



FRESH USA, INC.

KEY CONTROL

User Guide

System overview and security tools

Windows installation and shared LAN operation

Illustrated instructions for everyday use

ENGLISH | REVISION 1.0 | 13 OCTOBER 2026

Staige 22 / installation and operations edition

fresh222.com

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Use the clickable contents or PDF bookmarks. Large screenshot pages follow the relevant instructions. Screenshots contain sample DEMO data and show an earlier interface version; they are visual references, not commissioning evidence.

01 System overview

Know what the system does

Fresh USA Key Control is a Windows application for recording keys and tagged items, assigning responsibility, managing issue and return, and monitoring protected exits or cabinets.

The shared catalogue connects each unique EPC to an item record. People identifies recipients. Application users identifies the operators who can sign in and perform actions.

Choose your deployment

Single computer: run the application and its SQL database on one computer.

Shared LAN: connect all workstations to one SQL Server 2022 database on an always-available server or Windows computer. The application does not have to remain open on the SQL host.

How the components fit together

Component	Purpose
Windows client	User interface, workflows, reports and equipment control.
SQL Server 2022	Shared records, permissions, history and LAN reader ownership.
Private SDK host	Original reader libraries in a separate process.
RFID equipment	Physical readings and supported alarm outputs.

Scope of this edition

Based on the latest Staige 22 source, installer candidate 0.5.1. The archive screenshots show an earlier Preview 0.4.0 DEMO interface; labels and controls may differ in the current build.

The final setup EXE has not yet been compiled. Real Windows installation, SQL/LAN operation and hardware commissioning remain required before production deployment.

02 Installation requirements

Required environment

Item	Requirement
Operating system	Windows 10/11 native x64; Windows Server 2019/2022/2025 with Desktop Experience. Installation target starts at build 17763.
Architecture	Intel/AMD x64. Windows ARM64 and Server Core are excluded for the graphical client.
Database	SQL Server 2022 (16.x), local or reachable over LAN.
System component	.NET Framework 4.7.2 or later for SQL Server 2022.
Privileges	Windows administrator for setup, drivers, certificates and firewall configuration.

Use an OS edition with current security updates under your organization's support policy. An installation target is not a guarantee of continued Microsoft OS support.

Capacity and peripherals

Local SQL setup: at least 8 GB free on the system drive is checked by the installer scripts. Reserve additional space for customer data, exports and backups.

Microsoft SQL minimums: x64 CPU at 1.4 GHz; 512 MB RAM for Express or 1 GB for other editions; at least 6 GB SQL installation space [1]. These are SQL engine minimums, not practical workstation sizing.

Planning recommendation: 8 GB RAM, a modern multicore CPU, SSD storage and a 1920 x 1080 display. Size the SQL host for all concurrent users and other workloads; validate the site workload before acceptance.

Provide reliable Ethernet for LAN readers, the correct COM/USB connection where applicable, and working audio if computer alarms are required. F-02 requires a detected USB virtual COM port.

The application package contains private .NET runtimes and SDK/DLL files. No development SDK is required on the customer PC. Original signed USB drivers are not present in the current materials; obtain and validate the correct package.

03 Install, activate and start

Use the correct installation mode

1. When a released setup package is available, close Key Control and reader utility programs. Run the Fresh USA Key Control setup as a Windows administrator.
2. Select **Local SQL** for a new standalone system; **Existing SQL** for an administrator-selected SQL Server 2022; or **LAN client** for an existing shared database.
3. For a new database, confirm the Windows account or group of the first operator. This is especially important if setup runs under a different administrator account.
4. Complete setup. If a restart is requested, restart Windows and run the original setup again before continuing.

The Windows Components ZIP is an application test package. It does not register an installed application or provide the final setup/uninstall experience.

First production session

1. Launch Key Control. Open **Activate License** and select the Fresh USA license file supplied for this computer. Keep a safe copy.
2. Sign in using your application account. Confirm the configured server and database under **Settings > Database setup**.
3. For a new empty shared database, the first licensed administrator initializes the workspace. An existing workspace must not be replaced.
4. Create operator accounts, register items and people, then configure and test equipment before enabling monitoring.

DEMO and licensing

Unlimited DEMO saves its own simulation data. It cannot operate physical readers or initialize production SQL. Green DEMO reader indicators are simulated. Real equipment requires a valid license that includes the relevant functions.

A license is associated with its computer. Use **License Request** if activation is needed; a request can be saved as a file without automatic email delivery.

04 Connect several computers over LAN

Prepare the SQL host

1. Keep the SQL host powered on and available whenever workstations operate. Use one designated shared database.
2. Have IT configure the SQL TCP port and a trusted SQL server certificate. Allow only the required trusted network through Windows Firewall.
3. Grant each operator's Windows account the required database role. Use individual Windows identities; coordinate workgroup authentication with IT.
4. On every workstation, select the same server endpoint and database, and use the same application release.

Use the server name and actual port, for example **KC-SERVER,51433**. This is an example only: the installer selects an available port for its own local instance. Do not assume port 1433 or a fixed installer port.

Trust, synchronization and ownership

Windows Authentication and validated TLS are required. For an installer-created certificate, IT transfers only the public .cer file through a trusted channel and verifies its SHA-256. Never bypass certificate validation to solve a connection error.

Successful saves use the shared database as the common source. If another computer changed a record, refresh it and reopen the editor. Do not assume a rejected or unconfirmed save was applied.

In **Reader settings > Reader access by computer**, assign **Management** to the intended controller and **View only** to others. Use **Acquire control**, **Release control** or **Request control transfer** as appropriate.

Only one workstation can control a reader endpoint at a time. A COM reader belongs to its physically connected computer. Losing SQL connectivity blocks shared writes and stops equipment control; there is no automatic offline merge.

After a database migration or restore, allow the 30-second equipment safety hold before acquiring readers.

05 Security tools and operating policy

Built-in controls

Control	What it provides
Application accounts	Administrator and Operator roles; view, add/edit and delete rights by function.
LAN database roles	Separate SQL viewer, writer and administrator permissions.
Equipment ownership	Per-computer reader rights and exclusive, time-limited control.
Monitoring	Exit protection and confirmed cabinet removal alarms.
History and audit	Operational events, administrative changes and deletion audit records.
Data safeguards	Conflict detection, verified SQL backups and data-preserving uninstall.

Acknowledging an alarm remains available for safety. Acknowledgement does not grant administrative rights or prove that the item has returned.

Actions for the site administrator

1. Use a separate account for each operator. Keep at least one enabled administrator; disable access for staff who leave.
2. Grant only the functions needed for the job. Limit record deletion, imports, equipment changes and SQL administration.
3. Ask the SQL administrator to bind Windows logins to application accounts and enable strict server-side user binding after all required mappings are configured.
4. Protect the Windows computer and backup storage with access controls. Use supported security updates and, where suitable, organization-managed disk encryption.

