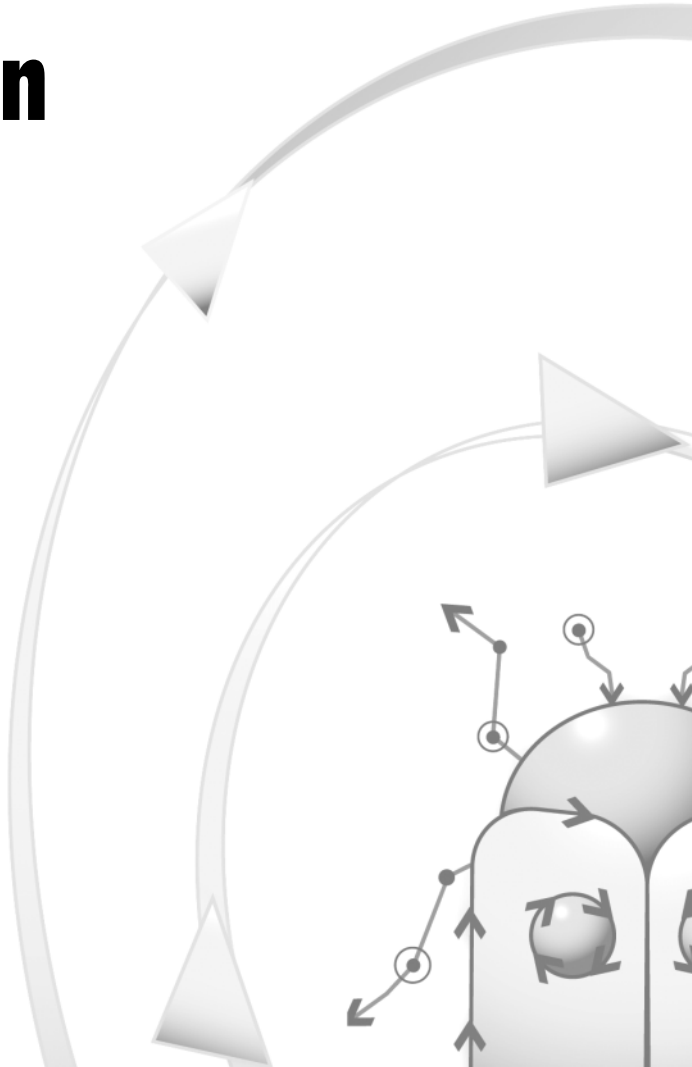
TestTrack Pro

Server Admin Web Guide



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January 2003

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Chapter 1
The Server Admin Utility

On your mark, get set, go!

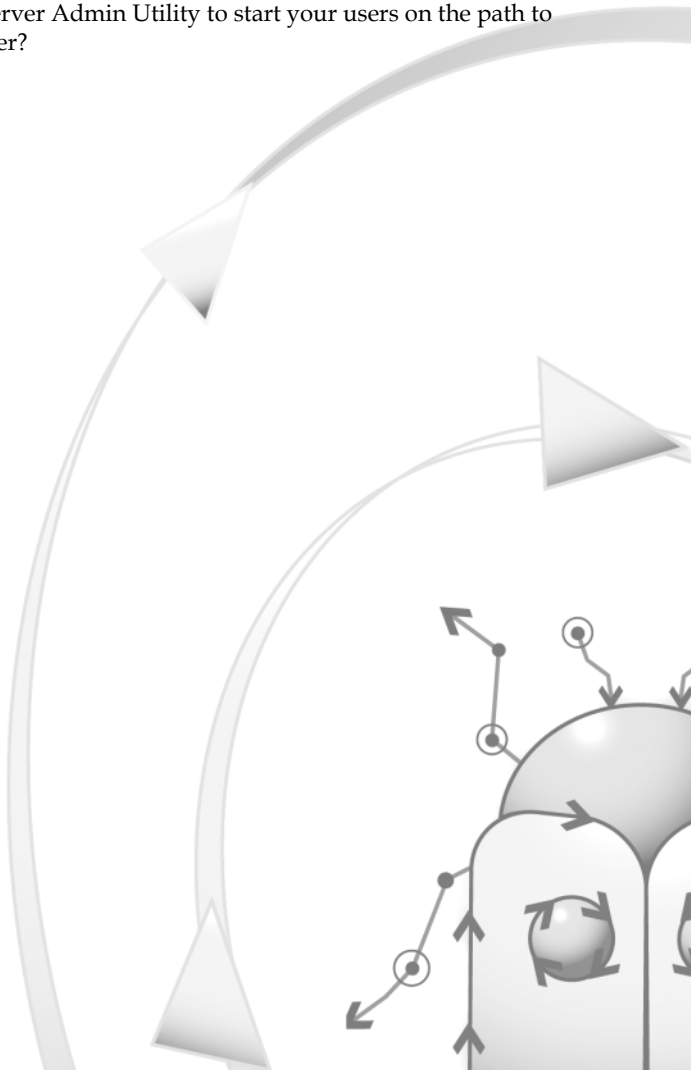
In minutes, you can use the TestTrack Pro Server Admin Utility to start your users on the path to automated bug tracking. Why wait any longer?

This chapter includes:

About the Server Admin Utility, 2

Starting the Server Admin Utility, 2

Closing the Server Admin Utility, 4



About the Server Admin Utility

Each TestTrack Pro server contains information about databases, licenses, the server log, server users, the mail queue, and server options. The Server Admin Utility is used to configure and administer the TestTrack Pro servers from a central location.

The Server Admin Utility includes the following components:

- Databases - used to manage TestTrack Pro databases. Depending on how you run your development projects, you may have multiple databases or combine all the defects into one database.
- Licenses - used to manage TestTrack Pro licenses.
- Server Log - used to view and manage the server log. TestTrack Pro keeps track of errors, exceptions, and other activities that occur in the system.
- Server Users - used to manage server admin accounts. Remember, server users are not the same as database users.
- Mail Queue - used to manage and view the outgoing mail queue. You have a number of choices for managing outgoing mail including deleting, resending, and viewing details of mail in the queue.
- Server Options - used to manage log, mail, and server options.

Starting the Server Admin Utility

The TestTrack Pro server must be running before you start the Server Admin Utility.

1 Start your Web browser and enter the URL provided by your system administrator to access the Server Admin Utility. For example:

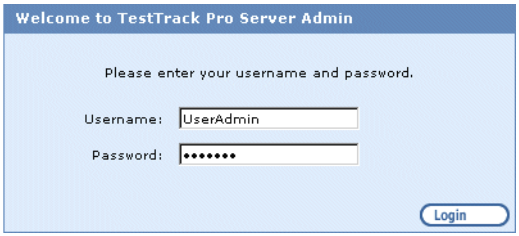
Static IP address: <*http://127.0.0.1/ttweb/ttadmin/adminlogin.htm*>
(where 127.0.0.1 is the Web server IP address)

Domain name service (DNS): <*http://www.yourserver.com/ttweb/ttadmin/adminlogin.htm*>

Add the Server Admin URL to your browser's Favorites or Bookmarks list. Next time you use the Server Admin, start your browser and select the shortcut link.

