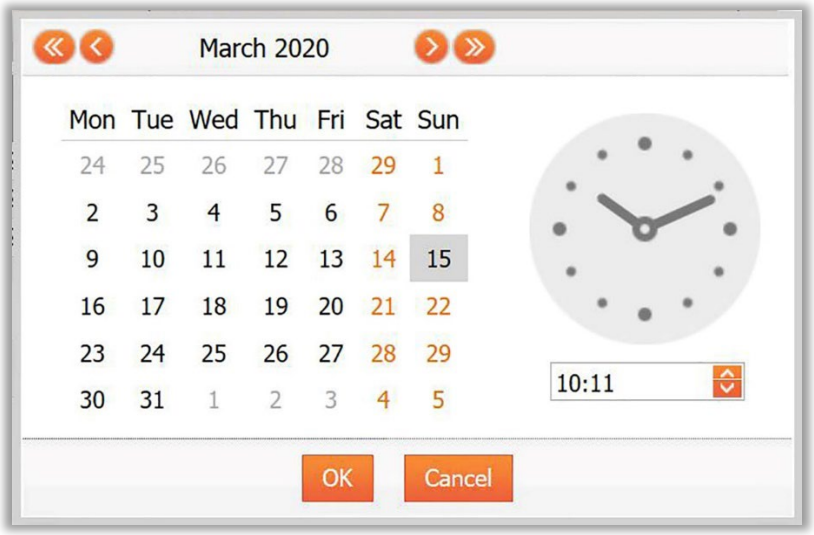
6.6 REPORTS

Reports are a compilation of information or activities that have occurred at the system. There are seven categories of reports within TrakaWEB; each category has one or more reports to generate.



Some of the reports in TrakaWEB use a start and end date to filter search results. Clicking the grey arrow next to start time/end time will show a small calendar allowing you to select specific times you wish the report to retrieve data from.

6.6.1 GENERATING REPORTS

1. Navigate to the reports page via the Navigation Toolbar.

2. Select the category of report you wish to run e.g., General.

3. The General category box will now expand showing the reports that fall into that category. Select the desired report to expand the box, which will have a brief description of the report.

4. To view the report click View this Report.

5. Your browser will open a new tab and you will be presented with the report page. From here, you can select different options to filter the results of the report. E.g., some reports allow you to select time frame you wish to gather the information from. Selecting the start or end date will allow you to input the specific days and times for the report to run between. For more details on reports, please refer to the latest version of **UD0018 - TrakaWEB User Guide**.

6. The most common reports you will need to run...

   General Report
   - Activity Report
   - Central History Report

   Status Reports
   - Current Item Status Report

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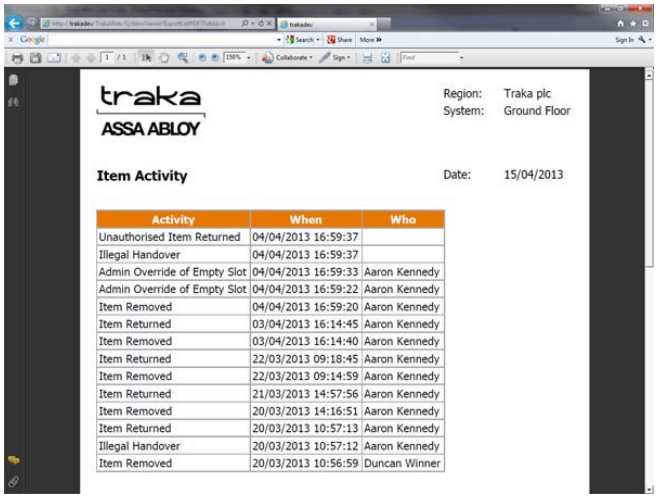
6.7 EXPORTING INFORMATION

6.7.1 PDF

In TrakaWEB, it is possible to export the data from whatever grid you are viewing into PDF format. Simply select the Export to PDF button from the ribbon toolbar and TrakaWEB will open a new tab in your browser with the currently viewed data into a PDF.



traka
ASSA ABLOY

Region: Traka plc
System: Ground Floor

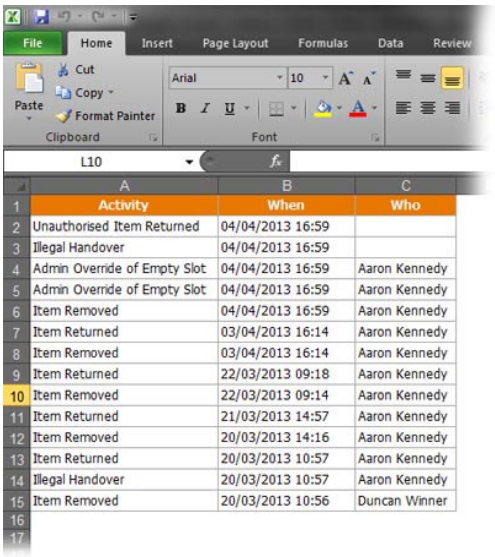
Item Activity

Date: 15/04/2013

Activity	When	Who
Unauthorised Item Returned	04/04/2013 16:59:37	
Illegal Handover	04/04/2013 16:59:37	
Admin Override of Empty Slot	04/04/2013 16:59:33	Aaron Kennedy
Admin Override of Empty Slot	04/04/2013 16:59:22	Aaron Kennedy
Item Removed	04/04/2013 16:59:20	Aaron Kennedy
Item Returned	03/04/2013 16:14:45	Aaron Kennedy
Item Removed	03/04/2013 16:14:40	Aaron Kennedy
Item Returned	22/03/2013 09:18:45	Aaron Kennedy
Item Removed	22/03/2013 09:14:59	Aaron Kennedy
Item Returned	21/03/2013 14:57:56	Aaron Kennedy
Item Removed	20/03/2013 14:16:51	Aaron Kennedy
Item Returned	20/03/2013 10:57:13	Aaron Kennedy
Illegal Handover	20/03/2013 10:57:12	Aaron Kennedy
Item Removed	20/03/2013 10:56:59	Duncan Winner

