DigidownHost

Telematics Edition Software User's Guide

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DigidownHost User's Guide

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About DigidownHost

Before a person can download files from a digital tachograph, they need to prove to it that they are someone who is entitled to access the data. This process is called authentication and is usually performed by inserting a company card into the tachograph. Authentication can also be achieved by a company card and a tachograph communicating with each other when they are not in the same place. This process is known as remote authentication.

DigidownHost is a PC application which allows remote authentication to take place by handling communication between a company card and a DigidownT or DigidownBlue device connected to a digital tachograph. This communication can be either carried out over the internet, using the PC's internet connection or over Bluetooth, via a DigidownBase device. DigidownHost can also receive downloaded tachograph and driver card data from DigidownBlue and DigidownCR devices over Bluetooth via a DigidownBase. To view additional DigidownBase installation steps & information please refer to the 'Digidown Host User's Guide DigidownBase Edition.pdf' file

DigidownHost is capable of handling communication for one or more companies each with one or more company cards. Remote authentication can then take place between a vehicle's tachograph and any company card associated with that vehicle's company. Up to ten different authentications can take place at the same time, provided that ten company cards are inserted in as many attached smart card readers.

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Installing DigidownHost

Double-click **DigidownHostSetup.exe** to launch the DigidownHost Installer

The Installer welcome screen appears.

Click **Next** to continue.

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Select a destination folder for the DigidownHost application, click **Next** to continue.

Click **Next** again.

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Wait for installation to complete.

Click **Close**.

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This screen will appear. Please enter an email address and password to be used when logging into the portal. Click **Next**

Enter an installation name.

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This notification will be shown when DigidownHost has found all cards inserted and is ready to be used.

The icon is a quick indication of the online status of DigidownHost. If the icon is green as the above image shows, then the software is able to communicate with the server.

If the icon is red then this means there is a problem communicating with the server, if you see this icon then please check your internet connection. When a connection is re-established the icon will change back to green.

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Uninstalling DigidownHost

Click the Start Button -> All Programs -> Lisle Design - > DigidownHost. Find and click the Uninstallation Digidownhost icon.

Click **Yes.**

Wait for the dialog to close and DigidownHost has been uninstalled.

What is left behind?

- The Log.zip file will be kept for future reference.

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Using DigidownHost

After DigidownHost has been set up, no further user interaction with the application is required to perform remote authentication.

Right click on the icon to access the menu.

- **Open portal** will open the online portal in your default web browser.
- **Open logs** will open the DigidownHost log folder.

Click on **Open Portal** and you will be greeted with this screen. Please enter the email address and password used during installation.

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Installations linked to the administrator email address will be shown here. Clicking **Home** will take you back to this page.

Click anywhere on the box to be taken to the Companies screen. Here you will see all companies registered to your installation, including number of vehicles and cards registered to that company. Available will indicate how many cards are inserted and not being used in a current authentication.

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Click **My Account** to be taken to your Installation settings.

If you have more than one PC running DigidownHost, setting both up with the same Admin email and password will link both to your account. If different Admin email addresses have been used, click **Add installation** to be brought to this page.

Enter the Installation name, Admin email and Password to add this installation. These must all be correct to add the installation.

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Click on **Edit installation** to edit any installation linked to your account. Select the desired installation using the dropdown menu.

You can then change the Name, Settings, or the Admin email and password associated with this account.

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Change installation name is similar to changing the company name or vehicle details, if another installation exists with that name then an error will be shown.

Change Installation settings allows you to set how long DigidownHost will wait for a new message from the DigidownT. You can also enable/disable local logging for this installation.

Change Admin email will change the email address used to login. **Change Admin password** will change the password used to login.

Click the **X** to return to the Installations page.

Note: If you are upgrading from the older generation of DigidownHost, all cards, companies and vehicles will already be linked to your installation.

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Adding, editing, or deleting vehicles

Click on the number of vehicles to be taken to the Vehicles page. If this is a new company then a message will be displayed as there will be no vehicles.

Click **Add vehicle**. A form will be displayed where you can enter the vehicle's registration number and VIN. In the lower right corner there is an **upload CSV** button.

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As with the Add, and Edit company pages, an error will be shown if the vehicle is already registered to another company. After the successful addition of a vehicle, you will be taken back to the vehicles page where you can see the newly added vehicle alongside a completion message.

Clicking on the **CSV** button will bring up a file dialog. Select a CSV file and click open. The vehicles will then be added to the database. CSV should contain the VRN in the first column, and the VRN in the second.