2 The Welcome to TestTrack Pro - Server Admin page opens.

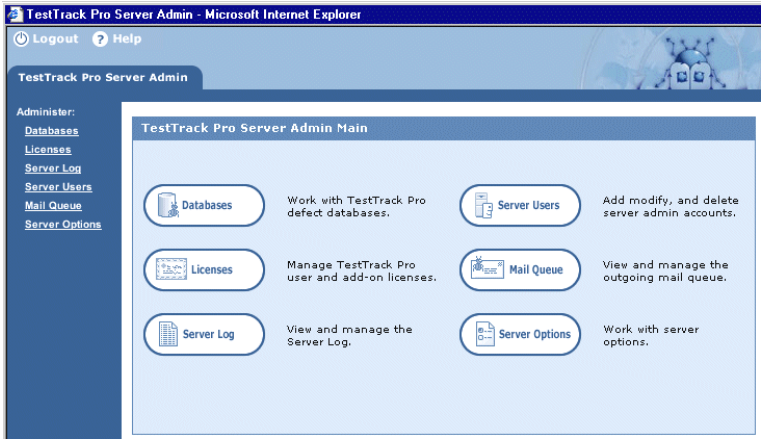
The Login to TestTrack Pro Server Admin dialog should automatically open. If it does not open, click **Go To Login** on the Welcome page.



3 Enter a **Username** and **Password** and click **Login**.

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

4 The TestTrack Pro Server Admin Main page opens.



If there is a problem connecting, check the following:

Make sure the TestTrack Pro server application is running on your server PC.

Double-check the IP address and/or DNS.

Make sure you are connected to the network, intranet, or Internet.

Make sure you installed the **ttadmcgi.exe** on a computer that has a Web server running (e.g., Apache or IIS).

Closing the Server Admin Utility

1 Click **Logout**.

You are logged out of the Server Admin Utility.

Chapter 2
Working with Databases

Create your databases...

using the Server Admin Utility - it's easy! Your users will be tracking bugs in no time at all!

This chapter includes:

About TestTrack Pro databases, 6

Creating databases, 6

Creating a database from a template, 8

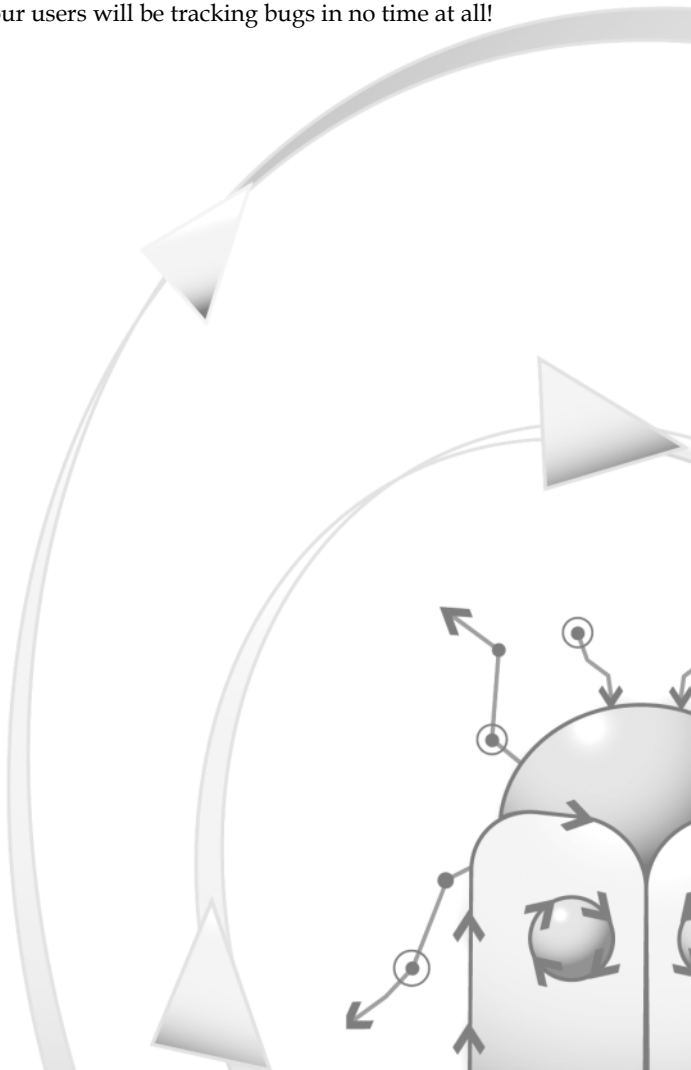
Adding an existing database, 10

Editing database settings, 11

Deleting databases, 12

Backing up databases, 12

Removing databases, 12



About TestTrack Pro databases

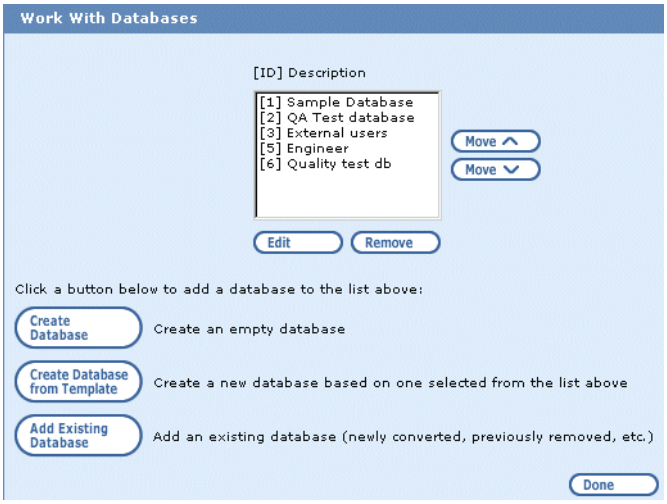
A TestTrack Pro database contains all the information you track, including defects, user groups, users, customers, filters, test configurations, and workbook tasks.

You can create multiple databases, each with its own list of defects, users, customers, etc. Databases can be as simple or complex as your requirements specify. One database might be used to track a specific issue while another database might be used to track an entire software development cycle.

