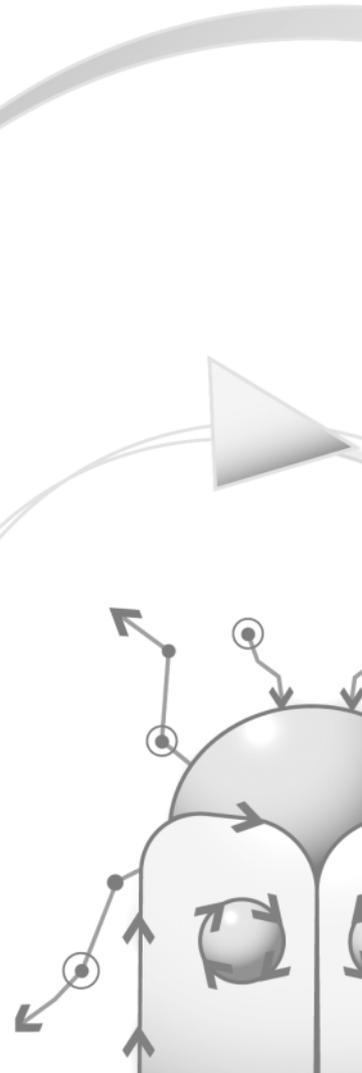


TestTrack Pro Installation Guide

 **Seapine Software™**
*changing the world
of software development*



November 2002

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Introduction TestTrack Pro Installation

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[About the installation guide](#)
[System requirements](#)
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Let's go!

In minutes, you can install **TestTrack Pro** and start tracking bugs. Why wait any longer?



About the installation guide

The **TestTrack Pro Installation Guide** provides step-by-step instructions for installing TestTrack Pro on Windows and UNIX systems. The guide includes three sections: **Windows Installation, UNIX Installation, and Mac installation.**

System requirements

Before installing TestTrack Pro, make sure your computer meets the following system requirements.

TestTrack Pro Windows client

- A 486/Pentium PC with at least 32 MB of RAM (64 MB recommended)
- Microsoft Windows (95, 98, ME, XP, NT 4.0, 2000)
- VGA or higher-resolution monitor (super VGA recommended)

TestTrack Pro Web client

- Any computer with a Web browser supporting HTML 3.0 or later
- A Web server with the TestTrack Pro Web components installed

TestTrack Pro Server/CGI on Solaris

- An UltraSparc processor is required with at least 64MB of RAM
- Solaris (version 2.6 or later)

TestTrack Pro Server/CGI on Windows or Linux

- A Pentium PC with at least 64 MB of RAM. The amount of RAM depends on the number of defects the server handles. Contact Seapine support for more information.
- Microsoft Windows (95, 98, ME, XP, NT 4.0, 2000) or Linux (kernel 2.2 or later).

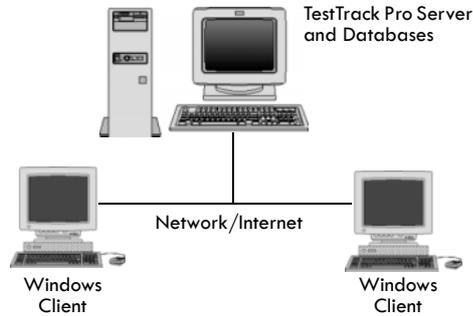
TestTrack Pro Server/CGI on Mac OS X

- Power Mac G3, G4, G4 Cube; iMac; PowerBook G3, G4; or iBook computer with at least 128 MB of RAM.
- Mac OS X (version 10.1 or later)

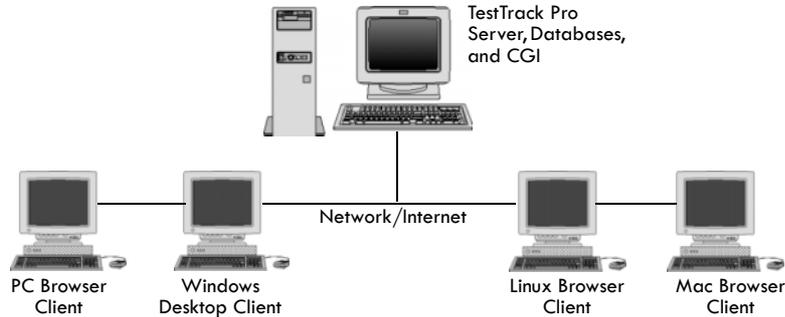
Installation scenarios

TestTrack Pro's cross-platform flexibility lets you install the program to best meet your company's needs. The installation scenarios illustrate different ways to install TestTrack Pro.

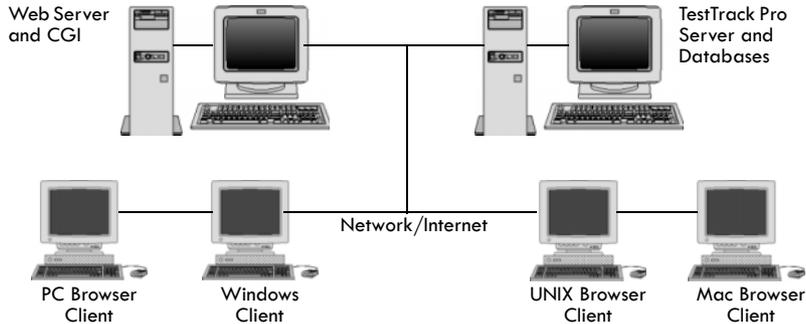
The following graphic shows an installation of the TestTrack Pro Server on a dedicated server and two Windows clients:



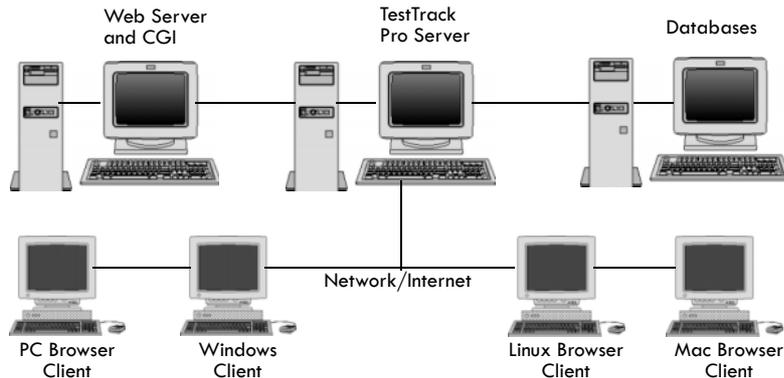
The following graphic shows an installation of the TestTrack Pro Server on a dedicated server with full Web access, a PC browser client, a Windows client, a Linux browser client, and a Mac browser client:



The following graphic shows an installation of the TestTrack Pro Server on a dedicated server with full Web access, the CGI running on a Web server, a PC browser client, a Windows client, a UNIX browser client, and a Mac browser client:



The following graphic shows an installation of TestTrack Pro Server on a dedicated server with full Web access, the CGI running on a Web server, the databases stores in a database server, a PC browser client, a Windows client, a Linux browser client, and a Mac browser client:



Contacting Seapine support

We offer technical support, 9 AM - 6 PM, EST, Monday - Friday.

Telephone 513-754-1655

Email support@seapine.com

Web site www.seapine.com



Check our [Web site](#) for the latest TestTrack Pro and SoloBug news, answers to frequently asked questions, and TestTrack Pro and SoloBug updates. You can also find help in our [Knowledgebase!](#)

Feedback

Seapine Software welcomes your feedback on the documentation included with this product. If you have comments or suggestions about any of the guides or the online help, please send them to: documentation@seapine.com.

This email address is provided for documentation only. You may not receive a reply to your email. For technical questions or support, contact support@seapine.com.

Chapter 1

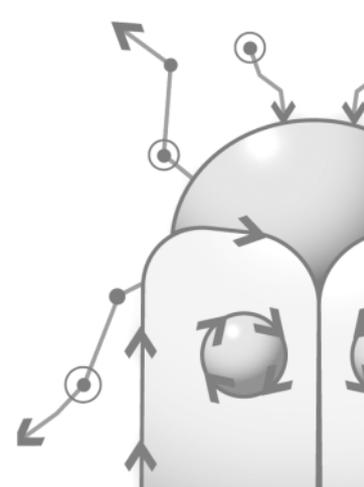
Windows Installation

In this chapter...

