ORBCOMM®

CONNECTING THE WORLD'S ASSETS

Account Manager User Guide

E0001, Version 07

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PREFACE

Purpose

This guide contains detailed installation information for, and operation of, the Account Manager. Follow the instructions and recommendations of this guide to ensure proper usage. The intended audiences for this guide include (field) support personnel, certified third-party personnel (distributors) and end customers.

Document Conventions

The common conventions used in this document are below.

[]	Used when referring to specific Account Manager menu items or options.
<>	Indicates the button name, for example, the <cancel> button.
	Caution Indicates an explicit message possibly resulting in injuries, unexpected behavior, or damaged hardware.
	User alert Indicates a message that requires special attention.
Note	Used to indicate additional information related to the current section.

Definitions

Entity:	A user, device, permission group, depot, etc.
View/Pane:	A particular arrangement of information grouped together for presentation in a window.
Tabs:	Part of a window that protrudes, above or below, the standard screen shape.
Window	The complete interface of the program.

Reference

The content of the following documents may be useful in conjunction with this guide. These documents are available upon request or downloaded from the Customer Support website.

[1]	[E0002]	ColdChainView User Guide

Revision History

Document Version	Publication Date	Reason for Change	Chapters
01	12 August 2016	Initial release for Account Manager 7.3.2	All

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Document Version	Publication Date	Reason for Change	Chapters
02	02 May 2017	Updated for Account Manager 7.4.2	All
03	13 Feb 2018	Updated for Account Manager 7.11.0	7.1
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05	01 Feb 2021	Updated for Account Manager 7.36.0	2.2, 5.4, 11.2.2, 11.2.6, and 11.2.7
06	07 Jan 2022	Updated for Account Manager 7.45.0	5.1, 7.1, 8.1, 11.2.1, 11.3.2, and 11.3.3
07	07 Apr 2022	Updated for Account Manager 7.48.0	5, 5.4, 7.1, and 7.12

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1 INTRODUCTION

The purpose of this guide is to provide Account Manager users with essential information and a clear description of the system functions, capabilities, and alternate modes of operation to make full use of the system.

This document includes information used under normal operating circumstances. For special situations, contact Customer Support.

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2 INSTALLATION

Before installing Account Manager, ensure you have received the activation mail and set your password and security question.

Only after you receive the *activation mail* and complete the activation process, by setting a password and security question, can you proceed with the Account Manager login.

The Account Manager software package requires internet ports 49300 and 49301 to be opened in the firewall for software updates (49300) login, data transfer, etc. (49301). Communication will go over the TCP protocol and these ports are not configurable.

Ensure that your firewall allows communication over these ports before installing the software package. Additionally, ensure that the following domain is whitelisted: www.coldchainview.com or secure.coldchainview.com (depending on the location of your account). It is not possible to use a proxy server for this application.

2.1 Install

To install Account Manager:

1. Unzip the software to a new folder on your computer.
2. Click the <AccountManager> icon, as shown below, and then follow the Install Wizard instructions.

2.2 Update

The Account Manager software package automatically checks for updates when you log in. For more information, see section 4.1.

2.3 Uninstall

To uninstall Account Manager:

1. From the computer, click <Control Panel>, and then select <Programs and Features>.
2. Select Account Manager from the list.
3. From the menu, click <Uninstall>.

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3 CUSTOMER OVERVIEW

This overview describes the different Account Manager sections and views.

The figure below shows the three main sections of the Account Manager window[1].

A: The menu view: This lists all the available menus that you can access.

B: The current view: The contents of this section are based on the selection made in the menu view (A). The corresponding view is then visible in this section (B).

C: The item selection view. The contents of this section are based on the selection made in the menu view (A). This window may be hidden if a menu is selected that does not contain selectable items.

The lower left corner of the window shows the currently installed version for Account Manager.

3.1 The Menu View (A)

In this section all the available menus are listed. Availability of menus depends on the user account permissions.

Note: Menu items are shown in figures throughout this document to provide a reference location for specific options. Occasionally the menu items shown in this document may not match exactly with what you see in the software.

[1]Windows in the software may not be exactly as shown in this document.

