TEKLYNX®
BACKTRACK®

SETTING THE STANDARD

I N S T A L L A T I O N   G U I D E

Setting the Standard
TEKLYNX
BAR CODE SOFTWARE

Installation Guide

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Introduction

Welcome!

BACKTRACK asset and inventory tracking software combines a series of databases, an advanced label designer, and a flexible report generator into the only solution you'll need to keep track of all your items or inventory. It provides an easy way to account for the usage and location of items and inventory through functions such as time and date stamping, reservations, customized reports, and barcode labels.

Key Features

Key features in BACKTRACK include:

- **Application Templates –** Choose from over a dozen ready-to-use templates for common tracking applications and modify an existing application to meet your tracking needs.
- **Customizable Tracking Databases –** Four tracking databases – the User Database, Item Database, Location Database, and Transaction Database – are the key to BACKTRACK's flexible tracking capabilities.
- **Label Designer –** Create barcode labels unique to a business or application. The Label Designer works with TEKLYNX' LABEL MATRIX, LABELVIEW, and CODESOFT label design software packages.
- **Report Designer –** Create and print custom reports that meet your specific tracking needs.
- **Device Support –** Using mobile devices with BACKTRACK, users can add items and perform remote tracking activities no matter where they are.

System Requirements

Follow the column based on the database type.

Database Type to be Used with BACKTRACK	Microsoft Access If Access is selected as the database type, it will be installed automatically as part of the BACKTRACK installation.	Microsoft SQL Server 2005 Microsoft SQL Server 2005 Express Microsoft SQL Server 2008, Server 2012 If SQL Server is selected as the database type, SQL Server needs to be installed first.
Processor	Minimum: 600 MHz Pentium III-compatible or faster Recommended: 800 MHz or faster	Minimum: 800 MHz Pentium III-compatible or faster Recommended: 1 GHz or faster
Operating System	Windows Server 2003 Standard, Enterprise or Datacenter edition with SP2 or later Windows Server 2008 Standard, Enterprise or Datacenter Windows Server 2012 Windows XP x32/x64 with SP3 or later Windows Vista x32/x64 Windows 7 x32/x64 Windows 8	
Memory	Minimum: 256 MB Recommended: 512 MB or more	Minimum: 512 MB Recommended: 1 GB or more
Hard Disk Space	1GB (including 200 MB for the .NET Framework redistributable)	1.5 GB (including 200 MB for the .NET Framework redistributable)
Display	Minimum: 1024 x 768 High Color - 16-bit Recommended: 1280 x 800 True Color - 32-bit	
Supporting Software	Microsoft Internet Explorer 7.0 or later Adobe Acrobat Reader 9.0 Microsoft ActiveSync v4.5 / Windows Mobile Device Center	

Label Designer Requirements

BACKTRACK's Label Designer module works with TEKLYNX' barcode labeling software for label creation and editing. The following TEKLYNX label design programs are supported in BACKTRACK:

- CODESOFT 2012
- LABEL MATRIX 2012
- LABELVIEW 2012

The label design program can be purchased as part of your BACKTRACK package, or you can use an existing installation that was purchased separately, as long as it meets the product edition and version requirements listed above.

The TEKLYNX label design program you purchase must be installed and configured separately from the main BACKTRACK program. Once installed, the Label Designer can be accessed from within BACKTRACK, allowing you to easily integrate barcode labeling into your day-to-day tracking activities.

> The label design program is provided on a separate DVD with a separate installation process. For proper installation, follow the documentation included with your label design program.

Device Requirements

Windows Mobile Devices

The following software and hardware components are required in order to use mobile devices with BACKTRACK:

- BACKTRACK 2012 (includes one PDT/mobile device license) installed on the host computer
- Supported Windows mobile device (see the Readme file that installs with BACKTRACK or visit http://www.teklynx.com/backtrack/devices for a list of supported devices)

- Microsoft ActiveSync synchronization software v4.5 or Windows Mobile Device Center, installed on the host computer

Documentation Resources

Online Help The BACKTRACK online Help system provides detailed information on using the program functions to create and run a tracking system. To access the Help in BACKTRACK, select **Contents** from the **Help** menu. For context-sensitive Help, press the **F1** key or click the **Help** button located on many windowes and wizard screens.

