



TrackRecord

Installation and Configuration Guide

Release 06.01



Technical support is available from our Technical Support Hotline or via our FrontLine Support web site.

Technical Support Hotline:
1-800-538-7822

FrontLine Support Web Site:
<http://frontline.compuware.com>.

This document and the product referenced in it are subject to the following legends:

Access is limited to authorized users. Use of this product is subject to the terms and conditions of the user's License Agreement with Compuware Corporation.

© 1998-2003 Compuware Corporation. All rights reserved. Unpublished - rights reserved under the Copyright Laws of the United States.

U.S. GOVERNMENT RIGHTS

Use, duplication, or disclosure by the U.S. Government is subject to restrictions as set forth in Compuware Corporation license agreement and as provided in DFARS 227.7202-1(a) and 227.7202-3(a) (1995), DFARS 252.227-7013(c)(1)(ii)(OCT 1988), FAR 12.212(a) (1995), FAR 52.227-19, or FAR 52.227-14 (ALT III), as applicable. Compuware Corporation.

This product contains confidential information and trade secrets of Compuware Corporation. Use, disclosure, or reproduction is prohibited without the prior express written permission of Compuware Corporation.

Compuware, ActiveAnalysis, ActiveData, QACenter, QADirector, QALoad, QARun, Reconcile, TestPartner, TrackRecord, and WebCheck are trademarks or registered trademarks of Compuware Corporation.

Acrobat® Reader copyright © 1987-1998 Adobe Systems Incorporated. All rights reserved. Adobe, Acrobat, and Acrobat Reader are trademarks of Adobe Systems Incorporated.

All other company or product names are trademarks of their respective owners.

Doc. CWQTIXX6E
January 2, 2003



Table of Contents

Introduction

Who Should Read This Guide	5
Related Publications	5
World Wide Web Information	6
Getting Help	7

Chapter 1

Getting Started

Overview of QACenter	9
Installation Types	10
Before Installation	11

Chapter 2

Installing TrackRecord

Planning Your Installation	13
System Requirements	16
Optional Component Requirements	17
Minimum Release Requirements for Integrated Tools	18
Installing TrackRecord	19
Using the TrackRecord Database (FairCom) Server	23
Running the FairCom Server as a Service	24
Running the FairCom Server as a Process	25
Networks Behind a Firewall	25
Configuring TrackRecord WebServer	26
Configuration Steps	26
Creating a Virtual Directory	26
Setting Up a User Account	27

Client Setup	29
Configuring TrackRecord AutoAlert	29
Configuring an AutoAlert Mailbox and Profile	30
Defining an Email Package	30
Starting the AutoAlert Service	31
Troubleshooting AutoAlert	33

Chapter 3

Maintaining the Installation

Accessing Maintenance Mode	35
Modifying an Installation	36
Repairing an Installation	36
Removing a Product	37

Index

Introduction



- ◆ Who Should Read This Guide
- ◆ Related Publications
- ◆ World Wide Web Information
- ◆ Getting Help

Who Should Read This Guide

This guide is intended for administrators who are installing QACenter products; it does not contain reference or usage information. You can find that information in your product's online help facility and documentation set.

Compuware assumes that you are familiar with basic Microsoft Windows navigation. If this is not the case, familiarize yourself with the documentation for Microsoft Windows before reading this guide.

Related Publications

The QACenter installation documentation set includes:

- ◆ The *Installation and Configuration Guide*, which contains system requirements and instructions for installing QACenter products.
- ◆ The *License Installation Guide*, which contains instructions for licensing your QACenter product.

All of these books are provided in PDF format only. You can access the online versions of these books from the installation bookshelf (as described below) or from Compuware's FrontLine technical support Web site at <http://frontline.compuware.com>

Viewing and Printing Online Books

To access these online books:

- 1 Insert the QACenter CD into the CD-ROM drive. If the CD browser does not automatically start, navigate to the CD's root directory and run `setup.exe`.
- 2 Click **View QACenter Documentation**. The documentation bookshelf opens in Acrobat Reader. (If necessary, Acrobat Reader can be installed from the QACenter CD by clicking **Install 3rd Party Software**, then clicking **Install Adobe Acrobat Reader**.)
- 3 From the bookshelf, select the installation guide that you wish to view.

Because PDF is based on PostScript, a PostScript printer is the most reliable way to print online books. In most cases, you can also print PDF files to PCL printers. If you cannot print the PDF files to your printer, refer to Adobe's Web site at <http://www.adobe.com> for troubleshooting information.

World Wide Web Information

To access Compuware Corporation's site on the World Wide Web, point your browser at <http://www.compuware.com>. The Compuware site provides a variety of product and support information.

FrontLine Support Web Site: You can access online technical support for Compuware products via the FrontLine support web site. FrontLine provides fast access to critical information about your QACenter product. You can read or download documentation, frequently asked questions, and product fixes, or e-mail your questions or comments. To access FrontLine, follow these steps:

- 1 Open a web browser and go to: <http://frontline.compuware.com>
The Welcome to FrontLine page appears.
 - 2 On the right side of the page, enter your login ID and password and click the **Login** button.
- Note:** If you are a first-time visitor, click the **Register** button to receive your free password to access FrontLine. After you complete the registration form, your login ID and password will be e-mailed to you and your account will be activated.
- 3 From the drop-down list in the center of the page, select a product and click the **Go** button. You will see the product's FrontLine home

page, where you can access documentation, technical information, fixes, and other support items.

