Users Guide

Administrator Manual

ATTI™
Advanced Tracking Technologies, Inc.

Rev.A

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Chapter 1

Introduction

The Shadow Tracker™ software system is composed of several different processes that work together to build, process and distribute the data you collect with your Shadow Tracker™ unit. This manual is used specifically for use with the Shadow Tracker™ Client/Server version.

The Client/Server version includes one or both of the conditions below:

1. It is network compatible.
2. Allows wireless downloads.

In either of these conditions your hardware setup will include two or more computers that are networked. One of the computers will be called the ATTI™ Base Unit or network server and is intended to handle the administrative functions necessary for the Shadow Tracker™ system. All other computers are workstations or clients. (In this manual we will refer to this setup as the Base Unit and Client.)

Base Unit or network server - refers to a computer that provides shared resources to network users. The Base unit or network server is where all of your remote data downloads will occur. The Base unit holds several programs that work together in file processing and security and should be overseen by a System or Network Administrator. These programs are located in the startup directory and are intended to run at all times.

Client station - refers to a computer that accesses shared network resources provided by another computer (the server). The client is where the end-user program is located and is used for reporting, viewing tracks, updating the database with company information and other end-user tasks.

This manual assumed that you have already setup the user profiles on the Base unit or network server for the operating system that you are currently running.

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- Shadow Tracker™ Software Components
- Installing the Software

Shadow Tracker™ Software Components

Software installed on the Base Unit:

Shadow Tracker™ Administrator - Used to set and maintain user security and perform other administrative tasks.
Extractor - (for wireless capability only) Obtains incoming GPS data from your Shadow Tracker™ units.
File Auto Processor - Processes incoming GPS data received from a tracking unit file into the database.
Wireless Grabber - Formats incoming GPS data prior to processing.

Software installed on the client:

Shadow Tracker™ - End-user program where most of your work will be done. Used for reporting, viewing tracks, updating the database, etc.

Installing the Software

From your network server or ATTI™ Base unit -

1. I nstall the Server : First, install the Server setup type to your Base unit or network server. The install program selects a default location where your system files will be copied. or you can choose your own. Set this path as shared so the client files can access it when they are installed. Next, map the shared path of the Base Unit or network server on each client station.

From each client workstation -

2. Install the Client: Next, install the Client setup type to the default location or your own location. Once the Client files are copied you will be prompted for the path of the Base unit or Network Server where you previously installed the Server setup.

To begin installation insert The Shadow Tracker™ CD into the CD ROM drive of your computer. Choose Run from the Windows Start menu. In the Command Line box labeled “Open:”, type the drive letter of your CD ROM drive then :\Setup. Click OK. (Do not type a space between the drive letter and the slash) An install screen will appear.

Follow the on-screen instructions for loading the program by filling in the Serial Number (CD-Key) located on the front cover of your Shadow Tracker™ CD case.

Indicate the location for your program files, click **Next** then select the appropriate setup type as described previously.

You will receive a message once Shadow Tracker™ is properly installed.

Note: If your installation package includes any program updates (usually 3 ½ inch diskettes), they should be loaded upon completion of the install in order to ensure proper program execution. Insert the diskette(s) into the floppy drive, select RUN from the Windows Start menu. In the command line box type the drive letter and :\Setup. Click OK. Your update files will then be copied to the same directory as your installation program files are located.

Chapter 2

Getting Started

Once you have installed the Shadow Tracker™ software and have setup communication between the Base unit or network server and your client stations then you must make some adjustments before you can begin collecting data and viewing tracks. This chapter discusses those administrative functions such as setting the user license, building your user database and providing security. This is usually done prior to allowing end users to access the software and collect GPS data.

Contents of this Chapter

Quick Start

Below is a guide to the steps involved in getting your new system going once the software has been loaded on each computer.

1. From the Shadow Tracker™ Administrator set the user license. See Setting the User License.

2. From a Client workstation add employee information for those users who will be accessing the Shadow Tracker™ system. See your Shadow Tracker™ Software Manual.

3. From the Shadow Tracker™ Administrator setup user security for each employee you just added. See Setting User/Group Security.