6.7.2 EXCEL

In TrakaWEB, it is possible to export the data from whatever grid you are viewing into a Microsoft Excel format. Simply select the Export to Excel button from the ribbon toolbar and TrakaWEB will generate a new tab in your browser with the currently viewed data into an Excel Spreadsheet.



	A	B	C
1	Activity	When	Who
2	Unauthorised Item Returned	04/04/2013 16:59	
3	Illegal Handover	04/04/2013 16:59	
4	Admin Override of Empty Slot	04/04/2013 16:59	Aaron Kennedy
5	Admin Override of Empty Slot	04/04/2013 16:59	Aaron Kennedy
6	Item Removed	04/04/2013 16:59	Aaron Kennedy
7	Item Returned	03/04/2013 16:14	Aaron Kennedy
8	Item Removed	03/04/2013 16:14	Aaron Kennedy
9	Item Returned	22/03/2013 09:18	Aaron Kennedy
10	Item Removed	22/03/2013 09:14	Aaron Kennedy
11	Item Returned	21/03/2013 14:57	Aaron Kennedy
12	Item Removed	20/03/2013 14:16	Aaron Kennedy
13	Item Returned	20/03/2013 10:57	Aaron Kennedy
14	Illegal Handover	20/03/2013 10:57	Aaron Kennedy
15	Item Removed	20/03/2013 10:56	Duncan Winner
16			
17			

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7. SUPPORT LOG FILES

Should you be required to access or provide your Support Log Files, they are stored as text documents and can be located here:

Traka Business Engine Support Logs:

C:\Program Files (x86)\Traka Limited\Traka Business Engine Service\Support

Traka Communication Engine Support Logs:

C:\Program Files (x86)\Traka Limited\Traka Comms Engine Service\Support

TrakaWEB Admin Support Logs:

C:\Program Files (x86)\Traka Limited\Traka Web Admin\Support

IIS (Web Front End) Support Logs:

C:\inetpub\wwwroot\TrakaWeb\App_Data\Support\Logs

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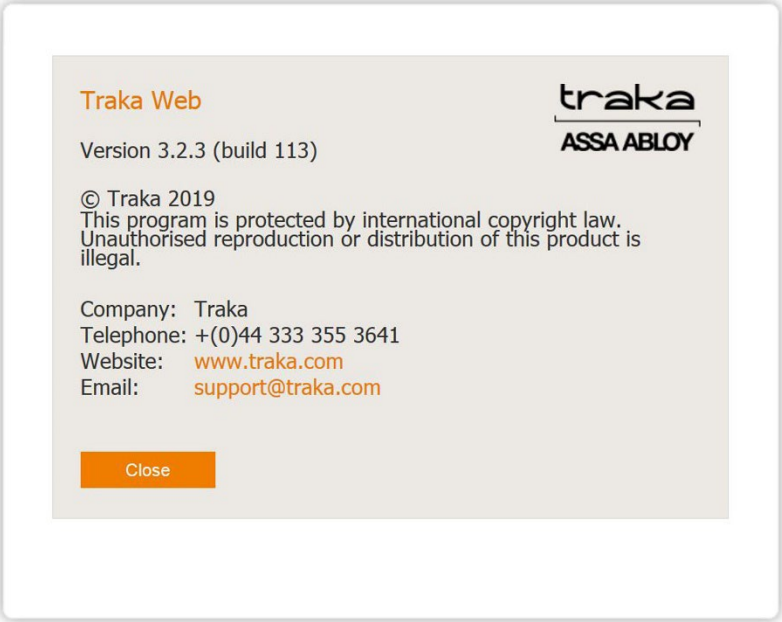
8. TECHNICAL SUPPORT

If you need to contact Traka/distributor for technical support, you may need to provide the information in the screenshot below.

From the top of TrakaWEB, select the Info icon to bring up the information window.



Technical Support Information

Telephone: **0333 355 3641**

Email: **support@traka.com**

Web: **https://support.traka.com**

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9. END USER LICENCE AGREEMENT – SOFTWARE

The Software supplied under this End User Licence Agreement (EULA) shall be subject to the following terms and conditions:

1. Definitions

"Applicable Law" means any: (i) law including any statute, statutory instrument, bye-law, order, regulation, directive, treaty, decree, decision (as referred to in Article 288 of the Treaty on the Functioning of the European Union) (including any judgment, order or decision of any court, regulator or tribunal); (ii) rule, policy, guidance or recommendation issued by any governmental, statutory or regulatory body; and/or (iii) industry code of conduct or guideline in force from time to time which relates to this EULA and/or the Hardware.

"Commercial Terms" means any legally binding document relating to the sale or supply of the Hardware to the Customer or dealing with the subject matter of this EULA, including under which payment is made for the Hardware by the Customer.

"Company" means ASSA ABLOY Global Solutions UK Ltd trading as Traka and shall include the Company's successors and assigns.