User's Guide The BACKTRACK User Guide is provided as a .PDF file that can be viewed in Adobe Acrobat Reader and printed for easy reference. Once BACKTRACK has been installed, the BACKTRACK User Guide will be available from the BACKTRACK program group (**Start > Programs > TEKLYNX BACKTRACK 2012 > User Guide**).

> **Note:** If you do not already have Acrobat Reader installed on your PC, it is available on the BACKTRACK DVD.

Readme File The Readme file that installs with the software contains information about the most recent changes and updates to the software that were made after this guide was printed. This information supersedes what is contained in this guide.

BACKTRACK on the Web For the most current information on product updates, supported devices, technical support FAQs and other troubleshooting tips, please visit the BACKTRACK page on the TEKLYNX web site at http://www.teklynx.com/backtrack.

Installing BACKTRACK

Before Installing

- Disable all anti-virus software.
- Close all other applications that are currently running.
- If you are installing an upgrade, make a backup of your tracking system using the program's **Database Maintenance > Transfer Functions > Backup** function. This backup will allow you to go back to your previous version if needed.

Local administrative privileges are required for proper installation and activation. For Windows Vista or Windows Server 2008 or higher, you will need to use either the built-in administrator account or choose the **Run as Administrator** option if UAC is turned on. To determine whether the user currently logged on to the computer is a local administrator of the Windows server, right-click the **Start** button. If you see an **Open All Users** option rather than an **Open** option, the account is in the local Administrators group, contact your system administrator for assistance.

Prerequisites

Microsoft .NET Framework Version 4.0 or higher

Software Installation

Note: If you have already downloaded and installed the current BACKTRACK Demo, there is no need to install again from the DVD. Proceed to the "Activating the Software" document for instructions on activating the software and converting it from a trial version to a full product.

Full Install   To perform a full install without a DVD:

1   Download the BACKTRACK installation file from the TEKLYNX web site.

2   Double click the self-extracting install file which was downloaded.

3   Click **Next**.

    The **License Agreement** window appears.

To perform a full install with a DVD:

1   Insert the BACKTRACK 2012 DVD.

    The DVD's opening window will appear. If the DVD does not automatically open, click **Start** and then click **Run**. Type the letter of the DVD drive followed by **CDSetup.exe** (for example, **D:\CDSetup.exe**).

2   On the opening window of the DVD, select the version of **BACKTRACK** you want to install, and click **Install**.

    The **Preparing to Install** window will appear, followed by the welcome window for the installation wizard.

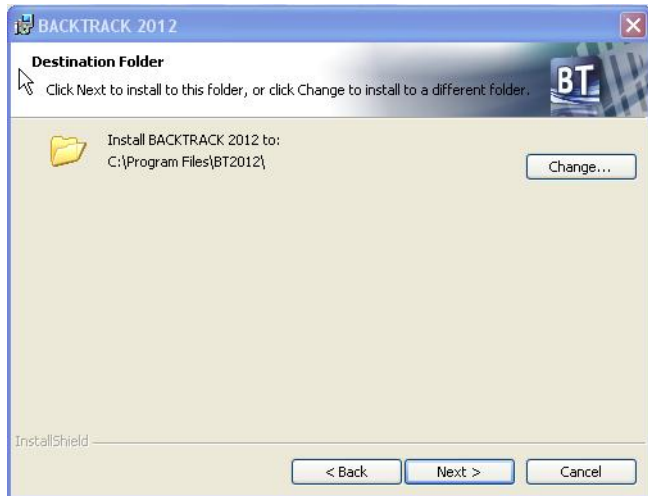3   Follow the on-screen instructions through the wizard until you reach the **Choose Destination Location** window.

Figure 2-1 Choose Destination Folder

4   The **Choose Destination Location** window shows the
    default installation folder (**C:\Program Files\BT2012**).

    We recommend using the default installation folder
    location. If it is necessary to install to a different location,
    click the **Change** button and specify the new location.

