Optimal Trace™ Server 5.1 Users Guide

1 Preface

This manual is a User's Guide for Optimal Trace™ Server. Optimal Trace™ Server is the repository server for use with Optimal Trace™ Enterprise. Optimal Trace™ Server currently supports MySQL, Oracle, and Microsoft SQL Server databases. This manual provides a description of how to use the server. For installation and configuration of the server, along with a detailed description of how to configure MySQL, Oracle, and Microsoft SQL Server, see the Optimal *Trace Installation and Configuration Guide*.

1.1 Audience

This document is suitable for Database Administrators (DBA) who are responsible for the installation and upkeep of Optimal Trace Server in the organization.

1.2 Contacting Optimal Trace™ Customer Support

For all technical problems and support queries, please logon to frontline at http://frontline.compuware.com. Frontline contains the Optimal Trace forum as well as an FAQ area. Additionally, current release information and contact numbers are provided.

At Compuware, we strive to make our products and documentation the best in the industry. An important part of this effort is the feedback we receive from our customers. For product issues, please be sure to have the following information accessible before calling Compuware's 24-hour Product Support Hotline:

- The version of Optimal Trace you are using, which is displayed in the About dialog box of Optimal Trace.
- The version of each operating system(s) in which each product component is installed.
- The place in the Optimal Trace software where the problem occurred and the steps taken before the problem occurred.
- The exact Optimal Trace error message, if any.
- System error messages, if any.

Please contact the appropriate Compuware office:

Compuware North America

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2 Introduction to Optimal Trace™ Server

Optimal Trace Server provides access to a centralized repository of Optimal Trace projects and manages communication between multiple Optimal Trace Enterprise users. A computer that hosts the Optimal Trace Server software is referred to as a Repository Server.

Optimal Trace Server controls access to the database, manages concurrent editing of projects by multiple users and ensures the integrity of data being written to the database. If you wish to make use of the collaboration features in Optimal Trace, you will need at least one Repository Server on your network.

Optimal Trace Server requires a dedicated server machine on your network to act as the Optimal Trace Server repository server. This machine should be connected to the network in such a way as to be accessible from every workstation on which you will be running Optimal Trace. Optimal Trace Server connects to a database (Oracle, MS SQL Server, or MySQL) running locally on the Repository Server or on another machine available on the network.

3 Running Optimal Trace™ Server

This section describes how to run Optimal Trace Server. For instructions regarding licensing and upgrading Optimal Trace Server see *Optimal Trace Installation and Configuration Guide*.

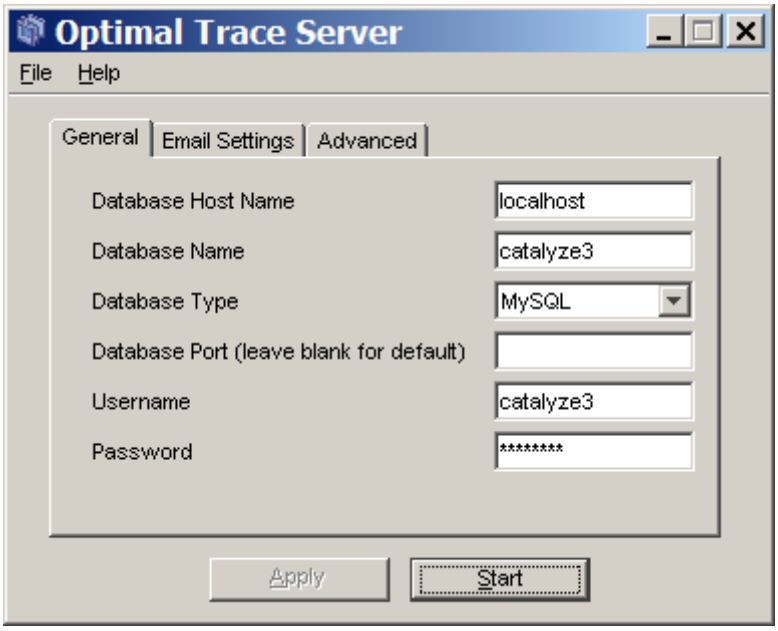
To run Optimal Trace Server from Windows, choose **Start>Programs>Compuware>Optimal Trace Server 5.1>Optimal Trace Server**.

