TRAKAWEB VERSION 4 GETTING STARTED GUIDE

UD0261

10/01/25

VERSION 1.5

CONTENTS

1. WELCOME

Welcome to the TrakaWEB Getting Started Guide. This guide has been prepared in order to assist you with the standard and common operations of TrakaWEB ranging from logging in, to adding users and running reports.

The guide will assist you with the use of TrakaWEB in conjunction with both Traka Touch Key Cabinets and Traka Touch Locker Systems.

The content of this user guide was documented against the following software versions:

- TrakaWEB V4.5
- Traka Touch V3.8
- Integration Engine - For information regarding the latest version, please refer to the relevant Integration documentation

NOTE: Please refer to the Traka support site for the latest compatibility information of TrakaWEB and Traka Touch products.

https://support.traka.com

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

2. INTRODUCING TRAKA

2.1 ABOUT US

About Traka

Traka is the global leader in intelligent management solutions for keys and equipment. Our solutions help all types of organizations better control their important assets, improving productivity and accountability, and reducing risk in critical processes.

We continuously invest in the development of our technology to provide leading, innovative, secure and effective real-world solutions to the challenges that organizations face in managing keys and equipment, which have such a high impact on the way their organization is run. Our solutions are tailored to customer needs and requirements, providing the most value and impact on their business.

Traka is a global organization with local support, working to defined processes so that we are local when you need us and global when it counts.

Traka is part of ASSA ABLOY Global Solutions, dedicated to reimagining how people move through their world. Our expertise in customer journey mapping, innovation and service design leads to the invention of new security solutions that create value for our clients and exceptional experiences for end users

Project Management

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.

Customer Support

Customer satisfaction is our top priority – at Traka we pride ourselves on building long term partnerships from the initial hardware installation, through the system software configuration and user training and finally in providing on-going customer support via our global help desks.

Maintenance Contracts

In the unlikely event that you do experience a problem with your Traka system, our dedicated customer support service, located in UK, US, EMEA and Oceania, operate a fast and efficient telephone service to assist you quickly in resolving any problems.

Training

Our training department provides a comprehensive range of courses to enhance your knowledge and skills with the aim that the courses give you the best qualifications for long term success in an environment a dynamic as the asset management industry.

3. CONTACT INFORMATION

Sales Website	www.traka.com
Sales Enquiries Email	sales@traka.com
Support Website	support.traka.com

Traka UK

Main Tel:	**+44 (0)1234 712345**
Support Tel:	**+44 (0)333 3553641**
Contact Email:	info@traka.com

Traka Europe

Main Tel:	**+44 (0)1234 712345**
Support Tel:	**+44 (0)1234 943900**
Contact Email	eusupport@traka.com

Traka Nordics

Main Tel:	**08 775 1090**
Support Tel:	**08 775 1099**
Contact Email:	nordicinfo@traka.com

Traka Iberia

Main Tel:	**+34 91 8676696**
Contact Email:	info@traka.es

Traka US

Main Tel:	**+1 877 34 87252**
Support Tel:	**+1 855 94 87252**
Contact Email:	info@trakaUSA.com

Traka Africa

Main Tel:	**+27 11 761 5000**
Contact Email:	info@traka.co.za

Traka Oceania

Main Tel:	**+61 1300 666 108**
Contact Email:	enquiries@traka.com.au

4. 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.

5. 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.

5.1 PREREQUISITES

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

- **TD0013 - TrakaWEB Installation & Configuration Guide / TD0216 – TrakaWEB Version 4 Installation & Configuration Guide**
- **UD0260 – TrakaWEB Version 4 User Guide**
- **UD0011 - Traka Touch User Guide (for Key Cabinets)**
- **UD0258 – Traka Touch Pro User Guide (for**
- **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 2022 with IIS10**
  (3GHz Xeon, 8GB RAM, 500 GB HD)
- **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 11 (Professional or Enterprise editions) with IIS10**
  (3GHz i3, 8GB RAM, 500 GB HD)
- **Windows 10 (Professional or Enterprise editions) with IIS10**
  (3GHz i3, 8GB RAM, 500 GB HD)
- **64-bit support**
- **Physical or Virtual machine support**

The following Databases are supported:

- **SQL Server 2022 Express/Standard/Enterprise**
- **SQL Server 2019 Express/Standard/Enterprise**
- **SQL Server 2017 Express/Standard/Enterprise**
- **Azure SQL**

SQL Server may be configured to 'Mixed Mode Authentication' or 'Windows Authentication'.

The following Client Browsers are supported:

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

5.2 CAUTION

Great care has been taken to ensure that the Traka hardware and software works correctly but it is impossible to guarantee that there are no errors in a computer program or that hardware failures will not occur. Remember also that if someone enters the wrong information errors may also occur and careless use of the hardware can cause damage that no design can withstand.

Only you can check that the system works properly in your particular application both initially and on a regular basis.

We would ask you to consider how you would operate your business should you be unable to access the keys due to a hardware or software failure. We would also recommend you implement some contingency plan to cover such an occurrence.

For these reasons, Traka and their agents and distributors cannot assume liability or responsibility for any consequences under any circumstances arising from the use of the Traka equipment and programs. The product is sold only on the basis of this understanding. If this is not acceptable to you then please return the equipment and software prior to its use for commercial purposes for a complete refund.

If using devices such as mobile phones or tablets with TrakaWEB, please make sure to orientate the device in a landscape orientation to optimise the viewing and operation experience.

5.3 WARRANTY TERMS AND CONDITIONS

Traka UK Warranty and Annual Maintenance and Support Agreement
Traka systems are provided with a 12-month warranty, starting on the day of installation. During this warranty period Traka will provide parts and labour to repair any fault caused through manufacturing defect.
After the expiry of the warranty period, an annual maintenance and support agreement may be purchased, which covers the cost of parts and labour to repair on a planned next working day response any fault caused through normal use of the equipment. In addition, the maintenance and support contract includes an annual system check and free upgrades to the PC software. The annual charge for this will be 15% (subject to distance) of the list price of the equipment covered.
Items covered by the Warranty and Annual Support Agreement
Hardware
All parts provided by Traka during the original installation. Where card or other readers are supplied by the Customer, these parts are specifically excluded from the warranty and maintenance. Items purchased subsequent to the original installation will be subject to an adjustment to the annual support agreement.
Software
Traka will also provide free software upgrades as required during the period of the annual maintenance. Furthermore, Traka will provide a login to our technical support web site where information on the latest upgrades is available and where the latest software may be downloaded. Software upgrades are supplied on a self-install basis and requests for Traka to install the software are not included within the warranty or annual support agreement.

Response Times

Traka offer a 9:00 to 5:30 support facility and guarantee a same or next working day response to any reported fault. Where site visits are required, Traka will whenever possible attend on the next working day. Working days are Monday to Friday excluding Bank holidays.

Exclusions

Traka will not be responsible for any fault or damage or configuration change that occurs as a result of:

1. Inadequate user training
2. Software reconfiguration
3. Use of the software on a non-supported version of the Windows operating system
4. Customer re-installation on a different version of the operating system
5. Accidental damage
6. Vandalism, sabotage, or terrorism
7. Noncompliance with the Customers' responsibilities as detailed below

If a warranty or support visit is required to repair systems damaged as a result of these exclusions, Traka reserve the right to place a lower priority on the call and cannot guarantee the same response times to repair such failures.

If response to repair any fault or to reconfigure any settings is required due to these exclusions Traka will charge at their usual site visit rates.

If, as a result of the site visit, the system failure was subsequently found to be caused by these or other exclusions, Traka will charge for both parts and labour at the prevailing rates.

Use of the equipment and Backing up the data

The Customers responsibilities are to:

1. Ensure that the Traka hardware and software is used in a proper manner by competent trained employees only and in accordance with the Traka User Guides.
2. Provide the Traka support engineer full access to the Traka system and TrakaWEB. This may include making available access keys and passwords.
3. Ensure that the Traka systems are regularly communicated to the support PC and that the TrakaWEB database is regularly backed up.
4. Not alter or modify the hardware or software in any way whatsoever nor permit it to be combined with any other system without the prior written consent of Traka.
5. Not request, permit, or authorise anyone other than Traka to provide any maintenance services in respect of the hardware or software while the maintenance agreement is in effect and not subject to notice of termination.
6. Co-operate fully with Traka personnel in the diagnosis of any error or defect.
7. Ensure in the interests of health and safety that Traka personnel while on the Customer's premises for the purpose of this agreement are either at all times accompanied by a member of staff familiar with the premises and safety procedures or trained in respect of the site health and safety procedures.

Limitation of Liability

Traka shall not be liable for any direct, indirect, or consequential loss or damage howsoever caused, arising from this agreement, the software, the hardware, its use, application support or otherwise, except to the extent which it is unlawful to exclude such liability.

Database

Traka shall not be liable for any direct, indirect, or consequential corruption or loss of data arising from modification to the Traka database not conducted using the proper TrakaWEB tools provided. Any reparation to a Traka database required to be carried out by a Traka Engineer, where the database structure has been tampered with using other software programs (non-Traka software programs) such as Microsoft SQL Server will be charged for accordingly.

Virus

Traka warrants that it will use all reasonable endeavours to ensure that the software is supplied free of computer viruses and has undergone rigorous virus checking procedures prior to delivery in line within current best practices.

5.4 COPYRIGHT

5.5 CONTACT

Should you need assistance with your Traka products, please feel free to contact us by any of the means below. If however you purchased your Traka products through a distributor and you require assistance then please contact your distributor first.

Web Addresses

From our main website you can access our technical support website where you keep up to date with all the latest downloads and information.

Traka Website: **https://www.traka.com**

Email

If you have any questions regarding any aspect of Traka, please feel free to email us.

Enquiries: **info@traka.com**
Support: **support@traka.com**

Telephone

If you have any questions regarding any aspect of Traka, please feel free to call between the hours of 09:00 and 17:30 GMT/BST.

Telephone: **+44 (0)1234 712345**

Technical Support Helpline

Telephone: **0333 355 3641**

Postal Address

You can also write to us.

Address:

Traka

30 Stilebrook Road

Olney

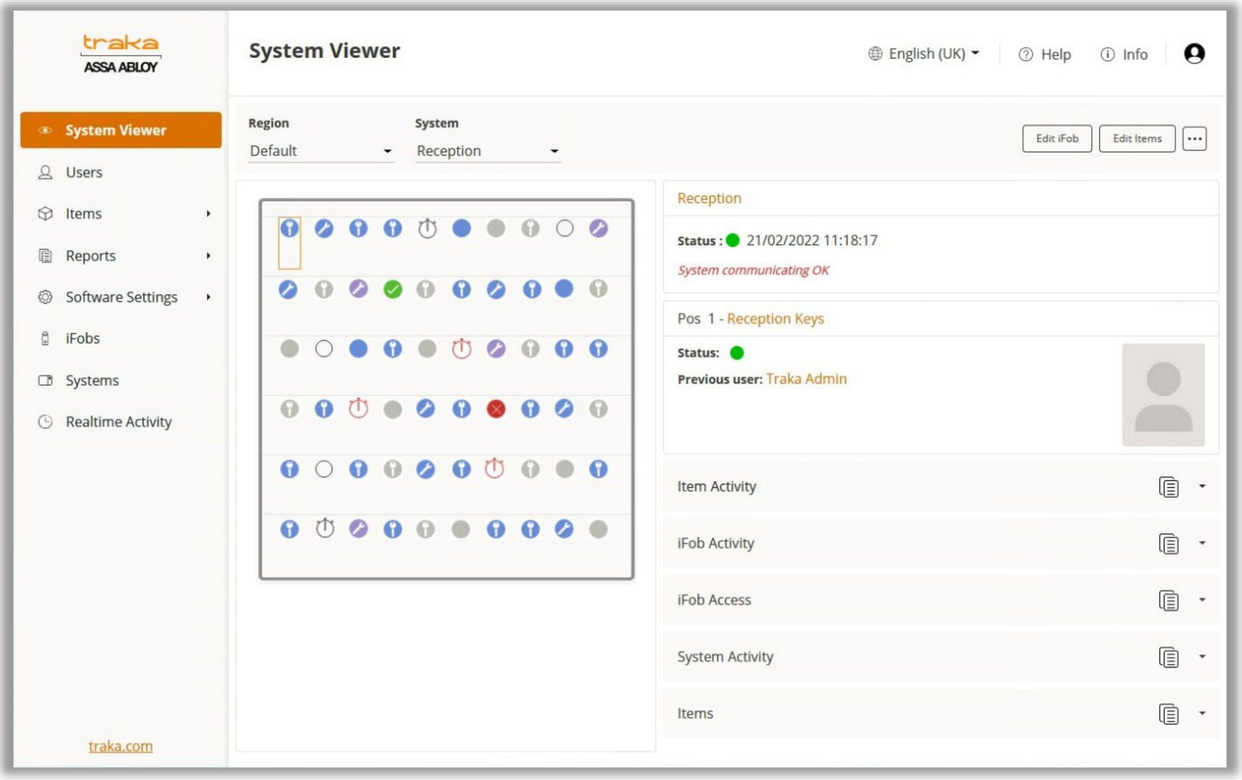
Buckinghamshire

MK46 5EA

United Kingdom

6. GETTING STARTED

6.1 OVERVIEW



TrakaWEB is the browser based software solution that allows complete administration and analysis of your Traka Touch Management System. TrakaWEB can be downloaded 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.

6.2 CHANGING THE LANGUAGE

TrakaWEB along with Traka Touch is multi-lingual and can display the whole web layout in various 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.

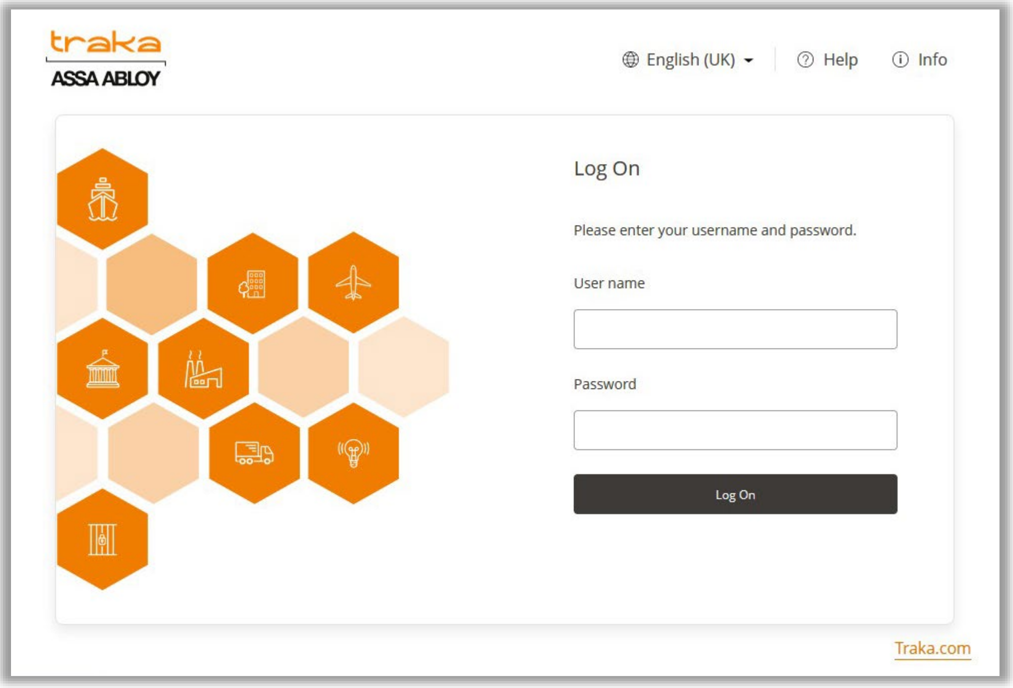
The page will then quickly refresh with the newly selected language.

NOTE: The language selector is always accessible from the top of the page regardless of where you are in TrakaWEB.

6.3 LOGGING INTO TRAKAWEB

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/TD0216 – TrakaWEB Version 4 Installation & Configuration Guide for more information on your TrakaWEB URL.



Enter your username and password and select the **Log On** button.

NOTE: If the autofill options have not been disabled in your web browser, the Username and Password information will be visible when you next access the login screen. To prevent this information from being unintentionally saved or used, it is recommended that you disable the autofill options. For more information, please refer to the Disable & Clear Auto-Fill Information section in UD0260 – TrakaWEB Version 4 User Guide.

6.4 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 in the system, therefore giving them sufficient access. 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.

6.5 TRAKA TOUCH SYNCHRONISATION

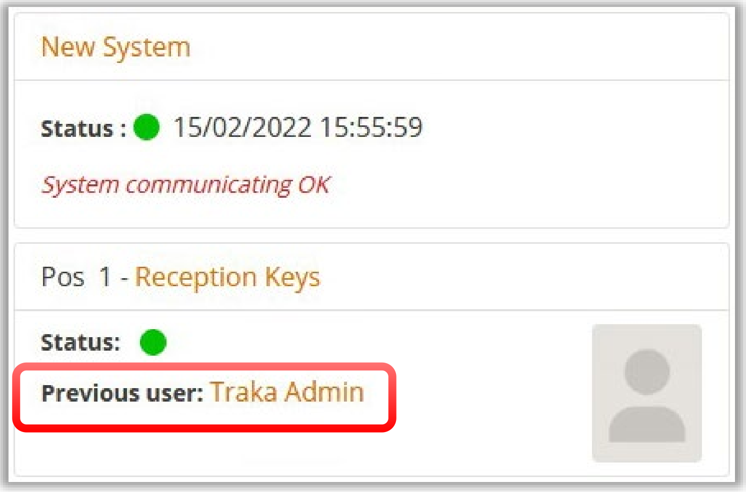
Once your system has been connected to TrakaWEB, all the items, users and general data from your Traka Touch system will automatically be synchronised when you log in. After the initial Sync, TrakaWEB will communicate with your system every 30 seconds to ensure all information is as up to date as possible.

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

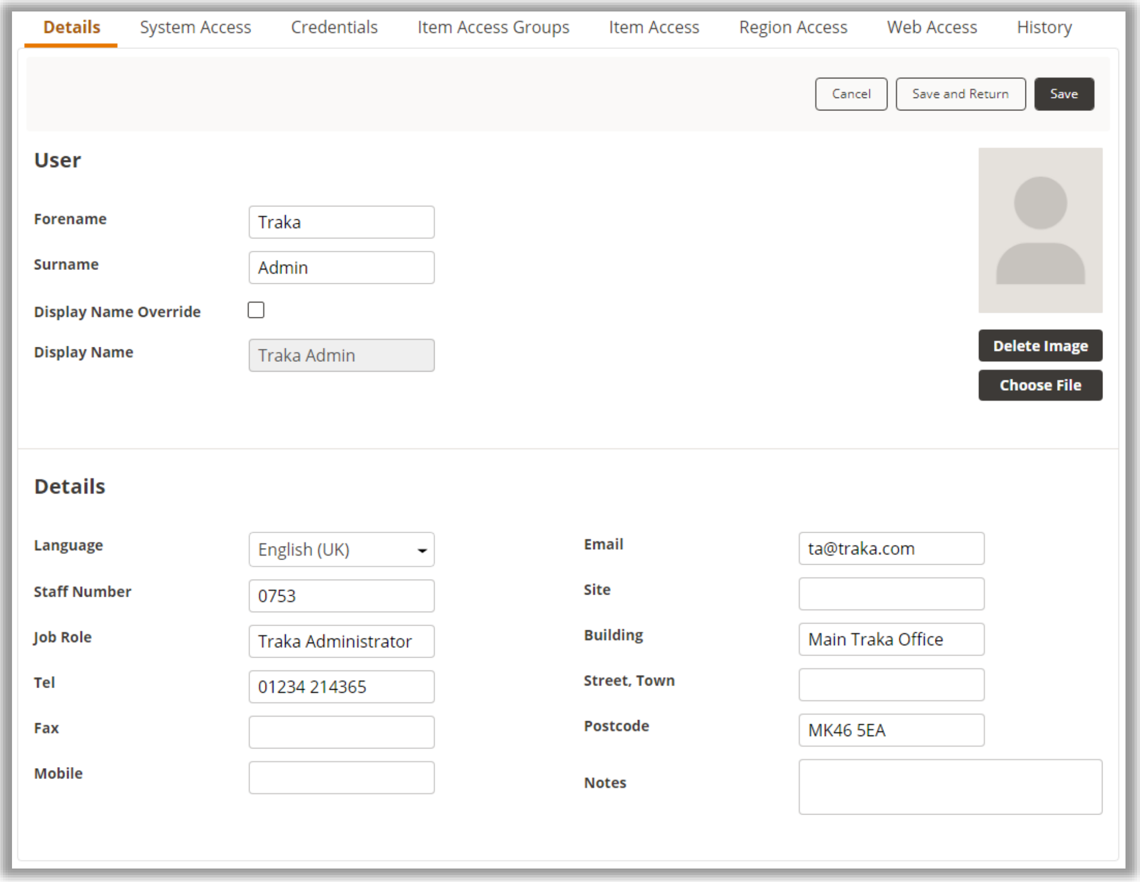
6.6 HYPERLINKS

Throughout TrakaWEB, there are areas of text that are highlighted orange called hyperlinks. These hyperlinks 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.



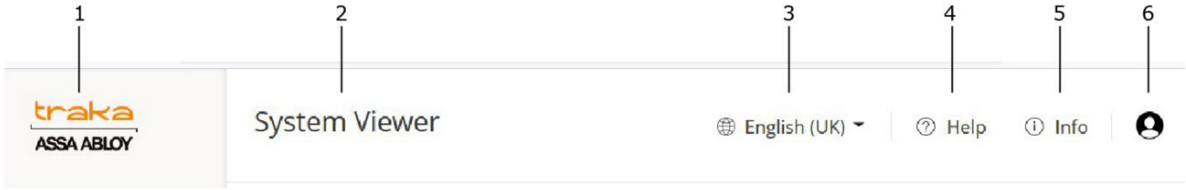
You will automatically be taken to the Edit User page, which holds all the information about the user.



6.7 TRAKAWEB INTERFACE

6.7.1 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 – Page Name

Each page of TrakaWEB will display the title of that page.

3 - 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.

4 - Help Button

Selecting this button launches the built in TrakaWEB User Guide.

5 - Information Button

Clicking this will show a 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.

6 - User Profile

Here, the currently logged in user's name is displayed.

7 - Traka Website Link

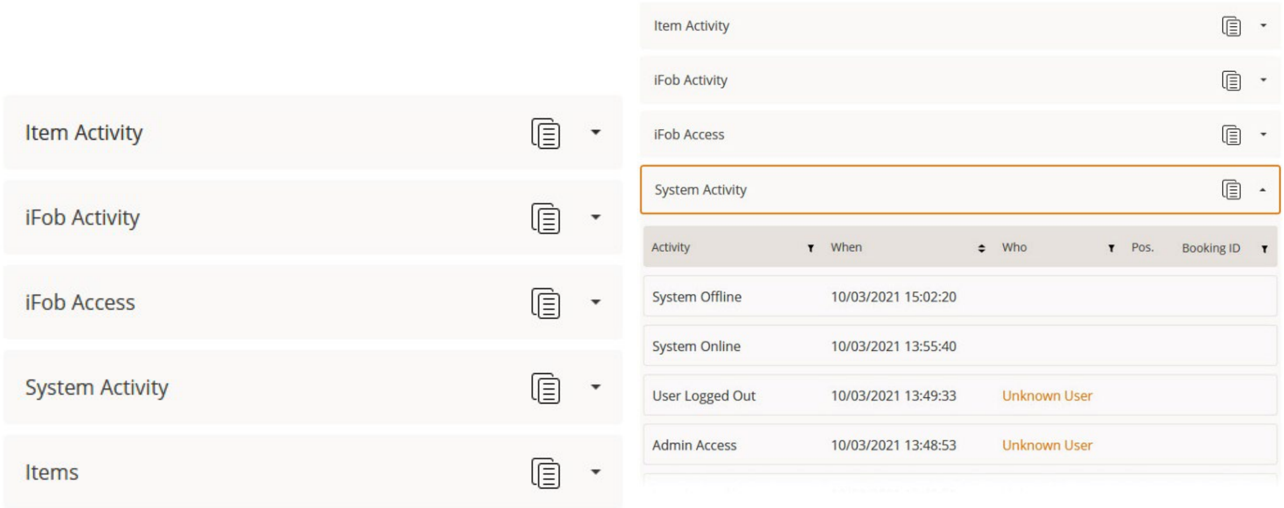
The traka.com Website Link is located at the bottom left of the screen. Clicking on the link will take you to the main Traka website.

6.7.2 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

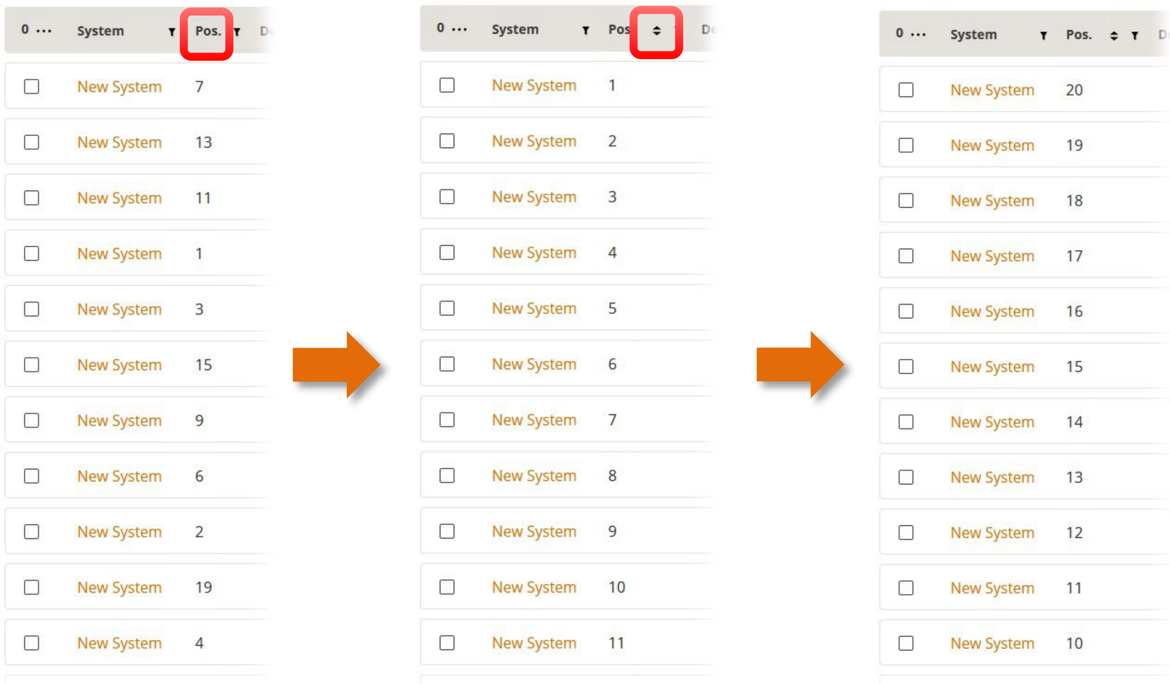
Each grid is made up of one or more columns and often has at least one tab. Selecting a tab will either navigate to another page or expand to display a column.



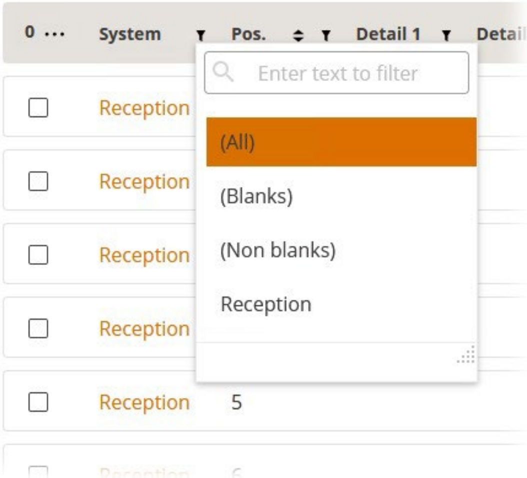
Some pages allow any combination of columns which can be saved and stored for later viewing. These are known as Layouts. Please refer to the [Layouts Overview](#) for more details.

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 Sort button in the column header to toggle the information from random to ascending first. Click again to sort to descending first.



Often there is a Filter button next to the column name. This also offers different options for filtering information. In the example below, the system filter 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 'Blanks' will display any system without a name whereas; 'Non-Blanks' will show every system that has a name. Alternatively, you can search for a specific system by entering its name in the text box.



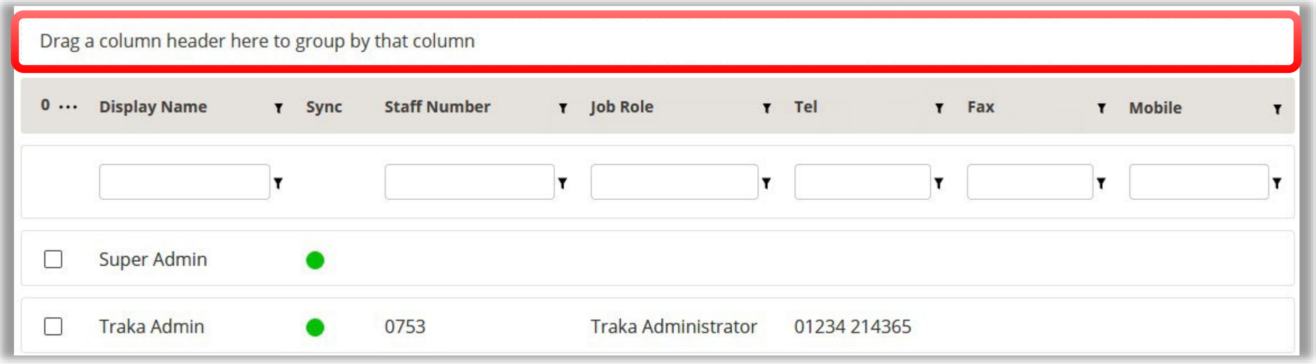
It is also possible to sort information on multiple columns. For example, clicking the position column will sort the position number ascending first i.e., 1, 2, 3 etc. Holding the shift key on your keyboard and selecting another column, e.g., system, will then sort the position number by the system name.

At the bottom of each grid is the page selector. You can click the number of the page you require or alternatively by 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, select either the first or last page number.

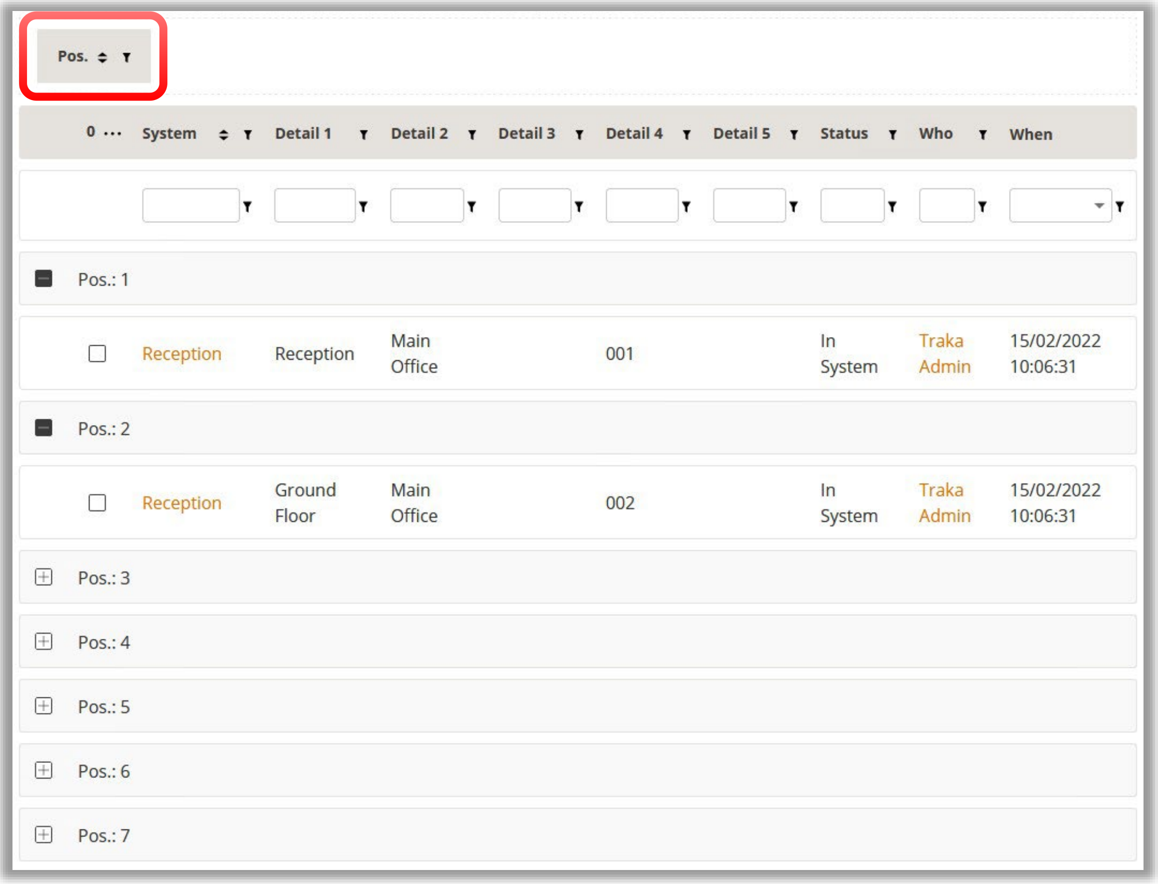
Often there is also the option to select how many lines of data you can view on each page. This is only applicable if you have many lines of data that cannot be shown together. Selecting the drop-down arrow from the Page Size form in the bottom right-hand corner will allow you to select how many lines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

Grouping Information by Column

Most 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, a 'grouping bar' can be made available by selecting the **Search for** feature. The 'grouping bar' will then appear above the column headers and will display the message 'Drag a column header here to group by that column'.



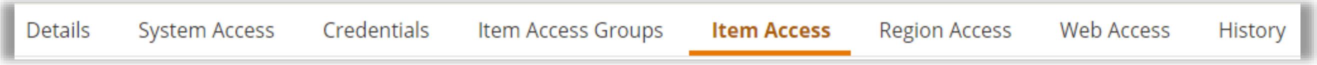
In the example below, the 'position' column has been added to the grouping bar. This allows you to view each position number individually. By expanding each line, you will see the details for that position number across all systems in the database. If you had three systems for example, you would see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



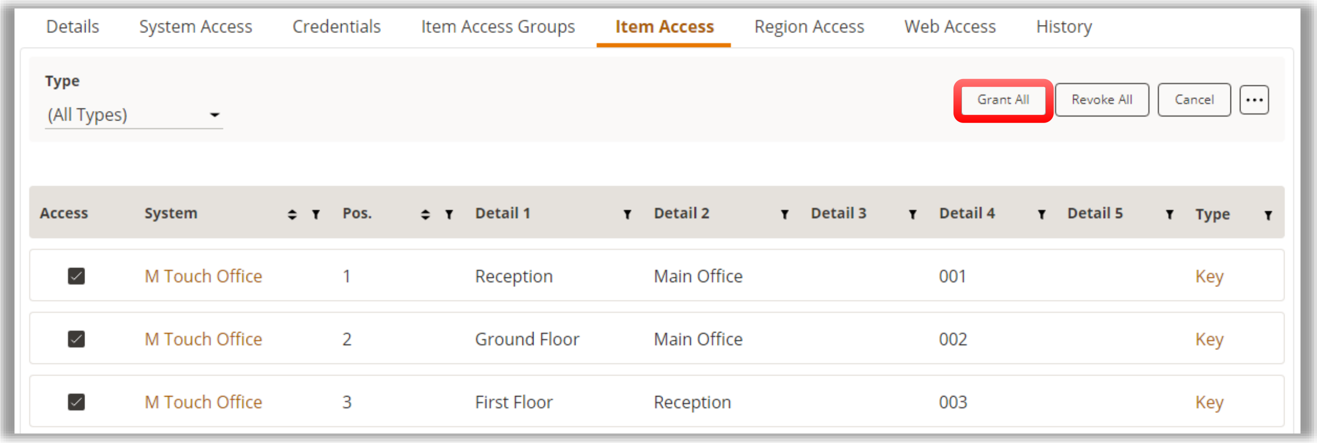
Grant All/Revoke All

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.

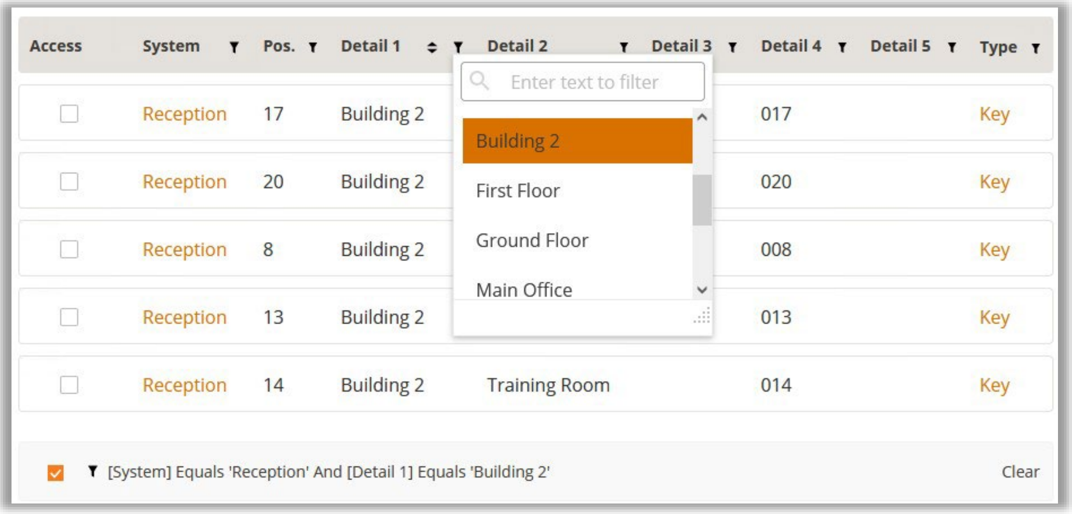
1. At the Edit User screen, click on the **Item Access** tab.



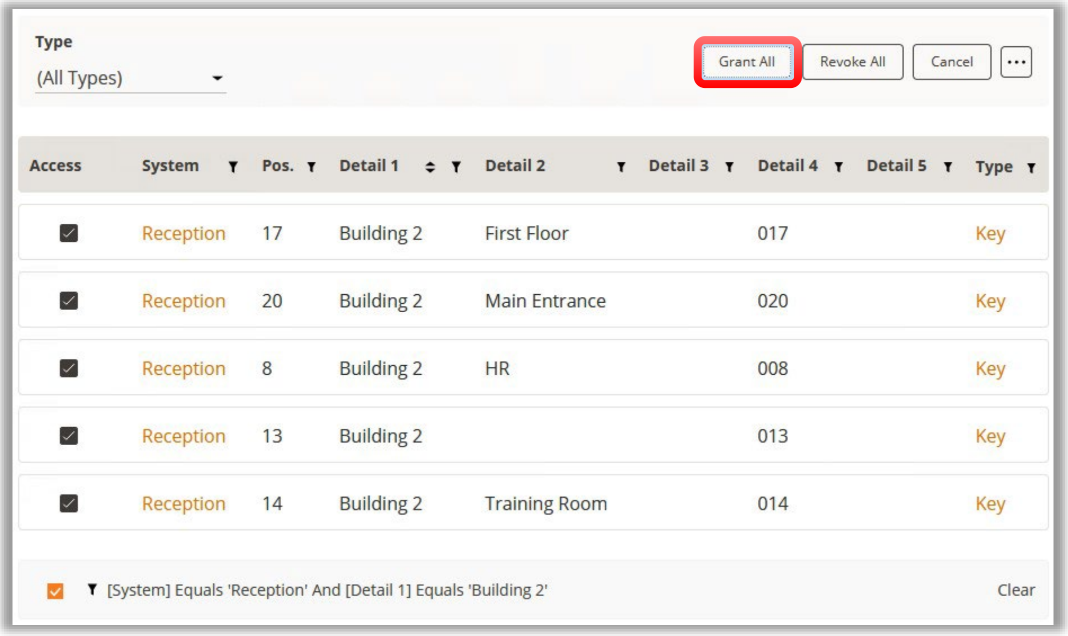
2. Clicking on the **Grant All** button will place a tick in every box in the Access Grid.



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.

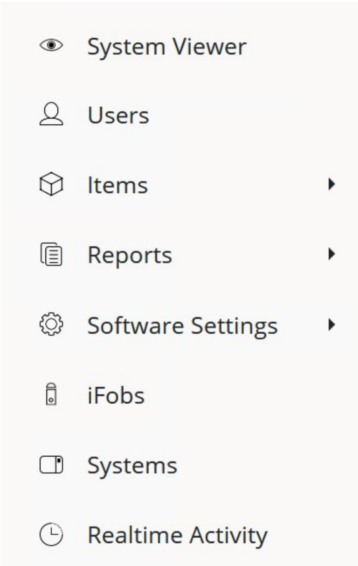


NOTE: A similar process can be applied when setting up Users and Items in Access Schedules by clicking on Select All or Remove All.

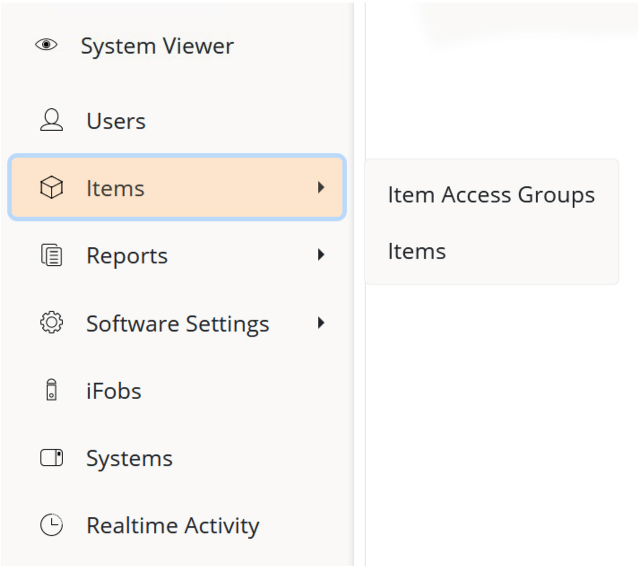
6.7.3 MENU

6.7.3.1 NAVIGATION MENU

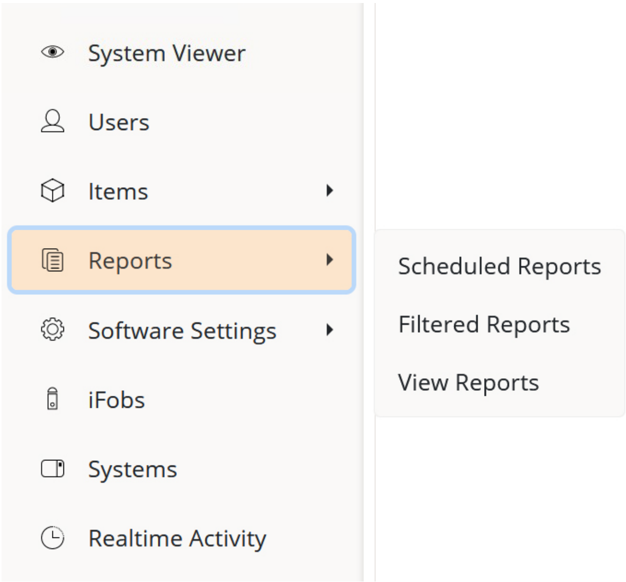
To the left of each screen, you will notice the Navigation Menu. From here, you will be able to navigate to the different pages of TrakaWEB such as the System Viewer, Users and Systems etc. See the diagram below for a breakdown of each area.



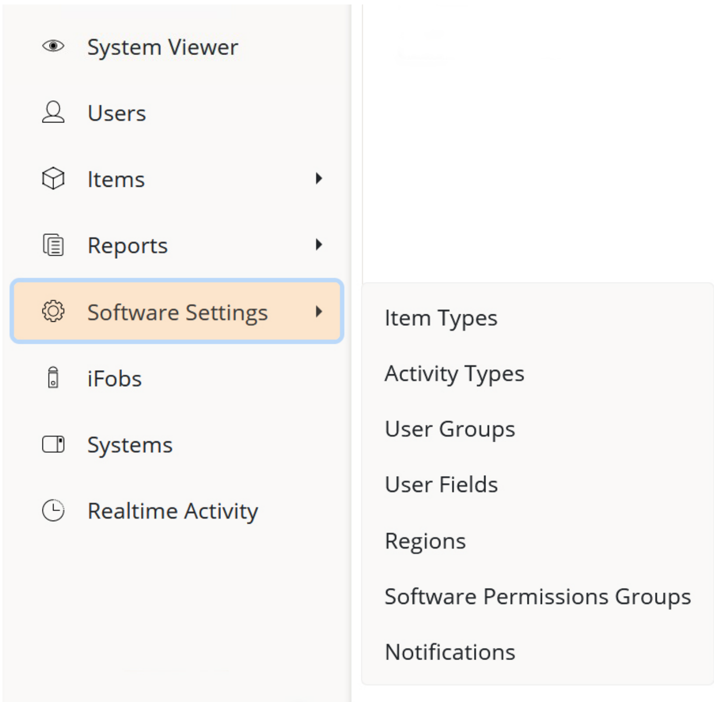
Clicking on these buttons will take you to the corresponding page. However, there are three exceptions to this. Items, Reports and Software Settings have sub-menus that will appear when they have been clicked once.



ITEMS SUB-MENU



REPORTS SUB-MENU



SOFTWARE SETTINGS SUB-MENU

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

6.7.3.2 TOOLBAR

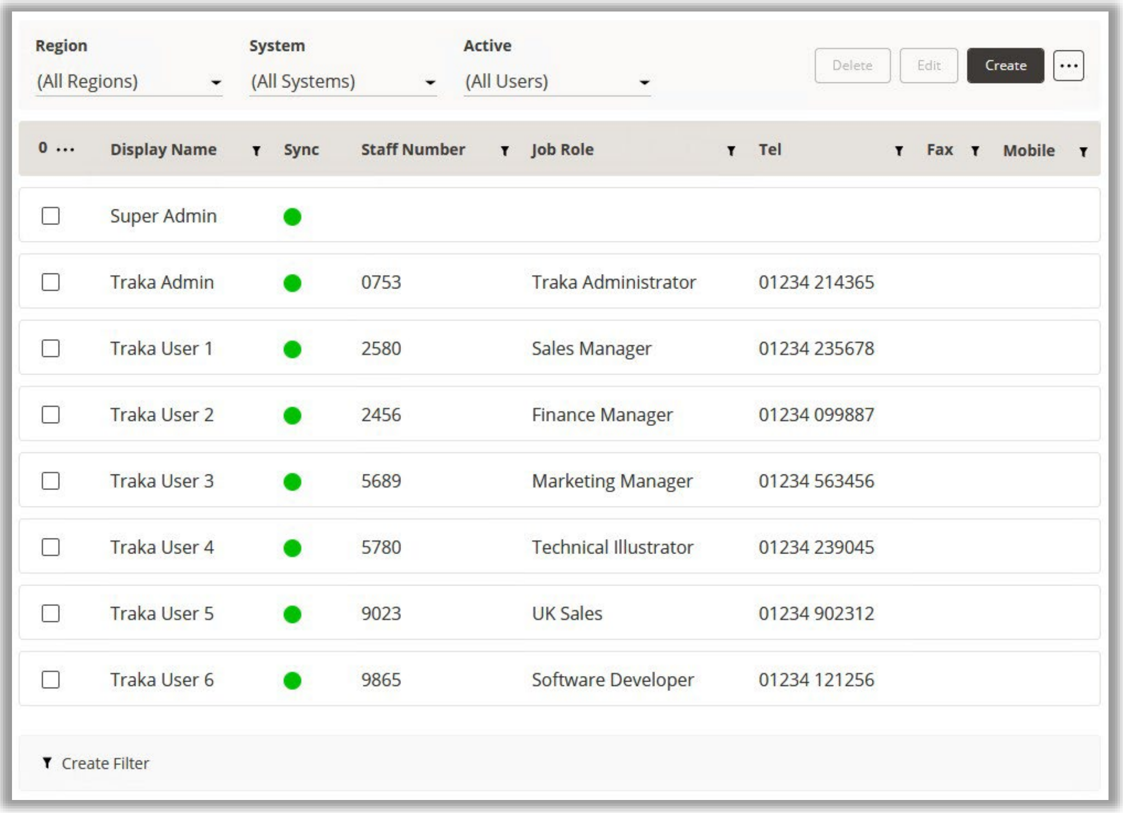
Located at the top of most pages throughout TrakaWEB is the Toolbar. From here, you can select various options that are specific to each page e.g., if you were currently viewing the User page you would see the following toolbar.

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

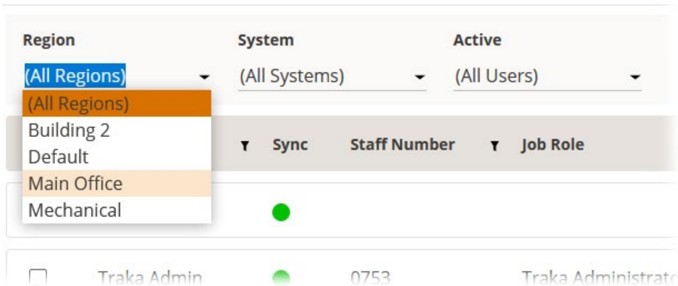
Filtering

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

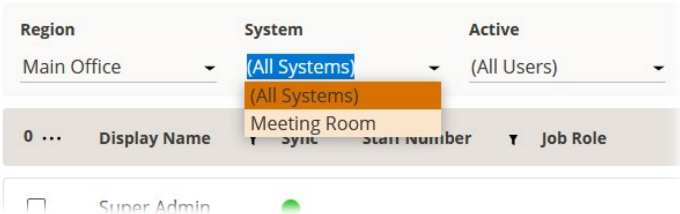
Simply select the drop-down arrow and select one of the supplied options and the corresponding grid will filter the information accordingly. For example, below is an image of the user list. In this instance, the customer has a database with many systems that are also in different regions and many users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



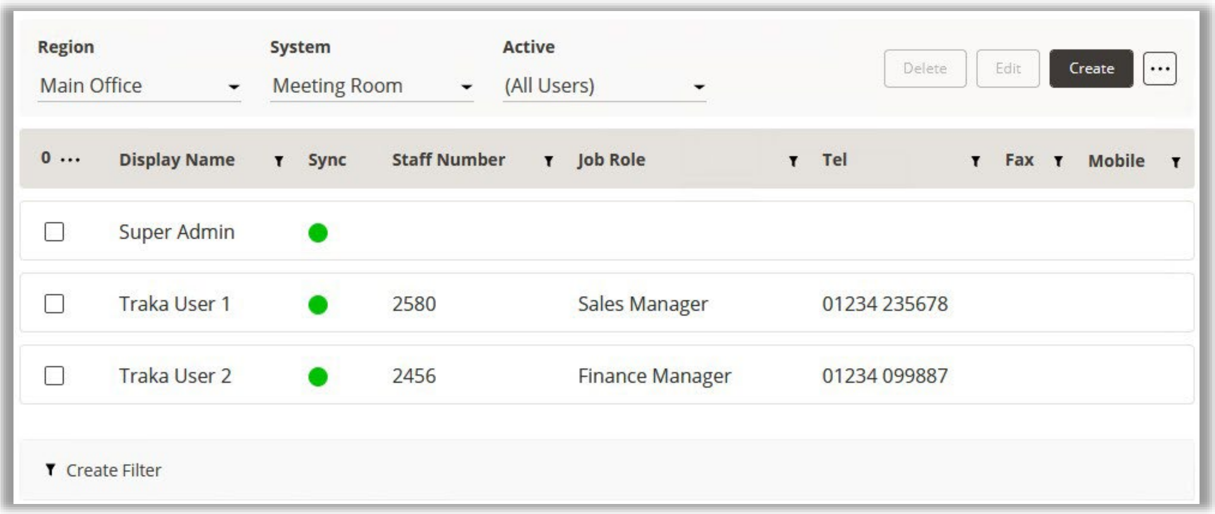
To find all the users that are in a specific region, simply select the Region drop-down selection arrow and choose a region from the pre-configured options.



