



Subscribing to
Smartrak Outage Notifications

Version 1.0
July 2017

What are outage notifications?

Smartrak's system will occasionally require maintenance and updates to continue to deliver out high quality of service and to roll out new features to the system. In order to perform this maintenance and updates we occasionally will have scheduled outages on the system.

We also have hardware that operate using 3rd party networks for communication and data transmission, that can suffer from diminished services or outages that can affect the operation of hardware and its communication with our system. An example of these are satellite and cellular networks that our TrakSafe hardware and TrakWise AVLs utilise to communicate.

To ensure our customers are informed of the operational status of our services, we provide the service of outage notification pages and email notifications (when subscribed).

Smartrak recommends all Level 1 Support contacts are subscribed to updates to ensure they are up to date with any outages that may impact upon their staff and operations.

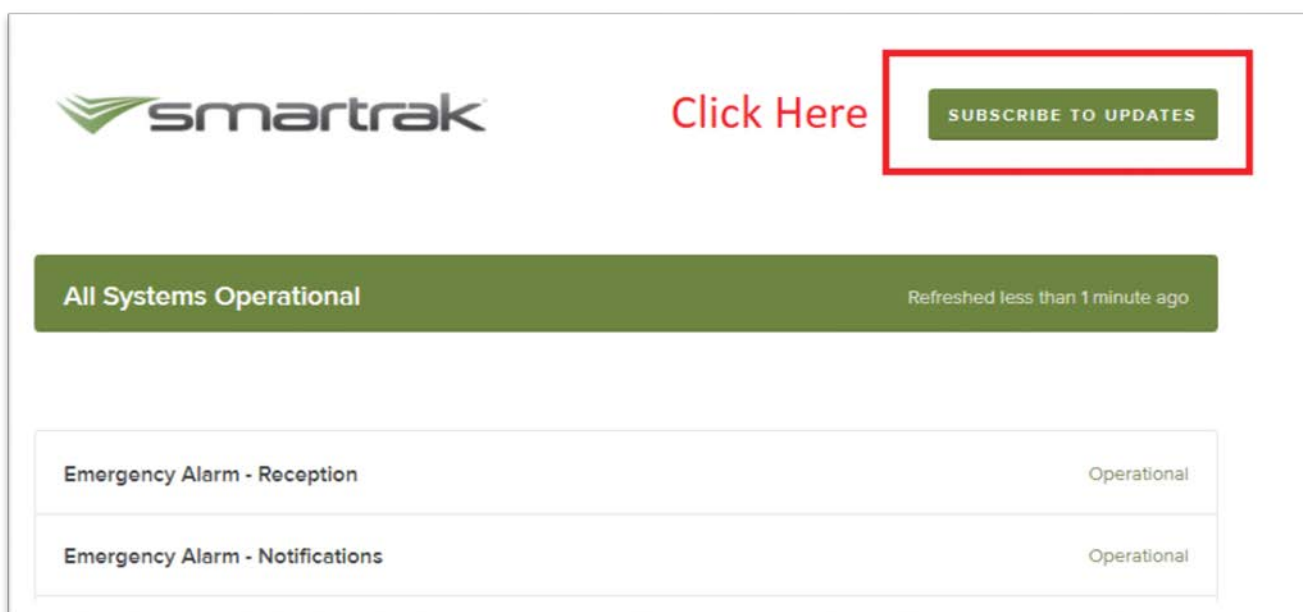
How do you Subscribe to email notifications?