"Customer" means the person, firm or company with whom this EULA is made.

"Data Protection Laws" means all Applicable Laws relating to data protection, the processing of personal data and privacy, including: (i) the Data Protection Act 1998; (ii) (with effect from 25 May 2018) the General Data Protection Regulation (EU) 2016/679; and (iii) the Privacy and Electronic Communications (EC Directive) Regulations 2003 (as may be amended by the proposed Regulation on Privacy and Electronic Communications); and references to "Data Processor", "Data Subjects", "Personal Data", "Process", "Processed", "Processing" "Processor" and "Supervisory Authority" have the meanings set out in, and will be interpreted in accordance with, such Applicable Laws.

"Documentation" means materials such as manuals, user guides or similar materials associated with or related to the Hardware.

"Embedded Software" means all software including firmware on or embedded in the Hardware at the date of manufacture together with any updates or newer versions made available by the Company from time to time.

"Hardware" means the product acquired from the Company or its authorised partner, including all Embedded Software and Documentation.

"Intellectual Property Rights" means all intellectual and industrial property rights of any kind whatsoever including, but not limited to, patents, supplementary protection certificates, registered trademarks, unregistered trademarks, rights in know-how, registered designs, models, unregistered design rights, rights to prevent passing off or unfair competition and copyright (whether in drawings, plans, specifications, designs and computer software or otherwise), database rights, topography rights, any rights in any invention, discovery or process and applications for and rights to apply for any of the foregoing, in each case in the United Kingdom and all other countries in the world and together with all renewals, extensions, continuations, divisions reissues, re-examinations and substitutions.

"Supplier" means the entity from which the Hardware was purchased by the Customer being the Company or one of its authorised partners.

"Warranty Period" means the 12 months following the date of sale by the Company of the Hardware to which the Embedded Software relates.

2. Licence

2.1 In consideration of the payment of the price for the Hardware to the Company or its authorised partner, the Company hereby grants a perpetual, non-exclusive, non-transferable licence for the use of the Embedded Software solely for use with the Hardware.

2.2 By installing and/or operating the Hardware, the Customer agrees to the terms of this EULA.

3. Patents, Designs and Copyright

The Embedded Software is licensed, not sold, to the Customer by the Company for use only under the terms of this EULA. The Company and its licensors retain all proprietary interests and rights in and over the Embedded Software and reserve all rights not expressly granted to the Customer under this EULA including all Intellectual Property Rights which shall remain the exclusive property of the Company or its licensors.

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4. Restrictions

4.1 Except as expressly set out in this EULA or as permitted by law, the Customer agrees not to disclose the contents or code of the Embedded Software to any third party. The Customer may take such copies of the Embedded Software as is necessary for the purpose of back-up security and agrees that all copies shall be kept confidential and subject to the terms of this EULA.

4.2 Except as expressly set out in this EULA or as permitted by law, the Customer agrees not to lease, rent, sub-license, loan, sell or otherwise redistribute the whole or any part of the Embedded Software. The Customer may, however, rent, lease or sell the Hardware, provided that: (a) any rental, leasing or sale must include the Hardware and all of the Embedded Software, including all its component parts, original media, printed materials and this EULA; (b) the Customer does not retain any copies of the Embedded Software, full or partial, including copies stored on a computer or other storage device; and (c) the party receiving the Hardware reads and agrees to accept the terms and conditions of this EULA.

4.3 The Customer agrees not to modify, disassemble, reverse engineer, derive the source code of, decrypt, create derivative works or decompile the whole or any part of the Embedded Software nor attempt to do so save to the extent expressly permitted by law.

4.4 The Customer will not attempt to ascertain or list the source programs or source code relating to the Embedded Software.

4.5 The Customer will notify the Company as soon as it becomes aware of any unauthorised use of the Embedded Software by any person.

5. Warranty

5.1 The Company believes that to the best of its knowledge the Embedded Software has been thoroughly tested for freedom from arithmetic or logical defects in the Embedded Software and that it will function and perform substantially in accordance with the functions described in the Documentation.

5.2 If at any time during the Warranty Period, the Customer becomes aware of a breach of the warranty at Clause 5.1, the Customer will:

5.2.1 promptly notify the Supplier of any defect which it believes to exist, such notice to be given prior to the expiry of the Warranty Period, with all details and information which may assist in diagnosing and correcting the defect; and

5.2.2 provide any facilities, information and assistance which the Supplier may reasonably request to aid the diagnosis of the alleged defect and co-operate with the Supplier in these activities.

5.3 If the Supplier is unable to ascertain or correct the defect with the Embedded Software as notified by the Customer in accordance with Clause 5.2, the Supplier (if not the Company) shall notify the Company.

5.4 The Company reserves the right to charge the Customer at its prevailing rates for any effort expended in tracing apparent defects which prove not to be defects covered under this Clause 5.

5.5 In the event of a proven breach of the warranty in Clause 5.1 during the Warranty Period, the Supplier (or Company (as the case may be)) will either:

5.5.1 repair, or at its option replace, the Embedded Software (or the relevant part of it); or

5.5.2 correct the Documentation to reflect the proper performance of the Software where it is determined by the Company (acting reasonably) that the Software is functioning correctly but is not properly described in the Documentation.