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.



Common Buttons in TrakaWEB

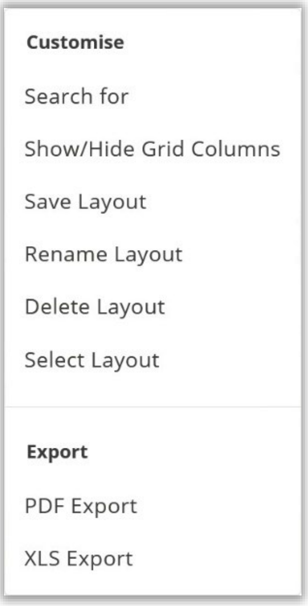
The buttons and options will change according to the page you are currently working on. Several common buttons appear in many places throughout TrakaWEB. Please see below for button descriptions. Please use the hyperlinks to view more information about the feature the buttons represent.

General Options

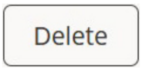
The General options are located to the upper right of the page.

Customise/Export Options

The **Customise/Export** menu is made available by clicking on the ... **Ellipsis** button.

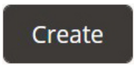


6.7.3.3 GENERAL OPTIONS



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.

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.

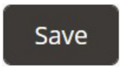


When viewing such pages as users or items, you can click the **Create** button to add a new user/item/group etc. to the database.

When displayed, clicking on the **Ellipsis** button will open a menu list that will vary according to the page you are currently viewing.

The **Cancel** 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.

The **Save and 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.



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

7. MAIN USER GUIDE

7.1 TOOLBAR

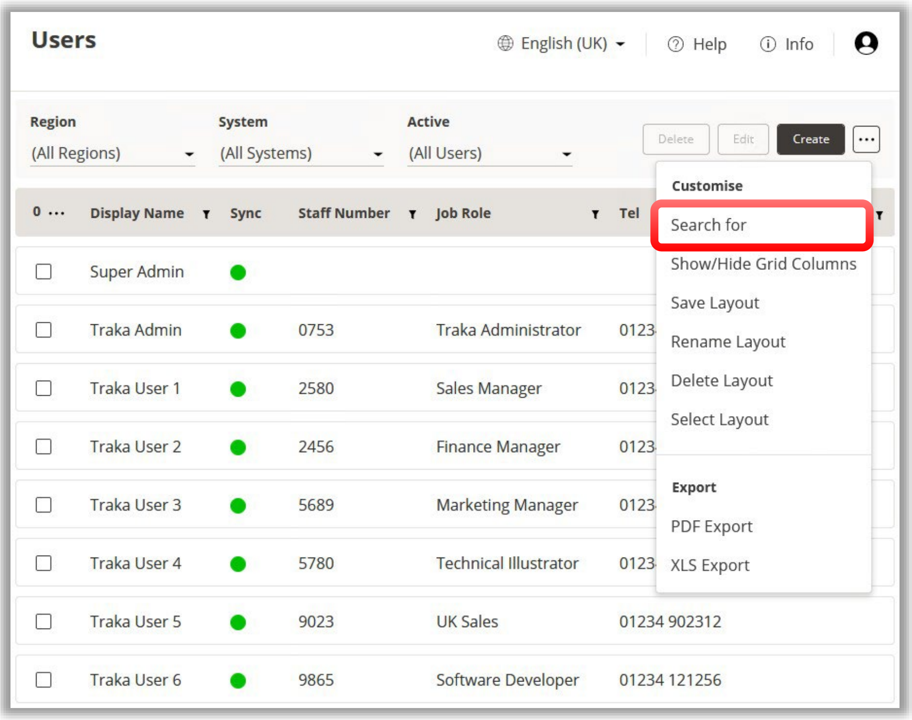
7.1.1 CUSTOMISE OPTIONS

7.1.1.1 SEARCHING

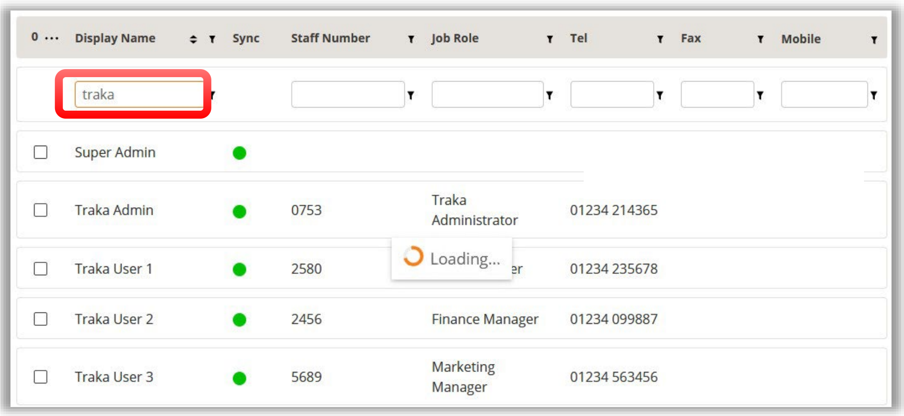
Throughout TrakaWEB, you can search for specific information from the Toolbar. Selecting the **Search for** option from the Customise menu will enable you to search for a user, activity, item description etc. directly from each column on the page. The example below shows the search feature being used on the Users page. Although pages throughout TrakaWEB may differ, the principle of the search tool remains the same.

1. From the **Users** page, open the **Customise** menu by clicking on the **Ellipsis** button.

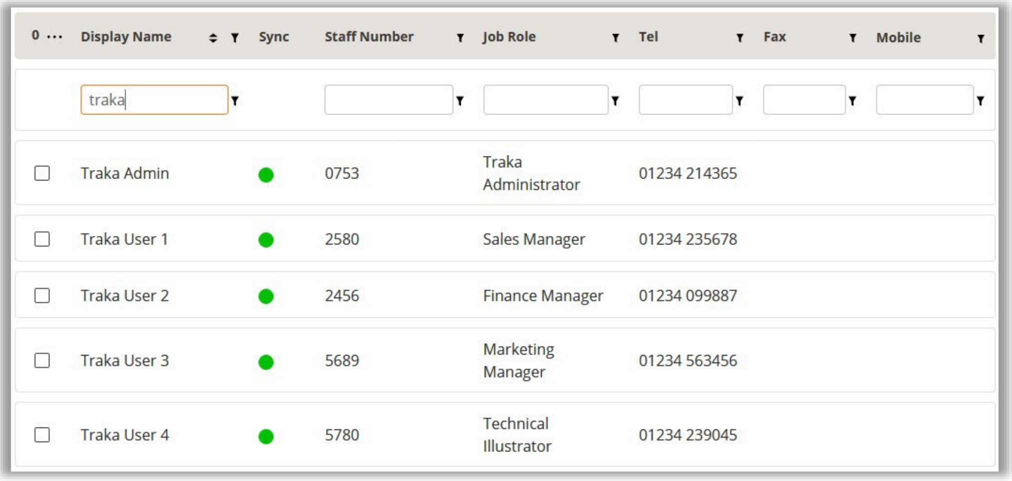
2. Next, click on **Search for.**



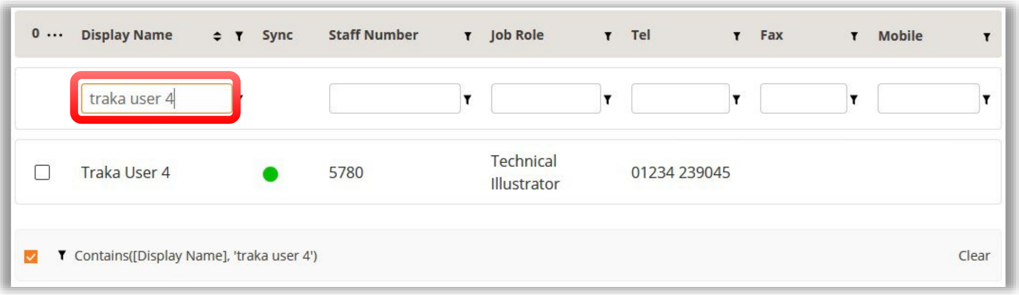
Each column will now have its own search field as shown. In the example below the name 'Traka' has been entered into the **Display Name** column on the **Users** page.



TrakaWEB will now search for any details for anyone with the name ‘Traka’.

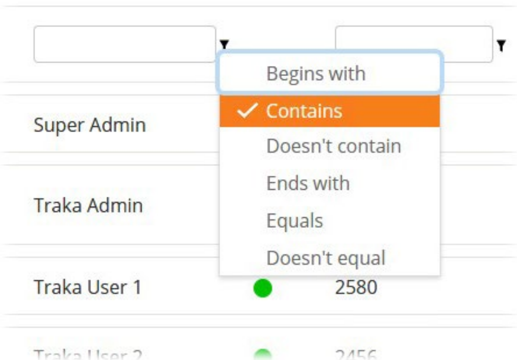


TIP: As you can see in the example above, there are multiple users with that same first name. Therefore, to find specific user details, the search will need to be refined. In this example, adding the users’ full name would narrow the search down to a particular user rather than a group of users who share a first name.



Search Filters

When the search feature is enabled, a small filter icon will appear at the right-hand side of the search field. Clicking this will display a small drop-down box with several filtering terms that can be applied to your search. For example, selecting the term 'begins with' is useful when searching a user’s first name.

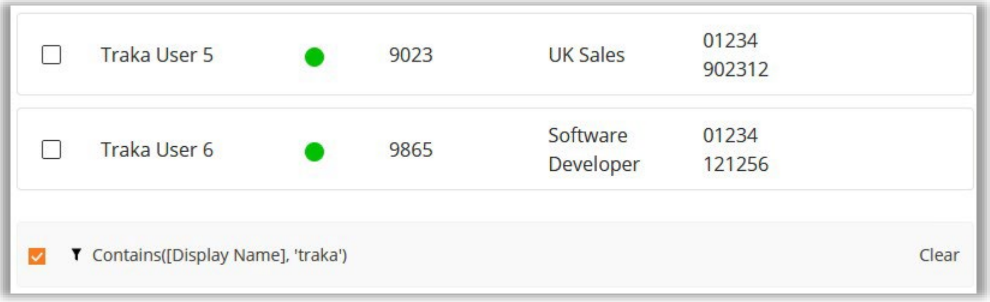


Clearing Searches

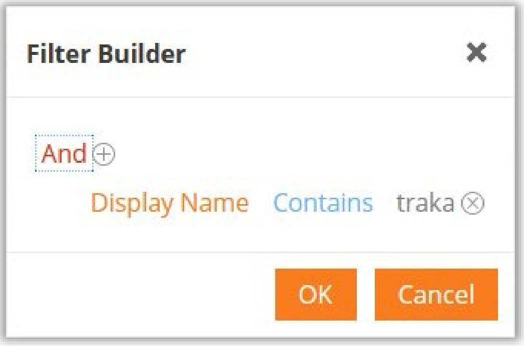
Clicking 'Clear' in the bottom right-hand corner of the grid will clear the current search and the grid of all information before the search took place.

Filter Builder

The Filter Builder allows you to add multiple filters to each search. After you have entered a search term, such as the name 'Traka' into the **Display Name** column, the bottom left of the grid will display the current filter setting. In the image below, the filter was set to **Contains Display Name** and the search term was 'traka', which means any activities generated by anyone named Traka will be displayed in the activity grid. At the bottom left-hand side of the grid are the details of the current search. Clicking that text will open a new window that will allow you to add multiple filters to one search, narrowing your results and making it easier to find the information you are looking for.

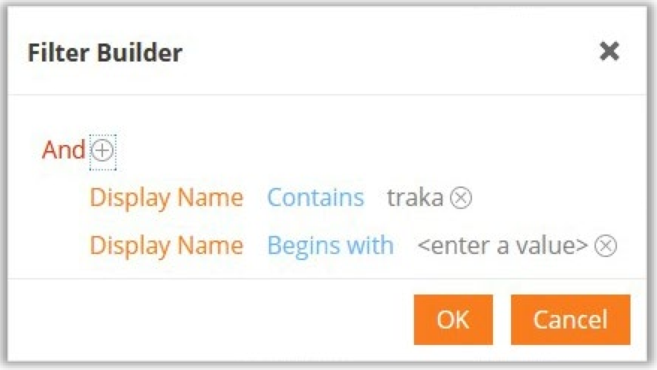


The Filter Builder will list the filters used to generate the last search. In this case, the filter was set to the column **Display Name** (highlighted orange), the value searched against was **Contains** (highlighted blue) and the search term was **Traka** (highlighted grey).



Clicking 'And' will add another filter to the list. Each filter is split into three definable sections. The first is the column section highlighted in orange, the second is the filter value highlighted blue and third is the search term highlighted in grey.

NOTE: Each definable section such as columns (highlighted in orange) will be different for each page of TrakaWEB you are viewing, e.g., using the Filter Builder to search in Item Types, there will only be one option for the columns section as you can only search by the name of the item type.

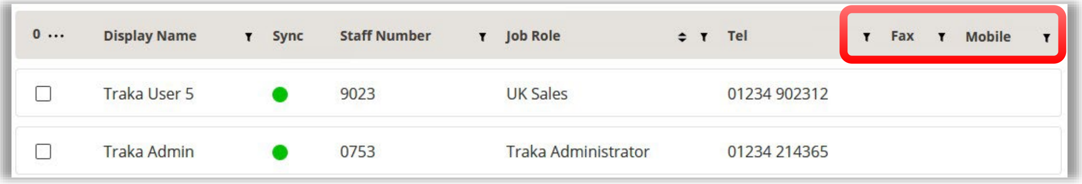


7.1.1.2 LAYOUTS OVERVIEW

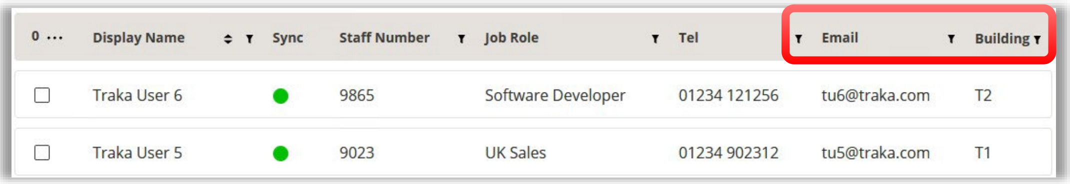
A Layout is a combination of columns you can apply to most of the grids across TrakaWEB. After you have added or removed columns from a particular grid, you can save that particular selection which is known as a 'Layout'. Once saved, the layout will keep the columns in the order which you left them when it was saved.

In the example below, the user is currently on the System Viewer page with position two highlighted and is now looking at the Access tab on the Activity & Access grid. By selecting a layout that has already been saved, you can see that two extra columns have appeared providing more information about the users who have access to position two.

In the example below, the user is currently on the **Users** page. By selecting a layout that has already been saved, you can see that two of the columns; **Fax** and **Mobile** have changed and now provide information for **Email** and **Building**.



Standard Layout

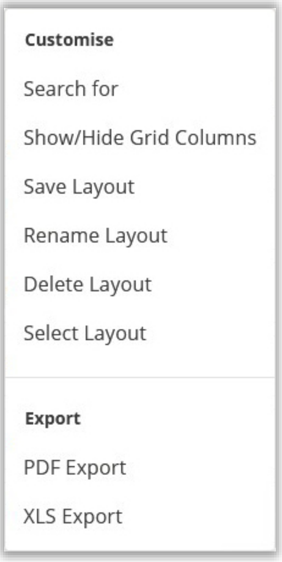


Custom Layout

NOTE: All layouts are exclusive to the grids or column headers which they are made for. For example, you cannot create a layout for the grid on the User List page and then apply it to the grid on the Items page. Each grid contains different information concerning the data it represents. Layouts from other grids may not be applicable to the information on other pages.

NOTE: If you are viewing or creating a new layout and leave the page and return, the grid will automatically switch to the default layout, and you will need to Select a Layout.

To access the layout settings, click on the ... **Ellipsis** button at the upper right of the page.



See Also:

- Creating a layout - Show/Hide Grid Columns
- How to Save a Layout
- How to Rename a Layout
- How to Delete a Layout
- How to Select a Layout

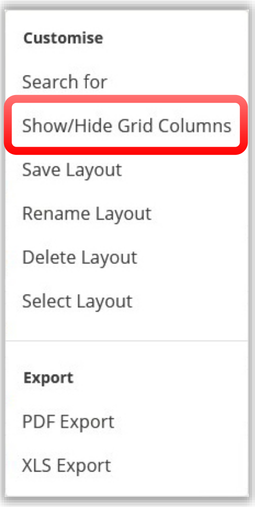
7.1.1.3 SHOW/HIDE GRID COLUMNS

Throughout TrakaWEB, there are many grids that display important information for the page you are currently viewing. The Show/Hide Grid Columns button allows you to add or remove Grid Columns on the page you are currently viewing. Once you have added a field to the grid, it becomes a column that you can move or remove.

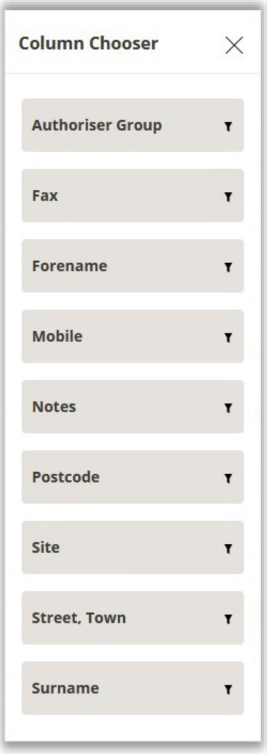
When adding extra fields to a grid, it is important to remember that each column header is different and the fields that can be placed and taken away will vary from grid to grid. In the example below, we will select the field **Mobile** to be added to the grid on the Users page.

NOTE: The 'Show/Hide Grid Columns Chooser' in the 'Credentials' tab within a User's details is different to all other grids. This Column Chooser uses check boxes to select the required grid columns rather than a drag/drop Column Chooser used in other grids.

1. Access the layout settings by clicking on the  **Ellipsis** button at the upper right of the page.
2. Next, select **Show/Hide Grid Columns** from the menu.

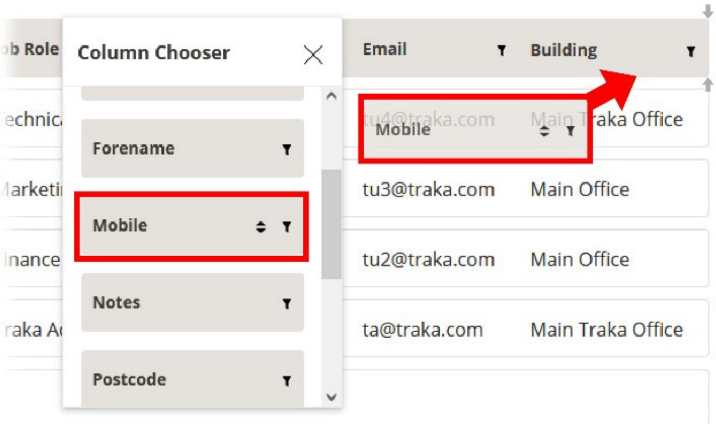


A window will now appear displaying a number of different fields to add to the existing columns. Depending on the page you are viewing and the current data on screen, each grid or tab will have a different selection of columns for you to select and customise.

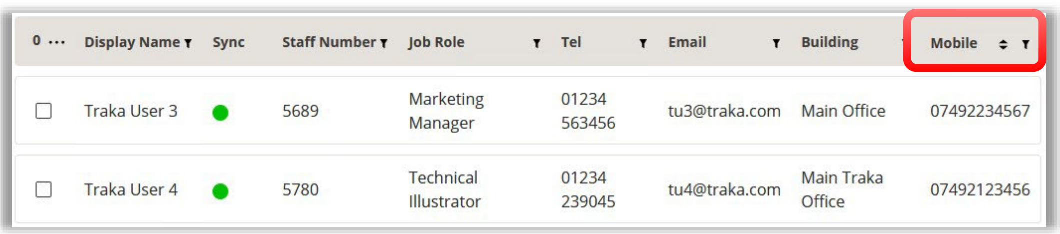


The fields you can select from are relevant to user i.e., mobile number, fax, email etc. These fields are definable in the User Fields.

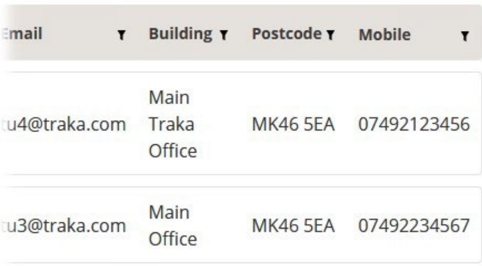
3. To add a column to your grid, simply drag and drop the desired field to the Column Header. The grey arrows will indicate where the new field will fit into the grid.



Once the field is placed, the grid will show the data that field represents. In this case, the **Mobile** field was added and therefore, if the users listed in the grid have a mobile number entered into their user details page, it will now be displayed here.



You can add multiple fields to a grid by simply following the above steps.

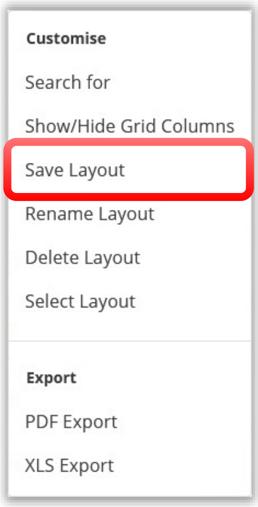


4. If you have a specific set of columns that you may wish to view again, you can save them and give them a unique name. This is known as a Layout. Please review the following topic to Save a Layout.

7.1.1.4 SAVE LAYOUT

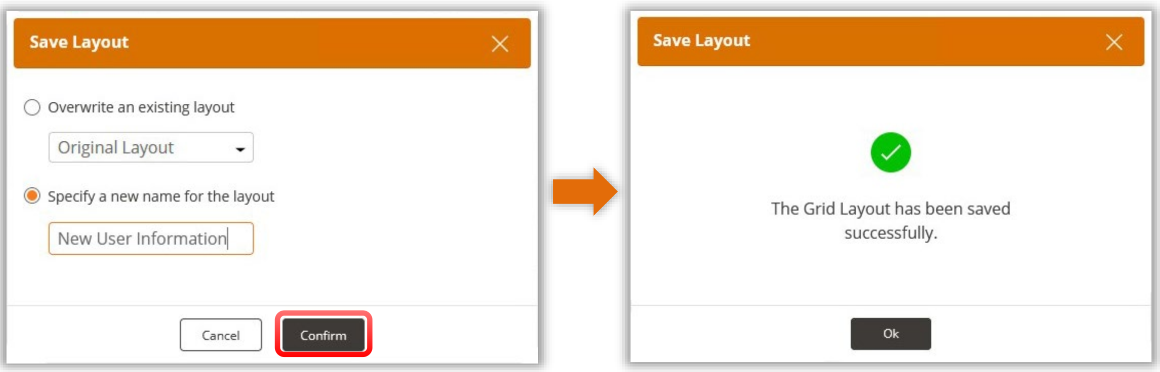
After you have customised a grid by adding, moving or deleting columns/fields, you have the option to save that selection so that you can later return to the same grid and select a pre-configured layout without having to select different columns/fields.

1. From the Customise/Export menu, select Save Layout.



The following window will appear prompting you to assign a name to the layout. You have the option of saving a new layout or overwriting an existing one.

2. Enter a name for the layout and click **Confirm**.



3. The layout is now saved and can be renamed, deleted, or selected from the Toolbar.

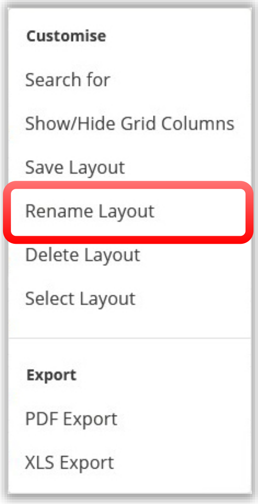
See Also:

- Creating a layout - **Show/Hide Grid Columns**
- How to **Rename a Layout**
- How to **Delete a Layout**
- How to **Select a Layout**

7.1.1.5 RENAME LAYOUT

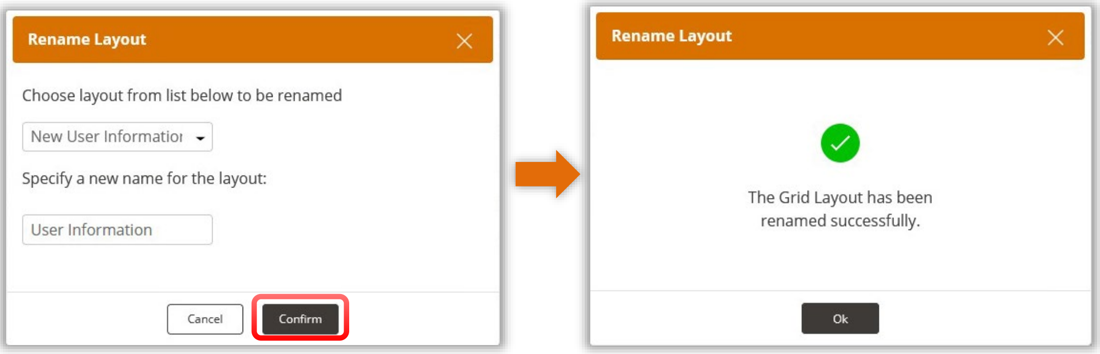
After a layout has been saved, you can rename it at any time if you wish to do so.

1. From the Customise/Export menu, select Rename Layout.



The following window will appear prompting you to select a layout and enter a new name.

2. Once you have selected the desired layout and typed in its new name, click the **Confirm** button.



3. The layout is now saved against its new name. You can delete or select it from the Toolbar.

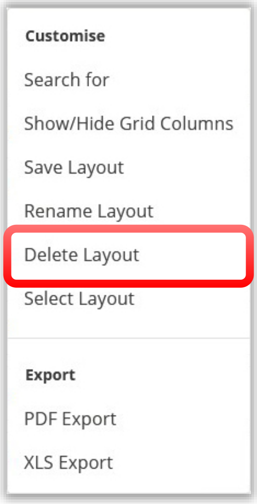
See Also:

- Creating a layout - **Show/Hide Grid Columns**
- How to **Save a Layout**
- How to **Delete a Layout**
- How to **Select a Layout**

7.1.1.6 DELETE LAYOUT

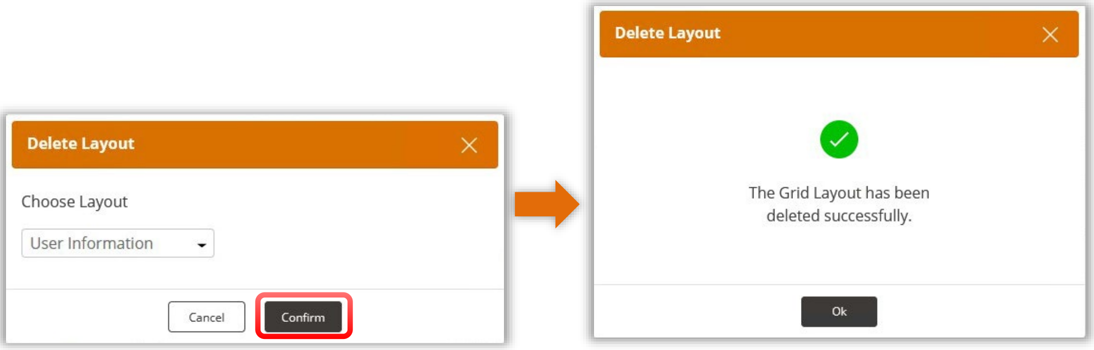
After a layout has been saved, you can delete it at any time if you wish to do so.

1. From the Customise/Export menu, select Delete Layout.



The following window will appear prompting you to select a layout to delete from the drop-down menu.

2. Once you have selected the desired layout click the **Confirm** button.



3. The layout has been deleted and is no longer selectable or editable.

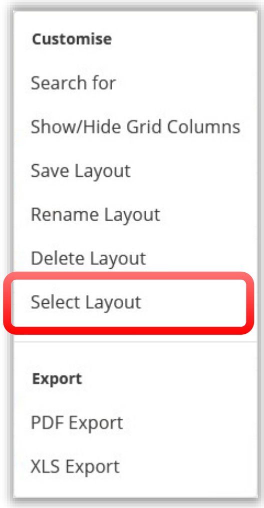
See Also:

- Creating a layout - **Show/Hide Grid Columns**
- How to **Save a Layout**
- How to **Rename a Layout**
- How to **Select a Layout**

7.1.1.7 SELECT LAYOUT

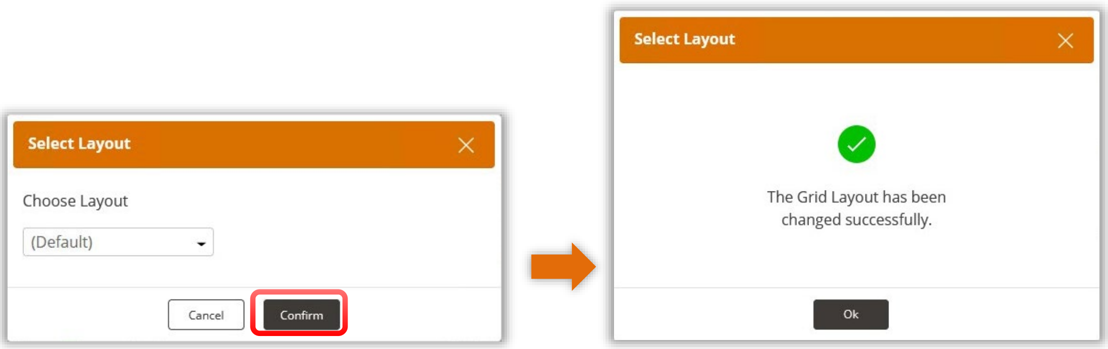
After a layout has been saved, you can select it and any other layouts at any time.

1. From the Customise/Export menu, select Select Layout.



The following window will appear prompting you to select a layout to view.

2. From the dropdown menu, select the layout you wish to delete and then click on the **Confirm** button.



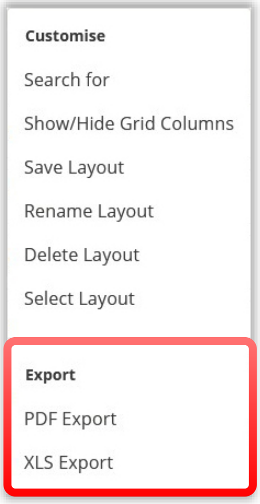
3. The previous layout being displayed on the grid will now change to the newly selected layout.

See Also:

- Creating a layout - **Show/Hide Grid Columns**
- How to **Save a Layout**
- How to **Rename a Layout**
- How to **Delete a Layout**

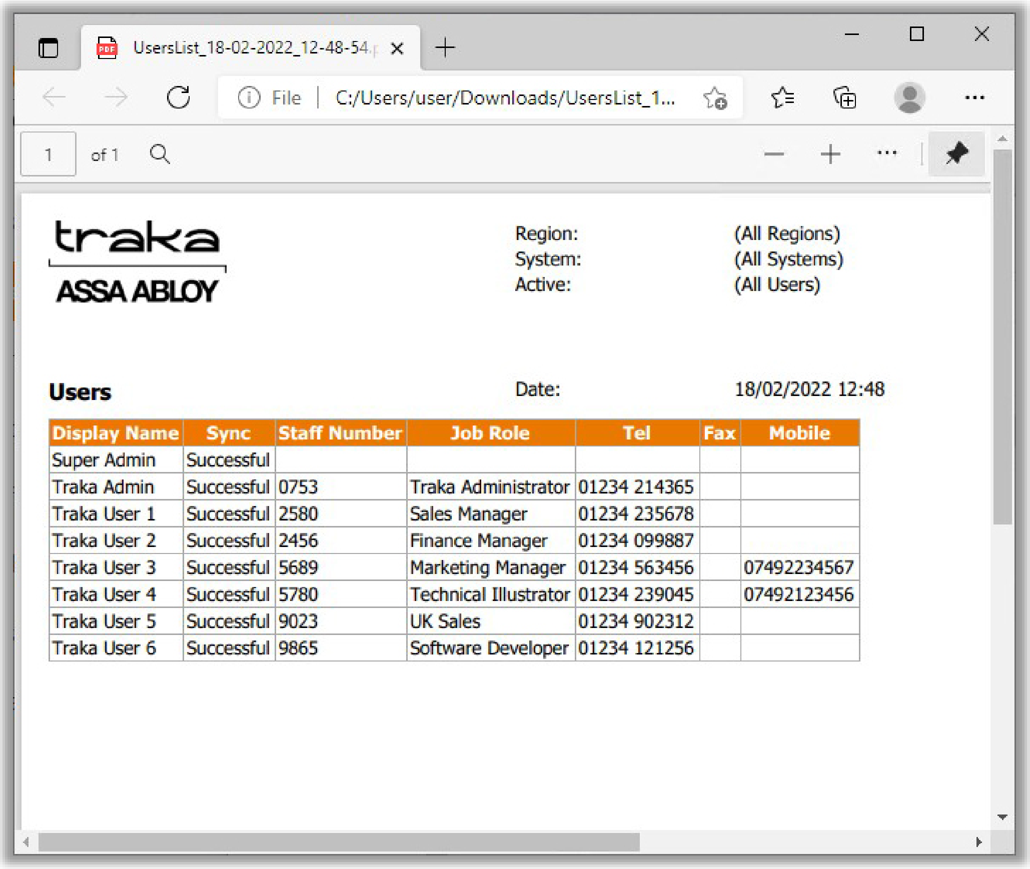
7.1.2 EXPORT OPTIONS

The option to export TrakaWEB data to either PDF or XLS format is accessed through the layout settings by clicking on the ··· Ellipsis button at the upper right of the page.



7.1.2.1 EXPORT TO PDF

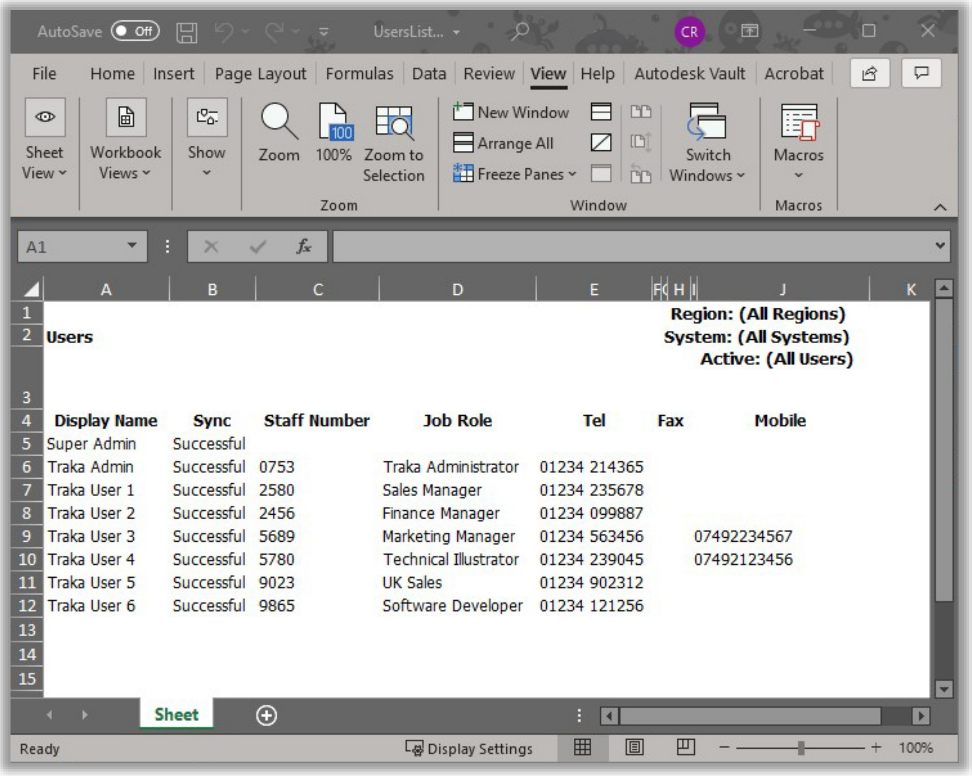
In TrakaWEB, it is possible to export the data from whatever grid you are viewing into PDF format. Simply select the **PDF Export** option from the **Customise/Export** menu and you can choose to either view the PDF in a new browser or download it.



Display Name	Sync	Staff Number	Job Role	Tel	Fax	Mobile
Super Admin	Successful					
Traka Admin	Successful	0753	Traka Administrator	01234 214365		
Traka User 1	Successful	2580	Sales Manager	01234 235678		
Traka User 2	Successful	2456	Finance Manager	01234 099887		
Traka User 3	Successful	5689	Marketing Manager	01234 563456		07492234567
Traka User 4	Successful	5780	Technical Illustrator	01234 239045		07492123456
Traka User 5	Successful	9023	UK Sales	01234 902312		
Traka User 6	Successful	9865	Software Developer	01234 121256		

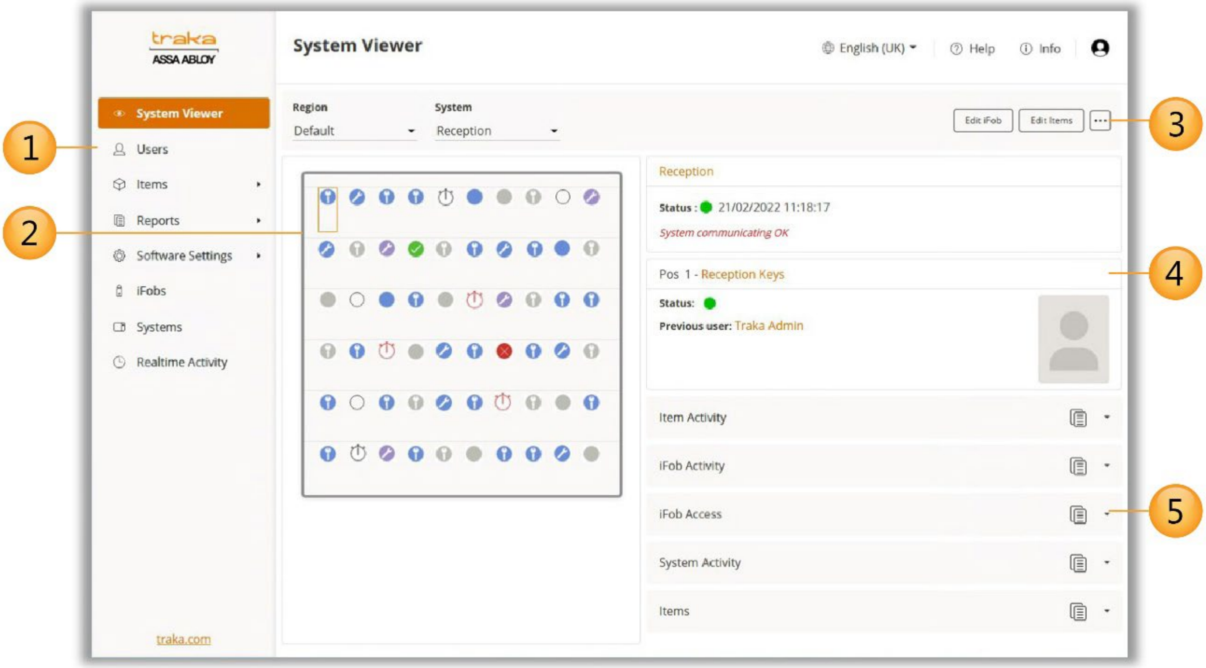
7.1.2.1 EXPORT TO EXCEL

In TrakaWEB, it is possible to export the data from whatever grid you are viewing into PDF format. Simply select the **XLS Export** option from the **Customise/Export** menu and you can choose to either view the Excel Spreadsheet in a new browser or download it.



7.2 TRAKAWEB SYSTEM VIEWER

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 – Navigation Menu

At the left side of each page in TrakaWEB, you will notice the Navigation menu. From here, you will be able to navigate to the different pages of TrakaWEB such as the System Viewer, Users, and Systems etc.

2 – 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.

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

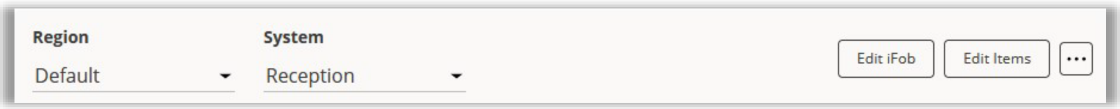
Locker System Status Icons

- 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

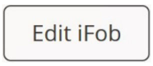
NOTE: The Locker System status icons will not update for Non-RFID Locker Systems as it is not possible to detect if an asset is present in the system.

3 – Toolbar

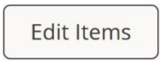
The Toolbar is located at the top of each page. It will display certain buttons and information that are used in every aspect of TrakaWEB no matter where you navigate to. Please follow the link for more details about the TrakaWEB Interface.



Clicking the dropdown menus to the left for Region or System will display a list of the Systems/Regions that currently exist in your database.



- Selecting the **Edit iFob** button will open the iFob Details tab in the Edit iFob menu for the currently selected iFob in the System Viewer



- Selecting the **Edit Items** button will open the Item Details tab in the Edit Item menu for the currently selected Item in the system Viewer


- Selecting the **Ellipsis** button will open the **Actions Menu**

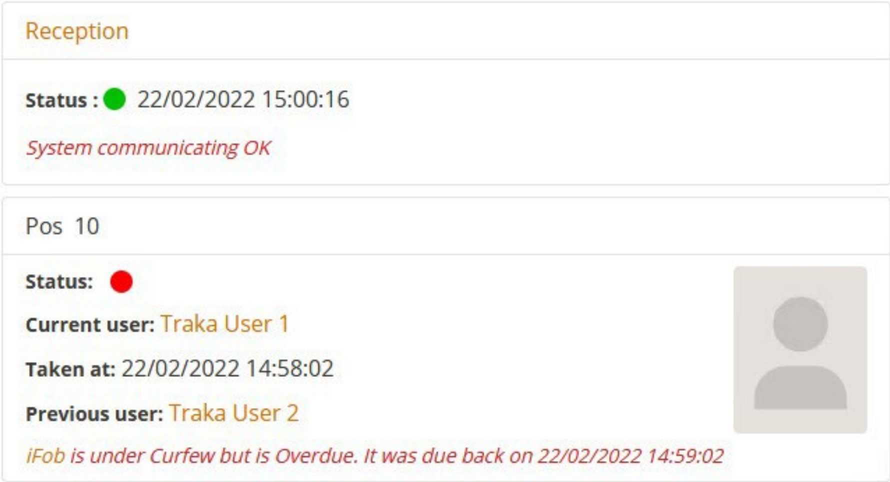
Remote Release

Remote User Login

Transfer Ownership

4 - System & Item Detail Panels

The system & Item Detail Panels will be located to the right of the cabinet or locker image. 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. If the status LED is orange, that indicates the system connection to TrakaWEB is now being established and the system information is now being updated.

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 10 is highlighted; therefore, the Item Detail Panel is showing a red LED indicating that a curfew has been placed on the item and is overdue. In this case, the iFob/item had a curfew and should have been returned to the system at 14:59:02 on the 22/02/2022 but has not been returned. Therefore, a message has appeared at the bottom of the panel stating that the item is overdue.

5 - 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

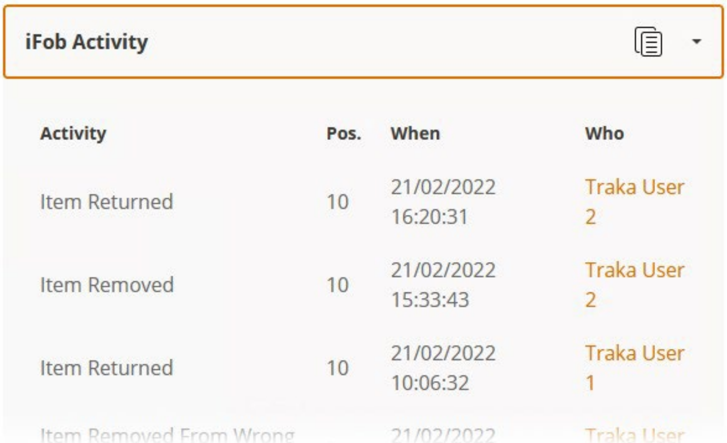
The item activity tab displays the last 30 days of activities for the item(s) in the selected position. This grid will show you who removed and returned the item and what time it was removed/returned. You can run various [reports](#) for a more in depth look at these activities.

In a Traka Touch Key Cabinet, multiple items can be attached to an iFob; therefore, the item activity tab will display individual lines for each of the items attached to that iFob when it is removed/returned.

iFob Activity

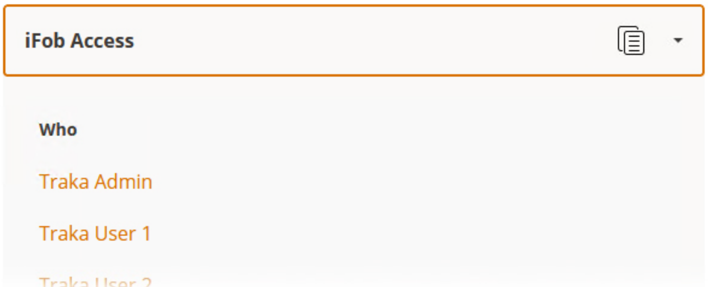
The iFob activity tab displays the last 30 days of activities for the iFob in the selected position.

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. Therefore, once an item has been defined, the Item Activity and iFob Activity tabs will display the same events.



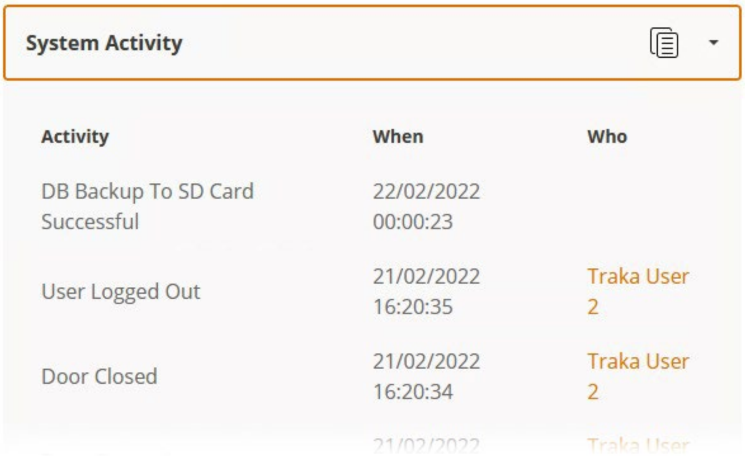
iFob Access

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



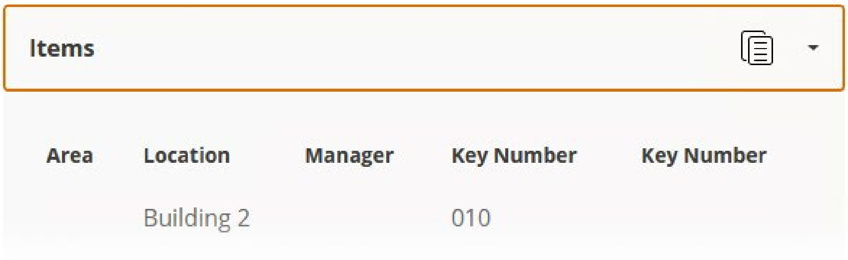
System Activity

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 menu in TrakaWEB.



7.2.1 TRAKAWEB SYSTEM VIEWER GRID

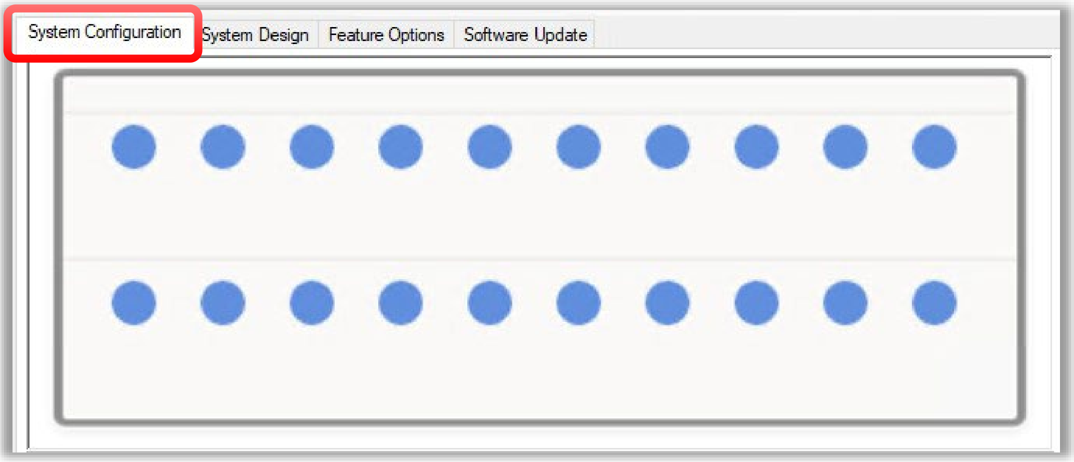
Due to the many permutations of physical locker designs, it is not always possible to display the interactive image of the locker within the TrakaWEB system viewer. Currently, there are only a subset of locker images available to use and so to resolve the issue, a System Viewer Grid is used. The System 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.

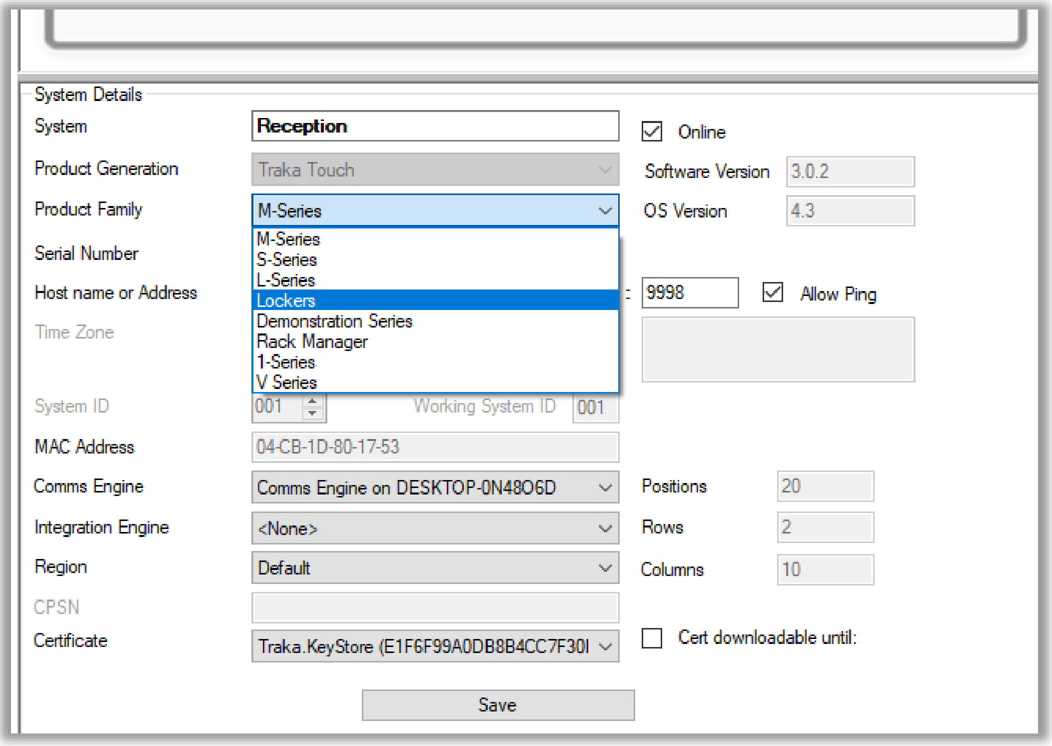
NOTE: When configuring cabinets, a user has the option to either view the system viewer grid or the interactive image within the system viewer in TrakaWEB.

