

ISSUE ALERT NOTIFICATION

Dear Customer,

Traka would like to make you aware of the following issue.

1. ISSUE OVERVIEW

Traka21 has an internal database that stores information relating to the system setup and system activity which accumulates over time. Traka21 has a built in database housekeeping mechanism that prevents the database from outgrowing the internal flash storage capacity. However, we have discovered that the database housekeeping mechanism is not being activated. Therefore, there is a risk after prolonged usage that the database could grow too large causing restricted access and ultimately preventing the system from working at all.

2. WHAT IS AFFECTED?

All Traka21 systems running application version 1.5.0 or earlier are affected. The issue is more likely to occur for heavy users of Traka21 who take and return a large number of keys on a daily basis. Light users of Traka21 will also be affected but it could take several years before any symptoms are seen.

3. WHAT ARE THE SYMPTOMS?

When Traka21 first starts to run low on internal flash storage due to the accumulation of system activity data, the application will restrict access to only Administrators, limiting the usage of the system.

If a standard (non-Admin) user tries to access Traka21 when the internal flash storage is low, they will see the following messages and will not be able to access the system:

Welcome User XYZ.

WARNING: THE SYSTEM IS CURRENTLY OFFLINE AS THE DATA CAPACITY IS AT A CRITICAL LEVEL! PLEASE CONTACT AN ADMINISTRATOR!

Please note that there is a secondary issue where the whole of the above message may not show on the screen and you may only see "WARNING: THE SYSTEM IS CURRENTLY OFFLINE AS THE DATA".

If the issue is left unattended then all users of the system will eventually be blocked.

4. WHAT WAS THE CAUSE?

The issue is caused by the internal database housekeeping mechanism not running. The purpose of the internal database housekeeping mechanism is to cap the system activity at 250,000 events or a maximum of 365 days of data therefore preventing the database from growing beyond the internal flash storage capacity.

5. WHAT IS THE SOLUTION?


For existing Traka21 systems in the field, the solution is to upgrade the Traka21 application to version 1.5.1 or above.

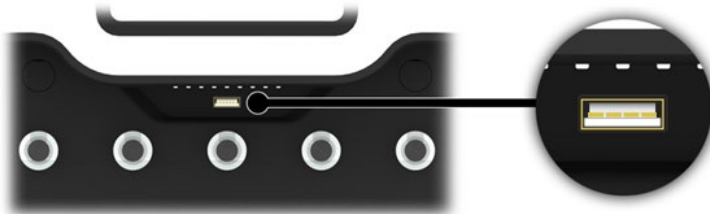
The latest application will ensure the internal database housekeeping mechanism is running.

For Traka21 systems that have accumulated more than 250,000 events or more than 365 days' worth of data, the internal database housekeeping mechanism will start clean database automatically bring the size of the database back down to normal levels. The database housekeeping mechanism runs every hour and will delete 75 events every 30 seconds until it reaches either 250,000 events or 365 days' worth of data. At midnight, the internal database housekeeping mechanism will also perform a database shrink reclaiming all available storage.

Therefore depending how much system activity data has accumulated, it could have several hours for the internal database housekeeping mechanism to cleanse and shrink the database.

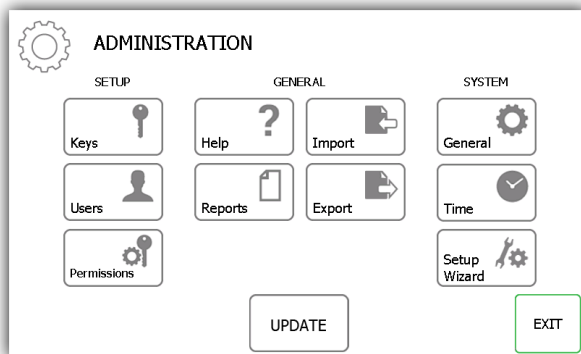
To upgrade the application...

1. Download the latest Traka21 application can be downloaded here:
<https://www.traka21.com/en/site/traka21/support/downloads/>
2. Save the latest application file (.TUG file) to the root of a clean USB memory stick.
3. Login to the Traka21 unit as an Administrator.
4. Press the Admin button .
5. Once at the admin menu, insert your USB memory stick into the port on the system as shown below.

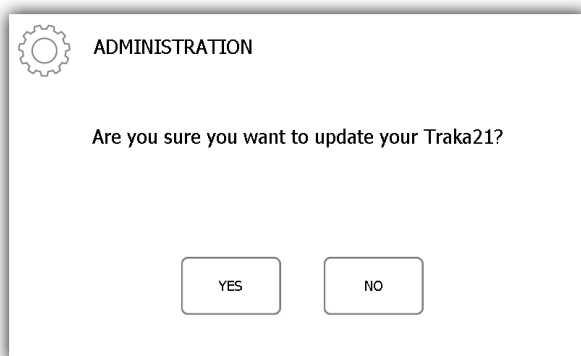


6. A new UPDATE button will appear underneath the General section of the admin menu.
Click the UPDATE button when it appears.

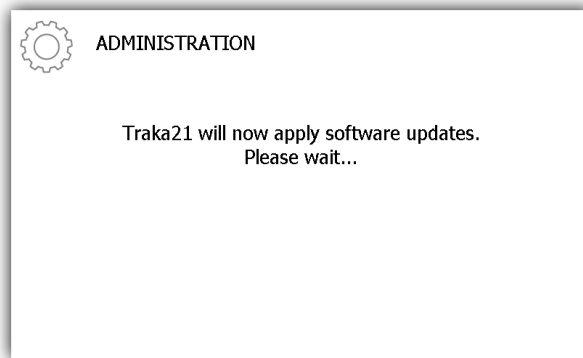
NOTE: If the file on the memory stick matches the file already installed on the system, then the REINSTALL button will appear. This will reinstall the same application version but will not update it.



7. You will then be asked if you are sure if you want to update your Traka21, click Yes.



8. The system will then begin to apply the software updates.



9. The Traka21 loading screen will then appear and display which application version it is installing at the bottom of the screen.



10. When the process is complete you will be taken back to the login screen. You can now remove the USB memory stick and shut the door.
11. The internal database housekeeping mechanism will start clean database automatically however it could have several hours for the internal database housekeeping mechanism to cleanse and shrink the database.

6. WHO TO CONTACT?

If you need technical support, please contact your local distributor or visit the Traka21 website: www.traka21.com.