5.6 The repair or replacement of the Embedded Software under Clause 5.5 will not be available to the Customer if:

5.6.1 the defect in the Embedded Software is attributable to failure or breakdown or interference of any third party, or software or hardware not supplied subject to this EULA;

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5.6.2 the Customer is in breach of this EULA;

5.6.3 the Customer fails to operate the Hardware properly or fails to follow the instructions or recommendations of the Company as set out in the Documentation with respect to the Embedded Software;

5.6.4 the Customer interferes with, modifies, or fails to secure the Embedded Software otherwise than in accordance with the terms of this EULA;

6. Training

Other than the supply of the Documentation included with the Embedded Software, no training is provided by the Company unless otherwise agreed by the Customer and the Company.

7. Limit of Liability

7.1 Subject to Clause 7.2 and 7.3, the Company's maximum aggregate liability in connection with this EULA or the use of the Embedded Software will be limited to the lower of:

7.1.1 any applicable limitation of liability set out in the Commercial Terms; or

7.1.2 £100,000 or 100% of the price paid for the Hardware, whichever is lower.

7.2 Subject to Clause 7.3, the Company accepts no liability for any:

7.2.1 loss of business, loss of revenue, loss of profits, loss of goodwill, loss of use, loss of data or loss of any economic liability; or

7.2.2 indirect or consequential losses, however caused, arising in connection with this EULA or the use of the Embedded Software.

7.3 The Company makes no attempt to exclude liability relating to or arising from death or personal injury caused by the Company's negligence or the negligence of any employee, agent or contractor of the Company or liability for fraud or fraudulent misrepresentation, or for any other liability for which it would be unlawful to exclude or limit liability.

8. Disposal

The Customer undertakes that, upon the cessation of the use of the Hardware for whatever cause, or upon termination of this EULA, it will promptly destroy all known copies of the Embedded Software on any media other than the copy embedded in the Hardware and, if required by the Company, certify that this has been done.

9. Force Majeure

Neither party shall be liable for failure to perform its obligations under this EULA if such failure results from circumstance beyond the party's control.

10. Termination

Either party shall have the right to terminate this EULA if the other party is in material or persistent breach of this EULA and fails to rectify such breach within 30 days of receipt of notification thereof in writing, from the injured party, or if a right to terminate the relevant Commercial Terms has arisen. Termination shall not affect any other rights of the injured party.

11. Consequences of Termination

Upon termination of this EULA all rights and licences granted to the Customer under this EULA will cease immediately.

12. Communications and Notices

12.1 All communications or notices that the Customer is required to provide to the Company under this EULA shall be sent to the following address:

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Traka – ASSA ABLOY
30 Stilebrook Road, Olney,
Milton Keynes, MK46 5EA, United Kingdom

or such other address of which the Company makes the Customer aware from time to time.

12.2 Any notice given in accordance with Clause 12.1 will be deemed to have been served:

12.2.1 if delivered to or left at the Company's address, at the time the notice is delivered to or left; or

12.2.2 if delivered by pre-paid first class post or mail delivery service providing proof of delivery, at 9:00am on the second Business Day after the date of posting.

13. Assignment

Except as expressly set out in this EULA or as permitted by law, the Customer will not be permitted to assign, transfer, charge, hold on trust for any person or deal in any other manner with any of its rights under this EULA without the prior written consent of the Company.

14. Waiver

A delay in exercising or failure to exercise a right or remedy under or in connection with this EULA will not constitute a waiver of, or prevent or restrict future exercise of, that or any other right or remedy, nor will the single or partial exercise of a right or remedy prevent or restrict the further exercise of that or any other right or remedy.

15. Severance

If any term of this EULA is found by any court or body or authority of competent jurisdiction to be illegal, unlawful, void or unenforceable, such term will be deemed to be severed from this EULA and this will not affect the remainder of this EULA which will continue in full force and effect.

16. Rights of Third Parties

The parties do not intend that any term of this EULA will be enforceable under the Contracts (Rights of Third Parties) Act 1999 by any person.

17. Law

17.1 This EULA (and any non-contractual obligations arising out of or in connection with it) is governed by the laws of England and Wales and the parties submit to the jurisdiction of the Courts of England and Wales.

Data Protection Laws

17.2 The Customer acknowledges that for the purposes of the Data Protection Laws, to the extent any Personal Data is involved in its use of the Hardware and Embedded Software, the Customer will be the Data Controller in respect of such Personal Data.

17.3 In limited circumstances, the Company may have access to data stored on the Hardware which may include user names or other Personal Data relating to the Customer's employees or authorized users ("Agreement Personal Data") where such access is required in order to provide support under the Warranty or any hardware maintenance agreement entered into by the Customer and the Company. The Customer authorises the Company to Process Agreement Personal Data during the term of this EULA as a Data Processor for the purposes of performing its obligations under this EULA only.

17.4 The Customer authorises the Company to appoint sub-processors of Agreement Personal Data and agrees to the use of the Company's existing sub-processors of Agreement Personal Data (each an "Authorised Sub-Processor").

17.5 The Customer shall:

17.5.1 comply with the Data Protection Laws;

17.5.2 ensure that only the Personal Data that the Company requires in order to perform its obligations under this EULA will be disclosed to, shared with and/or accessible by the Company; and

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17.5.3 obtain all necessary consents and/or provide all fair processing notices required under the Data Protection Laws to enable the Company to lawfully receive, store, disclose and/or use all Agreement Personal Data (whether by itself or Authorised Sub-Processors) for the purpose of performing its obligations and exercising its rights under this EULA and as otherwise agreed by the parties from time to time.