Creating databases

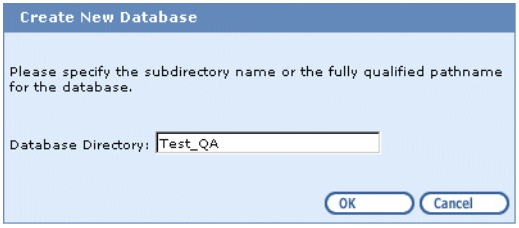
1 Click **Databases**.

The Work with Databases page opens. All available databases are listed. If this is your first time using the program, the database list may be empty or contain only the sample database.



2 Click **Create Database**.

The Create New Database dialog opens.



3 Enter a subdirectory name or fully qualified pathname in the **Database Directory** field.

To enter a fully qualified pathname, run the TTCGI Registry Utility and select **Allow administrator to specify full path for TestTrack database.**

- If the server is running on Windows, do not use the following characters:

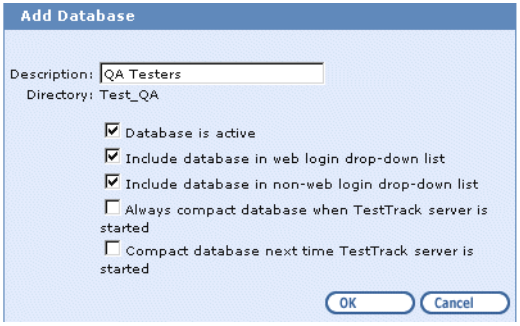
Asterisk (*)	Bar (|)	Back slash (/)
Colon (:)	Forward slash (\)	Greater than (>)
Less than (<)	Period (.)	Question mark (?)
Quote (“)		

- If the server is running on UNIX, do not use the following characters:

Back slash (/)	Forward slash (\)

4 Click **OK**.

The Add Database dialog opens.



5 Enter a **Description**.

6 Select the database settings.

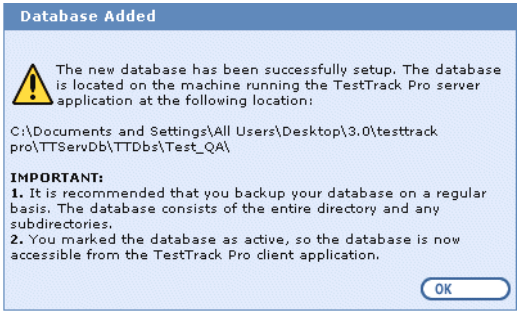
- **Database is active** activates the database. Users cannot access inactive databases.
- **Include database in web login drop-down list** adds the database to the TestTrack Pro Web database list.
- **Include database in non-web login drop-down list** adds the database to the TestTrack Pro Windows database list.

- **Always compact database when TestTrack server is started** compacts the database each time the server is started. Compacting the database reduces the size by removing space used by deleted records and rebuilding the index files. If you choose this option, the server can take longer to initialize.
- **Compact database next time TestTrack server is started** compacts the database the next time the server is started.

7 Click **OK**.

The new database is created.

8 The Database Added page opens with information about the new database. **Be sure to read this information**. Click **OK** when you are finished.



Creating a database from a template

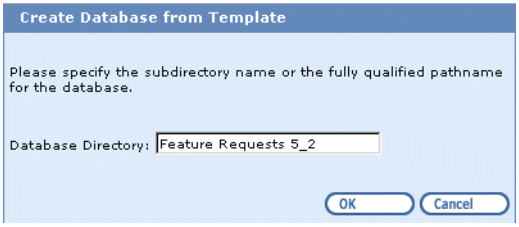
This command lets you create a new database populated with users, user groups, customers, filters, test configurations, and reports from an existing database. Defects and user workbook tasks are not copied.

1 Click **Databases**.

The Work with Databases page opens.

2 Select the database you want to use as a template and click **Create Database from Template**.

The Create Database from Template dialog opens.



3 Enter a subdirectory name or fully qualified pathname in the **Database Directory** field.

To enter a fully qualified pathname, run the TTCGI Registry Utility and select **Allow administrator to specify full path for TestTrack database.**

- If your server is running on Windows, do not use the following characters:

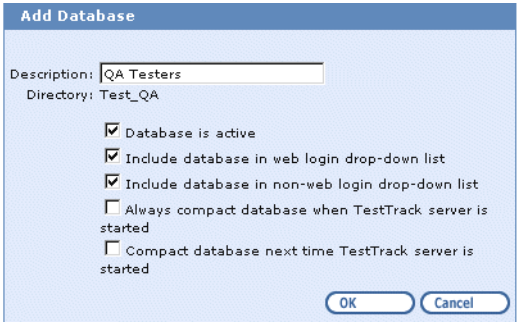
Asterisk (*)	Bar (|)	Back slash (/)
Colon (:)	Forward slash (\)	Greater than (>)
Less than (<)	Period (.)	Question mark (?)
Quote (“)		

- If your server is running on UNIX, do not use the following characters:

Back slash (/)	Forward slash (\)

4 Click **OK**.

The Add Database dialog opens.



5 Enter a **Description**.

6 Select the database settings.

- **Database is active** activates the database. Users cannot access inactive databases.
- **Include database in web login drop-down list** adds the database to the TestTrack Pro Web database list.
- **Include database in non-web login drop-down list** adds the database to the TestTrack Pro Windows database list.

- **Always compact database when TestTrack server is started** compacts the database each time the server is started. Compacting the database reduces the size by removing space used by deleted records and rebuilding the index files. If you choose this option, the server can take longer to initialize.
- **Compact database next time TestTrack server is started** compacts the database the next time the server is started.

7 Click **OK**.

The new database is created.

8 The Database Added page opens with information about the database that is created. **Be sure to read this information**. Click **OK** when you are finished.

Adding an existing database

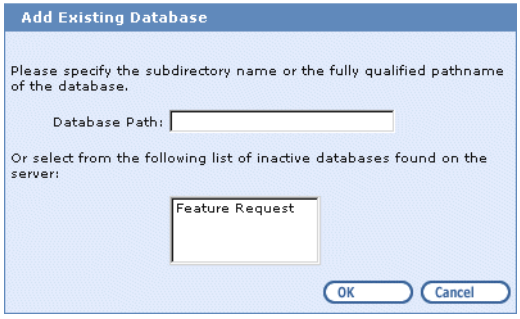
An existing database is a database you converted from TestTrack Workgroup or an older version of TestTrack Pro to the current version. A database you removed from the TestTrack Pro server but need to make active again is also defined as an existing database.

1 Click **Databases**.

The Work with Databases page opens.

2 Click **Add Existing Database**.

The Add Existing Database dialog opens.



3 Select a database from the list of inactive databases.

If you know the location of the database, you can enter it in the **Database Path** field.

4 Click **OK**.

The Add Database dialog opens.