Understand the boundary

Application page restrictions do not provide SQL row-level confidentiality. A trusted SQL viewer can read the shared workspace. Grant direct SQL access only to trusted Windows users.

Stored history and checksums do not replace external backups. Permitted event deletion retains an audit record; this is not a certified tamper-proof archive. Configure retention to meet the organization's policy.

06 Create users and assign permissions

Administrator workflow

1. Open **Settings > Application users**. Select **Add account**, or select an existing account and choose its edit/reset action.
2. Enter a unique login and display name. Select **Administrator** or **Operator**, then set whether the account is enabled.
3. Set the login credentials and confirm them in the editor. Choose the operator's permissions, then save.
4. Test the account in a separate session. Confirm required actions are available and restricted actions are disabled.

Administrators manage users, readers, catalogue records, assignments and imports. Operator rights are selected explicitly in the permission matrix.

Permission categories

The matrix provides separate **View**, **Add / edit** and **Delete** choices for document types, items/catalogue, events and reader settings. Protection changes have their own permission.

Application administration does not automatically grant SQL administrator rights. LAN permissions must be configured both in the application and on SQL Server.

People is a separate list

A person who receives a key is not automatically an application user. Create recipients under **People**, and create staff who operate the software under **Application users**.

Use a personal Windows session for accountability. Lock Windows when leaving the workstation. Do not share administrator accounts for routine issue and return tasks.

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Alerts

Activity

Documents

Mobile / ERP exchange

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Application users

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English

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DEMO MODE — changes are saved in an isolated simulation. Real RFID and production SQL are blocked.

Application accounts control access to this local Preview. Personnel who receive keys are managed separately under People.

Add account

Edit / reset password

Search

Login	Name	Role	Enabled
demo	Demo Administrator	Administrator	On

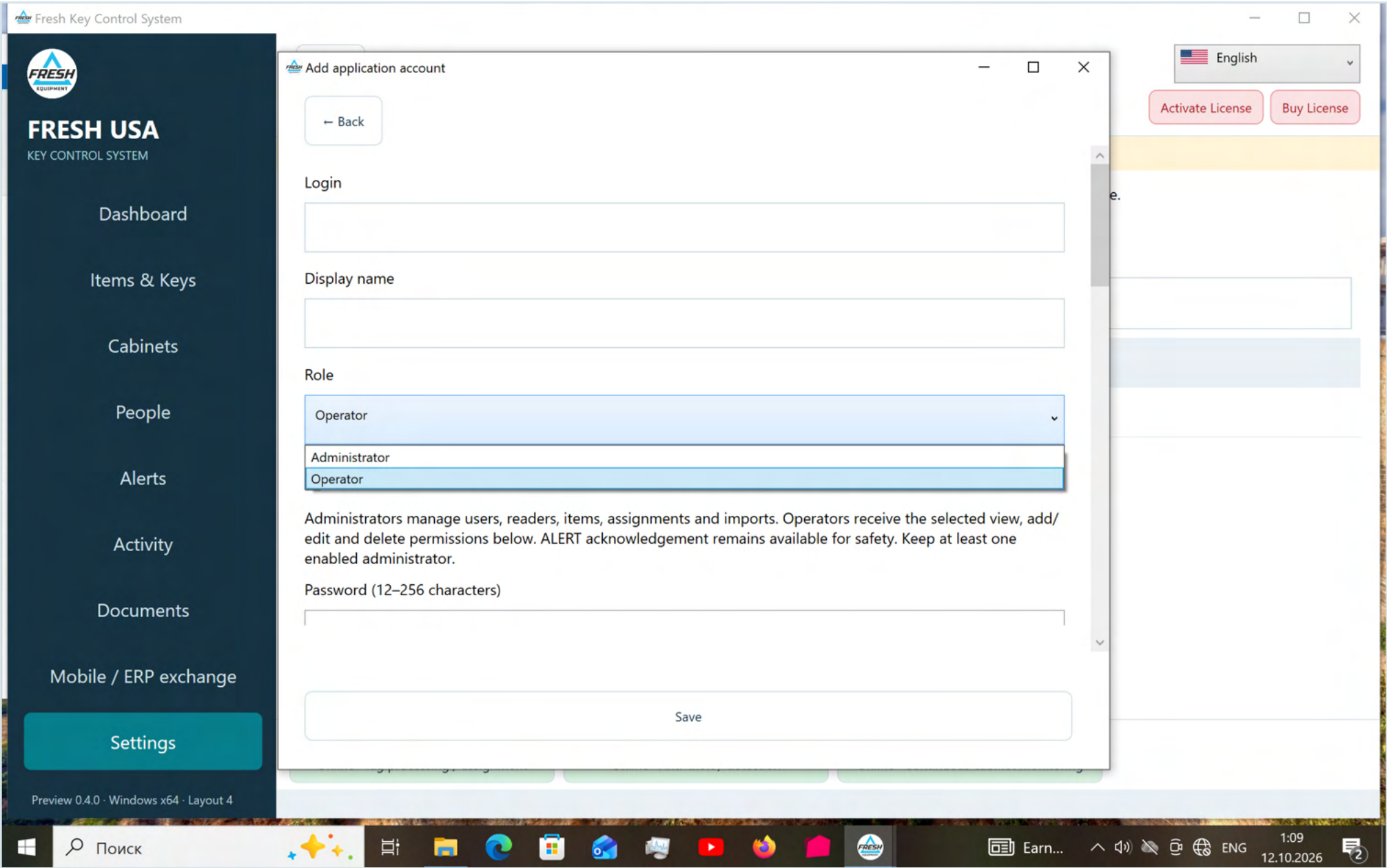
DEMO registration desk
Online · Tag processing / assignment