17.6 The Company:

17.6.1 may appoint Authorised Sub-Processors in connection with the performance of its obligation under this EULA; and

17.6.2 shall provide notification of changes to Authorised Sub-Processors of Agreement Personal Data to the Customer at least 14 calendar days in advance to provide the Customer with the opportunity to object to the change. The Customer shall be deemed to accept the change if an objection is not received within 10 calendar days of notification. If an objection is received then the parties will work together in good faith to achieve an agreed outcome and any Authorised Sub-Processors appointed shall be appointed on terms the same as this EULA and the Company shall remain liable for the acts and omissions of such Authorised Sub-Processors.

17.7 The Company warrants that, if acting as a Data Processor, it shall:

17.7.1 Process the Agreement Personal Data only for the purpose of performing its obligations under this EULA and on such documented instructions received from the Customer from time to time as are reasonable, necessary and relevant to enable each party to perform its obligations under this EULA, save where required by Applicable Law and in such case the Company shall notify the Customer of the nature and extent of the Applicable Laws preventing such Processing (unless to do so would itself be a contravention of any Applicable Law); and

17.7.2 put in place appropriate technical and organisational security measures to the standard required under the Data Protection Law ("Security Measures") and shall provide reasonable assistance with any privacy impact assessment(s) that may be required of the Company under the Data Protection Laws which relate to the Processing of Agreement Personal Data under this Agreement.

17.8 From the 25 May 2018, the Company warrants that, if acting as a Data Processor, it shall:

17.8.1 notify the Customer without undue delay after becoming aware of the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Agreement Personal Data transmitted, stored or otherwise Processed ("Data Security Breach"). Where, and in so far as, it is not possible to provide all the relevant information at the same time, the information may be provided in phases without undue further delay;

17.8.2 except to Authorised Sub-Processors, not disclose the Agreement Personal Data to a third party save as required for the performance of its obligations under this EULA, as otherwise provided under this EULA, or as required by Applicable Law;

17.8.3 notify the Customer without undue delay of any notice or communication from the Supervisory Authority which relates directly to the Processing of Agreement Personal Data;

17.8.4 ensure that any individual authorised to Process Agreement Personal Data on behalf of the Customer is subject to appropriate statutory or contractual obligation of confidentiality;

17.8.5 will upon reasonable notice, no more than once in any one calendar year, subject to appropriate confidentiality agreements being entered into, make available to the Customer all reasonable information relating to the Processing of Agreement Personal Data necessary to demonstrate compliance with the obligations set out in this EULA to the extent such information is not already available to the Customer; and allow for and contribute to one audit in any one calendar year, including inspection, conducted by the Customer or another auditor mandated by the Customer to that same extent solely to the extent relevant to the Processing of Agreement Personal Data;

17.8.6 to the extent required by Data Protection Laws, notify and provide reasonable assistance to the Customer on receiving any:

17.8.6.1 complaint by a Data Subject in respect of their Personal Data contained in the Agreement Personal Data or any request received from a Data Subject to have access to his Personal Data (or to exercise any other right(s) afforded to him under the Data Protection Laws) as contained in the Agreement Personal Data (including by appropriate technical and organisational measures, insofar as this is possible);

17.8.6.2 notice or communication from the Supervisory Authority which relates to the processing of Agreement Personal Data;

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17.8.7 to the extent required by Data Protection Laws, reasonably assist the Customer in:

17.8.7.1 taking measures to address any Data Security Breach; and

17.8.7.2 conducting privacy impact assessments of any Processing operations and consulting with any applicable Supervisory Authority;

17.8.8 only share Agreement Personal Data with the Authorised Sub-Processors to carry out the services provided that, to the extent the Authorised Sub-Processor is located outside the UK or the European Union, the Company will implement measures to ensure an adequate level of protection for the rights and freedoms of the relevant individuals in relation to the transfer of any Personal Data, except to the extent that the transfer is (i) to a country that the European Commission has recognised as providing adequate protection for such transfer from time to time and/or (ii) otherwise expressly permitted by Data Protection Laws.

17.9 At the option of the Customer, the Company shall securely delete or return to the Customer all Agreement Personal Data promptly following termination of this EULA and shall securely delete any remaining copies.

18. Entire Agreement

18.1 Subject to Clause 18.2, the parties agree that these terms and conditions (together with any Commercial Terms) represent the entire agreement between the parties relating to the licence of the Embedded Software, and that no statements or representations made by either party have been relied on by the other in agreeing to enter into the EULA and the parties shall have no remedy in respect of any such statement or representation which is not set out in this EULA.

18.2 Unless otherwise specified in the Commercial Terms, if the Customer also enters into a hardware maintenance agreement with the Company then the Customer's rights and obligations under Clause 5.5 and Clauses 17.2-17.9 (inclusive) will apply for the duration of the relevant hardware maintenance agreement by changing only those things which require to be changed in order to retain the meaning of those Clauses.

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All brand or product names are trademarks of their respective holders.

NOTE: v3.1 of this EULA, published on 1/Oct/2022 reflects the new legal entity, ASSA ABLOY Global Solutions UK Ltd, and contains no other changes from v3 published in 2018.

10. END USER LICENCE AGREEMENT – EMBEDDED SOFTWARE

The Embedded Software supplied under this End User Licence Agreement (EULA) shall be subject to the following terms and conditions:

1. Definitions

"Applicable Law" means any: (i) law including any statute, statutory instrument, bye-law, order, regulation, directive, treaty, decree, decision (as referred to in Article 288 of the Treaty on the Functioning of the European Union) (including any judgment, order or decision of any court, regulator or tribunal); (ii) rule, policy, guidance or recommendation issued by any governmental, statutory or regulatory body; and/or (iii) industry code of conduct or guideline in force from time to time which relates to this EULA and/or the Hardware.

