

# TEKLYNX® **BACKTRACK**® VERSION 6



I N S T A L L A T I O N   G U I D E

# **Installation Guide**

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# Introduction



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## 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 bar coded 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 bar code 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

<b>Database Type to be Used with BACKTRACK</b>	<b>Microsoft Access</b> <b>Microsoft Visual FoxPro</b>  If Access or FoxPro is selected as the database type, it will be installed automatically as part of the BACKTRACK installation.	<b>Microsoft SQL Server 2000</b> <b>Microsoft SQL Server 2005</b> <b>Microsoft SQL Server 2005 Express</b>  If SQL Server is selected as the database type, you have the option of using an existing instance of one of the versions listed above or installing a new instance of SQL Server 2005 Express.
<b>Processor</b>	<b>Minimum:</b> 600 MHz Pentium III-compatible or faster  <b>Recommended:</b> 800 MHz or faster	<b>Minimum:</b> 800 MHz Pentium III-compatible or faster  <b>Recommended:</b> 1 GHz or faster
<b>Operating System</b>	Windows 2000 Professional with SP4 Windows 2000 Server with SP4 or later Windows XP with SP2 or later Windows Server 2003 Standard, Enterprise or Datacenter edition with SP1 or later Windows Vista	
<b>Memory</b>	<b>Minimum:</b> 128 MB  <b>Recommended:</b> 256 MB or more	<b>Minimum:</b> 192 MB  <b>Recommended:</b> 512 MB or more
<b>Hard Disk Space</b>	400 MB (including 200 MB for the .NET Framework redistributable)	650 MB (including 200 MB for the .NET Framework redistributable and 250 MB for SQL Server)
<b>Display</b>	<b>Minimum:</b> 800 x 600 High Color - 16 bit  <b>Recommended:</b> 1024 x 768 True Color - 32 bit	
<b>Supporting Software</b>	Microsoft Internet Explorer 6.0 SP1 or later Adobe Acrobat Reader 6.0 Microsoft ActiveSync v4.2 (if using a Windows mobile device with BACKTRACK)	

## Label Designer Requirements

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

- 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

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 bar code labeling into your day-to-day tracking activities.



The label design program is provided on a separate CD 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 version 5.0 or higher (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 v4.2 or higher (included with all Microsoft Windows powered mobile devices), installed on the host computer

**DOS-Based PDTs** The following software and hardware components are required in order to use portable data terminals (PDTs) with BACKTRACK:

- BACKTRACK version 5.0 or higher (includes one PDT/mobile device license) installed on the host computer
- Supported DOS-based PDT (see the Readme file that installs with BACKTRACK or visit <http://www.teklynx.com/backtrack/devices> for a list of supported devices)

## 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 dialog boxes and wizard screens.

**User's Guide** The BACKTRACK *User's 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 *User's Guide* will be available from the BACKTRACK program group (**Start > Programs > Teklynx > BACKTRACK 6 > User's Guide**).

### Note

If you do not already have Acrobat Reader installed on your PC, it is available on the BACKTRACK CD.

**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



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## 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 2008, 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 2.0 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 CD. Proceed to the "Activating the Software" section on page 2-16 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 CD:**

- 1 Download the BACKTRACK installation file from the TEKLYNX web site.
- 2 Right-click the ZIP file and select **Extract All**.
- 3 Follow the prompts and click **OK** to extract the files.
- 4 Open the **BACKTRACK6\_0\_1** folder.
- 5 Double-click the **Setup.exe** file.
- 6 Click **Run**.
- 7 Click **Next**. The License Agreement screen appears.
- 8 Proceed to Step 3 in the "To perform a full install with a CD:" section on page 2-3.