4. Validate each of your Shadow Tracker™ units. This can be done either from the Administrator or Client workstation. See Setting up your Tracking Units.

5. From a Client workstation and add vehicle and vehicle issue information. Make sure you assign a validated tracking unit to each vehicle you add. See your Shadow Tracker™ Software Manual.

6. Install the tracking units into the vehicles as issued. See your Shadow Tracker™ Hardware Manual.

7. Start all processes on the Base unit or network server. See Getting the Base unit ready for GPS Data.

8. Begin collecting GPS data with your tracking units.

Starting Shadow Tracker™ Administrator

The install program creates an entry in your Windows start menu on the Base Unit or network server. Click **START** and select the Shadow Tracker™>>Shadow Tracker™ Admin program entry.

As Shadow Tracker™ initializes you will see a LogIn screen appear. Until you have set up user security rights you will need to login as:

Username: Administrator
Password: root (lower case)
(*'s will be substituted for each typed character in the password field)

Note: The Administrator login has *complete* security access. Therefore, you will want to change the Administrator password before putting Shadow Tracker™ into production for confidentiality reasons.

Quitting Shadow Tracker™ Administrator

It is recommended that the Administrator shut down the Shadow Tracker™ Administrator program once they have completed their activities. Doing this will prevent unauthorized persons from accessing components of the system.

To exit the Shadow Tracker™ Administrator system:

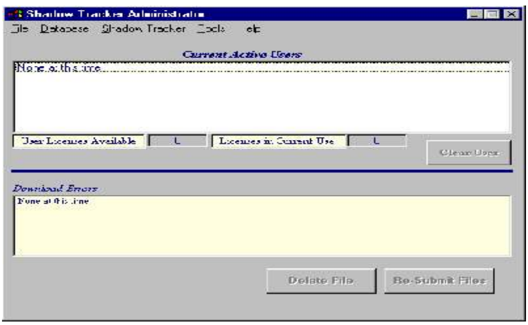
- select **File>>Exit System** from the menu bar

Setting the User License

In order to allow new users access to the Shadow Tracker™ system you will need to validate your user license using the code you received with your Shadow Tracker™ package. You will find the user validation code on the front page of your manual.

To Set Your User Licenses

1. Select **Tools>>User Administration** from the toolbar.



2. Click the **Add User License** button.

3. Enter the license code to add the user license to your system then click **OK**.

Once this is done, you can check the license by clicking the **Review License** button. From this point, any time a user accesses the Shadow Tracker™ Client system their actions are logged into the database. Those actions can be viewed from the main screen of the Shadow Tracker™ Administrator in the Current Active Users listing.

Setting User/Group Security

Now that you have validated the user license you will need to add employee names using Shadow Tracker™ client workstation software. **Note:** You only need to add those employee names that will be accessing the system. Driver names need not be added at this point.

Add Your Employees

Because you have not created additional user names you will need to add your employee names to the database. From the Shadow Tracker™ client system login using *Administrator/root.* From the toolbar select **File>>Open>>EmployeeRecords**. The Employee Records window will open. Select **File>>NewEmployee** from the toolbar. Add and save each new employee record.

Once you have created your employee names, you are ready to set up their user security. You need to decide whether user security will consist of single users and individual rights or multiple users created within a group of rights. Creating groups of users allows you the flexibility of creating users and not having to individually re-set user rights upon changes in your environment. This is useful if you have a number of users with the same system capabilities.

Create the Group

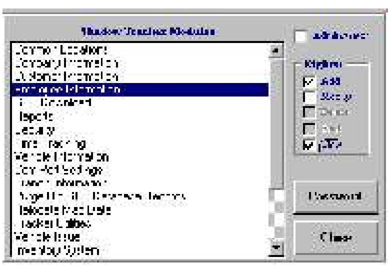
1. To add a new group to the system, select **Tools>>User Administration**. Click the **Add User Group** button.

2. Type a descriptive title for your group under User Group Name and click **Add**. Your group has been added. You can add more groups or setup user rights for this group now.