Getting Help

At Compuware, we strive to make our products and documentation the best in the industry. Feedback from our customers helps us maintain our quality standards. If you need support services, please obtain the following information before calling Compuware's 24-hour product support hotline:

- ◆ The name, release (version), and build number of the QACenter product. This information is displayed when you select the About command from your product's Help menu. The name and release are also on the covers of the product documentation.
- ◆ Installation information, including installed options, whether the product uses local or network databases, whether it is installed in the default directories, whether it is a standalone or network installation, and whether it is a client or server installation.
- ◆ Environment information, such as the operating system and release on which the product is installed, memory, hardware/network specifications, and the names and releases of other applications that were running.
- ◆ The location of the problem in the QACenter product software, and the actions taken before the problem occurred.
- ◆ The exact product error message, if any.
- ◆ The exact application, licensing, or operating system error messages, if any.
- ◆ Your Compuware client, office, or site number, if available

Compuware Technical Support

Compuware Corporation
31440 Northwestern Highway
Farmington Hills, MI 48334-2564
1-800-538-7822



Chapter 1

Getting Started



- ◆ Overview of QACenter
- ◆ Installation Types
- ◆ Before Installation

Overview of QACenter

QACenter is a suite of automated software quality products for enterprise and e-business applications. QACenter offers a comprehensive solution for IT organizations concerned with assuring quality and performance, while keeping pace with faster development cycles. QACenter includes:

Compuware Central: An HTML-based component that provides a Web framework for managing and performing testing efforts from the beginning to the end of a project. Compuware Central supports a complete, seamless testing process from requirements management to test execution to results analysis and defect tracking. Because it is Web-based, Compuware Central supports remote testing for those organizations whose testing and development teams are not in the same geographic location. Compuware Central's flexibility allows small to large companies to customize it according to their needs.

QADirector: Coordinates the entire testing process by organizing, tracking, and executing automated and manual tests. QADirector integrates with Compuware's testing, program analysis, defect tracking, and requirements management tools.

QAHiperstation+: Works with mainframe QAHiperstation to test host-based applications directly from your Windows desktop. This integrated, workstation-based interface tool uses 32-bit code that provides improved performance and better stability on 32-bit Windows platforms.

QARun: Tests enterprise client/server applications. QARun creates and runs test scripts that support a wide variety of development tools and the diverse components of today's corporate environments. QARun couples advanced verification facilities with error-recovery mechanisms to reliably test local and remote applications.

Reconcile: Helps create and control project requirements. It stores the project requirements in a relational database. You can view the requirements through Microsoft Word, a reporting view (grid), and the Web. Reconcile is fully integrated with QADirector and TrackRecord. Working together, these products help you manage project development from conception through delivery.

TestPartner: Tests Web- and Windows-based applications that use Microsoft technologies. You can record user sessions with the application, add validation functions, and replay the sessions later to ensure that the application works as expected. TestPartner's scripting language is Visual Basic for Applications (VBA); it supports testing of Java, Visual Basic, and Visual C++ applications; browser-based Web applications; and COM components including both ActiveX controls and automation objects.

TrackRecord: Records and reports information about products being developed or supported. Information on team members, testers, schedules, and defect reports is recorded in an object-oriented database; it can be retrieved using TrackRecord's query and reporting features.

WebCheck: Checks the quality of even the largest web sites. WebCheck automatically scans a web site for more than 50 potential types of problems and provides 19 HTML reports. WebCheck is integrated with QARun and QADirector and can be used as a stand-alone product.

In addition to the QACenter suite of products, the QACenter CD includes Adobe Acrobat Reader, Microsoft Internet Explorer, Java 2 Runtime Environment, and Microsoft Virtual Machine installation programs. To install one or more of these products from the QACenter CD, click **Install 3rd Party Software**, then click on the product installation you would like to perform.

Installation Types

Before you begin, determine the type of installation you need to perform:

Initial Installation: An initial installation is the first-time installation of a product on your computer. See the installation chapter for each product for instructions.

Modify: A modification of the product installation occurs when you add or remove one or more of a product's components, but not all of them. See the maintenance chapter for instructions.

Repair: A repair installation may be necessary due to a corruption of a program or the inadvertent deletion of the product. See the maintenance chapter for instructions.

Remove: A remove or uninstallation removes all the components of a product. See the maintenance chapter for instructions.

Upgrade: Normally, an upgrade to a new release of a product does not require that you uninstall the current release first. If there are special concerns with regard to upgrading a QACenter product, they are explained in the product's installation chapter.

Before Installation

Before installing any QACenter product, you should carefully review the following information:

System Requirements

Review the system requirements to ensure that you meet the prerequisites for the successful installation and operation of the product. System requirements are listed in the Release Notes as well as in this book.

Release Notes

Review the Release Notes for information about new features, technical notes, and known issues that may enhance or impact your product's performance. Release Notes contain recent changes that may not be included in your QACenter product documentation.

Release Notes can be viewed from the QACenter CD or on FrontLine, Compuware's product support web site. The Release Notes on FrontLine are periodically updated as new information becomes available.

To access the Release Notes from the QACenter CD, follow these steps:

- 1 Insert the QACenter CD into the CD-ROM drive. If the CD browser does not start automatically, navigate to the CD's root directory and run `setup.exe`.
- 2 Click **View Release Notes**. The Release Notes open in your default web browser.
- 3 Read the Release Notes online, or print the document.

To access the Release Notes on FrontLine, follow these steps:

- 4 After reading and/or printing the Release Notes, close the document to return to the CD browser.
 - 1 Open a web browser and go to: <http://frontline.compuware.com>
The Welcome to FrontLine page appears.
 - 2 On the right side of the page, enter your login ID and password and click the **Login** button.
- Note:** If you are a first-time visitor, click the **Register** button to receive your free password to access FrontLine. After you complete the registration form, your login ID and password will be e-mailed to you and your account will be activated.
- 3 From the drop-down list in the center of the page, select a product and click the **Go** button. You will see the product's FrontLine home page.
 - 4 On the left side of the product's homepage, select the **Documentation** link. You will see the product's documentation page, which includes links to Release Notes and other documentation types.
 - 5 Click the **HTML** or **PDF** icons to view documents.

Chapter 2

Installing TrackRecord



- ◆ Planning Your Installation
- ◆ System Requirements
- ◆ Minimum Release Requirements for Integrated Tools
- ◆ Installing TrackRecord
- ◆ Using the TrackRecord Database (FairCom) Server
- ◆ Configuring TrackRecord WebServer
- ◆ Configuring TrackRecord AutoAlert

Planning Your Installation

TrackRecord consists of separate components for defect and project tracking. Not all components are required for every environment. [Table 2-1](#) on page 14 describes what each component does, and why and where it should be installed. Please refer to this table to determine which components are appropriate for your defect and project tracking requirements. [Figure 2-1](#) and [Figure 2-2](#) provide two typical configuration scenarios. For supported operating systems and minimum system requirements for each component, see “[System Requirements](#)” on page 16.

After reviewing this section, carefully follow the instructions in “[Installing TrackRecord](#)” to ensure that you install only those components appropriate for your tracking needs.