A splash screen appears, Optimal Trace Server loads, and the screen shown below appears.

Note: If you did not use the default locations when you installed the Optimal Trace Server application, then navigate to the directory where the software is installed and click the **Optimal Trace Server.exe** icon in the **Optimal Trace Server** subfolder.

1. Type the Username and Password in the appropriate fields.

2. Choose **MySQL**, **Oracle**, or **SQLSERVER** from the database dropdown menu. **Note:** with Oracle, if you did not create a new **Catalyze** database, replace the 'Database Name' value below with the name of your Oracle database.



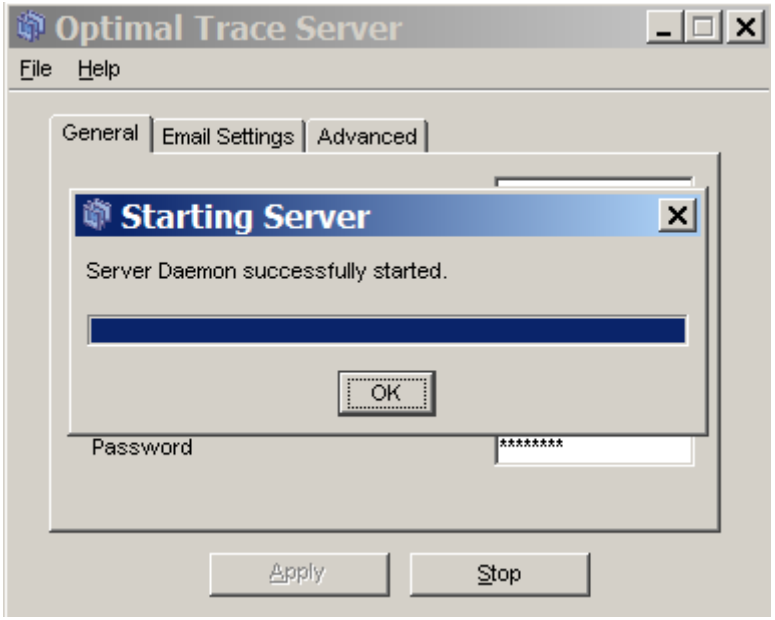
3. Click Start to run the and Optimal Trace Server.

3.1 Checking the Connection

After the server is started, check that the Optimal Trace Enterprise Client can connect to and use the Optimal Trace Server.

To check the connection:

1. Open Optimal Trace Enterprise Client.
2. Choose **Tools>General Options**. The General Options dialog box appears.
3. Click the **Server Settings** tab.
4. Type the host name where your Optimal Trace Server is installed.
5. Accept the default port and polling interval settings.
6. Click **Save**.
7. Create a new Optimal Trace Project. Make sure you select **Create a new remote project in the repository**.
8. Add some data and save. There will be no error messages if everything is installed and configured correctly. If there are problems, click **Test Connection...** to test the connection and send the results to your network administrator.



3.1.1 Stopping the Optimal Trace™ Server

To stop the server, click **Stop**. This will kill all server processes started by the Optimal Trace Server.