Windows installation types
TestTrack Pro components
Before installing
Installing TestTrack Pro
Starting TestTrack Pro Server
Uninstalling TestTrack Pro

Installing TestTrack Pro for Windows

You can install all the components, options, and products that come with TestTrack Pro or choose to install a few selected components. A sample database is installed the first time you install TestTrack Pro to help you explore all of TestTrack Pro's features. After installation is complete, you'll be ready to start tracking bugs!



Windows installation types

- **Client installation** installs the TestTrack Pro Windows client and SoloBug.
- **Server installation** installs the TestTrack Pro Windows client, server, and administration components.
- **Server installation with Web components** installs all Pro components, including the TestTrack Pro Web client and Web access to TestTrack Pro server administration.
- **Server installation with Web and SOAP components** installs all Windows and Web components and the SOAP SDK (SOAP components).
- **Custom installation** lets you choose the components you want to install.

TestTrack Pro components

- **TestTrack Pro Windows Client** used to access the defect databases from a Windows computer.
- **Server Admin Utility** used to configure and administer one or more TestTrack Pro servers from a Windows computer.
- **SoloBug** is a stand-alone bug reporter you can distribute freely to your customers.
- **TestTrack Pro Windows Server** is the server application that contains information about databases, licenses, server log, server users, mail queue, and server options. TestTrack Pro server **must** be installed on at least one PC on your network. Most companies install the server application on a PC used as a dedicated server.
- **Sample Database** provides a working example of a TestTrack Pro database.
- **TestTrack Pro Web Access (HTML & CGI)** used to access the defect databases from a Web browser.
- **Server Administration Web Access (HTML & CGI)** used to configure and administer one or more TestTrack Pro servers from a Web browser.
- **SoloSubmit (HTML and CGI)** a Web-based add-on that lets customers submit defects and feature requests directly to TestTrack Pro. Customers do not require user names or passwords and do not have access to the database.
- **SOAP Server (WSDL & CGI)** lets programmers write code to interact with TestTrack Pro. Because it uses XML, SOAP is both language and platform independent. The SOAP server includes two components: a WSDL file and the CGI.

Before installing

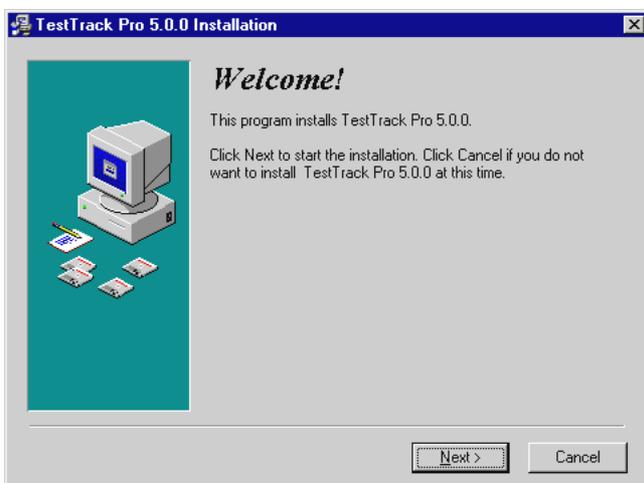
- Make sure your computer meets the recommended system requirements. For more information, see [System requirements, page 2](#).
- Decide on the type of installation you need to perform.
- If you are using Microsoft Windows NT, Windows 2000, or Windows XP, you must be logged in as a user with full administrative privileges.
- You can cancel the installation at any time by clicking **Cancel**. To change information on a previous window, click **Back**.

Installing TestTrack Pro

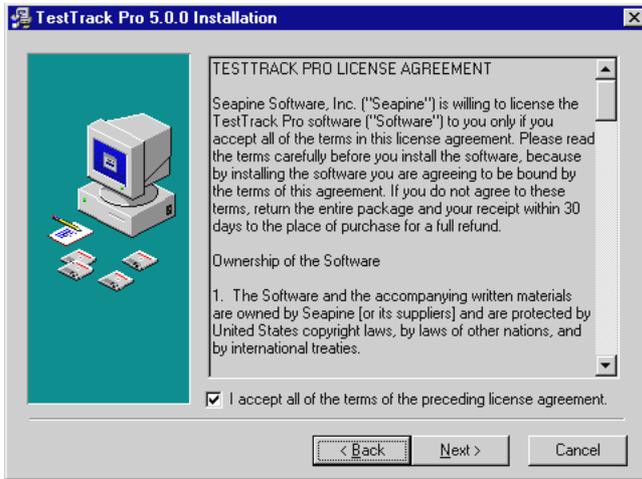


The following instructions correspond to a **server installation with Web and SOAP** components. Depending on the components you are installing, you may not be prompted for the same information.

- 1 Run the installation program.
 - If you downloaded the installation program from the Seapine Web site, run **ttprowininstall.exe**. There is also a client only installation program named **ttprowinclientinstall.exe**.
 - If you are installing from CD, insert the TestTrack Pro CD into the CD-ROM drive and click **Install TestTrack Pro**.
- 2 Review the Welcome Screen. Click **Next**.



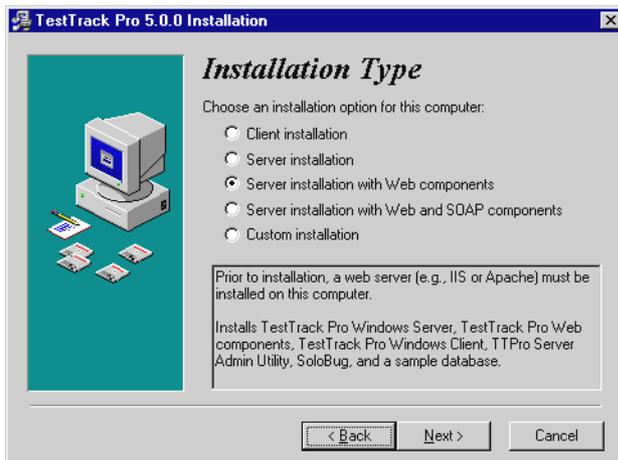
- 3 Read the license agreement and accept the terms. Click **Next**.



You must accept the terms of the license agreement to continue the installation.

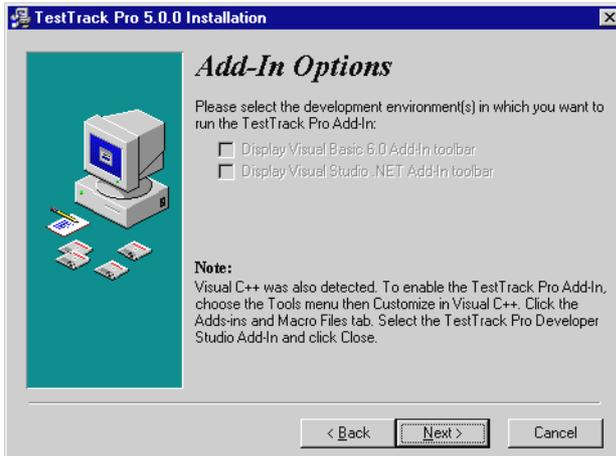
- 4 Choose the installation type. Click **Next**.

For information about installation types, [Windows installation types](#), page 8



- 5 If Visual Basic 6.0, Visual Studio .Net, or Visual C++ 6.0 is installed on your computer the TestTrack Pro Add-In is automatically installed. Click **Next**.

If Visual C++ 6.0 is installed on your computer, make sure you read the **Note** information. It includes instructions for manually enabling the Add-In.

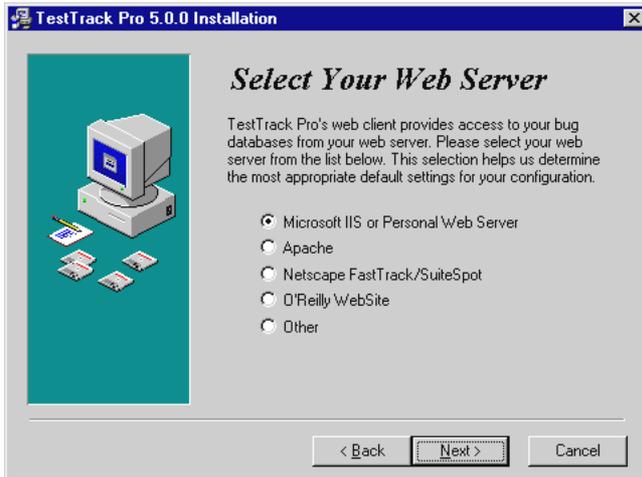


- 6 Select the TestTrack Pro destination directory and server execution mode. Click **Next**.
 - TestTrack Pro applications, documentation, and help files are installed in the destination directory.
 - **Run as an application** installs the server to run as an application on a PC. You have to manually start the server. When you log out of Windows, all applications are closed, including TestTrack Pro server.
 - **Run as an NT 4.0/2000/XP service** automatically starts the server as an NT service.
 - **Run as a Windows 95/98/ME pseudo service** automatically starts the server as a pseudo service. If you select this option, you do not have to log in to Windows for the TestTrack Pro server to run.