"Commercial Terms" means any legally binding document relating to the sale or supply of the Hardware to the Customer or dealing with the subject matter of this EULA, including under which payment is made for the Hardware by the Customer.

"Company" means ASSA ABLOY Global Solutions UK Ltd trading as Traka and shall include the Company's successors and assigns.

"Customer" means the person, firm or company with whom this EULA is made.

"Data Protection Laws" means all Applicable Laws relating to data protection, the processing of personal data and privacy, including: (i) the Data Protection Act 1998; (ii) (with effect from 25 May 2018) the General Data Protection Regulation (EU) 2016/679; and (iii) the Privacy and Electronic Communications (EC Directive) Regulations 2003 (as may be amended by the proposed Regulation on Privacy and Electronic Communications); and references to "Data Processor", "Data Subjects", "Personal Data", "Process", "Processed", "Processing" "Processor" and "Supervisory Authority" have the meanings set out in, and will be interpreted in accordance with, such Applicable Laws.

"Documentation" means materials such as manuals, user guides or similar materials associated with or related to the Hardware.

"Embedded Software" means all software including firmware on or embedded in the Hardware at the date of manufacture together with any updates or newer versions made available by the Company from time to time.

"Hardware" means the product acquired from the Company or its authorised partner, including all Embedded Software and Documentation.

"Intellectual Property Rights" means all intellectual and industrial property rights of any kind whatsoever including, but not limited to, patents, supplementary protection certificates, registered trademarks, unregistered trademarks, rights in know-how, registered designs, models, unregistered design rights, rights to prevent passing off or unfair competition and copyright (whether in drawings, plans, specifications, designs and computer software or otherwise), database rights, topography rights, any rights in any invention, discovery or process and applications for and rights to apply for any of the foregoing, in each case in the United Kingdom and all other countries in the world and together with all renewals, extensions, continuations, divisions reissues, re-examinations and substitutions.

"Supplier" means the entity from which the Hardware was purchased by the Customer being the Company or one of its authorised partners.

"Warranty Period" means the 12 months following the date of sale by the Company of the Hardware to which the Embedded Software relates.

2. Licence

2.1 In consideration of the payment of the price for the Hardware to the Company or its authorised partner, the Company hereby grants a perpetual, non-exclusive, non-transferable licence for the use of the Embedded Software solely for use with the Hardware.

2.2 By installing and/or operating the Hardware, the Customer agrees to the terms of this EULA.

3. Patents, Designs and Copyright

The Embedded Software is licensed, not sold, to the Customer by the Company for use only under the terms of this EULA. The Company and its licensors retain all proprietary interests and rights in and over the Embedded Software and reserve all rights not expressly granted to the Customer under this EULA including all Intellectual Property Rights which shall remain the exclusive property of the Company or its licensors.

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4. Restrictions

4.1 Except as expressly set out in this EULA or as permitted by law, the Customer agrees not to disclose the contents or code of the Embedded Software to any third party. The Customer may take such copies of the Embedded Software as is necessary for the purpose of back-up security and agrees that all copies shall be kept confidential and subject to the terms of this EULA.

4.2 Except as expressly set out in this EULA or as permitted by law, the Customer agrees not to lease, rent, sub-license, loan, sell or otherwise redistribute the whole or any part of the Embedded Software. The Customer may, however, rent, lease or sell the Hardware, provided that: (a) any rental, leasing or sale must include the Hardware and all of the Embedded Software, including all its component parts, original media, printed materials and this EULA; (b) the Customer does not retain any copies of the Embedded Software, full or partial, including copies stored on a computer or other storage device; and (c) the party receiving the Hardware reads and agrees to accept the terms and conditions of this EULA.

4.3 The Customer agrees not to modify, disassemble, reverse engineer, derive the source code of, decrypt, create derivative works or decompile the whole or any part of the Embedded Software nor attempt to do so save to the extent expressly permitted by law.

4.4 The Customer will not attempt to ascertain or list the source programs or source code relating to the Embedded Software.

4.5 The Customer will notify the Company as soon as it becomes aware of any unauthorised use of the Embedded Software by any person.

5. Warranty

5.1 The Company believes that to the best of its knowledge the Embedded Software has been thoroughly tested for freedom from arithmetic or logical defects in the Embedded Software and that it will function and perform substantially in accordance with the functions described in the Documentation.

5.2 If at any time during the Warranty Period, the Customer becomes aware of a breach of the warranty at Clause 5.1, the Customer will:

5.2.1 promptly notify the Supplier of any defect which it believes to exist, such notice to be given prior to the expiry of the Warranty Period, with all details and information which may assist in diagnosing and correcting the defect; and

5.2.2 provide any facilities, information and assistance which the Supplier may reasonably request to aid the diagnosis of the alleged defect and co-operate with the Supplier in these activities.

5.3 If the Supplier is unable to ascertain or correct the defect with the Embedded Software as notified by the Customer in accordance with Clause 5.2, the Supplier (if not the Company) shall notify the Company.

5.4 The Company reserves the right to charge the Customer at its prevailing rates for any effort expended in tracing apparent defects which prove not to be defects covered under this Clause 5.

