

BACKTRACK[®] 5

Asset and Inventory Tracking Software

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PRODUCT RELEASE NOTES



BACKTRACK® Version 5.0

BACKTRACK 5.0 asset and inventory tracking software offers new features and device support that make it easier than ever to track the exact location, movement and usage of any item accurately and efficiently.

BACKTRACK 5.0 delivers fixes and corrections and support for new devices that have been added since the release of version 4.5. This release note documents the features and corrections made in version 5.0.

New Features

- **Added Database Support** - Backend database support now includes Microsoft SQL Server 2000, SQL Server 2005, SQL Express 2005 and Microsoft Access, in addition to existing support for Microsoft Visual FoxPro.
- **New Mobile Device Support** - In addition to continuing support for legacy DOS-based portable data terminals (PDTs), support has been added for several new Windows mobile devices (see PDT/Mobile Device Support section).
- **Label Designer Support** - The BACKTRACK 5.0 Label Design module now works with all TEKLYNX label design programs (CODESOFT, LABEL MATRIX, LABELVIEW). The label design program is a separate installation on its own CD.

Supported label design programs:

- CODESOFT Enterprise edition, version 8.00.08 or higher
 - LABEL MATRIX PowerPro edition, version 8.00.05 or higher
 - LABELVIEW Gold edition, version 8.10.00 or higher
- **HTML Export Options** - You can now export tracking data in HTML format.
 - **Enhanced Password Protection** - Updated password protection options.

Mobile Device/PDT Support

For the latest list of supported mobile devices and portable data terminals (PDTs), go to <http://www.teklynx.com/backtrack/devices>.

The following Mobile Devices were tested with BACKTRACK 5.0:

- PSC Falcon 4420 (Windows Mobile 5.0)
- Symbol MC50 (Mobile PocketPC 2003, Win CE 4.1)
- Symbol MC70 (Win CE 5.0)

- Symbol PPT8800 (Mobile PocketPC 2003, Win CE 4.1)
- Symbol MC9090 (Mobile PocketPC 2005, Win CE 5.0)
- Teklogix Workabout Pro (Mobile PocketPC 2003, Win CE 4.2)
- Unitech HT660 (Win CE 5.0)
- Unitech PA600 (Windows Mobile 5.0)
- Unitech PA960 (Win CE 4.2)

Mobile Devices - Supported Operating Systems/Processors

- Windows CE .NET 4.1
- Windows CE .NET 4.2
- Windows Mobile 2003
- Windows Mobile 2003 SE
- Windows Mobile 5.0 (with some restrictions; see Prerequisites listed below for more information)
- Any Windows mobile device with an ARM processor, including MIPs, Hitachi SuperH (SH3, SH4) and Intel x86 processors

Prerequisites for Windows Mobile Devices:

For mobile devices driven by Windows CE higher than version 4.2 SE (4.2 .Net, CE 5, Mobile 5 and so on), in order for the sync process to work properly with BACKTRACK, you must upgrade the device settings using the following steps:

1. Install Microsoft .NET Compact Framework 2.0 on the device. It can be downloaded from the Microsoft web site:
<http://www.microsoft.com/downloads/details.aspx?familyid=0c1b0a88-59e2-4eba-a70e-4cd851c5fcc4>
2. Install the ADOCE 3.1 drivers. The cab file for the ADOCE setup can be found at:
<http://www.nlpark.com/supportfiles.aspx>

For Symbol devices, download the CAB file for the ARM processor (<http://www.nlpark.com/downloads/ADOCE31.ARM.CAB>), copy it to the device, and start setup from the device.

Note: The .NET Compact Framework must be installed before the ADOCE setup.

3. Verify that the following 3 entries are present in the registry of the device:
HKEY_LOCAL_MACHINE\Security\Policies\Policies\00001001 = 1
-> change default value from 2 to 1

HKEY_LOCAL_MACHINE\Security\Policies\Policies\00001006 = 1

-> change default value from 2 to 1

HKEY_LOCAL_MACHINE \Security\Policies\Policies\0000101b = 1

-> add this key (DWORD type) if not present and set value to 1

These registry keys must be updated on the device in order to work with BACKTRACK. The registry keys must be set before the application is programmed from BACKTRACK (i.e., program the application again, and then do data retrieval).

Supported DOS-Based Legacy PDTs

Note: None of the devices listed below support 2D scanning.