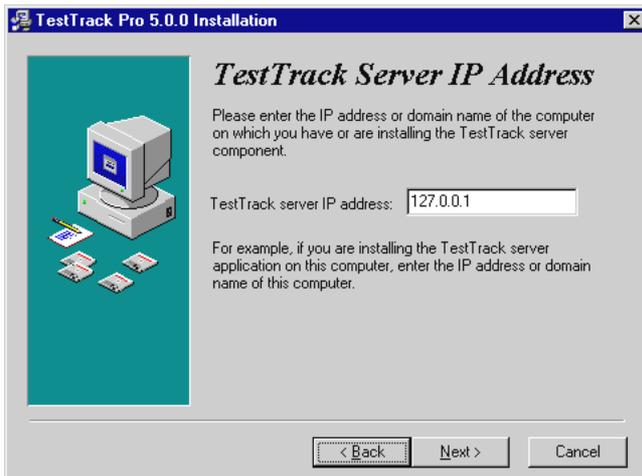
- 7 Select your Web server. Click **Next**.

TestTrack Pro's Web pages are served by your existing Web server. When a user logs in to TestTrack Pro from a Web browser, your Web server calls the TestTrack Pro CGI, which in turn communicates with the TestTrack Pro server.



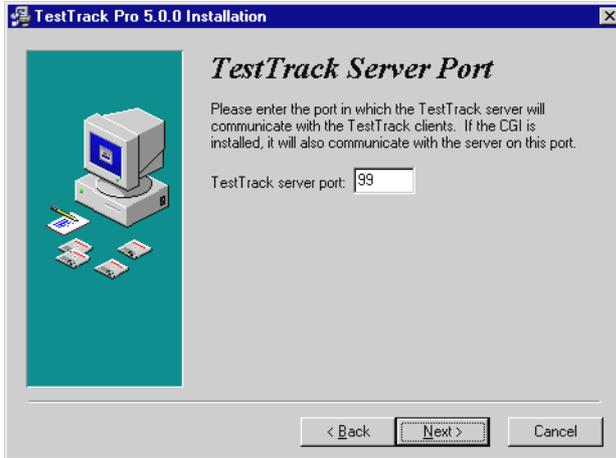
- 8 Enter the IP address (e.g., 127.0.0.1) or the domain name (e.g., www.seapine.com) of the computer that will be running TestTrack Pro server. Click **Next**.

The server IP address is used by the TestTrack Pro Web CGI to communicate with TestTrack Pro server.



A static IP address is recommended.

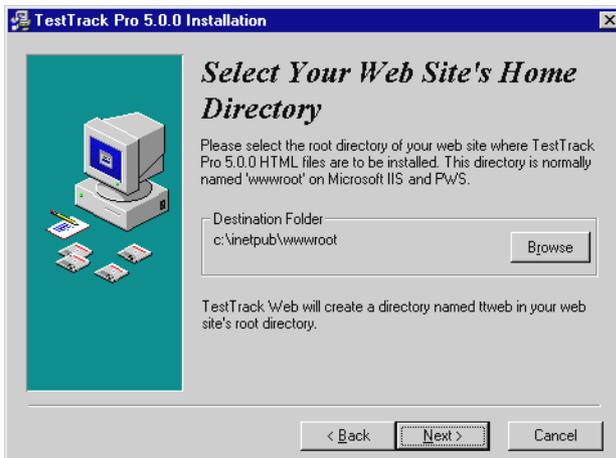
- 9 Enter the port number the TestTrack Pro server will use to communicate with TestTrack clients. Click **Next**.



- 10 Select your Web site's home directory. Click **Next**.

TestTrack Pro HTML files are installed in this directory. Following are some default directories:

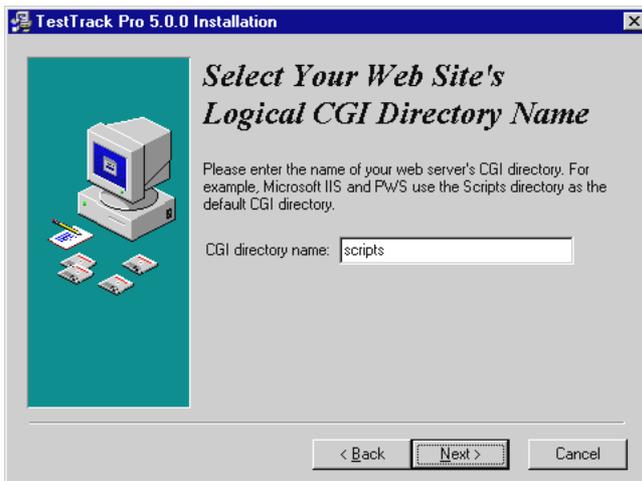
- **Microsoft IIS and PWSC:** *C:\inetpub\wwwroot*
- **Apache:** *C:\Program Files\Apache Group\Apache\htdocs*
- **Netscape FastTrack\SuiteSpot:** *C:\Netscape\SuiteSpot\docs*
- **O'Reilly WebSite:** *C:\WebSite\htdocs*
- **Other:** *Web Site Home Directory\htdocs*



- 11 Enter the logical CGI directory name. Click **Next**.

This directory name follows the **http://yourdomain.com/** portion of each Web request to the TestTrack Pro Web CGI. Following are some default directories:

- **Microsoft IIS and PWSC:** *scripts*
- **Apache:** *cgi-bin*
- **Netscape FastTrack\SuiteSpot:** *cgi-bin*
- **O'Reilly WebSite:** *cgi-shl*
- **Other:** *cgi-bin*

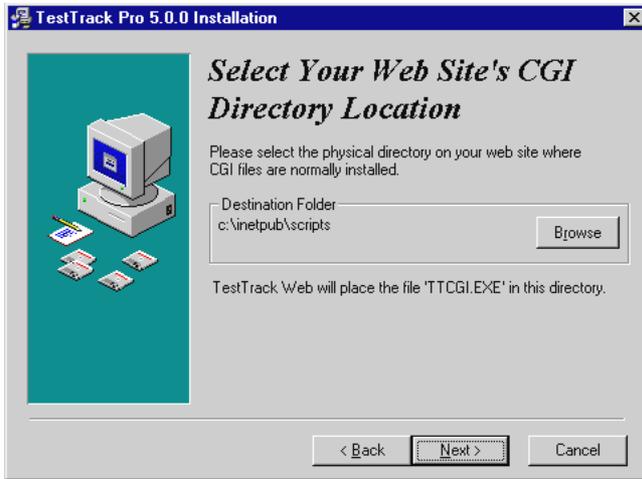


- 12 Select your Web site's CGI directory location. Click **Next**.