DEMO exit
Online · Anti-theft / detection

DEMO key cabinet
Online · Continuous cabinet monitoring

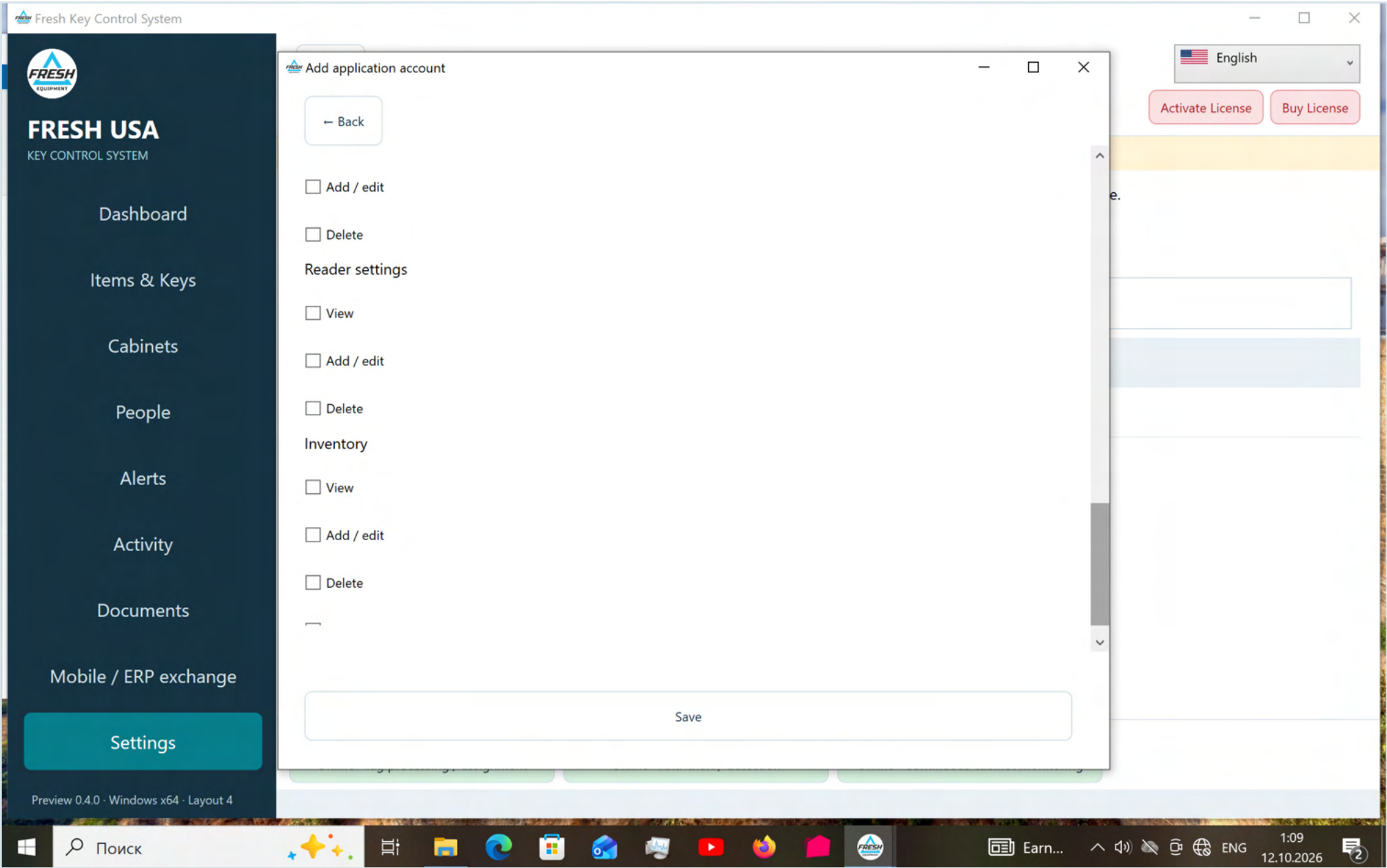
Fresh USA, Inc. | Screenshot 111 | Original archive image

Application users: role selection



Select the account role and enabled state. This is the application user editor.

Application users: permission matrix



Grant individual View, Add / edit and Delete permissions. Scroll to review the complete matrix before saving.

07 Navigate and register your records

Start with the dashboard

Check the dashboard before a shift: review the database state, reader status and open alerts. Use the left navigation menu to move between Items & Keys, Cabinets, People, Alerts, Activity, Documents, Mobile / ERP exchange and Settings.

Use Search and date/status filters to locate records. Horizontal and vertical scrollbars expose fields outside the visible area. The selected row determines which edit or delete action applies.

Register an item or key

1. Open **Items & Keys** and choose **Add item / tag**. Enter the item identifier, name and applicable catalogue fields.
2. Register its unique EPC using the item editor or an assignment reader and the scan workflow. Confirm the EPC is linked to the intended record.
3. Use **Edit item / SKU** to correct catalogue details. Use **Assign to person** to record responsibility. Save and verify the resulting row.

Maintain people and responsibility

1. Open **People** and choose **Add person**. Enter the full name and relevant employee, department and job details.
2. If required, specify the allowed item IDs. An empty allowed-item list permits all items. Save the record.
3. Select the person to assign responsibility, issue a key or register a return.

Assignment records responsibility. **Issue** records an actual checkout. These are separate operations.

Correct or remove records carefully

Removing an EPC binding changes the catalogue record; it does not erase the physical label. Archive a catalogue item when it should no longer be active. Review the confirmation before deletion.

Imports should be validated and reviewed first. Keep IDs, barcodes and EPCs as text so leading zeros are preserved.

Dashboard: start-of-shift overview

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Dashboard

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Items / keys in cabinet

3

Items / keys issued

0

Active alerts

0

Alerts today

0

Local Preview · hardware not connected · Items / keys: status unknown: 0

Interactive DEMO — changes are saved

Configure readers, add items and test an explicit simulated scan. Reader profiles do not connect to hardware in this build.

DemoScenarios

DEMO: theft → ALERT + sound

Cabinet: remove / return

Issue / Return / Inventory

Simulate scan

Manage items

Reader settings

Example items / current catalogue

Item	Tag / EPC	State
DEMO Office key	E200001722110001	In cabinet

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DEMO exit
Online · Anti-theft / detection

DEMO key cabinet
Online · Continuous cabinet monitoring

Example dashboard. DEMO values and green equipment cards do not confirm a live connection.

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Each row is one unique item. Use Protected to allow or prevent removal.

From date

Select a date 15

Through date

Select a date 15

All ▼

Add item / tag

Edit item / SKU

Assign to person

Delete selected tag

Archive catalogue item

People

Scan workspace

Import catalogue

Reader activate / deactivate

Protected	Asset ID / EPC	Item / ERP ID	Name	SKU	Created
☒	E242E778A50118406DBDFE25	fr-12345	Laptop		10/10/2026 6:45 AM
☒	E2E37D2986956B47A0B04582	fr-12345	Laptop		10/10/2026 6:45 AM
☒	E200001722110003	003	DEMO Server room key	Example server room key	10/9/2026 6:40 PM
☒	E200001722110002	002	DEMO Storage key	Example storage key	10/9/2026 6:40 PM

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People: recipients and responsibility

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People

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Select a person, then assign, issue or return items / keys.

Add person

Edit person

Assign to person

Issue item / key

Return item / key

Search

Employee ID	Name	Department	Job title	Access level	Personnel tag / EPC
	Alex Morgan (DEMO)	Facilities			

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DEMO exit
Online · Anti-theft / detection

DEMO key cabinet
Online · Continuous cabinet monitoring

People records are separate from application sign-in accounts.