5 Enter a **Description**.

6 Select the database settings options.

- **Database is active** activates the database. Users cannot access inactive databases.
- **Include database in web login drop-down list** adds the database to the TestTrack Pro Web database list.
- **Include database in non-web login drop-down list** adds the database to the TestTrack Pro Windows database list.
- **Always compact database when TestTrack server is started** compacts the database each time the server is started. Compacting the database reduces the size by removing space used by deleted records and rebuilding the index files. If you choose this option, the server can take longer to initialize.
- **Compact database next time TestTrack server is started** compacts the database the next time the server is started.

7 Click **OK**.

The new database is created.

8 The Database Added page opens with information about the new database. **Be sure to read this information**. Click **OK** when you are finished.

Editing database settings

1 Click **Databases**.

2 Select the database you want to edit and click **Edit**.

The Edit Database Settings dialog opens. You can edit the **Description** field and change the database settings.

3 Make any changes and click **OK**.

Backing up databases

You should back up your TestTrack Pro databases frequently. Hard drive crashes or user error can result in the loss of important information. It is very important that you perform routine backups.

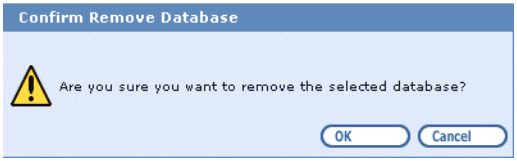
Removing databases

Removing a database from the server list means it can no longer be accessed from the Server Admin Utility or TestTrack Pro. The database files are not physically deleted from the server.

1 Click **Databases**.

2 Select the database you want to remove and click **Remove**.

You are prompted to confirm the removal of the database.



3 Click **OK** to remove the database.

The Database Removed page opens. It includes information about the database that was removed. **Be sure to read this information**. Click **OK** when you are finished.

Deleting databases

For security reasons, TestTrack Pro does not let you physically delete a database directory from the Server Admin Utility. You must physically delete a TestTrack Pro database from the server computer.

1 On the server computer, logon to the operating system. For example, Microsoft Windows.

2 Delete the subdirectory that contains the database.

Each TestTrack Pro database is stored in its own subdirectory. The database consists of all the files in the subdirectory.

Chapter 3
Managing Licenses

Your key to TestTrack Pro!

Because of the variety of needs of our customers, Seapine Software offers a variety of licensing options. TestTrack Pro's flexible licensing model lets you purchase a mix of dedicated and floating licenses - saving you money!

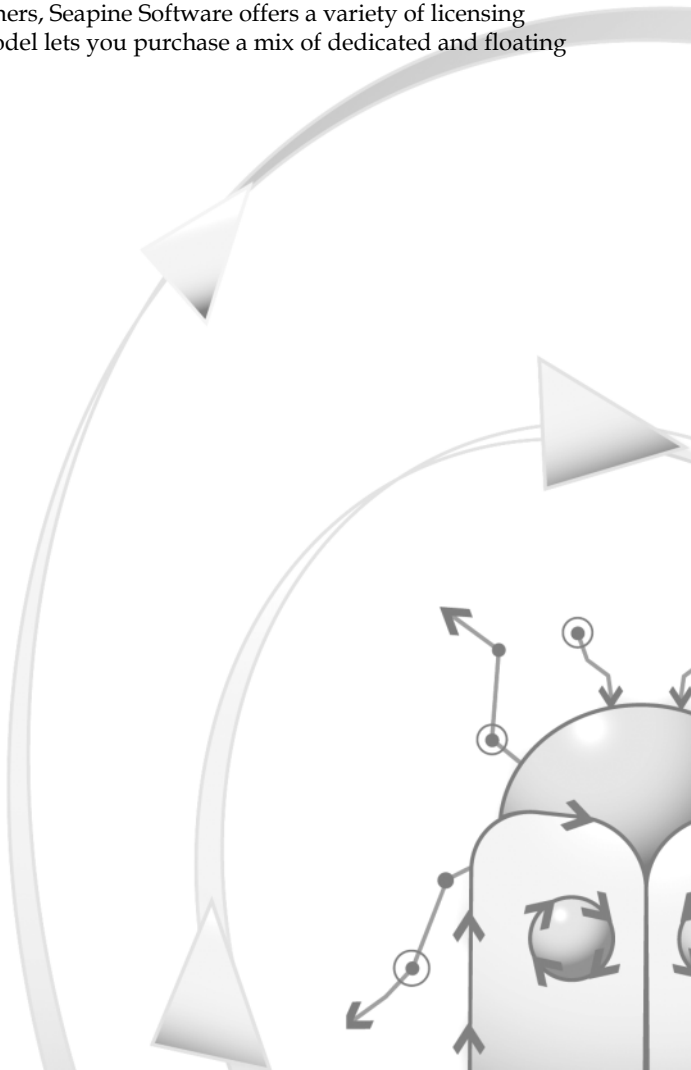
This chapter includes:

About licenses, 14

Adding licenses, 15

Editing licenses, 15

Deleting licenses, 16



About licenses

Each user must have a license to access TestTrack Pro. TestTrack Pro includes two types of licenses: dedicated and floating. Dedicated licenses are per user and best for users who use TestTrack Pro frequently. Floating licenses are concurrent and best for users who use TestTrack Pro occasionally.

In addition to dedicated and floating licenses, TestTrack Pro also has Windows and Web licenses. All types of licenses (dedicated/floating, Windows/Web) allow multiple users to access the same database and do not limit the number of users that can be added to a database.

TestTrack Pro floating and Web licenses are valid for use on a single server. Dedicated client licenses can be used to connect to multiple TestTrack Pro servers.

Windows client license

Windows client licenses provide access to TestTrack Pro from a native Microsoft Windows client. Windows clients can access the TestTrack Pro server over a LAN or remotely over the Internet. Windows licenses can be dedicated or floating.

Web client license

Web client licenses provide access to TestTrack Pro using a standard Web browser, from any operating system. Web clients can access the TestTrack Pro server over a LAN or remotely over the Internet. Web licenses are always floating.

SoloSubmit license

SoloSubmit is licensed per TestTrack Pro server.

Maintenance license

Maintenance and non-maintenance licenses cannot be mixed. You must buy maintenance for all licenses.