System View Option and Custom Product Type

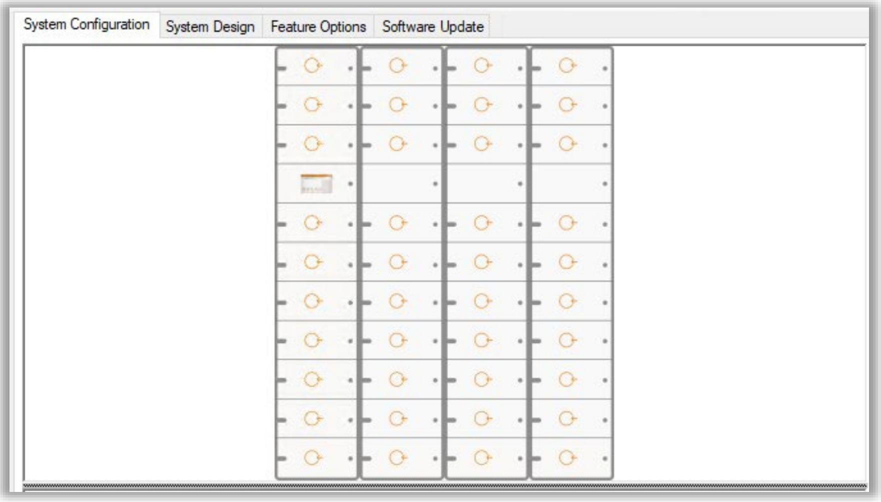
After launching the TrakaWEB Admin Application, the System Configuration screen will be displayed.



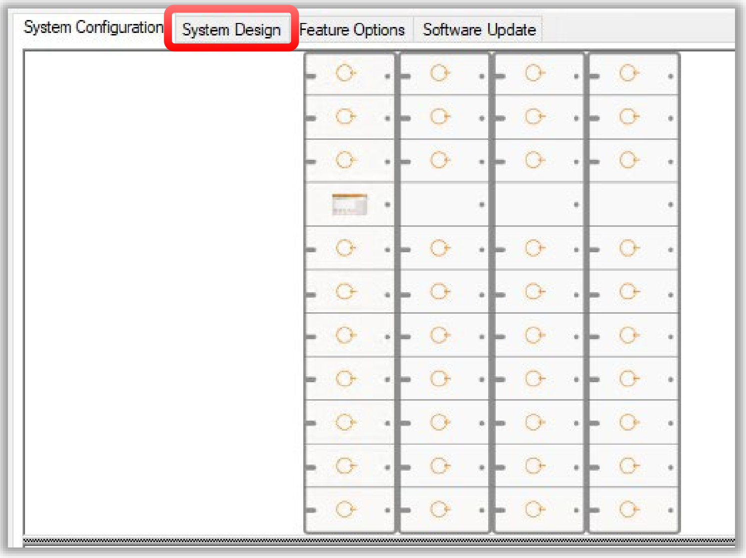
1. Locate the **Product Family** drop-down menu to choose a specific system type.



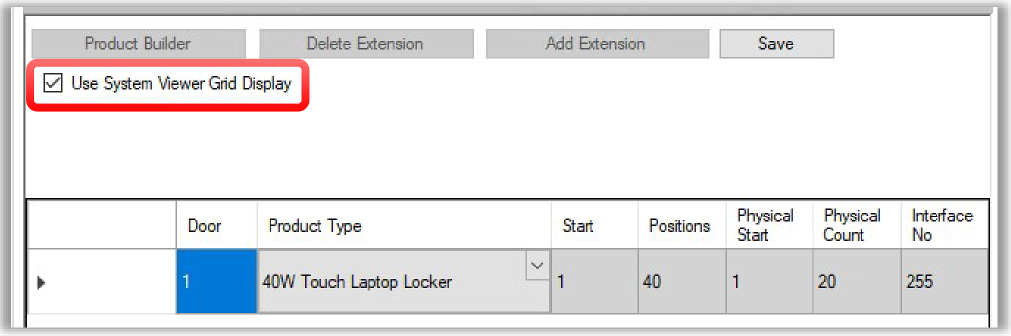
The screen will change to display the default locker image.



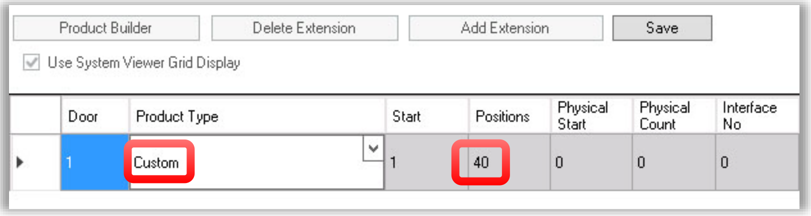
2. Click on the 'System Design' tab to edit the selected system type.



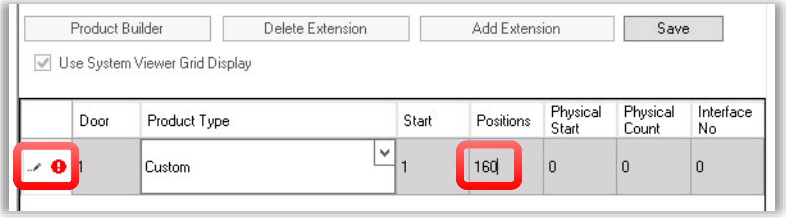
3. Within the System Design tab, click on the 'Use System Viewer Grid display' tick box.

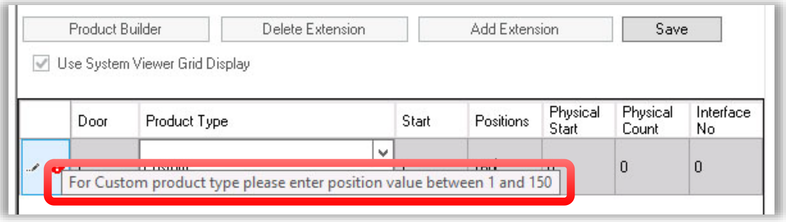


If the system to be configured is a locker, the 'Custom' option will be made available from the Product Type drop down menu. The custom product type is a product type that should be used when there is no system image available for the locker. When using the custom product type the user will be required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



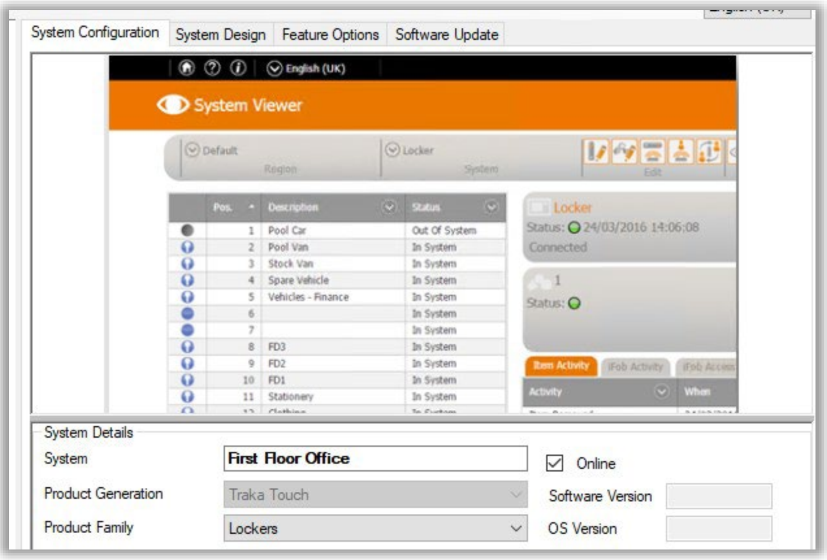
NOTE: The maximum value that can be entered within the 'Positions' field is 150. If this value is exceeded, an icon will appear in the left-hand box. Hovering the mouse cursor over the icon will display a message informing the user of this.





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.

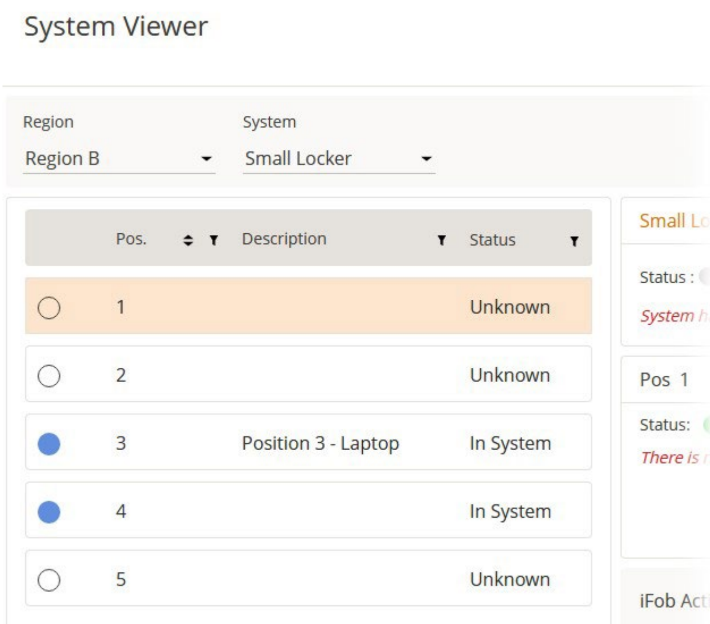
With the 'Custom' option enabled, a generic image will be displayed in place of the usual system image to indicate that this system is a custom type and that no image is currently available.



TrakaWEB System Viewer

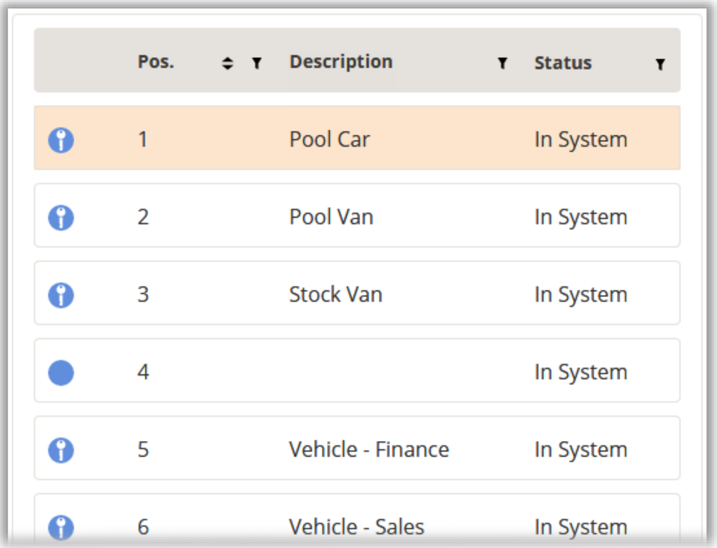
When TrakaWEB is launched, the System Viewer page will check to see if the current system should be displayed by an image or a System Viewer Grid as it loads. If the System Viewer Grid display is to be used, then the status information will relocate from the bottom left of the page to the top right of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

The System Viewer Grid layout will change depending on which product 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.



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. Its Index, Description and Status will also be displayed. This is shown in the example below.

The iFob in position 4 has been removed from the system. A new row is created at the bottom of the grid reflecting its current status.

	Pos.	Index	Description	Status
	1	1	Pool Car	In System
	2	5	Pool Van	In System
	3	6	Stock Van	In System
	4			Out Of System
	5	3	Vehicle - Finance	In System
	6	4	Vehicle - Sales	In System
		2		Out Of System

7.2.2 TOOLBAR BUTTONS

Selecting the ... **Ellipsis** button on the Toolbar will open the **Actions Menu**

Actions

Remote Release

Remote User Login

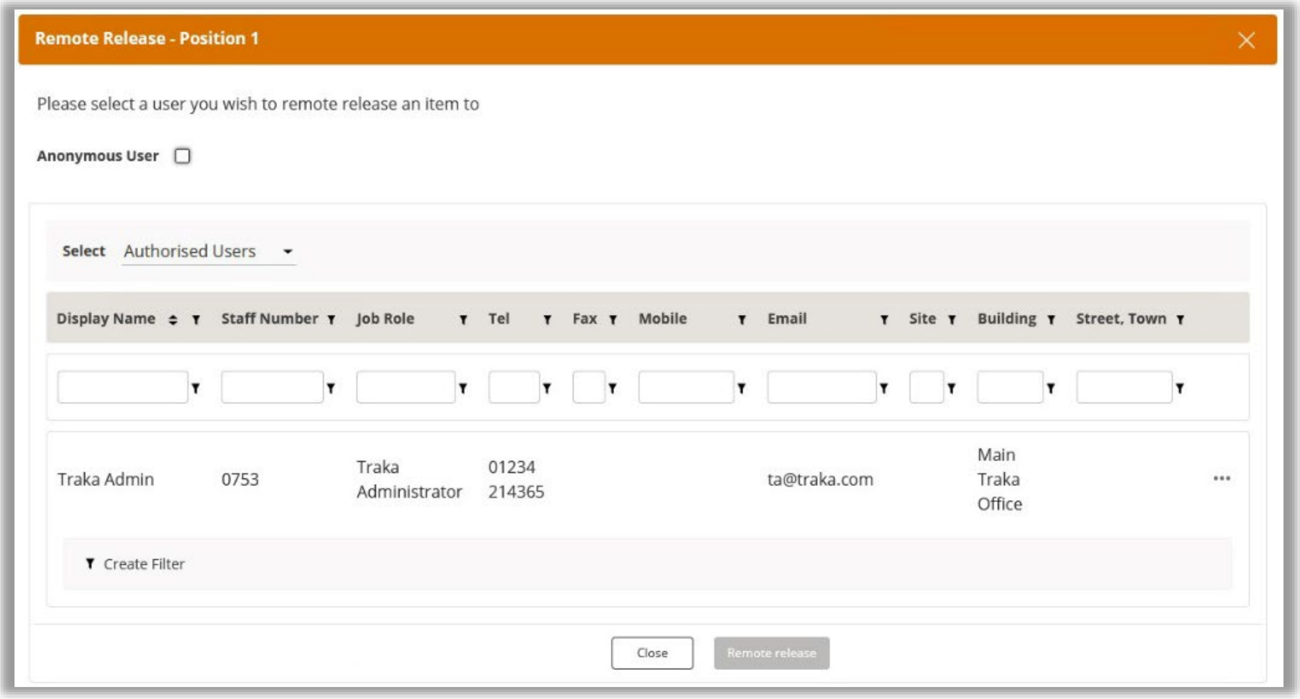
Transfer Ownership

7.2.2.1 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 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.

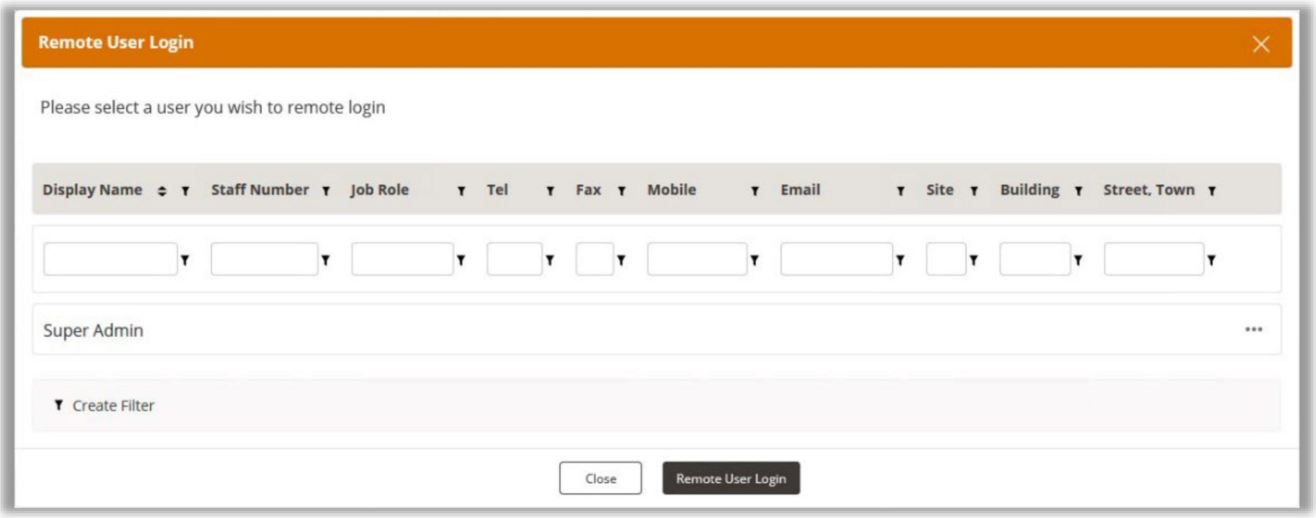
The pop-up window will now give a real time update of the removal process. The door on the Traka Touch system or Locker System will now open and prompt the user to remove the iFob/item.



7.2.2.2 REMOTE USER LOGIN

This option allows someone using TrakaWEB to remotely log another user into the system. Selecting this icon from the Actions Menu 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.

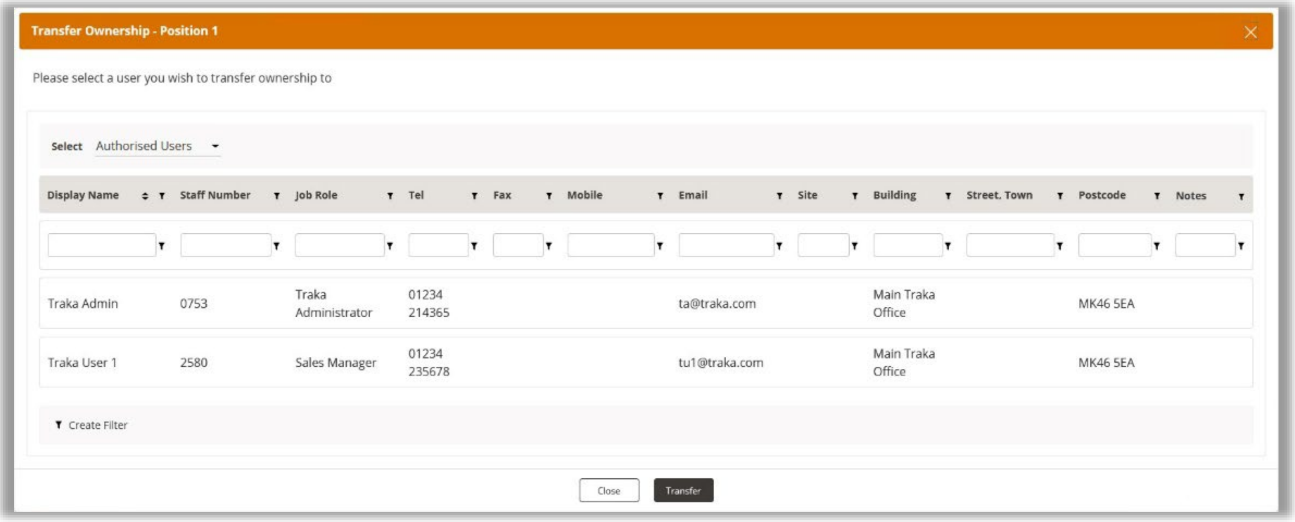


7.2.2.3 TRANSFER OWNERSHIP

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 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.

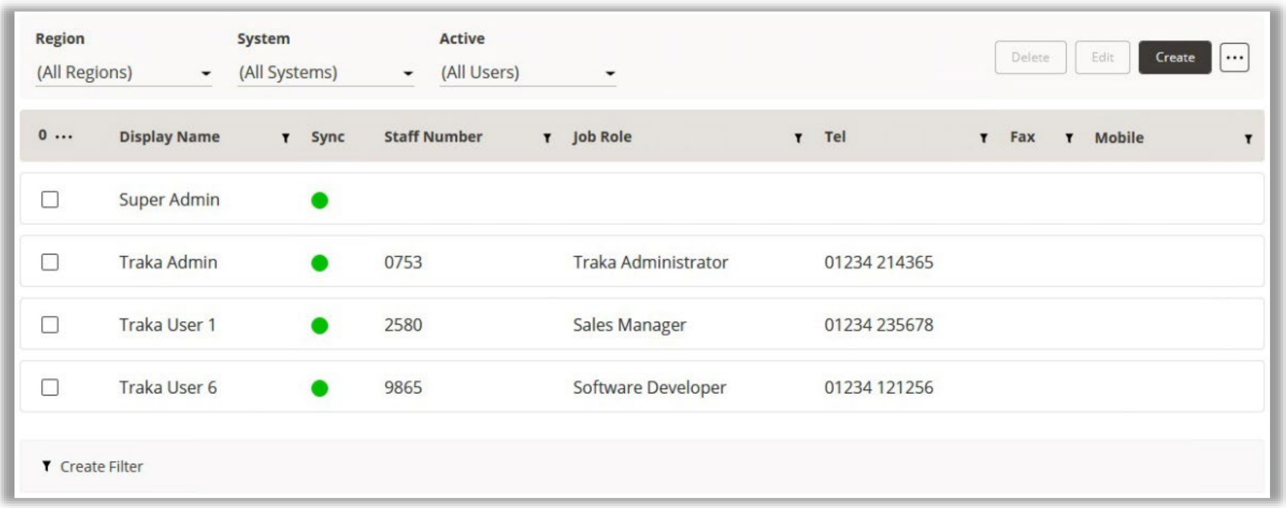


7.3 USERS

Within TrakaWEB, users can be added, edited and deleted. This may be achieved on a user-by-user basis as outlined in this section, or multiple users can be edited at once by using the Multi-Select/Multi-Edit feature.

7.3.1 USERS LIST

From the Navigation Menu select the 'Users' tab. If you already have users set up in your Traka Touch system, then this list will be populated with all 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.



Region, System & Active Filters

When looking at the user list, you can filter which users are displayed by using the Region, System and Active drop-down filters located on the left-hand side of the 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 **UD0260 – TrakaWEB Version 4 User Guide**.

Sync Column

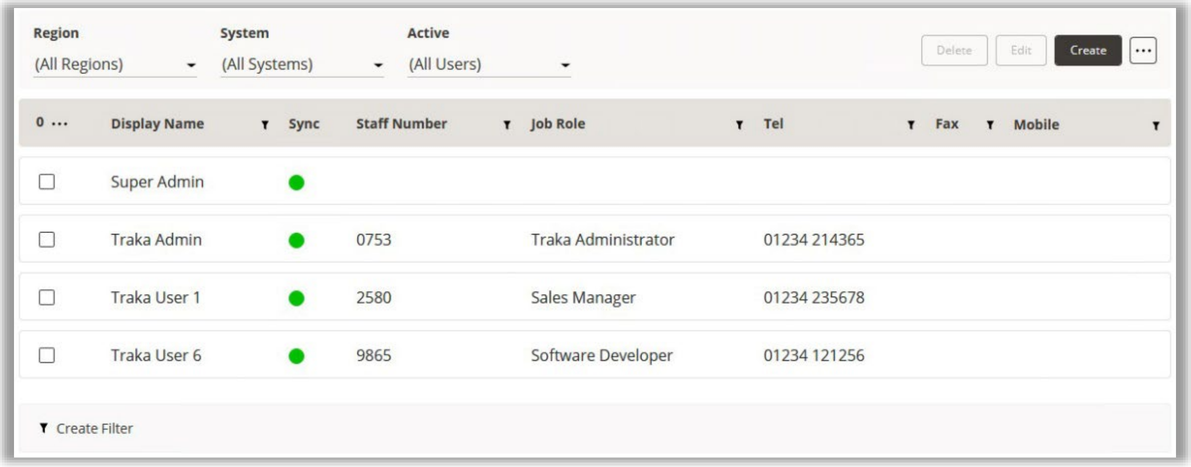
This column shows the current synchronisation status of the user to the currently selected system. There are three main icons that indicate what state the synchronisation is in. A green LED indicates that the user is fully synchronised with all Traka Touch systems they should be. A red LED indicates a sync failure, check that the system is switched on and can communicate with TrakaWEB. Lastly, a rotating loading graphic 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 located in the Customise menu allows you to add or remove fields/columns of your choice to the grid. Every grid is different and will provide different fields to add to the grid. The user list will allow you to add any or all of the eleven user detail fields.

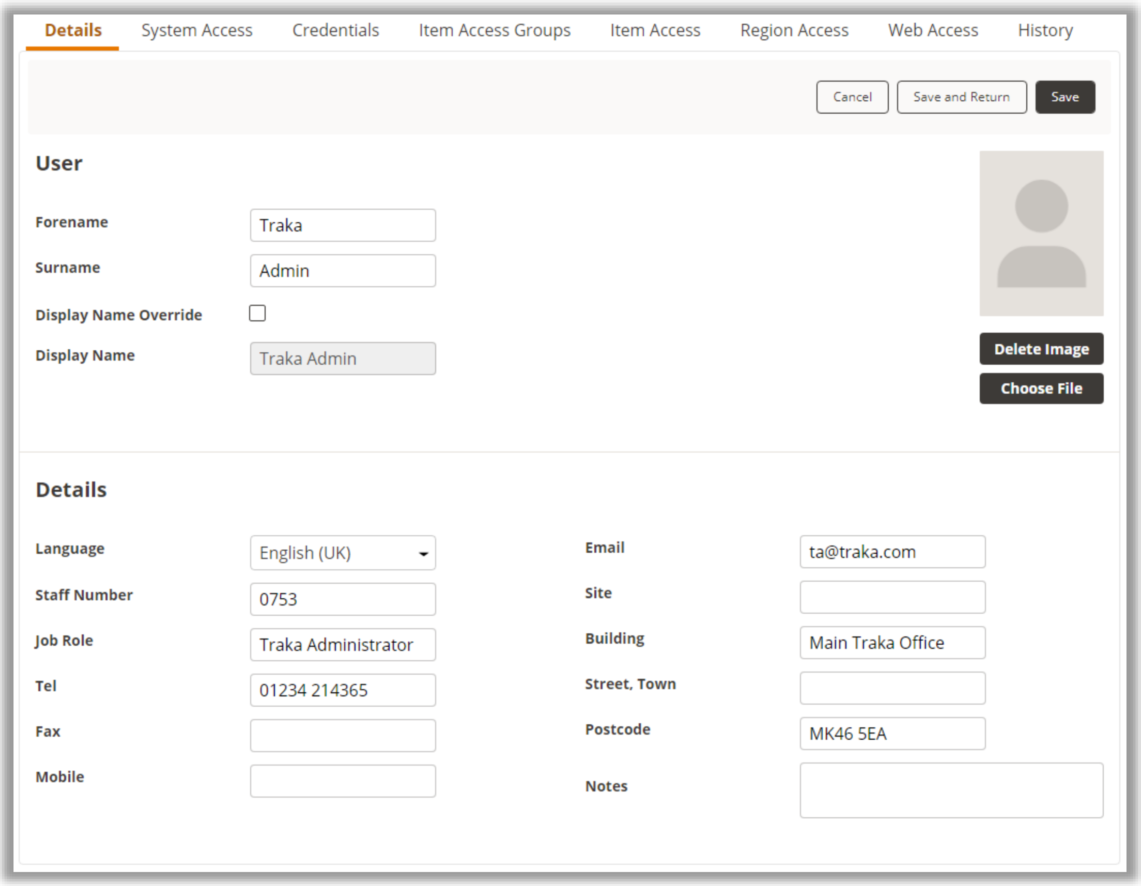
7.3.2 USER DETAILS

The user details window allows you to add and edit user details. From the ribbon toolbar, select the user's icon. If you have already got users set up in your Traka Touch system, then this list will already be populated with all those users.



Details

Here you enter general information about the user such as name, telephone number, language etc.



<u>Forename & Surname</u>
Enter the name of the user. It is essential that these fields be completed.

<u>Display Name Override</u>
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 'Traka Admin', you could enable Display Name Override and enter 'Traka Admin – Traka Administrator'.

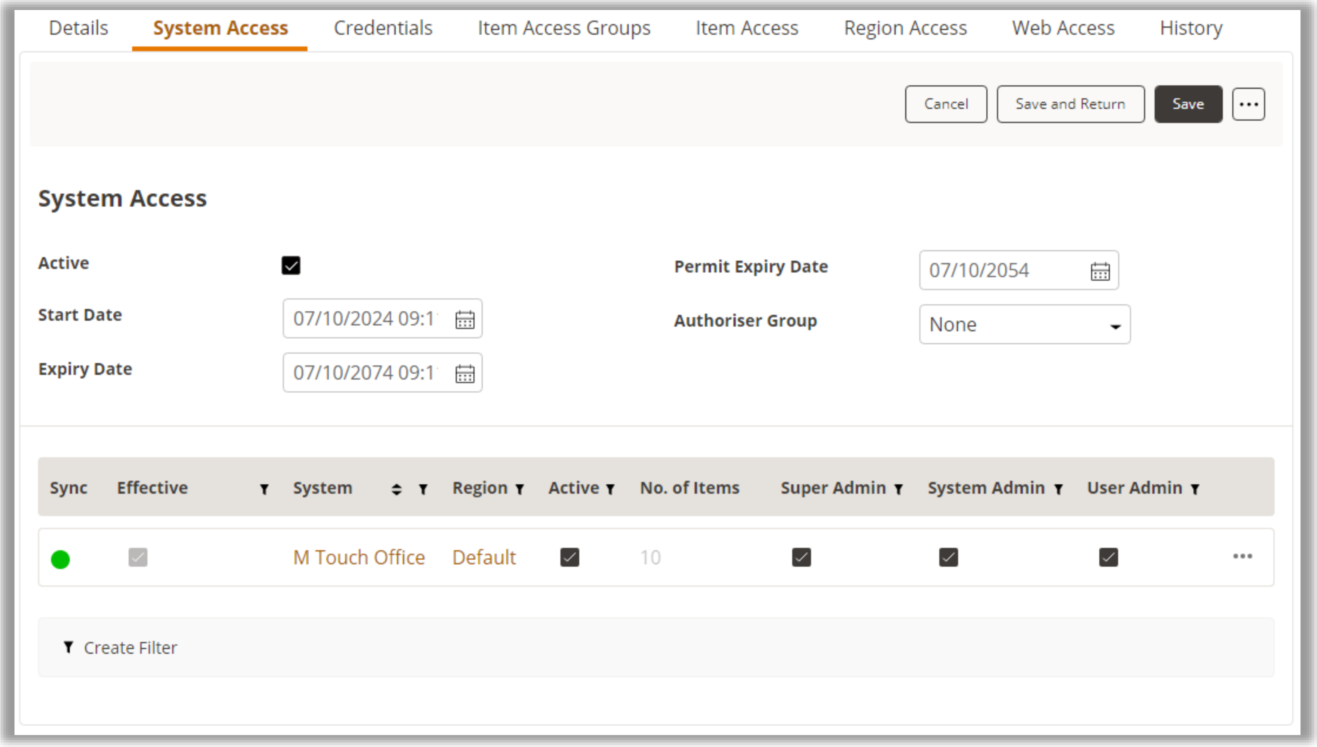
Language
When users identify themselves to the System, the instructions on the touch screen will be displayed in the selected language. If the default language is selected, then the default language of the Traka Touch System will be displayed.

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.

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

System Access

Here you define the Active status of the user, define the systems which the user has access to, and set any relevant Administration permissions.



Active
Tick this selection box on or off to make the user active or not active as a TrakaWEB-registered user.

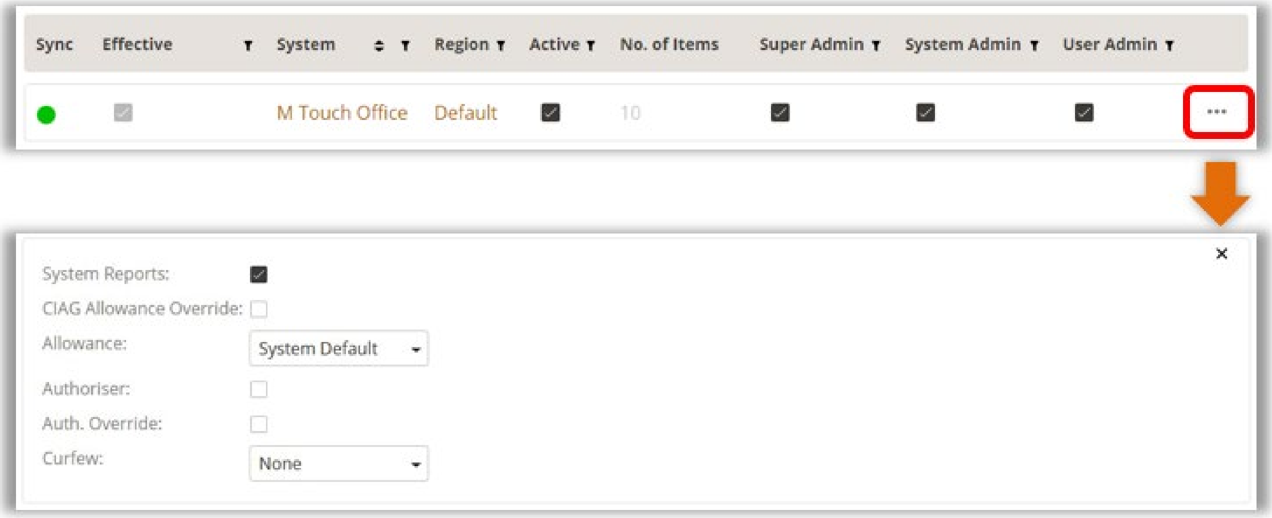
Start & Expiry Date
Select the start & end date and time for the when the user is active.

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.

Authoriser Group
When using Authorisers, they may be added to different groups depending on authorisation requirement. You may then select from the drop-down menu, the Authoriser Group that you wish to assign the user to.

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 as well as Admin permissions. Selecting the Ellipsis button will show a menu with additional software permissions such as Reports, Allowance and Curfews. 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
The tick box named Effective is related to the Active column. When you tick the Active checkbox, the user's information will be synchronised with the system. Once that has completed, the Effective checkbox will be ticked automatically.

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 chosen 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 in each system.

Super Admin
The Super Admin role will 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 enable to edit user records or access and administer items.

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.

Additional Permissions:
Additional permissions are available upon expanding each of the system's panel by clicking on the **Ellipsis** button next to each system.

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

CIAG Allowance Override
Selecting this tickbox will enable a user to override any Common Item Access Group allowance settings.

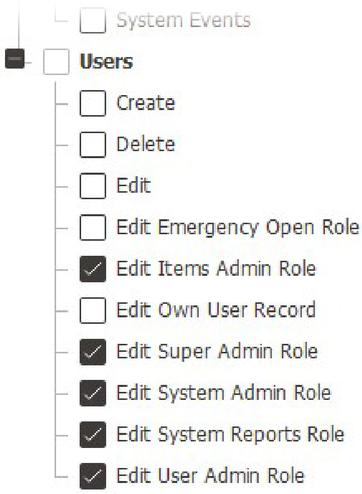
Allowance
Allowance can restrict the total number of iFobs/items users can have out of the system at any one time. Using the drop down selection box, you are able to select a quantity or alternatively, select unlimited for no restriction. The maximum will be however many iFobs/items you have in the selected 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 in the **UD0260 – TrakaWEB Version 4 User Guide** 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.

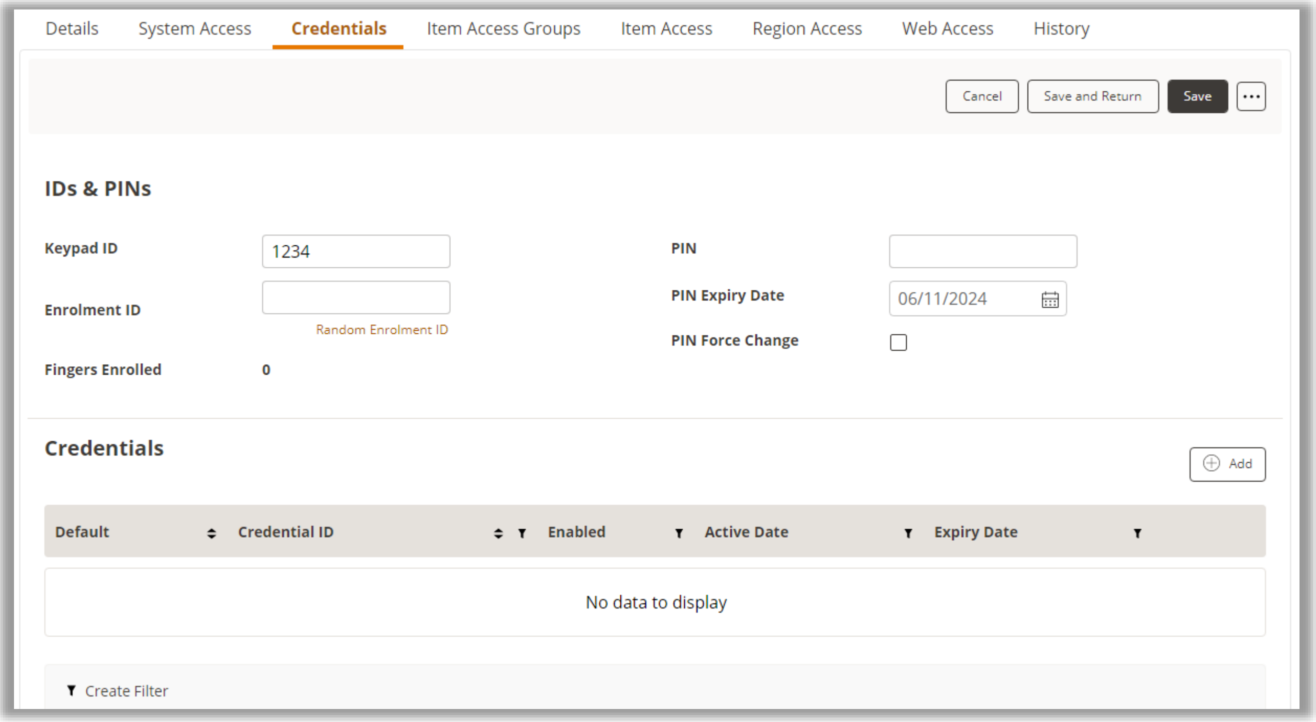
Curfew
Curfews are used to reduce the amount of time an iFob/item is out of a system, or how long a user can have an iFob/item in their possession. There are two different types of curfew; Relative & Absolute. You can set these curfews against both users and iFobs/items. This is a very useful feature 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 in the **UD0260 – TrakaWEB Version 4 User Guide** for specific details.

NOTE: Your ability as a TrakaWEB administrator user to manage each of the Admin Roles on the System Access Grid can be enabled or disabled through Software Permissions Groups as shown below.



Credentials

Here you can assign a user's credentials to enable them to log into the Traka Touch system(s).



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: Credential 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 an 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 (Credential ID, Keypad ID or Fingerprint).

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 either a Card Reader or the Sagem Fingerprint Reader. This feature allows you to set a temporary enrolment number that can be emailed to a user so that when they enter their enrolment number at the system, they will immediately be prompted to swipe their card or enrol their fingerprint. Clicking **Random Enrolment ID** below the **Enrolment ID** box will automatically fill this field with a random six-digit number.

NOTE: The user will need to have been setup for email notifications in the Admin App.

PIN
Here you can input your PIN (Personal Identification Number). This is a secondary level of access that can be used in addition to a Keypad ID, Credential ID or Fingerprint. E.g., if you have a Credential 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 user's 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.

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.

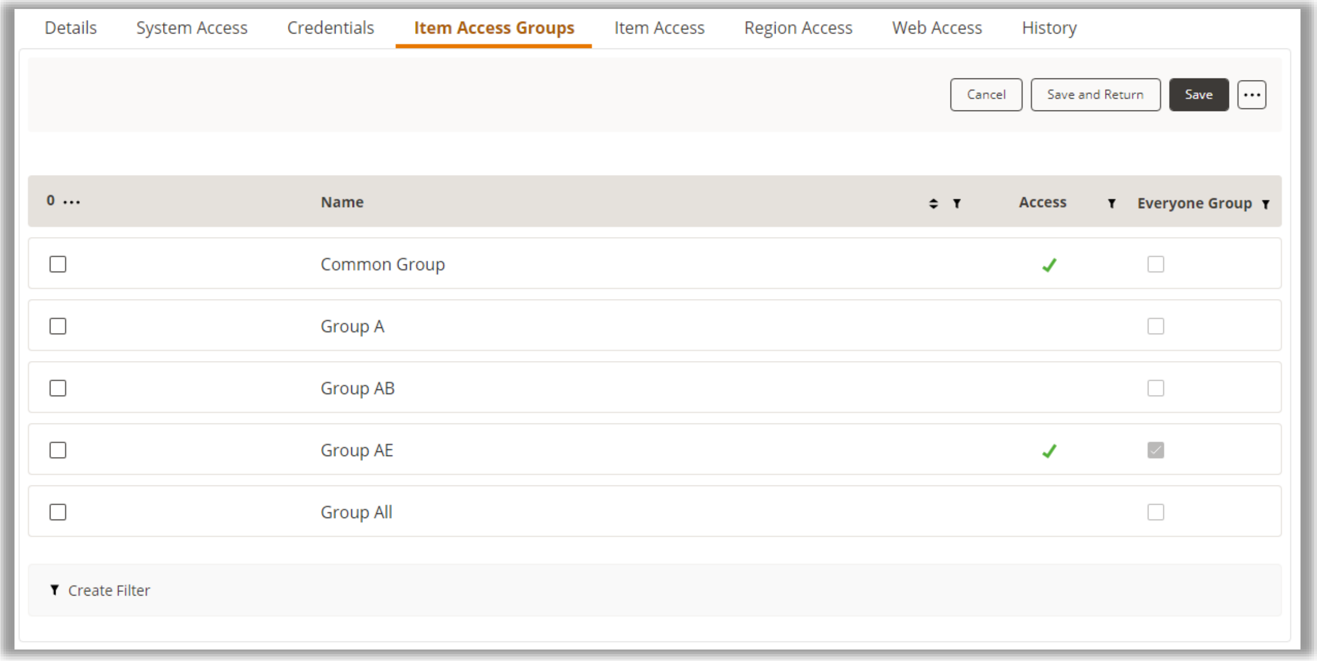
Credentials Grid

Here, you can add, edit or delete the credential(s) associated with a user.

NOTE: It is possible to assign more than one credential to a user if the Multiple Credentials non-cost feature has been enabled. Please refer to the Multiple Credentials section in the UD0260 – TrakaWEB Version 4 User Guide for specific details.

Item Access Groups

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

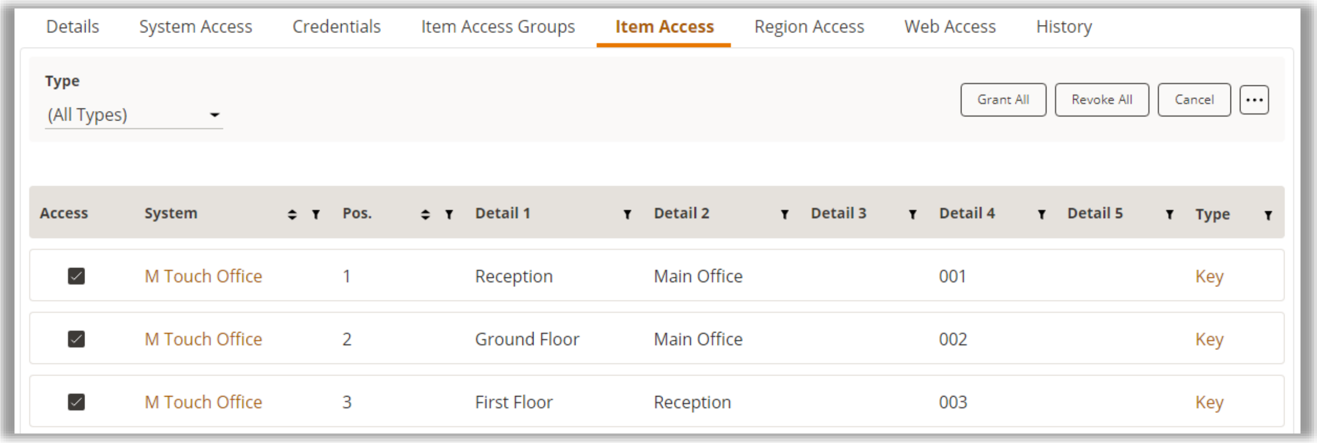


Item Access

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

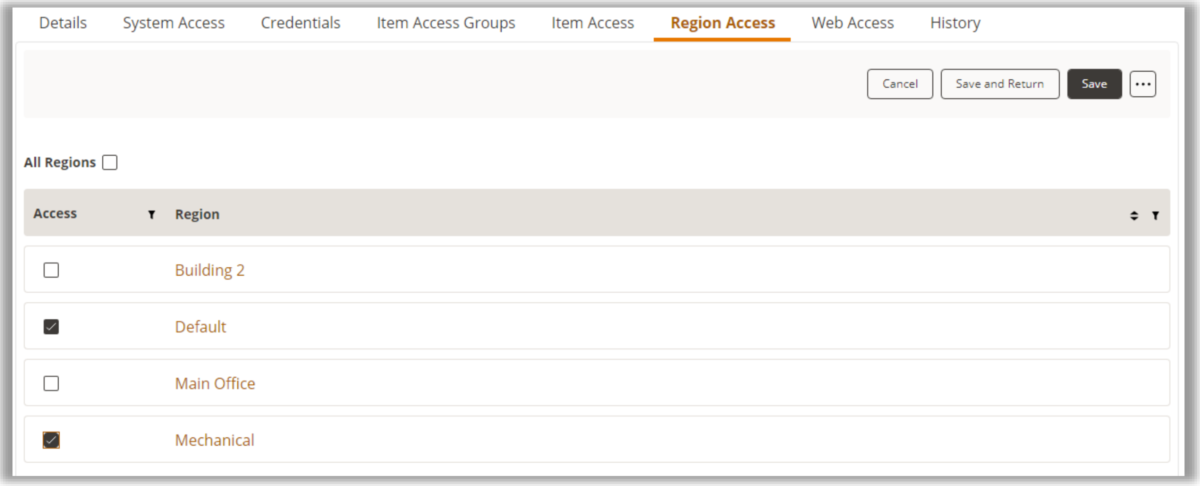
Item Access Grid

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 'Revoke All' will untick everything removing all access respectively.



Region Access

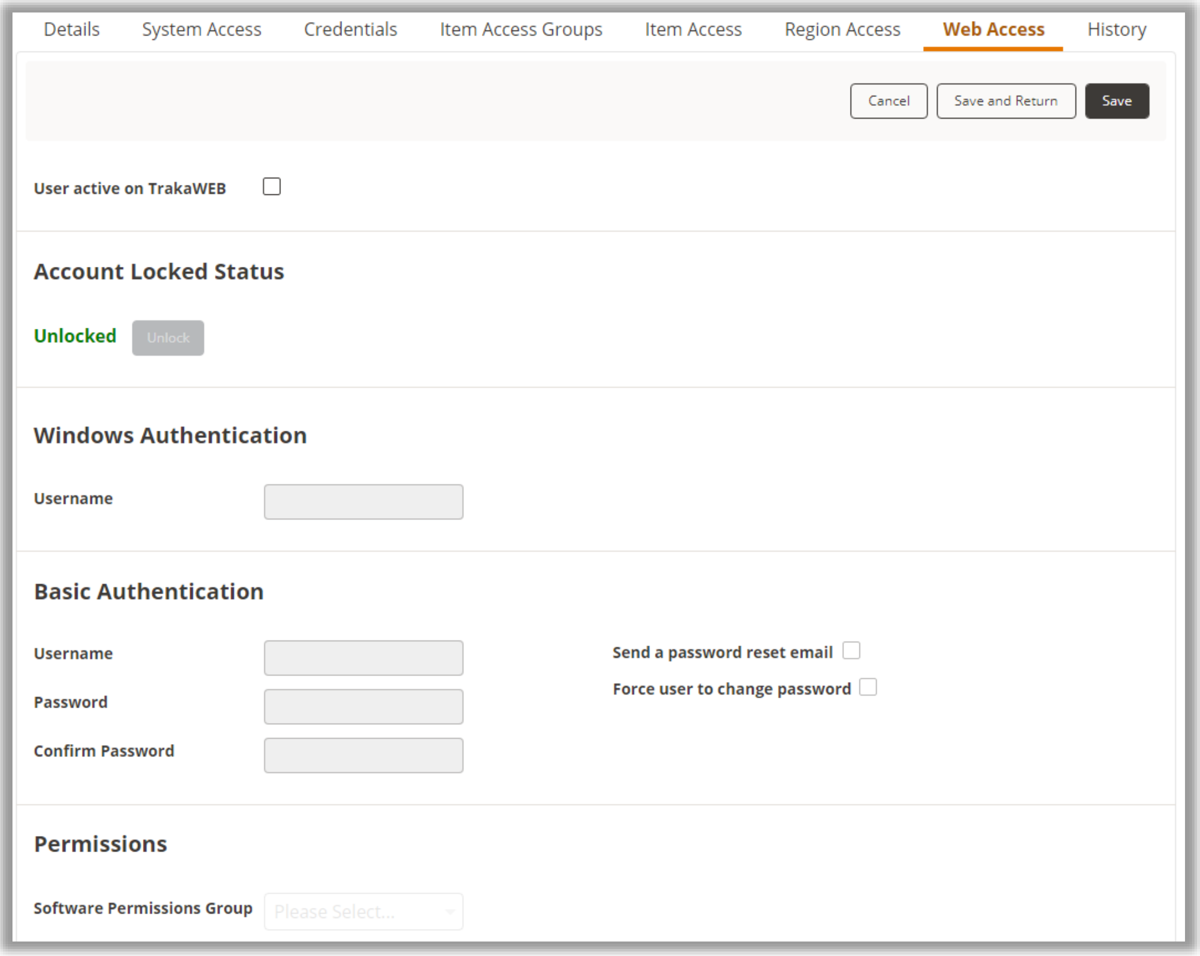
Here you can place the user into a Region. Simply tick the access box on the left of the region you wish the user to belong to.



Selecting the All Regions tick box will put the user in all regions automatically.

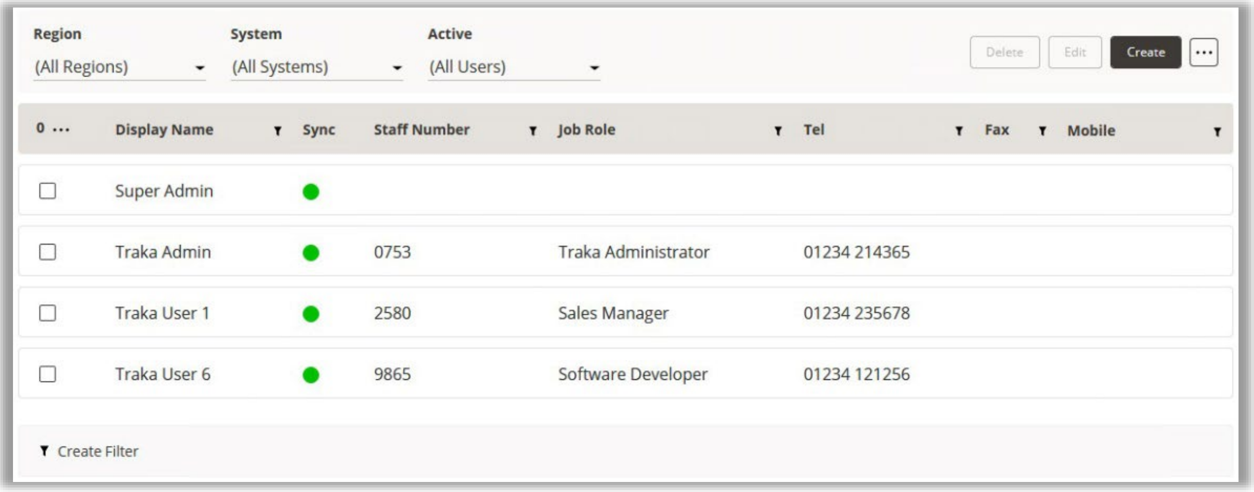
Web Access

In the Web access tab, a user can be given a separate username and password that will allow them to log into TrakaWEB. It is possible to assign a user to a Software Permissions Group here as well. For more information on Web Access groups, please see the Software Permissions Groups section in the **UD0260 – TrakaWEB Version 4 User Guide**.