08 Configure readers and operating modes

Create a reader profile

- 1. Open **Settings > Reader settings** and choose **Add reader**. Give it a descriptive name and select its exact model.
- 2. Choose the intended operating mode. Enter its verified TCP/IP address and port, or the Windows COM port and required serial settings.
- 3. Enter a useful location. Enable the reader and select supported buzzer/relay options as required. Save.
- 4. In LAN mode, grant the controlling computer Management access and acquire control. Choose **Connect physical reader**. Confirm a real read with a registered item.

Use the device-specific original configuration utility for hardware network settings. Do not use ping alone to decide whether a reader is working. Close that utility before opening the reader in Key Control.

Select the correct job

Mode	Use
Anti-theft / detection	Detect protected catalogue items at an exit.
Continuous cabinet monitoring	Monitor presence in an assigned cabinet or shelf.
Tag processing / assignment	Capture EPCs and link them to item records.
Inventory scan	Collect readings for an inventory workflow.
Item / key issue journal	Process issue-related scans.
Tag protection	Activate or deactivate exit protection.
CheckoutReturn	Issue/return workflow; verify site configuration.
Disabled	Do not operate this profile.

The integrated model set is F-910, F-920, F-930, F-940, F-950, F-6950, F-9700 and F-02. F-910/920/930 share an adapter. Physical acceptance must be completed for each deployed model and firmware.

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Reader settings

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Reader profiles · settings are saved locally. NOT CONNECTED means no hardware connection has been established.

Add readerEdit selected readerDelete selected readerTag binding / scan

Search

Name	Model	Connection	Operating mode	Location	Enabled
F-02 · USB tag binding	F-02	COM3 / 115200	Tag processing / assignment	DEMO registration desk	On
F-930 · Anti-theft	F-930	192.0.2.93:9000	Anti-theft / detection	DEMO exit	On
F-950 · Cabinet	F-950	192.0.2.95:9000	Continuous cabinet monitoring	DEMO key cabinet	On

<>

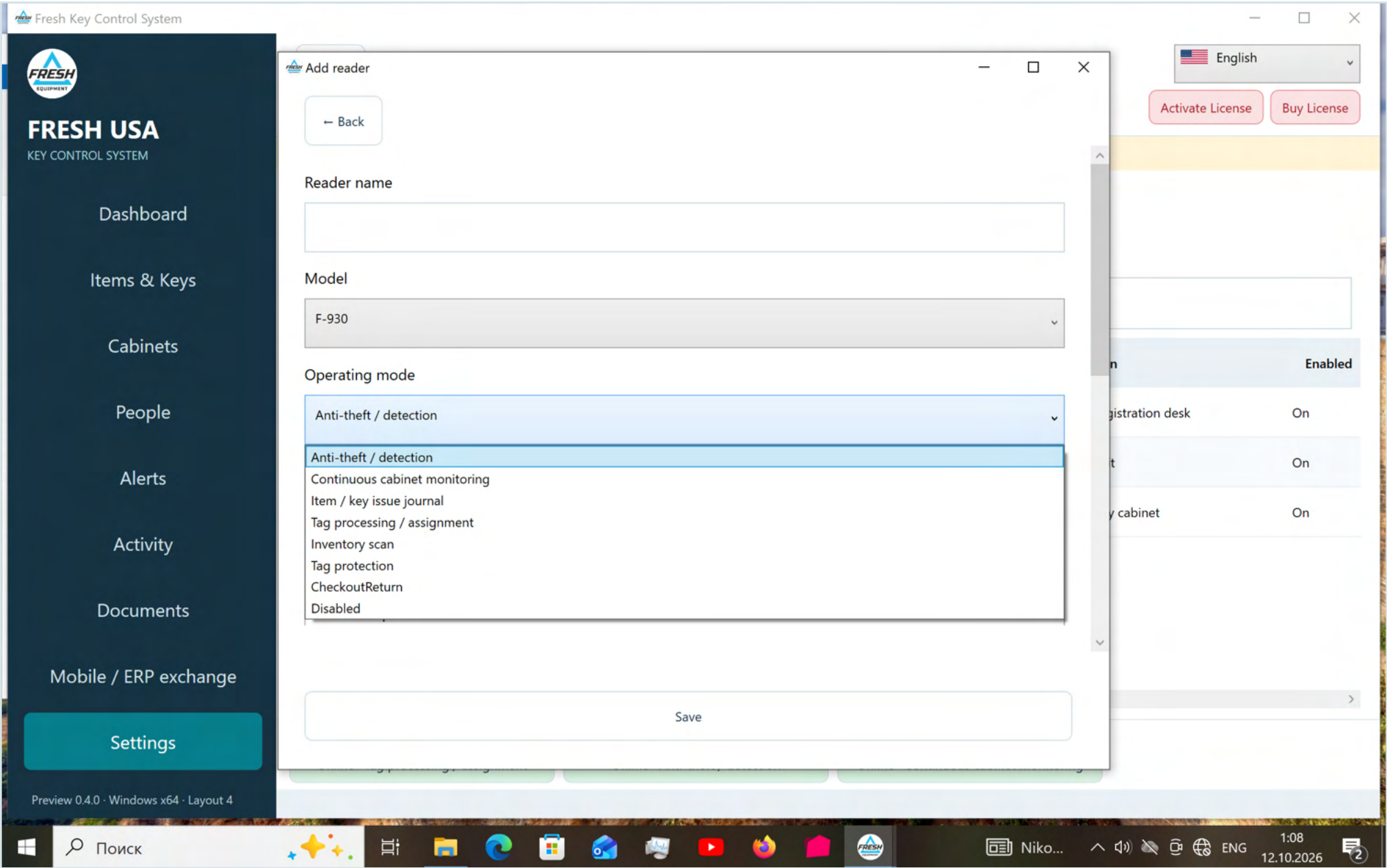
DEMO registration desk
Online · Tag processing / assignment

DEMO exit
Online · Anti-theft / detection

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Online · Continuous cabinet monitoring

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Reader settings: operating mode



Select the intended operating mode. Additional physical/LAN controls belong to the current build.

09 Cabinet / Smart Shelf operation

Set up a monitored zone

1. Create a reader profile with **Continuous cabinet monitoring**. Connect and commission its antennas and reading zone.
2. Open **Cabinets**, choose **Add cabinet**, assign the correct reader and select the item EPCs belonging to the cabinet.
3. Enable **Cabinet Security Monitoring**. Select an alarm delay from **1 to 30 seconds** for physical monitoring.
4. Place all monitored items in the zone and confirm their presence before starting normal operations.

Issue and return

Select **Issue item / key**, choose the item and recipient, and record the issue before removing it. A permitted issue suppresses the unauthorized-removal alarm for that checkout.