Set the Group Rights

1. Set the security rights for this group by clicking the **User Group Security** button.

2. Select a group from the list then indicate security rights for each form listed in Shadow Tracker™ Modules.



For each module set Add, Modify, Delete, Print and View rights. Some rights are not available on all modules. Select a module from the list and check the rights that apply. To go to the next module, select it from the list and check its associated rights. Close the window to save your changes.

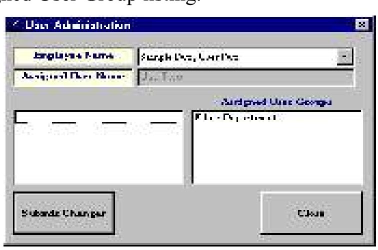
Create the User

Once you have added the employee and any groups you should assign a username and password for each employee.

1. To add a new username for an employee, click the **Add User** button.

2. You will see a list of current unassigned employees that were entered from the Shadow Tracker™ Client system. Select the employee you want and enter type a username.

3. Decide here whether the user will be part of a group or an individual. If you wish to assign the user to a group you will need to click the group name from the group listing to move it to the Assigned User Group listing.



4. Click the **Add User** button to complete the process. This employee is removed from the unassigned employee listing and is added as a valid user of the system.

Setting the Individual User Rights

If you have not assigned group rights to the user then you will need to indicate the security rights. The User Security form can be accessed from either Shadow Tracker Administrator or on the Client system. From Shadow Tracker Administrator click the **User Security** button. Choose the username and go through each module checking the associated rights. Click the **Close** button to save your changes.

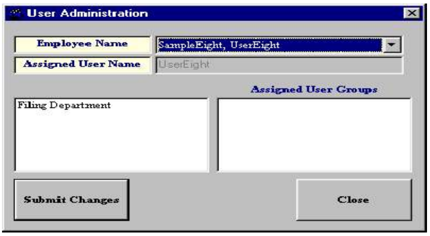
If the username is assigned group rights, the Administrator can make modifications to the rights of the individual username. Doing so will not change the group rights.

Creating a Password

In order to create a password, from the User Security window click the Password button. Type the password you want in both areas then click Save. When a username is created, a default password is also created which is the username. This default password can be changed at anytime.

View the User Name

You can now review or make modifications to a user's group by clicking the **Modify User** button, making your changes, then clicking the **Submit Changes button.**



In order to change a user group, you must first select the username you wish to assign to a new group. Next, double click on the currently assigned group shown in the Assigned User Group listing to move it back to the Group listing. Click **Submit Changes** to save. Go back to the username and double click the desired group name from the Group Listing to move it to the Assigned User Group listing. Click the **Submit Changes** button.

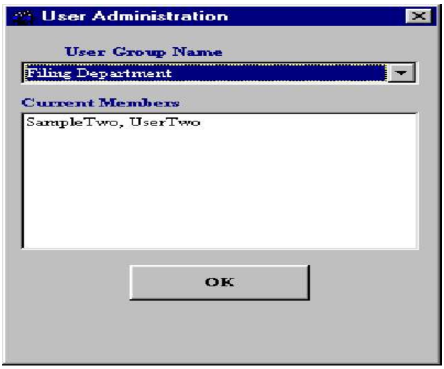
Note: If you are simply removing a user from a group and not adding them to another, double click on their current group to move it back to the Group listing and **Submit Changes**.

Changing a Username

To change a username, click the **Modify A User** button. In the box entitled User Name, you will see the current username. Click the **Change** button. A new box will appear. Fill in the username and click **OK** to save the changes.

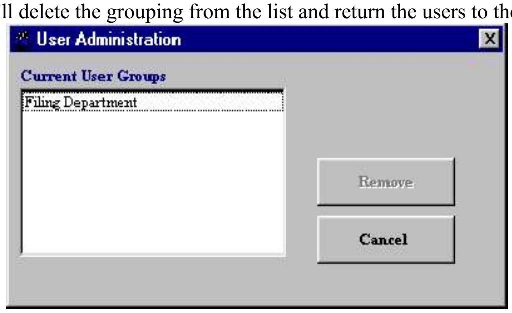
Viewing a User Group and its Members

View the members assigned to a group by clicking **User Group** from the **Tools>>User Administration** menu.