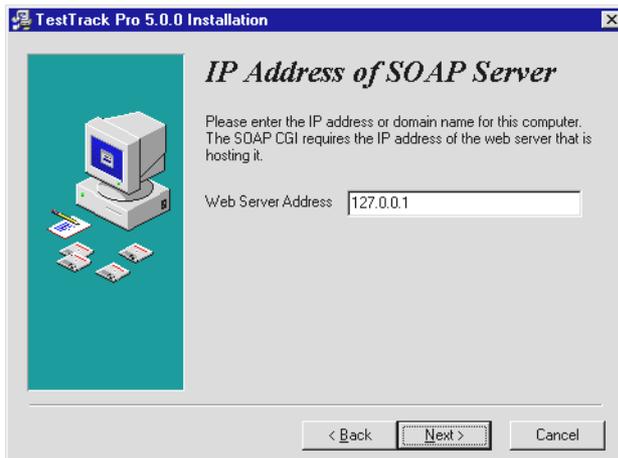
The installer needs to know where CGI files are normally installed. In your Web server configuration there is a setting that maps the logical CGI directory to its physical location. Following are some default locations:

- **Microsoft IIS and PWSC:** *C:\Inetpub\scripts*
- **Apache:** *C:\Program Files\Apache Group\Apache\cgi-bin*
- **Netscape FastTrack\SuiteSpot:** *C:\Netscape\SuiteSpot\cgi-bin*
- **O'Reilly WebSite:** *C:\WebSite\htdocs\cgi-shl*

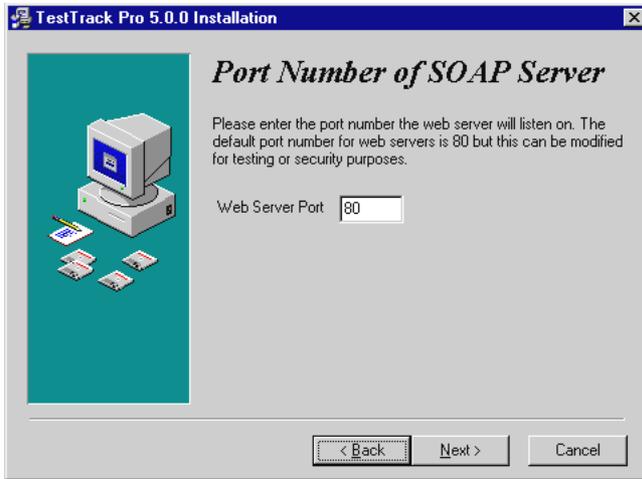
- **Other:** *Web Site Home Directory\cgi-bin*



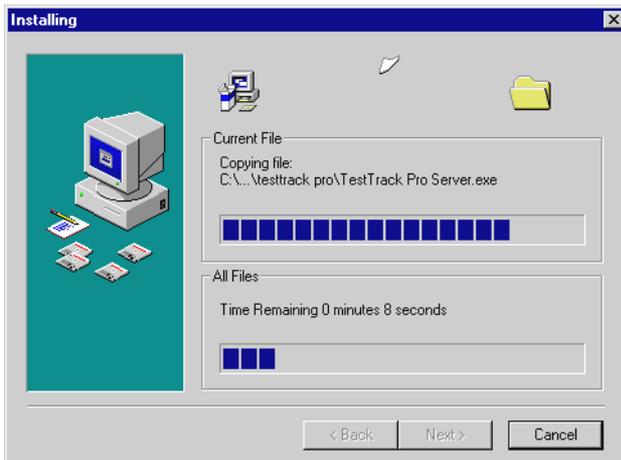
- 13 Enter the IP address or the domain name of the computer that is hosting the SOAP CGI. Click **Next**.



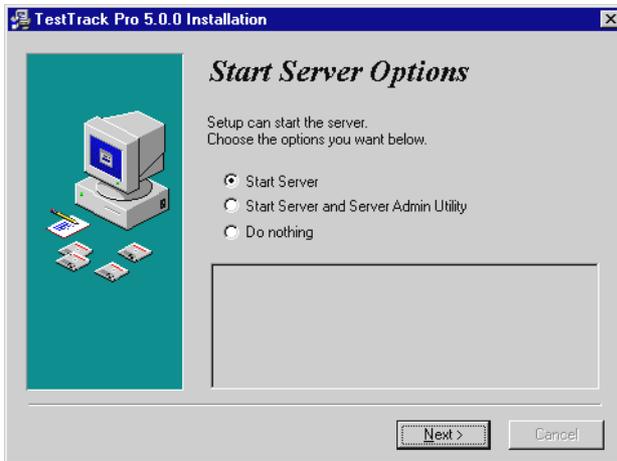
- 14 Enter the SOAP Server port number. Click **Next**.



- 15 The installation begins. A progress indicator opens, showing you where the files are being copied to and how much time remains.

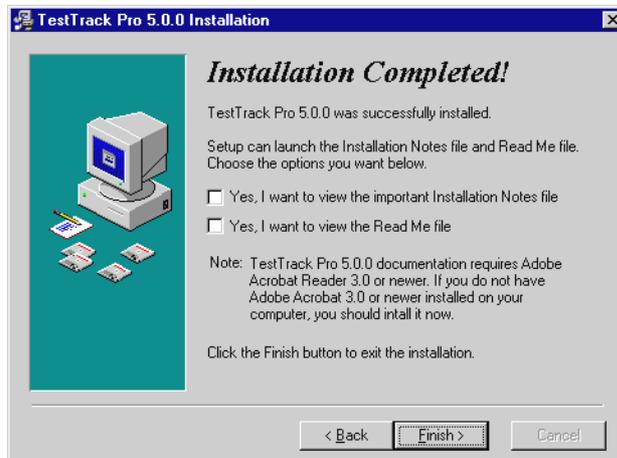


- 16 When the installation is complete, the Start Server Options dialog box opens. Select a start server option. Click **Next**.



- 17 The Installation Completed dialog box opens.

To view the Installation Notes and/or the Read Me file, select the corresponding check box.



18 Click **Finish**.

Your installation is complete.

**Why am I prompted to reboot my computer?**

To complete the installation, you may be prompted to reboot your computer for one of the following reasons:

1. You installed an NT service. In this case, you do not have to reboot the computer. You can start the TestTrack service from the Control Panel.
 2. One of the installed files was in use and the installer could not copy the file. The file is copied to the correct location when you reboot.
 3. The Visual C++ add-in was installed on your computer.
-

Installation is complete - now what?

If you are just beginning with TestTrack Pro, start the Server Admin Utility and add a server name and create your first bug database. See the **Server Admin Utility Guide** for instructions.



During installation, a default user named **Admin** is added to the database. This user has **no password**. You **must** log in as Admin the **first time** you start TestTrack Pro.

Next, start TestTrack Pro. Take the time to set database options, configure field values, configure custom fields, define required fields and default values. For more information, refer to the **TestTrack Pro Client User Guide**.



I am using the Web to access TestTrack Pro. Where do I start?

To access **TestTrack Pro Web**, start a browser and enter the URL to the login screen. For example:

<http://127.0.0.1/ttweb/login.htm>

<http://www.yourserver.com/ttweb/login.htm>

To access the **Web Server Admin**, start a browser and enter the URL to the login screen. For example:

<http://127.0.0.1/ttweb/ttadmin/adminlogin.htm>

<http://www.yourserver.com/ttweb/ttadmin/adminlogin.htm>

Starting TestTrack Pro Server



The server must be running before users can access a database using the TestTrack Pro Client (desktop, Web). If you are running the TestTrack Pro Server as an NT/2000 or Windows service, it starts automatically.

To manually start the TestTrack Pro server:

- 1 On the Start menu, choose **Programs > TestTrack Pro > TestTrack Pro Server**.

Active databases are front loaded when the TestTrack Pro server is started.



When the TestTrack Pro server is running, an icon is placed in the status area on the taskbar of the server PC.

If the bug remains yellow or red, TestTrack Pro server is not running properly. When the TestTrack Pro server compacts a database, it can take several minutes for the TestTrack Pro server icon to turn green.

Uninstalling TestTrack Pro

To remove all installed files:

- 1 On the Start menu, choose **Settings > Control Panel**.
- 2 Double-click the **Add/Remove Programs** icon.

The Add/Remove Programs properties dialog box opens.

- 3 Select TestTrack Pro from the Install/Uninstall list.
- 4 Click **Add/Remove**.
- 5 Follow the uninstall instructions.

Chapter 2

Unix Installation

In this chapter...

[TestTrack Pro components](#)

[Installation notes](#)

[Unix graphical installer](#)

[Unix command line installer](#)

[Installation is complete - now what?](#)

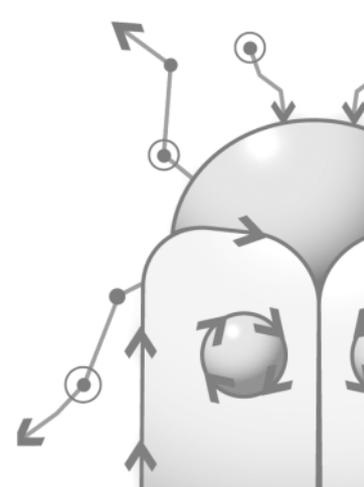
[Starting TestTrack Pro Server](#)

[Uninstalling TestTrack Pro](#)

Installing TestTrack Pro for Unix

This section introduces you to the various components of the Unix TestTrack Pro architecture and explains how to install the components. TestTrack Pro can be installed using a graphical installer or a command line Perl installer.