Select **Return item / key** to register the return. Put it back in its assigned cabinet. Monitoring resumes after the reader actually detects it; a return entry alone does not prove physical presence.

What happens when an item disappears

Each previously detected EPC receives its own missing-item timer. During the delay, the system performs repeated checks. Re-detection cancels that timer without an alarm.

A confirmed loss requires the configured delay and repeated completed negative checks. Slow reading cycles can delay confirmation beyond the configured seconds. One weak or missed read alone is not a confirmed loss.

The system smooths unstable readings and uses RSSI where supported. Select a delay appropriate to the actual population and test the full cabinet, including 100 and 300 items where applicable.

Connection failure is different

A reader disconnection does not mean that every item has left. Verify power, cables and connectivity; automatic reconnection attempts continue. Pending loss timers restart after communication recovers.

An acknowledged loss is not repeatedly alarmed as the same event. A new return followed by a new removal can create a new event.

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Cabinets

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In cabinet

■ DEMO key cabinet

Issue item / key

Return item / key

Edit cabinet

Delete cabinet

DEMO key cabinet

Item / key

Recipient

Search

001 · DEMO Office key · E200001722110001

Search

Alex Morgan (DEMO)

Simulate removal

Simulate return to cabinet

Disconnect / reconnect reader

Remove three items / keys

☒ Cabinet Security Monitoring

Alarm delay (seconds) 9

Reader settings

Search

☒ Hide issued items

Cabinet protection	Item ID	Item / key	EPC	State	Seconds left
☒	001	DEMO Office key	E200001722110001	In cabinet	0

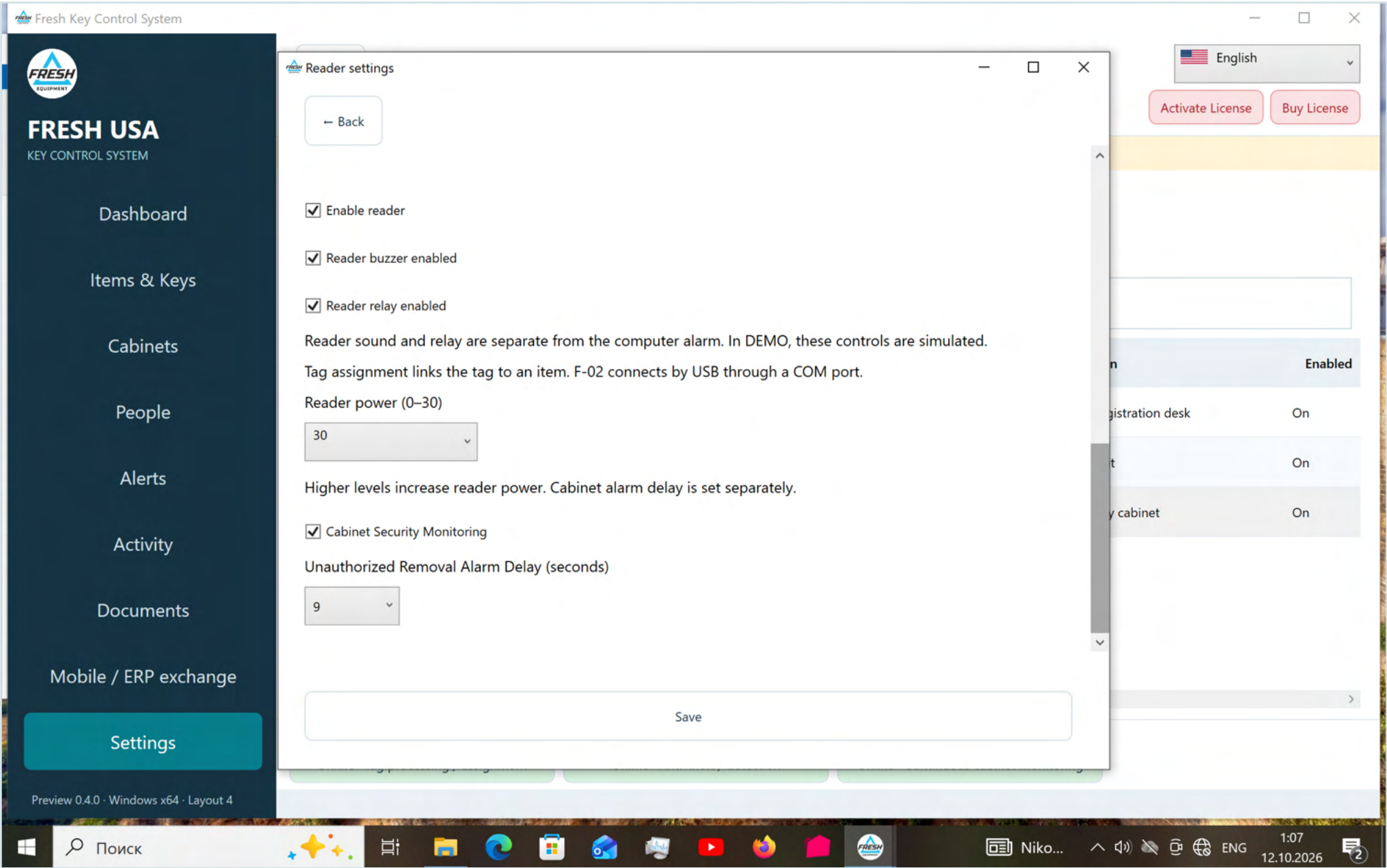
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Cabinet security: alarm delay and outputs



Enable monitoring and select the removal alarm delay. Reader output options are separate from computer audio.

10 Exit protection, alarms and response

Protect an exit

Configure the exit reader for **Anti-theft / detection**. Register the item EPCs and activate their protection using the appropriate protection workflow.

An active, protected catalogue item detected at that exit can raise an alarm. Unknown EPCs can appear in scan/history views but do not trigger this catalogue protection alarm.

For an authorized exit, use **Deactivate - authorize exit** when appropriate. Document posting does not silently change an item's protection state.

Respond to an alert

1. Open **Alerts**. Identify the item, EPC, reader, time and status. Check the physical area and recipient/issue history.
2. Select the relevant alert and use the acknowledgement action after responding.
3. Confirm the item's actual location or correct the authorized issue/return record. Review Activity for the complete sequence.

Understand alarm outputs

The computer alarm, the reader's internal buzzer and the reader relay are separate outputs. Enable only the required supported reader outputs in its profile.

Automatic reader relay activation follows an active alarm for that reader. It does not represent every successful EPC read. Manual relay tests can also operate the output.

Model capabilities differ: F-02 has no application-controlled buzzer or relay; F-9700 has no relay control. F-6950 uses pulse behavior rather than a maintained output.