> BACKTRACK files must be installed on the local
>
> machine. The application cannot be successfully
> installed to a network directory.
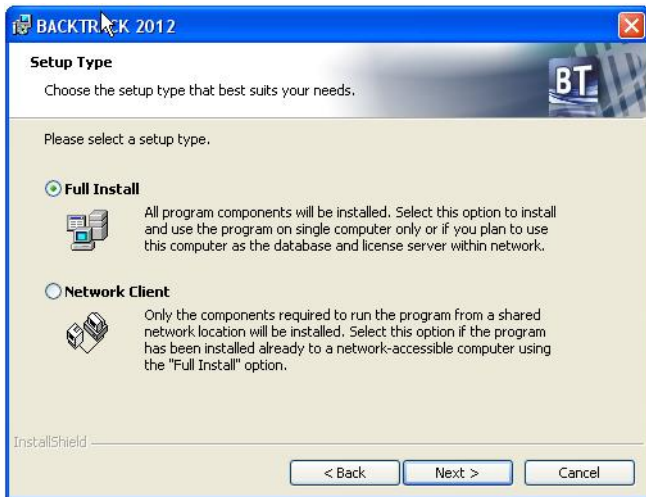
5   Click **Next**.

Figure 2-2 Setup Type – Full Install

6   On the **Setup Type** window click **Full Install**, and then click
    Next.

    Note: For Network Client installations, see the "Network
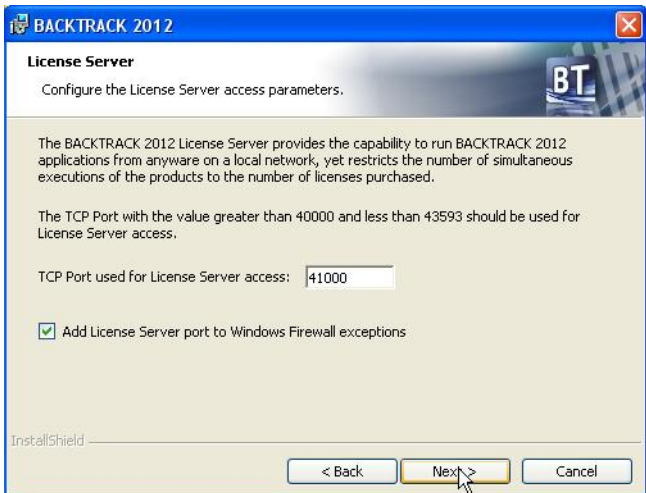   Client Install" section on page 2-7.

Figure 2-3 License Server Settings

7 On the **License Server** window, do one of the following:

- If you plan to use BACKTRACK as a single-user version, you do not need to worry about the License Server configuration. If desired, you can clear the **Add License Server port to Windows Firewall exceptions** check box.

- If you are performing a Full Install on the server computer for a Network installation, ensure that the default port is acceptable for the environment or enter a new port setting. In addition, make sure the **Add License Server port to Windows Firewall exceptions** check box is selected.
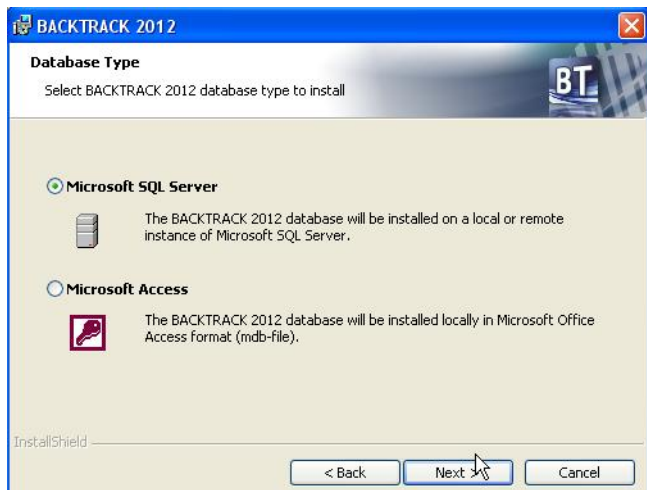
8 Click **Next**.

Figure 2-4 Select Database Type

9 On the **Database Type** window, select one of the following database types to be used as the structure for the BACKTRACK database.

- **Microsoft SQL Server:** The BACKTRACK database will be installed using an existing instance (local or remote) of SQL Server 2005 or SQL Server 2005 Express, SQL Server 2008 or SQL Server 2008 Express or SQL Server 2012.