TestTrack Pro currently supports the following Unix platforms: Solaris (Sparc) and Linux (Intel).



TestTrack Pro components

- **TestTrack Pro Server** is the server application that contains information about databases, licenses, server log, server users, mail queue, and server options. Most companies install the server application on a computer used as a dedicated server.
- **TestTrack Pro Web Client (HTML and CGI)** lets users log in to TestTrack Pro via a Web browser. Depending on your security level, you will also use the Web client to do such things as adding users or customers, configuring field values, setting security, etc.
- **TestTrack Pro Web Server Admin (HTML and CGI)** is used to configure and administer one or more TestTrack Pro servers from a Web browser.
- **SoloSubmit (HTML and CGI)** a Web-based add-on that lets customers submit defects and feature requests directly to TestTrack Pro. Customers do not require user names or passwords and do not have access to the database.
- **SOAP CGI and WSDL** lets programmers write code to interact with TestTrack Pro. Because it uses XML, SOAP is both language and platform independent. The SOAP server includes two components: a WSDL file and the CGI.
- **Sample database** provides a working example of a database to help you explore TestTrack Pro's features and functionality. The sample database can also be used as a template for creating other databases.

Installation notes

The command line installer is written in Perl and requires Perl version 5 or later. The graphical installer is written in Java and requires JDK (Java Development Kit) or JRE (Java Runtime Environment) 1.3.1.



Linux

- Linux kernel 2.0.x is not supported. The TestTrack Pro server requires multiple open file handles and kernel 2.0 automatically limits you to 256 files per process. TestTrack Pro will probably work but you will not be able to open more than a couple of databases.
- Glibc version 2.1.3 and version 2.1.92 are supported.
- libstdc++ version 2.9.0 is required.



Solaris

- Intel requires libstdc++.so.2.8.1.1
- Sparc requires libstdc++so.2.10.0

Unix graphical installer



If you are upgrading TestTrack Pro, you may be prompted to overwrite existing HTML, SoloSubmit, and Admin HTML files. If you choose not to overwrite the files, you may not install all bug fixes or new features. Depending on the extent of the changes, choosing not to overwrite may result in TestTrack Pro functioning incorrectly.

Default answers are provided for most questions. You can accept the default or enter another answer.

- 1 Download the installation program.
 - The Linux installation file is named **ttprolinuxjavainstall.bin**.
 - The Solaris installation file is named **ttprosolarissparcjavainstall.bin**.
- 2 Run the corresponding file by logging in as root and double-clicking the file in the Window Manager.



You can also **su** to root and run the file from a terminal application. X-Windows must be running to use the installer.

- 3 The Introduction dialog opens. Click **Next**.
The Choose Installation Folder dialog opens.
- 4 Select the installation folder. Click **Next**.
The Choose Product Features dialog opens.
- 5 Select the type of installation you want to perform. Click **Next**.
 - If you are performing an **Easy Install**, the installation starts automatically. Follow the instructions to finish the installation. You may be prompted to enter additional information, such as the path to the CGI directory.
- 6 If you are performing a **Custom Install**, the Choose Product Components dialog opens.
- 7 Select the components you want to install. Click **Next**.

The Application Directory dialog opens.

- 8 Enter the location of the TestTrack Pro application directory. Click **Next**.

The Unix Command Directory dialog opens.

- 9 Enter the location of the Unix command directory. The TestTrack Pro server daemon is installed in this directory. Click **Next**.

The Log File directory dialog opens.

- 10 Enter the directory where the **startup.log** file will be stored. The **startup.log** file contains messages about any errors that occur when starting the TestTrack Pro server. Click **Next**.

The Sever Port dialog opens.

- 11 Enter the port number you want the TestTrack Pro server to use to communicate with TestTrack Pro clients. Click **Next**.

The Maximum Number of Open files dialog opens.

- 12 Enter the maximum number of open files. TestTrack Pro requires approximately 200 per database. Click **Next**.

The Startup During Boot Sequence dialog opens.

- 13 Select the check box to automatically start the TestTrack Pro server during the boot sequence. Click **Next**.

The IP Address of TestTrack Server dialog opens.

- 14 Enter the IP address or domain name of the TestTrack server. The TestTrack Pro Web CGI uses this address to communicate with the TestTrack Pro server. Click **Next**.

The Location of HTML Files dialog opens.

- 15 Enter the HTML files directory. The directory must be accessible by your Web server to ensure users can access the pages. Click **Next**.

The CGI Binary Directory dialog opens.

- 16 Enter the path to the CGI directory. When a user logs in to TestTrack Pro from a Web browser, your Web server calls the TestTrack Pro CGI. Click **Next**.

The IP Address of Web Server hosting SOAP CGI dialog opens.

- 17 Enter the IP address or domain name of the computer you are currently installing TestTrack Pro on, since it will be hosting the SOAP CGI. The SOAP CGI requires this information. Click **Next**.

The Port Number of Web Server hosting SOAP CGI dialog opens.

- 18 Enter the port number the web server hosting the SOAP CGI will listen on. Click **Next**.

The Short Date Format dialog opens.

- 19 Enter the short date format you want to use. Click **Next**.

The date format is used for trend reports, email notifications, the *startup.log* file, and any other date string created by the TestTrack Pro server.

Valid date formats include: “%m/%d/%y”, “%d/%m/%y”, “%b/%d/%y”, or “%d/%b/%y”. Other variations of this date format include substituting %b with %B or substituting %y with %Y. The year parameter must be last in the date format (e.g., “%y/%m/%d” is invalid).

Valid delimiters between the month, day, and year values include a period, dash, forward slash, backward slash, comma, or a space.

%b	Abbreviated month name
%B	Full month name
%d	Day of the month, 01-31
%m	Month of the year, 01-12
%y	Last two digits of the year number, 00-99
%Y	Year

- 20 The Pre-Installation Summary dialog opens. Review the information. Click **Next** if the information is correct. Click **Previous** to make changes.



Pre-Installation Summary dialogs open for each component you are installing. For example, the Pre-Installation Summary: Server dialog opens for you to review the server installation information.

- 21 After reviewing all Pre-Installation Summary information, click **Install**, on the last Summary dialog that opens, to begin the installation.
- 22 The Install Complete dialogs opens after TestTrack Pro is installed.
- 23 Click **Done** to close the Install Complete dialog.

Installation is complete. You are ready to start tracking bugs!

Unix command line installer

The installation script automates the process of installing TestTrack Pro for Unix. You are asked several questions about the installation. Default answers are provided after the question (in square brackets). To accept the default, press **Enter**. You can cancel the installation at any time by pressing **Ctrl+C**.



If you are installing from CD, all you need to do is **cd** into the appropriate directory and run the installer. Begin with **step 2**.

- 1 Copy the file to a working directory. Then untar and gunzip it.

The de-archiving process installs the appropriate files in subdirectories it creates.

The installation file for Linux is named **ttprolinuxinstall.tar.gz**. The installation file for Solaris is named **ttprosolarisparcinstall.tar.gz**.



Use the following command for a Linux installation:

- **tar -xvf filename**



Use the following commands for a Solaris installation:

- **gunzip filename.tar.gz**
- **tar xvf filename.tar**

- 2 Change to the TestTrack Pro directory.

The directory changes based on the version of TestTrack Pro you are installing. For example: **cd ttpro-4.X**

- 3 To run the install script, enter **./install.pl**

The installation script starts.



The following instructions correspond to a server installation with Web and SOAP components. Depending on the type of installation you are performing, you may not be prompted for the same information.

- 4 Choose the type of installation you want to perform.

You can choose to install all components or you can install a few selected components.

- 5 Enter the user id the server will run under.

- 6 Enter the TestTrack Pro application directory.

The directory is created if it does not exist.

- 7 Enter the port for the server to listen on.

If you are installing the TestTrack Pro server and CGI on different computers, make sure you specify the same port number on both installs.

- 8 Enter the directory where the **startup.log** file should be written.

The **startup.log** file contains any error messages that occur when starting the TestTrack Pro server.

- 9 You are prompted to choose if you want TestTrack Pro to start at boot time.