Some firmware produces its own read notifications. Verify the actual buzzer behavior on the installed device; do not assume every firmware beep represents a software alarm.

Before connecting an external alarm

Have a qualified installer check the device manual, contact rating, polarity and alarm interface. Use supported output tests in a controlled commissioning session. Do not rely on untested wiring for site protection.

Alerts: review and acknowledge

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Alerts

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Alerts · choose a period, status or search before saving or printing.

Search

From date
Select a date

Through date
Select a date

All

Save to file

Print

Acknowledge selected

Refresh

Date	Item ID	Item / key	EPC	Reader
10/11/2026 5:03 PM	001	DEMO Office key	E200001722110001	F-950 · Cabinet
10/11/2026 7:48 AM	003	DEMO Server room key	E200001722110003	F-950 · Cabinet
10/11/2026 4:35 AM	001	DEMO Office key	E200001722110001	F-950 · Cabinet
10/11/2026 4:34 AM	001	DEMO Office key	E200001722110001	F-950 · Cabinet
10/11/2026 4:33 AM	001	DEMO Office key	E200001722110001	F-950 · Cabinet
10/11/2026 4:27 AM	001	DEMO Office key	E200001722110001	F-930 · Anti-theft

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Filter and select the alert to handle. Confirm the physical situation before closing the incident.

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Activity

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Event history · search EPC, name, reader, person, operator or details. Deleting selected history does not remove its independent deletion audit.

From date

Select a date

Through date

Select a date

All events ▼

Save to file

Print

Delete selected events

Deletion / change audit

Date	Event	Item	EPC	Reader
10/11/2026 5:03 PM	Item / key returned	DEMO Office key	E200001722110001	F-950 · Cabinet
10/11/2026 5:03 PM	Simulated cabinet detection		E200001722110001	F-950 · Cabinet
10/11/2026 5:03 PM	Alert acknowledged	DEMO Office key	E200001722110001	F-950 · Cabinet
10/11/2026 5:03 PM	Cabinet alarm	DEMO Office key	E200001722110001	F-950 · Cabinet
10/11/2026 5:03 PM	Item / key removed	DEMO Office key	E200001722110001	F-950 · Cabinet
10/11/2026 5:03 PM	Simulated cabinet removal		E200001722110001	F-950 · Cabinet

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11 Documents, inventory and reports

Record movements with documents

Open **Documents** and select Issue documents, Inventory documents or Receipts / returns. Choose **New**, enter its number, date, responsible party and notes, and select its EPC lines.

Save an unposted document as a draft. Post it only when its movements are correct. For inventory lines, record the factual presence result for each EPC.

Edit or delete only with the relevant permission. Changes that would invalidate later movements are refused. Deletion retains an audit record and recalculates stock history.

Perform an inventory

1. Prepare the catalogue and expected inventory scope. Use a reader configured for Inventory scan.
2. Collect readings and review registered items and exceptions. Deduplicate EPC readings rather than treating repeated reads as extra keys.
3. Review the counted results, then create or update the inventory document with the appropriate rights.

Review, export and print

In **Reports**, choose the report type and filters. Review item, person, protection, movement or other available results before exporting.

Balance shows document-based stock movements. It is not a live physical cabinet count; compare it with reader presence and inventory results when investigating differences.

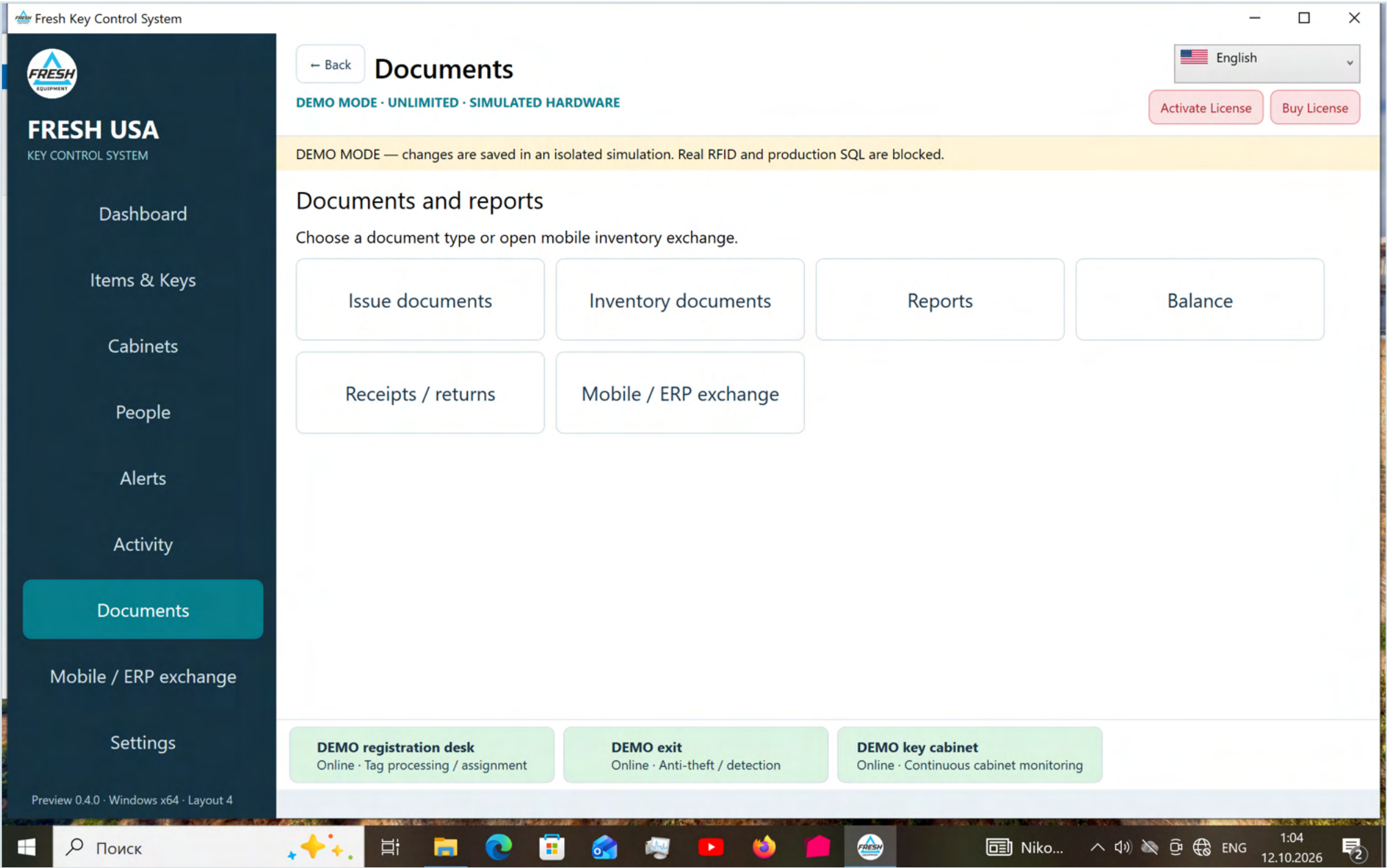
Use **View lines** or **Print** to open print preview. Review all pages and columns. To create a PDF, choose **Microsoft Print to PDF** in the Windows print dialog.

