

This document provides detailed instruction with regard to downloading and extracting the GigaTrak application files embedded in the [\\*.zip](#) file link provided in your GigaTrak Order Acknowledgement Letter.

A Sample *Order Acknowledgement letter* is found in Appendix A, at the end of this document.

**First, select (click on) the download link directly from your Order Acknowledgement Letter (OAL):**

This link is located towards the end of the OAL

**Download Link Information (sample):**

GigaTrak XYZ Basic (GigaTrak product)

Licenses: 1

Version: 1.16.1

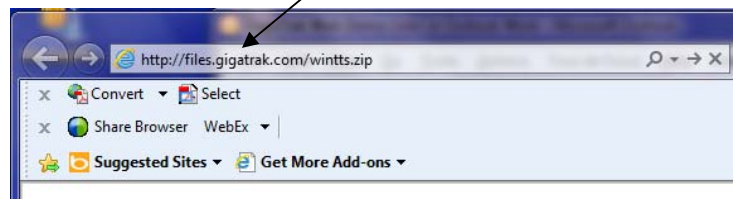
Customer ID: CUSTID

License Key: N123-Y987-Z456-W321

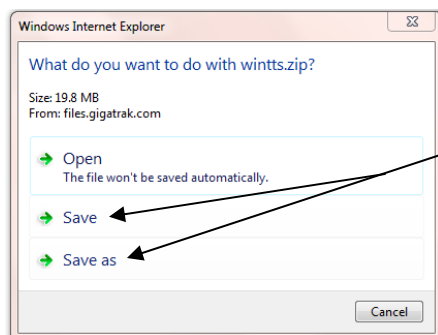
[http://files.gigatrak.com/XYZ\\_xyz1.zip](http://files.gigatrak.com/XYZ_xyz1.zip)

Password: xyzgiga

**OR, enter it directly into your web browser:**



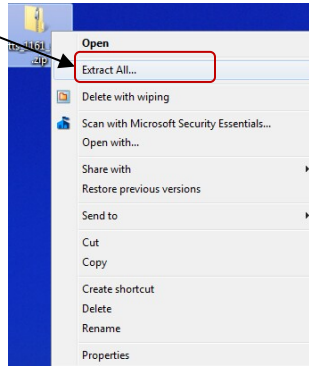
The following window appears. Select Save or Save as to download the \*.zip file to your computer:  
(Just remember where you save it.)



**This will download your software application; so, ONCE DOWNLOADED, KEEP THIS ZIP FILE IN A SAFE PLACE.**

Next, locate the \*.zip file on your computer and Right Mouse Click on it. The following drop down selection appears:

Select "Extract All"



A "password" will be requested. This will be the "password" noted below the original \*.zip file link:

**Download Link Information (sample):**

GigaTrak XYZ Basic (GigaTrak product)

Licenses: 1

Version: 1.16.1

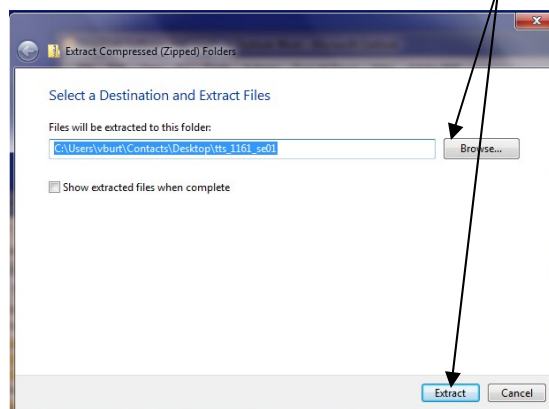
Customer ID: CUSTID

License Key: N123-Y987-Z456-W321

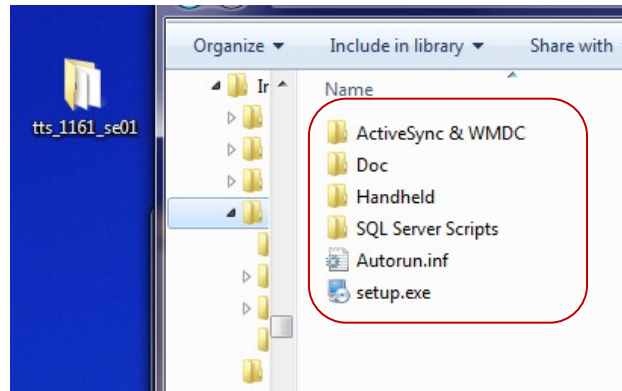
[http://files.gigatrak.com/XYZ\\_xyz1.zip](http://files.gigatrak.com/XYZ_xyz1.zip)

Password: xyzgiga

Select the destination where you want extracted files to be sent:



Once extracted, the file folder should have the same name as the original \*.zip file, and the folders within will be as follows:



The resulting folders contain the following:

**ActiveSync & WMDC** – Windows communication software used to synchronize (download/upload) data from the mobile handheld terminal to the GigaTrak PC application software.