When the file has been uploaded, the results will be shown along the top of the screen. Possible reasons for vehicles not being uploaded include: incorrect format, incorrect VRN or VIN length, or the vehicle is registered elsewhere. ***Note:*** *VRN data must contain 1-14 characters & VIN must contain 17 characters.*

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Click either the VRN or the VIN of the vehicle to select it. Again, click **Edit vehicle** or **Delete selected** to do the corresponding actions.

Click the **X** to go back to the Companies page.

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Adding, editing, or deleting a company

Along the bottom of the screen, you will notice five buttons.

- **Add company** will allow you to add a new company
- **Edit company** will allow you to edit the name and email address linked to a selected company

Selecting **Add company** will bring up the following screen. Simply enter the company name and click **Submit**.

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If the company is already registered to another customer, an error will be displayed and the company name can be checked for errors and retyped.

Upon successful addition of a company, the Companies page will be displayed with the new company.

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At this point, please insert the card for the new company. After a few seconds the portal will be updated to show an unregistered card has been inserted. Click on the banner to be brought to the company selection screen.

Select the company from the drop down and click **Submit**.

If the unregistered card is inserted before the addition of a company, you can add a new company from the company selection screen by clicking **Add company**. This will bring up the **Add company** screen, then create the new company and associate this card with that company.

If more than one unregistered card has been inserted, a warning will be displayed showing the number of unregistered cards inserted.

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After submit has been clicked, the card page will be displayed. This shows which card reader the card is in and the status of the card e.g. Available, Authenticating, or unavailable when the card is not inserted or has failed. The Card name and Expiry date will be set after the first successful authentication using that card.

Click on a company name to select that company. The company can then be edited or deleted.

Click on **Edit company** to bring up a form with the current Company name prefilled.

After changing the company name, click **submit**. As with the Add company screen, an error will be shown if the new Company name already exists. You will be returned to the Companies page and a completion message will be shown if the edit was successful.

While a company is selected, click delete selected to remove the company, vehicles and cards from your installation.

Click the **X** in the corner to return to the companies page.

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The Status LEDs

The Status LEDs have 3 states:

The Green LED next to a function indicates that it is enabled and working correctly.

The Yellow LED next to any enabled function in a warning state will be Yellow.

The Red LED next to a function indicates that it has encountered a problem.

When Online Remote Authentication is taking place and DigidownHost is communicating with a phone running DigidownApp or a DigidownT via DigidownNet and a company card in the connected card reader, the Remote Authentication and the Online Status LEDs will flash.

For each installation, a small box will show the name, version, card status and host status. In the top right corner there is a restart and shutdown button for that installation.

If all registered cards are inserted and the host is online then both LEDs will be green.

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If a previously registered card is missing, the Card status LED will turn yellow and give a warning.

If no cards are inserted, the Card status LED will turn red and give a warning.

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If an unregistered card is inserted, the Card status LED will turn yellow.

If any cards are missing then that warning will take priority over any unregistered cards.

If no cards have been registered to any companies, the status LED will turn red.

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When DigidownHost is offline, both status LEDs will be red.

While DigidownHost is performing a remote authentication, the status LEDs will flash. The Card status LED will flash in whichever colour corresponds to the message.

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The host status LED is shown on the installation, companies, vehicles, and cards pages.

On the companies page, you will notice a small status LED beside each company name.

The company status LEDs are similar to the card status LEDs: Green means all is well, yellow means a card is missing, and red means all cards are missing or there are none registered. These will also flash if a vehicle registered to that company is authenticating.

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The Log Folder

The log folder contains the log files which DigidownHost creates during operation and can be accessed via a short cut which is created in the application folder during installation.

While DigidownHost is running all information recorded in the Diagnostic window is written to a log file.

An example log file name is: Log 2017-01-01 17-00-05.log

The numbers represent the year, the month, the day, the hour, the minute and the second at the time the log was created. So the above example was created on the 1st of January 2017 at 17:00:05.

A new log file is created whenever the DigidownHost software is launched.

When DigidownHost is closed down, it compresses the new log file to an archive called Log.zip, which is also kept in the log folder. DigidownHost also creates a new log file and archives the old one at midnight.

To access the log folder, right click on the DigidownHost icon on the taskbar, then click Open Logs. To access the .zip file go up a directory by clicking DigidownHost Service in the explorer address bar.

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Troubleshooting

Under Windows 7 Setup Wizard does not recognise that card reader is connected

Close DigidownHost, disconnect the card reader, insert card into the card reader if it is not already and reconnect the card reader. Waiting for windows to finish trying to install the card then restart DigidownHost.

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