3.1.2 Configuring the Optimal Trace™ Server as a windows service

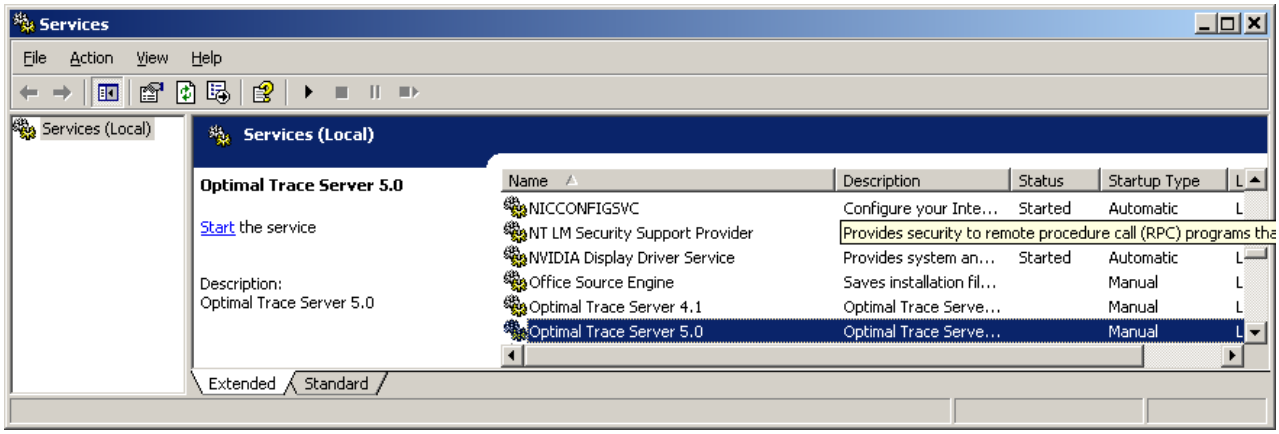
Optimal Trace Server is automatically registered as a Windows service during installation. Before starting the service you **must** run through the steps in section Starting Optimal Trace Server in the *Optimal Trace Installation and Configuration* Guide to ensure that the server can be started with the specified options.

To start or stop the service from the Microsoft Management Console:

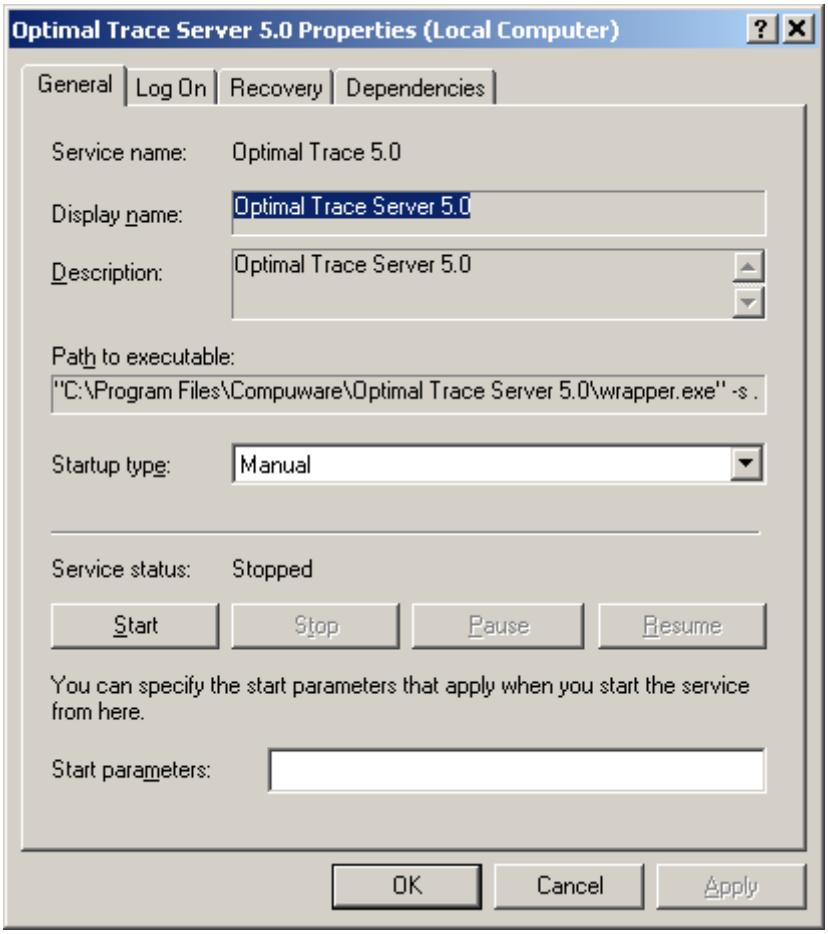
1. Ensure that Optimal Trace Server is not already running.
2. Choose **Start>Settings>Control Panel>Administrative Tools>Services**.
3. Right-click **Optimal Trace Server** and choose **Start** or **Stop**.