Table 2-1. TrackRecord Installation Components

Component	Purpose	Where to Install
TrackRecord Windows Client (This component is the default and is always installed)	A user running the TrackRecord client software accesses the TrackRecord database by logging in from client machines anywhere on your network.	Install on any machine that will access the database server.
Optional Components		
Database Server (FairCom)	Accepting input from multiple users, the server will periodically check the database for new information and update users through the use of queries.	If you have a license to use TrackRecord on multiple PCs, you can install TrackRecord's database server on a dedicated PC to act as your server and perform a TrackRecord installation on each workstation that will access the server. The server will house the database and will share it with the client workstations. This component can be installed on a central server on your network. A minimum of one server must be installed on a network for database access.
AutoAlert	Enables TrackRecord's email notification service that provides users an email summarizing changes that might be of interest to them.	AutoAlert must only be installed on systems running Windows NT, 2000, or XP. AutoAlert must be installed on the database server machine.
WebServer	Allows access to the TrackRecord database through a Web browser.	This component can be installed on a central server on your network. WebServer users access the database by logging in using standard Web browsers, such as Microsoft Internet Explorer or Netscape Navigator.
For a description of additional optional components, see "Installing TrackRecord" on page 19.		

Figure 2-1. Configuration Example #1

Server Machine with:

- ◆ TrackRecord Windows Client
- ◆ Database server
- ◆ AutoAlert (optional)
- ◆ WebServer (optional)



Client Machines with:

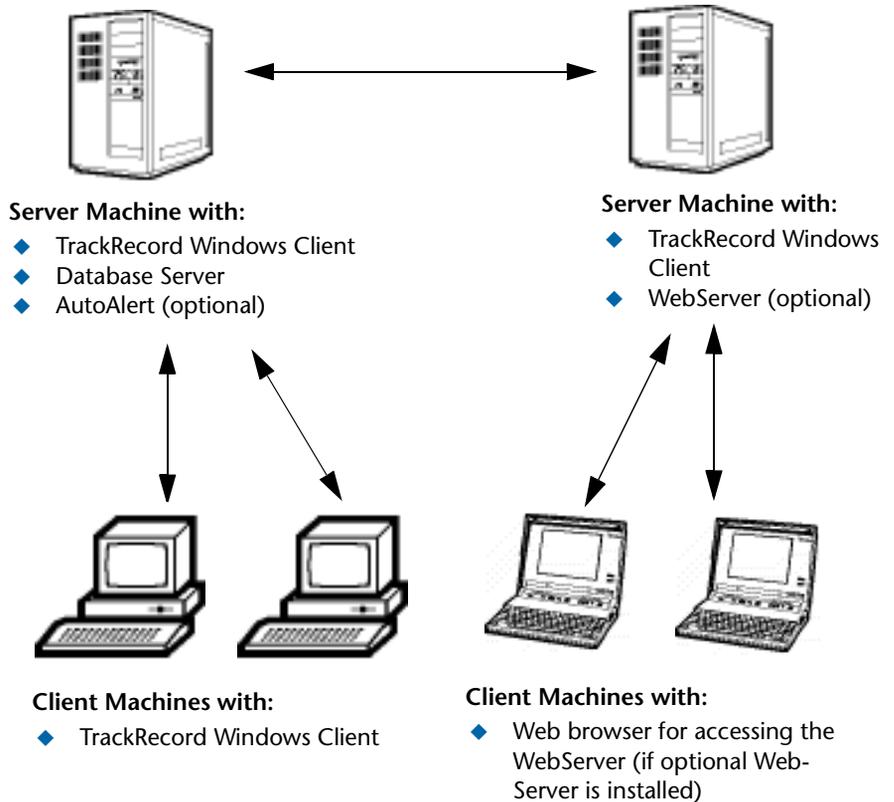
- ◆ TrackRecord Windows Client



Client Machines with:

- ◆ Web browser for accessing the WebServer (if optional Web-Server is installed)

Figure 2-2. Configuration Example #2



System Requirements

This section describes the minimum requirements for running the TrackRecord Windows Client. For more information on the components of TrackRecord, see [Table 2-1](#) on page 14.

Client Requirements

- ◆ Mid-level Pentium III PC with 256 MB of RAM
- ◆ 61 MB of free disk space
- ◆ 800 x 600 display
- ◆ Microsoft Windows 98 SE, Windows 2000, Windows XP Professional (32-bit version only), or Windows NT 4.0 Workstation/Server with Service Pack 5 or Service Pack 6a

- ◆ Adobe Acrobat or Acrobat Reader to view the online books in PDF format
- ◆ Microsoft Internet Explorer 5.0 or later to support HTML help
- ◆ TCP/IP client software

Web Browser Requirements

For users accessing the WebServer from their client machine:

- ◆ Internet Explorer 5.0 or later (5.5 recommended) or Netscape Navigator 4.5x - 4.8 and 7.0
- ◆ Flash player to support the Guided Tour when accessed from the browser

Optional Component Requirements

The following sections detail the minimum system requirements necessary for installing each optional TrackRecord component. For more information on the components of TrackRecord, see [Table 2-1](#) on page 14.

Database Server (FairCom) Requirements

- ◆ Mid-level Pentium III PC
- ◆ 256 MB total system memory
- ◆ 7 MB of free disk space
- ◆ Room for database expansion
 - ◇ 3 times the expected database size for product maintenance (i.e. rebuild and Check Database) is recommended
- ◆ Microsoft Windows 2000 Server, Windows 2000 Professional, Windows XP Professional (32-bit version only), Windows NT Server or Workstation 4.0 or later with TCP/IP network protocol software
- ◆ Static IP address for systems using TCP/IP protocol (recommended)

AutoAlert Requirements

- ◆ Mid-level Pentium III PC
- ◆ 4 MB of free disk space
- ◆ Microsoft Windows NT, Windows 2000, or Windows XP Professional (32-bit version only)
- ◆ A mail system that is either:

- ◇ SMTP-compliant
- ◇ MAPI-compliant client on the PC where AutoAlert is installed. This allows AutoAlert to send messages

Note: Microsoft Outlook is recommended on the server where AutoAlert is installed to facilitate configuration and testing of the mail profile.