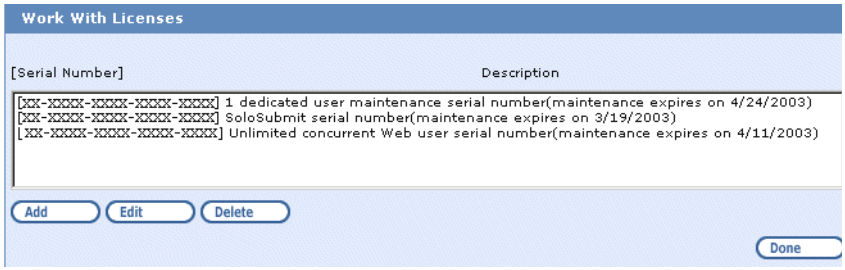
Maintenance licenses, renewed on a yearly basis, provide premium support and includes the following:

- Unlimited telephone and email access to support staff
- Free upgrades on all major and minor releases
- Access to user-to-user forums
- Unrestricted access to Seapine's knowledgebase and technical white papers
- Access to the downloads page

Adding licenses

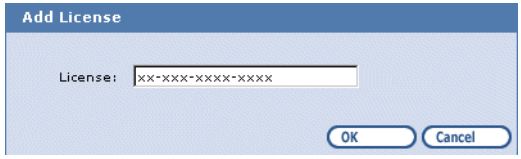
1 Click **Licenses**.

The Work with Licenses page opens.



2 Click **Add**.

The Add License dialog opens.



3 Enter the license number.

This field is not case-sensitive. The license number can be entered with or without the dashes.

4 Click **OK**.

The license is added.

Editing licenses

1 Click **Licenses**.

The Work with Licenses page opens.

2 Select the license and click **Edit**.

The Edit License dialog opens.

3 Make any changes and click **OK**.

Your changes are saved.

Deleting licenses

1 Click **Licenses**.

The Work with Licenses page opens.

2 Select the license and click **Delete**.

You are prompted to confirm the deletion.

3 Click **OK**.

The license is deleted.

Chapter 4
Managing the Server Log

Keep track of errors!

While running quietly on your server, TestTrack Pro is busy tracking the health of your databases and logging errors that will assist you in solving problems you might encounter.

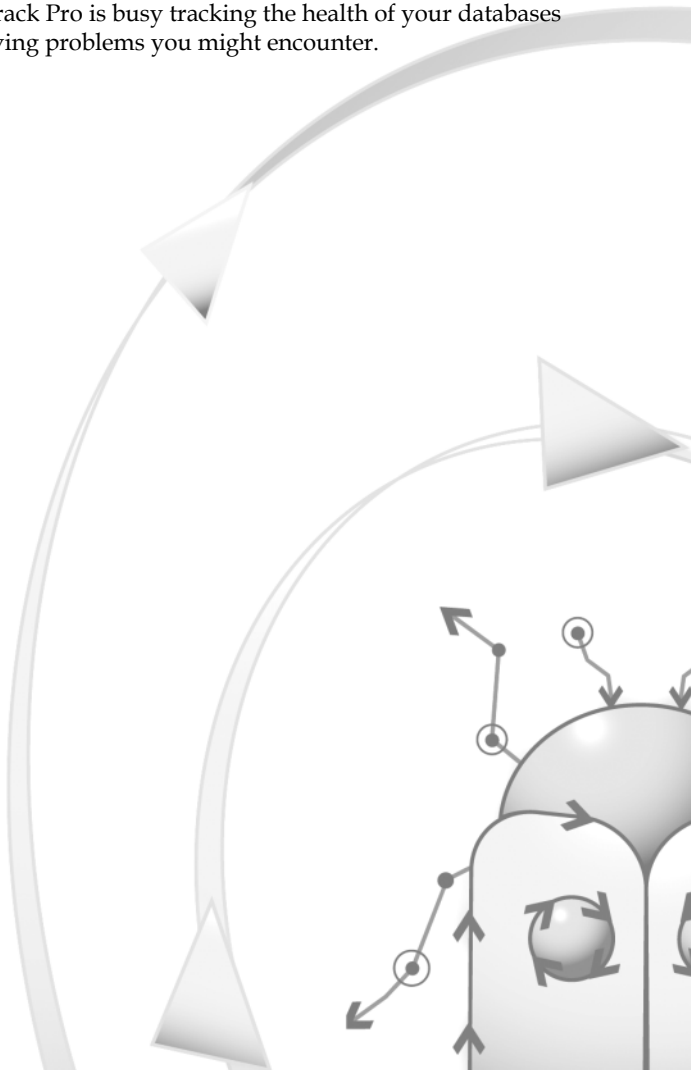
This chapter includes:

About the server log, 18

Viewing the server log, 18

Deleting all log entries, 19

Deleting log entries by date, 19



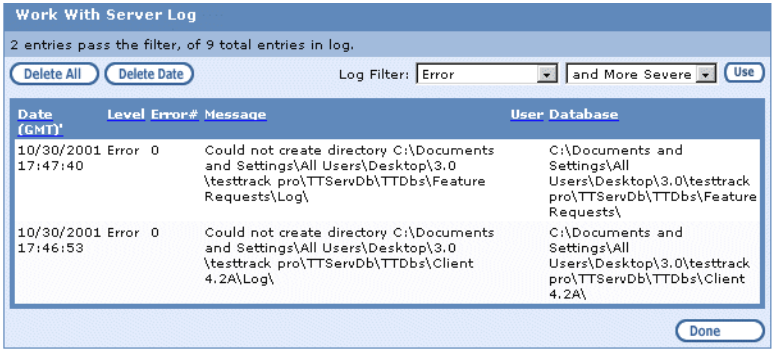
About the server log

TestTrack Pro's server log contains error, warning, time-out, and user activity information. The amount of information in the log depends on the log options you select when setting server options.

Viewing the server log

1 Click **Server Log**.

The Work with Server Log page opens.



2 To filter the log entries, select a filter from the **Log Filter** menu.

- **Severe Error** includes errors that cause improper functionality that the user is not notified of. For example: server initialization errors, email notification errors, etc.
- **Error** includes errors handled and reported to the user. For example, problems opening database table, being unable to find file attachments, etc.
- **Warning** includes messages issued when a potential problem may occur. For example, low disk space, removing send mail settings, etc.
- **Unusual Activity** includes messages that report unusual activity by a user or unusual situations in the database. For example, includes user login failures, login failed due to duplicate license numbers, etc.
- **Information** includes any activity that may be of interest to the administrator. For example, Web user time out, deleted user/customer, deleted defect, etc.

You can filter the log list even more by choosing one of the following options:

- **and Less Severe** includes the filtered log entries plus less severe entries
- **and More Severe** includes the filtered log entries plus more severe entries

- **Only** limits the filter to the filtered log entries

If your browser does not support JavaScript, click **Use** to refresh the screen.

Deleting all log entries

If you are not experiencing any problems, you can periodically delete all of the log entries.

1 Click **Server Log**.

The Work with Server Log page opens.

2 Click **Delete All**.

You are prompted to confirm the deletion.

3 Click **OK**.

Deleting log entries by date

If the log becomes too large, and you are not experiencing problems, you can delete older entries.

1 Click **Server Log**.

The Work with Server Log page opens.

2 Click **Delete by Date**.

The Confirm Delete of Server Log Entries dialog opens.