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Dashboard:	-
Settings:	To modify personal user settings.
Logout:	To log out of the program.
Devices:	An overview of the devices in the account.
Vehicles:	An overview of the vehicles in the account.
Account:	Relates to account-specific tasks, most of which can also be accessed via ColdChainView.
Reports:	Provides a change log feature, which allows you to view changes made to items such as users, devices, and depots.
Search:	The Account Manager's search function.

3.2 Current View (B)

The contents in this section are based on the selection made in the menu view.

The figure below shows the current view for the Account > Users Menu item.

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The current view section can have the following modes:

- Creation Mode: This allows you to create new items. This mode is opened by default for menus that support this mode. If you are in another mode, click <Add> to switch back to creation mode.

  When switching from the edit mode to the creation mode, all unsaved changes are lost.

- Clone Mode: To clone an existing item, select an item in the item selection menu, and then click <Clone>. This copies all the data from an existing item and allows a new item to be created with the same data.
- Edit Mode: To edit an existing item, select an item from the item selection menu. You can now modify the fields for that item. When a change has been detected the <Confirm> and <Cancel> options are enabled.
- View-only Mode: This view is used when the selected menu has no creatable or changeable items available. Most of the view-only menus have the option to export the data in the current view using <Export>.

3.3 Item Selection (C)

The contents of this section are based on the selection made in the menu view. This window may be hidden if a menu is selected that does not contain selectable items.

For example, in the figure below, the item selection view i shown for the Account > Users Menu item.

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3.4 Buttons and Icons

Creation mode or add.

Remove: When you click this button, a dialog box appears requiring you to confirm the deletion.

Clone mode: Duplicate an existing item.

Confirm: In creation or clone mode, it saves the new item. When in edit mode, it updates the currently selected item.

Cancel: Changes made while having an item selected are cancelled and the view is restored as it was before the changes were made.

Expand section. In some cases, you need more information about listed items in the section, in this case click this button and the section expands to the Current View section to show more detailed information. You can click on the same button to switch back to the earlier view.

Auto hide section. Allows you to pin a section or automatically hide it.

Close section

Filterable field: Click to the left of this icon to set a filter for the column.

Refresh

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Expand

Collapse

Export current view to preferred document type / Export current view with document type selection.

Remove selected entity/entities from the collection.

Add selected entity/entities to the collection.

Remove all entities from the collection.

Add all entities from the collection.

3.5 General Functionality

This chapter describes the functions of Account Manager that can be found on multiple pages.

3.5.1 Filtering

A filterable field is indicated by a filter icon .

By clicking left of the icon on the blank space, a field appears in which you can specify a filter.

.

In the figure below, a filter is used on the Name column to only show entities which contain the word “Training”.

3.5.2 Grouping

Occasionally, a Group Bar is available on views with tables. On these views, it is possible to group entities with the same information together.

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To do this, click and hold down the mouse button on a column, and drag it into the Group Bar. In the example below, the Type column is dragged into the Group Bar.