1. Visit the Status Page for your country:

Australia – <https://status.smartrak.com.au/>

New Zealand - <https://status.smartrak.co.nz/>

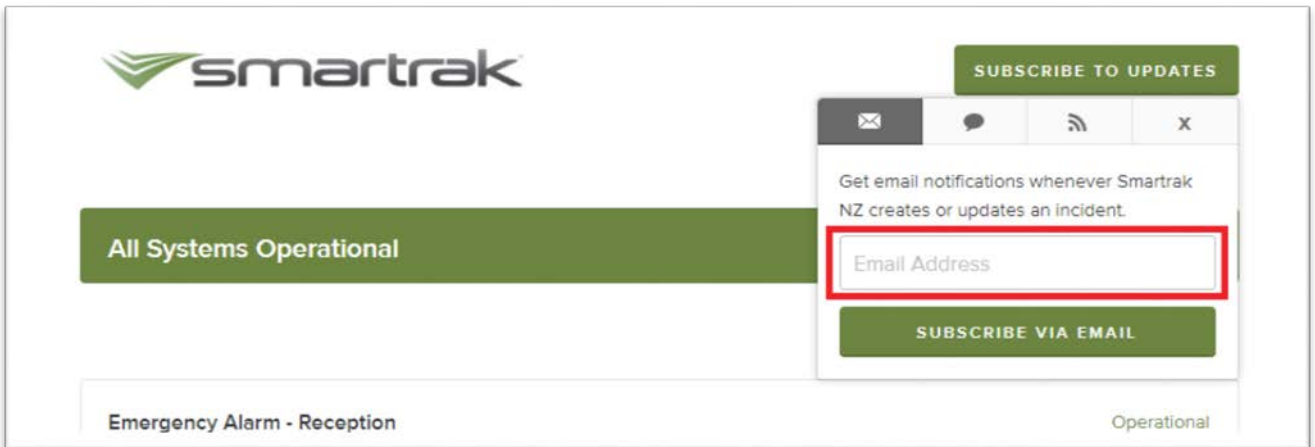
2. Click on the “Subscribe to Updates” button on the top right hand corner.



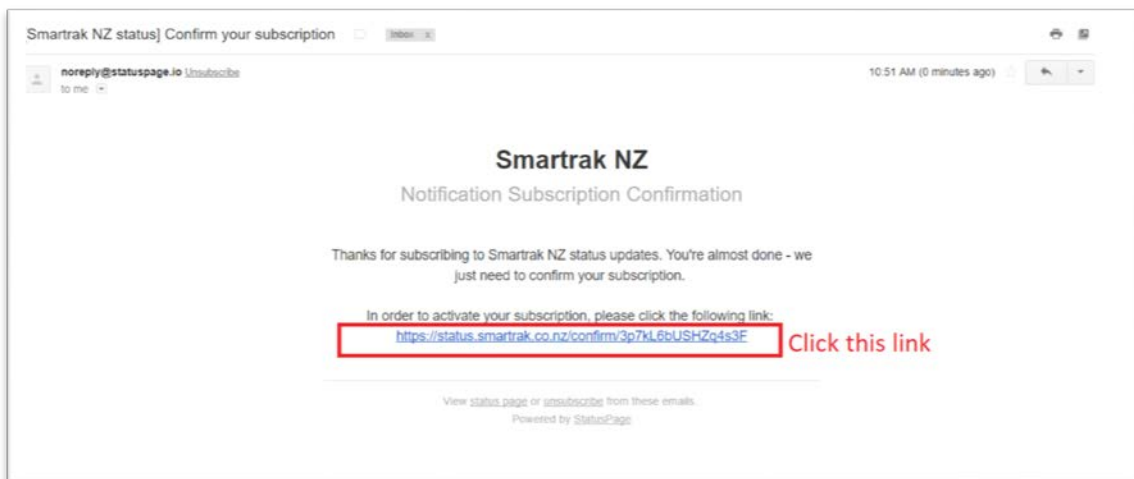
The screenshot shows the Smartrak status page. At the top left is the Smartrak logo. To the right of the logo is the text "Click Here" in red. Further right is a green button with the text "SUBSCRIBE TO UPDATES" in white, which is highlighted with a red rectangular box. Below this is a green bar with the text "All Systems Operational" on the left and "Refreshed less than 1 minute ago" on the right. At the bottom, there is a table with two rows:

Emergency Alarm - Reception	Operational
Emergency Alarm - Notifications	Operational