WebServer Requirements

- ◆ Mid-level Pentium III PC
- ◆ 256 MB total system memory
- ◆ 4 MB of free disk space
- ◆ Microsoft Windows 2000 Server, Windows 2000 Professional, Windows XP Professional (32-bit version only), Windows NT Server or Workstation 4.0 or later with TCP/IP network protocol software
- ◆ One of the following servers installed:
 - ◇ Microsoft Internet Information Server (IIS) 4.0 or later
 - ◇ Microsoft Personal Web Server
 - ◇ Netscape Enterprise Server 4.1 with an ASP Plug-in

Minimum Release Requirements for Integrated Tools

TrackRecord integrates with many Compuware automated testing, tracking, and requirement management tools as well as third-party software. If you intend to use TrackRecord with any of these tools, please note the following minimum version requirements:

- ◆ QADirector 4.5.0 or later
- ◆ Reconcile 1.0.3 or later
- ◆ DevPartner Studio 6.6 and 7.0
- ◆ Abend-AID Fault Manager 2.0 or later
- ◆ Microsoft Project 98 - 2002
- ◆ Microsoft Outlook 97 or later
- ◆ Visual SourceSafe 6.0
- ◆ PVCS Version Manager 6.7
- ◆ MKS Source Integrity Standard Edition versions 7.5B and 7.6

Installing TrackRecord

This section explains the installation process for TrackRecord. Please review the “[System Requirements](#)” on page 16 to ensure that TrackRecord will install and operate properly on your computer.

Before proceeding with the TrackRecord installation, Compuware recommends that you review the *TrackRecord Release Notes* which includes information about new features, technical notes, and known issues. In addition, it documents recent changes that may not be included in your TrackRecord documentation. Please review this information carefully; the Release Notes document is updated as new product information becomes available. To review the Release Notes prior to installation, refer to the “Before Installation” section of the “Getting Started” chapter.

Required: Compuware recommends that you exit all non-essential Windows programs before running this setup program. Some Windows programs may interfere with the installation process.

Administrative rights are required to install TrackRecord.

If TrackRecord version 6.1.0 or earlier is installed on your computer, or if you have a beta version installed, Compuware strongly recommends that you uninstall the previous version and reboot your PC if prompted before proceeding with this installation.

To install TrackRecord, follow these steps:

- 1 If you are installing TrackRecord on Windows NT, Windows 2000, or Windows XP platforms, log on as a user with administrator permissions.
- 2 Insert the Compuware CD into the CD-ROM drive. The CD browser should automatically appear. If it does not, open the **Run** option from the **Start** menu. Click the **Browse** button to navigate to the `setup.exe` file on the CD-ROM disk.
- 3 If you are installing TrackRecord from the QACenter CD, click **Install QACenter Products**.
- 4 Click **Install TrackRecord**.
- 5 Read the welcome screen and click the **Next** button. The License Agreement dialog box appears.
- 6 Read the license agreement and click **Yes** to accept the terms of the agreement. The Customer Information dialog box appears.

- 7 Type your name and company in the **User Name** and **Company Name** fields. Click the **Next** button. The Choose Destination Location dialog box appears.
- 8 Select a location for the installation.
 - ◇ By default, TrackRecord installs in the folder `x:\Program Files\Compuware\TrackRecord` where x is the drive where Windows resides on your PC.
 - ◇ To choose an installation path different from the displayed default path, click the **Browse** button and select an existing folder or type the path name in the **Path** field. Click **OK**.
- 9 Click the **Next** button. The Select Components dialog box appears. This dialog box allows you to select or clear components for installation. Highlight a component to view a brief description.
- 10 Select the **optional** components you want to install:
 - ◇ **Sample Files:** Installs Visual Basic and Delphi code examples as well as an Excel macro that illustrates how to access TrackRecord through its COM interface. In addition, the Excel macro can allow you to build three types of TrackRecord data reports and view them as graphs.
 - ◇ **Tools and Add-Ins:** Includes the Build Registration, Outlook Task Synchronization, and Visual Studio Add-Ins.
 - **Build Registration:** Allows you to select the specific application components that comprise a build and enter the build information into the TrackRecord database.
 - **Outlook Task Synchronization:** This option will not be displayed unless a supported version of Outlook is installed on this PC. This component allows the use of Microsoft Outlook to import TrackRecord task items into Outlook. In Outlook, you can mark a task as complete and, after synchronization, it will be marked as complete in TrackRecord.
 - **Visual Studio Add-Ins:** This option will not be displayed unless Visual Basic 6.0 or Visual C++ 6.0 is installed on this PC. The Add-Ins allow you to submit a defect or task into the TrackRecord database from within the IDE.

Tip: Most organizations will use separate PCs to act as database servers and WebServers. This separation allows maintenance on one class of server without the interruptions that a machine reboot might cause.

- ◇ **Database Server (FairCom):** This option will not be displayed unless you are running a supported Windows platform (NT, 2000, or XP). It is required for database access. This component can be installed on a central server on your network. Accepting input from multiple users, the clients will periodically check the database for new information and update users through the use of queries.
- ◇ **AutoAlert:** Enables TrackRecord's email notification service that provides users an email summarizing changes that might be of interest to them. This component can be installed on a central server on your network. This option will only be visible on systems running Windows NT, 2000, or XP.
- ◇ **WebServer:** This option will not be displayed unless a supported WebServer (such as Microsoft IIS) is installed on this PC. WebServer allows access to the TrackRecord database through a Web browser. This component can be installed on a central server on your network. After installation, refer to "[Configuring TrackRecord WebServer](#)" on page 26 for additional information.
- ◇ **Administration Utilities:** Includes the AutoAlert Administration Utility, Import-Export Wizard, and Workflow Editor.
 - **AutoAlert Administration Utility:** Allows you to configure which databases are being polled by the AutoAlert service, identify users that have AutoAlert enabled, and set a variety of AutoAlert options.
 - **Import-Export Wizard:** Steps you through the process of importing, exporting, and creating templates. It automates the creation of this template and saves it, making future imports and exports even faster. The Wizard can only be used to create new items in a database, not update existing ones.
 - **Workflow Editor:** Used to produce an intuitive diagram of the project workflow and create and edit the workflow.

Make your selection(s) and click the **Next** button. The Specify Server dialog box appears.