Serial	Name	Vehicle	Firmware	iGPRS FW	Type	Online	Most recent data	Primary	Account
Contains:	Contains:	Equals:	Conta...	Contai...	Contains:		Equals:		Contains:
10000024	10000024X3	10000024X3	3.33.0	4.54	Euroscan X3	☐	24/06/2016 14:15:00	☑	Euroscan demo
10000028	INVALID	INVALID	3.33.0	4.58	Euroscan X3	☐	16/01/2017 16:15:00	☑	Euroscan demo
10000028	10000028DC6	10000028DC6	3.30.6	4.58	Carrier DataCOLD 600	☐	14/09/2016 08:54:00	☑	Euroscan demo
10000029	X3 Reefer Sim	X3 Reefer Sim	3.30.6	1.45	Euroscan X3	☑	19/04/2017 14:45:00	☑	Euroscan demo
10007295	mapped MX1 to X3	mapped MX1 to X3	2.30.0	4.54	Euroscan MX1	☐	09/05/2016 12:12:00	☑	Euroscan demo
10009410	ARMN764192	ARMN764192	2.23.0	2.41	Euroscan MX1	☐	20/02/2017 14:00:00	☑	Euroscan demo
10100833	4.61_NMEA_Loggin	4.61_NMEA_Loggin	1.33.0	4.71	Euroscan MX2	☐	05/01/2017 10:54:00	☑	Euroscan demo
10101186	10101186MX2	10101186MX2	1.30.9	4.58	Euroscan MX2	☐	22/02/2017 16:56:00	☑	Euroscan demo
10101209	10101209MX2	10101209MX2	1.33.0	4.58	Euroscan MX2	☐	09/10/2015 01:14:00	☑	Euroscan demo
10101502	DH-SG 6028	DH-SG 6028	1.30.0	4.58	Euroscan MX2	☐	07/11/2016 13:31:00	☑	Euroscan demo
10102569	ENRON_MX2	ENRON_MX2	1.33.0	4.72	Euroscan MX2	☑	19/04/2017 15:00:00	☑	Euroscan demo
10102624	10102624t	10102624t	1.30.6	4.58	Euroscan MX2	☐	16/12/2016 09:03:00	☑	Euroscan demo
10103596	10103596MX2	10103596MX2	1.31.6	4.54	Euroscan MX2	☐	02/01/2017 13:40:00	☑	Euroscan demo
10105000	Ralph	Ralph	1.33.0	4.72	Euroscan MX2	☐	16/01/2017 16:49:00	☑	Euroscan demo
10105049	30-LZK-3	30-LZK-3	1.30.9	4.58	Euroscan MX2	☐	19/04/2017 08:45:00	☑	Euroscan demo
11405749	11405749X26	11405749X26	3.29.3		Euroscan X2-6	☐	10/09/2015 12:25:00	☑	Euroscan demo
11501814	ENRON_X3	ENRON_X3	3.34.0	4.58	Euroscan X3	☑	19/04/2017 15:00:00	☑	Euroscan demo
12404141	12404141X26	12404141X26	3.30.0	2.47	Euroscan X2-6	☑	19/04/2017 14:45:00	☑	Euroscan demo
12405687	12405687X2-6	12405687X2-6	3.30.6	2.45	Euroscan X2-6	☑	19/04/2017 15:00:00	☑	Euroscan demo
12407246	PRO.263.02	PRO.263.02	3.34.0	2.47	Euroscan X2-6	☑	19/04/2017 15:00:00	☑	Euroscan demo
12410932	HG-X 1030	HG-X 1030	3.27.1	2.45	Euroscan X2-6	☐	19/07/2016 13:13:00	☑	Euroscan demo
12411052	7HZDH035906	7HZDH035906	3.27.2	2.47	Euroscan X2-6	☐	09/09/2016 13:45:00	☑	Euroscan demo
12411064	WU 797 FI	WU 797 FI	3.27.2	2.45	Euroscan X2-6	☐	01/08/2016 17:06:00	☑	Euroscan demo
12411946	12411946X2-6	12411946X2-6	3.30.6	4.54	Euroscan X2-6	☑	19/04/2017 15:00:00	☑	Euroscan demo
12500144	Training 6	Training 6	3.30.6	4.58	Euroscan X3	☑	19/04/2017 14:57:00	☑	Euroscan demo
12500309	Training 1	Training 1	3.33.0	4.54	Euroscan X3	☐	10/03/2017 11:50:00	☑	Euroscan demo
12500311	Training 3	Training 3	3.30.6	4.54	Euroscan X3	☐	10/03/2017 15:50:00	☑	Euroscan demo
12500312	Training 4	Training 4	3.30.6	4.54	Euroscan X3	☑	19/04/2017 14:50:00	☑	Euroscan demo
12500313	Training 5	Training 5	3.30.6	4.54	Euroscan X3	☑	19/04/2017 15:00:00	☑	Euroscan demo

By releasing the mouse button, the Type column is removed from the table, and all entities with the same type will be grouped together. The figure below shows the result of the previous action.

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To collapse a group, click <Collapse>. To expand a collapsed group, click <Expand>.

Grouping by multiple columns can be done in multiple ways.

For example, to first group by Type and then group by Firmware Version, first drag the Type column into the Group Bar and then drag and release the Firmware column anywhere on the Group Bar. The result is a nested grouping, where entities are first grouped by Type and then by Firmware version, as shown below.

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Another option is to group multiple columns on the same level. To group the Type and Firmware columns on the same level, first drag the Type column into the Group Bar and then drag and release the Firmware column on top of the Type grouping on the Group Bar. This results in the entities being grouped together based on the combination of Type and Firmware as shown below.

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4 GENERAL

This chapter describes the login, menus and their respective functions.