Enter **Y (yes)** or **N (no)**.

- 10 Enter the location of the Unix command directory.

This directory contains public executable Unix programs and shell scripts. The TestTrack Pro server daemon is also installed in this director.

- 11 Enter the maximum number of open files.

The TestTrack Pro server requires multiple open file handles.

- 12 The installer searches for the Web server configuration file.

After the search is complete, enter the number that corresponds to the **httpd.conf** file you are using.

- 13 Enter the server IP address.

- 14 Select the server name your Web server responds to.

- 15 Enter the HTML files directory location.

The **ttweb/** subdirectory is installed in this directory. The **ttweb/** subdirectory contains the HTML files the TestTrack Pro Web client uses.

- 16 Enter the Administration HTML files directory location.

The **ttweb/ ttadmin** subdirectory is installed in this directory. The **ttweb/ttadmin** subdirectory contains the HTML files the TestTrack Administration Web client uses.

- 17 Enter the path to your CGI directory.

- 18 Enter the path to your CGI Administration directory.

- 19 Enter the URL to the TestTrack Web client.

If the suggested URL is correct, press **Enter**. If you want to use a different URL, enter **[N]** and then enter the URL.

- 20 Enter the URL to the TestTrack Admin Web client.

If the suggested URL is correct, press **Enter**. If you want to use a different URL, enter **[N]** and then enter the URL.

- 21 Enter the IP address of the web server that will be hosting SOAP.

- 22 Enter the port number of the web server that will be hosting SOAP.

- 23 Enter the short date format you want to use.

The date format is used for trend reports, email notifications, the *startup.log* file, and any other date string created by the TestTrack Pro server.

Valid date formats include: “%m/%d/%y”, “%d/%m/%y”, “%b/%d/%y”, or “%d/%b/%y”. Other variations of this date format include substituting %b with %B or substituting %y with %Y. The year parameter must be last in the date format (e.g., “%y/%m/%d” is invalid). Valid delimiters between the month, day, and year values include a period, dash, forward slash, backward slash, comma, or a space.

Elements in the date format have the following functionality:

%b	Abbreviated month name
%B	Full month name
%d	Day of the month, 01-31
%m	Month of the year, 01-12
%y	Last two digits of the year number, 00-99
%Y	Year

- 24 A summary of the installation options you chose opens.

The summary includes a list of the TestTrack Pro products you are installing and the information you entered.

- 25 If the information is correct, press **enter**. You can enter **[N]** to restart the installer.

The installation begins.

Installation is complete - now what?

If you are just beginning with TestTrack Pro, start the Server Admin Utility and add a server name and create your first bug database. See the **Server Admin Utility Guide** for instructions. To access the Server



To access the **Server Admin**, start a browser and enter the URL to the login screen.
For example:

`http://127.0.0.1/ttpweb/ttpadmin/adminlogin.htm`

`http://www.yourserver.com/ttpweb/ttpadmin/adminlogin.htm`

Admin, start a browser and enter the Next, start the TestTrack Pro Web client. Take the time to set database options, configure field values, configure custom fields, define required fields and default values. For more information, refer to the **TestTrack Pro Web Client User Guide**.



To access **TestTrack Pro Web**, start a browser and enter the URL to the login screen.
For example:

`http://127.0.0.1/ttpweb/login.htm`

`http://www.yourserver.com/ttpweb/login.htm`

During installation, a default user named “**Admin**” is added to the system. This user has **no password**. You **must** log in as Admin the **first time**.

Starting TestTrack Pro Server



Remember, TestTrack Pro server and a Web server must be running before users can access TestTrack Pro.

- 1 Make sure you are in the directory where startup scripts are located.
Typically this is either the `/etc/init.d` directory or the `/usr/bin` directory.
- 2 To start the server as a daemon, enter `./ttpro start`
- 3 To start the server in the foreground, enter `./ttpro foreground`

Uninstalling TestTrack Pro

You must manually uninstall TestTrack Pro if you used the **command line installer**. As you install TestTrack Pro, pay attention to the logging messages. Remember, the actual installation takes place after all the choices are selected and the questions are answered. Specific information is written to an **install.rc** file. This file along with the information in **/etc/ttpro.conf** should be enough to help you find where everything is installed.

There is one catch. If you perform the install multiple times, the **install.rc** file only contains installation information from the last install. For example, you might perform one install with the server only. Then you might perform a second install and choose the Web pages. The **install.rc** file only contains the Web pages installation information and “forgets” about the server installation.

You can automatically uninstall TestTrack Pro if you used the **graphical installer**.

- 1 Stop the TestTrack Pro server if it is running.
- 2 Open the Uninstall Data folder.

The applications directory for Linux is usually **/var/lib**. For Solaris, the directory is usually **/opt/ttpro**.

- 3 Double-click **Uninstall_TestTrack Pro**.

The Uninstaller dialog opens.

- 4 Click **Uninstall** and follow any uninstall instructions.

An **Uninstall complete** message opens when the process is finished.



Database files must be manually deleted.

Chapter 3

Mac OS X Installation

In this chapter...

- TestTrack Pro components
- Installing TestTrack Pro
- Installation is complete - now what?
- Starting TestTrack Pro Server
- Configuring access options
- Uninstalling TestTrack Pro

Installing TestTrack Pro for Mac OS X

You can quickly get up and running with TestTrack Pro. Once installation is complete, you'll be ready to start tracking bugs!



TestTrack Pro components

- **TestTrack Pro Server** is the server application that contains information about databases, licenses, server log, server users, mail queue, and server options. Most companies install the server application on a computer used as a dedicated server.
- **TestTrack Pro Web Client (HTML and CGI)** lets users log in to TestTrack Pro via a Web browser. Depending on your security level, you will also use the Web client to do such things as adding users or customers, configuring field values, setting security, etc.
- **TestTrack Pro Web Server Admin (HTML and CGI)** is used to configure and administer one or more TestTrack Pro servers from a Web browser.
- **SoloSubmit (HTML and CGI)** a Web-based add-on that lets customers submit defects and feature requests directly to TestTrack Pro. Customers do not require user names or passwords and do not have access to the database.
- **SOAP CGI and WSDL** lets programmers write code to interact with TestTrack Pro. Because it uses XML, SOAP is both language and platform independent. The SOAP server includes two components: a WSDL file and the CGI.
- **Sample database** provides a working example of a database to help you explore TestTrack Pro's features and functionality. The sample database can also be used as a template for creating other databases.

Installing TestTrack Pro



If you are performing an upgrade of TestTrack Pro, you may be prompted to overwrite existing files. If you choose not to overwrite the files, you may not install all bug fixes or new features. Depending on the extent of the changes, choosing not to overwrite may result in TestTrack Pro functioning incorrectly.

- 1 Download the installation program.

After the download is complete, it should automatically unstuff into a disk image file called **tfpromacosxinstall.dmg**.

- 2 Double-click the **tfpromacosxinstall.dmg** file to mount the image on the desktop.
- 3 Double-click the **TestTrack Pro** disk image.
- 4 Double-click the **Install TestTrack Pro** icon.

The Authentication dialog opens.

- 5 Click the **lock** to make changes.

The Authenticate dialog box opens. Enter your name and password and click **OK**.



The following instructions correspond to an installation of all TestTrack Pro components. Depending on the type of installation you are performing, you may not be prompted for the same information.

- 6 The Introduction dialog opens. Click **Next**.

The Choose Installation Folder dialog opens.

- 7 Select the installation folder. Click **Next**.

The Choose Product Features dialog opens.

- 8 Select the installation type. Click **Next**.

- If you are performing an **Easy Install**, the installation starts automatically. Follow the instructions to finish the installation. You may be prompted to enter additional information.

- 9 If you are performing a **Custom Install**, the Choose Product Components dialog opens.

- 10 Select the components you want to install. Click **Next**.

The Application Directory dialog opens.

- 11 Enter the location of the application directory. Click **Next**.

The Unix Command Directory dialog opens.

- 12 Enter the Unix command directory. The TestTrack Pro server daemon is installed in this directory. Click **Next**.

The Log File Directory dialog opens.

- 13 Enter the directory where the **startup.log** file will be stored. The **startup.log** file contains messages about any errors that occur when starting the TestTrack Pro server. Click **Next**.

The Server Port dialog opens.