► **To perform a full install with a CD:**

1 Insert the BACKTRACK 6 CD.

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

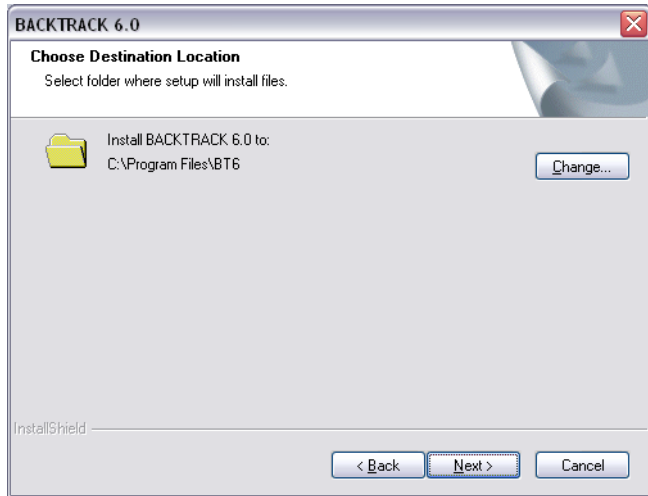


**Figure 2-1** BACKTRACK CD Opening Screen

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

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

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



**Figure 2-2** Set Destination Folder

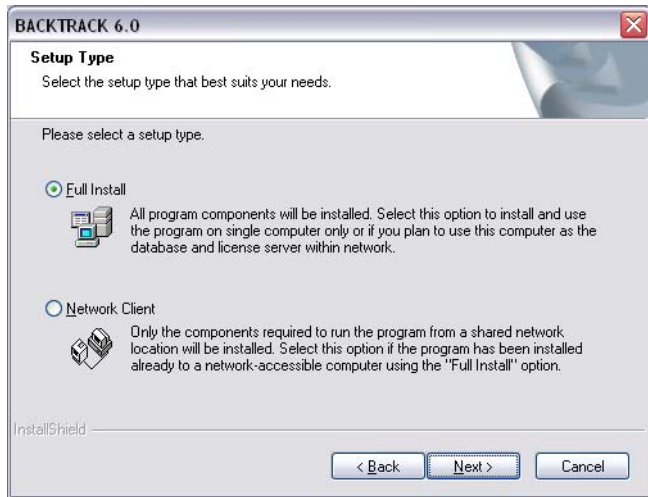
- 4 The **Choose Destination Location** screen shows the default installation folder (C:\Program Files\BT6).

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**.

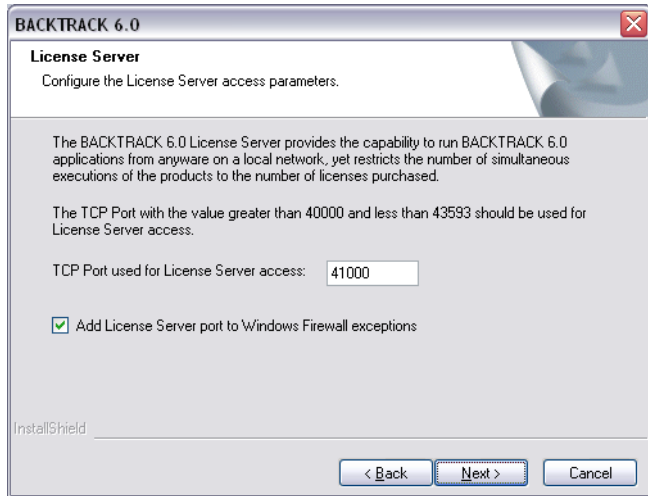


**Figure 2-3** Setup Type – Full Install

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

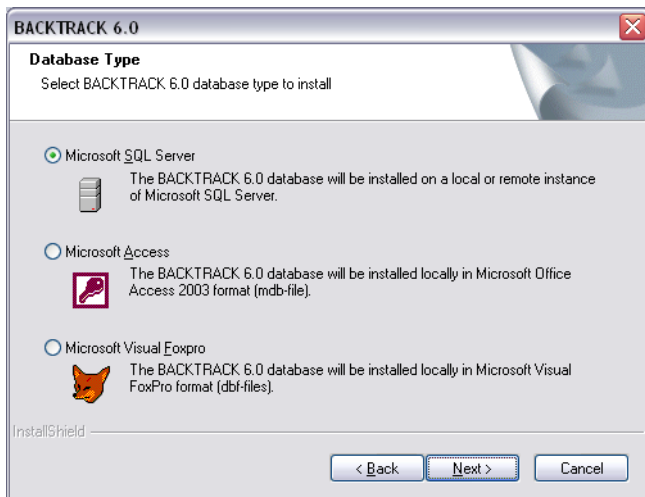
**Note**

For Network Client installations, see the "Network Client Install" section on page 2-9.