- 11** Enter the name of the server in the **Server** field. Generally, the machine name is sufficient, but in some network configurations the IP address might be required. Consult your system administrator for additional information. Once you have entered a server name, the **Next** button will be enabled. Click the **Next** button. The Select Program Folder dialog box appears.

- 12 Specify a location for the TrackRecord program shortcuts. You may type a new folder name, or select one from the existing folders list. Click **Next**. The Start Copying Files dialog box appears.
- 13 Review the summary of settings that you specified and click the **Next** button to start copying the program files. The Setup Status dialog box displays the progress of the installation.
- 14 After the installation is complete, the Setup Complete dialog box appears. Depending on the circumstances, you will see one of the following dialog boxes:
 - ◇ **Display Release Notes and/or Register for FrontLine.**
 - **Display Release Notes:** Select this checkbox to review the information in the Release Notes. This document contains information about new features, technical notes, and known issues that may enhance or impact TrackRecord's performance. Release Notes contain recent changes that may not be included in your TrackRecord product documentation.
 - **Register for FrontLine:** Select this checkbox to register for the FrontLine technical support site. FrontLine provides fast access to critical information such as documentation, frequently asked questions, and product fixes. The first time you access FrontLine, you are required to register and obtain a password.
 - ◇ **Restart Your Computer:** You may be prompted to restart your computer. If you are, you may choose to restart it now (recommended) or later.
- 15 Click the **Finish** button to complete the installation of TrackRecord.

Required: If you are upgrading to TrackRecord 6.1.1 from a previous release, you must copy the contents of your TrackRecord database folder to the new database folder. This is because the TrackRecord directory structure has changed and databases are now installed in a different default location. By default, this folder is C:\Program Files\Compuware\TrackRecord\Databases. Refer to the *TrackRecord Release Notes* for more information.

Where to Go Next

- ◆ The evaluation license (CompuLock) supplied with your Compuware product allows you to install the product and run it for a specific time period without first installing a license. During this trial period, you will be informed of how much evaluation time remains.

At any time during the evaluation period, you can obtain and install a permanent license. When the evaluation period expires, you **must** obtain a license and install it before you can successfully run this product. See the *License Installation Guide* for instructions on installing a license. To access this online book:

- a Insert the Compuware CD into the CD-ROM drive. If the CD browser does not automatically start, navigate to the CD's root directory and run `setup.exe`.
 - b If you are installing a QACenter product, click **View QACenter Documentation**.
 - c From the bookshelf, select the *License Installation Guide*.
- ◆ If you are an administrator and are ready to begin using TrackRecord, proceed to [“Using the TrackRecord Database \(FairCom\) Server”](#) on page 23.
 - ◆ If you installed the optional WebServer component, proceed to [“Configuring TrackRecord WebServer”](#) on page 26.
 - ◆ If you installed the optional AutoAlert component, proceed to [“Configuring TrackRecord AutoAlert”](#) on page 29.

Using the TrackRecord Database (FairCom) Server

Before starting the FairCom server, decide whether you want to run it as a process or as a service. This decision depends on the machine on which it is targeted to run. Small development groups may not want to dedicate a machine to run the FairCom server; large groups might need the added performance provided by a dedicated machine. See the following descriptions to help determine which method is the best for your circumstances:

- ◆ **As a service (default)**— The FairCom server will operate under a special system account allowing the server to run while users log on and off the server or workstation. Use this method if the server will run on a non-dedicated machine so that the server will not be disrupted. See [“Running the FairCom Server as a Service”](#) on page 24.
- ◆ **As a process**— The FairCom server will operate under a user login account. Use this method if you want the server to run on a dedicated machine to take advantage of its error message display. See [“Running the FairCom Server as a Process”](#) on page 25.

Running the FairCom Server as a Service

Tip: You can also have the server run manually when your system starts by double-clicking the FairCom Server in the Services dialog box and changing the type from AUTOMATIC to MANUAL. This means that each time the server machine is rebooted, you have to start the server manually.

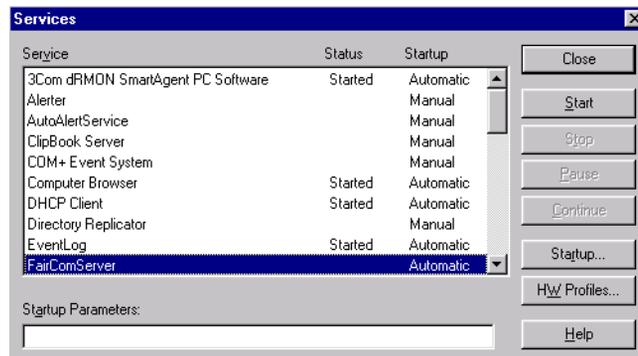
Running the TrackRecord FairCom server as a service allows the server to run while users log on and off the server or workstation. It will not have a user interface to display error messages to the desktop and will not provide an icon on the desktop to indicate its presence. TrackRecord will continue to run regardless of user login/logout activity until the PC is shut down.

Because the server defaults to automatic start-up, your system will be set up to run as a service when you install TrackRecord.

Stopping the FairCom Server as a Service

- 1 Ensure that you are logged into the server machine as the administrator.
- 2 Choose **FairCom Server** from the TrackRecord program files.
- 3 Confirm that client machines can access the server.
- 4 Shut down the FairCom server.
- 5 Follow the platform-specific procedures for stopping the server as a service:
 - ◇ **Windows NT:** From the **Start** menu, choose **Settings>Control Panel**. Double-click the **Services** icon. Select **FairCom Server** from the Services dialog box, and click the **Stop** button.

Figure 2-3. Windows NT Services Dialog Box



- ◇ **Windows 2000:** From the **Start** menu, choose **Settings>Control Panel>Administrative Tools**. Double-click the **Services** icon. Double-click **FairCom Server** from the Services dialog box. Click the **Stop** button on the Properties dialog box.
- ◇ **Windows XP:** From the **Start** menu, choose **Control Panel>Administrative Tools>Services**. In the Services window,

double-click the **FairCom Server**. Click the **Stop** button on the DNS Client Properties dialog box. Click **OK**.

Starting the FairCom Server as a Service

Repeat the steps for “Stopping the FairCom Server as a Service” on page 24, but with the following modification: click the **Start** button on [step 5](#).