- 14 Enter the port number you want the TestTrack Pro server to use to communicate with TestTrack Pro clients. Click **Next**.

The Maximum Number of Open files dialog opens.

- 15 Enter the maximum number of open files. TestTrack requires approximately 200 per database. Click **Next**.

The IP Address of TestTrack Server dialog opens.

- 16 Enter the IP address or domain name of the TestTrack server. The TestTrack Pro Web CGI uses this address to communicate with the TestTrack Pro server. Click **Next**.

The Location of HTML Files dialog opens.

- 17 Enter the HTML files directory. The directory must be accessible by your Web server to ensure users can access the pages. Click **Next**.

The CGI Binary Directory dialog opens.

- 18 Enter the path to the CGI directory. When a user logs in to TestTrack Pro from a Web browser, your Web server calls the TestTrack Pro CGI. Click **Next**.

The IP Address of Web Server hosting SOAP CGI dialog opens.

- 19 Enter the IP address or domain name of the computer you are currently installing TestTrack Pro on, since it will be hosting the SOAP CGI. The SOAP CGI requires this information. Click **Next**.

The Port Number of Web Server hosting SOAP CGI dialog opens.

- 20 Enter the port number the web server hosting the SOAP CGI will listen on. Click **Next**.

The Short Date Format dialog opens.

- 21 Enter the short date format you want to use. Click **Next**.

The date format is used for trend reports, email notifications, the *startup.log* file, and any other date string created by the TestTrack Pro server.

Valid date formats include: “%m/%d/%y”, “%d/%m/%y”, “%b/%d/%y”, or “%d/%b/%y”. Other variations include substituting %b with %B or %y with %Y. The year parameter must be last in the date format (e.g., “%y/%m/%d” is invalid). A period, dash, forward slash, backward slash, comma, or a space are valid delimiters between the month, day, and year values.

%b	Abbreviated month name
%B	Full month name
%d	Day of the month, 01-31
%m	Month of the year, 01-12
%y	Last two digits of the year number, 00-99
%Y	Year

- 22 The Pre-Installation Summary dialog opens. Review the information. Click **Next** if the information is correct. Click **Previous** to make changes.



Pre-Installation Summary dialogs open for each component you are installing. For example, the Pre-Installation Summary: Server dialog opens for you to review the server installation information.

- 23 After reviewing all Pre-Installation Summary information, click **Install**, on the last Summary dialog that opens, to begin the installation.
- 24 The Install Complete dialogs opens after TestTrack Pro is installed.
- 25 The **Read Me First** file opens.

Be sure to read the information in this file. It helps you make sure TestTrack Pro is installed and working correctly.

- 26 Click **Done** to close the Install Complete dialog.
- 27 The TestTrack Pro preferences are automatically opened so you can start the TestTrack Pro server. Click the **lock** to make changes.

Make sure the server is started. You should also select **Start TestTrack Pro Server when this computer starts up** to automatically start the server.



TestTrack Pro server and a Web server must be running before users can access TestTrack Pro. It's a good idea to automatically start the TestTrack Pro server!

- 28 Installation is complete. You are ready to start tracking bugs!

Installation is complete - now what?

If you are just beginning with TestTrack Pro, start the Server Admin Utility and add a server name and create your first bug database. See the **Server Admin Utility Guide** for instructions.



To access the **Server Admin**, start a browser and enter the URL to the login screen.
For example:

`http://127.0.0.1/ttweb/ttadmin/adminlogin.htm`

`http://www.yourserver.com/ttweb/ttadmin/adminlogin.htm`

Next, start the TestTrack Pro Web client. Take the time to set database options, configure field values, configure custom fields, define required fields and default values. For more information, refer to the **TestTrack Pro Web Client User Guide**.



To access **TestTrack Pro Web**, start a browser and enter the URL to the login screen.
For example:

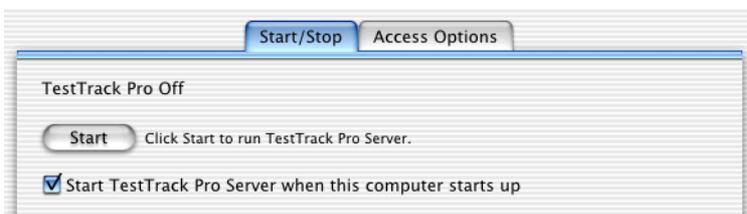
`http://127.0.0.1/ttweb/login.htm`

`http://www.yourserver.com/ttweb/login.htm`

During installation, a default user named “**Admin**” is added to the system. This user has **no password**. You **must** log in as Admin the **first time**.

Starting TestTrack Pro Server

- 1 Start the System Preferences and click **TestTrack Pro**. The TestTrack Pro preferences are automatically opened so you can start the TestTrack Pro server.



- 2 Click the **lock** to make changes.

Make sure the server is started. You should also select **Start TestTrack Pro Server when this computer starts up** to automatically start the server.



TestTrack Pro server and a Web server must be running before users can access TestTrack Pro.

Configuring access options

You can edit options used by the TestTrack Pro server and CGI. Some of the items you can edit include: server address, server port, reboot port, CGI bin path, and HTML forms path.

- 1 Start the System Preferences and click **TestTrack Pro**.
- 2 Click the **Access Options** tab.

The access options dialog opens.

Start/Stop Access Options

Server Address: 127.0.0.1

Server Port: 1566

Reboot Port:

CGI Binary Path: /cgi-bin/ttcgi.exe

Forms Path: /Library/WebServer/Documents/ttweb/

HTML Path:

Admin CGI Binary Path: /cgi-bin/ttadmcgi.exe

Admin Forms Path: /Library/WebServer/Documents/ttweb/ttadmin/

Admin HTML Path: ttweb/ttadmin

Startup Log Directory: /var/log/

Application Directory: /Applications/TestTrackPro/

Short Date Format: %m/%d/%y

Allow admin to specify full path for TestTrack database

Perform IP address check if Web user attempts to login a second time

Perform security check to insure a consistent IP address during a Web session

Reset Save

- **Server Address** specifies the TestTrack Pro server IP address. This is used by the CGI client to find the server.

- **Server Port** specifies the port the TestTrack Pro server uses to communicate with all TestTrack clients, including the TTCGI application. The TestTrack Pro server reads this value when the server is first started. **Note:** Seapine Software recommends you change the reboot port value instead of the server port value. When the TestTrack Pro server is shutdown and restarted, it copies the reboot port value to the server port field.
- **Reboot Port** specifies the port the TestTrack Pro server uses to communicate with all TestTrack clients, including the TTCGI application, the next time the TestTrack Pro server is started.
- **CGI Binary Path** specifies the relative path and filename of the TestTrack CGI application.
- **Forms Path** specifies the full pathname of the directory where the TestTrack Pro HTML files are installed.
- **HTML Forms Path** specifies the directory the TestTrack Pro HTML files are located in. If the files are moved to a different directory, the new location must be specified in the HTML forms path field.
- **Admin CGI Binary Path** specifies the relative path and filename of the TestTrack Admin CGI application. This path is relative to the root directory of your web server.
- **Admin Forms Path** specifies the full pathname of the directory where the TestTrack Pro Admin HTML files are installed.
- **Admin HTML Forms Path** specifies the directory the TestTrack Pro Admin HTML files are located in. If the files are moved to a different directory, the new location must be specified in the Admin HTML forms path field.
- **Startup Log Directory** specifies the directory where the TestTrack Pro server writes the startup.log file.
- **Application Directory** specifies the full pathname of the directory where the application is installed.
- **Short Date Format** specifies the short date format you want to use. Valid date formats include: “%m/%d/%y”, “%d/%m/%y”, “%b/%d/%y”, or “%d/%b/%y”.
- Select **Allow administrator to specify full path for TestTrack databases** to let new databases be created in any existing directory on the server computer’s local hard drive or on any mapped network drive on the server computer.

If this option is not selected, the administrator must specify a relative pathname when creating TestTrack databases. New databases will be created in a subdirectory off the *TTServDb* directory (which is the TestTrack Pro server database location).

- Select **Perform IP address check if Web user attempts to login a second time** determines what action should be taken if a second login attempt is made via the Web interface, with the same username, from a different IP address. TestTrack users can only log into a database from one location at a time. If a second login attempt is made, the TestTrack Pro server can either deny the second login attempt or disconnect the first connection so the second login attempt can be accepted.