- Brady DLT 8
- Brady DLT 16
- Compsee Apex II
- Compsee Apex III
- Denso BHT-5000 (32 key)
- Denso BHT-6000 (26 key)
- Denso BHT-7000 (32 key)
- Denso BHT-8000 (28 key)
- Dynasys 2001
- Hand Held Products Dolphin 7200 Numeric keypad
- Hand Held Products Dolphin 7200 Alphanumeric keypad
- Opticon PHL2700
- Opticon PHL2700 RFID
- Percon Falcon 310
- Percon Falcon 320
- Percon Falcon 330
- Seal PDT 3100 (35 key and 46 key)
- Seal PDT 6800
- Symbol PDT 3100 (35 key and 46 key)
- Symbol PDT 3805
- Symbol PDT 6800
- Unitech PT600
- Unitech PT700

Fixes and Corrections

- Fixed issue with Check Out transaction where the “Use the following data for all remaining items selected for check out” option was not saving with this check box selection as the default.
- Fixed issue with checked out item having system quantity of 0 (correct) but when a physical inventory is run, it shows the item having a system quantity of 1, which is not correct.
- Added ability to include the Source Location and Target Location as fields that can be used within reports (previously, only the Target Location was available).
- Fixed issue occurring when you have “Archive Checked Out Items” selected and then select a Checked Out item to change the status, but the status was not changing.
- Fixed issue with Custom Receipts for transactions where the selected report and/or label was not printing.
- Fixed issue where the “Add duplicate new items” option was not working correctly for inventory applications. If specifying a quantity when adding duplicate items, it now adds the quantity correctly.

Known Issues

- **Command Line Functionality:** Command line functionality is not supported in version 5.0.
- **Viewing Relations and Print to .TXT File:** After completing a View Relations transaction, if you select the option to print to a .TXT file, the resultant text file is empty.
- **Customized Receipts:** If you have customized receipts (reports or labels) set up to print after transactions are completed, if you later edit the application using the wizard, it reverts back to printing the default receipt. The workaround for this issue is to reset the custom reports and/or labels in the Customize Receipts dialog box.
- **.XML Issue with Access as Backend Database in Win XP:** Under Windows XP, if you are using Microsoft Access as the backend database type for BACKTRACK, it is not possible to import data from an .XML file.
- **No Keyed Access Database When Printing through BACKTRACK:** In the label designer, if you have attached an external database and set it up to used keyed access, when you print through BACKTRACK it does not prompt for the key field (so keyed access will not work when printing through BACKTRACK).

- **LABEL MATRIX as Label Designer - Converting Older Labels:** If you are using LABEL MATRIX as the installed label design program and you have older labels that were created in a previous version of BACKTRACK, these labels can be converted and used in the current version of BACKTRACK. When you open the older labels in the current BACKTRACK label designer (in this case, LABEL MATRIX), the fields that are linked to a BACKTRACK database will have a "Database" data origin. In order for these fields to successfully link to the BACKTRACK database in the current version of the software, you will need to edit each field and change its origin to "Keyboard Input." (See the BACKTRACK User's Guide or online Help for information on setting up LABEL MATRIX fields for mapping.) Once the fields' data origins have all been changed to Keyboard Input, then all you need to do is map the label fields to the corresponding fields in the BACKTRACK database. (See the BACKTRACK User's Guide or online Help for information on mapping label fields to BACKTRACK fields.)
- **Mobile Devices Configuration:** See the "Mobile Device/PDT Support" section for a listing of prerequisites for Windows mobile devices.
- **RemoteLink Add-On Module:** The RemoteLink add-on module is for use only with DOS-based legacy PDTs. In order to use an older RemoteLink installation with BACKTRACK 5.X, you will need to copy the RemoteLink executable (RemoteLink.exe file) and protection libraries to the older version folder and then run the newly updated RemoteLink.exe file.
 1. View the contents of the BACKTRACK 5.X CD using Windows Explorer.
 2. Browse to the CD's **Software > RemoteLink 5.0 Upgrade** folder and copy all files and folders contained within the RemoteLink 5.0 Upgrade folder.
 3. Now browse to the older RemoteLink installation folder and paste all files into this folder. You will be asked if you want to replace files – click **Yes**.
 4. Once the paste operation is complete, the files have been successfully updated. Run the newly updated **RemoteLink.exe** file to use the updated RemoteLink program with BACKTRACK 5.X. (Note: If the Activation Wizard appears, you will need to enter a new RemoteLink activation code.)
- **Network Client Error with Access and Visual FoxPro Installs:** If installing a Network Client with Access or Visual FoxPro selected as the database type, the following error may appear during installation: "Error 1706. No valid source could be found for product BACKTRACK 5.0. The Windows Installer cannot continue." In most cases, this error occurs if setup is run from a network location and the user does not have full read/write/execute permissions on this location, or if setup is run from a removal media drive.