3.1.3 Stopping the Optimal Trace Windows Service

1. Navigate to the Control Panel and launch **Administrative Tools>Services**.
2. Navigate to **Optimal Trace Server**:



3. Right-click, and choose **Properties**:



4. Click **Stop** to stop the service if it is running.
5. Change the **Startup type** to **Manual**.

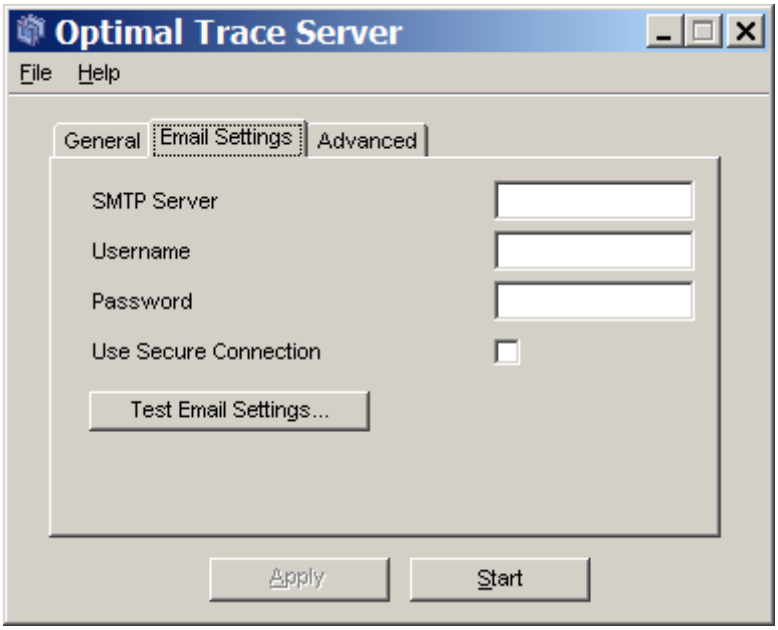
3.2 Optimal Trace Email Configuration

The Optimal Trace Email Settings are used to configure access to an SMTP server. Optimal Trace notification emails are sent to registered users by the Optimal Trace Server using the SMTP server details you provide. Your mail server administrator should ensure that the Optimal Trace Email Settings that you use will allow sending mail to all of your Optimal Trace users' email addresses. It is best to discuss the Email Settings that Optimal Trace Server uses with your company email Administrator. It is best practice to create a dedicated email account for use by Optimal Trace Server.

See the Optimal Trace Enterprise Help for more information on the Notifications feature.

Your email administrator will provide:

- the name of your companies mail server (SMTP server)
- the email user name that Optimal Trace Server will use (Username)
- the password for the Optimal Trace Server user name (Password)
- whether or not the email server requires a Secure Connection (SSL).



When you have finished entering the email configuration, you can test that it's working by clicking on the 'Test Email Settings' button (and enter your own email address to receive the test message).

Note also that some spam filters may block this message, so you will need to work through this process with your email Administrator.

Sample values would be something as follows:

SMTP Server: WidgetCoSMTPMailServer

Username: <Optimal Trace server user>@widgetcodomain.widgetco.com

Password: <password>

The test email that you receive will simply contain 'Optimal Trace Email Settings Test' in the subject line. If you do not receive a mail, you may need to check your email servers spam filter as the message may have been blocked (e.g. if you do not specify a domain in your user name, some spam filters may block the message).

Note: Optimal Trace™ supports SMTP authentication (RFC 2554 - http://www.ietf.org/rfc/rfc2554.txt) mechanisms LOGIN and PLAIN.

3.2.1 Example Email Configuration using GMail

Google's GMail can be configured to be used by Optimal Trace Server as the mail notifier. This can be useful if you are evaluating Optimal Trace Server and don't want to set up a dedicated Optimal Trace user on your company's email system.

