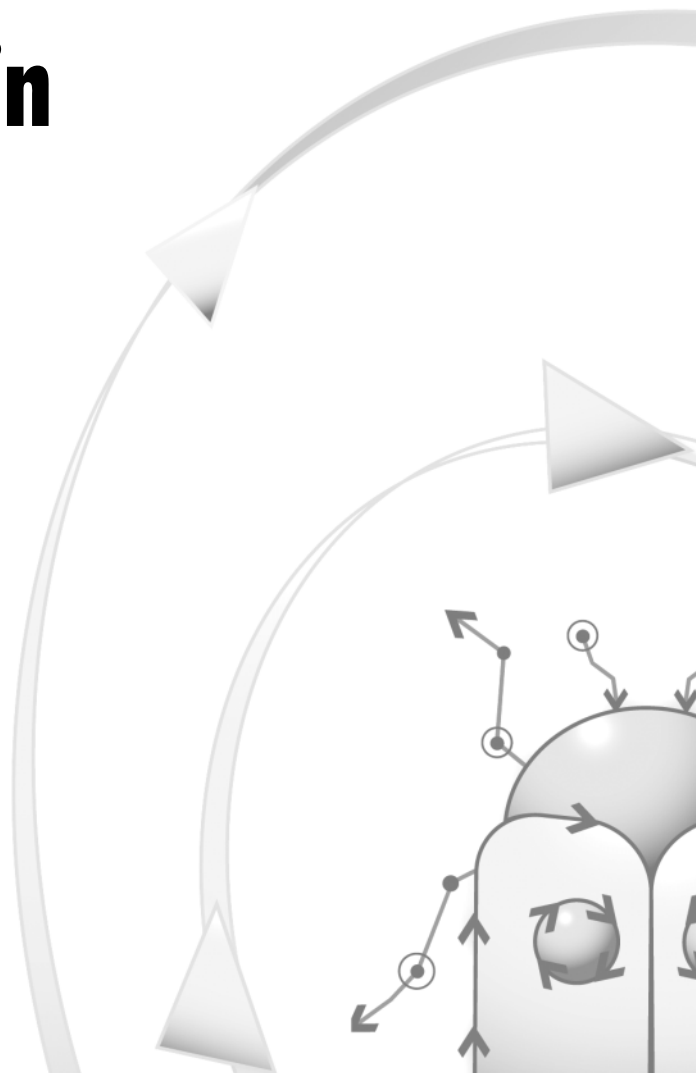


TestTrack Pro

Server Admin Guide



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:

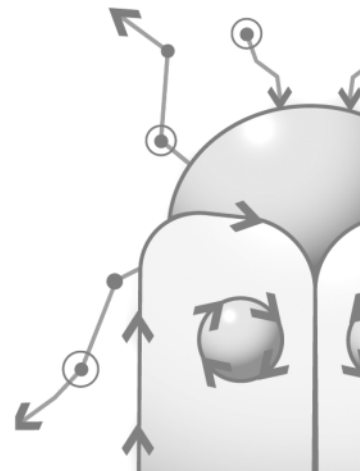
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About the Server Admin Utility

The Server Admin Utility is automatically installed on the server PC during the TestTrack Pro Server installation. You can also manually install the Server Admin Utility on other computers. For more information, see “**Windows Installation**,” in the **TestTrack Pro Installation Guide**.



The Server Admin Utility is generally installed on the server computer and the server administrator's computer.

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. You can add multiple server connections to the Server Admin Utility. This lets you configure and administer servers from one central location.

The Server Admin Utility includes the following components:

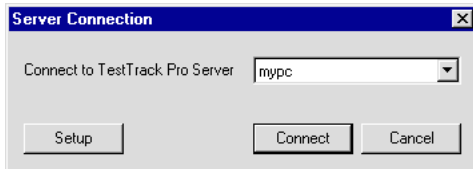
- Databases - used to manage TestTrack Pro databases. Depending on how you run your development projects, you may have multiple databases or combine all the defects into one database.
- Licenses - used to manage TestTrack Pro licenses.
- Server Log - used to view and manage the server log. TestTrack 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.