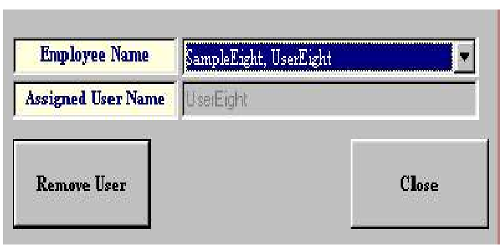


Deleting a User or User Group

To delete a user group select the **Remove User Grou**p button. Select the group and click remove. This will delete the grouping from the list and return the users to the Assign User listing.



To delete a user from the listing select the Remove User button. Select the user and click Remove User. This will remove the user from the listing and if needed from any user groups it is associated with.



Removing a user will not remove an employee from the system. It will keep them from accessing the system.

Starting the Shadow Tracker™Client

The install program creates an entry in your Windows 95 start menu on the Client computer Click START and select the Shadow Tracker™>>Shadow Tracker™ program entry.

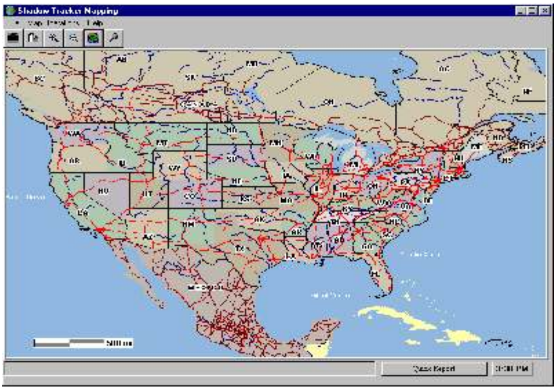
As Shadow Tracker™ initializes you will see a LogIn screen appear. Until you have set up user security rights you will need to login as:

Username: Administrator
Password: root (lower case)
(*'s will be substituted for each typed character in the password field)

Note: The Administrator login has *complete* security access. Therefore, you will want to change the Administrator password before putting Shadow Tracker™ into production for confidentiality reasons.

The Shadow Tracker™ Viewport

Once you are successfully logged in the Shadow Tracker™ viewport appears. From here, you can monitor tracking data, run a report, build your database files, and perform other administrative tasks.



In order to use the Shadow Tracker™ system you will want to add data regarding your company and related entities. This data will be used to assist in monitoring and managing your field personnel. The collection of data you enter in these areas will build your database (refer to Building Your Database). To access any of the Information screens click on **File>>Open** from the menu bar.

Quitting the Shadow Tracker™ Client

It is recommended that each user shut down the Shadow Tracker™ program once they have completed their activities. Doing this will prevent unauthorized persons from accidentally or intentionally viewing, modifying, deleting, or destroying information contained in your database.

To exit the Shadow Tracker™ system:

- select **File>>Exit System** from the menu bar

Setting User Security from the Client

You can only assign user rights from the Shadow Tracker Administrator software.

Changing a Username/Password from the Client

Users who do not have administrator rights can change their username or password when they log into the Client.   As an Administrator, you can change your password from any Client station when you log in. Select **Tools>>Security>>ChangePassword** from the menubar.

Chapter 3

Your Tracking Units

Now that you have provided your end-users with the rights they need to access the Shadow Tracker™ system you are ready to setup your tracking units. You will then begin collecting GPS data providing your end users with the information they need to manage their field personnel.

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Setting up your Tracking Units

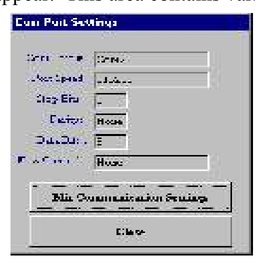
Adding your tracking units to the Shadow Tracker™ system can be done from the Shadow Tracker™ software by any user who has been given appropriate security rights or from the Shadow Tracker ™Administrator software. Below is directions for setting up a tracking unit from the Shadow Tracker™ Administrator software.

Connecting your Tracking Unit

In order to validate your tracking unit you must first connect the unit to an open communication port on your machine. (Refer to your Shadow Tracker™ Hardware manual for more information on connecting a tracking unit to your computer.).