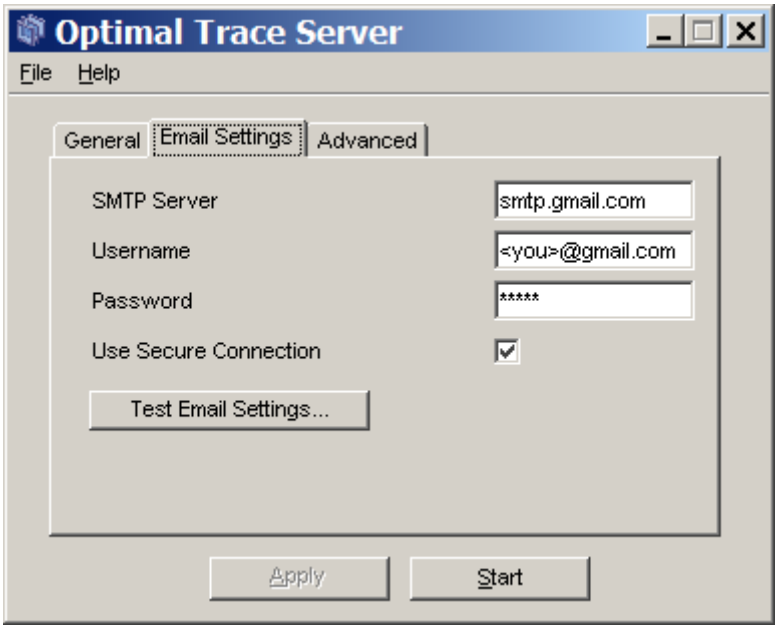
Enter the following settings if you want Optimal Trace Server to use your GMail mail account to send notifications from:

SMTP Server: smtp.gmail.com

Username: <you>@gmail.com

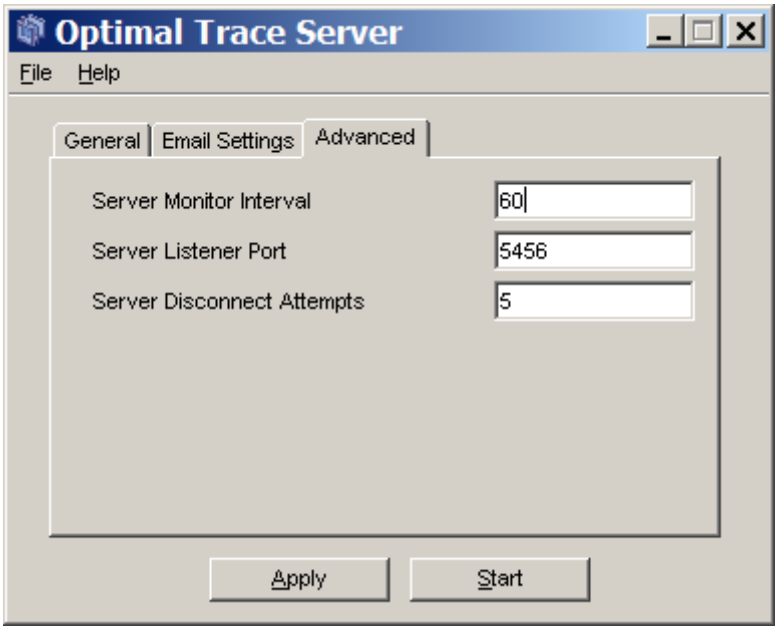
Password: <your gmail password>

Use Secure Connection: <tick this option>



3.3 Optimal Trace Server Advanced Configuration

The Advanced tab contains default parameters. Change them, if you wish to enhance the performance of Optimal Trace Server.



Configuration	Description
Server Monitor Interval	Optimal Trace Server maintains a 'keep alive' connection between it and all its Optimal Trace clients, so it can monitor these client processes to ensure that the connection between them is valid. The interval specified here is the number of seconds between each 'keep alive' message. This 'keep alive' is a 'ping' that is sent from the Optimal Trace™ clients to the Optimal Trace™ Server. This interval specifies how often this 'ping' should be sent, specified in seconds.
Server Listener Port	This is the TCP/IP port that Optimal Trace Server runs on. If you are running a firewall on your machine, you must ensure that this port is left open for inbound connections to Optimal Trace Server.
Server Disconnect Attempts	The Optimal Trace Server will disconnect any Optimal Trace clients that have not 'pinged' it, after this specified number of attempts. As part of this disconnect process, all locks held by the client will be released and other clients will be free to work on the Projects that may have been locked by the 'dead' client. By default, if Optimal Trace Server does not get any pings from a client after 5 minutes (60 seconds * 5 attempts) the client will be disconnected and any locks on any projects it may have held will be released.