5.5 In the event of a proven breach of the warranty in Clause 5.1 during the Warranty Period, the Supplier (or Company (as the case may be)) will either:

5.5.1 repair, or at its option replace, the Embedded Software (or the relevant part of it); or

5.5.2 correct the Documentation to reflect the proper performance of the Software where it is determined by the Company (acting reasonably) that the Software is functioning correctly but is not properly described in the Documentation.

5.6 The repair or replacement of the Embedded Software under Clause 5.5 will not be available to the Customer if:

5.6.1 the defect in the Embedded Software is attributable to failure or breakdown or interference of any third party, or software or hardware not supplied subject to this EULA;

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5.6.2 the Customer is in breach of this EULA;

5.6.3 the Customer fails to operate the Hardware properly or fails to follow the instructions or recommendations of the Company as set out in the Documentation with respect to the Embedded Software;

5.6.4 the Customer interferes with, modifies, or fails to secure the Embedded Software otherwise than in accordance with the terms of this EULA;

6. Training

Other than the supply of the Documentation included with the Embedded Software, no training is provided by the Company unless otherwise agreed by the Customer and the Company.

7. Limit of Liability

7.1 Subject to Clause 7.2 and 7.3, the Company's maximum aggregate liability in connection with this EULA or the use of the Embedded Software will be limited to the lower of:

7.1.1 any applicable limitation of liability set out in the Commercial Terms; or

7.1.2 £100,000 or 100% of the price paid for the Hardware, whichever is lower.

7.2 Subject to Clause 7.3, the Company accepts no liability for any:

7.2.1 loss of business, loss of revenue, loss of profits, loss of goodwill, loss of use, loss of data or loss of any economic liability; or

7.2.2 indirect or consequential losses, however caused, arising in connection with this EULA or the use of the Embedded Software.

7.3 The Company makes no attempt to exclude liability relating to or arising from death or personal injury caused by the Company's negligence or the negligence of any employee, agent or contractor of the Company or liability for fraud or fraudulent misrepresentation, or for any other liability for which it would be unlawful to exclude or limit liability.

8. Disposal

The Customer undertakes that, upon the cessation of the use of the Hardware for whatever cause, or upon termination of this EULA, it will promptly destroy all known copies of the Embedded Software on any media other than the copy embedded in the Hardware and, if required by the Company, certify that this has been done.

9. Force Majeure

Neither party shall be liable for failure to perform its obligations under this EULA if such failure results from circumstance beyond the party's control.

10. Termination

Either party shall have the right to terminate this EULA if the other party is in material or persistent breach of this EULA and fails to rectify such breach within 30 days of receipt of notification thereof in writing, from the injured party, or if a right to terminate the relevant Commercial Terms has arisen. Termination shall not affect any other rights of the injured party.

11. Consequences of Termination

Upon termination of this EULA all rights and licences granted to the Customer under this EULA will cease immediately.

12. Communications and Notices

12.1 All communications or notices that the Customer is required to provide to the Company under this EULA shall be sent to the following address:

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Traka – ASSA ABLOY
30 Stilebrook Road, Olney,
Milton Keynes, MK46 5EA, United Kingdom

or such other address of which the Company makes the Customer aware from time to time.

12.2 Any notice given in accordance with Clause 12.1 will be deemed to have been served:

12.2.1 if delivered to or left at the Company's address, at the time the notice is delivered to or left; or

12.2.2 if delivered by pre-paid first class post or mail delivery service providing proof of delivery, at 9:00am on the second Business Day after the date of posting.

13. Assignment

Except as expressly set out in this EULA or as permitted by law, the Customer will not be permitted to assign, transfer, charge, hold on trust for any person or deal in any other manner with any of its rights under this EULA without the prior written consent of the Company.

14. Waiver

A delay in exercising or failure to exercise a right or remedy under or in connection with this EULA will not constitute a waiver of, or prevent or restrict future exercise of, that or any other right or remedy, nor will the single or partial exercise of a right or remedy prevent or restrict the further exercise of that or any other right or remedy.

15. Severance

If any term of this EULA is found by any court or body or authority of competent jurisdiction to be illegal, unlawful, void or unenforceable, such term will be deemed to be severed from this EULA and this will not affect the remainder of this EULA which will continue in full force and effect.

16. Rights of Third Parties

The parties do not intend that any term of this EULA will be enforceable under the Contracts (Rights of Third Parties) Act 1999 by any person.

17. Law

17.1 This EULA (and any non-contractual obligations arising out of or in connection with it) is governed by the laws of England and Wales and the parties submit to the jurisdiction of the Courts of England and Wales.

Data Protection Laws

17.2 The Customer acknowledges that for the purposes of the Data Protection Laws, to the extent any Personal Data is involved in its use of the Hardware and Embedded Software, the Customer will be the Data Controller in respect of such Personal Data.

17.3 In limited circumstances, the Company may have access to data stored on the Hardware which may include user names or other Personal Data relating to the Customer's employees or authorized users ("Agreement Personal Data") where such access is required in order to provide support under the Warranty or any hardware maintenance agreement entered into by the Customer and the Company. The Customer authorises the Company to Process Agreement Personal Data during the term of this EULA as a Data Processor for the purposes of performing its obligations under this EULA only.

17.4 The Customer authorises the Company to appoint sub-processors of Agreement Personal Data and agrees to the use of the Company's existing sub-processors of Agreement Personal Data (each an "Authorised Sub-Processor").