Running the FairCom Server as a Process

Running the FairCom server as a process allows it to operate under a user login account. When running, it will have a user interface that will display messages when errors occur and it will display an icon on the desktop. TrackRecord will stop when the user account that started it exits.

Manually Shutting Down the FairCom Server Process

- 1 From the FairCom server’s **Control** menu, choose **Shutdown**. The FairCom Server Shutdown dialog box appears.
- 2 In the **Administrative User** field, enter your user name (**ADMIN** by default).
- 3 In the **Password** field, enter your password (**ADMIN** by default).
- 4 Click **OK**.

If the machine the server is running on crashes, has a power outage, or for some other reason does not shut down in an orderly fashion, you should rebuild the TrackRecord database. See the *Administering TrackRecord* manual for information about rebuilding a TrackRecord database.

Networks Behind a Firewall

TrackRecord supports the TCP/IP protocol on Windows NT, 2000, and XP. If a firewall stands between the clients and either the database or license server, you might need to make some configuration changes to allow TrackRecord to communicate through the firewall. Please contact Compuware Technical Support for information on how to complete this task.

Note: TrackRecord does not support WAN functionality for the Windows Client.

Configuring TrackRecord WebServer

TrackRecord's WebServer allows users to access a TrackRecord database using a Web browser such as Microsoft Internet Explorer or Netscape Navigator. If you are unfamiliar with configuring Web server software, consult with someone familiar with these concepts, such as your system administrator. For a complete description of WebServer administrative tasks, refer to the *Administering TrackRecord* manual.

Configuration Steps

Follow these steps to configure the TrackRecord WebServer:

- 1 Consult the “[System Requirements](#)” on page 16 to ensure that the WebServer will operate on your system.
- 2 Install the WebServer (optional component). See “[Installing TrackRecord](#)” on page 19.
- 3 If you are using a Netscape Enterprise Server, create a `\cgi-win` virtual directory. This is created at installation if your system is using Microsoft IIS and Personal Web Server. See “[Creating a Virtual Directory](#)” on page 26.
- 4 Set the user account from which WebServer will be run. See “[Setting Up a User Account](#)” on page 27.

Creating a Virtual Directory

If you are using **Netscape**, TrackRecord WebServer requires a `\cgi-win` virtual directory. The virtual directory is a name that is used in an address, which corresponds to a physical directory on the server.

If this directory did not exist when WebServer was installed, the installation procedure will create a `\cgi-win` folder on the hard drive. In this instance, configure the virtual directory to point to this directory.

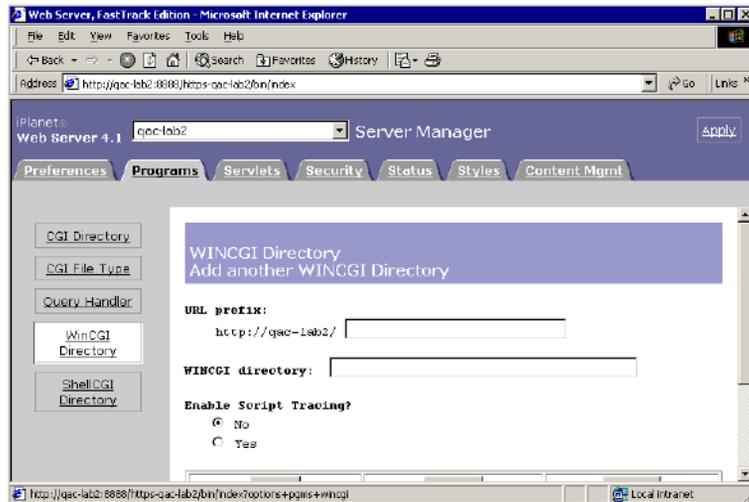
Creating a Virtual Directory With Netscape Enterprise Server

Perform the following procedure to run TrackRecord WebServer on a Netscape Enterprise Server 4.1.

- 1 From the **Start** menu, select **Programs>iPlanet Web Server>Administer Web Server**.
- 2 Click on **Manage Servers** in the left pane to display a list of current servers.

- 3 Select the appropriate server from the drop down list and click the **Manage** button.
- 4 After ensuring that the WebServer is on, select the **Programs** tab and click the **WinCGI Directory** link.
- 5 On the WinCGI Directory setup page, do the following: (Figure 2-4),

Figure 2-4. WinCGI Directory



- ◇ Enter `cgi-win` in the **URL prefix** field.
 - ◇ Enter the full path of the WinCGI directory, which was installed with the TrackRecord server in the WinCGI directory field. By default, the path is `x:\netscape\server4\cgi-win`.
 - ◇ Set enable script tracing to **No**.
 - ◇ Click the **OK** button.
You should receive a message indicating that the directory has been successfully added.
- 6 Access the CGI application from a Web browser by typing in the url: `http://<dns name>cgi-win/itemview.exe`.
 - 7 Install the WebServer and then refer to “[Setting Up a User Account](#)” on page 27.

Setting Up a User Account

The WebServer can be run from the interactive user’s account, the launching user’s account, or by specifying a user’s account.

The differences between the settings are as follows:

Table 2-2. WebServer Account Settings

Account Setting	Description	Note/Caution
This user (recommended)	Allows the WebServer to run using the security context of the specified user's account. It will then be authenticated in the domain.	The NT account that is used requires "log on as a service" privileges.
Interactive user	Allows the WebServer to run using the security setting of the user who is currently logged in (the interactive user) and does not require administrative rights. The interactive user may be the same as the launching user. For security reasons, Compuware recommends that you create a user account on the server with no administrative rights that is used for a log in. If security is breached, the Admin functions of the Server will not be accessed.	If selected, the WebServer will not start if a user is not logged on.
Launching user	Specifies that the WebServer will run using the security setting of the user who started the WebServer (the launching user). The launching user may be the same as the interactive user. This allows access to the WebServer if there is no active login on the server machine. Although this option appears to be a more secure option, if the security is somehow breached by a malicious attack, the attacker will have access to the entire machine.	Windows NT server's authentication service does not allow an identity that is passed from one computer over the network to be used to access network resources.