This is actually an InstallShield error and does not affect your BACKTRACK installation. The workaround is to copy the Setup.exe file to a local drive and run the install from a local drive instead of a network/removable drive.

More information on this issue can be found on the following InstallShield and Microsoft Web sites:

<http://support.installshield.com/kb/view.asp?articleid=Q107140>

<http://support.microsoft.com/kb/299803/>

- **Network Setup Issues Under Win 2000 Server, Win XP or Win Server 2003**

For a Network Setup with the BACKTRACK Full version running on a computer under Windows 2000 Server, Windows XP, or Windows Server 2003, the Network version (network client) computer may receive an “Unable to load license libraries...” error on startup.

To provide access to the license libraries you must configure security Permissions and DCOM settings on the computer that is running the BACKTRACK Full version. Once you have done this using the appropriate steps below, then go to the computer where the Network version will be installed and run the BACKTRACK setup program. Then on the Select Network Location step, browse to select the shared Full version folder.

Note: The steps below vary depending on the platform and if running under Windows Domain or Windows Workgroup.

If the Full version computer is running under Windows XP or Windows Server 2003:

1. From the Windows main menu click **Start**, then **Control Panel**, and then **Windows Firewall**. The Windows Firewall dialog box appears.
2. If the Firewall is turned on:
 - a. On the **Exceptions** tab, ensure that the **File and Printer Sharing** check box is selected.
 - b. Click **Add Program**, then click **Browse** and select the **TkxCnxBt.exe** file in the BACKTRACK root folder. Click **OK**.
 - c. Click **Add Port**, enter any name in the **Name** field (for example, DCOM Port) and **135** in the **Port number** field, and then click **OK**.
 - d. Click **OK** to close the Firewall window and apply changes.

If both the Full version and Network version computers are members of Windows domain:

1. Log on to the computer that is running BACKTRACK Full version under an account that has Local Administrator privileges.
2. Ensure that the BACKTRACK root folder is shared and the Network user account has **Full Control** sharing and security permissions on it.
 - a. In Windows Explorer, locate and select the BACKTRACK root folder in the folders tree.

- b. If the computer is running under Windows XP, ensure that the **Use simple file sharing** option is NOT set for BACKTRACK root folder – in Windows Explorer choose **Tools > Folder Options** from the menu, click on the **View** tab, scroll to the bottom and clear the check box next to **Use simple file sharing** if it is checked and click **OK**.
- c. In Windows Explorer, right-click on the BACKTRACK root folder and choose **Properties**. Click on the **Sharing** tab and select the **Share this folder** option if it is not already selected.
- d. Click the **Permissions** button. If the name of the user that is running the Network version is not present in the permissions list, click the **Add** button and type in the user name that is running the BACKTRACK Network version, and then click **OK**.
- e. Ensure that the **Full Control** permissions check box is selected for the Network user account and click **OK**.
- f. Click on the **Security** tab and repeat the steps **d** and **e**, and then click **OK** to apply changes.

If the Full version computer is running under Windows XP or Windows Server 2003:

1. Click **Start**, then **Run** in the Windows main menu, type **dcomcnfg** and press ENTER. The Component Services window appears.
2. In Component Services, expand **Component Services**, expand **Computers**, and then expand **My Computer**.
3. On the toolbar, click the **Configure My Computer** button. The My Computer dialog box appears.
4. In the **My Computer** dialog box, click the **COM Security** tab.
5. Under **Launch and Activation Permissions**, click **Edit Limits**. The Launch Permission dialog box appears.
6. Click the **Add** button, in the field **Enter the object names to select**, type the user name that is running the BACKTRACK Network version (use the **Check Names** button for validation or **Advanced** button for search), then click **OK**.
7. Under **Permissions for <User>** (where <User> is the name of the Network version user that you have just added), select the **Remote Launch** and **Remote Activation** check boxes, and then click **OK**.
8. Under **Launch and Activation Permissions**, click **Edit Default**. The Launch Permission dialog box appears.
9. Repeat step 5-6 for this dialog box.
10. Click **OK** to apply changes and close the My Computer dialog box.