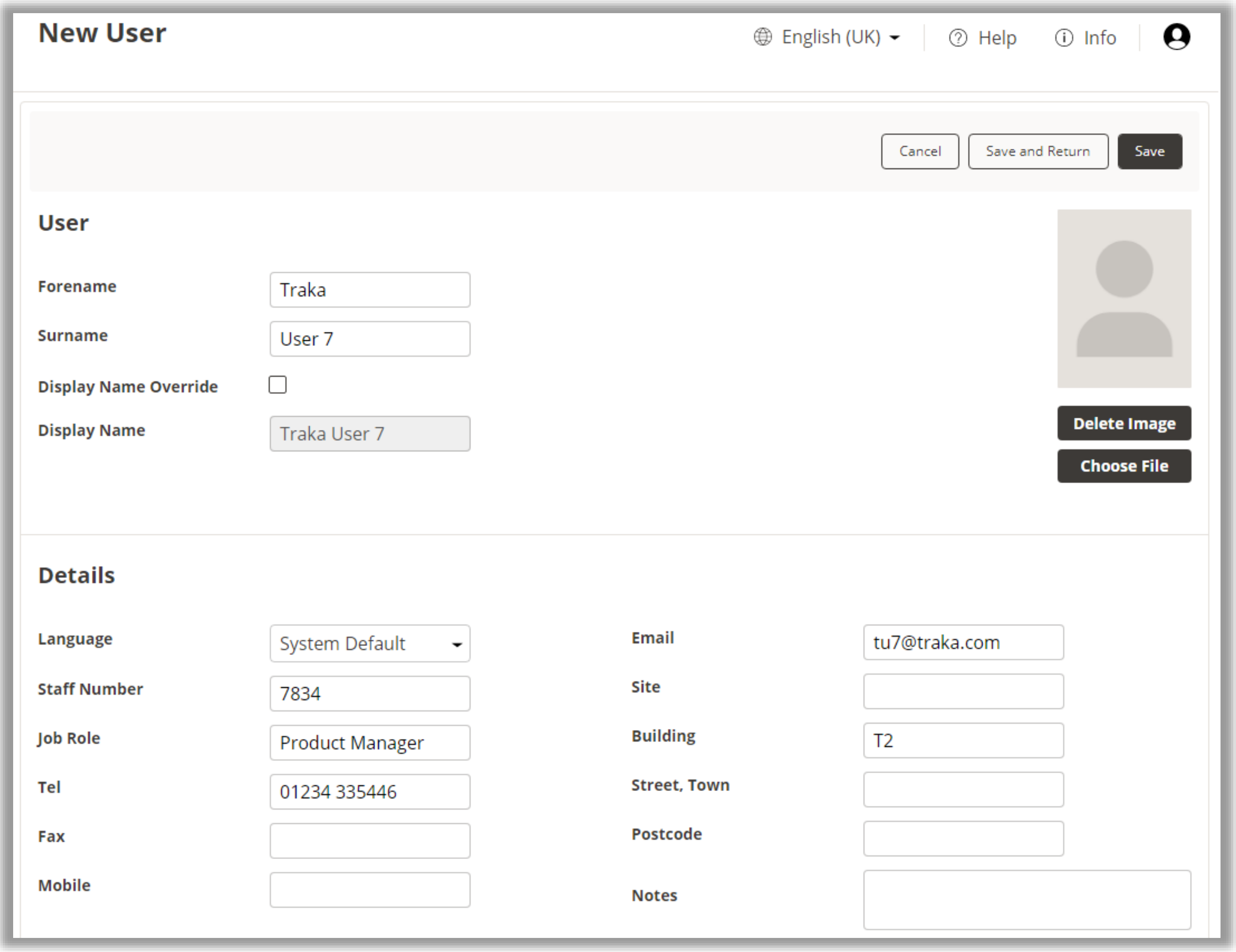
7.3.3 ADDING USERS

1. From the Navigation Menu select **Users**. 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.

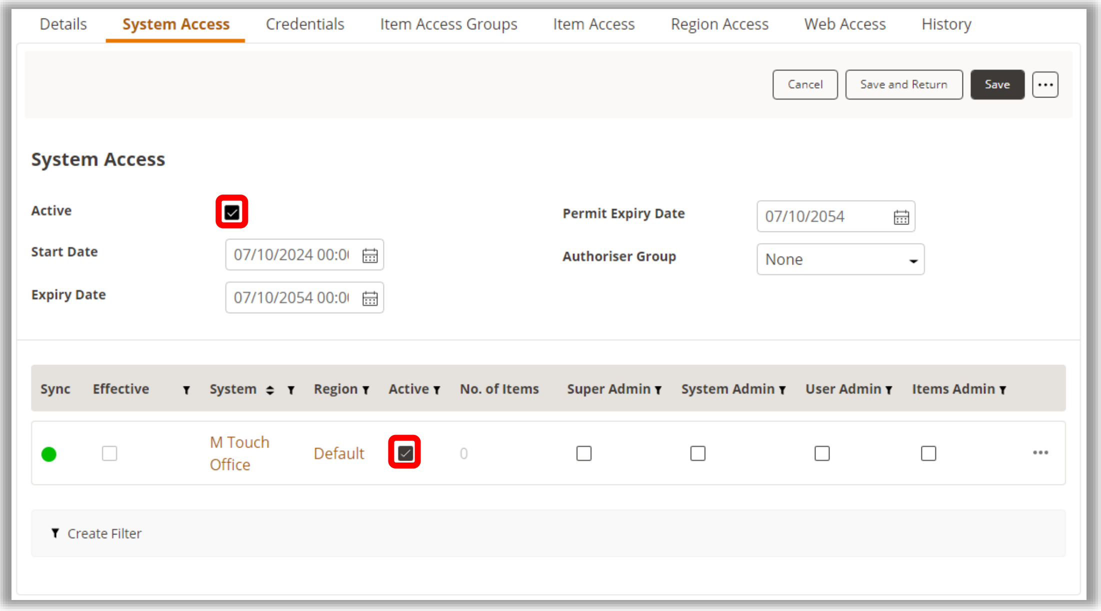


2. To create a new user, click the Create button.

3. The new user record will now open. By default, the User Details page will open. Fill in the required fields, click **Save** and then proceed to the next step.

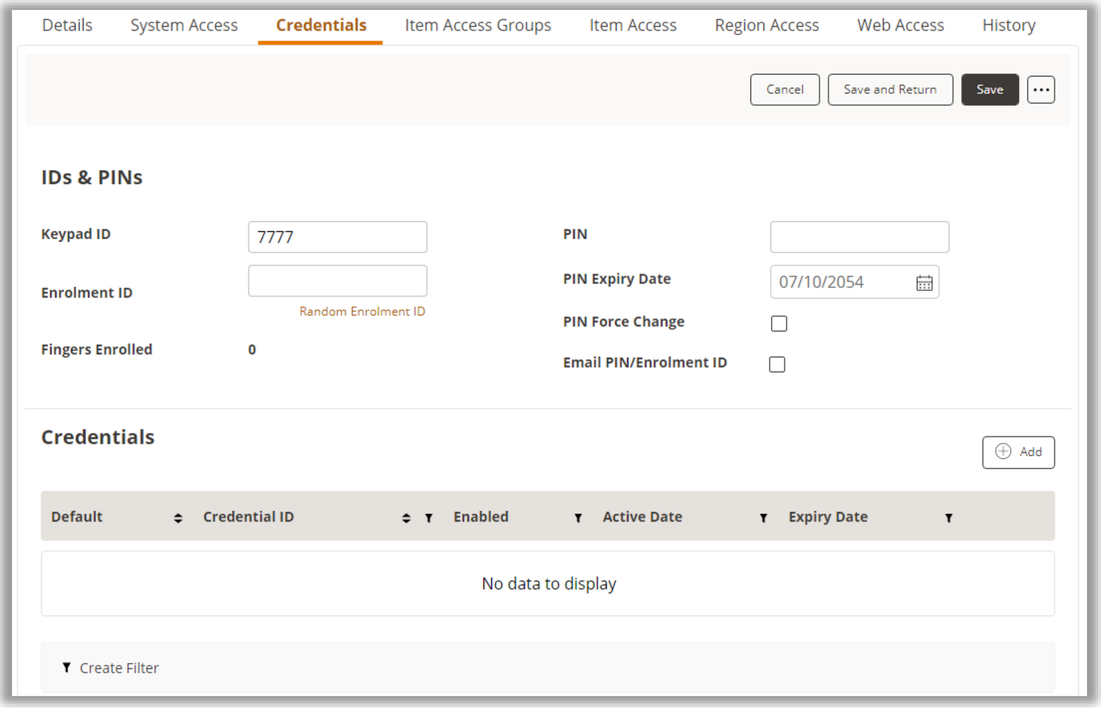


4. Now click on the System Access tab. Here, you can toggle the Active status of the user, set their start and expiry date, and choose the system they have access to and any administrator settings if applicable.



NOTE: With the release of TrakaWEB Version 4.5, the input fields for IDs & PINs has moved to the Credentials tab. Card ID has been replaced by the Credentials Grid. On older versions of TrakaWEB, you will find this information under the System Access tab with the required fields to input IDs & PINs.

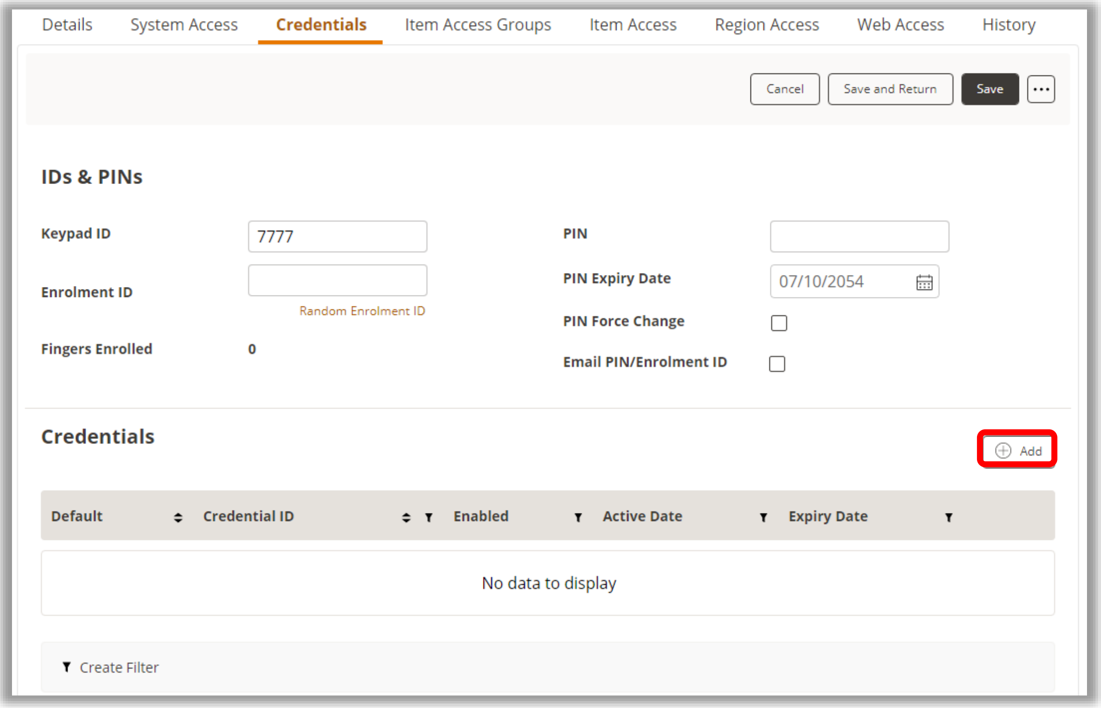
5. Click on the Credentials tab. Here you can assign the Keypad ID, Enrolment ID, a PIN and a Credential for the user.



NOTE: It is possible to assign more than one credential to a user if the Multiple Credentials non-cost feature option has been enabled. For more information and guidance on how to assign multiple credentials to a single user, please refer to the Multiple Credentials section in UD0260 – TrakaWEB Version 4 User Guide.

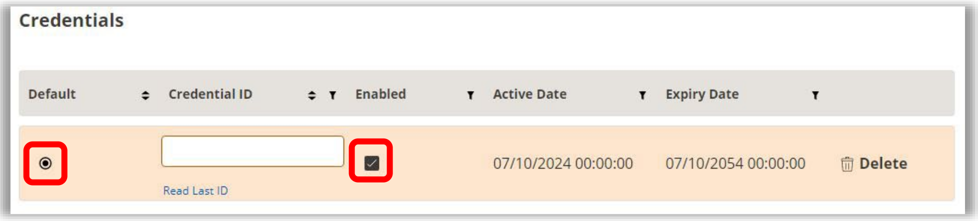
NOTE: The 'Show/Hide Grid Columns Chooser' in the 'Customise' option, found by clicking the ellipsis button, is different to other Show/Hide Grid Columns Choosers in other tabs. This Column Chooser uses check boxes to select the required grid columns rather than a drag/drop Column Chooser used in other grids.

6. If assigning a credential to a user, click the **Add** button. If no credentials need to be assigned (i.e. only a Keypad ID is required), please move on to Step 9.



NOTE: If there are no systems assigned to the user with Multiple Credentials enabled, this button will disappear when the new row appears in the Credentials Grid. However, if the row is deleted before or after saving it, the add button will return. For further information, please refer to the Multiple Credentials section in the UD0260 – TrakaWEB Version 4 User Guide.

7. An unpopulated Credential will appear in the Credentials Grid and will be marked as the default credential and enabled.

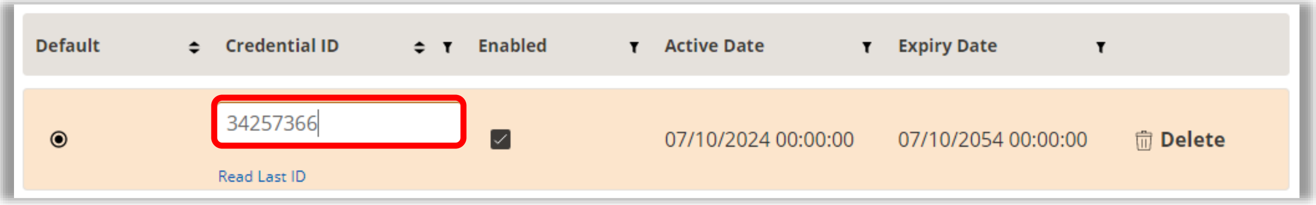


NOTE: The default credential is essential for logging into single credential systems. If Multiple Credentials has been enabled and more than one credential exists for the user, then it is possible to change the default credential. For further information, please refer to the Multiple Credentials section in the UD0260 – TrakaWEB Version 4 User Guide.

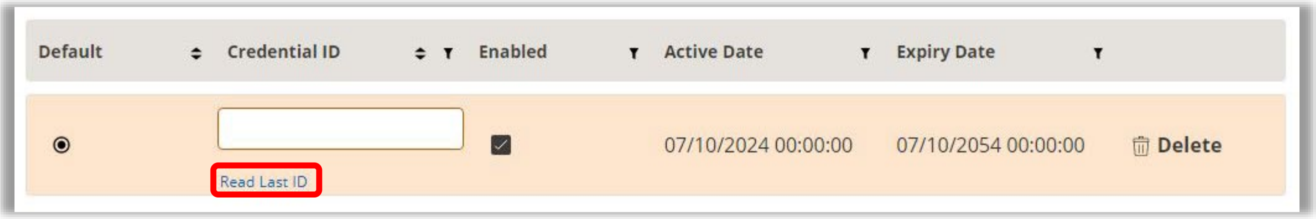
NOTE: The Active Date and Expiry Date will be pre-populated based on the Start Date and Expiry date in the System Access tab. It is possible to edit these dates, but it is not possible to set the expiry date before the start date.

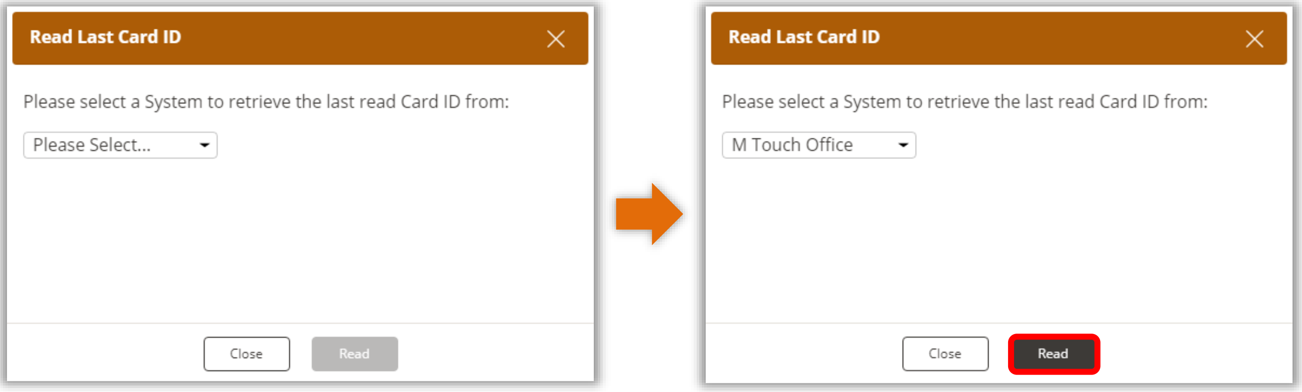
8. Input the Credential ID. There are two ways to populate this information:

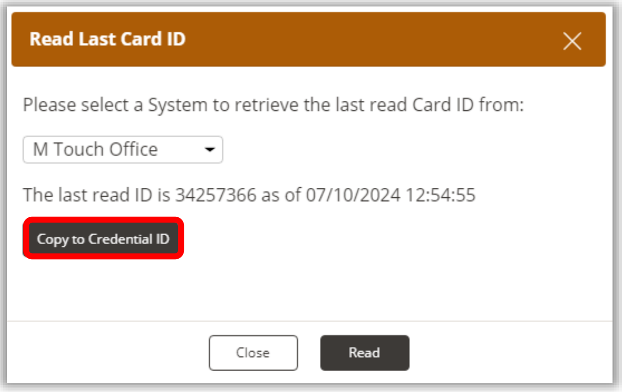
   i. Click in the Credential ID field and type the required ID number.

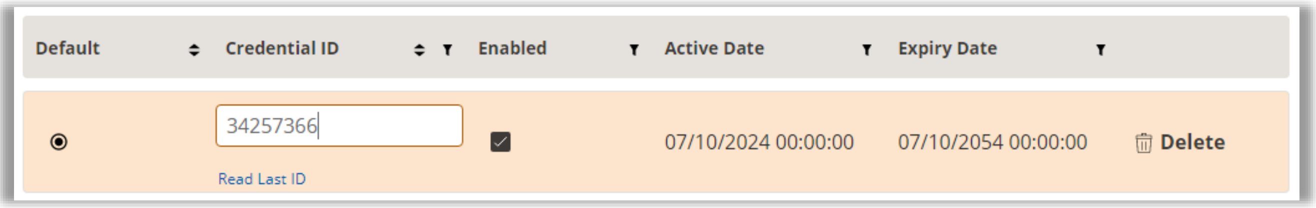


   ii. Click **Read Last ID** to bring up the Read Last Card ID window. Here, you can select a system to retrieve the last read Card ID from. Select the required system and click **Read**. The last read ID will appear, check this is the required ID and click **Copy to Credential ID**. The Read Last Card ID window will close, and you will see the Credential ID field has been populated with the relevant ID.

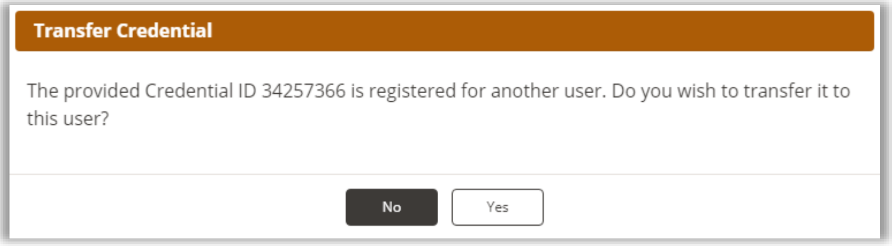


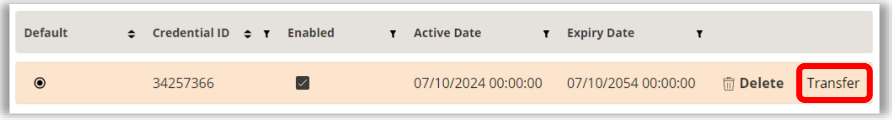






NOTE: TrakaWEB will automatically check the database for duplicate Credential IDs. If a duplicate is found, you will be asked if you wish to transfer the ID from one user to another. Clicking 'No' will prevent the Credential ID field from being saved and require the ID to be changed. Clicking 'Yes' will input the Credential ID and the word 'Transfer' will appear on the right-hand side. The Credential ID will not be transferred until you click Save. Once saved, the Credential ID will be removed from the previous user and migrated to the user you are creating.





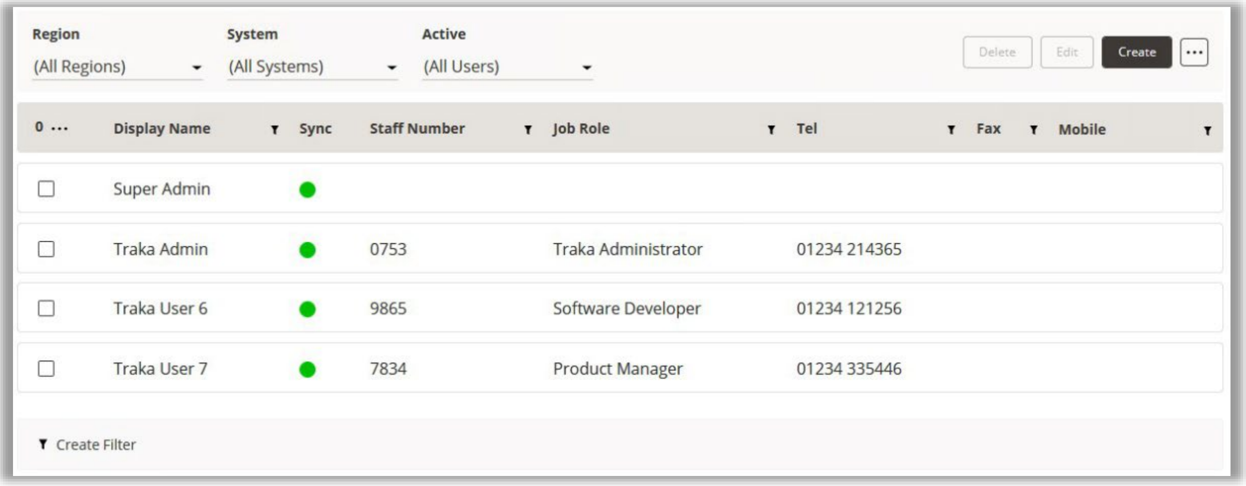
NOTE: A Credential ID cannot be edited once saved. It must first be deleted, and a new Credential created as explained previously. However, all other fields in the Credential Row can be edited.

9. Continue to input the appropriate details in the relevant tabs at the top of the page. For more information, please review the User Details section.

10. When you are finished, click the Save and Return button to go back to the user list. To add more users, repeat this process from Step 2.

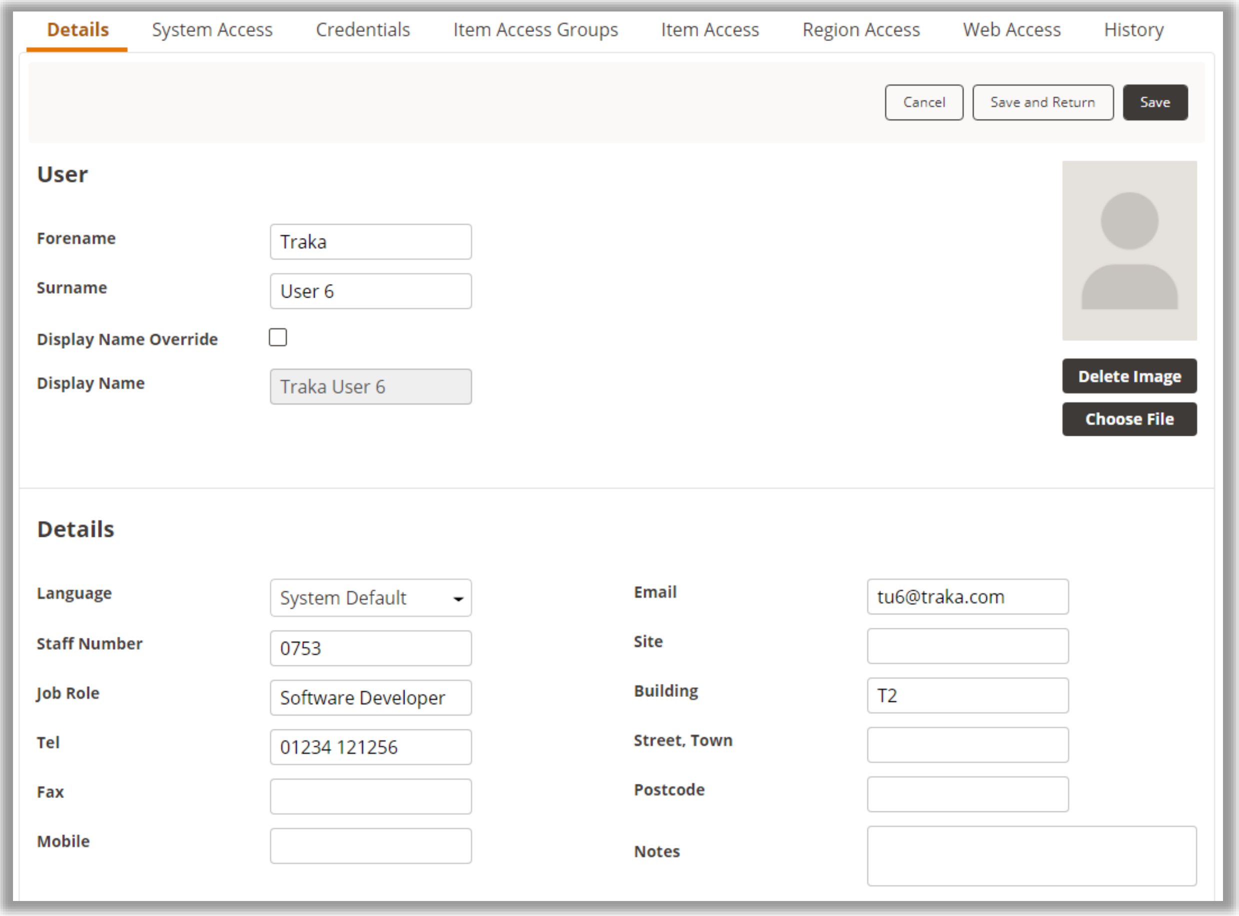
7.3.4 EDITING USERS

1. From the Navigation Menu, select **Users**. 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. For more information, please review the User Details section.



NOTE: A Credential ID cannot be edited once saved. It must first be deleted, and a new Credential created. However, all other fields in the Credential Row can be edited.

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

NOTE: A User with the edit User Permission will be able to access the History tab to view an audit trail.

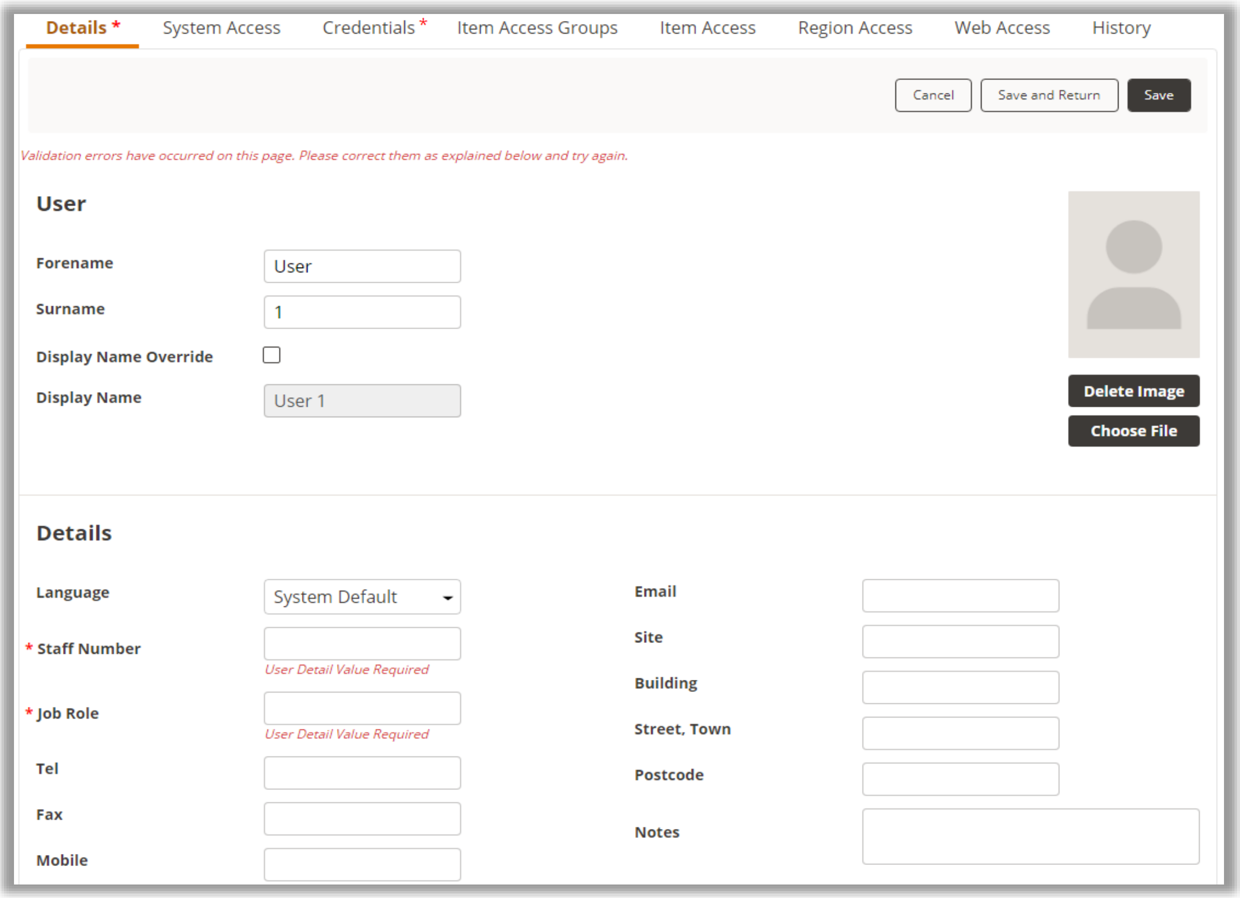
7.3.5 EDITING USERS WITH VALIDATION ERRORS

Validation errors may occur over one or more pages in TrakaWEB for users being imported from a previously standalone system. Typical examples could be user information for mandatory fields being absent as it is not stored on the Touch system, duplicate users or a user sharing the same primary ID as an existing record.

At the Users page in TrakaWEB, a red asterisk will appear against the tab or tabs that contain user validation errors.

It is possible to navigate through each tab and resolve any validation errors that exist.

A message will be shown on the affected page stating that there are validation errors and the affected mandatory fields will be marked with a red asterisk (*) as shown in the example below.



Once the validation errors have been resolved, click on the **Save** button to continue.

7.3.6 DELETING USERS

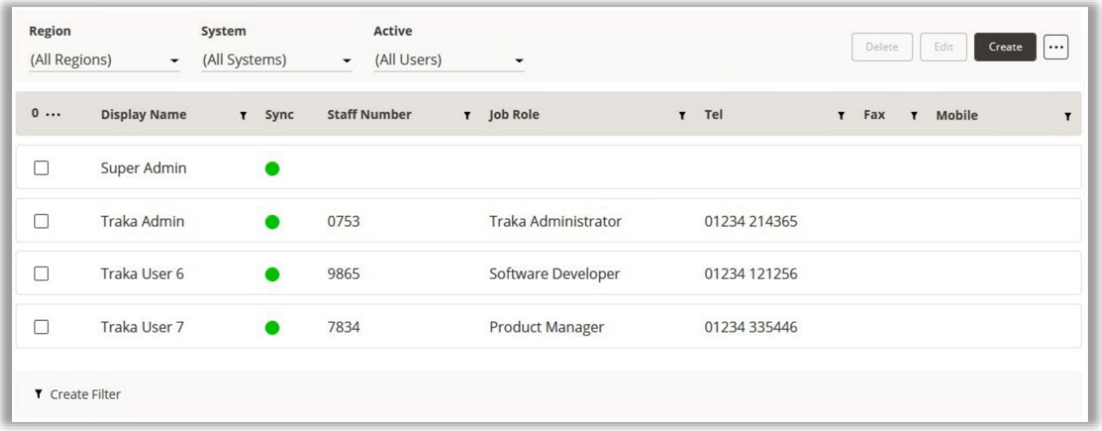
GDPR Statement: To retain the audit history, such as a sequence of activity that has affected a specific operation, procedure, or event. It is recommended that the User details are maintained & not fully deleted from the database. With this in mind, the preferred option to remove a User from a Traka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

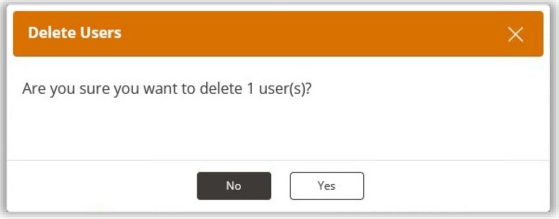
It is also recommended that a backup of the database be made after the above changes are completed and all previous database back-ups destroyed.

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

1. From the Navigation Menu, select **Users**. 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 **Yes**.

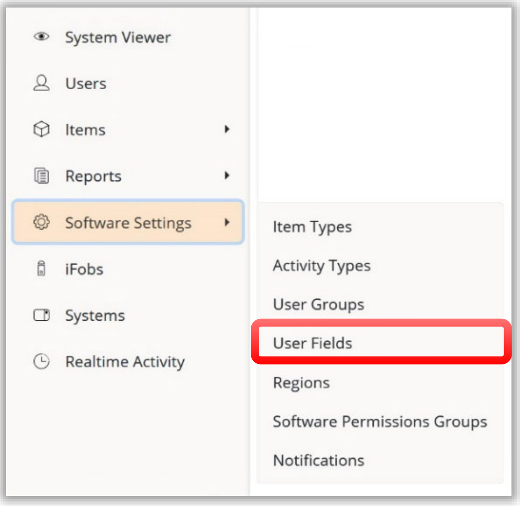


4. The user will now be permanently deleted and disappear from the user list.

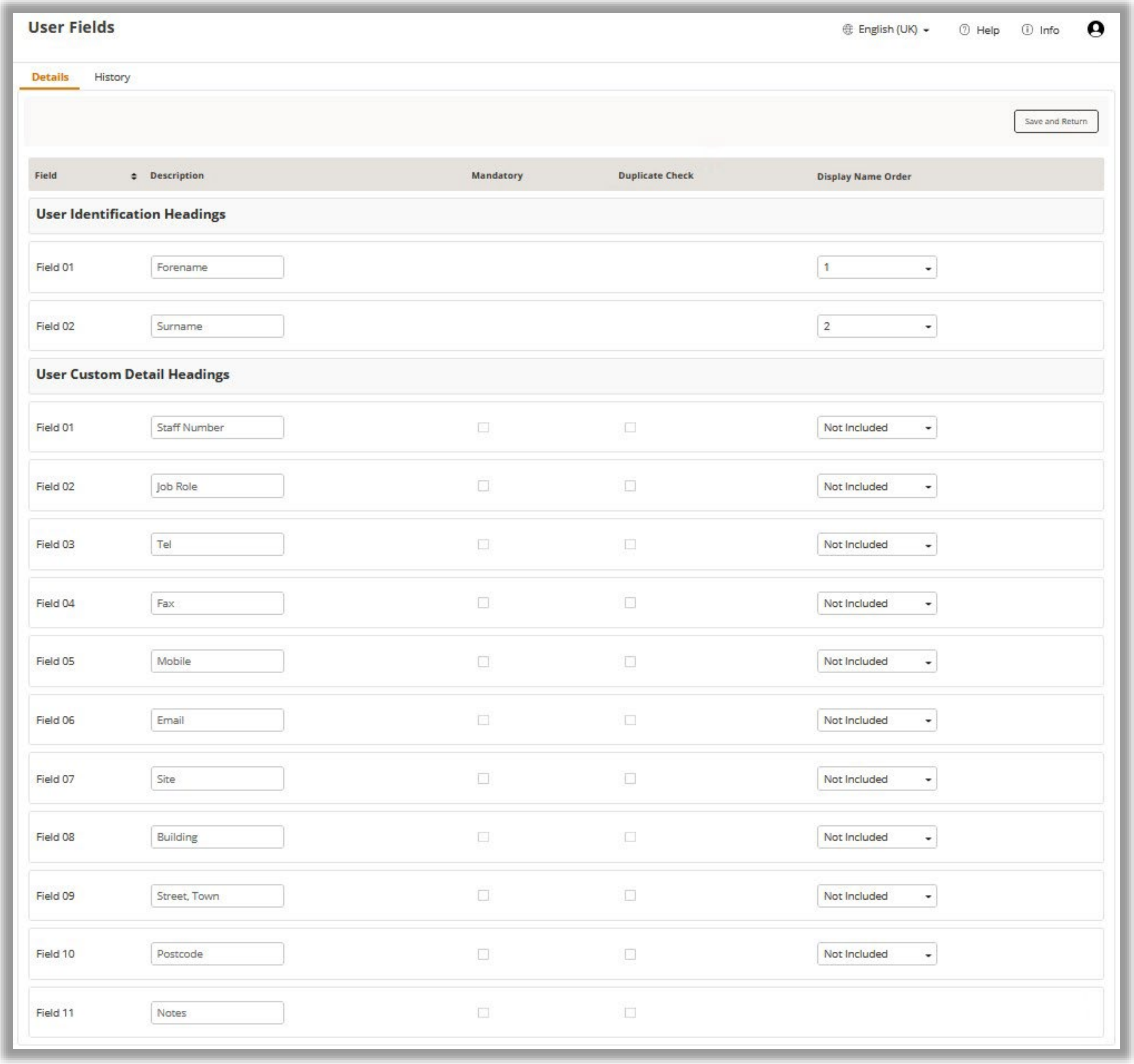
7.3.7 USER FIELDS

User Fields are the title headings of the personal credentials in the User Details page. Instead of the default staff number, position etc. you can customise them to suit your business requirements.

1. To change these, simply click the Software Settings icon from the **Software Settings** sub-menu on the Navigation Menu and select the **User Fields** button.



2. The User Fields page will then be displayed.



User Identification Headings

Here, you can define the two fields that are by default used for the forename and surname. Simply enter the new text into the corresponding text boxes.

- **Display Name Order**

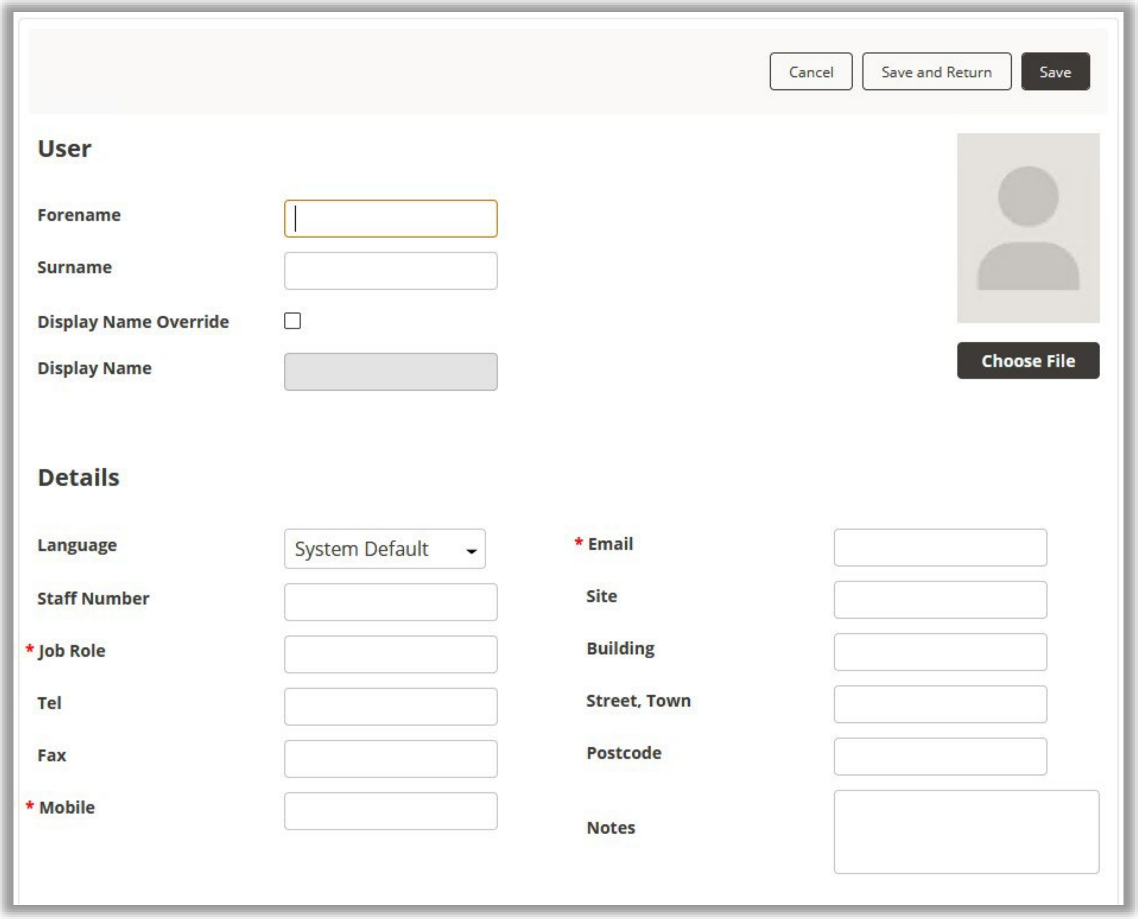
The display name drop-down selection boxes allow you to change which order the fields appear. E.g., if you rearrange forename to 2, surname to 1, and mobile to 3, the Traka Touch will read **Admin Traka 07896852148** instead of the default **Traka Admin**.

User Custom Detail Headings

These are the eleven definable fields that appear on the first tab on the user details. Simply enter the new text into the corresponding text boxes.

- **Mandatory Tick Box**

Checking this box will force the logged in TrakaWEB administrator to populate that particular field when creating a new user. E.g., if the mandatory check boxes were selected for the fields **Job Role**, **Mobile** and **Email**, when the TrakaWEB administrator next creates a new user, they will be forced to enter data into those fields which will be marked by a red asterisk (*) before they are allowed to continue as shown in the example below.



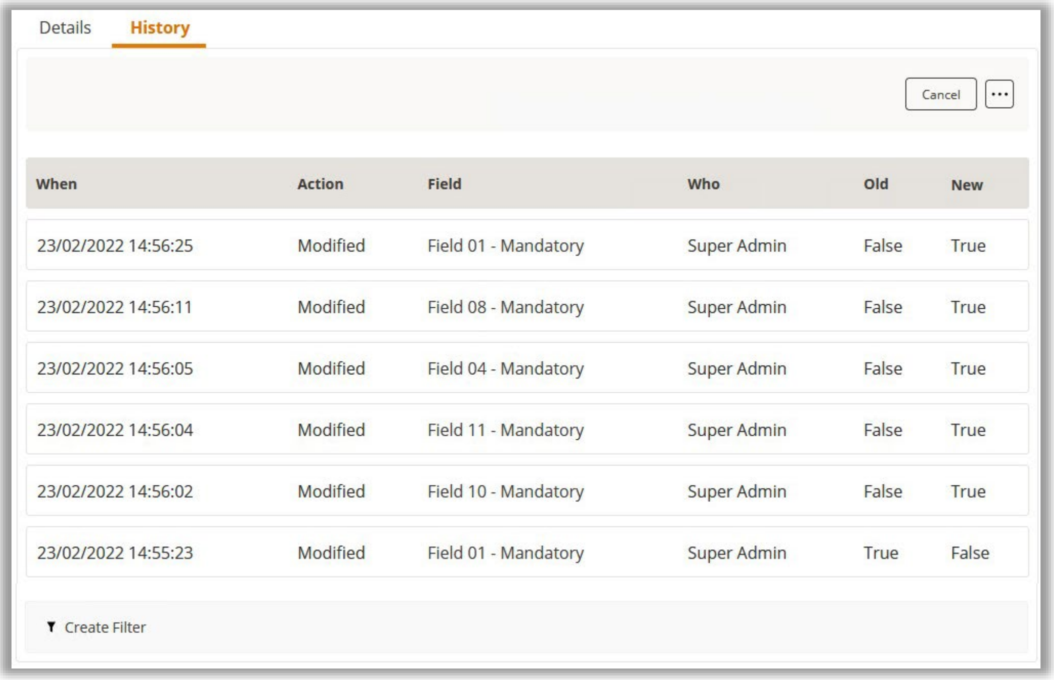
- **Duplicate Check Tick Box**

Checking this box will allow TrakaWEB to search if the identical credentials have been entered against the same field to another user before the details are saved, e.g., if the duplicate check box was ticked for the field 'Mobile' and a TrakaWEB administrator is creating a new user and attempts to enter a mobile number that is already assigned to another user, TrakaWEB will inform you and will not allow you to continue.

3. Once you have selected the required options, click the **Save and Return** button to go back or click the history tab to view past records of changes you have made to each field.

History Tab

This tab keeps a record of all the changes made to each field name and the user who made them. This is useful if you ever want to know what the field titles used to be.



When	Action	Field	Who	Old	New
23/02/2022 14:56:25	Modified	Field 01 - Mandatory	Super Admin	False	True
23/02/2022 14:56:11	Modified	Field 08 - Mandatory	Super Admin	False	True
23/02/2022 14:56:05	Modified	Field 04 - Mandatory	Super Admin	False	True
23/02/2022 14:56:04	Modified	Field 11 - Mandatory	Super Admin	False	True
23/02/2022 14:56:02	Modified	Field 10 - Mandatory	Super Admin	False	True
23/02/2022 14:55:23	Modified	Field 01 - Mandatory	Super Admin	True	False

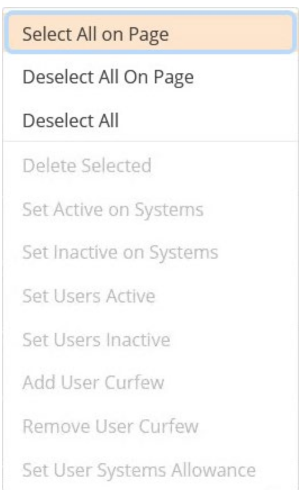
7.3.8 MULTI-SELECT/MULTI-EDIT (MSME)

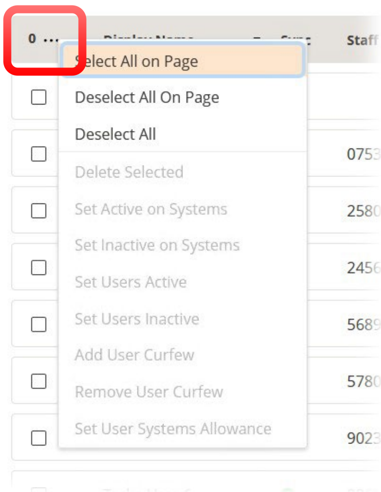
Users

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.

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 Ellipsis option 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.

Remove User Curfew

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

Set User Systems Allowance

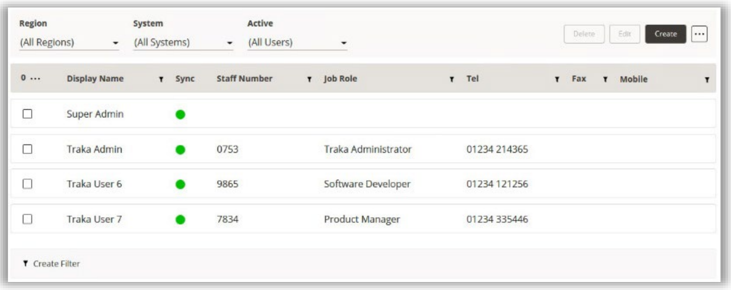
Selecting this option will enable a user to set the System Item Allowance for systems within a selected region for one or more users.

Selecting Users

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

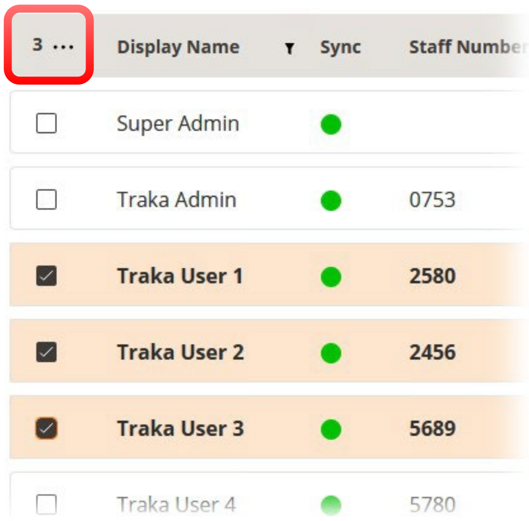
1. From the Navigation Menu, select **Users**.

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 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.

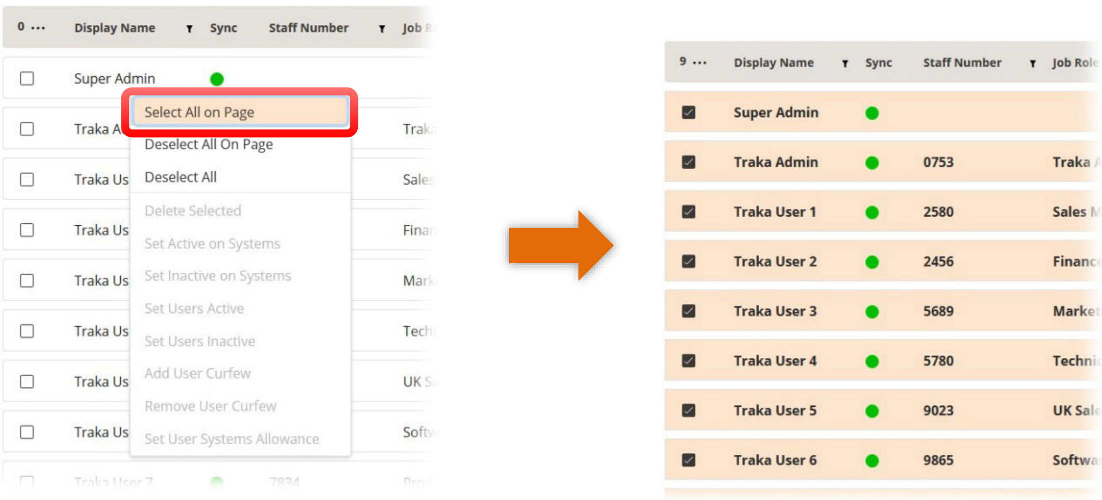


2. To select individual users, click in the check boxes located to the left.

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.