17.5 The Customer shall:

17.5.1 comply with the Data Protection Laws;

17.5.2 ensure that only the Personal Data that the Company requires in order to perform its obligations under this EULA will be disclosed to, shared with and/or accessible by the Company; and

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17.5.3 obtain all necessary consents and/or provide all fair processing notices required under the Data Protection Laws to enable the Company to lawfully receive, store, disclose and/or use all Agreement Personal Data (whether by itself or Authorised Sub-Processors) for the purpose of performing its obligations and exercising its rights under this EULA and as otherwise agreed by the parties from time to time.

17.6 The Company:

17.6.1 may appoint Authorised Sub-Processors in connection with the performance of its obligation under this EULA; and

17.6.2 shall provide notification of changes to Authorised Sub-Processors of Agreement Personal Data to the Customer at least 14 calendar days in advance to provide the Customer with the opportunity to object to the change. The Customer shall be deemed to accept the change if an objection is not received within 10 calendar days of notification. If an objection is received then the parties will work together in good faith to achieve an agreed outcome and any Authorised Sub-Processors appointed shall be appointed on terms the same as this EULA and the Company shall remain liable for the acts and omissions of such Authorised Sub-Processors.

17.7 The Company warrants that, if acting as a Data Processor, it shall:

17.7.1 Process the Agreement Personal Data only for the purpose of performing its obligations under this EULA and on such documented instructions received from the Customer from time to time as are reasonable, necessary and relevant to enable each party to perform its obligations under this EULA, save where required by Applicable Law and in such case the Company shall notify the Customer of the nature and extent of the Applicable Laws preventing such Processing (unless to do so would itself be a contravention of any Applicable Law); and

17.7.2 put in place appropriate technical and organisational security measures to the standard required under the Data Protection Law ("Security Measures") and shall provide reasonable assistance with any privacy impact assessment(s) that may be required of the Company under the Data Protection Laws which relate to the Processing of Agreement Personal Data under this Agreement.

17.8 From the 25 May 2018, the Company warrants that, if acting as a Data Processor, it shall:

17.8.1 notify the Customer without undue delay after becoming aware of the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, Agreement Personal Data transmitted, stored or otherwise Processed ("Data Security Breach"). Where, and in so far as, it is not possible to provide all the relevant information at the same time, the information may be provided in phases without undue further delay;

17.8.2 except to Authorised Sub-Processors, not disclose the Agreement Personal Data to a third party save as required for the performance of its obligations under this EULA, as otherwise provided under this EULA, or as required by Applicable Law;

17.8.3 notify the Customer without undue delay of any notice or communication from the Supervisory Authority which relates directly to the Processing of Agreement Personal Data;

17.8.4 ensure that any individual authorised to Process Agreement Personal Data on behalf of the Customer is subject to appropriate statutory or contractual obligation of confidentiality;

17.8.5 will upon reasonable notice, no more than once in any one calendar year, subject to appropriate confidentiality agreements being entered into, make available to the Customer all reasonable information relating to the Processing of Agreement Personal Data necessary to demonstrate compliance with the obligations set out in this EULA to the extent such information is not already available to the Customer; and allow for and contribute to one audit in any one calendar year, including inspection, conducted by the Customer or another auditor mandated by the Customer to that same extent solely to the extent relevant to the Processing of Agreement Personal Data;

17.8.6 to the extent required by Data Protection Laws, notify and provide reasonable assistance to the Customer on receiving any:

17.8.6.1 complaint by a Data Subject in respect of their Personal Data contained in the Agreement Personal Data or any request received from a Data Subject to have access to his Personal Data (or to exercise any other right(s) afforded to him under the Data Protection Laws) as contained in the Agreement Personal Data (including by appropriate technical and organisational measures, insofar as this is possible);

17.8.6.2 notice or communication from the Supervisory Authority which relates to the processing of Agreement Personal Data;

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17.8.7 to the extent required by Data Protection Laws, reasonably assist the Customer in:

17.8.7.1 taking measures to address any Data Security Breach; and

17.8.7.2 conducting privacy impact assessments of any Processing operations and consulting with any applicable Supervisory Authority;

17.8.8 only share Agreement Personal Data with the Authorised Sub-Processors to carry out the services provided that, to the extent the Authorised Sub-Processor is located outside the UK or the European Union, the Company will implement measures to ensure an adequate level of protection for the rights and freedoms of the relevant individuals in relation to the transfer of any Personal Data, except to the extent that the transfer is (i) to a country that the European Commission has recognised as providing adequate protection for such transfer from time to time and/or (ii) otherwise expressly permitted by Data Protection Laws.

17.9 At the option of the Customer, the Company shall securely delete or return to the Customer all Agreement Personal Data promptly following termination of this EULA and shall securely delete any remaining copies.

18. Entire Agreement

18.1 Subject to Clause 18.2, the parties agree that these terms and conditions (together with any Commercial Terms) represent the entire agreement between the parties relating to the licence of the Embedded Software, and that no statements or representations made by either party have been relied on by the other in agreeing to enter into the EULA and the parties shall have no remedy in respect of any such statement or representation which is not set out in this EULA.

18.2 Unless otherwise specified in the Commercial Terms, if the Customer also enters into a hardware maintenance agreement with the Company then the Customer's rights and obligations under Clause 5.5 and Clauses 17.2-17.9 (inclusive) will apply for the duration of the relevant hardware maintenance agreement by changing only those things which require to be changed in order to retain the meaning of those Clauses.

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