If the Full version computer is running under Windows 2000:

1. Click **Start**, then **Run** in the Windows main menu, type **dcomcnfg** and press ENTER. The Distributed COM Configuration Properties window appears.
2. Click the **Default Security** tab.
3. Under **Default Access Permissions**, click the **Edit Default** button.
4. In the **Registry Value Permissions** window, click the **Add** button, type in the user name that is running the BACKTRACK Network version, and click **OK** twice.
5. Under **Default Launch Permissions**, click the **Edit Default** button.
6. Repeat step 4 and click **OK** to close the Distributed COM Configuration Properties window and apply changes.

If both the Full version and Network version computers are members of Windows workgroup:

Before installing the BACKTRACK Network version, on the Full version computer you must first create the Windows user account under the Network version that will be used to access the Full version folder.

1. Log on to the computer that is running the BACKTRACK Full version under the account that has Local Administrator privileges.
2. Click **Start**, then **Run** in the Windows main menu, type **lusrmgr.msc** and press ENTER. Local Users and Groups window opens.
3. In the **Local Users and Groups (Local)** tree select the **Users** node, then select **Action > New User** from the menu. The New User dialog box appears.
4. Enter the same **User name** and set the same **Password** as the account under which the network user logs into the Network version computer, clear the **User must change password at next logon** check box if it is selected, and then click **Create**.
5. Ensure that the BACKTRACK root folder is shared and the Network user account that you created in step 4 has **Full Control** sharing and security permissions on it:
 - a. In Windows Explorer, locate and select the BACKTRACK root folder.
 - b. If the computer is running under Windows XP, ensure that the **Use simple file sharing** option is NOT set for the BACKTRACK root folder – in Windows Explorer, choose **Tools > Folder Options** from the menu, click on the **View** tab, scroll to the bottom clear the check box next to **Use simple file sharing** if it is checked and click **OK**.
 - c. In Windows Explorer, right-click the BACKTRACK root folder and choose **Properties**. Click on the **Sharing** tab and select the **Share this folder** option if it is not already selected.

- d. Click the **Permissions** button. If the name of the user that is running the Network version is not present in the permissions list, click the **Add** button and type in the user name that is running the BACKTRACK Network version, and then click **OK**.
- e. Ensure that the **Full Control** permissions check box is selected for the Network user account and click **OK**.
- f. Click on the **Security** tab and repeat steps **d** and **e**, then click **OK** to apply changes.

If the Full version computer is running under Windows XP or Windows 2003 Server:

1. Click **Start**, then **Run** in the Windows main menu, type **dcomcnfg** and press ENTER. The Component Services window appears.
2. In Component Services, expand **Component Services**, expand **Computers**, and then expand My Computer.
3. On the toolbar, click the **Configure My Computer** button. The My Computer dialog box appears.
4. In the **My Computer** dialog box, click the **COM Security** tab.
5. Under **Launch and Activation Permissions**, click **Edit Limits**. The Launch Permission dialog box appears.
6. Click the **Add** button, in the field **Enter the object names to select** type in the user name that is running the BACKTRACK Network version (use the **Check Names** button for validation or **Advanced** button for search), then click **OK**.
7. Under **Permissions for <User>** (where <User> is the name of the Network version user that you have just added), set the **Remote Launch** and **Remote Activation** check boxes, and then click **OK**.
8. Under **Launch and Activation Permissions**, click **Edit Default**. The Launch Permission dialog box appears.
9. Repeat steps 2-3 for this dialog box.
10. Click **OK** button to apply changes and close the My Computer dialog box.

If the Full version computer is running under Windows 2000:

1. Click **Start**, then **Run** in the Windows main menu, type **dcomcnfg** and press ENTER. The Distributed COM Configuration Properties window appears.
2. Click the **Default Security** tab.
3. Under **Default Access Permissions**, click the **Edit Default** button.
4. In the **Registry Value Permissions** window, click the **Add** button, type in the user name that is running the BACKTRACK Network version, and click **OK** twice.

5. Under **Default Launch Permissions**, click the **Edit Default** button.
6. Repeat step 1 and click **OK** to close the Distributed COM Configuration Properties window and apply changes.

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