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



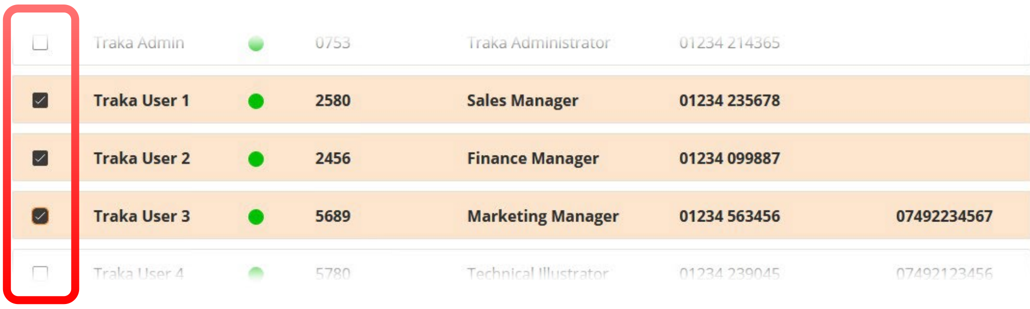
This will select all the check boxes for all users on the current selected page only. You may also choose to Deselect All on Page or, if there are users selected over multiple pages, you can Deselect All.

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

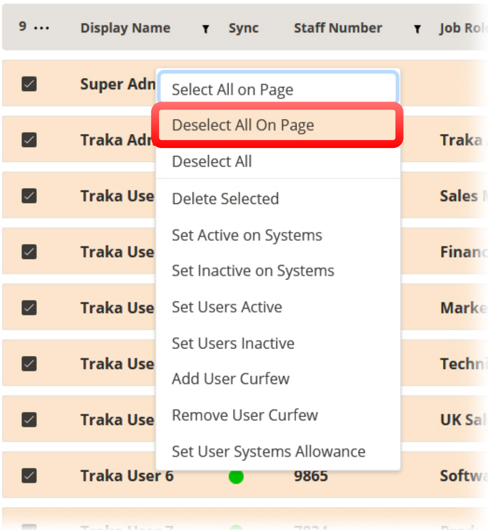
Deselecting Users

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

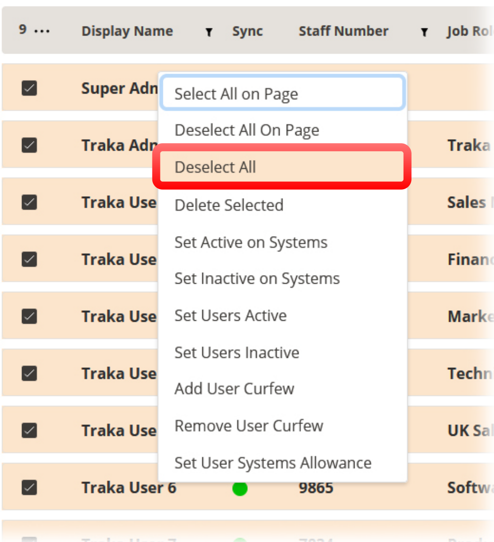
1. To deselect an individual user, click on the corresponding check box located to the left.



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.



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

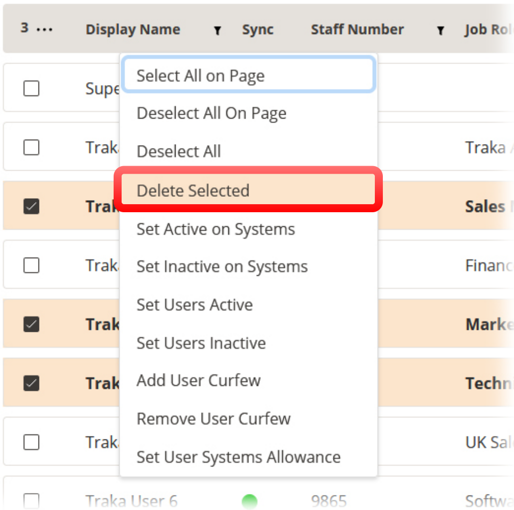


Deleting Users

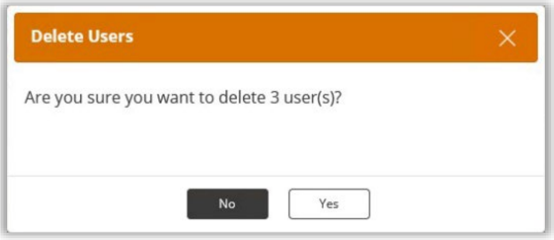
The context menu option for deleting users will only apply when one or more users are selected. This also applies to using the delete button at the top of the page. Once the delete option is selected, a window will appear requesting confirmation.

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

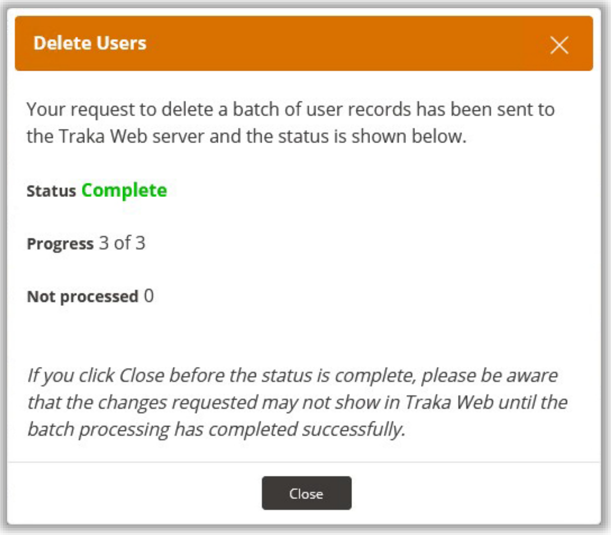
1. To delete the selected users, right click and then choose the option for **Delete Selected.**



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.



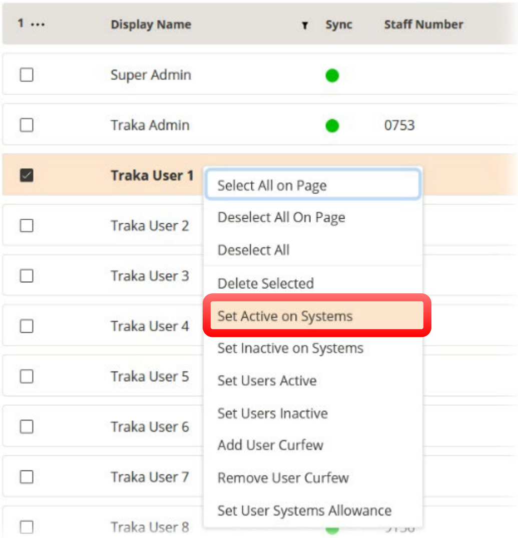
A window will appear displaying the progress and status. Once completed, click on the **Close** button. If the process was successful, the selected users will be removed.



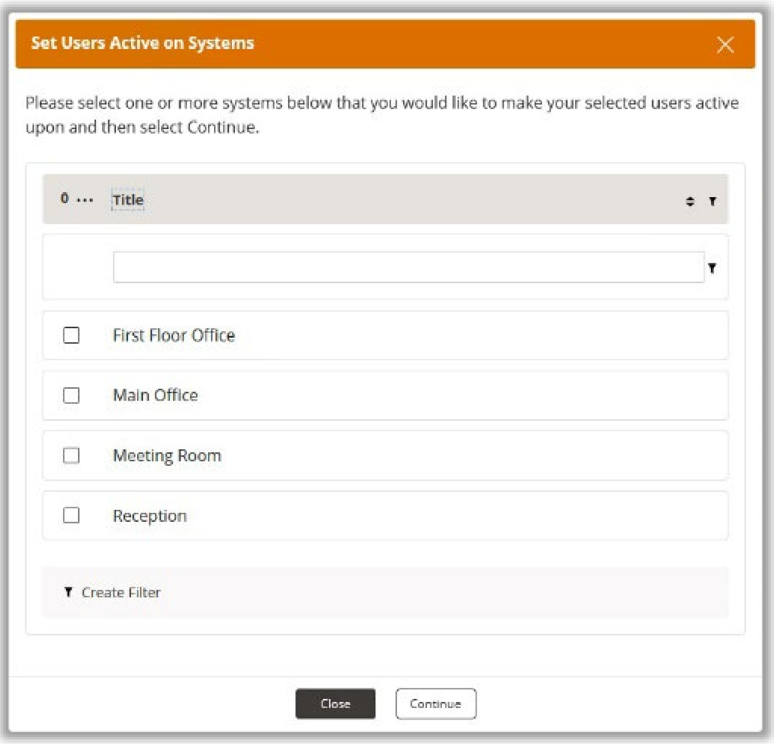
Set Active on Systems

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

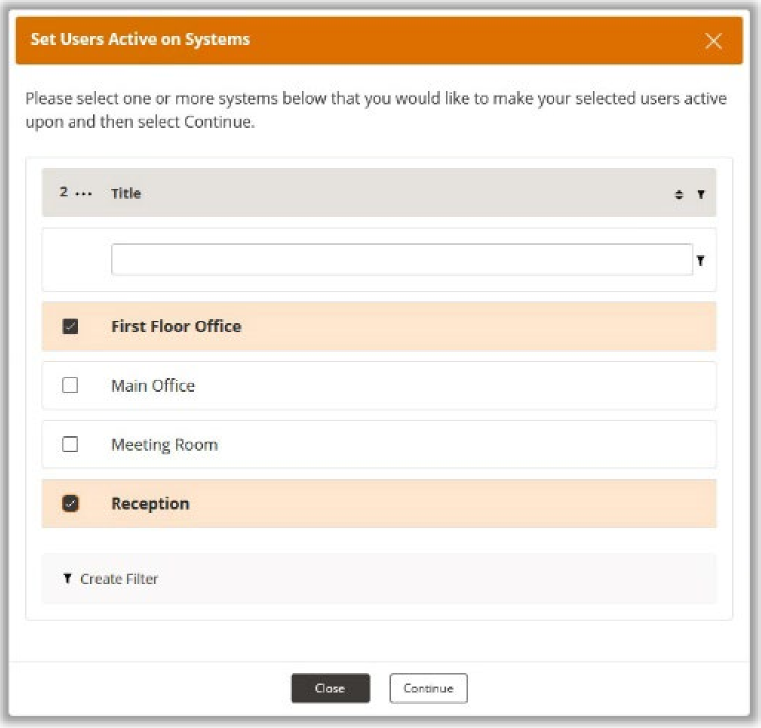
1. Select the user that you wish to set as active on a system by right clicking and choosing the **Set Active on Systems** option.



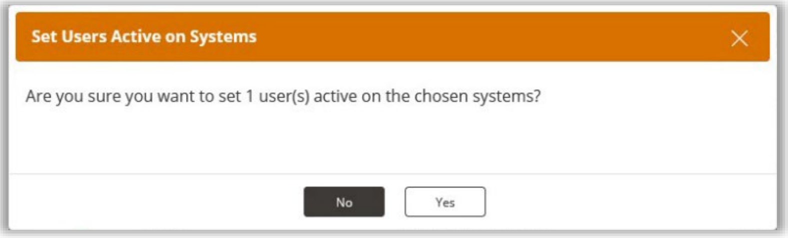
A new window will appear displaying a list of all the available systems.



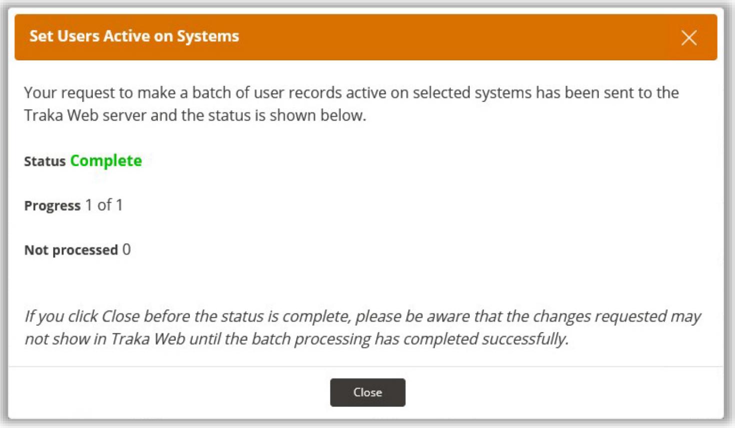
2. Select the systems that you wish to allocate to the user and then click on **Continue.**



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.



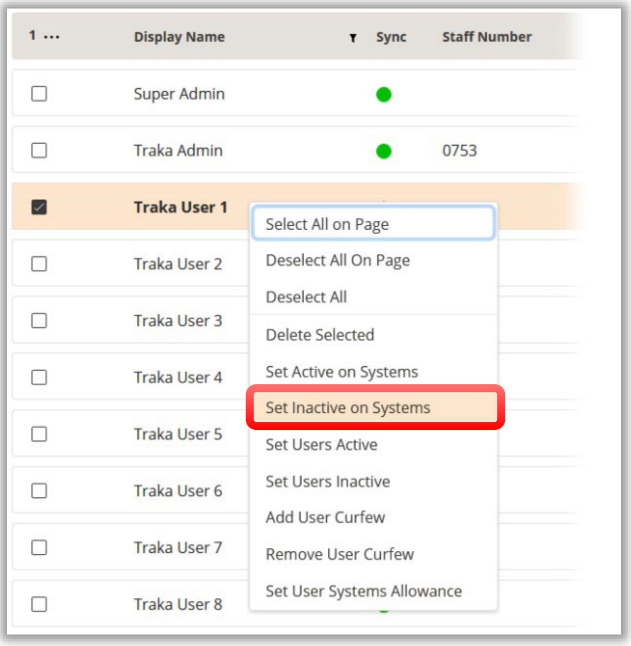
NOTE: Clicking on Close before the status is complete will not cancel the operation. The batch process will continue to run, and any changes will not be displayed until the process has completed.

The user will now be set as active on the selected systems.

Set Inactive on Systems

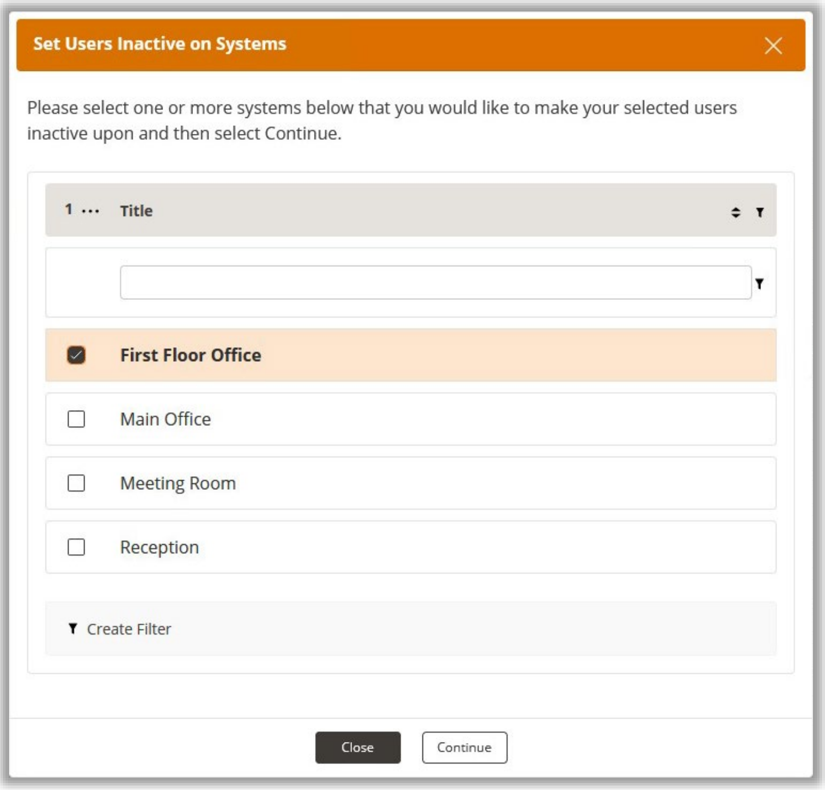
Setting users as inactive on a system will remove their ability to use whichever system or systems are selected from the list of those available.

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.

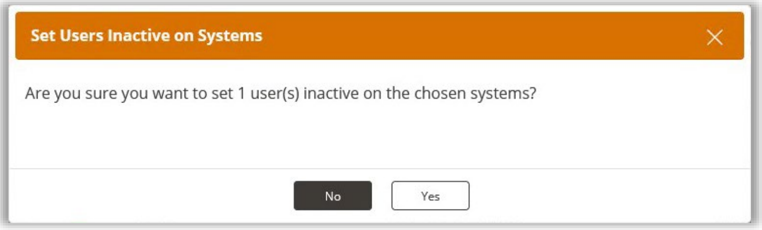


A window will now appear displaying all the available systems.

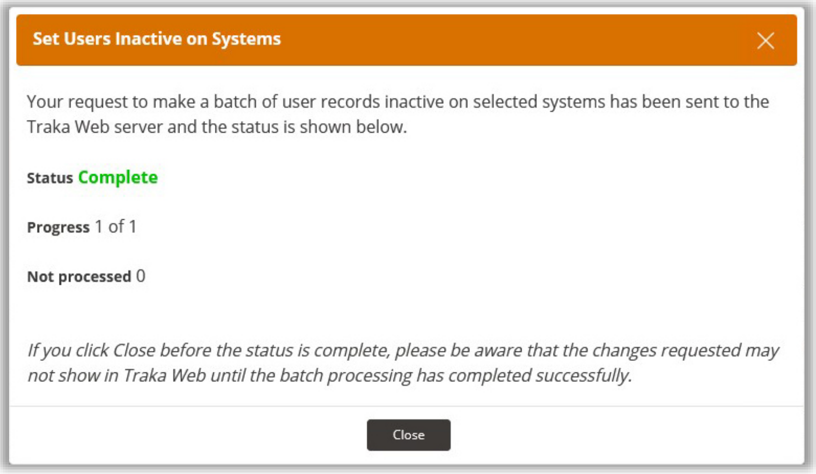
2. Select which systems you wish to set as inactive to the users and then click on **Continue**.



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.



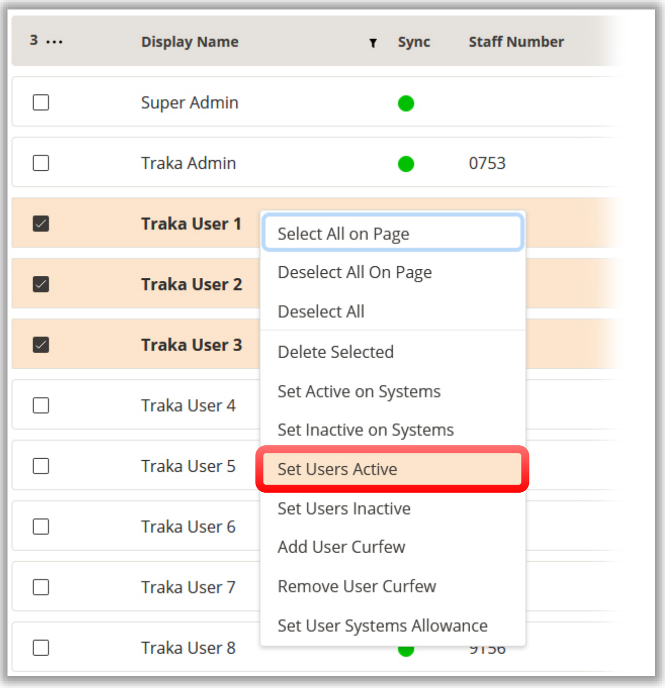
A window will appear, displaying the status of the process. Once completed, click on **Close.** If successful, the selected users will then be set as inactive on the selected systems.



Set 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.

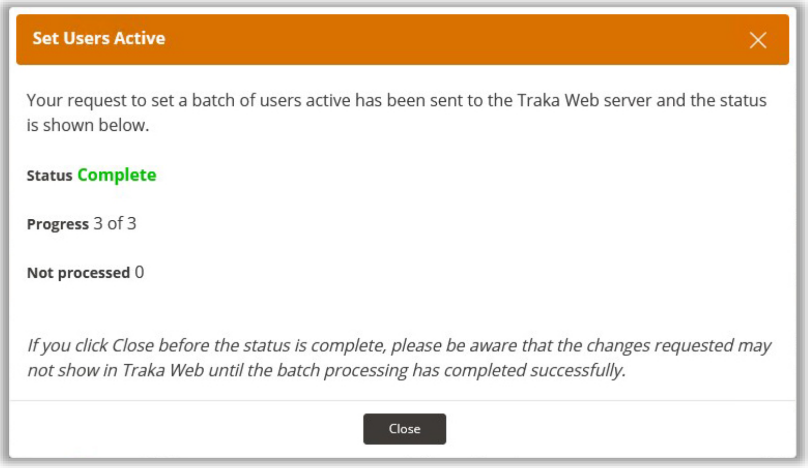
1. Select the users you wish to set as active and then right click and choose **Set Users Active** from the context menu.



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.

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

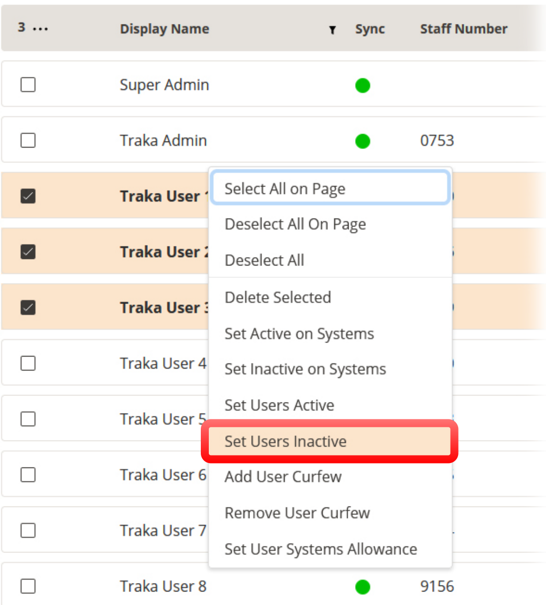
A window will appear, displaying the status of the process. Once completed, click on **Close.** If the process was successful, the selected users will then be set as active.



Set 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.

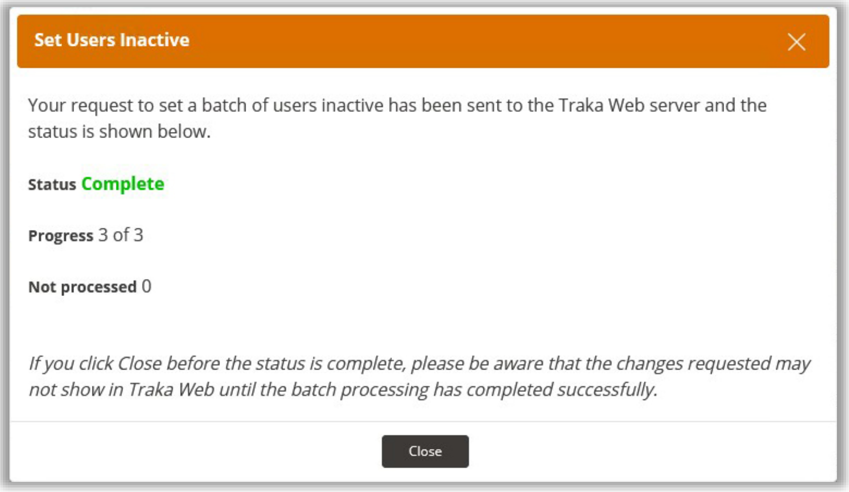
1. Select the users that you wish to set as Inactive and then right click and choose **Set Users Inactive**.



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.

2. 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.



Add User Curfew

To read more on how to add User Curfew with help of the Multi-Select/Multi-Edit functionality, please refer to the User Curfews section in the **UD0260 – TrakaWEB Version 4 User Guide**.

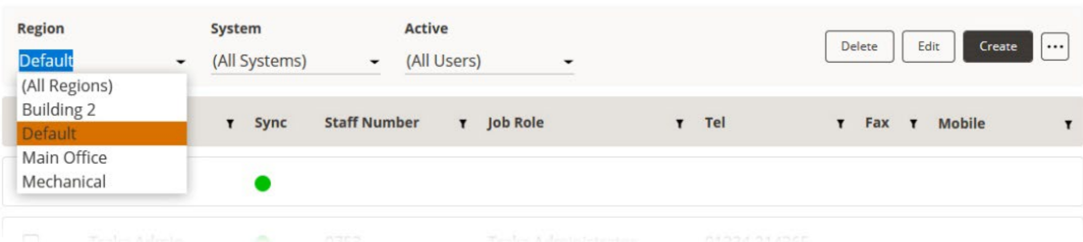
Remove User Curfew

To read more on how to remove User Curfew with help of the Multi-Select/Multi-Edit functionality, please refer to the User Curfews section in the **UD0260 – TrakaWEB Version 4 User Guide**.

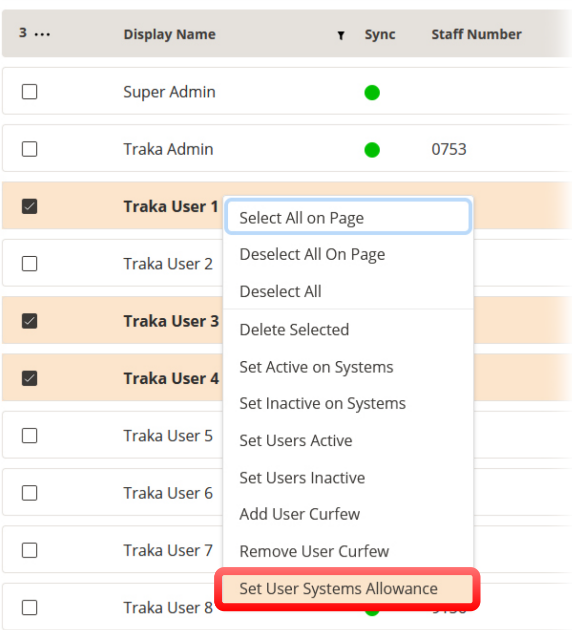
Set User Systems Allowance

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.

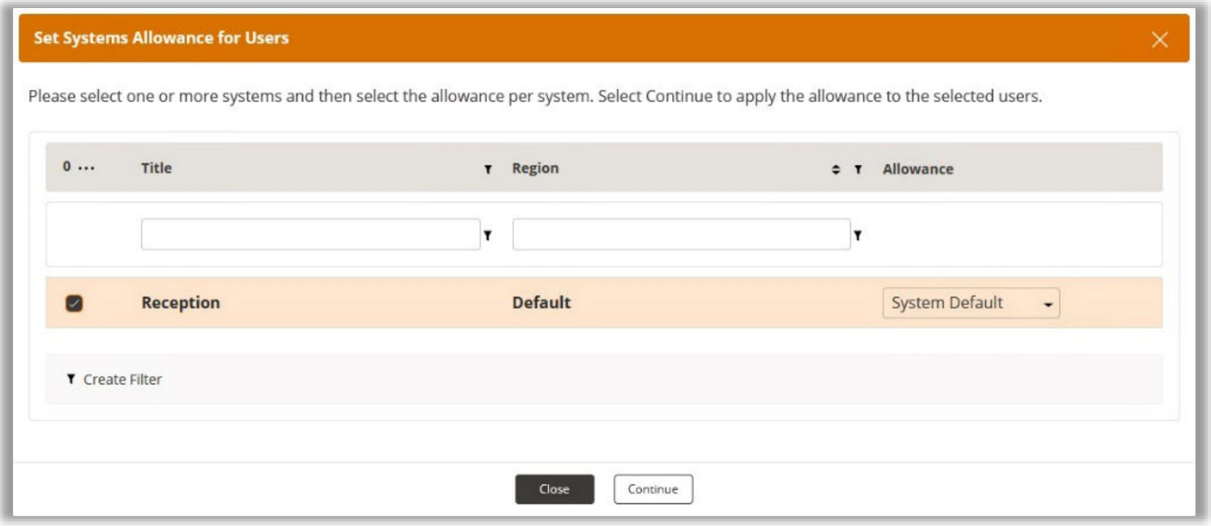
1. From the Users page, select the region that you wish to select the systems for allocating the User Systems Allowance.



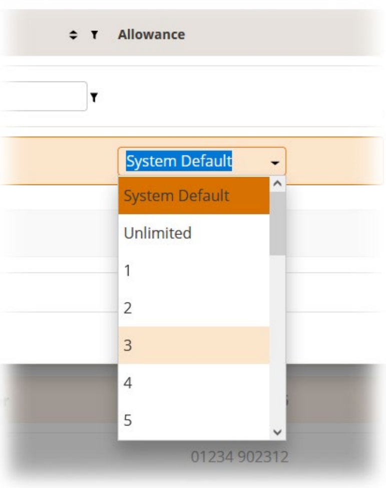
2. Select the user or users that you wish to set the User Systems Allowance then right click and choose **Set User System Allowance** from the context menu.



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



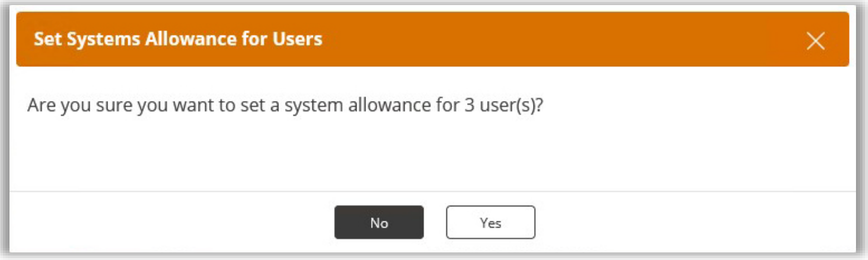
4. Over to the right of the screen, select the drop-down menu in the Allowance column and select the Item Allowance for the selected users.



5. Now Select the **Continue** button.

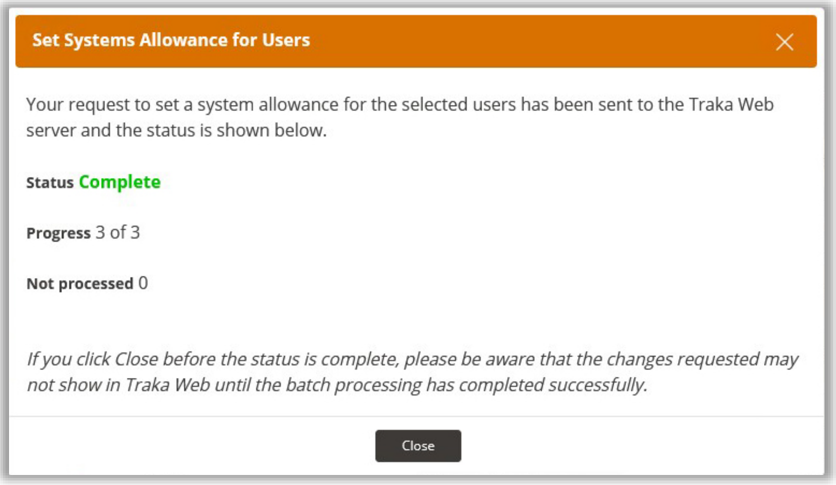
A window will now appear requesting confirmation to Set Systems Allowance for Users.

6. Select **Yes** to continue.



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

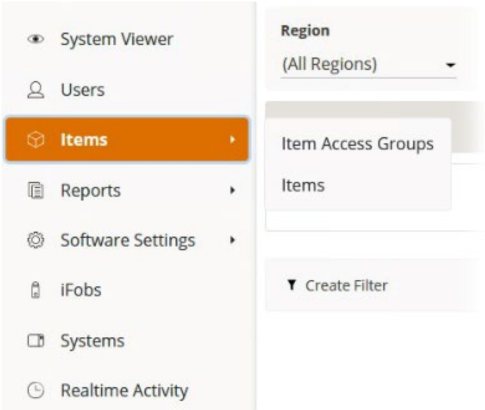
7. Once completed, click on the **close** button.



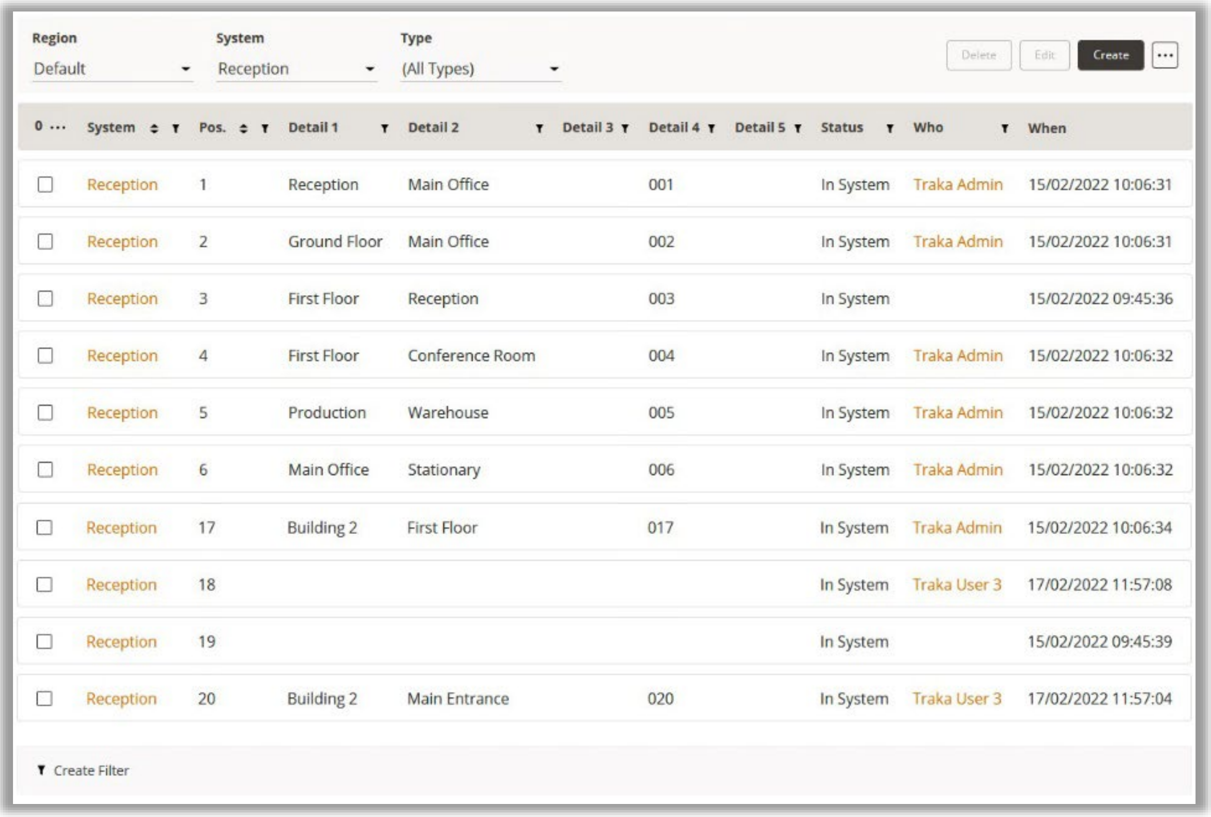
7.4 ITEMS

7.4.1 ITEM LIST

From the Navigation Menu, click the Items tab. A sub-menu will appear with the option to choose from either **Item Access Groups** or **Items.**



1. Select **Items**, 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).

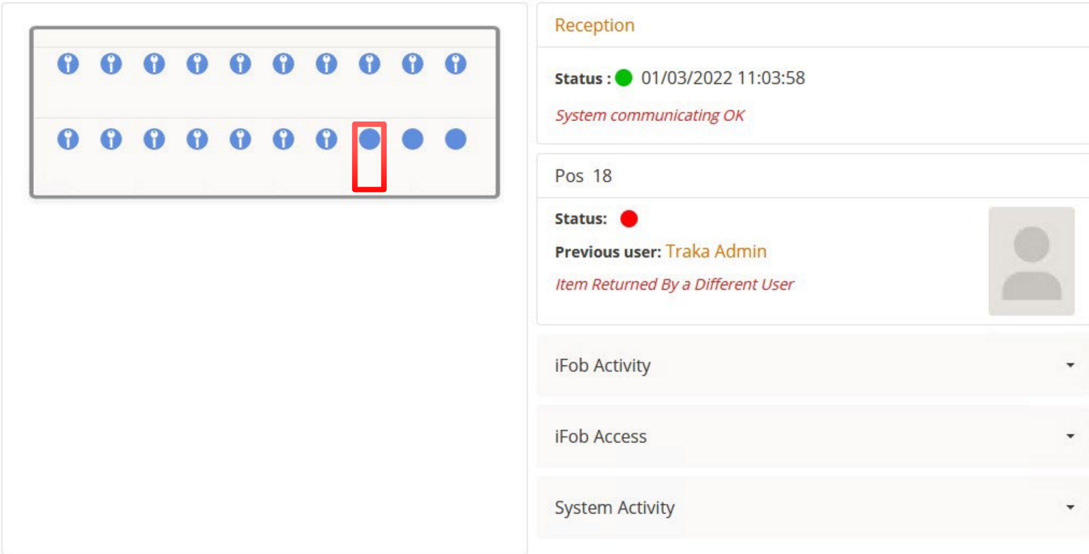


The list shows all the items that are currently in your Traka Touch system, their current status & various definable detail columns. The list that is displayed will depend on the Region, System & Item Type filters that are currently selected on the Toolbar. To view only items that are from a specific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

7.4.2 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.

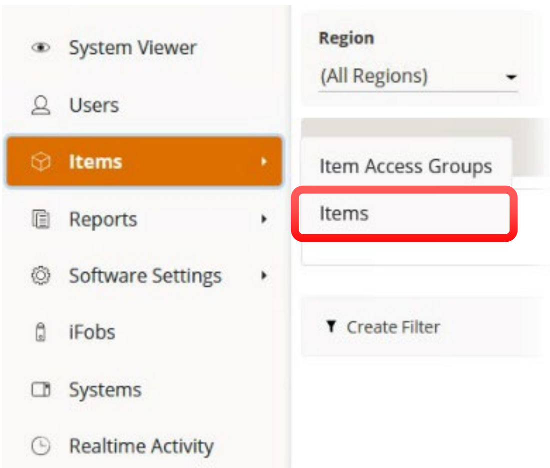


2. From the Ribbon toolbar, select the Edit Items button.

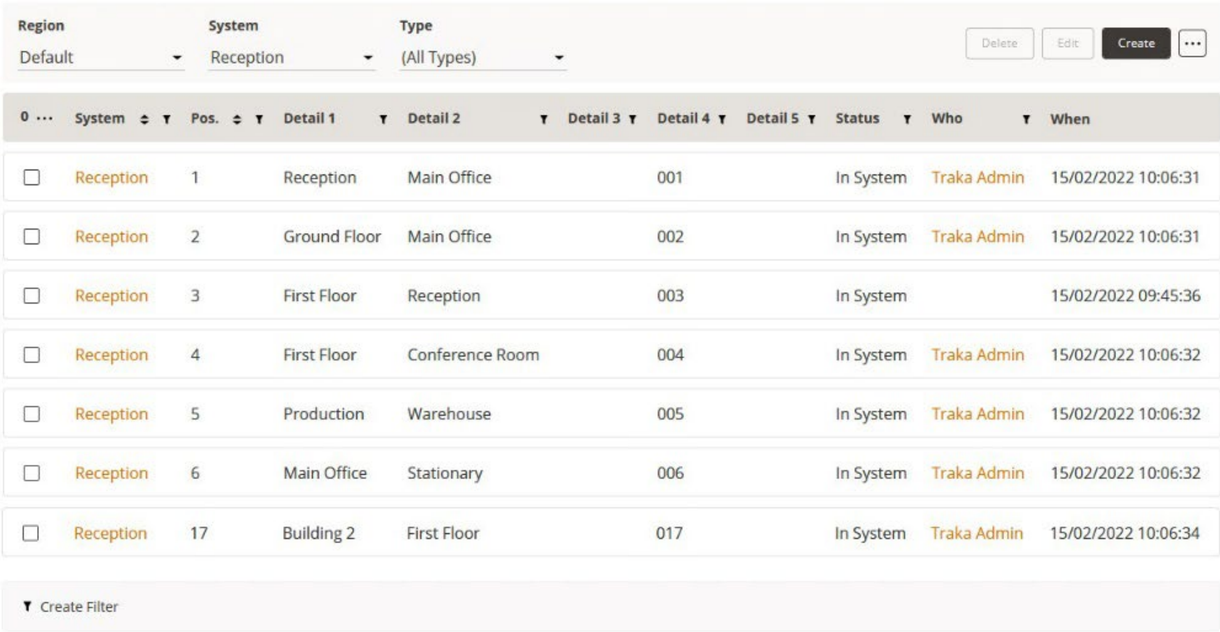
You will then be taken to the **New Item** page.

Or:

3. From the Navigation Menu, select **Items** from the Items sub-menu.



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



0	System	Pos.	Detail 1	Detail 2	Detail 3	Detail 4	Detail 5	Status	Who	When
☐	Reception	1	Reception	Main Office		001		In System	Traka Admin	15/02/2022 10:06:31
☐	Reception	2	Ground Floor	Main Office		002		In System	Traka Admin	15/02/2022 10:06:31
☐	Reception	3	First Floor	Reception		003		In System		15/02/2022 09:45:36
☐	Reception	4	First Floor	Conference Room		004		In System	Traka Admin	15/02/2022 10:06:32
☐	Reception	5	Production	Warehouse		005		In System	Traka Admin	15/02/2022 10:06:32
☐	Reception	6	Main Office	Stationary		006		In System	Traka Admin	15/02/2022 10:06:32
☐	Reception	17	Building 2	First Floor		017		In System	Traka Admin	15/02/2022 10:06:34

4. From the Toolbar, click on the Create button.

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

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

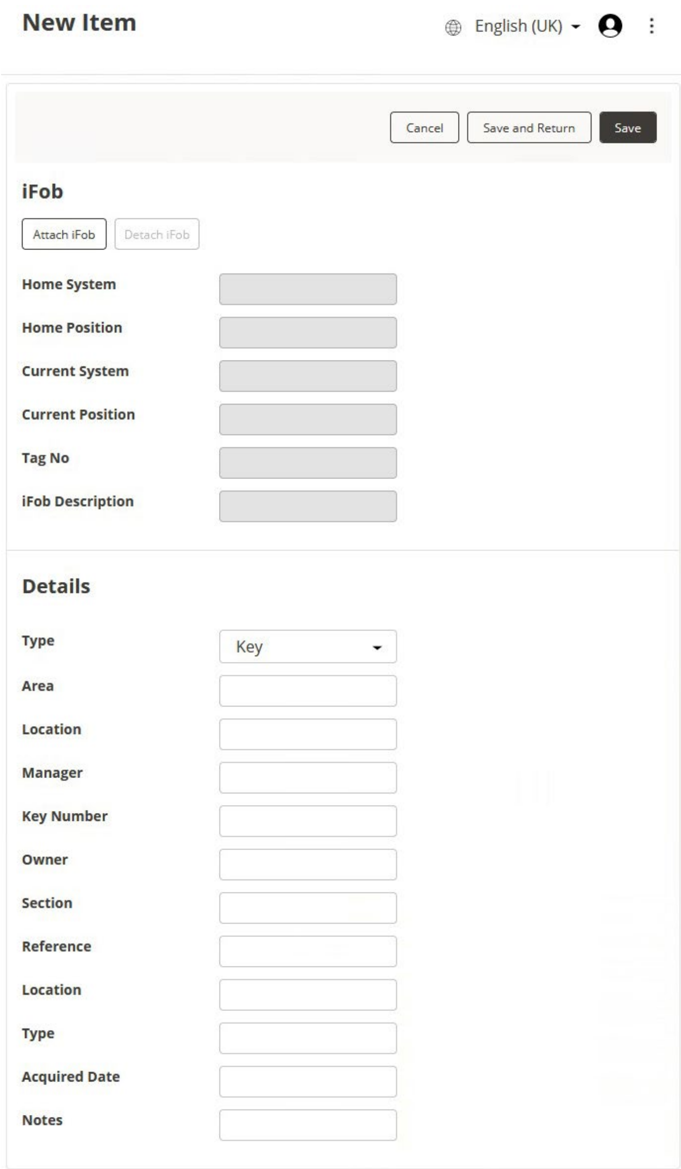
Details

Type

Here you can assign the Item Type e.g., a locker key, car key, door key etc.

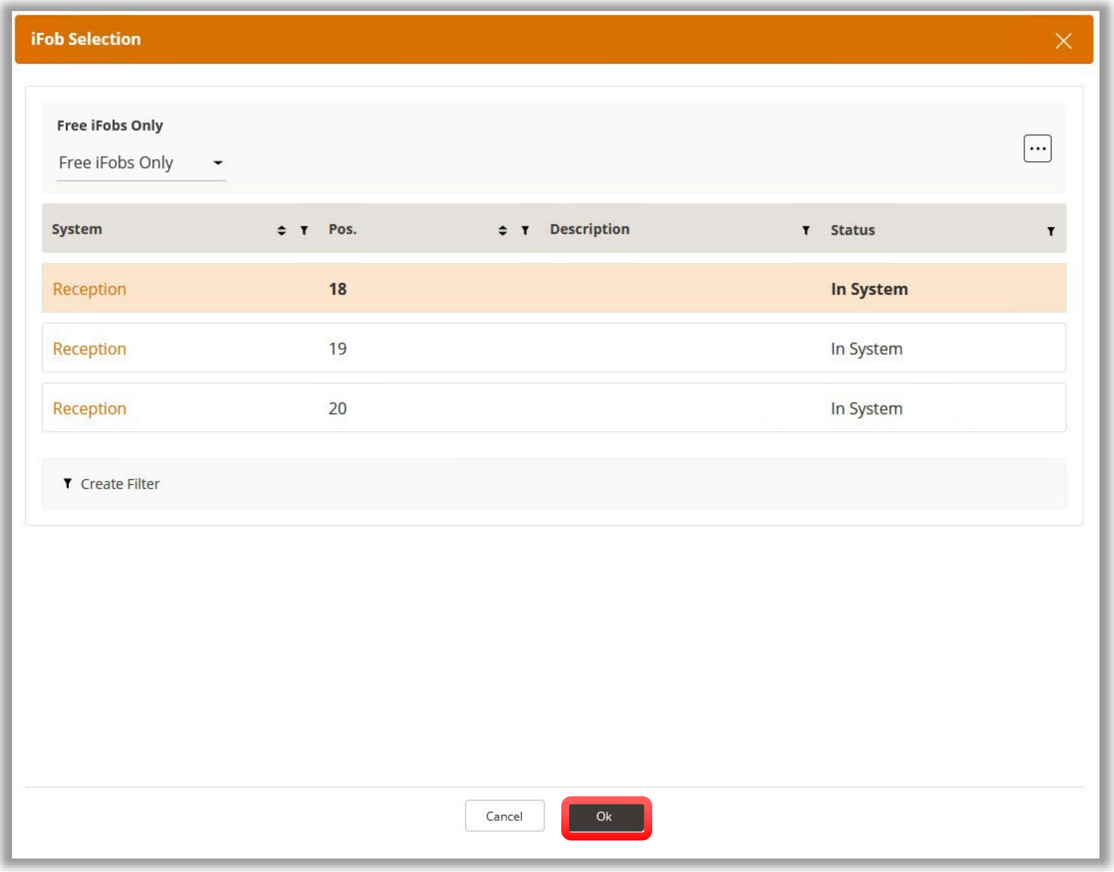
Details Fields

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 section in the **UD0260 – TrakaWEB Version 4 User Guide** for further details. Alternatively, you can edit the selected item type by selecting the 'Edit item' button on the Toolbar.



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.

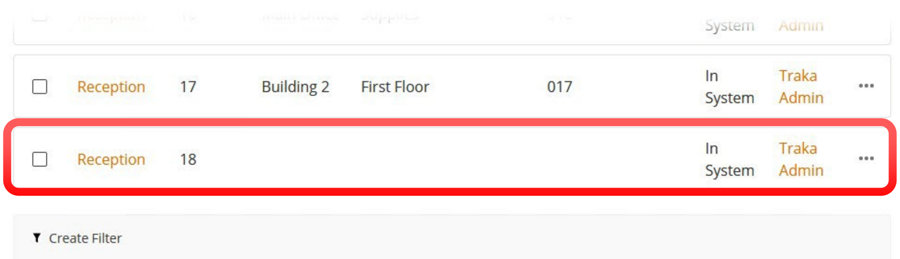
5. Select an available position and then click on **OK.**



You will now be directed back to the Details page.

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 and Return** from the Toolbar. This will take you to the Items list page, showing the newly added Item in the existing list.

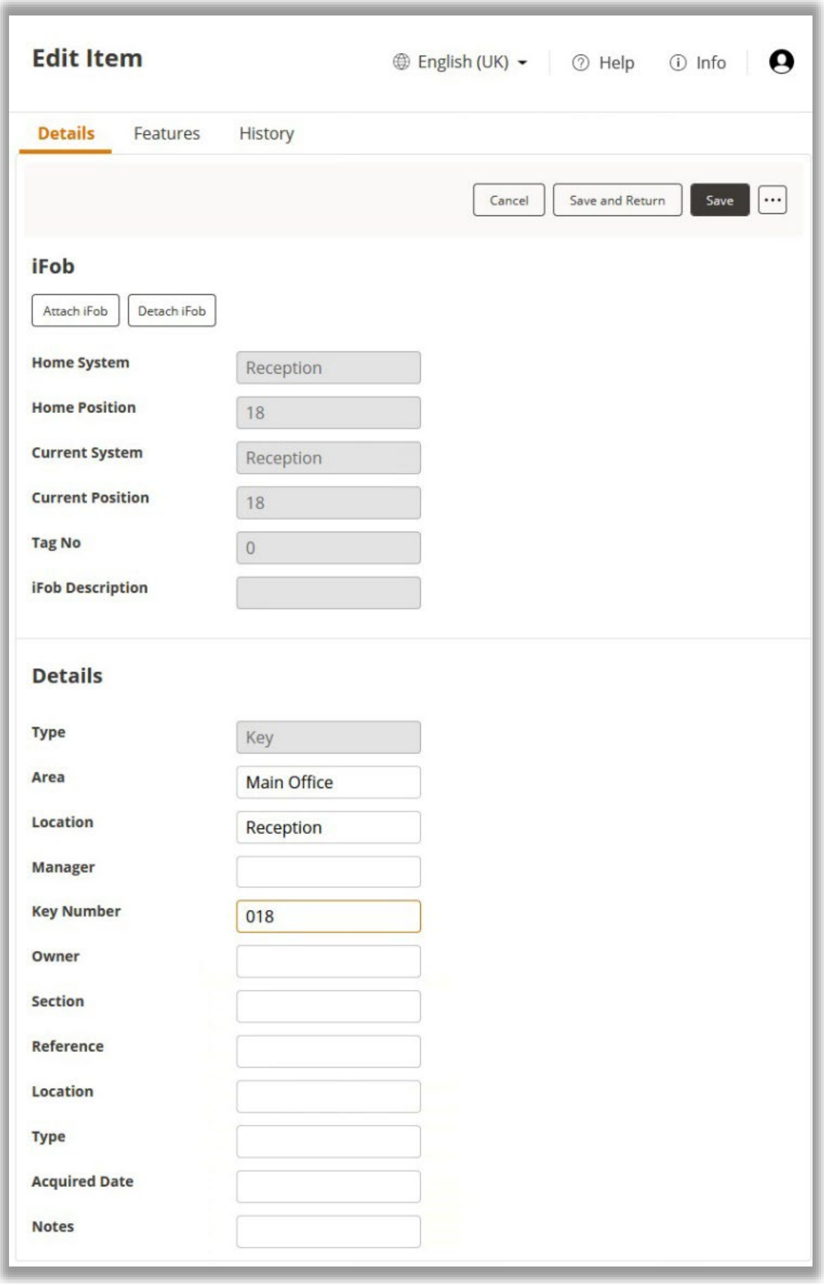


The process can be repeated to add more new items.