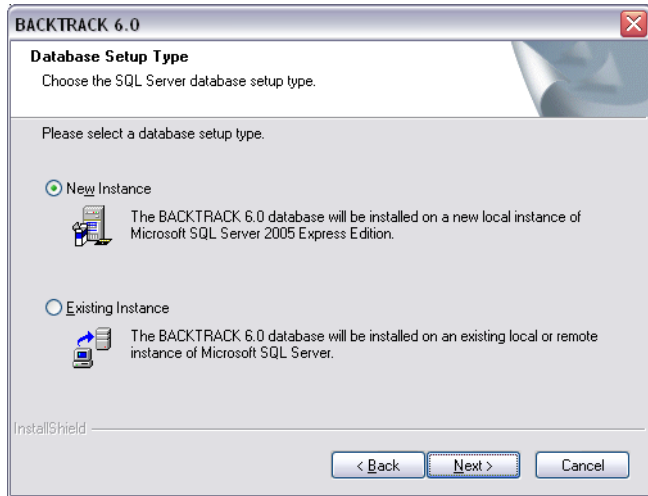
**Figure 2-4** License Server Settings

- 7 On the **License Server** screen, 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 2-5** Select Database Type

- 9 On the **Database Type** screen, 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 2000, SQL Server 2005, or SQL Server 2005 Express. This option also allows you to install a new instance of SQL Server 2005 Express.
  - **Microsoft Access:** The BACKTRACK database will be installed locally in Microsoft Access 2003 format (.mdb files).
  - **Microsoft Visual FoxPro:** The BACKTRACK database will be installed locally in Microsoft Visual FoxPro format (.dbf files).
- 10 Click **Next**.
- 11 If you selected Access or Visual FoxPro as the database type, proceed to step 14. If you selected SQL Server, the **Database Setup Type** screen will appear.



**Figure 2-6** Select a Database Setup Type

**12** On the **Database Setup Type** screen, select **New Instance** to install a new instance of SQL Server 2005 Express, or select **Existing Instance** to use an existing instance of a supported version of SQL Server.

**13** Click **Next**.

**14** On the **Ready to Install the Program** screen, click **Install**.

The installation wizard installs the BACKTRACK software. This may take several minutes.

**15** If you previously selected the option to install a new instance of SQL Server 2005 Express, a series of Microsoft SQL Server 2005 Setup screens appear. Follow the on-screen instructions through the wizard.

**Note:** The credentials given for the server login must have administrative rights. The setup of the SQL Server determines which type of authentication (Windows or SQL) can be used to connect to the server.

**16** When the installation wizard has completed the BACKTRACK install, a message appears to inform you that BACKTRACK 6 has been installed successfully. Click **Finish** to exit the installation program.

BACKTRACK can now be accessed by clicking **Start** and selecting **Programs > Teklynx > BACKTRACK 6 > BACKTRACK 6.X**.

### Network Client Install

► **To perform a network client install without a CD:**

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

**2** Right-click the ZIP file and select **Extract All**.

**3** Follow the prompts and click **OK** to extract the files.

**4** Open the **BACKTRACK6\_0\_1** folder.

**5** Double-click the **Setup.exe** file.

**6** Click **Run**.

**7** Click **Next**. The License Agreement screen appears.

► Proceed to Step 3 in the "To perform a network client install from a CD:" section on page 2-10.