3 Enter a date

4 Click **OK**.

All log entries, including any entries that occurred on the date you entered, are deleted.

Chapter 5
Managing the Mail Queue

Manage your mail!

Users can send email from TestTrack Pro. The server mail queue helps you manage outgoing email and resolve problems.

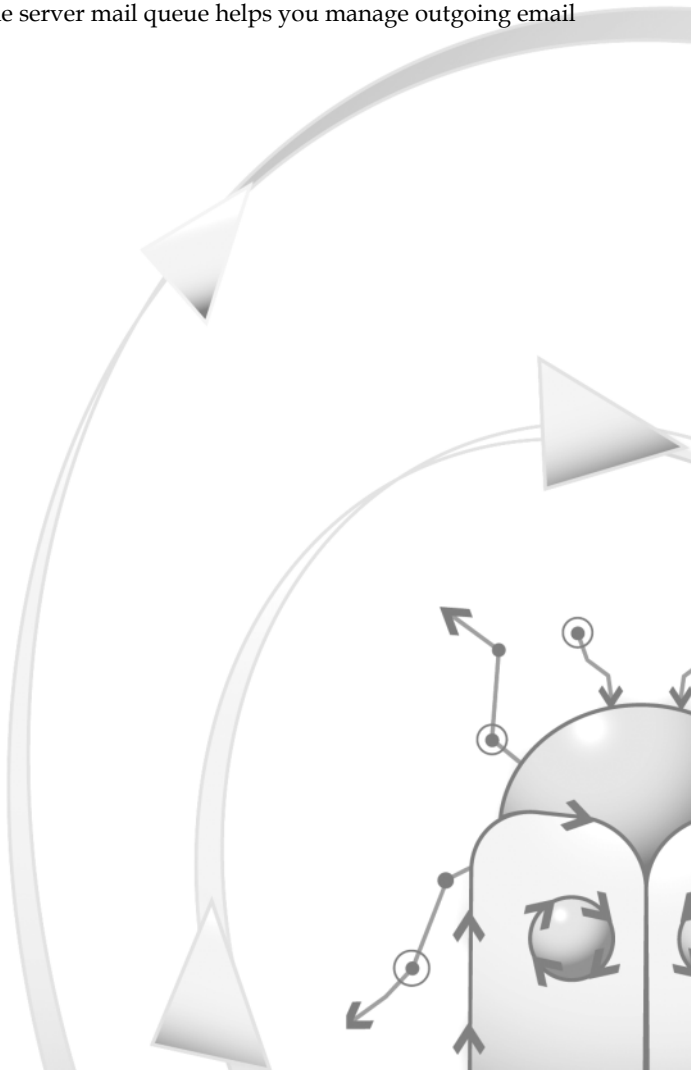
This chapter includes:

About the mail queue, 22

Viewing mail in the queue, 22

Resending mail, 23

Deleting mail in the queue, 23



About the mail queue

Users can compose and send email using the Send Mail command. TestTrack Pro also generates email notification messages. When TestTrack Pro sends email, the message is placed in the mail queue for processing by the TestTrack Pro server.

If all mail has not been sent when the TestTrack Pro server is shutdown, the mail queue is saved to the hard drive. The next time the TestTrack Pro server is started, the mail queue is reloaded and mail is sent.

The mail queue only contains unsent email messages. Under normal circumstances, email is sent and removed from the mail queue in less than 60 seconds.

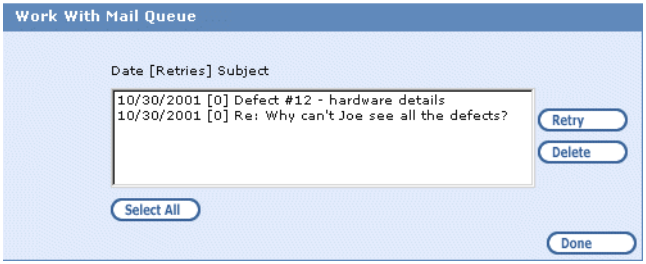
Following are some reasons why an email might be stuck in the mail queue:

- The Send Mail Option is **paused** in the Server Options.
- The MAPI or SMTP options are not **properly configured**.
- The MAPI or SMTP host is rejecting the email due to an **incorrect email address**.
- The MAPI or SMTP **host** is experiencing **problems**.

Viewing mail in the queue

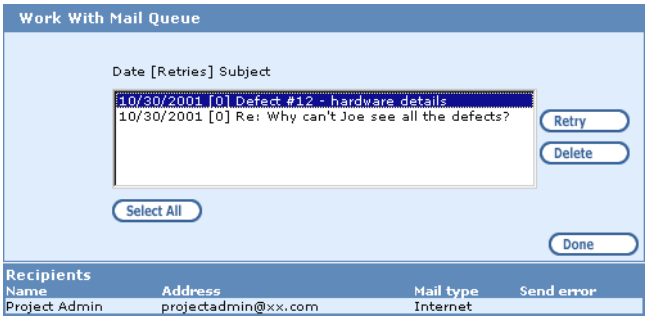
1 Click **Mail Queue**.

The Work with Mail Queue page opens with a list of all unsent email messages.



2 Select a message to view the message details.

The name, address, mail type, and send error are listed in the Recipients area.



Resending mail

1 Click **Mail Queue**.

The Work with Mail Queue page opens.

2 Select the email message and click **Retry**.

You are prompted to confirm the resend.

3 Click **OK**.

The TestTrack Pro server tries to resend the message.

Check the server log for error messages if the message cannot be sent.

Deleting mail in the queue

1 Click **Mail Queue**.

The Work with Mail Queue page opens.

2 Select the email message(s) and click **Delete**. To delete all mail in the queue, click **Select All** and then click **Delete**.

You are prompted to confirm the deletion.

3 Click **OK**.

Chapter 6
Managing Server Admin Users

Authorized Personnel Only!

TestTrack Pro is a powerful server application, and the Server Admin Utility helps you manage it. As a client/server application, you can remotely administer the server. With this capability comes the need to ensure only authorized users can access and manage your server.