Only after you receive the *activation mail* and complete the activation process, by setting a password and security question, can you proceed with the Account Manager login.

Certain menu items described in this guide may not be visible unless you have the required permissions applied to your user account.

4.1 Login

This is the first view you see when starting Account Manager. In this view you can enter your credentials. Click <Login> to access the system.

When an update is available for the software package, the following message appears after logging in:

The following options are available:

- Click **Yes, install now** to download and install the latest software package. After updating, the program automatically restarts. Note that the update process may take a while to complete.
- Click the link to download the latest version of the installer from the ORBCOMM website, which can be used to manually update the software package.
- Click **No, install later** to log you out and close the program.

It is mandatory to update the Account Manager software package to the latest version to continue using it.

4.2 Dashboard

After you log in, the Account Manager opens in the Dashboard view.

4.3 Settings

This menu allows you to alter your personal preferences, such as units of measure or default report type, and allows you to alter user specific information like your email address and telephone number.

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Refer to document [1] E0002 (available from the ORBCOMM website) for more information about User Settings.

4.4 Logout

This option allows you to log out of Account Manager.

When closing Account Manager while still logged in, you are automatically logged out before the program is closed.

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5 DEVICES

In the Devices menu, you can see the devices available to your user account. It is possible to export the list of devices to various file types by clicking <Export>.

- The **Is moving** column indicates if the device was in motion in the most recent available data.
- The **Fridge on** column indicates if the device had an active fridge connection in the most recent available data.

5.1 Configuration

This option allows to modify the name of active sensors and various other parameters on the selected devices.

The Current View section shows which parameters can be changed on the chosen device. On the top left of the view, the number of modified parameters is shown. On the top right of the view, changes can be applied with <Confirm> or canceled with <Cancel>. If no changes are made, these options are unavailable.

When clicking <Confirm> to apply changes, an additional confirmation screen appears listing all pending changes on the selected recorder. In this screen, you can select which changes you want to apply, or cancel the pending changes.

When clicking <Save configuration>, a save file screen appears, which allows you to select a location to store the Euroscan configuration (*.e7c) file for the selected device. This configuration file can then be used in the DeviceManager application to configure another device.

If the configuration for the selected device is incomplete in the ColdChainView platform, then a "Not all parameters are in the Database" error message appears, and the configuration is not saved.

Please perform a "Force Parameter Store" command via the Commands menu to request an update of the configuration on the ColdChainView platform, and then retry saving the configuration.

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For this menu, the Item Selection section is shown. In this section, all available devices to the user are shown and it is possible to quickly change between devices.

CAUTION

For GV75 devices only, the Vehiclename can be edited. Additionally, only the following characters are allowed for the Vehiclename of GV75 devices: (0-9), (a-z), (A-Z), (-) and (_). The device will not accept a name that includes spaces.

5.2 Connection Groups

In the connection groups view, you can see which (Euroscan branded) devices are linked together in a networked setup. This can be used to find devices which belong together more easily when both devices have different device names.

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5.3 Commands

This view allows you to send commands directly to one or more devices at the same time. Commands such as Read Recorder Date/Time, Restart Recorder, and Set Odometer are available. Refer to the Input drop-down list in the Commands menu for a complete list of available commands.

For this menu, the Item Selection section is shown. In this section, all devices available to the user are shown, and it is possible to quickly change between or (de-)select multiple devices.

The commands view appears when at least one device is selected.

CAUTION

The parameter reset command reverts all parameters within the recorder to the factory defaults and may result in the loss of connection to the server or connected peripherals by the recorder. Only use this command when a technician is on-site, and this is instructed by a member of the Customer Support team.

The figure below shows a Read Recorder Date/Time command selected for a single device.

Other commands available from the Input drop-down menu:

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Execute a command by selecting it from the drop-down menu, entering or selecting the appropriate command parameter (if applicable), and then clicking <Confirm>.

Note **The following format should be used for the (telephone) number parameter used in the Send SMS command: [country code (without leading 00 or +)][phone number (without leading 0)], (for example: 31612345678).**

To view commands executed in the past, select the appropriate date/time-range, and then click <refresh>. The results, for the selected device(s), are presented in a grid on the commands tab.

Command is available for a set amount of time (depending on the command) and expires if the command is not executed by the recorder before the expiration date has passed. The table below gives an indication of the expiration time for every command.