► **To perform a network client install from a CD:**

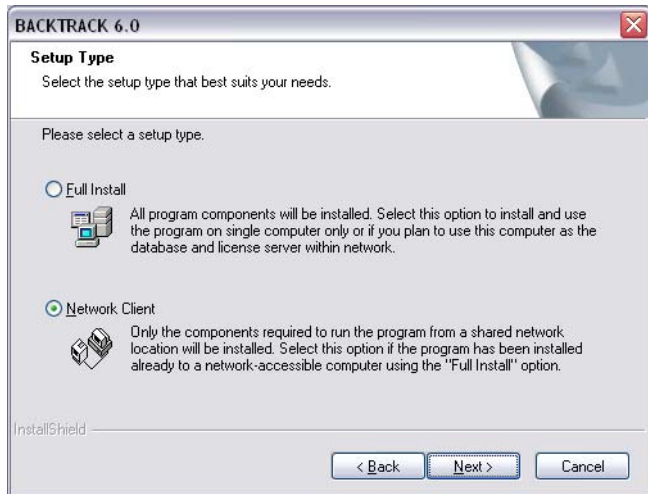
- 1 Insert the BACKTRACK 6 CD.

The CD's opening screen will appear (see Figure 2-1). If the CD does not automatically open, on the taskbar, click **Start** and then click **Run**. Type the letter of the CD-ROM drive followed by **CDSetup.exe** (for example, D:\CDSetup.exe).

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

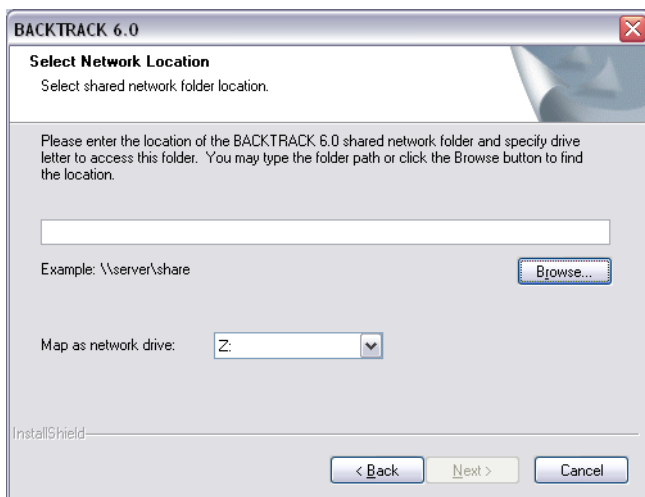
The **Preparing to Install** screen will appear, followed by the welcome screen for the installation wizard.

- 3 Follow the on-screen instructions through the wizard until you reach the **Setup Type** screen. 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 2-7** Setup Type – Network Client

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

**Figure 2-8** Select Network Folder Location

- 5 On the **Select Network Location** screen, type the full UNC path to the BACKTRACK program file (**btw.exe**) located in the shared network folder of the full BACKTRACK installation. Use the following syntax:

**\\PCName\SharedFolderName**

Alternatively, you can click **Browse** and browse to the shared folder of the full BACKTRACK install. Within that folder, click the **btw.exe** file, and then click **Open**.

- 6 In the **Map as network drive** box, specify the drive letter to use to access the shared network folder.
- 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 6 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 6 > BACKTRACK 6.X**.

#### ► 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 File.
- 3 Verify that the service status is **Started**. If it is not, start the service.
- 4 If the service was not started, ensure that the **Startup Type** box 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, double-click the **btwdata.ini** 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** box to the port number from the **btwdata.ini** file you noted in step 1. These values must be the same. Enter the port number from the **btwdata.ini** file if the value in the **Port number** box is different.
  - If the **TkxLicSrv** entry is not present, click **Add Port**,

enter **TkxLicSrv** in the **Name** box and the port value from the **btwdata.ini** file (noted in step 1) in the **Port number** box. 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.