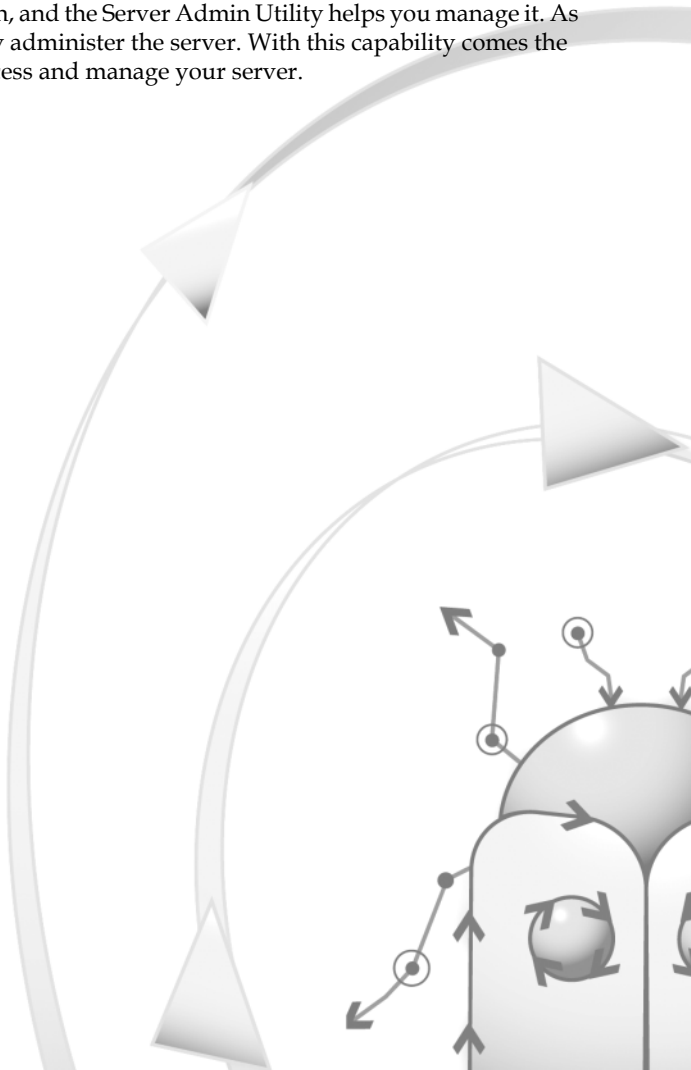
This chapter includes:

About server users, 26

Adding server users, 26

Editing server users, 27

Deleting server users, 27



About server users

A server user is anyone who can access the Server Admin Utility. Access to the Server Admin Utility is usually limited to the TestTrack Pro administrator(s).

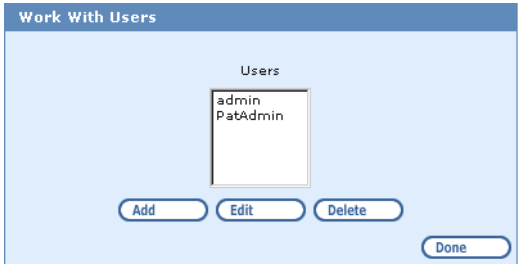
When you install the Server Admin Utility, TestTrack Pro automatically adds a server user with the username **Admin**. This user has no password. We strongly recommend you add a password for this server user. Remember, everyone who purchases or evaluates TestTrack Pro knows this default username.

Server users **are not** the same as database users. Server users **cannot** automatically access a project database. Use the TestTrack Pro client or the Web client to create TestTrack Pro database users.

Adding server users

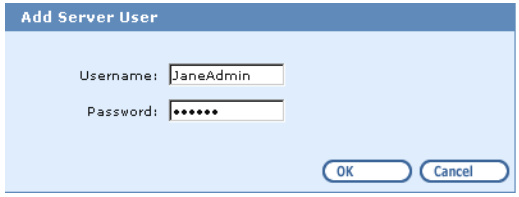
1 Click **Server Users**.

The Work with Users page opens.



2 Click **Add**.

The Add Server User dialog opens.



3 Enter a **Username** and **Password**.

The password is optional. Setting a password is **strongly recommend** to guard against unauthorized users logging into the Server Admin Utility.

4 Click **OK**.

The server user is added.

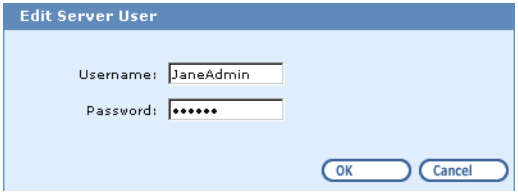
Editing server users

1 Click **Server Users**.

The Work with Users page opens.

2 Select the server user you want to edit and click **Edit**.

The Edit Server User dialog opens.



3 Make any changes and click **OK**.

Deleting server users

1 Click **Server Users**.

The Work with Users page opens.

2 Select the server user you want to delete and click **Delete**.

You are prompted to confirm the deletion.

3 Click **OK**.

The user is deleted.

Chapter 7
Setting Server Options

Configure it once and forget about it!

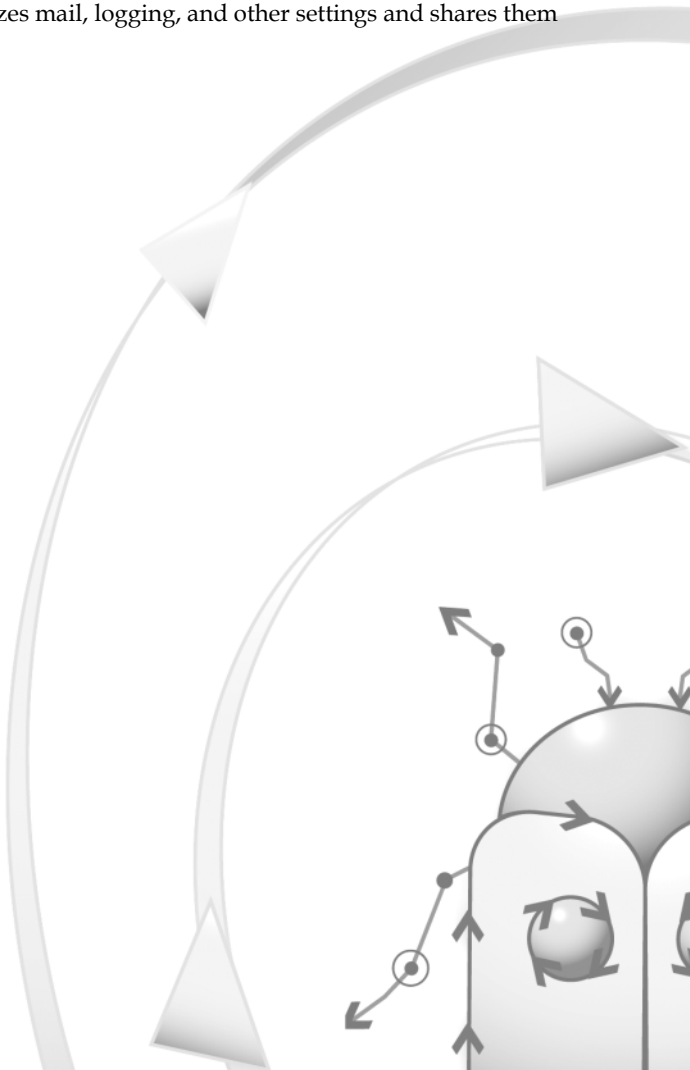
TestTrack Pro's client/server design centralizes mail, logging, and other settings and shares them across databases.