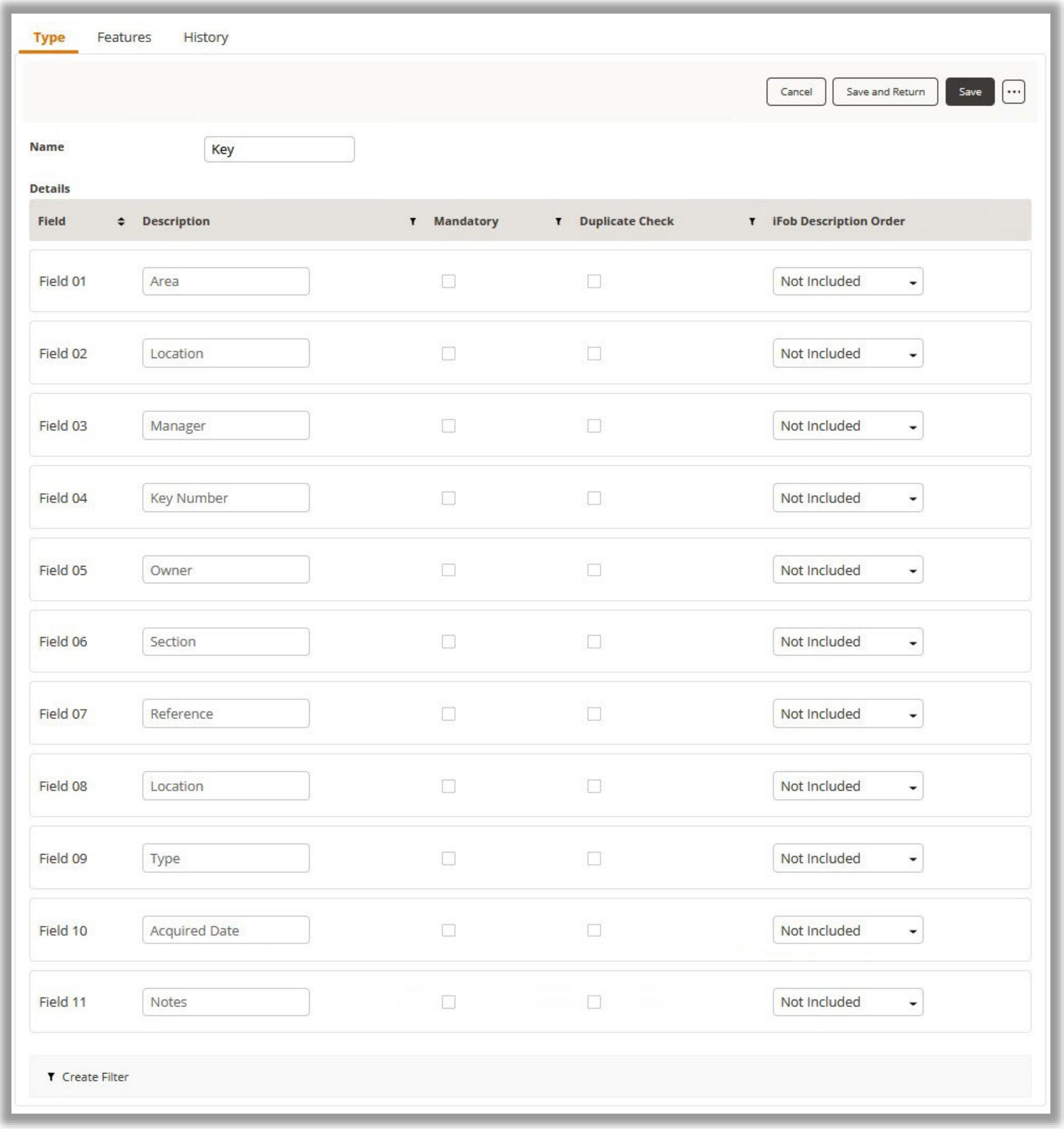
7.4.3 EDITING AN ITEM

1. From the system viewer, highlight an iFob or locker compartment with an item defined and then select the **Edit Items** button from the Toolbar. Alternatively, using the Navigation Menu, click the **Item** option from the sub-menu. From the item list, highlight the desired item and click the Edit button from the 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.



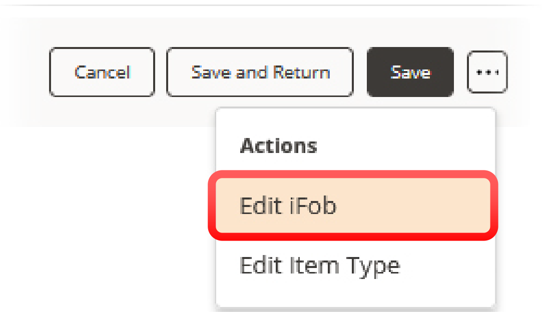
Clicking **Edit Item Type** from the  Ellipsis menu on the Toolbar will take you to the Edit Item Type detail page where you can redefine all the item's details and descriptions.



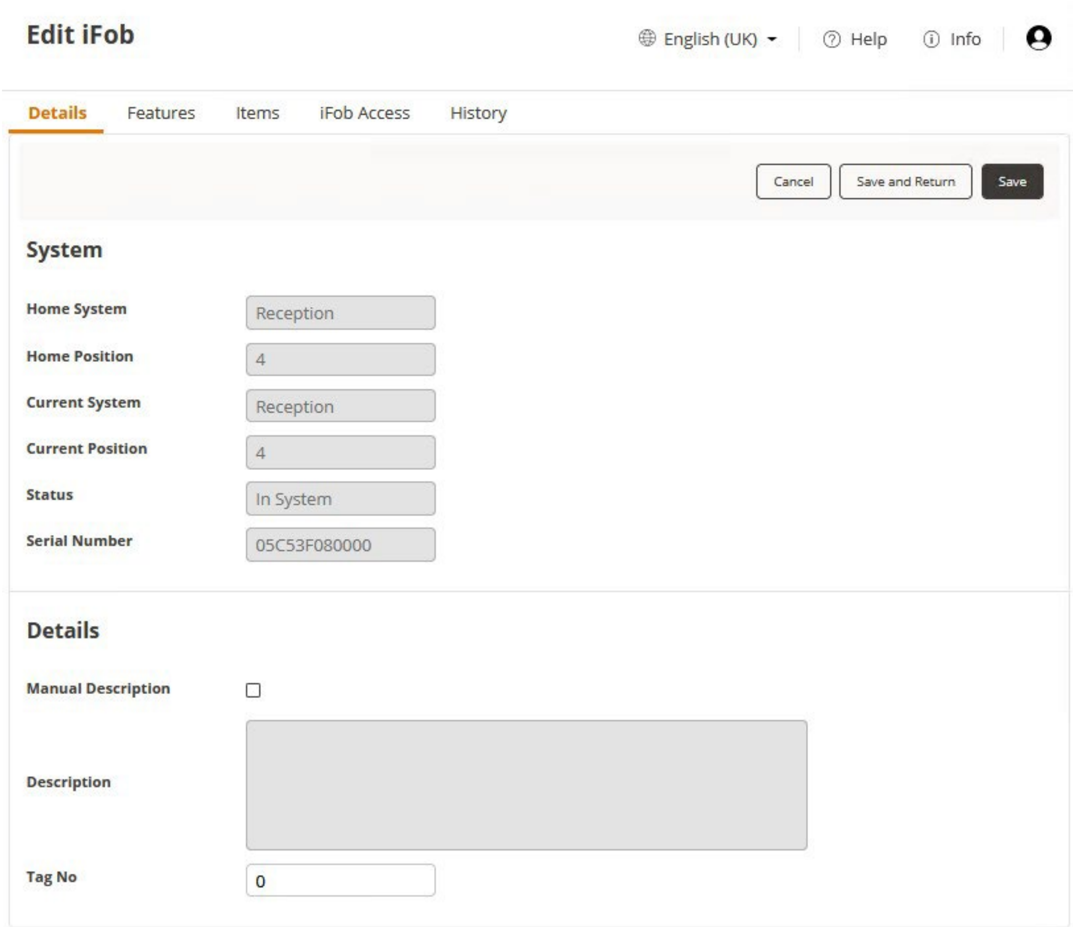
3. If you navigated directly to the Item Page, then you will currently be looking at the Item list. This list will have every item defined for any position in the database. Highlight the item you wish to edit and click the **Edit Item** button. You will then be directed back to the Edit Item page.

As well as being able to Edit Item Type, at the New Item page, you can also select **Edit iFob**.

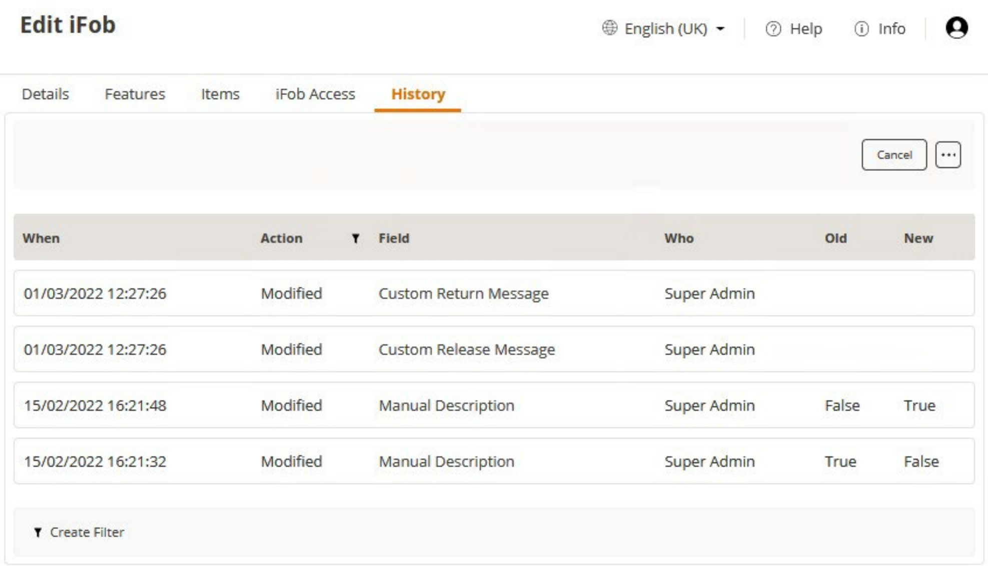
4. From the Edit Item page, select **Edit iFob** from the Ellipsis menu on the Toolbar.



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.

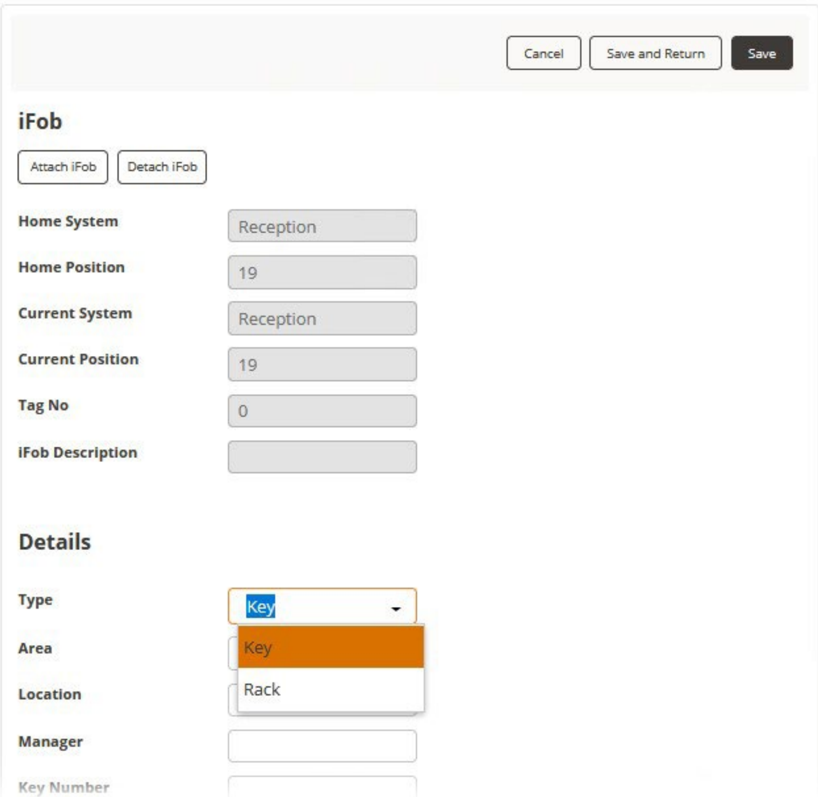


The history tab keeps a record of all the changes made to the data in each field and who made the changes. This is useful if you ever want to know what the field details used to be.



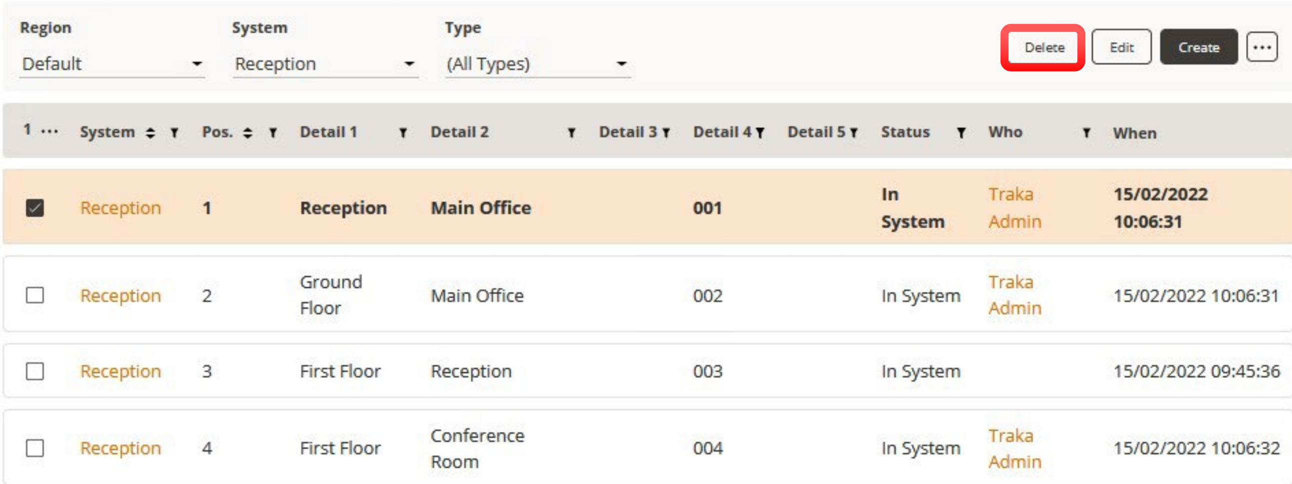
5. When you have completed editing the item, click the Save button or click **Save and Return** to be taken back to the Item List.

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.

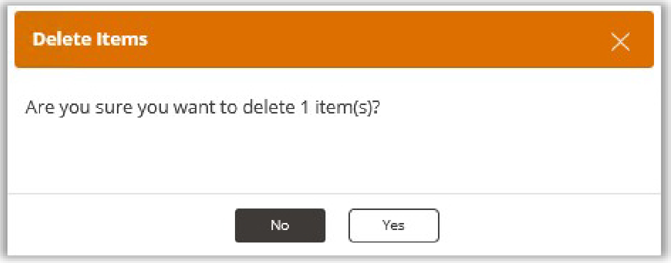


7.4.4 DELETING AN ITEM

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

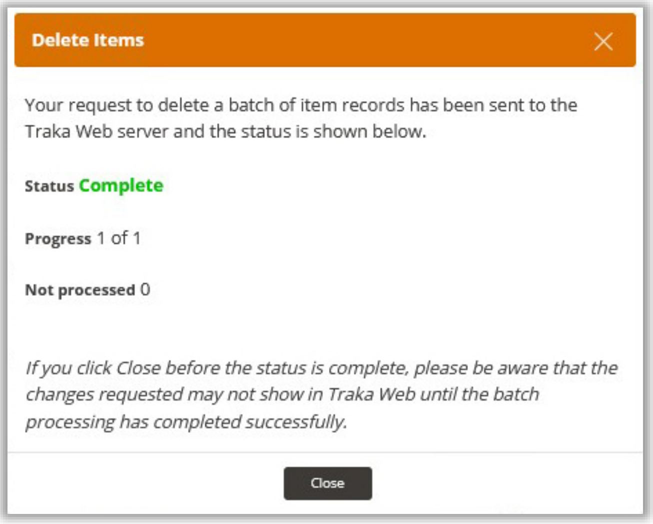


2. A window will appear asking for confirmation to delete the item.



3. Click **Yes** to confirm.

A new window will appear confirming the status of the process. Once you click on the **Close** button, the item will no longer appear in the list.



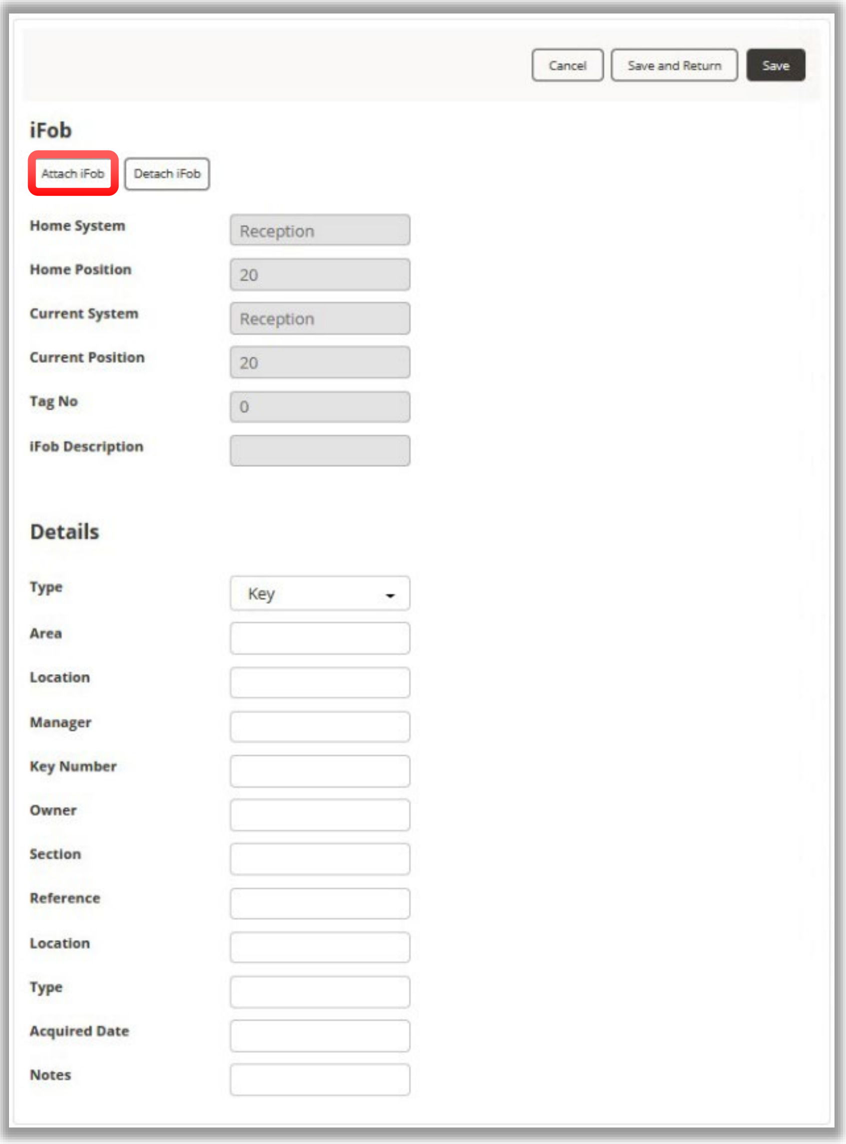
7.4.5 ADDING AN ITEM TO AN IFOB

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.

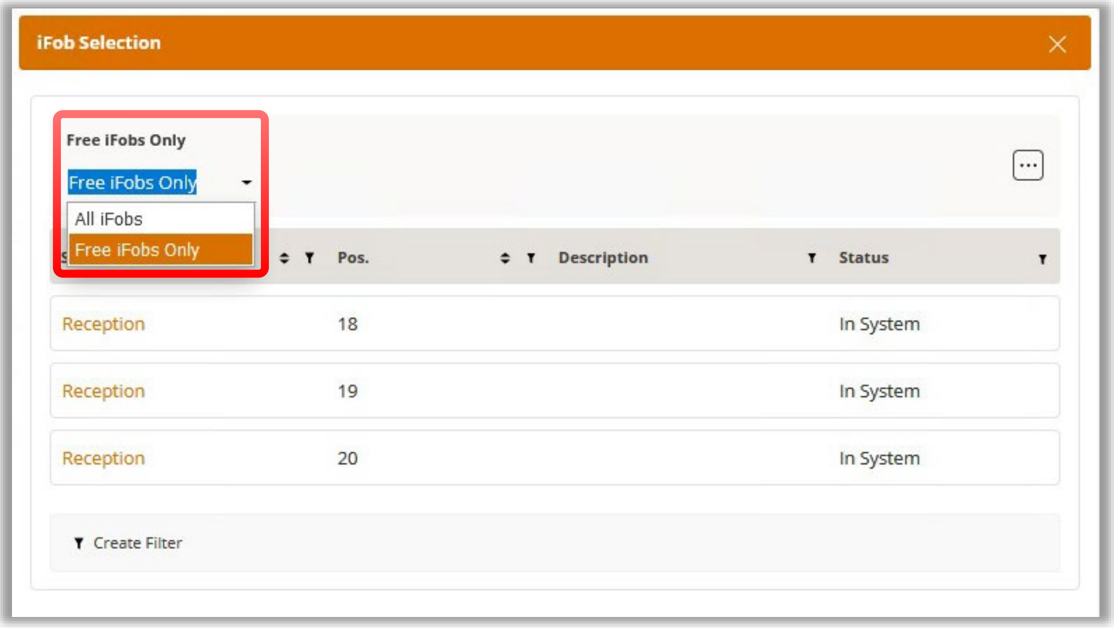
TrakaWEB by default has an item type already created named 'Key'. This item type can be used at any time. TrakaWEB also allows you to create your own item types and assign them to iFobs on the system viewer. Therefore, you could create an item type called Car Keys, and then create twenty car keys that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

NOTE: It is possible to add up to 5 Items to a single iFob and they must all be of the same item type.

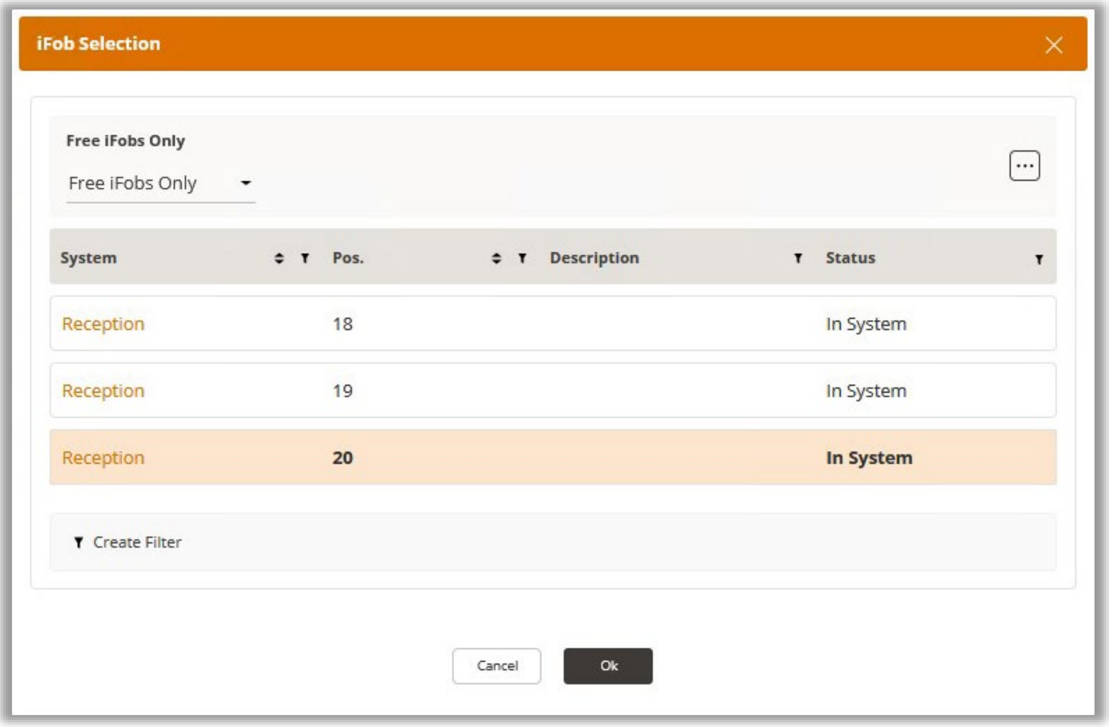
1. From the system viewer, highlight a position that currently does not have an item assigned. Then using the Toolbar, select the Edit Item button.
2. You will be presented with the Details page. Here, you can edit the details as required and select the item type from the drop-down menu.
3. Select the Item Type and then select the **Attach iFob** button.



The **iFob Selection** screen will now appear, showing a list of all the iFobs in the system that currently have not been assigned items. From the drop-down menu on the Toolbar, it is possible to view **All iFobs** or **Free iFobs Only.**



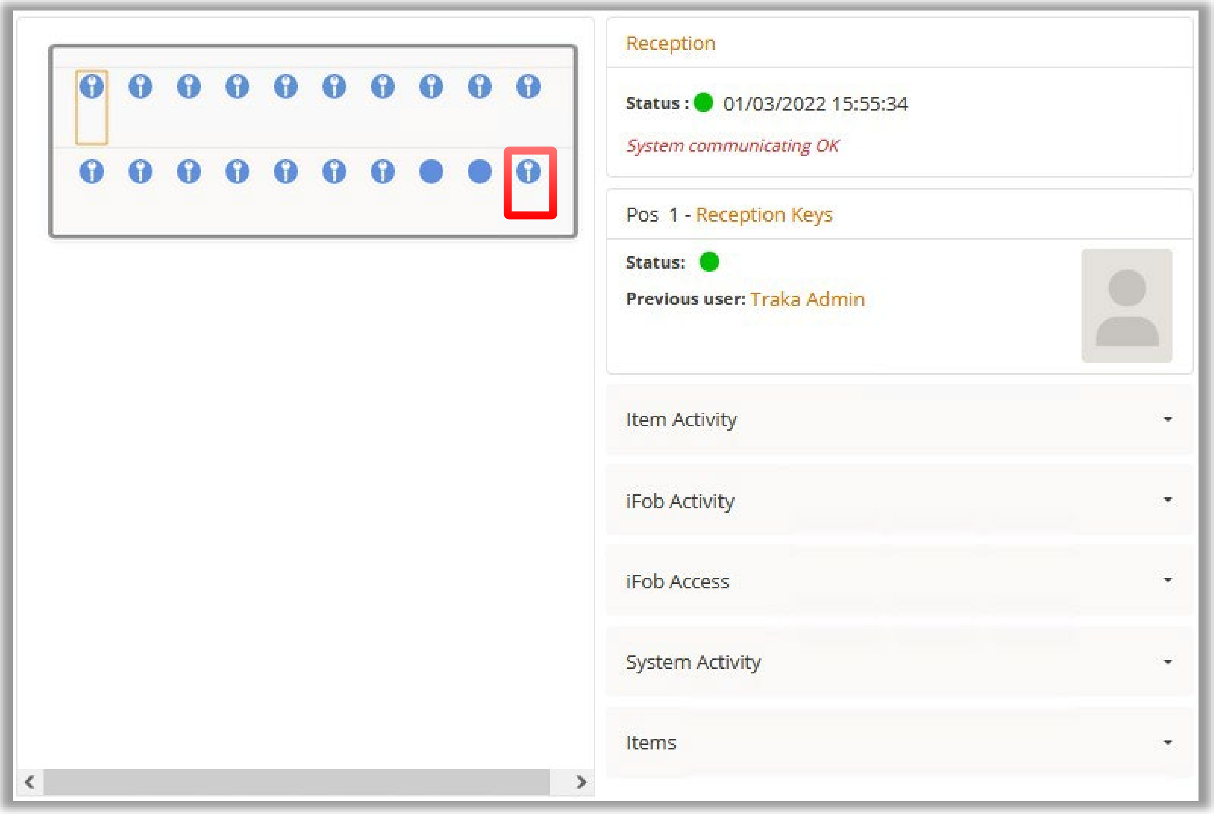
4. Select an iFob that you wish to add the item to.



5. Once you have made your selection, click on **OK** and you will return to the **New Item** page.

6. Click on the **Save** button to complete the process.

On returning to the System Viewer, you will now see the item has been added to the selected iFob. Repeat the process to add items to the remaining iFobs as required.



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

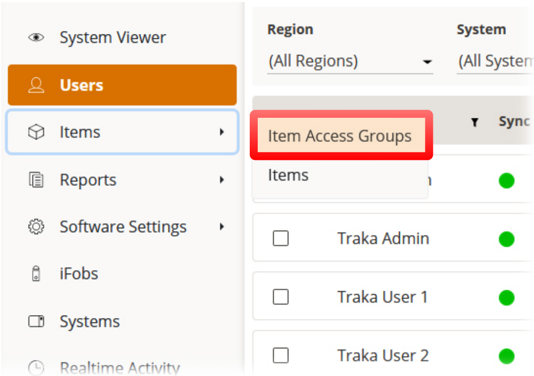
After you have entered all the required details click the Save and Return button. This will take you to the items list for the system you are currently viewing. Clicking the Cancel button will return you to the Item Types page without saving the new item details.

7.5 ITEM ACCESS GROUPS

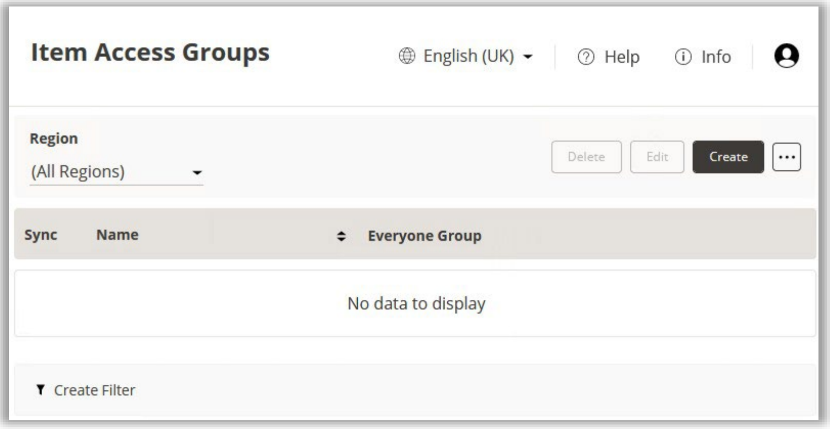
Item Access Groups allow you to restrict users to only being able to access certain items. They are particularly beneficial, as you do not need to give each user individual access to each item/system, which could take some time depending on how large your work force is. Groups work by allowing items (across multiple systems) to be accessed by a group. You can then give users access to the groups they need, therefore allowing the users to remove/return the items they need.

NOTE: For information on Common Item Access Groups, please refer to Random Return to Multiple Systems in the UD0260 – TrakaWEB Version 4 User Guide.

1. Select the Item Access Groups page via the Navigation Menu.

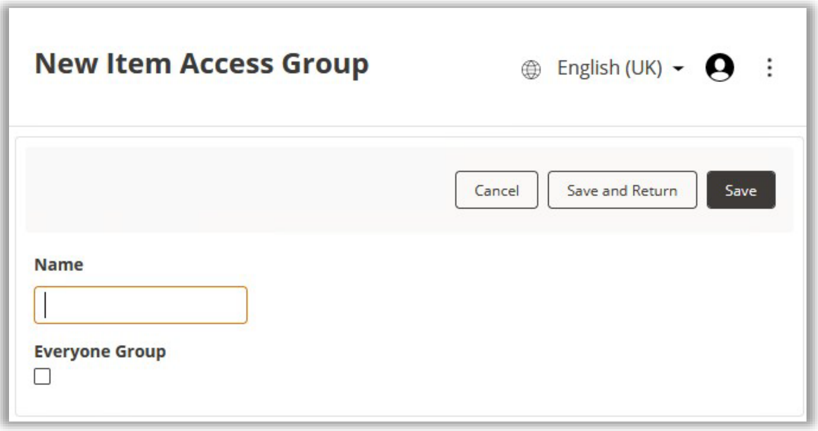


The Item Access Group list will then be displayed.

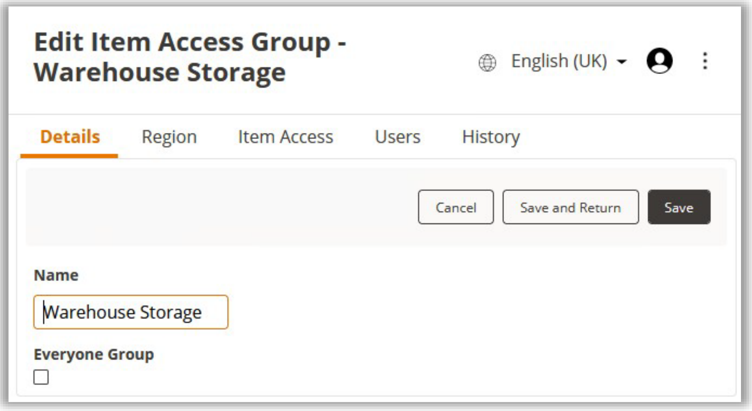


2. Click the **Create** button on the Toolbar.

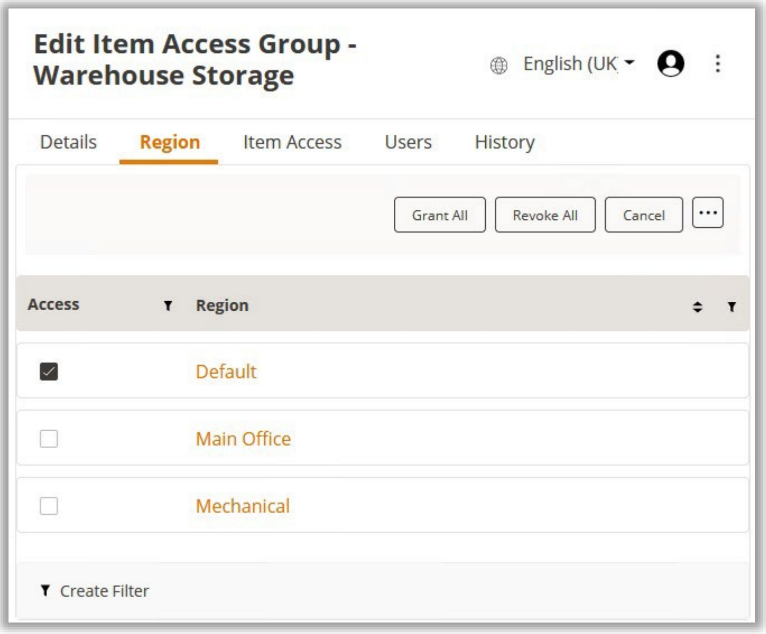
3. You will then be prompted to enter a group name.



4. Click the **Save** button to enable the **Region**, **Item Access**, **Users** and **History** tabs. At this point, you can select the option **Everyone Group**. An 'Everyone Group' automatically makes all users a member of the Item Access Group (removing the need to manually add them to the group individually), where the User's region and Item Access Group's regions match.

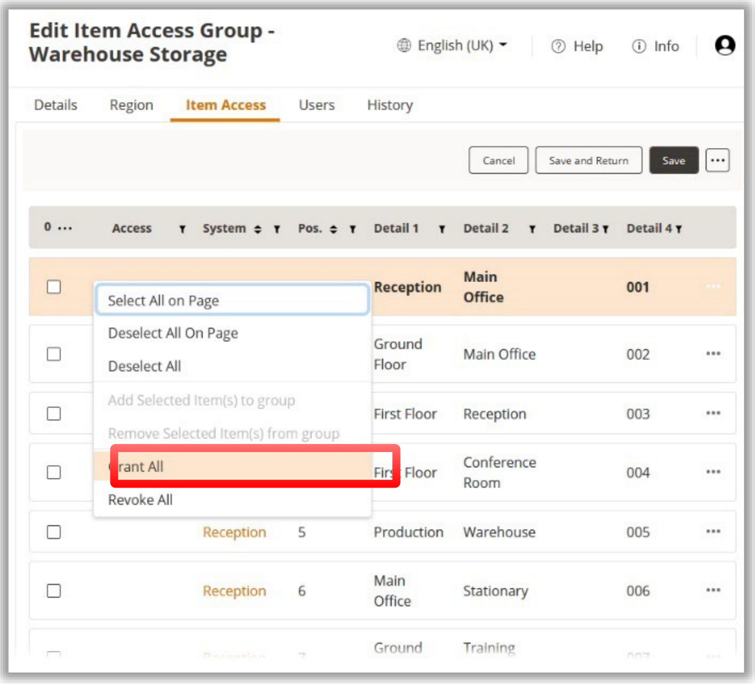


5. Next, select the region or regions you wish to apply to the group.

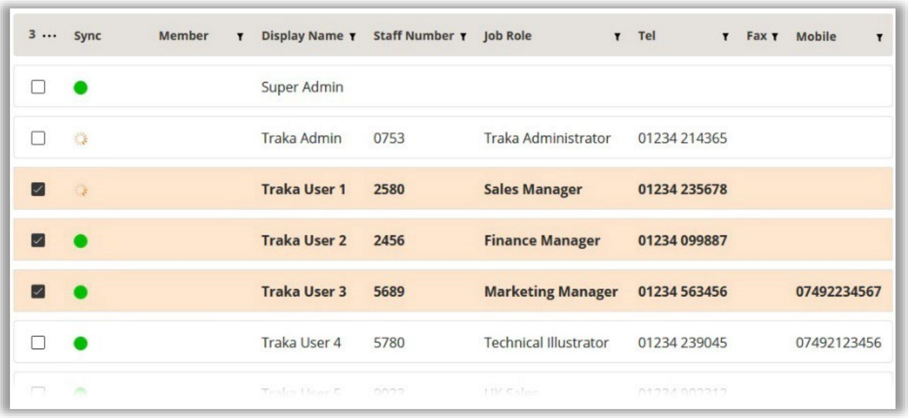


6. The Item Access list will display all the items in the database. The items listed here will depend on what systems are in the region/s you selected on the previous page. Here you can select which items the group will have

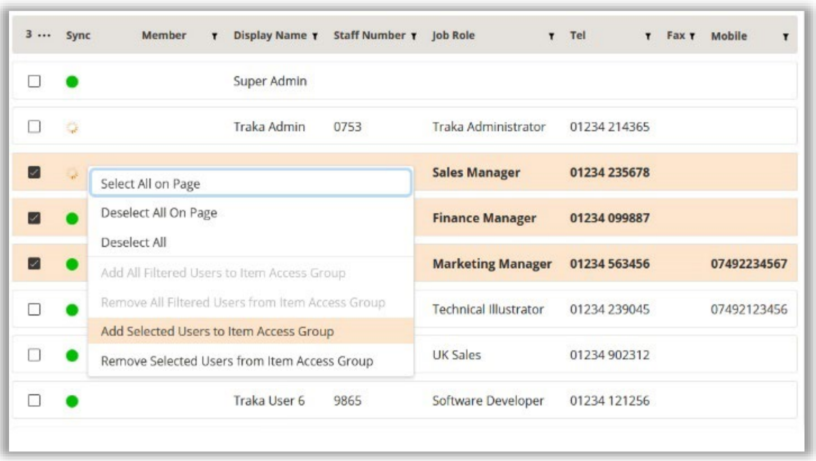
access to. Simply check the box in the access column for the relevant items. Alternately, you can right click within the grid and select **Grant All** from the context menu.



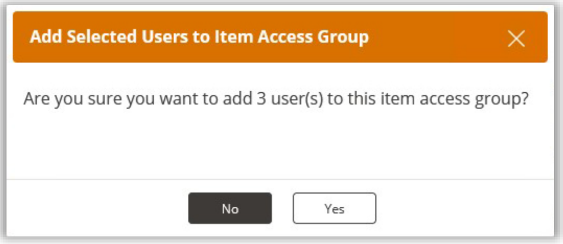
7. The Users tab will display a list of available users. To add users to the group, you can select them individually by left clicking on the checkbox to the left of the user.



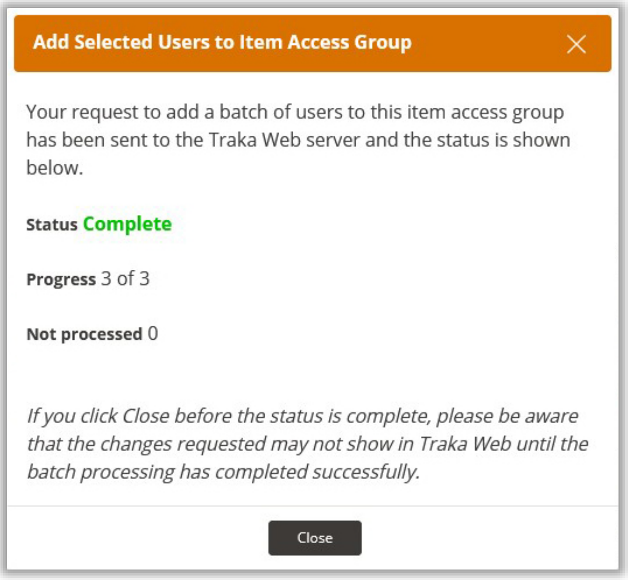
8. To add them to the current group, right click and select the option from the context menu.



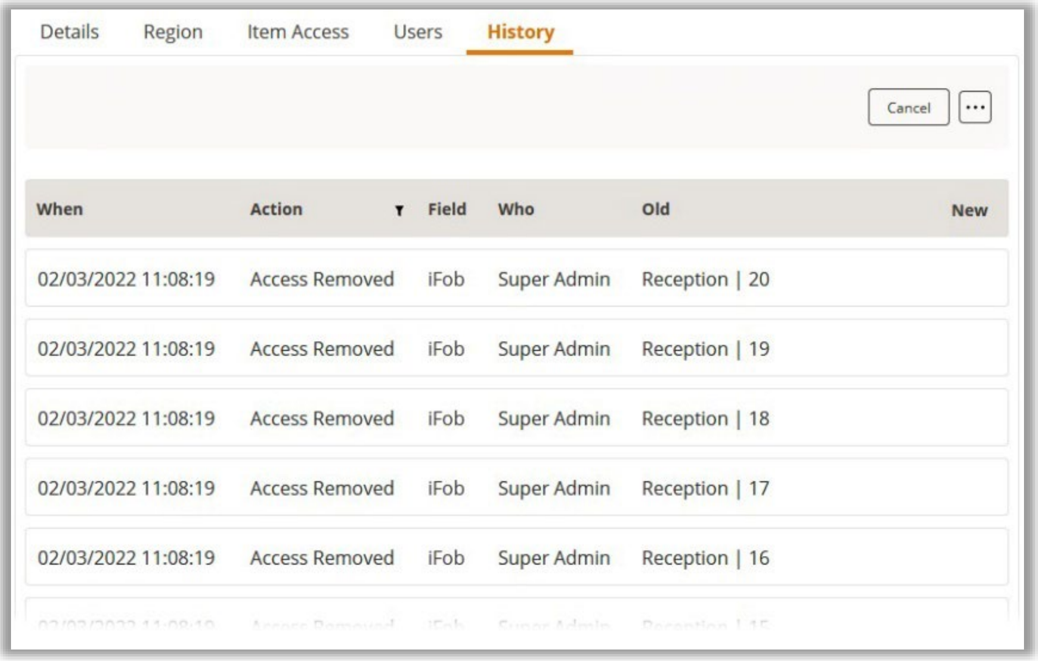
9. A message will appear requesting confirmation. Click on **Yes,** to continue.



10. The selected users will now be added to the Item Access Group. Once completed, click on **Close** to continue.



The History tab will enable you to view a record of any activity for the Item Access groups.

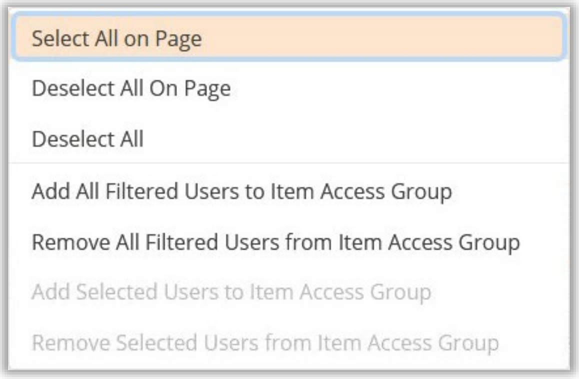


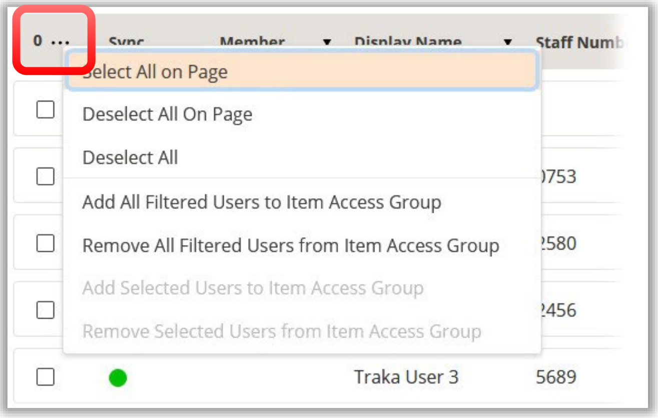
Item Access Groups

Using MSME to assign Users and Items 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.

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 Ellipsis option 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.





<u>Select All on Page</u>

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

<u>Deselect All on Page</u>

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

<u>Deselect All</u>

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

<u>Add All Filtered Users to Item Access Group</u>

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.

<u>Remove All Filtered Users to Item Access Group</u>

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

<u>Add Users to Item Access Groups</u>

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

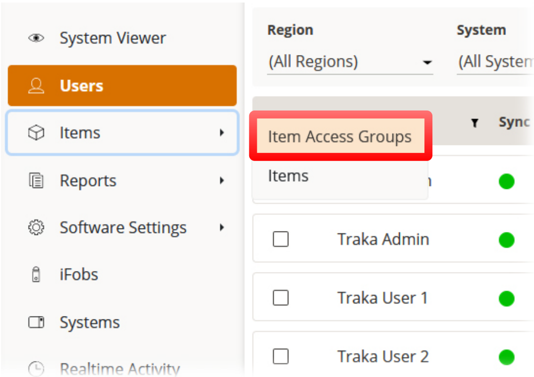
<u>Remove Users from Item Access Group</u>

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

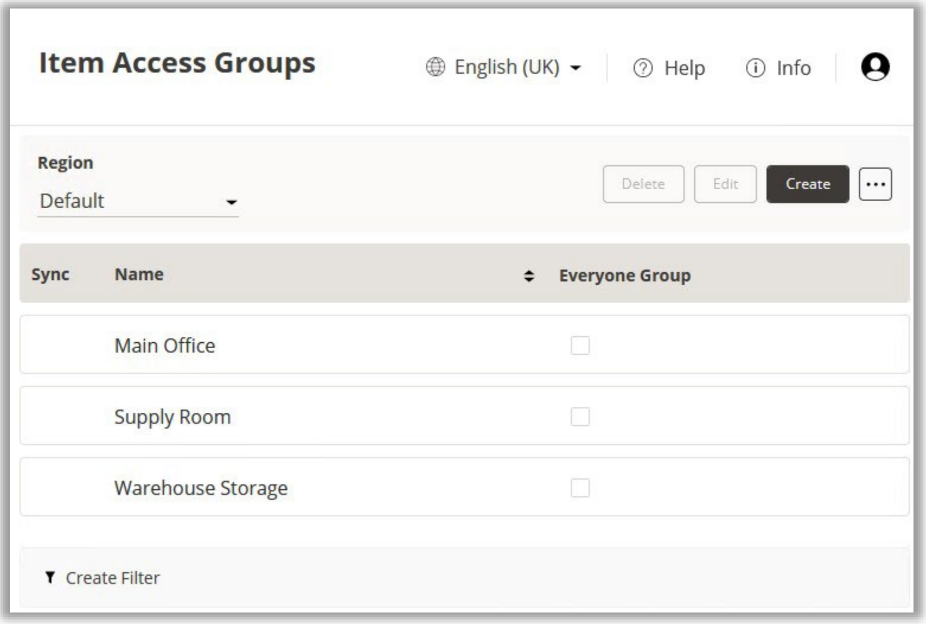
Selecting Item Access Groups

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 Menu, select **Item Access Groups** from the **Items** tab.



You will then be taken to the Item Access Groups page. If any item access groups already exist, they will be shown here.

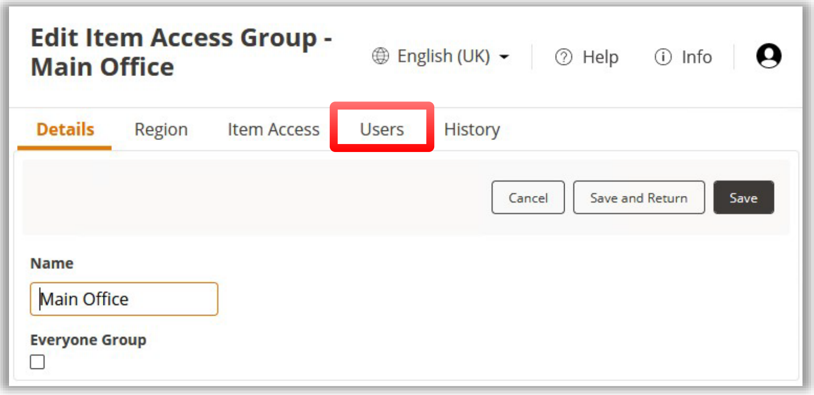


2. Select a group by double clicking on it or by selecting it and then clicking on the **Edit** button.

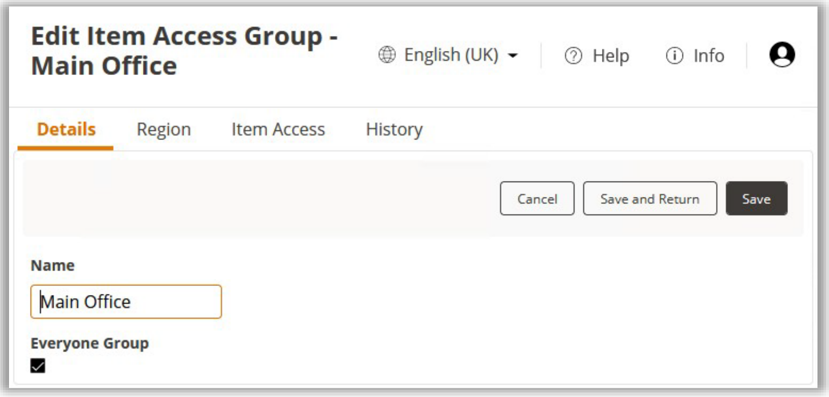
You will now be directed to the Edit Item Access page.