1 Hour	4 Hours	8 Hours
Restart Recorder	Write Parameter (Through “Configuration” Menu)	Read Recorder Date/Time
All Fridge Commands	AG400 Update (Through “Wireless Sensors” Menu)	Force Data Store
All Doorlock Commands	Write Recorder Date/Time	Force Parameter Store
iGPRS > Send SMS	Firmware Update	Force Actual Store
	Update Summer/Winter Table	Get ODO Meter
	Set ODO Meter	Download Recorder Flash
	Calculate Accelerometer Offsets	Get Menu Configuration Name
	Update Menu Structure	
	Time Synchronisation	
	Parameter Reset	
	Clear Recorder Flash	
	Clear Recorder TRP POI List	
	Download Recorder Single Flash Page	

Additionally, if a command fails, it is retried for a maximum of five (5) attempts after which it is aborted by the server. To manually abort a (pending) command click <Cancel> at the end of the command line in the grid.

5.3.1 Perform a Firmware Update on a Recorder

Account Manager allows you to perform a firmware update. This command allows you to update the firmware on the recorder remotely and can be done in two ways:

	Using the Device > Update Firmware command; the entire update is performed over the UCP server, causing constant communication between the modem of the Recorder and the UCP server. Monitor the progress of the update in the commands table, where the status Completed indicates that the firmware transfer has completed.

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	Using the iGPRS > Update Firmware command; the modem will be provided an FTP download location where it can download the update file. Minimal communication between the UCP server and the modem will take place, after which the modem starts downloading the firmware file from the FTP server autonomously. The progress of the update cannot be monitored in the commands table. The Completed status will only indicate that the modem has obtained the address where it can download the update file but will not indicate that the update is running (or is completed).

The recorder is unavailable for modifications or data transfer while the Firmware Update is being processed, regardless of the chosen command. The update process may take up to 30 minutes.

During the recorder Firmware update, no data is logged by the recorder. Therefore, a gap appears in the period when the recorder was being updated.

CAUTION

It is recommended that you DO NOT perform updates on the recorder and AG 400 at the same time.

5.4 Wireless Sensors

The Wireless Sensors menu allows you to manage the wireless sensors (and the AG 400 device) connected to your Euroscan device.

In this menu, the battery level of the connected sensors is available, and it is possible to start an update for the AG 400 device.

Only wireless sensors that are currently connected to the device are shown in this menu.

This menu does not show any sensors that were historically connected to the device.

During an AG 400 firmware update, no AG 400 sensor data is logged by the recorder. Therefore, a gap appears in the period when the device was being updated.

An AG 400 firmware update will not affect sensor registration of sensors connected directly to the temperature recorder.

CAUTION

It is recommended that you DO NOT perform updates on the recorder and AG 400 at the same time.

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General
Dashboard
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Commands
Wireless Sensors
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Account
Reports
Search
Wireless Sensors
Execute Update
Sensor Name
Sensor ID
Battery %
Sensor Type
Firmware
Serial
Name

6 VEHICLES

The customer user can see the vehicles for the account. A vehicle is a collection of all devices attached to a truck/trailer.

6.1 Vehicle Management

When selecting a vehicle, you can see which devices are linked to the vehicle or were linked to the vehicle previously. In this menu, it is possible to set and unset the primary devices for the vehicle.

Only the information from primary devices is displayed on ColdChainView.

It is not possible to set devices with overlapping link periods as primary. It is possible however to set multiple devices as primary as long as the link inactive timestamp of one and link active timestamp of another device connect and do not overlap each other.

6.2 Vehicle Groups

This view lists the available and active vehicles for a selected (or new) vehicle group. Vehicle groups provide the option to group several vehicles together. This way you can select one vehicle group instead of selecting all vehicles individually.

You can use vehicle groups in other sections of the Account Manager software, including (but not limited to) exception links, (scheduled) reports, depots, and user accounts.

You can assign or unassign vehicles by dragging and dropping an item from one column to the other, or by clicking the left or right arrows. Click (Confirm) to save the changes.

For this menu, the Item Selection section is shown. In this section, all available vehicle groups are shown, and it is possible to quickly change between saved vehicle groups.

Refer to document [1] E0002 (available from the ORBCOMM website) for more information about Vehicle Groups.

