



TTS/ATS UPDATE INSTRUCTIONS (ON-PREMISE)

UPDATE ELIGIBILITY

In order to receive the latest updates to your GigaTrak application, an active support agreement is required. Once you have an active support agreement, you can log in as the default Admin login and go to Help -> Check for Update. The application will tell you if an update is available for you or if you are on the latest version.

If you receive an error when checking for update, you may be on an older version before we disabled outdated versions of TLS for security purposes and will need an update.

If an update is available to you, GigaTrak can provide a download link to the software updates.

PC APPLICATION

Requirements: Administrator access to the PC

On any PC that already runs the ATS or TTS application, download and extract the ZIP file from the provided link. Right click it and select Extract All, then enter the password provided.

Open the extracted folder, and run the setup as administrator. The setup should point to where the application is already installed, updating it for you. If it points to an old installation location, contact GigaTrak support for assistance.

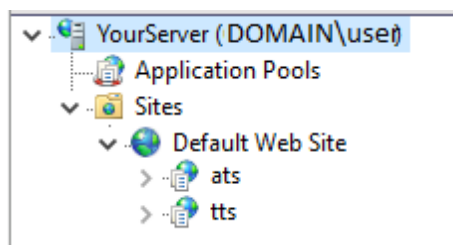
If any end-users are receiving errors after the update, repeat the update process on their PC to register any missing local supporting files that were included in the update.

DEVICE SERVICE AND WEB

Requirements: Administrator access to the machine with IIS installed that is hosting the Device Service. If you do not know which machine is the host, open the TTS or ATS application on a working mobile device and go to Options -> Connection Settings. If you look at the Web Service Location, The server's name or IP Address will be listed after the http://

LOCATE THE PHYSICAL PATH OF THE DEVICE SERVICE FILES

Open IIS, and expand Sites on the left side, then expand Default Web Site. Locate the application you have hosted and select Basic Settings from the top right corner of IIS. Note - this will be either tts or ats by default, depending on which product you have.



The physical path will be listed here – that is where the files are that need to be replaced to update the Device Service.

The screenshot shows the 'Edit Application' dialog box. At the top, it says 'Edit Application' with a question mark and a close button. Below that, there are two fields: 'Site name: Default Web Site' and 'Path: /'. Underneath, there are two sections: 'Alias:' with a text box containing 'tts', and 'Application pool:' with a dropdown menu showing 'DefaultAppPool' and a 'Select...' button. Below these is 'Example: sales'. The 'Physical path:' section has a text box containing 'C:\Data\Web\tts' and a browse button (...). At the bottom, there are two buttons: 'Connect as...' and 'Test Settings...'. There is also a checkbox for 'Enable Preload' which is unchecked. At the very bottom, there are 'OK' and 'Cancel' buttons.

DOWNLOAD AND COPY THE DEVICE SERVICE FILES INTO THE PHYSICAL PATH

If you have not done so already, download and extract the ZIP file containing the update files with the provided password.

If you have ATS, you need to copy the files from the Device Service folder. If you have TTS, you need to copy the files from the Mobile Web Portal folder.

Open the Mobile Web Portal/Device Service folder and delete the web.config file, if it exists. The web.config file points the Service to your database and should not be replaced.

Copy the rest of the files from the Mobile Web Portal/Device Service folder into the Physical Path you identified above, overriding the files that are already present.

TESTING THE CONNECTION

If you wish to test the connection, you can go to your respective test site – all you need is the server's name or IP address and application name which can be found within IIS. Then go to one of the following.

TTS: <http://yourServerOrIPAddress/tts/test.aspx>

ATS: <http://yourServerOrIPAddress/ats/test.aspx>

SETTING UP THE PC APPLICATION QR CODE (TTS ONLY)

After the test comes back successful, you can enter the Host address into the PC application to make it easy for all future mobile devices to connect to the application.

On the PC application, open up the application and log in as the default admin login (default credentials: admin/adminuser) and go to File -> Device Administration -> QR Generator.

In the box for Service Location, enter one of the following then click on Generate Barcode to save the settings.

TTS: <http://yourServerOrIPAddress/tts/Mobile.asmx>

In the future, if you print this barcode, mobile devices can scan the barcode to automatically be connected to the Device Service.

MOBILE APPLICATION

Requirements: Access to the Google Play store or Apple Store on your device

Normally, the Mobile application automatically updates. If you have disabled automatic updates or want to make sure you are on the latest version, open the Google Play store or the Apple store and search for GigaTrak. Once you go to your application (either ATS Mobile or TTS Mobile depending on your product), tap the Update button if it exists – if it says Open, you are on the latest version of the Mobile Application.