When the tracking unit is connected make sure that the appropriate com port setting is being used by the Shadow Tracker™ Administrator software. The communication settings establish the connection between the tracking unit and the software. To check these settings access the Communication Port Settings window.

1. Click **Shadow Tracker™<<Set Communications Port** from the menu. A Set Communication window will appear. This area contains various information regarding the connection.

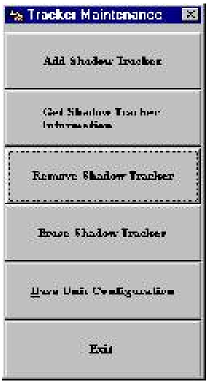


2. Click the **Edit Communication Settings** button to change the Com Port.

3. Make the change then click **Save Communication Settings**.

Note: For settings information about your computer, go to the Windows Control Panel under Setting. Click the System icon and go to the Device Manager tab. Select Ports. Verify which port is working properly. Also, the Shadow Tracker™ unit includes a 9 pin connector. Typically on a system COM 1 is a 9 pin connection and COM 2 is a 25 pin connection. A standard 9 pin to 25 pin adapter will be required if the serial port utilizes a 25 pin connector.

Validating your Tracking Units

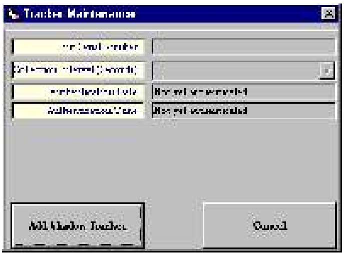


Once you have setup communication between your tracking unit and the software you are ready to begin validation. Each unit is accompanied with its own unique validation code located on the units warranty card. Validation of the unit is done from the Tracker Maintenance window.

To validate a Shadow Tracker™ unit connect the unit to the computer. Verify the communication port setting is correct.

1. Click **Shadow Tracker™>> Maintenance** from the toolbar.

2. Click **Add Shadow Tracker™**.
The Add Shadow Tracker™ window will appear.



3. From the Add Shadow Tracker™ window click the **Add Shadow Tracker™** button. The Shadow Tracker™ software will immediately attempt to connect to the unit and obtain important unique information about the unit. If it is unable to connect you will receive a message indicating why, otherwise a message will appear asking you to input a validation code for the unit.

4. Enter the validation code paying special attention to type it exactly as it reads.

5. Click the **OK** button. At this time Shadow Tracker™ will verify the validity of the code and add the attached unit information to your database upon acceptance. You will receive a message indicating whether the unit was authorized for use. If the unit was not validated a the error message will be a good indicator of what should be done to correct the problem before you try again.

Once all of your tracking units have been validated and issued accordingly you are ready to start the GPS Data collection processes on the Base unit or network server.

Getting the Base unit ready for GPS Data

From this point, you have verified that all of your tracking units are installed properly in each vehicle. In addition, each tracking unit has been validated and issued accordingly within the Shadow Tracker™ software. You are now ready to start the programs located on the Base unit or network server. These programs will process the GPS data that is collected with your tracking units.

Extractor provides the driver functions for communicating between the ATTI™ Base unit and vehicle tracking units.

Wireless Grabber obtains the GPS data file created by the Extractor and modifies it into a readable format.

Auto Processor obtains the newly formatted file and loads the records into the Shadow Tracker™ database.

Shadow Tracker Admin used to perform administrative functions necessary to keep the system in working order.

Below are the programs that are necessary to process GPS data according to your software version.

Shadow Tracker (Wireless Version)

There are four programs installed with this version:

- Shadow Tracker™ Admin
- Extractor
- Auto Processor
- Wireless Grabber

Shadow Tracker (Non-Wireless/Networked Version)

There are three programs installed with this version:

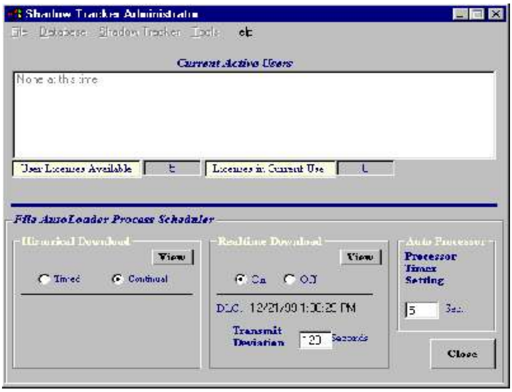
- Shadow Tracker™ Admin
- Auto Processor
- Wireless Grabber

To start these processes click each program entry from your Windows **Start** menu.