6.3 Depots

This view lists the available and active vehicles for a selected depot. A depot is a specific location that can act as a home location for vehicles. When a depot is created, all vehicles added to the depot are grouped together on ColdChainView. All vehicles that are not assigned to a Depot will be listed under the “Root Depot”.

You can assign or unassign vehicles by dragging and dropping an item from one column to the other, or by clicking the left or right arrows. Click <confirm> to save the changes.

For this menu, the Item Selection section is shown. In this section, all available Depots are shown, and it is possible to quickly change between saved Depots.

Note

It is possible to add an entire vehicle group to a depot by switching to the “Vehicle Groups” tab in the devices selector.

Adding a vehicle group to the depot then allows you to manage the vehicles in the depot via the “Vehicle Groups” menu in Account Manager or the ColdChainView website.

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Account Manager
Menu
General
Dashboard
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Vehicles
Vehicle Management
Vehicle Groups
Depots
Danish GPS
Account
Reports
Search
Depots
Editing: Training Recorders
Depot Name Training Recorders
Depot POI
Depot Master Supervisor
Devices
Single Vehicles
Vehicle Groups
Available
Active
Selection: Depots
Training Recorders
Support Recorders
Office Bonn
GT1100
GV75
1 of 5 items selected

Asset
Exceptions
Reports
Maintenance
Administration
User Settings
Help
Log Out
Assets
Main Page
Assets
Asset Positions
Asset Fridges
Asset Locks
Asset AlarmGroups
All Data
Fridge
POI
Training
Last Entry
VehicleID
Serial
AN1 (°C)
AN2 (°C)
AN3 (°C)
AN4 (°C)
AN5 (°C)
AN6 (°C)
Root Depot
Training Recorders
Page size: All
7 items in 1 pages

7 ACCOUNT

Sub-menu items under this menu are all related to account-specific tasks, most of which can also be accessed via ColdChainView.

7.1 Users

This option allows you to create, edit or clone information such as user settings, the permission group for a user and the devices that the user can access.

It is not possible to delete your own user account or edit your assigned permission group. Contact your administrator or Contact Support with a user deletion or modification request.

When selecting a user, the current activation status of the user is shown in the "User status" field. The user status can be:

Status	Description
Activated	The user has set a password and security question / answer and can log in to the platform.
Not Activated	The user has not yet set a password and can therefore not log in to the platform.
Locked	The user cannot log in because too many incorrect log in attempts have been performed. The user account is automatically unlocked after x number of hours (defined in the account's "Locked period").
Expired Password	The user cannot log in because their password has expired.
Banned	The user cannot log in because their user account has been banned.

If a user is not yet active, the Resend Activation Email button is available. Click this to send a new email to the user with a link to activate their user account.

If a user is already active, the Reset Password button is available. Click this to send an email to the user with a link to reset their password.

Note **Clicking Reset Password does not invalidate the current user password. The user can continue to use their current password until they complete the reset password procedure. Once the user updates their password, the old password is no longer valid / usable.**

The Resend Activation Email and Reset Password buttons have a 5-minute wait time before the action can be repeated. This ensures that the user cannot be spammed with activation or password reset emails.

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To access user accounts:

1. From the Account Manager menu view, select Account>Users.
2. From the item selection view window for Users, select the user account you want to edit. In this example <Supervisor> was selected.
3. Make the necessary changes to the user information.
4. Click <confirm> to confirm your changes. Alternatively, you can click <cancel>to ignore the changes. These buttons are shaded until a change is made.

It is not possible to create a user account with an email address that is already used for a Recipient. You must first delete the recipient and then create the user account.

Note that deleting a recipient removes all links to scheduled reports and exceptions associated with the recipient. Note which items the recipient is linked to before deleting it, and then add the newly created user to these items.

Note

A user is only allowed to see / access devices that are shown in the Active list.

If the device is listed in the Active list, but is not shown for the user in ColdChainView, please contact your distributor to check the visibility setting of the device.

Note

It is possible to add an entire vehicle group to a user by switching to the "Vehicle Groups" tab in the device's selector.

Adding a vehicle group to the user then allows you to manage the vehicles visible for the user via the "Vehicle Groups" menu in Account Manager or the ColdChainView website.