Save to file exports the report in the supported file format. DEMO reports are saved to its separate export folder.

Keep evidence

Save important reports in an access-controlled location outside the program directory. A report export is useful for review, but is not a complete database backup.

Documents: choose the required workflow



Issue, inventory, receipt/return, report and balance workflows are available from Documents.

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Issue documents

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Issue documents documents · separate rights, revision history and unique EPC lines. Posted receipt/issue documents update the document stock ledger. Protection is changed separately. Opening stock for registered items is IN. Choose created, document or modified date for filtering.

Created
▼

Search

From date

Select a date

15

Through date

Select a date

15

All
▼

New · Issue documents

Edit selected

View lines

Save selected document

Print selected document

Save document list

Print document list

Delete selected document

Item / key ID	Date	Process / return date	Counterparty	Posted	Created
Issue-20261010-035953	10/10/2026 3:59 AM		Ad	On	10/10/2026 4:01 AM

DEMO registration desk

DEMO exit

DEMO key cabinet

Online · Tag processing / assignment

Online · Anti-theft / detection

Online · Continuous cabinet monitoring

Fresh USA, Inc. | Screenshot 91 | Original archive image

Fresh Key Control System

FRESH USA

KEY CONTROL SYSTEM

Dashboard

Items & Keys

Cabinets

People

Alerts

Activity

Documents

Mobile / ERP exchange

Settings

Preview 0.4.0 · Windows x64 · Layout 4

← Back

Inventory documents

DEMO MODE · UNLIMITED · SIMULATED HARDWARE

English

Activate License

Buy License

DEMO MODE — changes are saved in an isolated simulation. Real RFID and production SQL are blocked.

Inventory documents · separate rights, revision history and unique EPC lines. Posted receipt/issue documents update the document stock ledger. Protection is changed separately. Opening stock for registered items is IN. Choose created, document or modified date for filtering.

Created

Search

From date

Through date

All

New · Inventory

Edit selected

View lines

Save selected document

Print selected document

Save document list

Print document list

Delete selected document

Item / key ID	Date	Process / return date	Counterparty	Posted	Created
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DEMO registration desk
Online · Tag processing / assignment

DEMO exit
Online · Anti-theft / detection

DEMO key cabinet
Online · Continuous cabinet monitoring

Fresh USA, Inc. | Screenshot 92 | Original archive image

Reports: searchable results and printing



FRESH USA

KEY CONTROL SYSTEM

- [Dashboard](#)
- [Items & Keys](#)
- [Cabinets](#)
- [People](#)
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- [Settings](#)

Preview 0.4.0 · Windows x64 · Layout 4

English ▼

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Reports

DEMO MODE · UNLIMITED · SIMULATED HARDWARE

DEMO MODE — changes are saved in an isolated simulation. Real RFID and production SQL are blocked.

Reports and document balance

Current inventory report

Search

[Save to file](#)

[Print](#)

Current inventory is a snapshot. Use document balance for a selected period.

Items / keys: 5 · Available: 5 · Checked out: 0 · Return pending cabinet detection: 0

Item ID	Item / key	SKU	EPC	Status	Checked out to
fr-12345	Laptop		E242E778A50118406DBDFE25	Available	
fr-12345	Laptop		E2E37D2986956B47A0B04582	Available	
003	DEMO Server room key	Example server room key	E200001722110003	Available	
002	DEMO Storage key	Example storage key	E200001722110002	Available	
001	DEMO Office key	Example office key	E200001722110001	Available	

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DEMO registration desk
Online · Tag processing / assignment

DEMO exit
Online · Anti-theft / detection

DEMO key cabinet
Online · Continuous cabinet monitoring

Choose the report and filters before saving or printing.

12 Mobile / ERP exchange

Prepare the exchange folder

1. Open **Mobile / ERP exchange**. Choose or create the exchange folder and save it. Each workstation keeps its own folder setting.
2. Use **Export inventory plan** for expected items and EPCs, or **Export full catalogue** for catalogue data. These are different exports.
3. Transfer the files through your approved handheld/ERP workflow. Retrieve the counted result generated by that workflow.
4. Use **Review / import handheld result**. Verify the preview before applying the result.

The application uses the original XML structure and UTF-8. The full catalogue file is not an inventory result. The desktop does not generate or overwrite a production handheld result.

Import catalogue records

Use **Save CSV template** to obtain the exact required columns, or use the supported catalogue XML import. Do not guess the column order.

Validate and review the import before applying it. IDs, barcodes and EPCs remain text. Items absent from a catalogue import are retained.

Use the legacy filenames option only when your existing integration requires it. Confirm the selected filenames shown on the page.

Protect exchange files

Restrict folder access to authorized staff and integration accounts. Keep an independent copy of original import/result files until reconciliation is complete.

Avoid simultaneous edits to a shared exchange file. Assign one person to validate each import and record the operation in your normal procedure.

Mobile / ERP exchange: export and import

The screenshot displays the 'Fresh Key Control System' interface. On the left is a dark sidebar with the 'FRESH USA' logo and a menu containing: Dashboard, Items & Keys, Cabinets, People, Alerts, Activity, Documents, 'Mobile / ERP exchange' (highlighted in teal), and Settings. At the bottom of the sidebar, it says 'Preview 0.4.0 · Windows x64 · Layout 4'.

The main content area is titled 'Mobile / ERP exchange' with a 'Back' button and a language dropdown set to 'English'. Below the title is a teal banner that reads 'DEMO MODE · UNLIMITED · SIMULATED HARDWARE'. A yellow warning bar states: 'DEMO MODE — changes are saved in an isolated simulation. Real RFID and production SQL are blocked.'

The section is titled 'Mobile inventory & ERP exchange' and includes a descriptive paragraph: 'One selected folder holds the two outbound files and the result returned by the handheld. Files use the original XML structure and UTF-8.' Below this is the label 'Exchange folder' followed by a text input field containing the path: 'C:\Users\Valeriy_Windows\AppData\Local\Fresh USA\Key Control Preview\DemoSimulation-v1\Exchange'.

There is a checkbox labeled 'Legacy filenames: 1ctsd.xml / tsd_1c.xml'. Below this are three buttons: 'Choose / create folder', 'Save exchange folder', and 'Open folder'.