Selecting Users to Assign to Item Access Groups

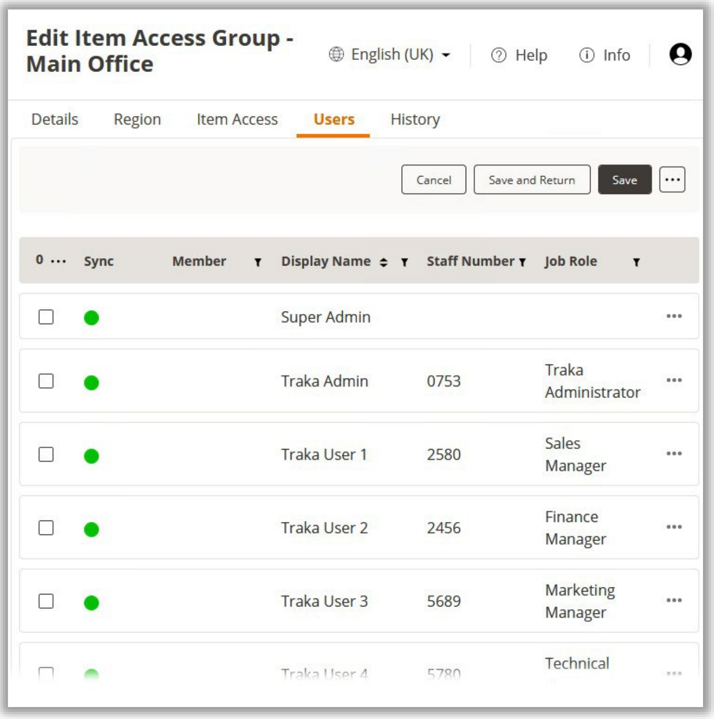
1. From the Edit Item Access Group page, select the **Users** tab.



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

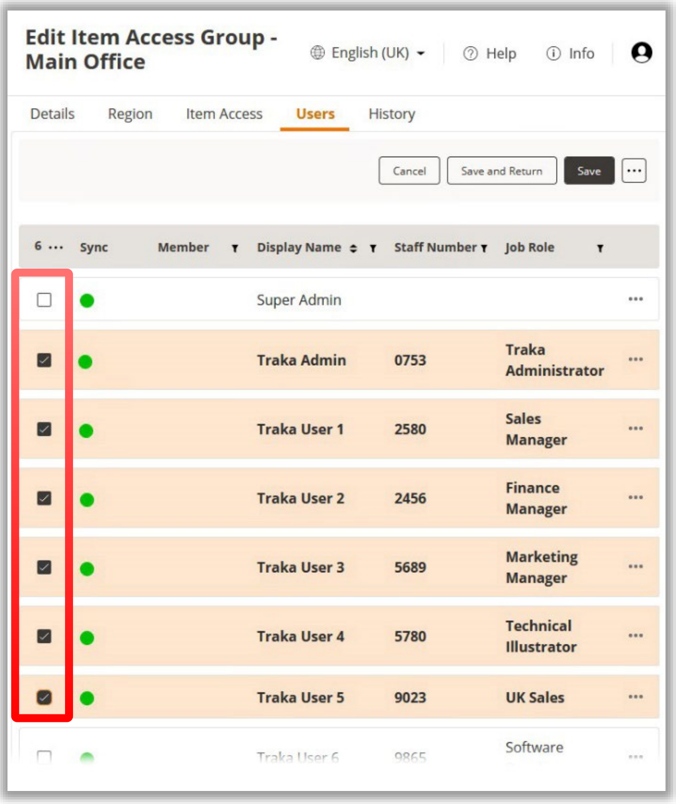


The next page will display all the available user details.



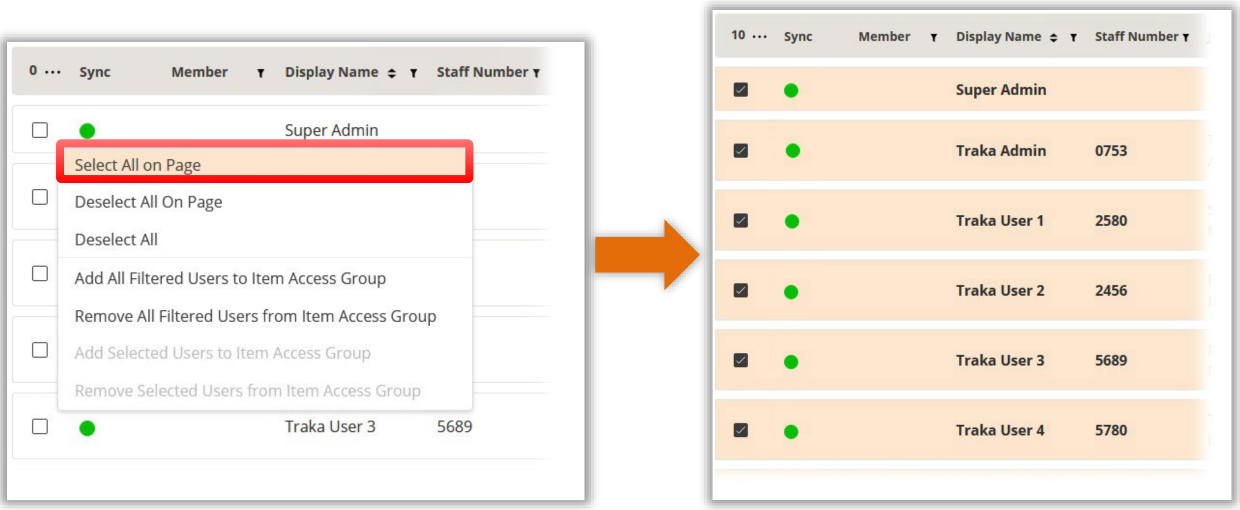
NOTE: It will be noticed that there is an empty column titled 'Member'. For users that are assigned to groups, the corresponding Member box will be ticked.

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.

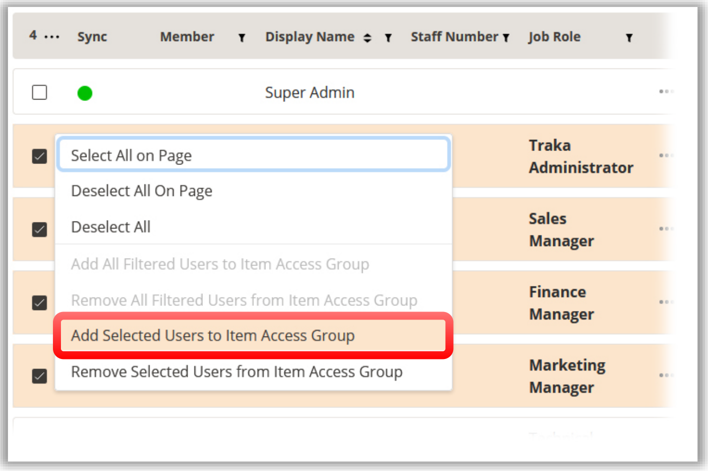
3. If you wish to select all the users on the page, right click and choose **Select All on Page**.



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**.

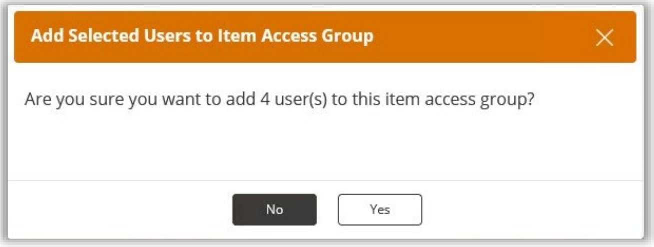
Add Users to Item Access Groups

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

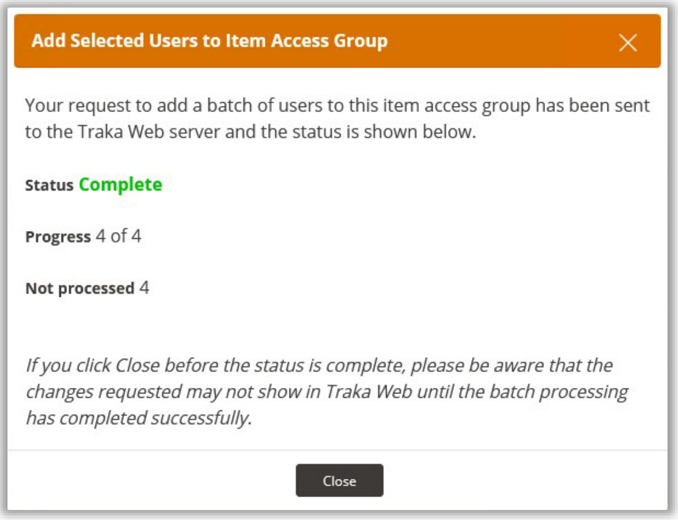


You will be presented with a confirmation window asking if you wish to add the selected users to the Item Access Group. Selecting **No** will return you to the list of user details.

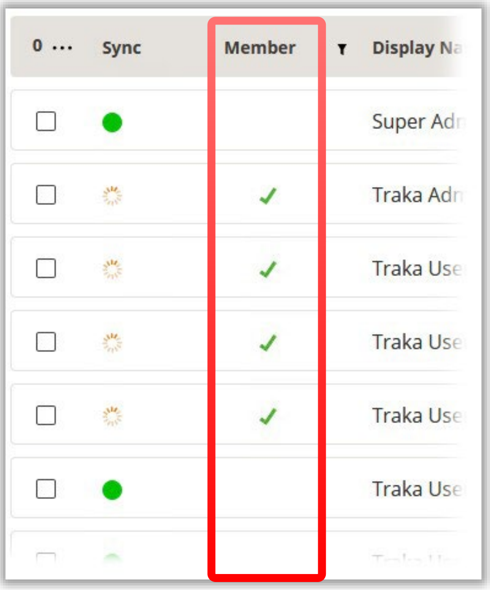
1. Click on **Yes** to proceed.



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.



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



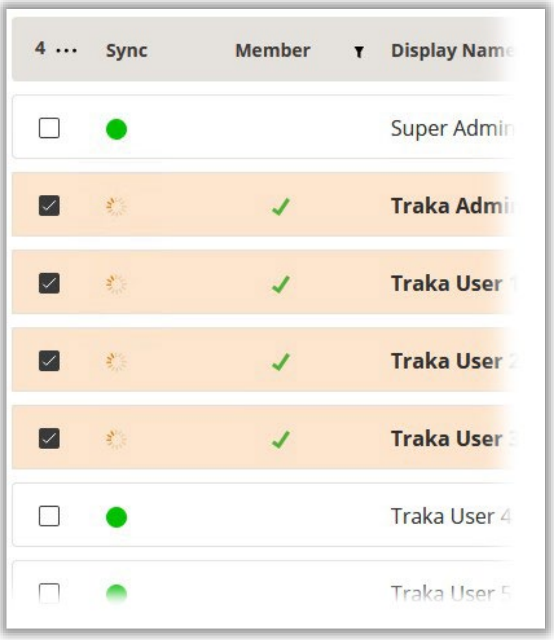
NOTE: The tick in the Member column will only appear for users who are members of the selected Item Access Group.

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

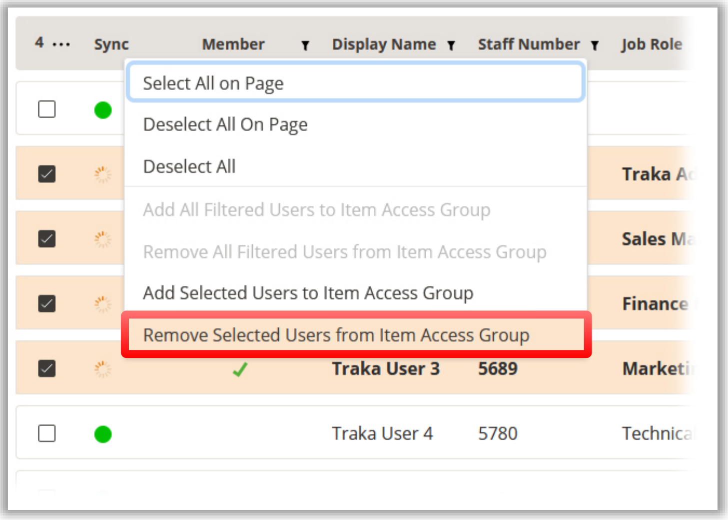
Remove Users from Item Access Groups

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.

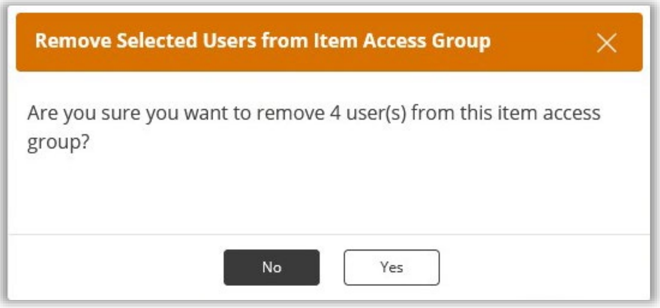


3. Right click and choose the option **Remove Selected Users from Item Access Group.**

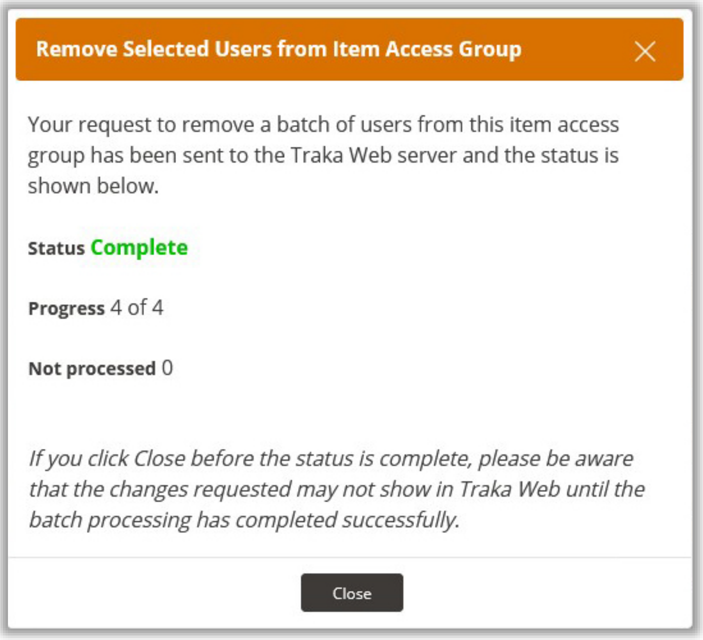


You will be presented with a confirmation window asking if you wish to remove the selected users from the Item Access Group. Selecting **No**, will return you to the user details list.

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



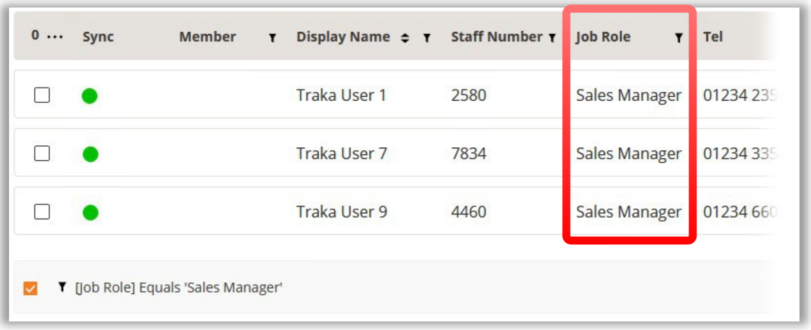
A window will appear displaying the progress and status. Once completed, click on the **Close** button. If the process was successful, the selected users will be removed from the Item Access Group.



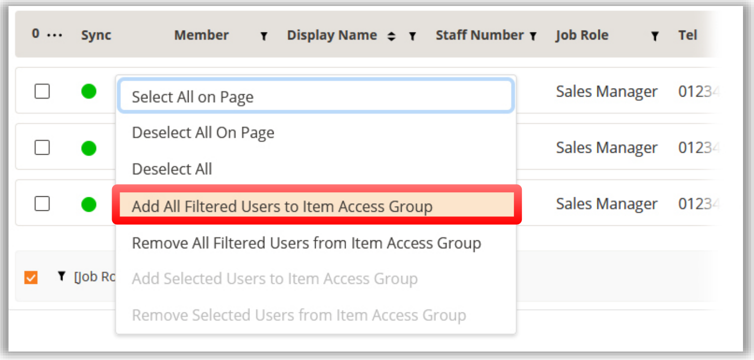
Using the Filtering Option

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 Sales Manager is used.



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

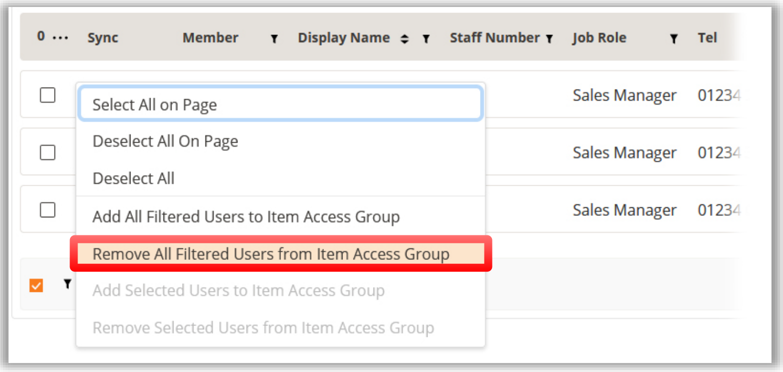


The process for adding will now proceed according to the process used for **Add Selected Users to Item Access Group.**

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

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.

7.6 REPORTS

7.6.1 REPORTS OVERVIEW

Reports are a compilation of information or activities that have occurred at the system. There are seven standard categories of reports within TrakaWEB; each category has one or more reports to generate. Please use the links below to view the appropriate report category.

Reports:

Scheduled Reports

Filtered Reports

View Reports:

General Reports

Status Reports

Exceptions Reports

Permissions Reports

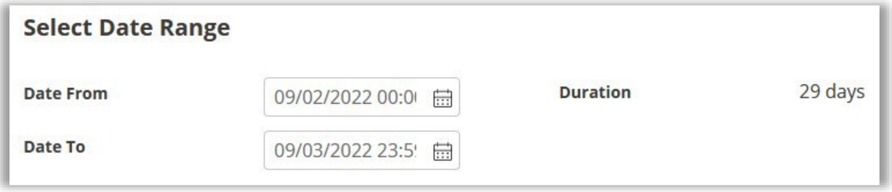
Regions Reports

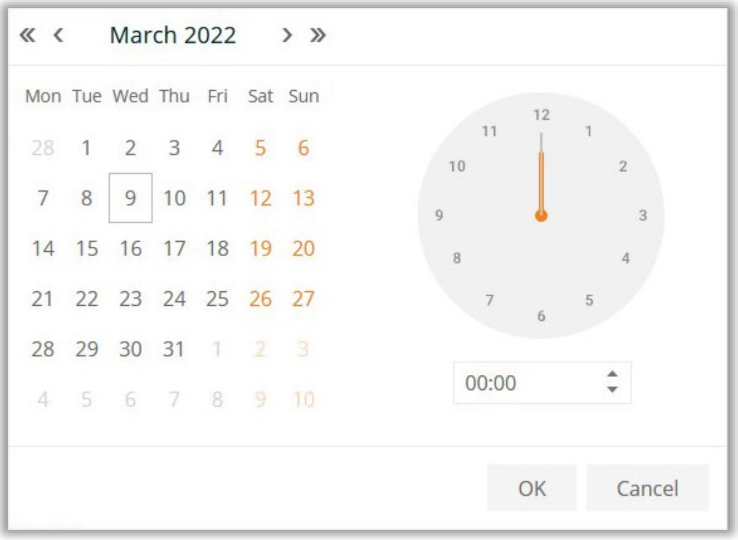
Utilisation Reports

Diagnostics Reports

NOTE: Only Optional Features that have been enabled will be displayed in the reports screen. For information regarding Cost Option reports, please refer to the Feature Options section.

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





7.6.2 SCHEDULED REPORTS

Scheduled Reports is a non-cost option feature that may be set up by the user as required. A maximum of 500 reports may be created and once configured, the Scheduled Report can be submitted as an email notification in either PDF or Excel format. For more information on setting up and configuring Scheduled Reports, please refer to the Scheduled Reports section in the **UD0260 – TrakaWEB Version 4 User Guide**.

7.6.3 FILTERED REPORTS

The Filtered Reports is a none-cost option feature that may be setup by the user as required. A Filtered Report can be configured by the end-user and then combined with the Scheduled Reports feature. For more information on the setup and configuration of Filtered Reports, please refer to the Filtered Reports section in the **UD0260 – TrakaWEB Version 4 User Guide**.

7.6.4 GENERAL REPORTS

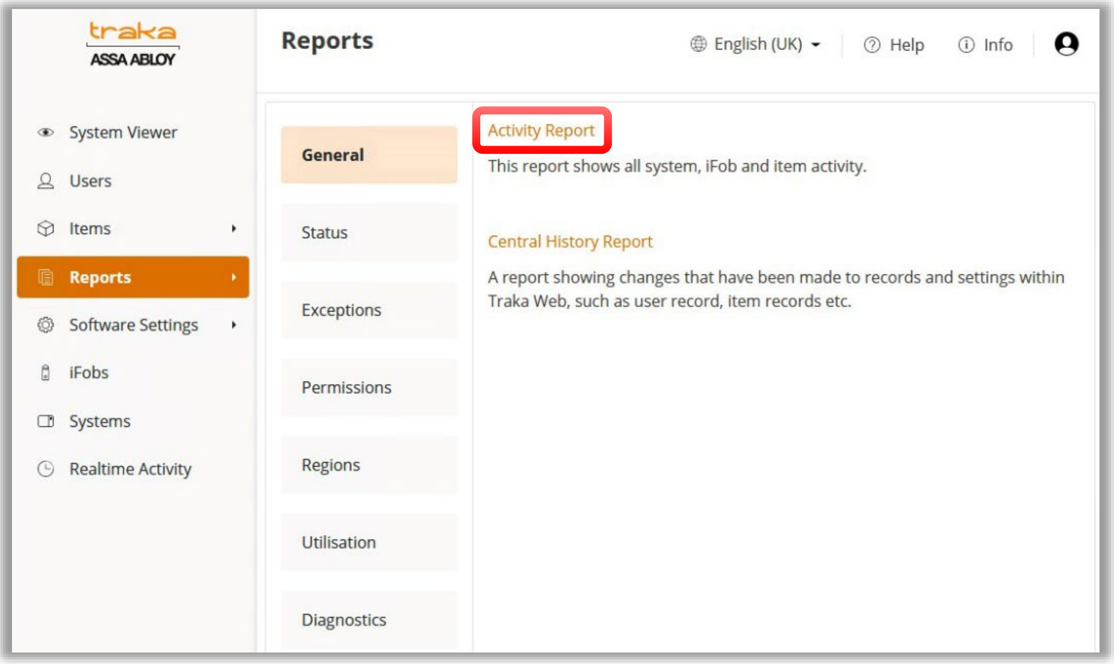
The General Reports comprises of 2 report categories:

- Activity Report
- Central History Report

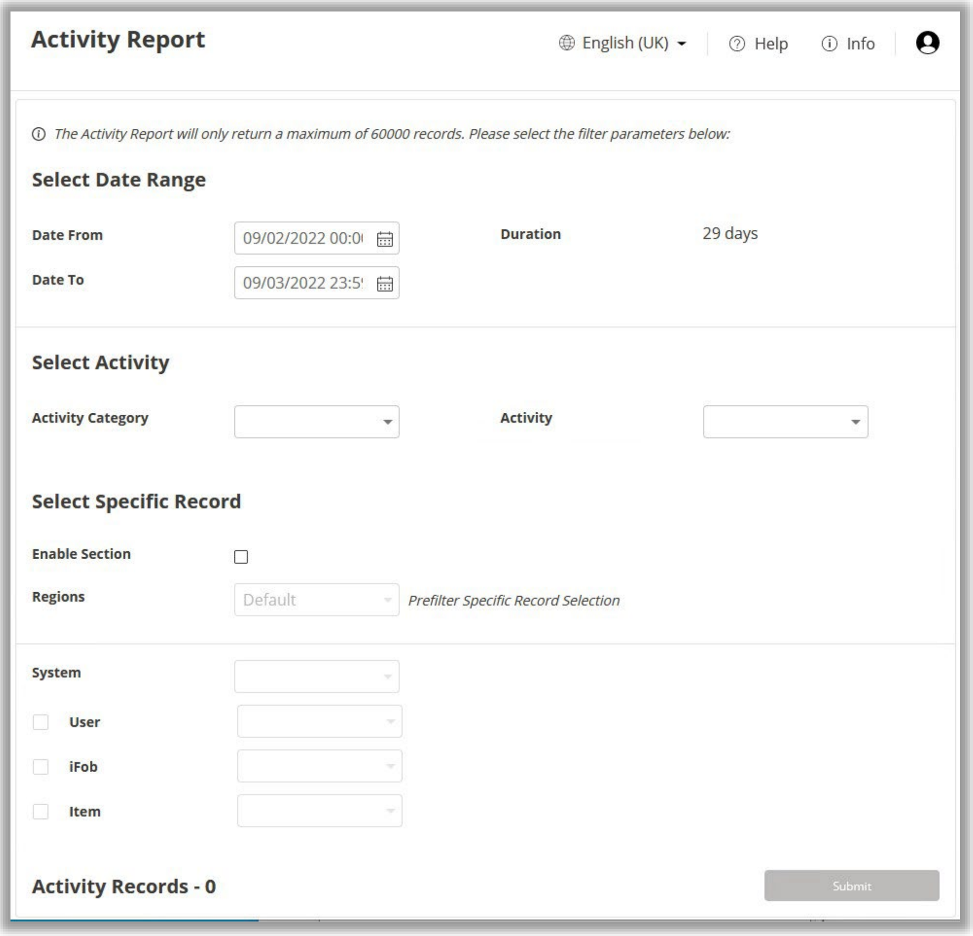
Activity Report

The Activity Report provides a pre-filter page specific to all system, iFob and Item Activity. It is divided into 3 sections to allow for a date range, activity type and a specific record selection. It will allow a maximum return of 60,000 records.

1. Click the **Reports** tab on the Navigation Menu.
2. Select the **View Reports** tab followed by the **General** tab.
3. To view the Activity Report, click on the link.



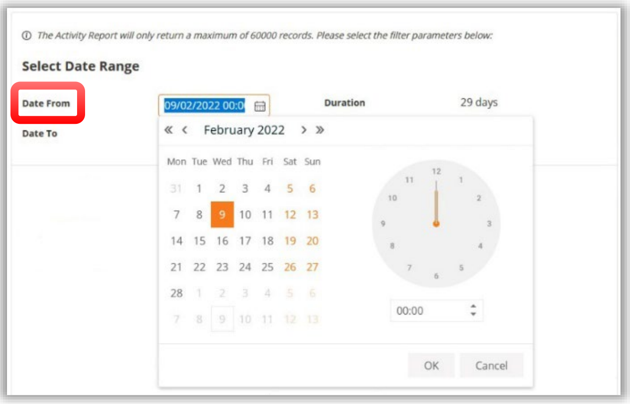
You will now be presented with the pre-filter page for the Activity Report.

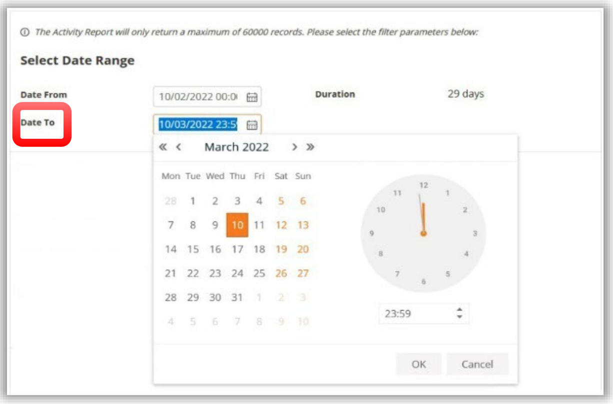


From the above example, the pre-filter page is divided up into 3 steps, concluding with a Submit option.

Step 1: Select Date Range

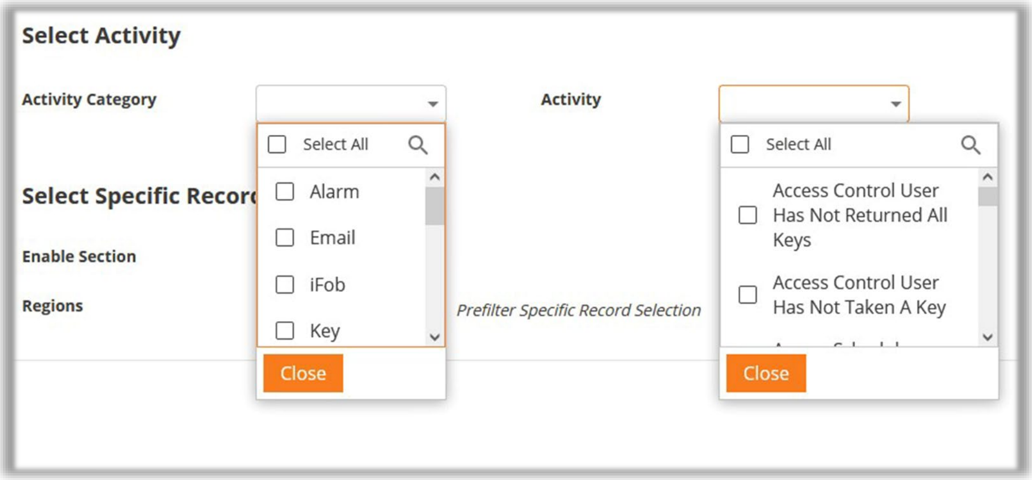
The **Select Date Range** comprises of 2 drop-down options to allow you to select both a start date and an end date. It will also display the overall duration.





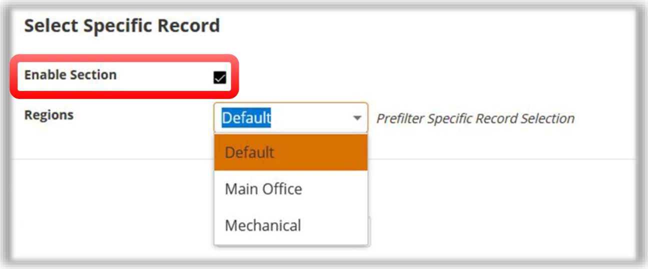
Step 2: Select Activity

The **Select Activity** comprises of 2 drop-down menus. From the **Activity Category** menu, you can select from a list of different categories. These can be either selected individually or all at once. From the **Activity** menu, you can select from a list of different activities. These also can be selected individually or all at once.

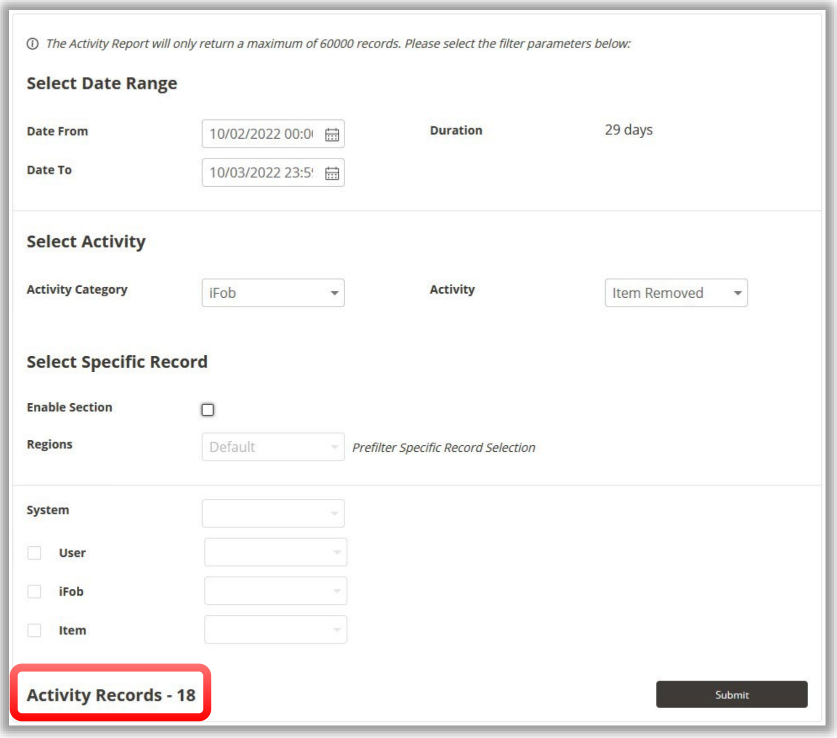


Step 3: Select Specific Record

The **Select Specific Record** is an optional step. It can be enabled by selecting the **Enable Section** checkbox as shown below. With the option enabled, you may then select a specific region.

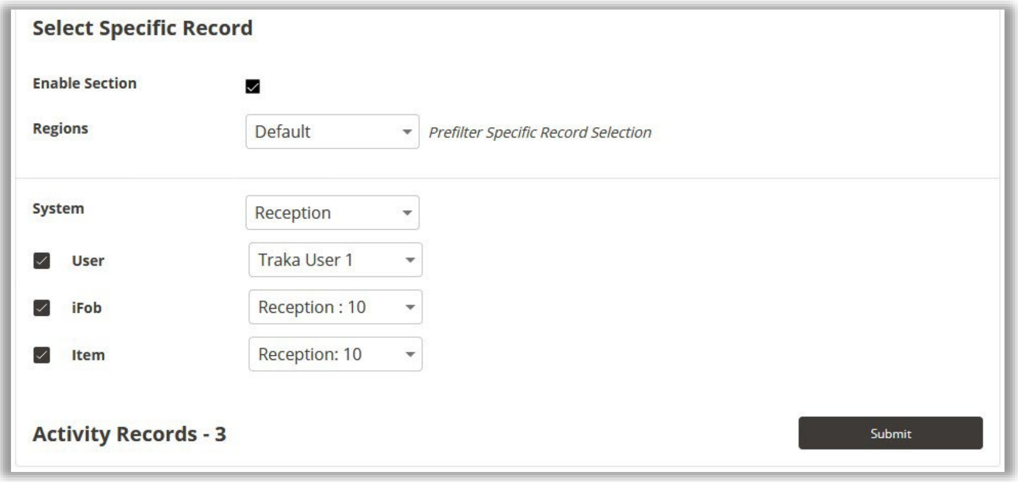


NOTE: If the checkbox is not selected, activity records will still be generated for the options selected in Step 2 as shown in the example below.

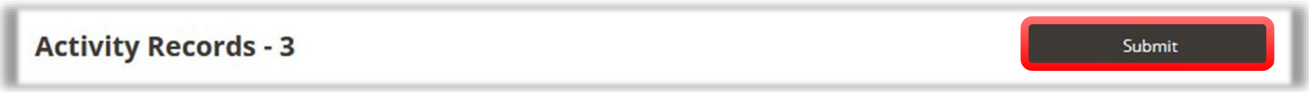


With the **Enable Section** checkbox selected, you will also be able to choose a system from the selected region, a User, an iFob, and an Item as required by following the steps below.

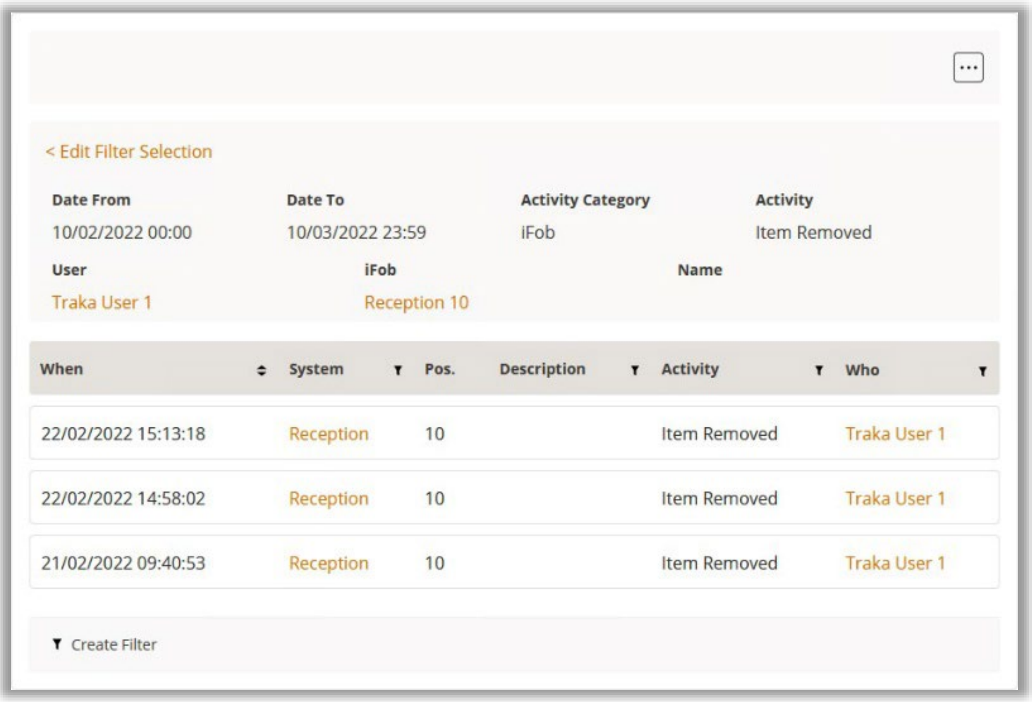
1. From the **System** drop-down menu, select a system.
2. Select the **User** checkbox to choose a user from the User drop-down menu.
3. Select the **iFob** checkbox to choose an iFob from the iFob drop-down menu.
4. Select the **Item** checkbox to choose an item from the Item drop-down menu.



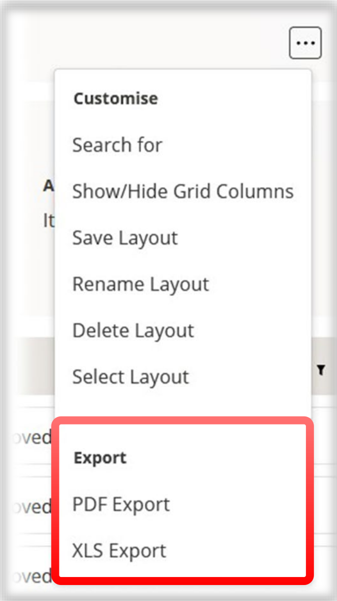
Once you have finished making your selections, click on the **Submit** button.



The final report will provide a summary of the options that were selected and the overall report for those options.



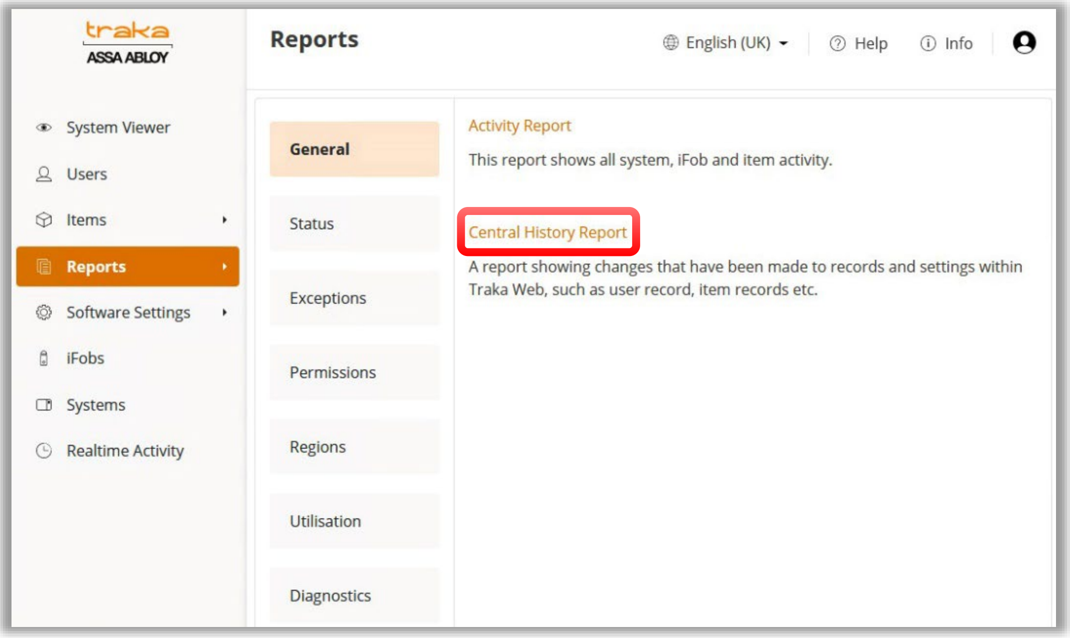
Selecting the Ellipsis button will allow you to export the Activity Report to an XLS or PDF file as required.



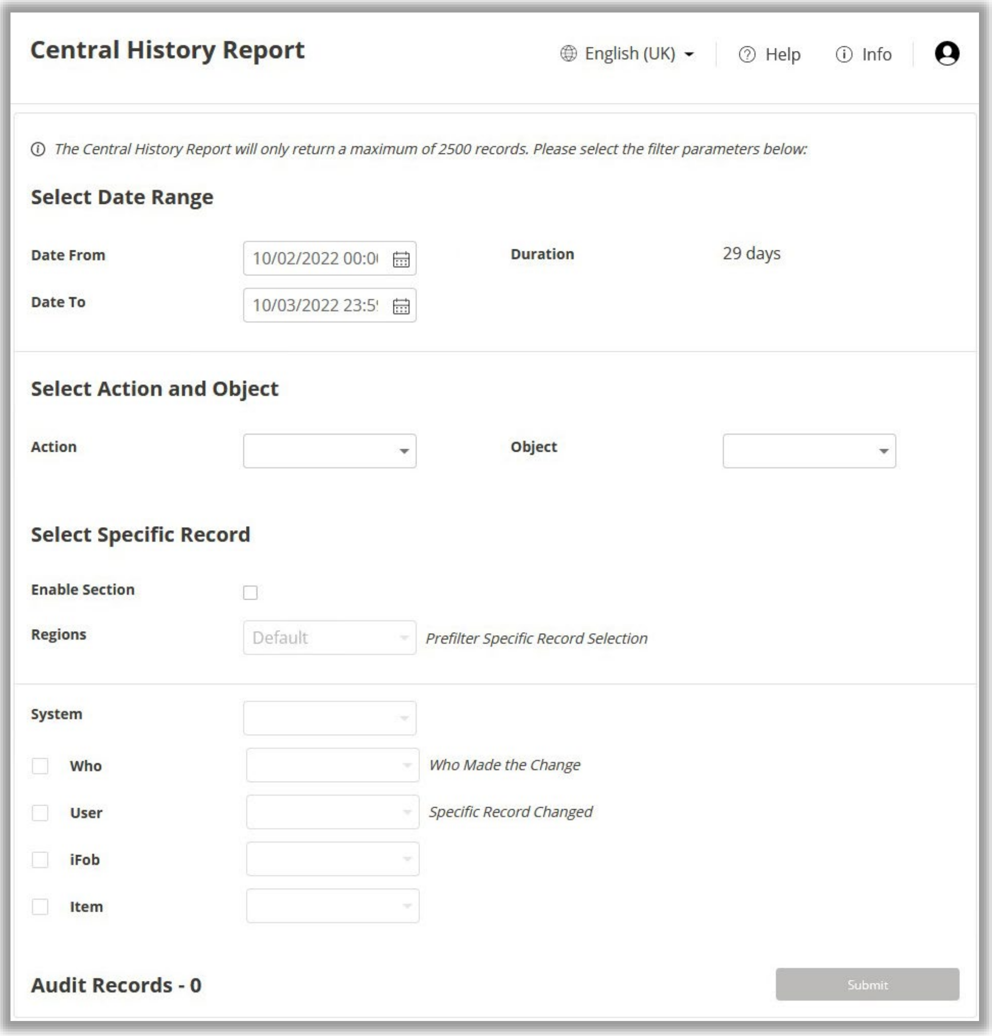
Central History Report

The Central History Report provides a pre-filter page that will show any changes that have been made to records and settings within TrakaWEB. It is divided into 3 sections to allow for date range, actions and a specific record selection. It will allow a maximum return of 2,500 records.

1. Click the **Reports** tab on the Navigation Menu.
2. Select the **View Reports** tab followed by the **General** tab.
3. To view the Central History Report, click on the link.



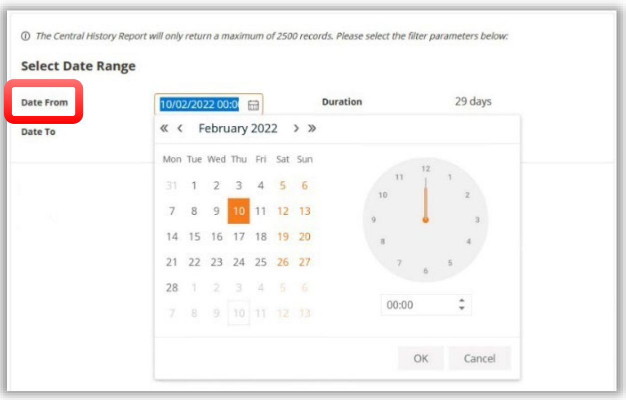
You will now be presented with the pre-filter page for the Central History Report.

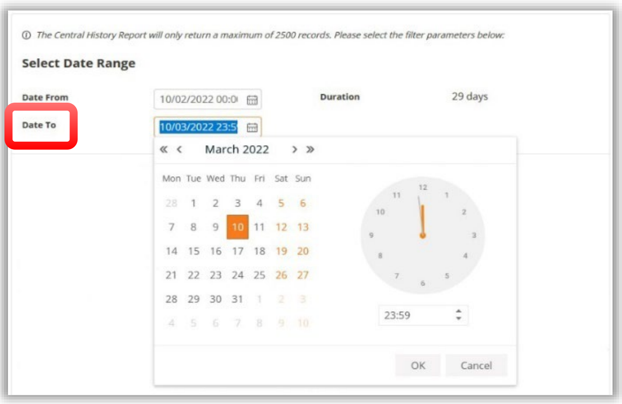


From the example above, the pre-filter page is divided up into 3 steps, concluding with a Submit option.

Step 1: Select Date Range

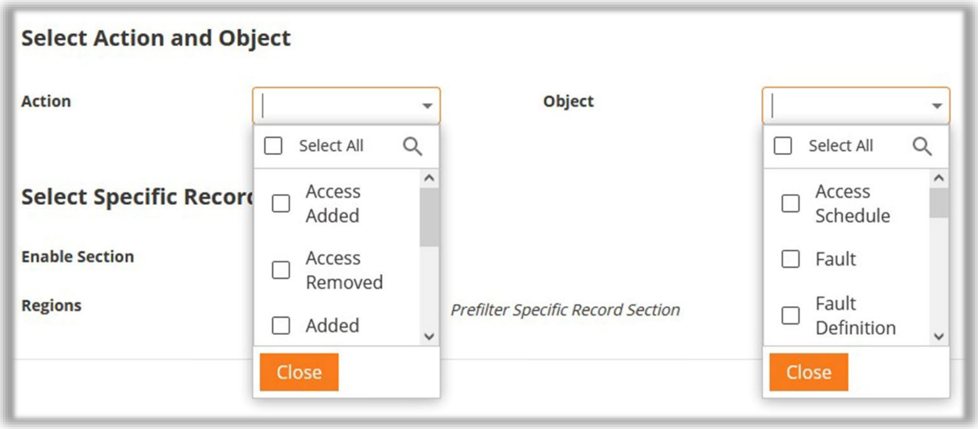
The **Select Date Range** comprises of 2 drop-down options to allow you to select both a start date and an end date. It will also display the overall duration.





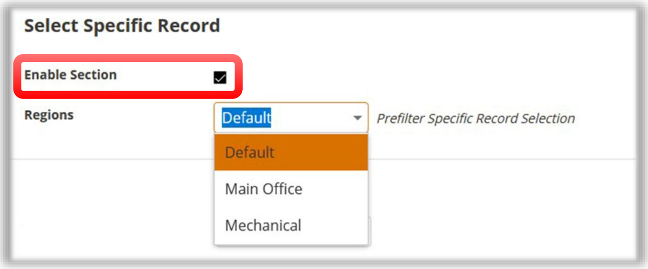
Step 2: Select Action and Object

The **Select Action and Object** section comprises of 2 drop-down menus. From the **Action** menu, you can select from a list of different categories. These can be either selected individually or all at once. From the **Object** menu, you can select from a list of different categories in relation to the selected actions. These also can be selected individually or all at once.

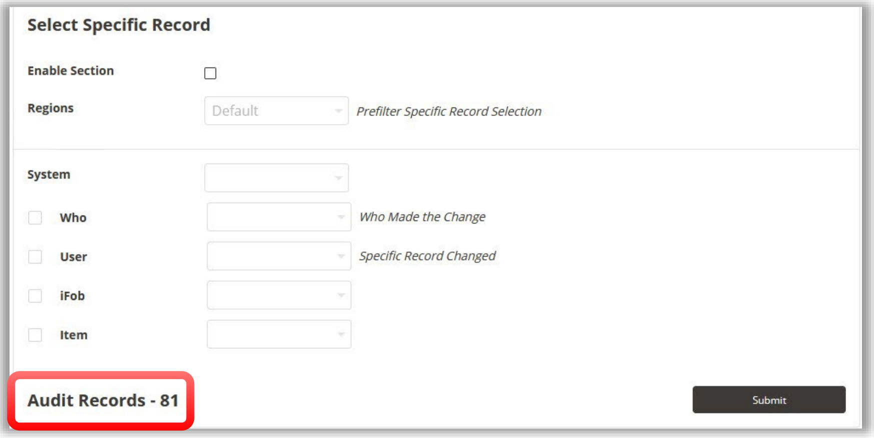


Step 3: Select Specific Record

The **Select Specific Record** is an optional step. It can be enabled by selecting the **Enable Section** checkbox as shown below. With the option enabled, you may then select a specific region.



NOTE: If the checkbox is not selected, activity records will still be generated for the options selected in Step 2 as shown in the example below.

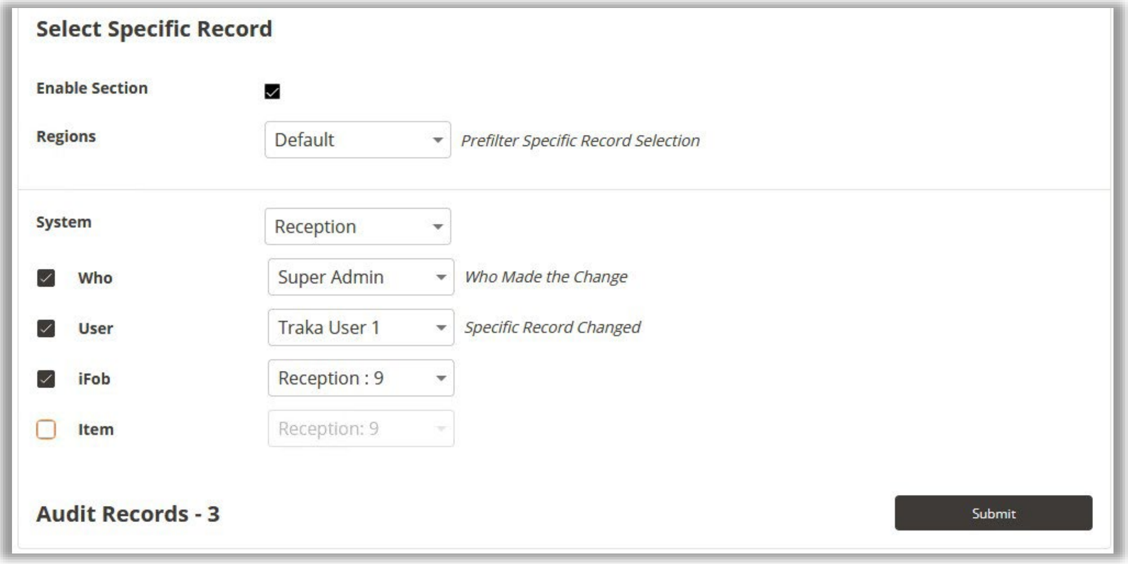


With the **Enable Section** checkbox selected, you will also be able to choose a system from the selected region, a User who made the change, a user specific record change, an iFob, and an Item as required by following the steps below.