Note

When the "Receive Notifications" option is enabled, then the email address of the user is added to a mailing list that is used to inform ColdChainView users of upcoming updates and maintenance.

When updating the setting, note that it may take up to 24 hours to process the change.

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7.2 Permissions

This option defines user permissions in a group. This view lists the individual permissions of a permission group and allows you to turn them on and off using check boxes. Permissions are grouped into various tabs. Additional information about the various tabs is available upon request.

It is not possible to edit the permission group you are currently assigned to. In addition, you may only grant and remove permissions to a group that your assigned permission group has access to. Contact your administrator/distributor or Contact Support to modify permissions or permission groups for which you do not have access.

To create a new group:

1. From the Account Manager main menu, select Account>Permissions.
2. Type a name for the new group, and then check the options you want to grant to this group.
3. Click <Confirm> to save the changes. The new permission group is now added to the selection view.

Note **When selecting an existing permission group, you can use the "Associated Users" tab to see which users have been assigned the selected permission group.**

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7.3 Presets

This menu lists all the settings used for creating, cloning, editing, and deleting presets.

For this menu, the Item Selection section is shown. In this section, all available presets are shown, and it is possible to quickly change between saved presets.

Refer to document [1] E0002 (available from the Customer Support website) for more information about presets.

7.4 Recipients

This view shows the fields available for recipients (name, email address and phone number/SMS) and allows you to create/modify/delete recipients within the account.

For this menu, the Item Selection section is shown. In this section, all available recipients are shown, and it is possible to quickly change between saved recipients.

A recipient linked to a User account must be edited through the User menu. For these recipients, the warning "This recipient can't be modified, because it is linked to a user" is shown.

Refer to section 7.1 for more information on editing User account settings.

Refer to document [1] E0002 (available from the ORBCOMM website) for more information about recipients.

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7.5 Recipients Groups

This view lists the available and active recipients for a selected (or new) recipient group. You can assign or remove recipients by dragging and dropping an item from one column to the other, or by clicking the left or right arrows. Click (Confirm) to save the changes.

For this menu, the Item Selection section is shown. In this section, all available recipient groups are shown, and it is possible to quickly change between saved recipient groups.

Refer to document [1] E0002 (available from the ORBCOMM website) for more information about recipient groups.

7.6 Report Templates

A report template is a blueprint of how the report should be build. These can be used to generate scheduled reports or on ColdChainView.

For this menu, the Item Selection section is shown. In this section, all available report templates are shown, and it is possible to quickly change between saved report templates.

Refer to document [1] E0002 (available from the ORBCOMM website) for more information about report templates.

7.7 Scheduled Reports

Scheduled reports allow you to send detailed reports, created with predefined or custom templates, to recipients via email.

For this menu, the Item Selection section is shown. In this section, all available scheduled reports are shown, and it is possible to quickly change between saved scheduled reports.

Refer to document [1] E0002 (available from the ORBCOMM website) for more information about scheduled reports.

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7.8 Exceptions

Exceptions are a form of notification about the state of a device. This menu option focuses on all the available settings for a given exception rule. Available tabs are Rules, Time condition, POI condition, Send options and Recipients. Only after every individual tab is filled in can an exception rule be confirmed and created.

For this menu, the Item Selection section is shown. In this section, all available exception rules are shown. and it is possible to quickly change between saved exception rules.

Refer to document [1] E0002 (available from the ORBCOMM website) for more information about exceptions.

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The period selection on the Time Condition tab also groups periods that cross the 24 hour mark at the end of each day.

7.9 Exception Links

The exception links view allows you to view active links between devices and exception rules. In addition, it allows to select devices and (un)link them to created exception rules.

Refer to document [1] E0002 (available from the ORBCOMM website) for more information about exception linking.

When a selection of both device(s) and exception rule(s) has been made, an additional tab is then available. This new tab provides an overview of the selected device(s) and exception rule(s). You can set a begin and end date (and time) when the exception rule should be activated and should expire for the selected device(s), or select the Never check box if you never want the exception to expire. Click <confirm this link> to bind the devices and exception rules to each other.

When a device is linked to at least one exception rule, the Select Devices tab indicates this by showing a value greater than 0 in the No. Of Exception Links column, and an icon to expand the row.

Click <expand> to expand a sub-grid with a list of exceptions that the device is linked to. For each exception the begin and end dates of the exception are shown, and an option to unlink the device from the selected exception.