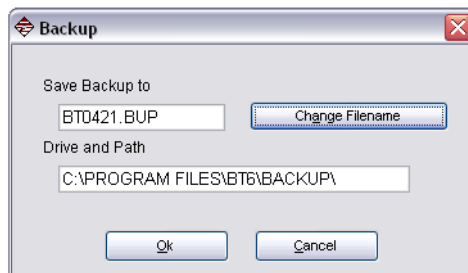
### ► To upgrade your BACKTRACK software

- 1 Start your existing (older) version of BACKTRACK.
- 2 On the Main Menu, click **Database Maintenance**.

The **Database Maintenance** dialog box appears.

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

The **Backup** dialog box appears.



**Figure 2-9** 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, **BT0919.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** dialog box appears.

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

The **Restore** dialog box appears.

- 11 Click **Browse** and browse to locate the backup (.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 licenses, your product packaging will contain an

Upgrades & Add-Ons card that includes a printed label with your product serial number. To install the user licenses or mobile device licenses, follow the detailed instructions included on this card.

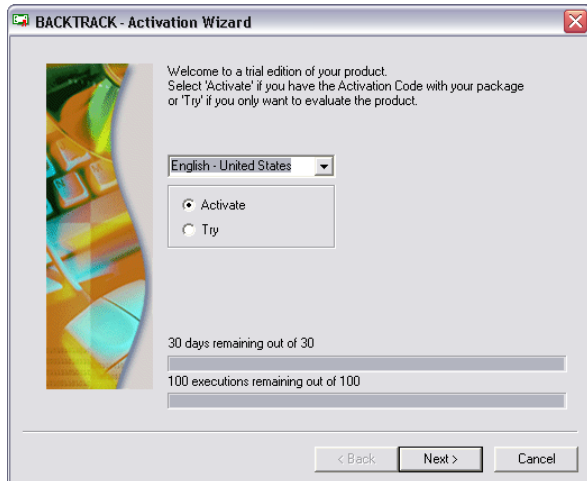
## Activating the Software

Once you have installed BACKTRACK, the Activation Wizard will take you through the process of activating the software.

► **To activate the software:**

**1** Start BACKTRACK.

A welcome screen displays options to activate the software immediately or to try it for an evaluation period.



**Figure 2-10** Activation Wizard

**2** Click **Activate**, and then click **Next**.

The **Select Activation Mode** screen appears.



**Figure 2-11** Select Activation Mode

- 3 Select from three options for the activation method (**Automatic (Internet)**, **Fax/e-mail**, or **Telephone**), and then click **Next**.
- 4 Depending on the activation method selected, follow the appropriate steps to complete the activation process.

**Note**

Once the software has been activated, the Activation Wizard will no longer appear upon startup, and you will be able to use the software with all features and functionality enabled.

### **Automatic (Internet) Activation Method**

- 1** Fill in all required fields on the **User Registration** screen, and then click **OK**.
- 2** On the **Internet Activation** screen, enter the Activation Code you received with the product, and then click **Next**.  
  
A message will appear to inform you that activation was successful. If any problems are encountered, a message will inform you that activation has failed.
- 3** Click **Finish** to complete the activation process.

### **Fax/e-mail Activation Method**

- 1** Fill in all required fields on the **User Registration** screen, and then click **OK**.
- 2** On the **Activation Code** screen, enter the Activation Code you received with the product, and then click **Next**.
- 3** Click the **Create Form** button.

An Activation Request Form will be created with all of the required user information. This form must be sent via fax or e-mail in order to receive a Response Code. For sending instructions, please refer to the contact information given on the screen.

- 4** Click **Next**.

While waiting for a Response Code, you may choose to launch your software and begin using it, or close it and return to the activation process once you have received your Response Code. (**Note:** Once you return to the wizard, all options you previously selected in the wizard will be retained.)

- 5** Once you have received your Response Code, you can return to the activation process by restarting the wizard and then clicking **Next** until you reach the screen that includes the option to **Enter the Response Code**.

- 6 Enter the Response Code provided to you, and then click **Next**.

A message will appear to inform you that activation was successful. If any problems are encountered, a message will inform you that activation has failed.

- 7 Click **Finish** to complete the activation process.