Setting up Historical/Realtime Processing

If you are using the wireless version of Shadow Tracker with realtime capabilities the Base unit is configured by default to collect historical and realtime files. You can however, makes changes to this setting.

To access these settings click the **Tools>>DataProcessingScheduler** menu item.



Historical Processing

From here you can set historical files to process on a continual basis or at a certain time. This is useful if you do not want your historical data processing to interfere with the processing of your realtime files. Because the historical files contain significantly more data then realtime they take longer to process. Therefore you may want to change historical processing to start at off-peak hours if you know you will be accessing realtime data on a daily basis and are receiving historical downloads during these hours.

Realtime Processing

You can also indicate whether you wish to process realtime data. If you will not be using the realtime coordinates then there is no need to continue processing this data. Turning off the process for realtime will then save system resources. Turning this function off does not affect historical processing in any way.

Processor Timer Setting

This setting is used to indicate the timed interval that the Auto Processor will attempt to retrieve files for processing.

Realtime Time Deviation Setting

This default setting is related to the transmit rate of the wireless tracking unit. While the data is being processed it is used to determine whether the file currently being processed is current active data. This setting may have to be adjusted if the data collection rate of your tracking units is modified. However, once the units are setup as long as the collection rate is not changed this setting should not need to be modified.

Chapter 4
Database Operations

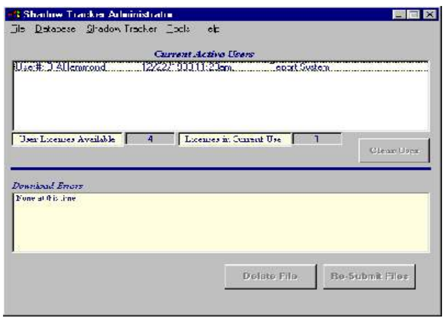
This chapter describes various administrative tasks that are necessary for assuring that the Shadow Tracker™ system is always functioning at its maximum performance. In order to understand all of the tasks involved you will periodically be referred to the Shadow Tracker™ Software Manual for instructions on events that may be carried out from the Client workstation. Some activities can be performed both from the Administrator system and the Shadow Tracker™ system however, only a user with administrator rights can access the Administrator system.

Contents of this Chapter

Clearing a Locked User

From the Shadow Tracker™ Administrator system you can view those users that are accessing the Shadow Tracker™ system. The Shadow Tracker™ system checks the number of user licenses purchased and monitors all Client stations to assure that no more than that number of users allowed are logged in to the system at one time. These users are listed as *Current Active Users* and can be viewed from the Shadow Tracker™ Administrator.

1. Open the *Shadow Tracker™ Admin* program entry from the Windows **START** menu. Only users with administrative rights can access this system. The main window will appear.



Listed under *Current Active Users* are the user names, location, date and time of all current logins that are accessing the Shadow Tracker™ system from Client stations. There may arise a time when a user is unexpectedly exited from the Shadow Tracker™ system without allowing them to log out first. If this happens the System Administrator is responsible for regaining user access by clearing that user from the *Current Active User* list. To do this:

1. Select the user name from the listing you want to clear. The **Clear User** button will become active.

2. Click the **Clear User** button removing the user from the *Current Active User* listing and clearing their entry from the database. The user can now log back into the Shadow Tracker™ Client.

Note: Further investigation from the System or Network Administrator is necessary at anytime a user receives an unexpected error from the Shadow Tracker™ software resulting in their username being locked. It should be determined what the actions were that resulted in the unexpected error and those actions should then be reported to ATTI™ Technical Support for immediate investigation and corrective action.