- **Microsoft Access:** The BACKTRACK database will be installed locally in Microsoft Access 2003 format (.mdb files).

10 Click **Next**.

11 If you selected SQL Server, the **Database Server** window appears.

12 Select the database Server to install BARTENDER database.

13 Click **Next**.

14 When the installation wizard has completed the BACKTRACK install, a message appears to inform you that BACKTRACK 2012 has been installed successfully. Click **Finish** to exit the installation program.

BACKTRACK can now be accessed by clicking **Start** and selecting **Programs > Teklynx BACKTRACK 2012 > BACKTRACK 2012**.

Network Client Install

To perform a network client install without a DVD:

1 Download the BACKTRACK installation file from the TEKLYNX web site.

2 Double click the self-extracting install file which was downloaded.

3 Click **Next**.

The **License Agreement** window appears.

Proceed to Step 3 in the "To perform a network client install from a DVD" section on page 2-7.

To perform a network client install from a DVD:

1 Insert the BACKTRACK 2012 DVD.

The DVD's opening window will appear. If the DVD does not automatically open, on the taskbar, click **Start** and then click **Run**. Type the letter of the DVD drive followed

by **CDSetup.exe** (for example, **D:\CDSetup.exe**).

2   On the opening window of the DVD, click on the version of
    BACKTRACK you want to install, and then click the **Install**
    button.

    The **Preparing to Install** window will appear, followed by
    the welcome window for the installation wizard.

3   Follow the on-screen instructions through the wizard until
    you reach the **Setup Type** window. The full installation of
    BACKTRACK must be completed on the server computer
    before the network clients can be installed. The folder
    where the full installation version of BACKTRACK is
    installed must be a shared network folder with full
    permissions and security for the BACKTRACK clients.

Figure 2-5 Setup Type – Network Client

4   On the **Setup Type** window, select **Network Client**, and
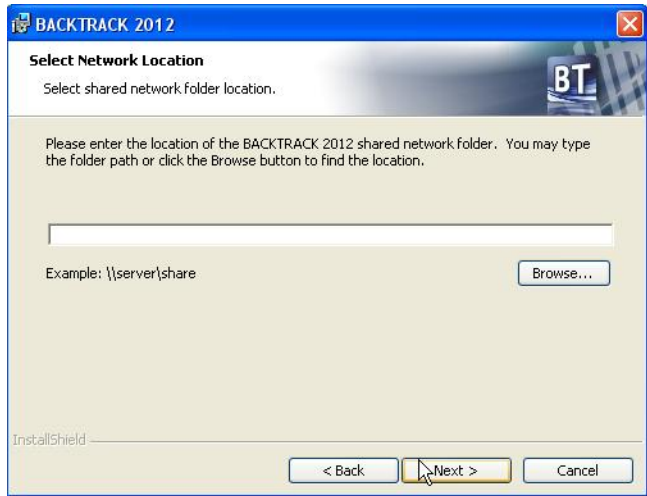   then click **Next**.

Figure 2-6 Select Network Folder Location

5   On the **Select Network Location** window, type the full
    UNC path located in the shared network folder:

    For XP:
    C:\DocumentsandSettings\AllUsers\ApplicationData\
    TEKLYNX\BACKTRACK

    For Vista, 7, 8 and Server 2008/2012:
    C:\ProgramData\TEKLYNX\BACKTRACK

    Use the following syntax:

    \\PCName\SharedFolderName

    Alternatively, you can click **Browse** and browse to the
    shared folder of the install. Within that folder, click the
    btwdata.ini file, and then click **Open**.

7   Click **Next**.

    The installation wizard configures the network client
    settings. When the wizard has completed the installation, a
    message appears to inform you that BACKTRACK 2012
    has been installed successfully.

8   Click **Finish** to exit the wizard.

The BACKTRACK program can now be run from the shared network folder by clicking the **Start** button and going to **Programs > Teklynx BACKTRACK 2012**.

To verify TEKLYNX License Service Installation:

The TEKLYNX License Service is located on the server installation and is required for BACKTRACK network clients.

First, ensure that TEKLYNX License Server is running on the full version computer.