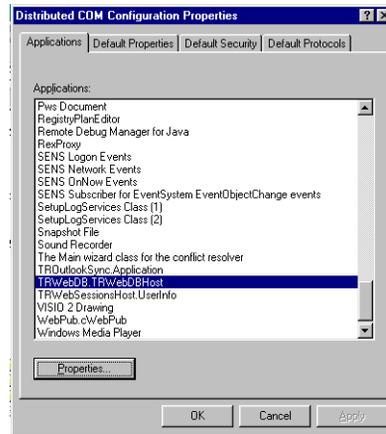
To set the user account from which WebServer will be run, perform the following procedure after installation:

Note: A user with read-write access to the database files should be logged in while the WebServer is running.

- 1 From the **Start** menu, choose **Run**.
- 2 In the **Open** field, type `DCOMCFG`. Click **OK**.

- 3 On the **Applications** tab (Figure 2-5), select **TRWebDB.TRWebDB-Host** and click the **Properties** button.

Figure 2-5. Distributed COM Configuration Properties Dialog Box



- 4 Click the **Identity** tab.
- 5 Ensure that the user account is set to **This User** (recommended).
- 6 In the **User** field, enter a user account that will be used to run the WebServer or click the **Browse** button to locate an account name. This can be a user or a service account you created to run services.
- 7 In the **Password** and **Confirm Password** fields, enter the password for the specified user account.
- 8 Click the **Apply** button to save your changes. Click **OK**.
- 9 Repeat step 3–8 for **TRWebSessionsHost.UserInfo**.
- 10 Click **OK** to exit the dialog box.

Client Setup

WebServer requires that Java and Javascript be enabled in the client's browser. For Netscape users, choose **Edit>Preferences**. Click the **Advanced** group and select **Enable Java** and **Enable JavaScript**.

Configuring TrackRecord AutoAlert

TrackRecord AutoAlert sends email messages to users to notify them of changes in the TrackRecord database. AutoAlert lets you define flexible criteria for notifying each user of changes that might be of interest to

them. Consult the “[System Requirements](#)” on page 16 to ensure that AutoAlert will operate on your system.

There are three steps to configuring AutoAlert:

- ◆ “[Configuring an AutoAlert Mailbox and Profile](#)” on page 30
- ◆ “[Defining an Email Package](#)” on page 30
- ◆ “[Starting the AutoAlert Service](#)” on page 31

Configuring an AutoAlert Mailbox and Profile

After the AutoAlert software is installed, you must create a mailbox and mail profile for AutoAlert’s use.

- 1 On the machine on which the AutoAlert Server is installed, log on as a user who is a member of the domain in which the service will run.
- 2 Using your preferred information service, such as the Microsoft Exchange Server, create a mailbox for AutoAlert’s use.
AutoAlert email notices are sent from this mailbox. Consult your mail service’s documentation for instructions on creating mailboxes.
- 3 Create a profile named `AutoAlert` that has access to the mailbox.
Since access to the mailbox is through a service, the service must run as a user that can access the mailbox.

Note: For multiple domain networks, this requires a trust relationship between the domains.

Defining an Email Package

TrackRecord AutoAlert users can choose to use SMTP or MAPI as their underlying mail service.

SMTP (Simple Mail Transfer Protocol) is a TCP/IP protocol used in sending and receiving e-mail that provides the ability to use non-Microsoft mail servers, such as Lotus Notes, or UNIX-based mail servers. Users typically use a program that uses SMTP for sending email and either POP3 or IMAP for receiving messages that have been received for them at their local server.

MAPI (Messaging Application Program Interface) is a Microsoft Windows program interface that enables you to send email from within a Windows application.

- 1 On a machine on which the AutoAlert Administration Utility has been installed, select **AutoAlert Administration Utility** from the TrackRecord program files.
 - 2 On the TrackRecord AutoAlert- Servers dialog box, click the **View Server** button to select one of the available AutoAlert servers.
- Note:** If password protection was selected, enter the password for the AutoAlert server.
- 3 Click the **Server Options** button.
 - 4 Click the **Email Package** tab.
For more information on this tab, refer to the *TrackRecord Administrator's Guide* or AutoAlert Administration Utility's online help.
 - 5 Select the email option to define what email package will be used to send email messages:
 - ◇ Select **Use MAPI** to use a MAPI profile and user information.
 - ◇ Select **Use SMTP** to enable the AutoAlert server to use SMTP. Enter the name of the SMTP server and the address of the user sending the email (e.g. xxxx@mycompany.com).
 - 6 Click the **Apply** button and **OK** when your settings are complete.

Starting the AutoAlert Service

Windows NT

- 1 From the **Start** menu, choose **Settings>Control Panel**.
- 2 Select the **Services** option.
- 3 From the list of available services, select **TrackRecord AutoAlert Server** and click the **Startup** button.
- 4 In the Startup Type dialog box, select **Automatic**. This step is optional, but recommended.
- 5 If you are using MAPI:
 - ◇ Select the **This Account** option
 - ◇ Enter the name of the user that has access to the specified mailbox. The login format should be *domain\username*. The specified account should have "log on as a service" rights on the network.
 - ◇ Enter and confirm the password.
- 6 Click **OK** to close the dialog box.

- 7 Select the **TrackRecord AutoAlert Service** and click the **Start** button. It may take up to a minute to start when it is first started. Click the **Close** button when you are finished.

Windows 2000

- 1 From the **Start** menu, choose **Settings>Control Panel**.
- 2 Double-click the **Administrative Tools** icon.
- 3 Select **Services** and then double-click the **TrackRecord AutoAlert Service**.
- 4 On the Startup Type dialog box, select **Automatic**. This step is optional, but recommended.
- 5 If you are using MAPI:
 - ◇ Click the **Log On** tab.
 - ◇ Select the **This Account** option
 - ◇ Enter the name of the user that has access to the specified mailbox. This is an NT account. The login format should be *domain\username*. The specified account should have “log on as a service” rights on the network.
 - ◇ Enter and confirm the password.
- 6 Click **OK** to close the dialog box.
- 7 Double-click the **TrackRecord AutoAlert Service**.
- 8 Click the **Start** button.
- 9 Click **OK** to close the dialog box.

To construct databases to be monitored, and to learn about all AutoAlert administration tasks, refer to the *TrackRecord Administrator's Guide*.

Windows XP

- 1 From the **Start** menu, choose **Control Panel>Administrative Tools>Services**.
- 2 Double-click the **TrackRecord AutoAlert Service**.
- 3 Select **Automatic** from the **Startup Type** drop-down list. This step is optional, but recommended.
- 4 If you are using MAPI:
 - ◇ Click the **Log On** tab.