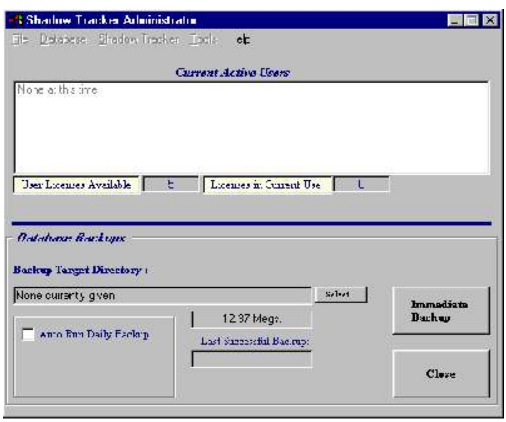
Database Backup

Before performing database maintenance it is good practice to retain a copy of your database in a safe place. To make a backup of your database….

1. Close all other Shadow Tracker Professional programs. If you are in a multiuser environment, confirm that all users have closed the database.
2. From the Database menu select Backup.
3. Decide the location for your backups. From Database Backup Location click the **Select…** button. Browse to the location then click **Set**.
4. If you are ready to perform the backup click the Backup button. You will receive a message when the process is complete.

Note: The database will be renamed with an AR# extension.

You can also request that the Administrator notify you at certain times that it is time to perform a backup. You can setup an automatic request to notify you on daily or weekly basis. Keep in mind that the Administrator program must be kept running continuously in order to receive these reminders.



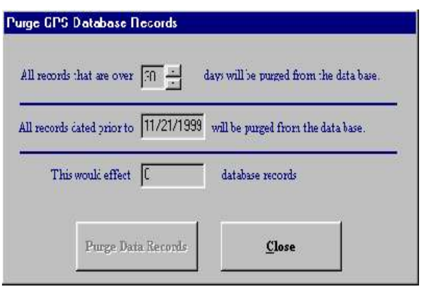
Database Purge

It is recommended that you discard unused GPS data from the database periodically. Doing this will assure efficient data processing and program response In most cases, data downloaded from your tracking units make up around 85% of the size of your database. Your database should not reach 1 gigabyte in size or damage to the database structure and/or data can occur. The size of your database is displayed in the Message Board of the Administrator program. You will be cautioned when your database starts to reach a questionable size.

To make sure you are getting the true database size you can at anytime perform a compact on the database. This will delete unused space and reduce the database down to its smallest size.

If you wish to keep all of your data for furture reference then your best bet is to make a copy of your database and place it in a safe location. This way, you will always have those records available in the future. You can later connect to your backup database if you need to view archived records.

To purge unused data from your database, from the toolbar select **Database>>Database Purge of Old Records**. Indicate the records you wish to discard then click **Purge Data Records** to delete them.



Database Compact

Data in your program is constantly being added, evaluated and rearranged. Your database can become fragmented and use disk space inefficiently. Compacting the databasae makes a copy of the database and rearranges how the data file is stored on disk. At anytime, especially after you purge data, you can perform a compact on your database to release disk space so your program runs more efficiently.

To compact your database:

1. Close all other Shadow Tracker programs. If you are in a multiuser environment, confirm all users have closed the database.

2. From the **Database** menu select **Compact**. Click the **Start** button. You will see a message indicating the repair is in progress and a "Compact successfully complete" message when the compact is finished.

You can verify your compact was successful by comparing the size of the database before your compact with its current database size.

Database Repair

For various reasons your database may become damaged. For example, if you are processing GPS files and the power to your computer is lost or if your Operating System crashes while the program is trying to access the database. A problem with the database may be detected when you try to open a program or try to access a certain set of records. If your program behave unpredictably, it may be because data or your database is corrupt.

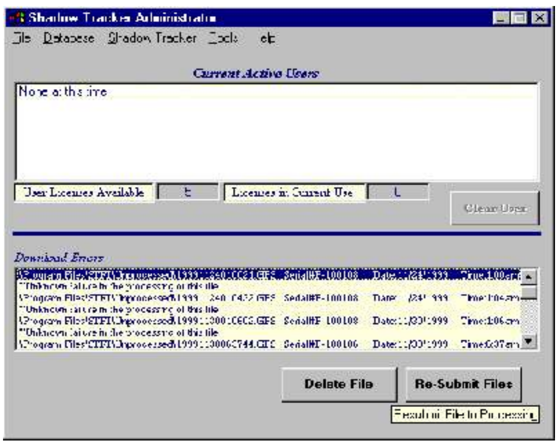
To repair your database:

1. Close all other Shadow Tracker programs. If you are in a multiuser environment, confirm all users have closed the database.