If this option is selected, the second login attempt fails if the IP address do not match. If this option is not selected, the second login attempt is accepted, regardless of an IP address match, and the first session is dropped.



Do not select this option if users connect to TestTrack via the Web, using an ISP. If the ISP connection is dropped, the user could be assigned a new IP address when re-establishing a connection. If this happens, the user cannot login again until the TestTrack Pro server drops the first session due to inactivity (this duration is determined by a configurable timeout value).

- Select **Perform security check to insure a consistent IP address during a Web session** to verify that all requests come from the same IP address as the original login information. TestTrack Pro server performs a security check to insure Web sessions are not hijacked from a different IP address. Someone might attempt to determine the unique session ID of a currently logged in user, instead of cracking a username and password.

If this option is selected, the security check is performed. If this option is not selected, the security check is skipped.



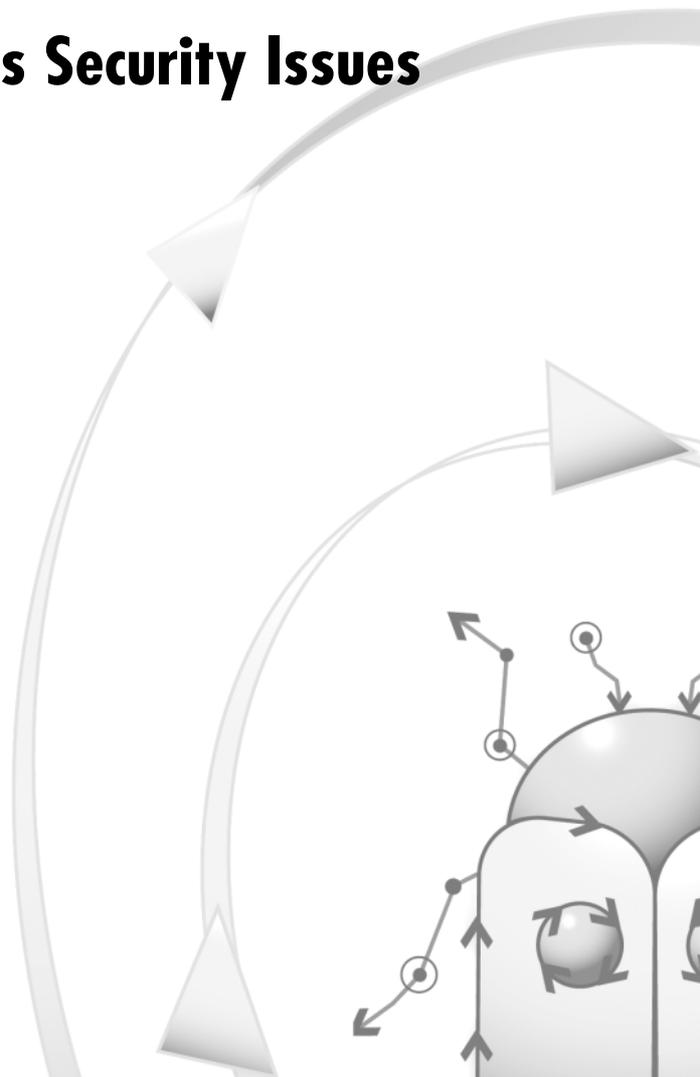
Do not select this option if users connect to TestTrack via the Web, using an ISP. If the ISP connection is dropped, the user could be assigned a new IP address when re-establishing a connection. If the security check is skipped, the user can continue using TestTrack via the current browser window. The user does not have to login again and will not lose any work. If this security check is performed, the user is required to login again and will lose any current work.

Uninstalling TestTrack Pro

To remove all installed files:

- 1 Open the TestTrack Pro folder, usually installed in the Applications directory.
- 2 Open the UninstallerData folder.
- 3 Double-click **Uninstall TestTrack Pro**.
- 4 Follow the uninstall instructions.

Appendix A Microsoft Windows Security Issues



File level security issues

- TestTrack Pro can only restrict security access through the application. This does not replace the need for file and directory security at the operating system level.
- If security is a concern, use Windows NT/2000 with NTFS to provide increased security. You can restrict access to the TestTrack Pro directory through NTFS security settings. You can also restrict access for most users to read-only permission. TestTrack Pro users do not need write access because the server application does the actual writing to the database files.
- The following example illustrates what can happen if users have full access:

A drive is accessible through the network and there is no file-level security on the drive. Any user can open and look at data/files using a program such as Notepad. Data is stored in both binary format and plain text. Usernames and passwords are encrypted so the user cannot access that information. In addition to viewing the data/files, it is possible for a user to vandalize your system by deleting files or even deleting the entire database.



Windows 2000 with FAT does support some security permissions.
Windows NT/2000 with NTFS is recommended if security is a concern.

Directory sharing issues

- The TestTrack Pro application does **not** require that database files reside on a shared drive. The TestTrack Pro ODBC driver **does** require the database to be accessible via a network shared drive. There is no need to share the TestTrack Pro database directory if you are not planning to use the TestTrack Pro ODBC driver.
- If you grant ODBC access to a database, users can view all TestTrack Pro data with the exception of encrypted usernames and passwords.
- The need for file-level security is increased if you place the TestTrack Pro database on a network shared drive.

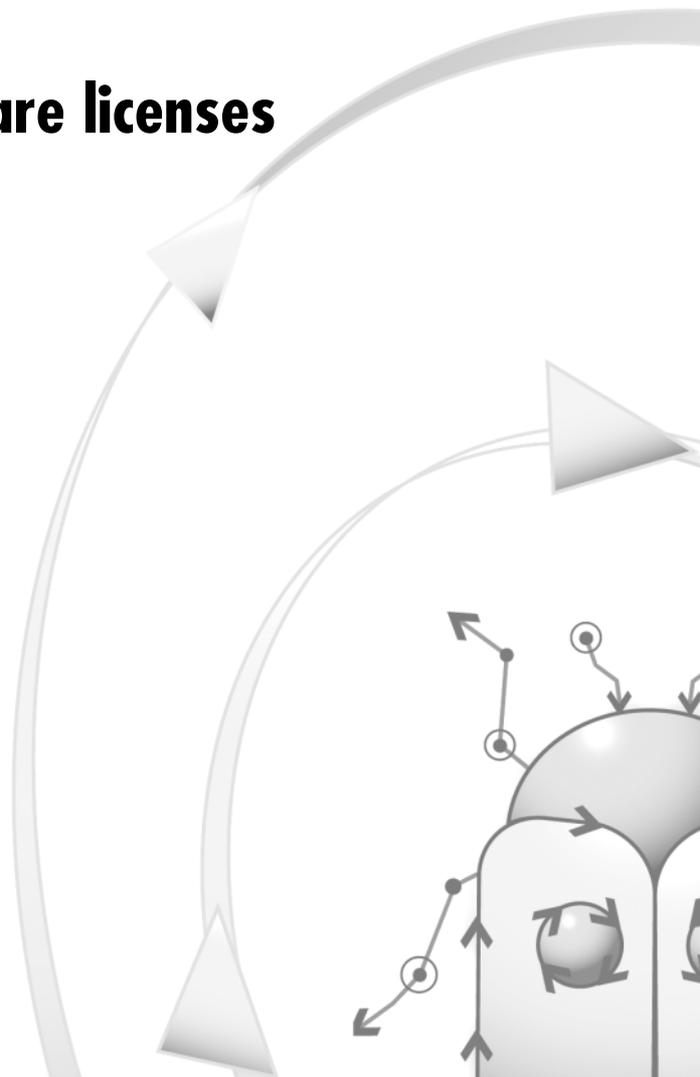


Windows 95/98/ME/XP does not provide file-level security because it uses the FAT file system.

Windows NT security is only available if you're using the NTFS file system. It is not available if you're using the FAT file system. If your PC is configured with the FAT file system, you can convert to NTFS through Windows commands. Refer to your Windows Help or contact your system administrator for more information.

Appendix B

Third-party software licenses



Apache software license

TestTrack includes software developed by the Apache Software Foundation (<http://www.apache.org/>) for the use of XML parsing. The following license information pertains specifically to the code written by the Apache Software Foundation.

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Although their code does not appear in gd 2.0.1, the authors wish to thank David Koblas, David Rowley, and Hutchison Avenue Software Corporation for their prior contributions.

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