This chapter includes:

Setting log options, 30

Setting send mail options, 32

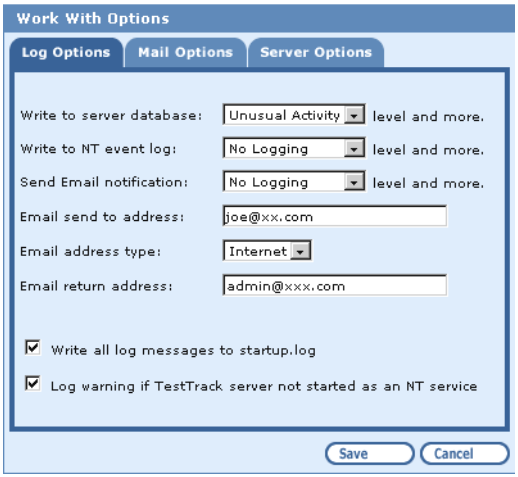
Setting server options, 33



Setting log options

1 Click **Server Options**.

The Work with Options page opens with the **Log Options** tab selected.



2 Select a **Write to server database** option.

- Select lowest level to automatically include all other levels because of the **level and more** statement.
- Select **No Logging** if you do not want to log messages.
- Select **Severe Error** to only log severe errors.
- Select **Error** to log all errors, including severe errors.
- Select **Warning** to log severe errors, errors, and warnings.
- Select **Unusual Activity** to log severe errors, errors, warnings, and unusual activity.
- Select **Information** to log severe errors, errors, warnings, unusual activity, and information.

3 Select a **Write to NT event log** option.

This specifies the types of messages that are written to the server's NT/2000 event log. This option is available **only** if the server is running on Windows NT or Windows 2000.

4 Select a **Send Email notification** option.

This option specifies the types of server messages that generate an email notification.

5 Enter an **Email send to address**.

This is the email address that will be sent email notification messages containing log information such as errors and warnings.

6 Select an **Email address type** from the menu.

Users will be sent email only if they have an Internet or MAPI email address.

7 Enter an **Email return address** to be used when sending email notification messages containing log information.

This field is not required for log email processing. Enter a **return** email address in this field. Users will be sent email only if they have an Internet or MAPI email address.

8 Select **Write all log messages to startup.log** to have error messages written to the log file.

Error messages that occur during TestTrack Pro server startup are **always logged**. This option controls log messages that occur after startup. Seapine Technical Support may ask you to select this option if you are experiencing a problem. You can then email the **startup.log** file to Seapine Technical Support to help resolve the problem.

9 Select **Log warning if TestTrack server is not started as an NT service** to log a warning if TestTrack Pro server is not started as an NT service.

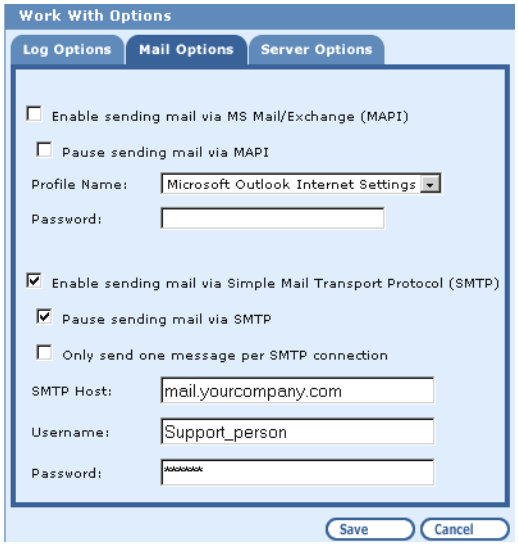
10 Click **Save**.

Setting send mail options

1 Click **Server Options**.

The Work with Options page opens.

2 Click the **Mail Options** tab and select the options.



3 Select **Enable sending mail via MAPI** to send email in MAPI format.

- If you are experiencing MAPI problems, select **Pause sending via MAPI**. Only select this option to troubleshoot the problem because outgoing mail will backup in the queue.
- Select a **Profile Name**. This menu includes a list of available MAPI profiles.
- Enter a **password** for the selected MAPI profile.

4 Select **Enable sending mail via SMTP** to send email via Simple Mail Transport Protocol (SMTP).

- If you are experiencing SMTP problems, select **Pause sending via SMTP**. Only select this option to troubleshoot the problem because outgoing mail will backup in the queue.
- Select **Only send one message per SMTP connection** to send one message per connection.
- Enter the **SMTP Host** used to send outgoing mail. This value should be formatted as an IP address (e.g., 123.34.5.26) or as your mail server's fully qualified domain name (e.g., mail.your company.com).
- Enter a **Username** and **Password** for the SMTP host.

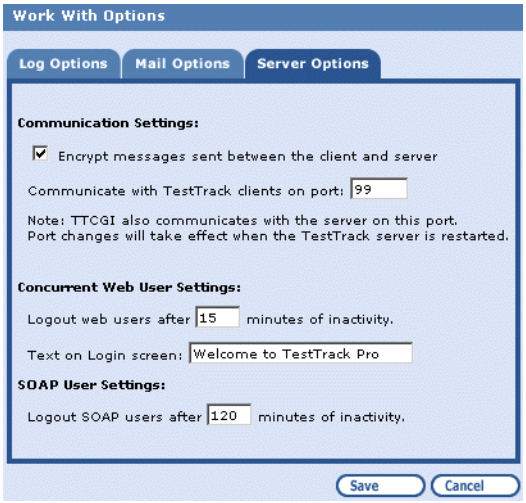
5 Click **Save**.

Setting server options

1 Click **Server Options**.

The Server Options dialog opens.

2 Click the **Server Options** tab and select the options.



3 Select **Encrypt message sent between the client and server** to encrypt messages.

Encryption provides a higher level of security but may slow performance due to the time spent to encrypt and decrypt messages. It may also cause issues exporting outside the United States because of U.S. export laws.

4 Enter the **port number** the TestTrack Pro server should use to communicate with TestTrack Pro clients.

The valid range is 1-65535. If this value is changed after the TestTrack Pro applications are configured and running, you must change the **port number** for each computer with TestTrack Pro client installed.

5 Enter the **number of minutes a Web user has of inactivity** before being automatically logged out.

This option **only applies** to TestTrack Pro Web.

6 Enter the **text** you want to appear on the TestTrack Web **login screen**.

You can enter up to 65 characters.

7 Enter the **number of minutes a SOAP user has of inactivity** before being automatically logged out.

8 Click **Save**.

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