It contains:

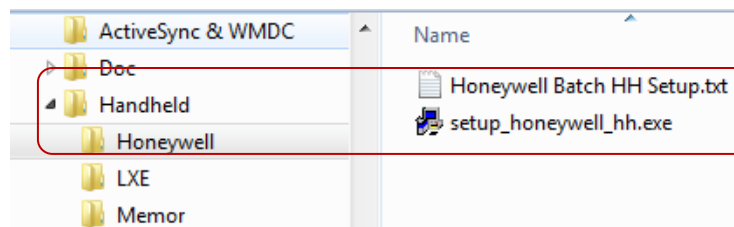
- **activesync\_setup.msi** (install this file if your PC operating system is Windows XP or Vista)
- **drvupdate-amd64.exe** (install this file if your PC operating system is Windows 7, 64-bit)
- **drvupdate-x86.exe** (install this file if your PC operating system is Windows 7, 32-bit)

**Doc** - This folder contains support documentation for the GigaTrak software, and for the handheld data terminal.

**Handheld** – This folder contains the Client software that needs to be installed on any handheld data terminal purchased to use with the software.

It will typically contain a folder with the name of the manufacturer of the terminal purchased; and, either a “batch” or “wireless” software option.

EX:



**SQL Server Scripts** – These files are required ONLY if you are using SQL as your software database. (*Instructions for installing these files can be found in the GigaTrak Install document, located in the DOC folder, or on the GigaTrak website.*)

Setup.exe – This is the file you will simply double-click on to run and install your GigaTrak application.

**Follow the instructions provided in the GigaTrak \* Install.pdf file, located in the Doc folder, to install your product.**

**Once installed, be sure to Register your product with the IDENT and License Key provided:**

**Download Link Information (sample):**

GigaTrak XYZ Basic (GigaTrak product)

Licenses: 1

Version: 1.16.1

Customer ID: CUSTID

License Key: N123-Y987-Z456-W321

[http://files.gigatrak.com/XYZ\\_xyz1.zip](http://files.gigatrak.com/XYZ_xyz1.zip)

Password: xyzgiga

# APPENDIX A

## Order Acknowledgement

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Thank you for purchasing GigaTrak Software! At the end of this email, you will find the download link, unlock password, and your user registration license.

Our off-the-shelf solutions are used by many companies, businesses, and individuals that need to manage and monitor the use and location of their assets and inventory. They also allow for customization to adapt to specific business requirements.

**Before downloading and installing your new product, please review the instruction list below:**

- Create a "GigaTrak" folder on your PC or Server and download the product by clicking on the web link provided. This will download a zip file, so you will need to extract the contents. To do this, double-click on the downloaded zip file and extract the contents to the GigaTrak folder. You will be prompted to enter the unlock password.
- Reference the Install manual for specific installation instructions. This manual is located in the "Doc\GigaTrak TTS" folder.
- To use an Access database, no prerequisite steps are required, as the Access database setup is embedded in the installation.
- To use an SQL Server database, you will need to have an SQL server pre-installed on either the standalone PC or the Network Server. Follow the instructions in the appendices to optionally install SQL Server and to create the database.
- If any hardware (printer, tethered scanner, mobile handheld unit) was purchased with the system, these will require separate setup and configuration.
- Print this email and file it in a safe place.

**Assistance/Support:**

- Online video support, along with user manuals, is available for our users at [www.gigatrak.com](http://www.gigatrak.com) by selecting the Client Center button. UserName: [gigatools](#) Password: [gigatools](#)
- GigaTrak offers free technical support for 90 days from the date of purchase, or longer if you purchased an extended support agreement.
- If you require technical assistance, or encounter any issues with the installation, please contact GigaTrak Technical Support at 262.657.5500, or email [support@gigatrak.com](mailto:support@gigatrak.com).
- You must schedule your complimentary online, guided training within 90 days of purchasing the product. To do so,



## Supplement GigaTrak File Installation from Download License/Key Link

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contact GigaTrak at 877.204.9237, or email [training@gigatrak.com](mailto:training@gigatrak.com) .

### **Additional Notes:**

- Global Logon for Update Downloads and Special Setup Options Configurations: User Name: **ADMIN** Password: **ADMINUSER**

- Handheld application password (if applicable): [gigatools](#)

- Images linked in the application can be in the following formats: \*.bmp, \*.gif, & \*.jpg. Other documents, purchase info, user or service guides can also be attached.

### **Download Link Information (sample):**

GigaTrak TTS Basic (or other GigaTrak product)

Licenses: 1

Version: 1.16.1

Customer ID: CUSTID

License Key: N123-Y987-Z456-W321

[http://files.gigatrak.com/tts\\_xyz1.zip](http://files.gigatrak.com/tts_xyz1.zip)

Password: [ttsigma](#) (for TTS); for ATS: [atsigma](#), for STS: [stsigma](#)

Again, thank you for your purchase! We'd like to hear from you as to how the product performs and if there are any recommendations or suggestions for improvements that can be made to make our product even better.