1. From the **System** drop-down menu, select a system.

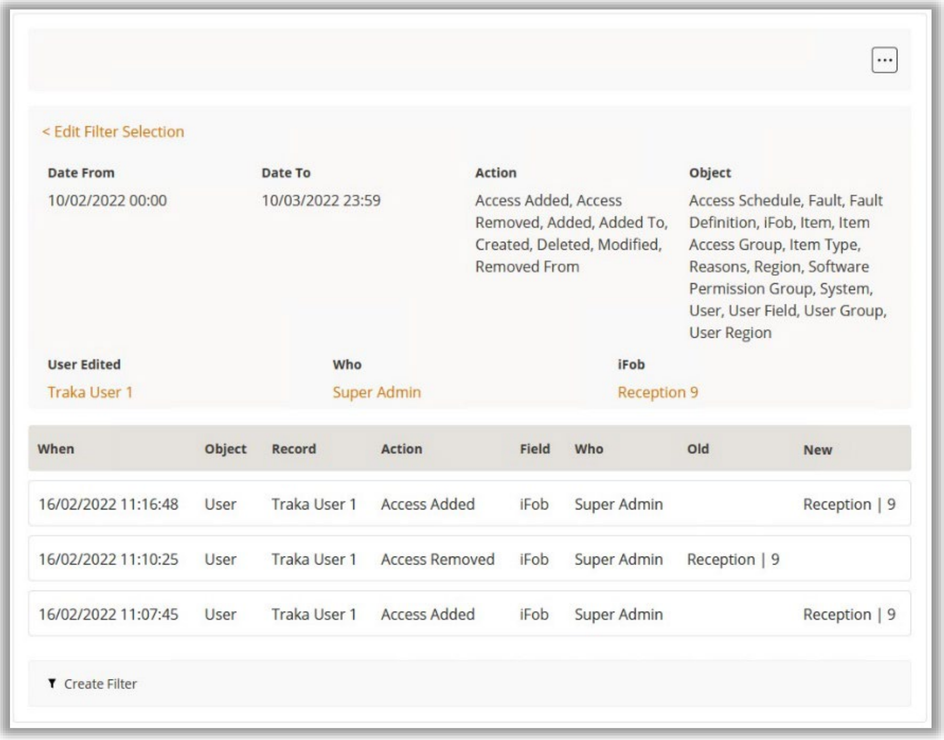
2. Select the **Who** checkbox to select a user who made the change.

3. Select the **User** checkbox to choose a user from the User drop-down menu.
4. Select the **iFob** checkbox to choose an iFob from the iFob drop-down menu.
5. Select the **Item** checkbox to choose an item from the Item drop-down menu.

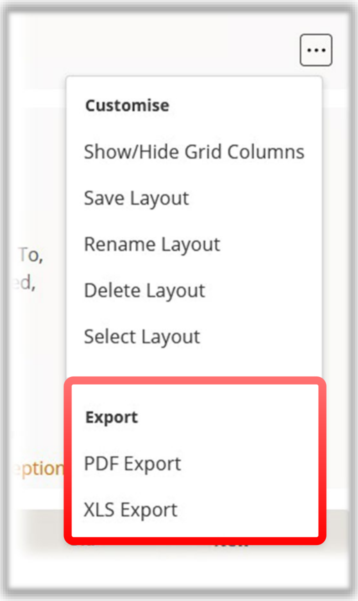


Once you have finished making your selections, click on the **Submit** button.

The final report will provide a summary of the options that were selected and the overall report for those options.



Selecting the Ellipsis button will allow you to export the Activity Report to an XLS or PDF file as required.



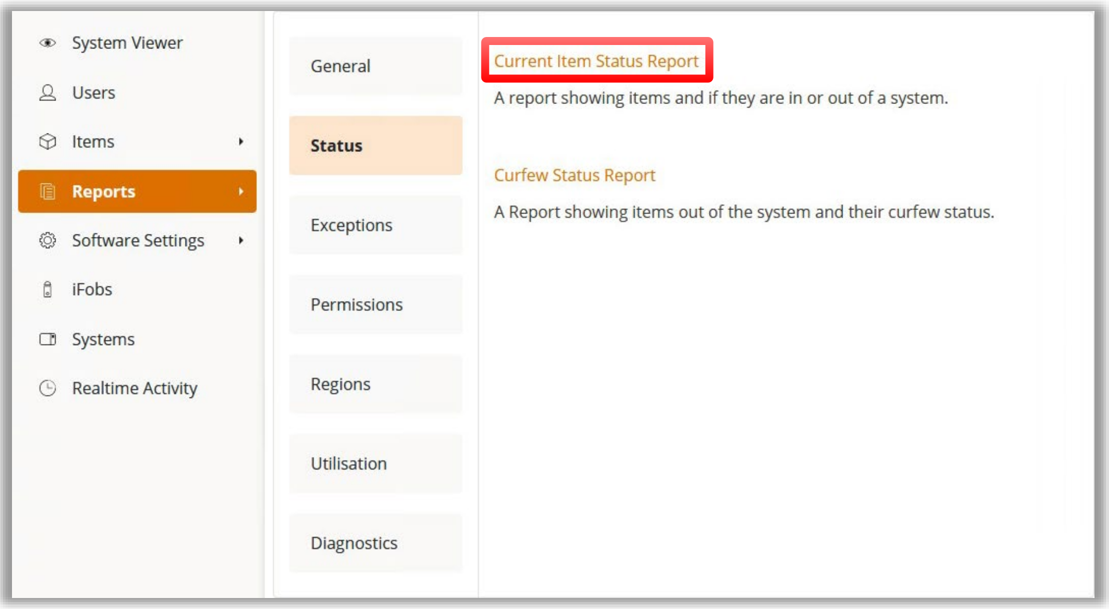
7.6.5 STATUS REPORTS

The Status Report shows all items and their system status, e.g., whether an item is in the system. The Status Report comprises of 2 report categories:

- Current Item Status Report
- Curfew Status Report

Current Item Status Report

1. Click the **Reports** tab on the Navigation Menu.
2. Select the **View Reports** tab followed by the **Status** tab.
3. To view the Current Item Status Report, click on the link.



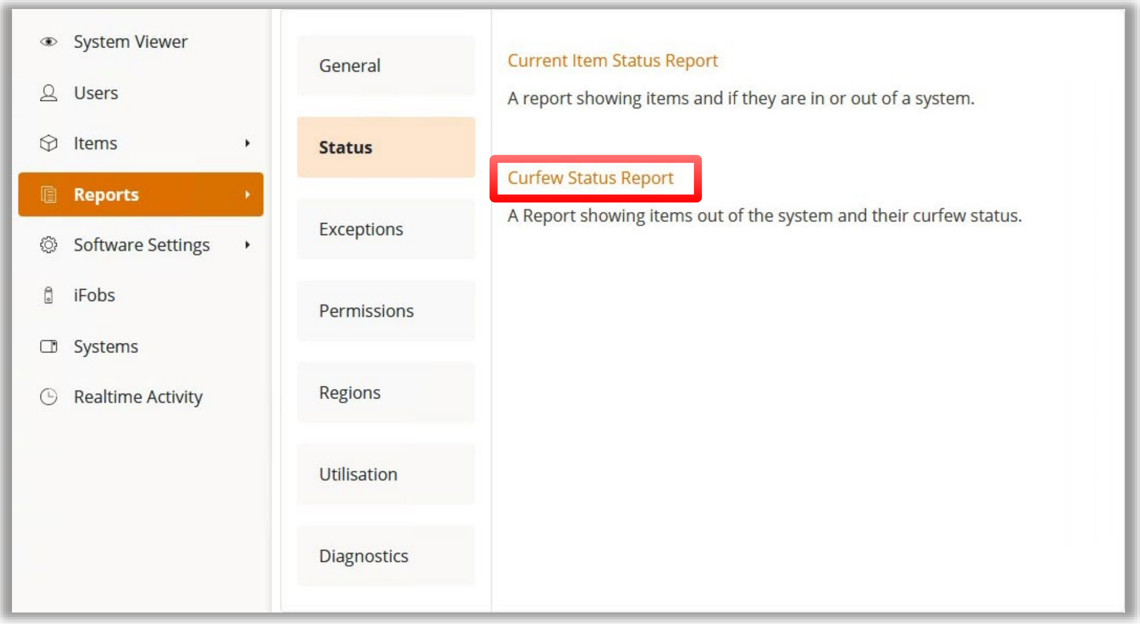
The report will automatically generate.

You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

Curfew Status Report

This report shows all items that are out of the system and the curfews set against them.

1. Click the **Reports** tab on the Navigation Menu.
2. Select the **View Reports** tab followed by the **Status** tab.
3. To view the Curfew Status Report, click on the link.



The report will automatically generate.

You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

7.6.6 EXCEPTION REPORTS

The Exception Reports comprises of 5 different report categories:

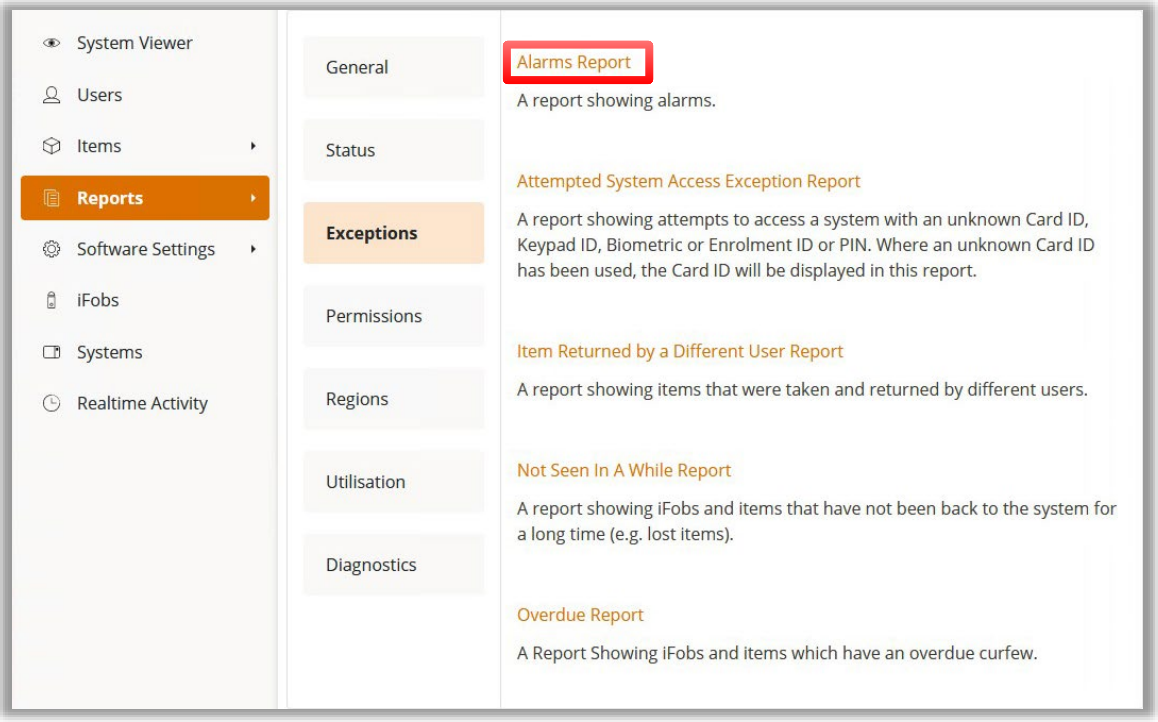
- Alarms Report
- Attempted System Access Exception Report
- Item Returned by a Different User Report
- Not Seen In A While Report
- Overdue Report

NOTE: If any optional features have been enabled, an extra report named 'Data Entry Exception Report' may also be available.

Alarms Report

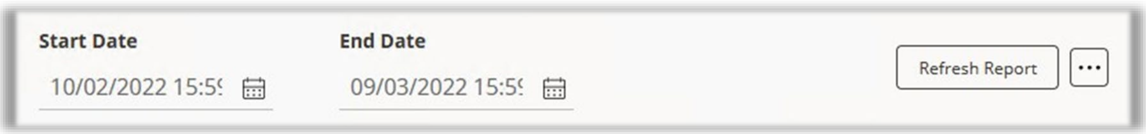
This report shows any alarms that have been triggered.

1. Click the **Reports** tab in the Navigation Menu.
2. Select the **View Reports** tab followed by the **Exceptions** tab.
3. To view the Alarms Report, click on the link.



You will be presented with the event report page. From here, you can select the time frame you wish the report to gather information from. Selecting the start or end date will allow you to input the specific days and times for the report. See Reports Overview for further details.

After selecting the date and time, the **Refresh Report** button will update the report.

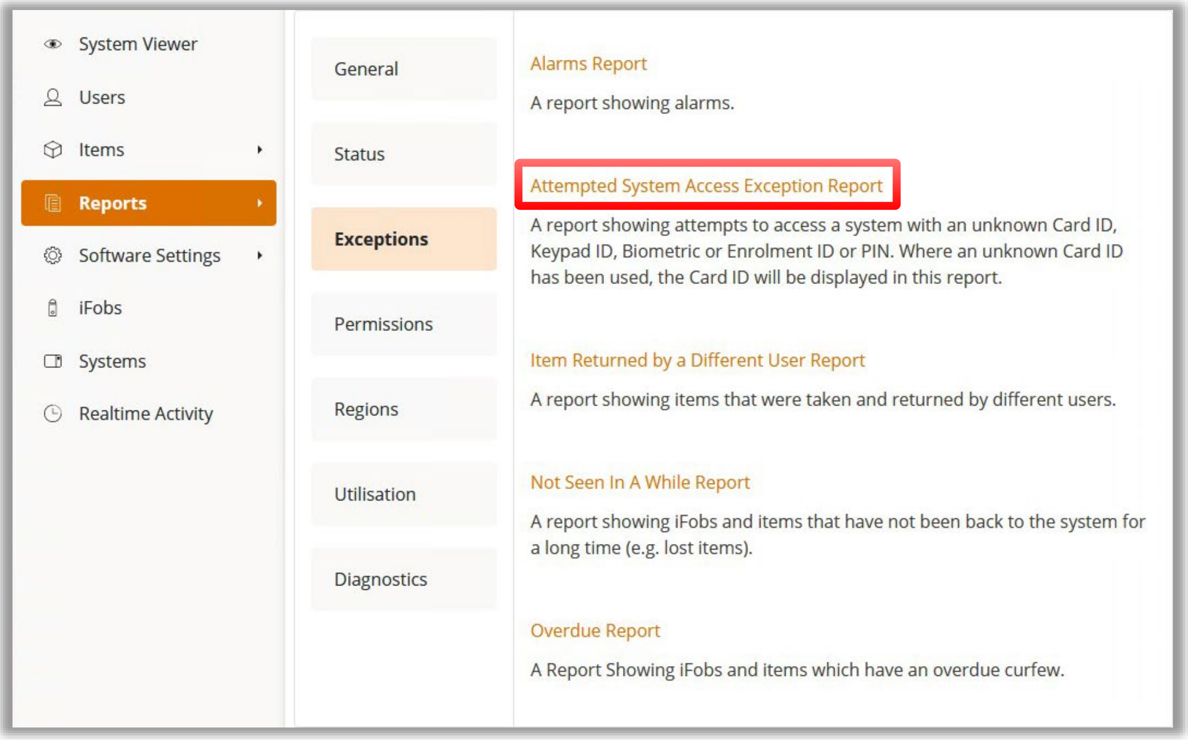


You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

Attempted System Access Exception Report

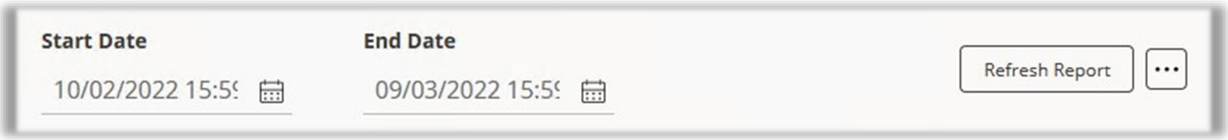
This report shows any attempts to access a system using an unknown Card ID, Biometric, Enrolment ID or PIN.

1. Click the **Reports** tab on the Navigation Menu.
2. Select the **View Reports** tab followed by the **Exceptions** tab.
3. To view the Attempted System Access Exception Report, click on the link.



You will be presented with the event report page. From here, you can select the time frame you wish the report to gather information from. Selecting the start or end date will allow you to input the specific days and times for the report. See Reports Overview for further details.

After selecting the date and time, the **Refresh Report** button will update the report.

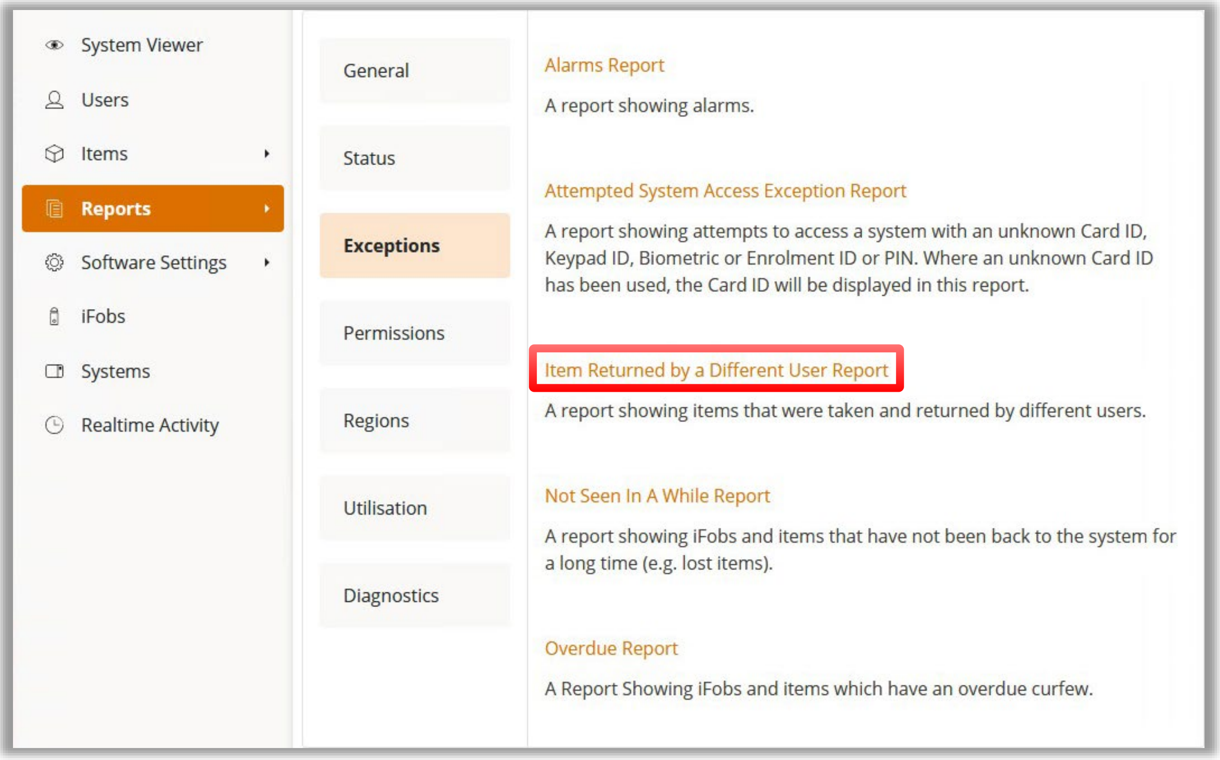


You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

Item Returned by a Different User Report

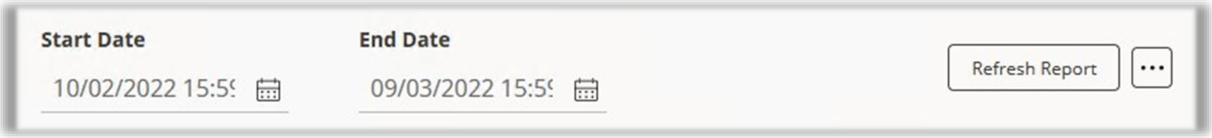
This report shows any items that were removed from the system and then later returned by a different user.

1. Click the **Reports** tab on the Navigation Menu.
2. Select the **View Reports** tab followed by the **Exceptions** tab.
3. To view the Item Returned by a Different User Report, click on the link.



You will be presented with the event report page. From here, you can select the time frame you wish the report to gather information from. Selecting the start or end date will allow you to input the specific days and times for the report. See Reports Overview for further details.

After selecting the date and time, the **Refresh Report** button will update the report.

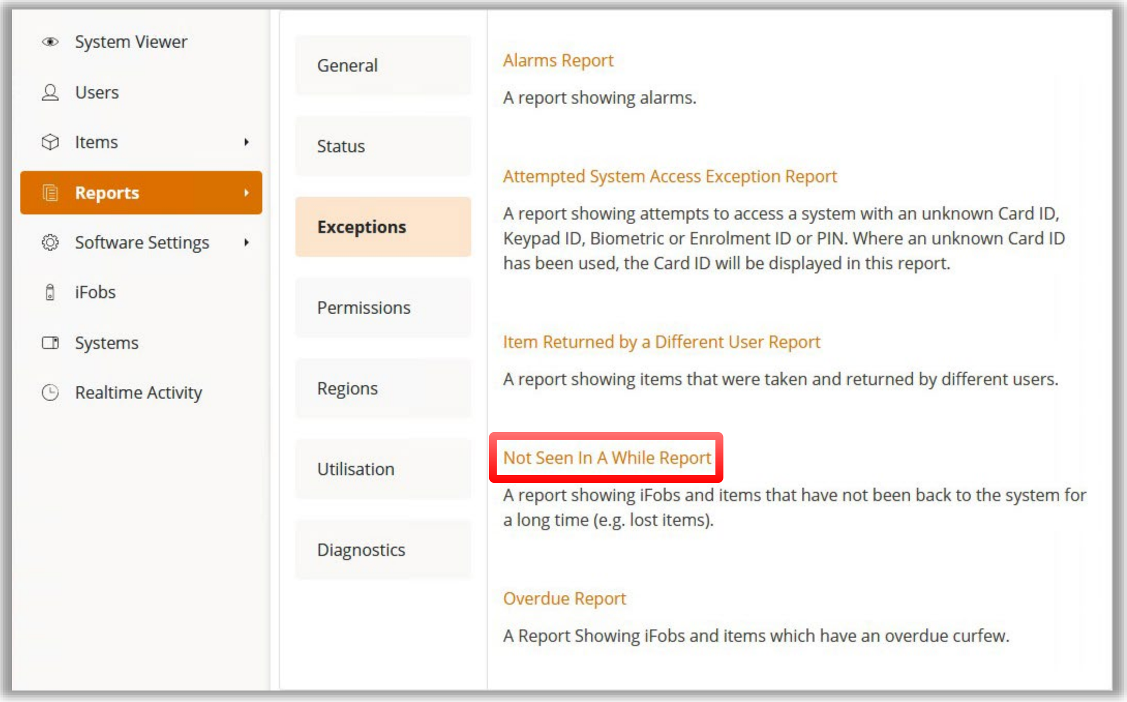


You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

Not Seen In A While Report

This report shows all items and iFobs that have been absent from the system for a long period of time.

1. Click the **Reports** tab on the Navigation Menu.
2. Select the **View Reports** tab followed by the **Exceptions** tab.
3. To view the Not Seen in a While Report, click on the link.



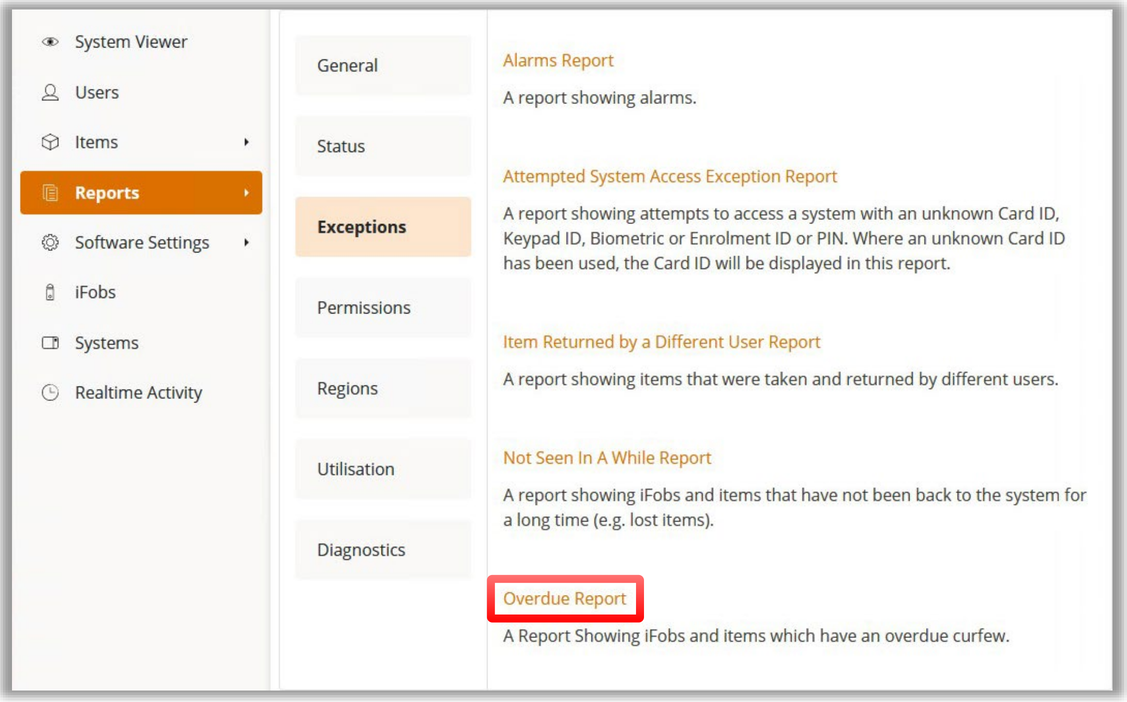
The report will automatically generate. The default duration is set to 30 days but can be adjusted by selecting the chevrons on the Toolbar.

You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

Overdue Report

This report shows all items in the system that have an overdue curfew.

1. Click the **Reports** tab on the Navigation Menu.
2. Select the **View Reports** tab followed by the **Exceptions** tab.
3. To view the Overdue Report, click on the link.



The report will automatically generate.

You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

7.6.7 PERMISSIONS REPORTS

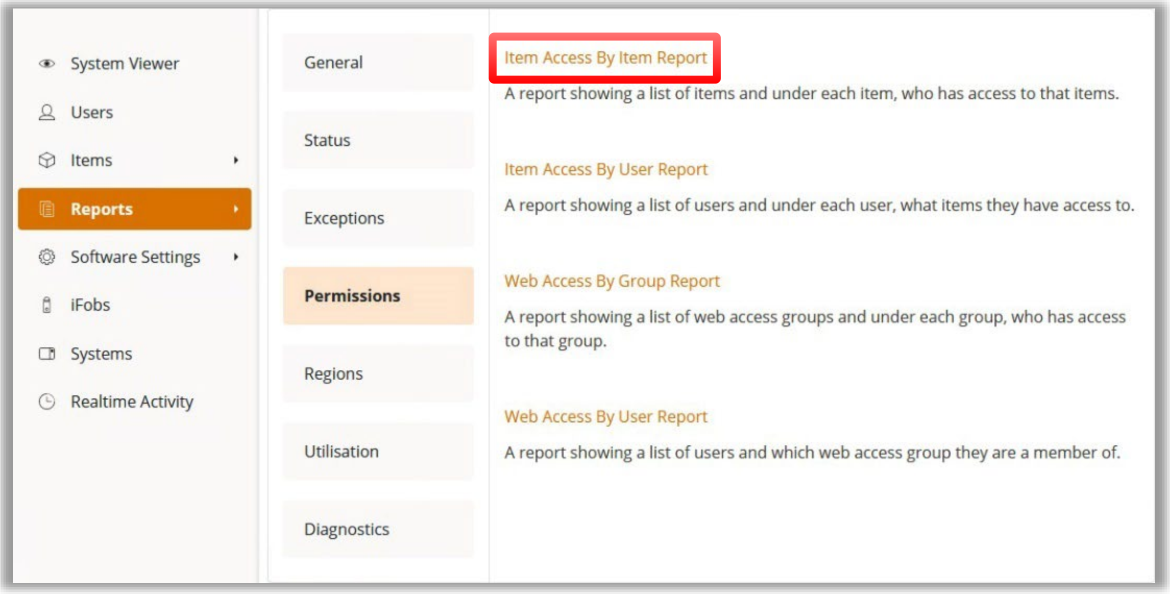
The Permissions Report comprises of 4 report categories:

- Item Access by Item Report
- Item Access by User Report
- Web Access by Group Report
- Web Access by User Report

Item Access By Item Report

This report shows a list of items and under each item is the user who has access to it.

1. Click the **Reports** tab in the Navigation Menu.
2. Select the **View Reports** tab followed by the **Permissions** tab.
3. To view the Item Access By Item Report, click on the link.



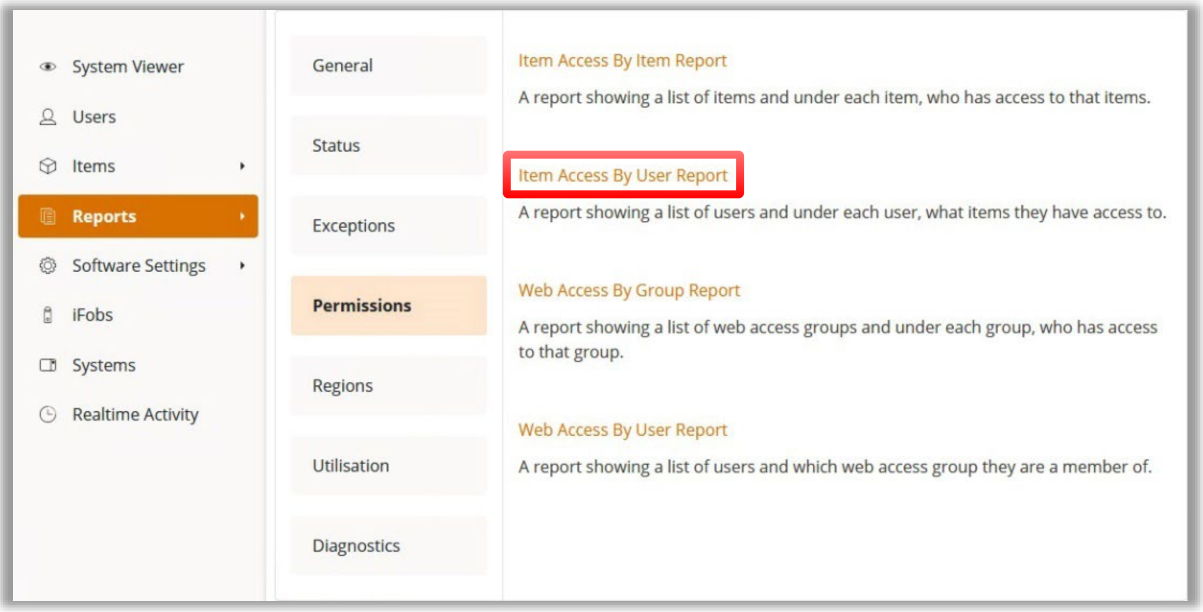
The report will automatically generate.

You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

Item Access By User Report

This report shows a list of users and under each user is what items they have been granted access.

1. Click the **Reports** tab in the Navigation Menu.
2. Select the **View Reports** tab followed by the **Permissions** tab.
3. To view the Item Access By User Report, click on the link.



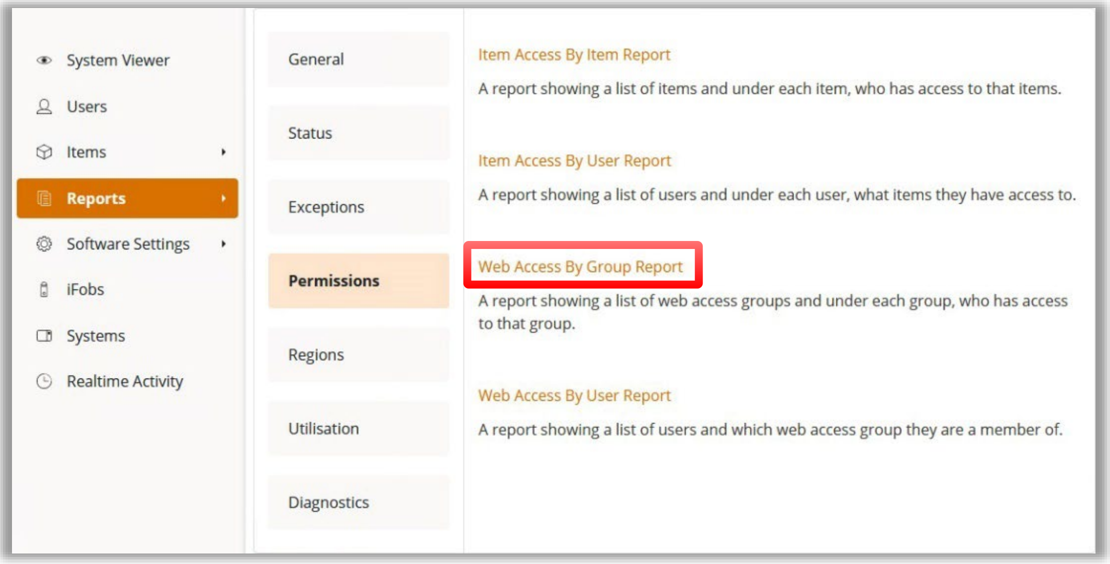
The report will automatically generate.

You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

Web Access By Group Report

This report shows a list of web access groups and the users who have access to them.

1. Click the **Reports** tab in the Navigation Menu.
2. Select the **View Reports** tab followed by the **Permissions** tab.
3. To view the Web Access By Group Report, click on the link.



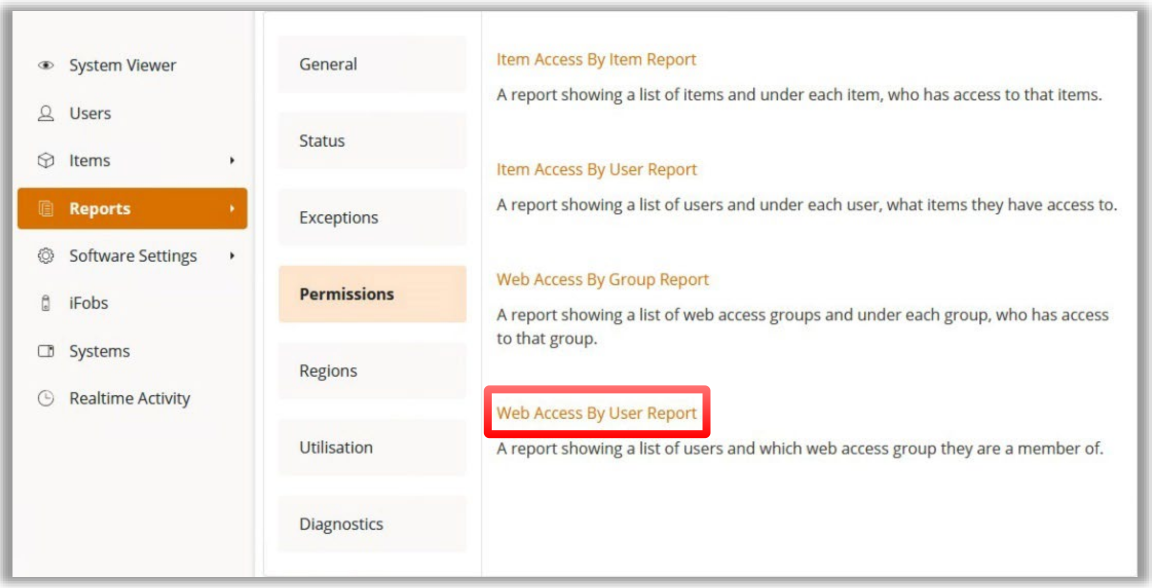
The report will automatically generate.

You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

Web Access by User Report

This report shows a list of web access groups and the users who are in those groups.

1. Click the **Reports** tab in the Navigation Menu.
2. Select the **View Reports** tab followed by the **Permissions** tab.
3. To view the Web Access by User Report, click on the link.



The report will automatically generate.

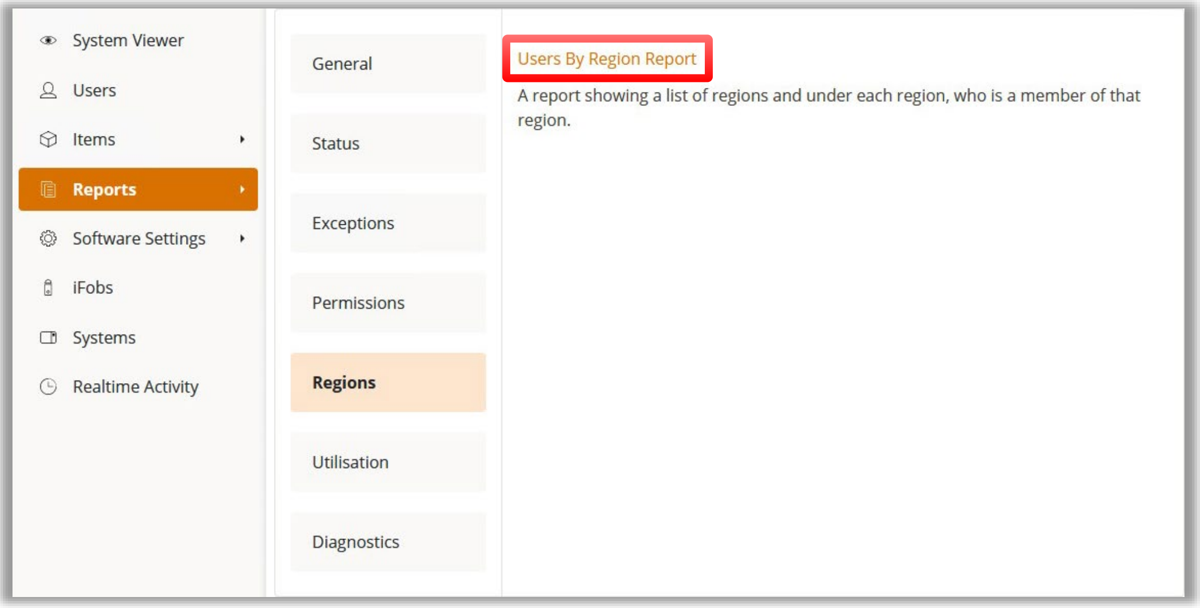
You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

7.6.8 REGION REPORTS

Users by Region Report

This report shows a list of regions and which users have access to each region.

1. Click the **Reports** tab in the Navigation Menu.
2. Select the **View Reports** tab followed by the **Regions** tab.
3. To view the Users by Region Report, click on the link.



The report will automatically generate.

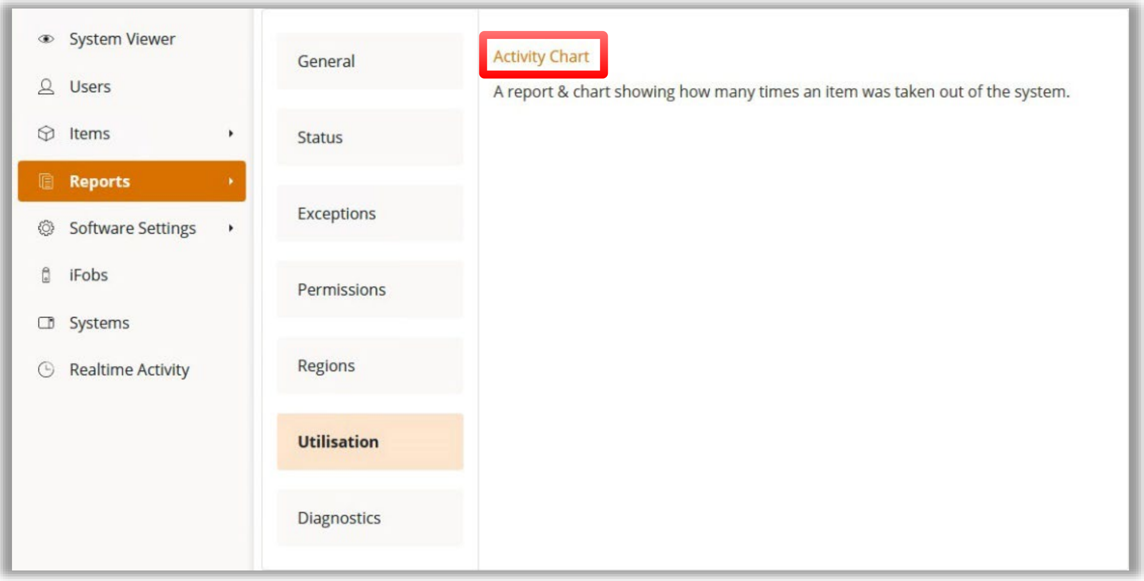
You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

7.6.9 UTILISATION REPORTS

Activity Chart

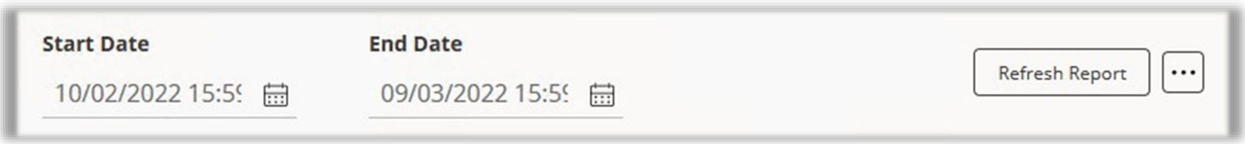
This report/chart shows how many times an item has been removed from the system.

1. Click the **Reports** tab on the Navigation Menu.
2. Select the **View Reports** tab followed by the **Utilisation** tab.
3. To view the Activity Chart, click on the link.



You will be presented with the event report page. From here, you can select the time frame you wish the report to gather information from. Selecting the start or end date will allow you to input the specific days and times for the report. See Reports Overview for further details.

After selecting the date and time, the **Refresh Report** button will update the report.



You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

7.6.10 DIAGNOSTICS REPORTS

The Diagnostics Report comprises of 2 report categories:

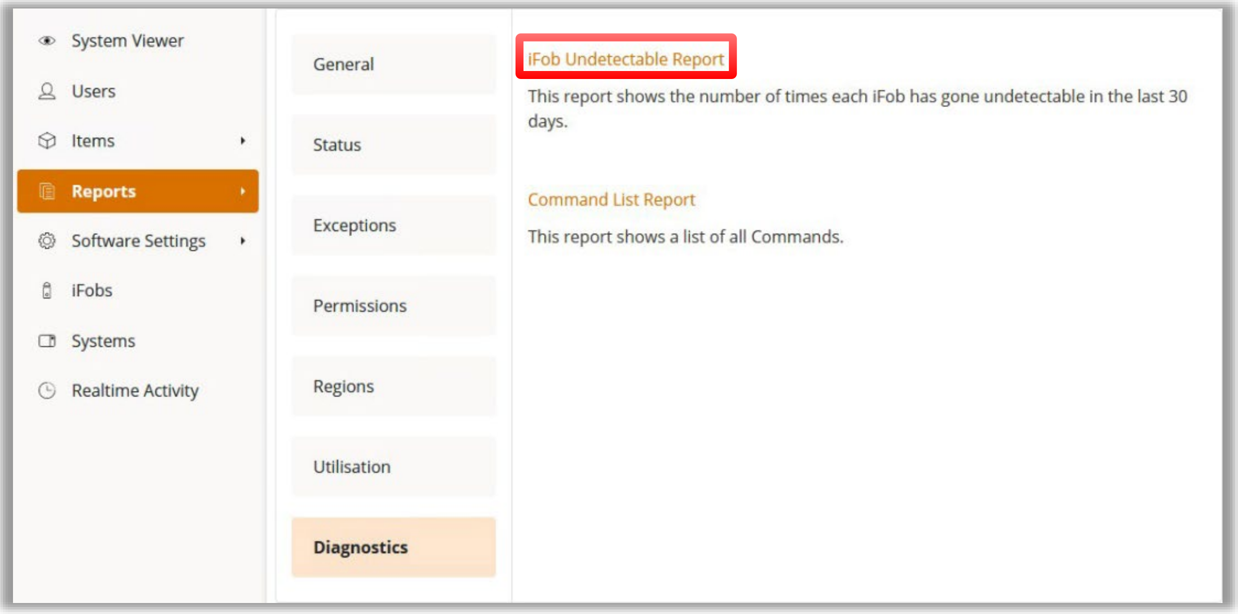
- iFob Undetectable Report
- Command List Report

iFob Undetectable Report

This report shows the number of times each iFob/item has gone undetectable in the last 30 days.

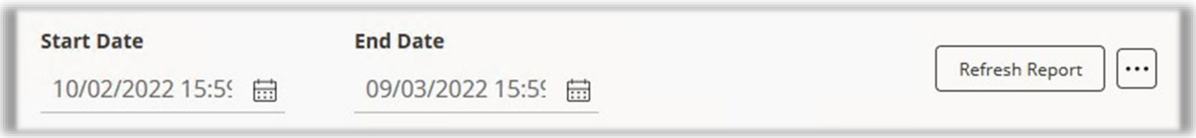
1. Click the **Reports** tab on the Navigation Menu.
2. Select the **View Reports** tab followed by the **Diagnostics** tab.

3. To view the iFob Undetectable Report, click on the link.



You will be presented with the report page. From here, you can select the time frame you wish the report to gather information from. Selecting the start or end date will allow you to input the specific days and times for the report. See Reports Overview for further details.

After selecting the date and time, the **Refresh Report** button will update the report.

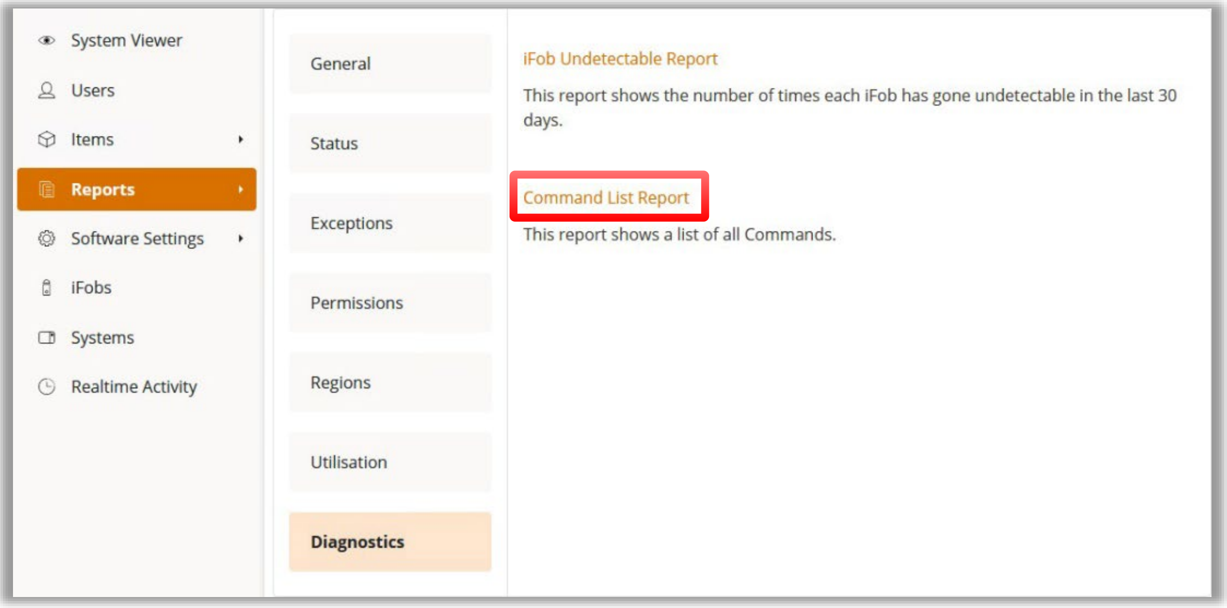


You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

Command List Report

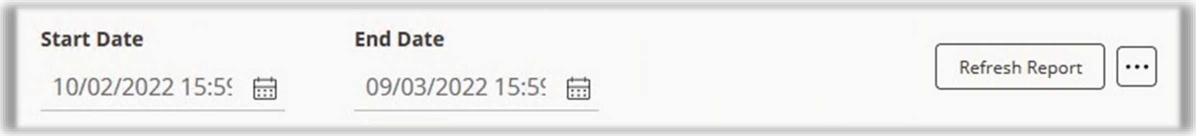
This report shows how many times an item has been removed from the system.

1. Click the **Reports** tab on the Navigation Menu.
2. Select the **View Reports** tab followed by the **Diagnostics** tab.
3. To view the iFob Command List Report, click on the link.



You will be presented with the report page. From here, you can select the time frame you wish the report to gather information from. Selecting the start or end date will allow you to input the specific days and times for the report. See Reports Overview for further details.

After selecting the date and time, the **Refresh Report** button will update the report.



You can export the report as a PDF or into an Excel Spreadsheet by selecting the Ellipsis button from the toolbar.

8. 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

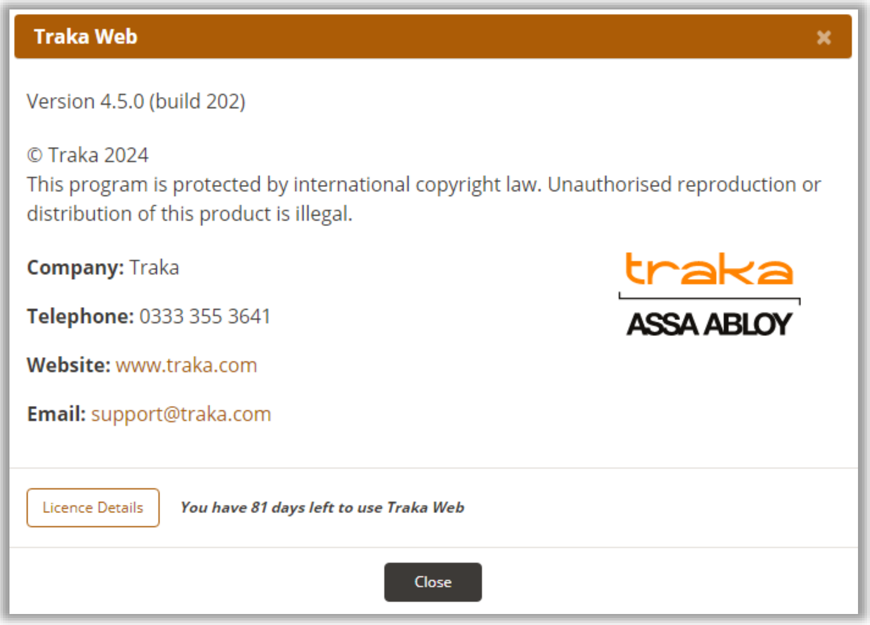
IIS (Web Front End) Support Logs:

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

9. TECHNICAL SUPPORT

If you need to contact Traka/distributor for technical support, navigate to the **Info** section found at the top of the page.

A new window will show for the following details:



Technical Support Information

Please refer to the 'Traka Contact Details' page at the beginning of this guide.

10. END USER LICENCE AGREEMENT – SOFTWARE

Please refer to the policies section of the Traka web site for the most up-to-date information concerning Traka's software EULA:

https://www.traka.com/global/en/about/policies