- ◇ Select the **This Account** option
 - ◇ Enter the name of the user that has access to the specified mailbox. The login format should be *domain\username*. The specified account should have “log on as a service” rights on the network.
 - ◇ Enter and confirm the password.
- 5 Click the **Apply** button.
 - 6 Click the **OK** button.
 - 7 Close the Services window.

To construct databases to be monitored, and to learn about all AutoAlert administration tasks, refer to the *TrackRecord Administrator’s Guide*.

Troubleshooting AutoAlert

If AutoAlert is not working, consult the AutoAlert online help for more information. You can access the AutoAlert help by selecting **AutoAlert Administration Utility Help** from the **TrackRecord** program files.

Chapter 3

Maintaining the Installation



- ◆ Accessing Maintenance Mode
- ◆ Modifying an Installation
- ◆ Repairing an Installation
- ◆ Removing a Product

Accessing Maintenance Mode

There are two methods for accessing a QACenter product's maintenance mode: from the QACenter CD or from the Windows Control Panel.

Required: Compuware recommends that you exit all non-essential Windows programs before running this setup program. Some Windows programs may interfere with the installation process.

Accessing Maintenance Mode from the QACenter CD

- 1 In the CD-ROM drive, insert the QACenter CD containing the same version of the product that you have installed. The QACenter CD browser should automatically appear. If it does not, navigate to the root directory and run the `setup.exe` file.
- 2 Click **Install QACenter Products**.
- 3 Click **Install *product name*** (where *product name* is the name of the product that you want to maintain).

You are presented with three maintenance mode options: modify, repair, and remove.

Accessing Maintenance Mode from the Windows Control Panel

- 1 Click the Windows **Start** button and choose **Settings>Control Panel**. The Control Panel window appears.
- 2 **Windows 9x/NT:** Choose the **Add/Remove Programs** icon. The Add/Remove Programs Properties dialog box appears. Select the QACenter product to maintain and click **Add/Remove**.
Windows 2000: Choose the **Add/Remove Programs** icon. The Add/Remove Programs dialog box appears. Select the QACenter product to maintain and click **Change/Remove**.

You are presented with the three maintenance mode options: modify, repair, and remove. For more information about these options, see the appropriate section in this chapter.

Modifying an Installation

For products with optional components, you may want to add or remove a component.

Rather than uninstall and re-install the product, you can modify your installation.

Modifying Products With Optional Components

- 1 Access maintenance mode using one of the two methods described at the beginning of this chapter.
- 2 Select the **Modify** option. Click **Next**. The Select Components dialog box appears allowing you to add or remove components.
- 3 Click **Next**. Setup will add or remove the appropriate components.
- 4 After modifying, you may be prompted to restart your computer. If you are prompted to restart your computer, you may choose to restart it now (recommended) or to restart it later.
- 5 Click **Finish** to complete the maintenance.

Repairing an Installation

There may be times when you will need to repair a damaged QACenter product installation. This could be due to an inadvertent deletion or

corruption of the program. To repair your QACenter product, follow these steps:

- 1 Access maintenance mode using one of the two methods described in “Accessing Maintenance Mode” at the beginning of this chapter.
- 2 Select the **Repair** option. Click **Next**. Setup will repair the specified QACenter product.
- 3 After repairing, you may be prompted to restart your computer. If you are prompted to restart your computer, you may choose to restart it now (recommended) or to restart it later.
- 4 Click **Finish** to complete the maintenance.

Removing a Product

If you want to remove a QACenter product from a PC, follow these steps:

- 1 Access maintenance mode using one of two methods described at the beginning of this chapter.
- 2 Select the **Remove** option. Click **Next**. The Confirm File Deletion dialog box appears.
- 3 Click **OK**. Setup will remove the specified QACenter product from your PC. If your product uses a database repository, you have the option to either save or delete it. Do not delete it if you need to retain the data in the database, as in the case of a product upgrade.
- 4 After uninstalling, you may be prompted to restart your computer. If you are prompted to restart your computer, you may choose to restart it now (recommended) or to restart it later.
- 5 Click **Finish** to complete the maintenance.

Index



A

- access methods
 - maintenance 35
- AutoAlert
 - configuring 29
 - installing 20
 - starting 31
 - troubleshooting 33

B

- before installing 11
- browser, WebServer set-up 26

C

- Compuware
 - World Wide Web sites 6
- Compuware technical support
 - FrontLine Web site 6
- customer support 7

D

- Database Administration Utility
 - installing 20

E

- email
 - AutoAlert setup 29

F

- firewall, configuration for 25
- FrontLine technical support
 - Web site 6

G

- getting started 9

H

- help 7
 - FrontLine Web site 6

I

- installation
 - AutoAlert 19
 - pre-requisites 11
 - server 19

- types 10
- WebServer 19
- installing
 - modify product components 36
 - QACenter products prerequisites 9
 - repairing a product installation 36
 - types of installations 10
- interactive mode, for WebServer 27
- introduction 5

M

- Maintaining the Installation 35
- maintenance
 - access methods 35
 - modify 36
 - remove 37
 - repair 36
- modify
 - maintenance 36

P

- pre-installation 11
- prerequisites for QACenter product installation 9
- process, running the TrackRecord server as 23

Q

- QACenter
 - FrontLine Web site 6
 - help 6
 - technical support 6
- QACenter products
 - descriptions 9

R

- remove
 - maintenance 37
- repair
 - maintenance 36
- requirements for installation 16

S

- server
 - as Windows 2000 service 24
 - as Windows NT service 24
 - database, installation 19
 - running as a service 23
 - running as process 23
 - starting manually 25
- service
 - running the TrackRecord server as 23
 - starting 23
- support
 - FrontLine Web site 6
- system requirements 16
 - WebServer 18

T

- technical support 7
 - FrontLine Web site 6
- TrackRecord
 - database server installation 19
- troubleshooting, AutoAlert 33
- types of installation 10

V

- virtual directory, creating 26

W

WebServer

- client setup [29](#)

- configuring [26](#)

- creating a virtual directory for [26](#)

- DCOMCNFG settings [27](#)

- installation [21](#)

- running in interactive mode [27](#)

World Wide Web, Compuware sites [6](#)