1   Click **Start > Control Panel > Administrative Tools > Services**.

2   Locate the TEKLYNX License Service listing.

3   Verify that the service status is **Started**. If it is not, start the service.

If the service was not started, ensure that the **Startup Type** field is set to **Automatic**.

Ensure that the TEKLYNX License Server network port is added to the Windows firewall exception list on the full version computer.

1   In the BACKTRACK root folder of the computer which has the full installation, double-click the **btw.exe.config** file to open it. The **License Server** section should appear as follows. Make note of the port number:

[License Server]
Port=41000

2   Click **Start > Control Panel > Windows Firewall**.

3   Click the **Exceptions** tab and locate the **TkxLicSrv** entry in the **Program or port** list.

- If the **TkxLicSrv** entry is present, select it and click **Properties**. Compare the port value in the **Port number** field to the port number from the **btw.exe.config** file you noted in step 1. These values must be the same. Enter the port number from the **btw.exe.config** file if the value in the **Port number** field is different.

- If the **TkxLicSrv** entry is not present, click **Add Port**, enter **TkxLicSrv** in the **Name** field and the port value from the **btw.exe.config** file in the **Port number** field. Click **OK** twice to exit the window.

Version Upgrades

Before upgrading your software, you should make a backup copy of your existing tracking system. After installing the new software, you can use the **Restore** function to restore all BACKTRACK databases for all existing applications, as well as all reports and labels that were previously created.

The following instructions cover the process of performing a backup, installing your upgrade, and restoring data from your backup file.

To upgrade your BACKTRACK software:

1   Start your existing (older) version of BACKTRACK.

2   On the Main Menu, click **Database Maintenance**.

    The **Database Maintenance** window appears.

3   Click **Transfer Functions**, and then click **Backup**.

The **Backup** window appears.
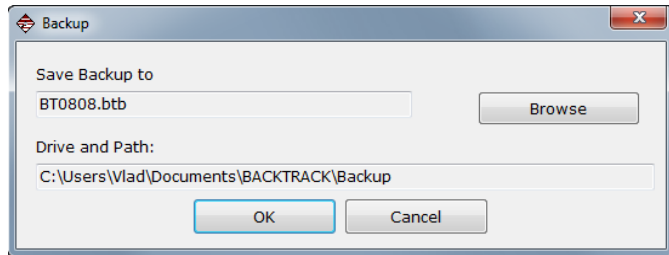

Figure 2-7 Backup File Name and Path

4   BACKTRACK assigns a default file name to the backup file, which includes the current month and day (for example, **BT0808.bup**). To modify the file name, click **Change Filename**.

5   Make a note of the backup file name, its path, and the date/time of the backup to ensure you will be able to locate the correct file when you restore the data in the new software. Click **OK**.

6   If you have links to external files, such as to graphic or relational databases, you can select to include them in the backup process. Click **OK**.

BACKTRACK processes the backup and displays a message when the process is complete.

7   Install your BACKTRACK upgrade according to the instructions in the "Full Install" section on page 2-2.

Once the new software has been installed, you can restore the backup you created previously.

8   Start your new (upgraded) version of BACKTRACK.

9   On the Main Menu, click **Database Maintenance**.

The **Database Maintenance** window appears.

10 Click **Transfer Functions**, and then click **Restore**.

    The **Restore** window appears.

11 Click **Browse** and browse to locate the backup (.btb or .bup) file you created previously, and then click **Select**.

12 Click **OK** to restore the data.

13 Follow the on-screen prompts until you have finished restoring the data.

    Your newly upgraded BACKTRACK software is now ready to use with the restored data from your previous tracking system.

Adding Users or Mobile Device Licenses

If you are simply adding users or mobile device licenses to an existing installed product, you do NOT need to reinstall the software.

To add users or mobile device licenses:

If you have purchased add-on user licenses or mobile device license, you will receive an email containing your upgrade code. To install the user licenses or mobile device licenses, contact TEKLYNX Technical Support at 414-837-4777 during regular business hours (Monday – Friday from 8 am – 6 pm CST).

To upgrade your license:

You can access the product code using Upgrade Manager (**Start > Programs > Teklynx > BACKTRACK 2012 > License Manager**). Keep this application open, because the product code changes every time the application starts.