### **Telephone Activation Method**

- 1 On the **Phone Activation** screen, enter the Activation Code you received with the product, and then click **Next**.
- 2 Call the appropriate phone number for your area (provided on the screen).

You will be required to give all user registration information over the phone, so please have your company information at hand before calling.

- 3 Enter the Response Code provided to you, and then click **Next**.

A message will appear to inform you that activation was successful. If any problems are encountered, a message will inform you that activation has failed.

- 4 Click **Finish** to complete the activation process.

# Troubleshooting Installation Issues



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The following table lists the most common error messages, issues, and questions encountered when installing the BACKTRACK software.

For the most current information on installation issues and troubleshooting tips, please visit the TEKLYNX Knowledge base at [http://qualityserviceandsupport.com/TWKB/teklynx\\_kbase.html](http://qualityserviceandsupport.com/TWKB/teklynx_kbase.html) or refer to the BACKTRACK page on the TEKLYNX web site at <http://www.teklynx.com/backtrack>.

Problem/Question	Solution
<b>I'm trying to install the software but it's asking me for a code in order to "activate" it? Where do I get this code?</b>	An Activation Code is provided in your product box.
<b>What happens if I lose my Activation Code?</b>	Please contact TEKLYNX Customer Service at 888-629-4444 or e-mail <a href="mailto:customerservice@teklynx.com">customerservice@teklynx.com</a> . You will need to provide them with the serial number on your invoice or from the product box. They can then re-issue an Activation Code.
<b>What if the PC crashes or I need to transfer the license to another PC?</b>	You must contact Customer Service and provide them with your Activation Code. Another authorization code will be given to reactivate the product.

(Table continued from previous page)

Problem/Question	Solution
<p><b>What if the PC crashes in the middle of the night, over the weekend, or on a holiday - how can I reactivate the product with no down time?</b></p>	<p>By installing the CD on another PC, you start with a grace period during which you run the software as a trial version. All product features will be available during that period, which gives you time to continue using the software with no down time, until you can contact Customer Service to reactivate your product.</p>
<p><b>What happens if I uninstall the software by accident and need to re-install it on the same PC later?</b></p>	<p>As long as you have not formatted your hard disk, your product will run without requiring a new Activation Code.</p>
<p><b>I lost the CD and I need to re-install the software. What do I do?</b></p>	<p>If you lost the CD and need to re-install, you can download the re-installation files from the TEKLYNX web site at <a href="http://www.teklynx.com">http://www.teklynx.com</a>. As long as you are installing to the same PC and have not formatted your hard disk, this is all that is needed to re-install the software.</p>
<p><b>I installed a demo version that I downloaded from the web site. Can I turn this into a full license without having to re-install the product?</b></p>	<p>Yes. When you purchase a product you will receive an Activation Code. You can use this Activation Code to activate the trial version without having to re-install.</p>
<p><b>How do I know that the CD I received contains the latest release of the software, including any recent patches or updates?</b></p>	<p>You can verify this by checking your software version number against the version number of the BACKTRACK Demo found at <a href="http://www.teklynx.com">http://www.teklynx.com</a>. The BACKTRACK Demo is always updated with the most recently released version of the software. Please verify that your version matches the Demo version.</p>

(Table continued from previous page)

Problem/Question	Solution
<p><b>Error 1706: No valid source could be found for product BACKTRACK. The Windows Installer cannot continue.</b></p>	<p>This is actually an InstallShield error and does not affect your BACKTRACK installation. More information on this issue can be found in the BACKTRACK Readme file.</p> <p>Additional information can also be found on the following InstallShield and Microsoft Web sites:  <a href="http://support.installshield.com/kb/view.asp?articleid=Q107140">http://support.installshield.com/kb/view.asp?articleid=Q107140</a>  <a href="http://support.microsoft.com/kb/299803/">http://support.microsoft.com/kb/299803/</a></p>



United States  
1-414-837-4800

France  
33-562-601-080

Germany  
49-6103-30026-0

Singapore  
65-6477-7293

China  
86-21-6100-6588

Japan  
81-45-461-3603

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