When clicking <Unlink>, a dialog box appears requesting confirmation.

7.10 POIs

You can use the address line to generate the correct address data, or you can use latitude and longitude points. Select either of these and then click <Generate> next to the option you selected to automatically get the correct values for the input fields. In the Map on the right side of the view, the location for the POI will be shown.

To save a POI, enter a name, select a radius and (optionally) select a POI type after filling in the Address Data, and then click <Confirm> to save the changes.

For this menu, the Item Selection section is shown. In this section, all available POIs are shown, and it is possible to quickly change between saved POIs.

Refer to document [1] E0002 (available from the ORBCOMM website) for more information about POIs.

7.11 POI Types

Here you can manage POI types by choosing a name and assigning an image to it (either selecting a preset image or uploading your own image).

For this menu, the Item Selection section is shown. In this section, all available POI Types are shown, and it is possible to quickly change between saved POI Types.

Refer to document [1] E0002 (available from the ORBCOMM website) for more information about POI Types.

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7.12 Trucks

The Trucks view allows you to view the Truck ID tags available to the account and (manually) add new tags to the account. Truck ID tags are automatically added to the account when a device within the account connects with it.

By selecting a tag in the Item Selection, you can edit the name displayed in the ColdChainView platform. Click <Confirm> to save the changes.

To add a new tag to the account, click <add> and type the serial number and preferred name for the tag. Click <Confirm> to save the changes.

The Trucks menu provides a list of all available Truck ID tags, allowing you to quickly switch between Truck ID tags.

Refer to document [1] E0002 (available from the ORBCOMM website) for more information about Trucks.

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8 REPORTS

8.1 Changelog

The changelog view shows the changes made to a specific account, based on the account selection. Select the period to show data from, and then select the actions you want to enable. Clicking an action multiple times toggles between enabled and disabled.

The following actions are available:

Action	Filter On	Filter Off
Addition/Create		
Alteration/Edit		
Removal/Delete		

You can also select the type of entity you wish to see data from. This can include the options to see, for example, when a device has been moved in or out of the account or when a Report Template has been altered. The figure below shows only historical data for the PermissionGroups type for all actions.

Note **There is no active retention policy for the contents of the changelog menu.**

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9 SEARCH

The search view executes an account wide search for all entities that have a name property (or in the case of devices, a serial number).

It is possible to selectively search. You can limit the search to a single account/entity type by using the following format:

{account=Euro*} – This will search only entities of the accounts that start with Euro.
{entity=Depot} – This will search within the entities of the type Depot.

Regular expressions can also be used for more exact searches.

For example, consider the following search string:

```
{account=Euro*} {entity=depot}
```

The following items are returned:

Entity Type	Account	Name
Depot	EuroTrans	Office
Depot	Euroscan	Training Recorders
Depot	Euroscan	GT 1100
Depot	Euroscan	GV75

The following items are not returned:

Entity Type	Account	Name
Depot	TransEuro	Work
Report	Euroscan	Test Report

Open the search view docked in the bottom area of the Account Manager window by pressing the F3 shortcut key.

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10 TROUBLESHOOTING AND FREQUENTLY ASKED QUESTIONS

10.1 Creating a User for Tracking Numbers

On the ColdChainView website, the “Tracking Numbers” feature is available when the permission “Create/Edit/Delete Tracking Numbers” is enabled for user(s) in the account.

Tracking Numbers create temporary users that can be used to provide the details of a single asset to a (third-party) customer, without giving the customer access to the entire fleet. This way, a fleet owner could provide the information of a truck to a customer, who can then track the position of the truck and keep track of (for example) the temperature of the container for a limited period of time.

To ensure that the correct set of information is returned to the customer, a Tracking user can be made. The tracking user should be made with the following settings:

► User Name	Tracking
► Description	User for Tracking numbers
► Email	Any valid email address Note The tracking user does not need to be activated.
► Rights	View Only Group
► User Settings > Default Preset	Select the preset which should be used to display the correct dataset.
► Vehicles	Move all the vehicles to the right side with the » button. The “Rights” can be left on “No Rights”.

When a tracking number is created with the tracking user, the customer will only see the data from the vehicle that is configured in the tracking number. The dataset will be based on the default preset selected for the tracking user.

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