2. From the Database menu select Repair. Click the Start Repair button. You will see a message indicating the repair is in progress and a "Repair successfully complete" message when the repair is finished.

Handling Download Errors

All GPS Data that is retrieved from a tracking unit is processed by the AutoProcessor program.
Before these records are added to the database they must be associated with a validated unit and current vehicle/driver issue record. If any of the records do not qualify all of the GPS data is handled as a download error. These error files can be detected from the Administrator listed under Download Errors. This area should be monitored by the System or Network Administrator on a scheduled basis to assure that any errors are handled and processed back into the database.



Each Download Error consists of the file location, file name, serial number of the associated tracking unit, date/time of the download and a descriptive message of the reason the data was unable to process, if this can be determined. The Administrator should determine the reason for the error and correct the problem before attempting to resubmit the file(s) for processing. Otherwise, the file(s) can be deleted resulting in lost data.

Note: When deleting or resubmitting files ALL files are considered. Therefore, if you plan to resubmit your file(s) for download you must attempt to correct the problem of each file before resubmitting.

To delete or resubmit files:

1. Select the file listing from *Download Errors*. The **Resubmit Files** and **Delete Files** buttons will become enabled.

2. Select the appropriate action.

About MapData

The Shadow Tracker™ system uses certain system files for presenting street level data. If this data is not available when the Shadow Tracker Client is opened you will not be able to view street data. When the user zooms the map for more detail the map will show a yellow background with no street names or graphics.

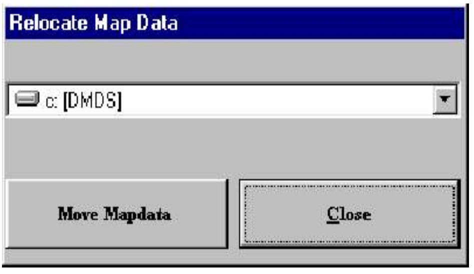
These files are copied to the network server or ATTI™ Base unit. You can relocate these files using the Move MapData function located under **Tools>>Relocate MapData** of the System Administrator. Each Client workstation must use the same MapData information location. Therefore, if these files are moved as each Client station is accessed the user will be prompted for the new MapData location.

To relocate your MapData files:

1. Click **Tools>>Relocate Map Data** from your toolbar.

2. Select the drive and location for the files to be moved.

3. Click the **Move MapData** button. By moving these system files to another drive you can free up your CD-ROM drive for other uses. Do not relocate the MapData files without using the Move MapData operation. Program failure will result.



Setting the Data Collection Rate

The data collection rate is the time interval in which the tracking unit will collect and log a GPS coordinate. The default collection setting is 10 seconds. The data collection rate can be adjusted on the Shadow Tracker Performer, Shadow Tracker Pro and Shadow Tracker Jr. tracking units. Once the unit has been validated you can change its collection rate. You cannot re-set the collection rate of a wireless unit.

The following settings are available:

every 3 seconds
every 7 seconds
every 10 seconds
every 15 seconds
every 20 seconds
every 30 seconds
every 45 seconds
every 60 seconds
every 90 seconds
every 120 seconds

To re-set the Data Collection Rate

1. Connect the unit to your computer and click **Shadow Tracker>>Maintenance>>Add Shadow Tracker** from the menubar.

2. From the Add Shadow Tracker window select the data collection rate from the listing and click the **Add Shadow Tracker** button.

The rate will be changed in the unit and the unit will be reset. To view your change go to **Get Shadow Tracker Information** window.

The Administrator Checklist

This is a routine checklist of items that should be overseen by the System or Network Administrator to assure that the Shadow Tracker system functions at its best performance.

Database Maintenance

- Purging old data
- Compacting and Repairing the database
- Routine backups

Download Errors

- Routinely check the Download Error window for data that needs to be resubmitted.

Checking the Base unit directories for file backlogs

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User Guide
Manual Number: M-21132
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