A list of three items is provided:

1. erp_tsd.xml — inventory plan: items, planned quantities and EPCs.
2. list.xml — full catalogue; this is NOT an inventory result.
3. tsd_erp.xml — counted result from the handheld: Plan / Fact. The desktop reads this file; it never generates or overwrites it.

Below the list are three large, light-blue buttons: 'Export inventory plan', 'Export full catalogue', and 'Review / import handheld result'.

At the bottom of the main area are three green buttons: 'DEMO registration desk' (Online · Tag processing / assignment), 'DEMO exit' (Online · Anti-theft / detection), and 'DEMO key cabinet' (Online · Continuous cabinet monitoring).

The Windows taskbar at the bottom shows the Start button, a search bar with 'Поиск', several application icons, and a system tray with the date '12.10.2026', time '1:04', and language 'ENG'.

Choose the folder, export the appropriate file, then review the externally generated inventory result.

13 Back up and recover customer data

Create a SQL backup

1. Sign in as an authorized application administrator. Confirm the SQL account has the required backup and verification permissions.
2. Open **Settings > Database setup > SQL backup (server folder)**.
3. Enter an existing absolute Windows or UNC folder on the **SQL server**. The SQL service account must be able to write there.
4. Choose **Create verified backup**. Record the returned server file path and successful verification result.

The COPY_ONLY backup includes shared data, rights, history and SQL tables. A client PC folder is not automatically a server folder.

Online backup can run while clients work. Keep copies on a separate protected storage device and test a restore on a nonproduction system.

What else must be protected

Back up the product-specific client settings, license files, saved exports and external exchange files separately. These may not be contained in the SQL database.

The retained compatibility location for user data is:

%LocalAppData%\Fresh USA\Key Control Preview

Machine setup data is:

%ProgramData%\Fresh USA\Key Control

Recovery is an administrator task

Backup verification checks readability; it does not replace a test restore and database integrity checks. IT must configure scheduled backups and retention. SQL Express requires an external scheduler for automation.

Before restoring: stop all clients and reader control, retain the current database backup, and have the SQL administrator restore the selected valid copy. Reconnect clients, wait for the equipment safety hold, then verify rights, records and reader ownership.

If data is missing from an old SQL deployment, stop and reconcile with IT: legacy tables are preserved, but are not automatically merged into the current shared interface workspace.

14 Update, repair, remove and switch products

Update or repair safely

1. Create a verified database backup and save client settings/license files. Close all Key Control windows and reader utilities.
2. Run the approved newer setup. Choose **Preserve settings / repair** when retaining the existing database and configuration.
3. Upgrade SQL only through the explicitly selected database upgrade workflow. Do not create a replacement database over customer data.
4. Reopen the application and verify connection, license, accounts, records and reader control.

A downgrade below the registered version is refused. If setup reports occupied files or an incomplete shutdown, resolve that condition before retrying.

Switch to another Fresh USA product

Disconnect/release readers and close Key Control normally before starting another product on the same equipment. Its own configuration and licensing remain separate. Close vendor demo utilities as well.

Standard uninstall

Use **Windows Settings > Installed Apps** or **Control Panel > Programs and Features**. Select Fresh USA Key Control and choose Uninstall.

The default is to keep customer data, settings, licenses and SQL data. Interactive uninstall offers separate deletion choices for this product's managed user data on the computer and its installer-owned database.

Database removal requires ownership checks, no active LAN clients and a verified backup. If checks fail, the database is retained. SQL Server, shared drivers, system .NET and other products are retained.

Damaged installation

Run the original setup or:

**%ProgramData%\Fresh USA\Key
Control\Installer\RecoverySetup.exe**

Restore with preserved settings, then retry standard uninstall. Keep installation logs for support.

Coexistence uses separate product directories and private libraries. Complete joint testing with the actual other product builds before relying on sequential equipment use.

15 Troubleshooting and support

Start with the exact symptom

Symptom	First checks
Application will not start	Correct native x64 Windows package; intact files; Windows error and diagnostic logs.
SQL connection fails	SQL service, actual server/port, Windows permissions, firewall scope and trusted certificate.
Reader is unavailable	Power/cables, correct model, actual TCP/COM settings, Management rights and existing owner.
Item is not shown	Search/filter state, active catalogue record, registered EPC and intended cabinet assignment.
Save was rejected	Refresh the shared state, reopen the editor and check whether the earlier save was confirmed.
Unexpected cabinet alarm	Actual issue/return state, antenna coverage, reading stability and configured delay.

Do not disable certificate validation or remove another workstation's ownership to bypass a fault.

Collect a useful support report

1. Open **Settings > Help & Support > View Error Logs**. Record the exact error, time and steps that triggered it.
2. Choose **Export Diagnostic Report** and save the ZIP. Include application version, Windows version, reader model/firmware and connection type in your description.
3. Choose **Contact Technical Support** to prepare an unsent email draft, or attach the ZIP manually. Review the draft and attachment before sending.

Diagnostics can contain operational information. Share them only with authorized support staff through your approved channel.

Fresh USA technical support

fresh@fresh222.com

Software: **software.fresh222.com**

Company: **www.fresh222.com**

If shared saving is interrupted during shutdown, the window can remain open to resolve saving even after equipment has been released. Recover the SQL connection and confirm the pending operation before closing.

16 Site acceptance and daily checklist

Before production use

1. Complete install, update, repair and uninstall trials on the target Windows version. Confirm retained data survives reinstall.
2. Test real SQL from every LAN workstation, including individual rights, conflicting edits, SQL loss and recovery.
3. For every deployed reader model, test connection, repeated readings, disconnect/reconnect, control transfer and normal shutdown.
4. Test cabinet removal and re-detection within the delay, confirmed loss, authorized issue, physical return and alarm acknowledgement. Use the full site population.
5. Verify computer audio and each supported physical buzzer/relay output, including firmware read notifications.
6. Restore a backup on a test system and verify customer records, rights and reports.

Software tests and source inspection do not establish physical compatibility or site performance. Record commissioning results for the actual equipment.

At the beginning of a shift

Confirm the correct database, expected reader controller and connected equipment. Review open alerts and cabinet presence. Investigate unavailable readers before relying on monitoring.

At the end of a shift

Review unresolved alerts and outstanding issues. Confirm saves, exports and backup status. Release readers before switching products or shutting down the controlling computer.

Administrator references

[1] Microsoft: [SQL Server 2022 hardware and software requirements](#).

[2] Microsoft: [Install .NET on Windows](#). Key Control uses private packaged runtimes.

Product procedures were checked against the latest Staige 22 application and Windows deployment sources. Screenshots: customer-supplied Screenshots-Archive.zip, original images retained.

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