

MARKS USA

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Note: Technical Service is for security professionals only

MARKS-USA Technical Support

TECH TIP



Date: Wednesday, June 03, 2015

Subject: Marks Software: Audit File Maintenance

Models: Marks IDAT Mark II and E6201 Flash Drive with Portable Software Program

The Marks USB flash drive (part # E6201) contains a folder named DOWNLOAD located in the root directory. This folder remains empty until the IDAT is used to retrieve an audit trail from any IDAT-supported Marks IQ lock. The IDAT creates a file named "AUDIT_TR.txt" in this DOWNLOAD folder, and each subsequent audit retrieval updates this single AUDIT_TR.txt file. Even when retrieving an audit trail from multiple IQ locksets, the software will continue to update the single AUDIT_TR.txt file with the additional data retrieved from all of the locksets.

This process will remain trouble free and accurate provided that you follow these recommended guidelines:

1. To avoid duplicate entries that could display atypically in the software, we recommend avoiding the retrieval of multiple audit trails within the same day from the same lock.
2. As the AUDIT_TR.txt file grows in size over time, the potential for errors can increase as well. We recommend monitoring the size of the AUDIT_TR.txt file, and when the file size reaches approximately 200KB, we recommend removing the file from the DOWNLOAD folder using any of the following methods:
 - simply delete the text file, or
 - use WinZip to save the text file as a .zip file (then delete the original text file), or
 - move the text file to another folder to be archived

The system will automatically create a new AUDIT_TR.txt file the next time you perform an audit trail retrieval from your Marks lockset.