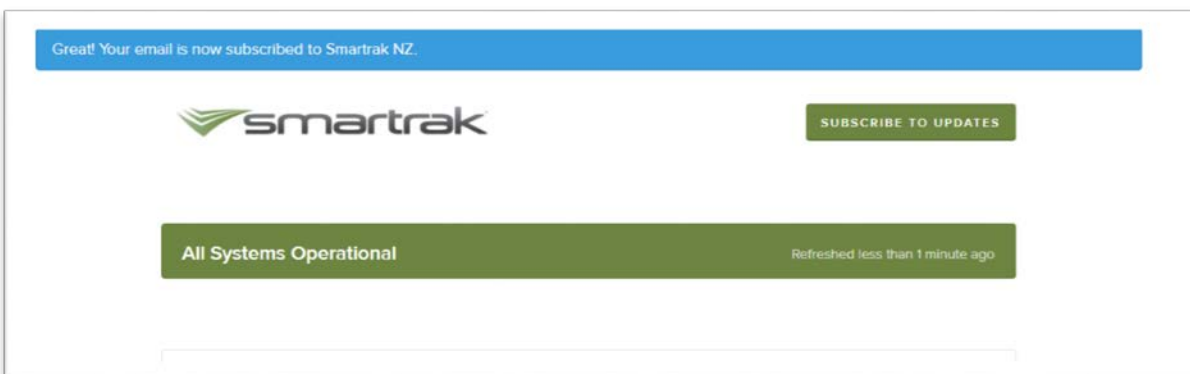
3. Input your email address and click "Subscribe via Email"



4. Confirm your subscription by clicking the link sent to you in an email



5. Clicking on the link will open a page in your web browser taking you to the status page for your country and will include a notification bar at the top stating "Great! Your email is now subscribed to Smartrak *Country*."

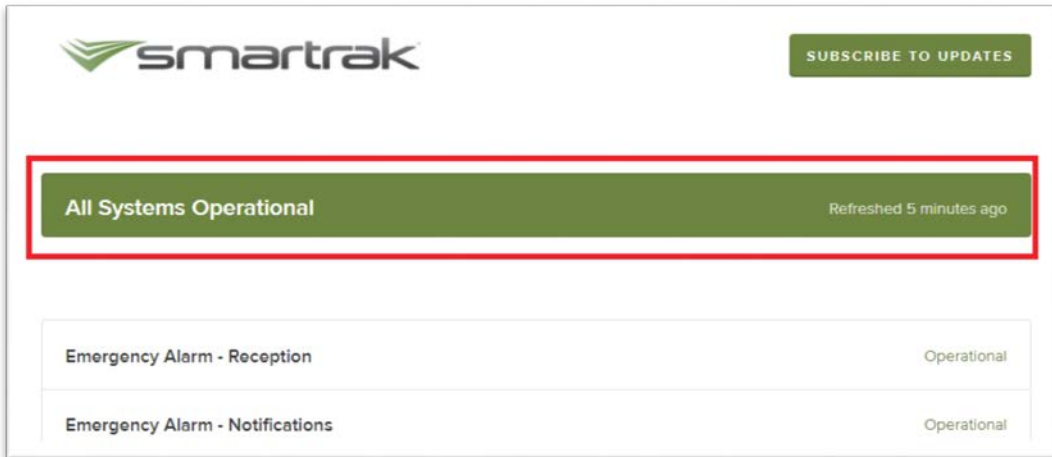


COMPLETE! You will now be emailed all outage notifications.

Status Page Navigation

Should you wish to use the Status Page itself to navigate and check on affected services, the following are what you need to check.

Main Notification Bar



The main notification bar, highlighted above in red will provide the overall status of our system. This should be the first point of reference.

System Components

Emergency Alarm - Reception	Operational
Emergency Alarm - Notifications	Operational
Maps	Operational
Pool Booking	Operational
Fleet Servicing	Operational
Garmin messaging	Operational
Reports	Operational
Web Services and API's	Operational

The table underneath the main notification bar highlights all the components of the Smartrak system and their status. Often outages will only affect only parts of the system and this will highlight those that have been affected.

Future/Past Incidents

Web Services and API's Operational

Past Incidents

Jul 6, 2017

Vodafone - Planned Outage - 6th July

Completed - The scheduled maintenance has been completed.
Jul 6, 06:00 NZST

In progress - Scheduled maintenance is currently in progress. We will provide updates as necessary.
Jul 6, 01:00 NZST

Update - Vodafone has advised us of an increase in the regions impacted by this change. The updated list now includes; Christchurch, Punakaiki, Akaroa, Riccarton, Burnham, Clandeboye, Hanmer Springs, Hokitika, Kaikoura, Greymouth,

Beneath the system components will be a list of Future and Past Incidents. This will have more detail surrounding the incidents. This is where you should check for any forthcoming planned outages.