Adding server connections

Each TestTrack Pro Server needs to be added to the list of servers managed by the Server Admin Utility. After the server connection is added, you can configure and administer the server.

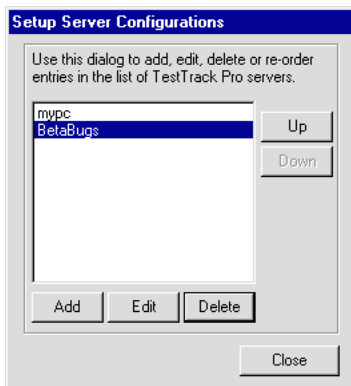
- 1 Start the Server Admin Utility.

The Server Connection dialog box opens.



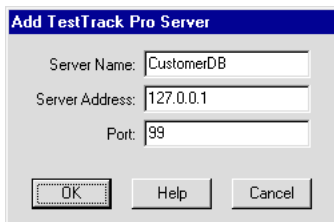
- 2 Click **Setup**.

The Setup Server Configurations dialog box opens.



- 3 Click **Add**.

The Add TestTrack Pro Server dialog box opens.



- 4 Enter a name in the **Server Name** field.

This field is not used by TestTrack Pro. You can enter any name you want to help uniquely identify a server in the server menus. For example, Internal Database.

- 5 Enter the server IP address in the **Server Address** field.

This is the IP address of the PC where the TestTrack Pro Server is installed. To find your IP address, run:

- WINIPCFG.EXE on Windows 95/98/ME
- IPCONFIG.EXE on Windows 2000
- IPCONFIG.EXE on NT/2000



The Server Admin Utility uses TCP/IP to connect to the server. You can enter a domain name in place of an IP address (e.g., www.seapine.com) **but a static IP address is preferred and recommended.**

- 6 Enter a number in the **Port** field.

Clients connect to the server via TCP/IP on this port. Values can be in the range of **1-65535**.

- 7 Click **OK**.

The server entry is added to the Setup Server Configurations list. To reorder the servers in this list, select a server and click **Up** or **Down**.

- 8 Click **Close**.

Starting the Server Admin Utility

Before you start the Server Admin Utility, make sure the TestTrack Pro Server is running.

The **first time** you start the Server Admin Utility, the Add TestTrack Pro Server dialog box opens. You are prompted to create an initial TestTrack Pro Server connection. For more information, see [Adding server connections, page 3](#).

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

The Server Connection dialog box opens.

- 2 Select a server from the Connect to TestTrack Server menu and click **Connect**.

The Login dialog box opens.

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

During installation of TestTrack Pro Server, 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 Server Admin Utility opens.



If there is a problem connecting to the server, check the following and try reconnecting to the server:

Make sure the server computer is on.

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

Double-check the IP address and/or port number.

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

Editing server connections

- 1 Start the Server Admin Utility.

The Server Connection dialog box opens.

- 2 Click **Setup**.

The Setup Server Configurations dialog box opens.

- 3 Select the server entry list and click **Edit**.

The Edit TestTrack Pro Server dialog box opens.

- 4 Make any changes.

You can only change the Server Address and Port number.

- 5 Click **OK**.

Deleting server connections

- 1 Start the Server Admin Utility.

The Server Connection dialog box opens.

- 2 Click **Setup**.

The Setup Server Configurations dialog box opens.

- 3 Select the server entry and click **Delete**.

You are prompted to confirm the deletion.

- 4 Click **Yes** to delete the selected server entry. Click **No** to cancel the deletion.



Make sure you want to delete the server entry. There is no undo available!

Closing the Server Admin Utility

- 1 Choose **File > Exit**.

The Server Admin Utility closes.

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!

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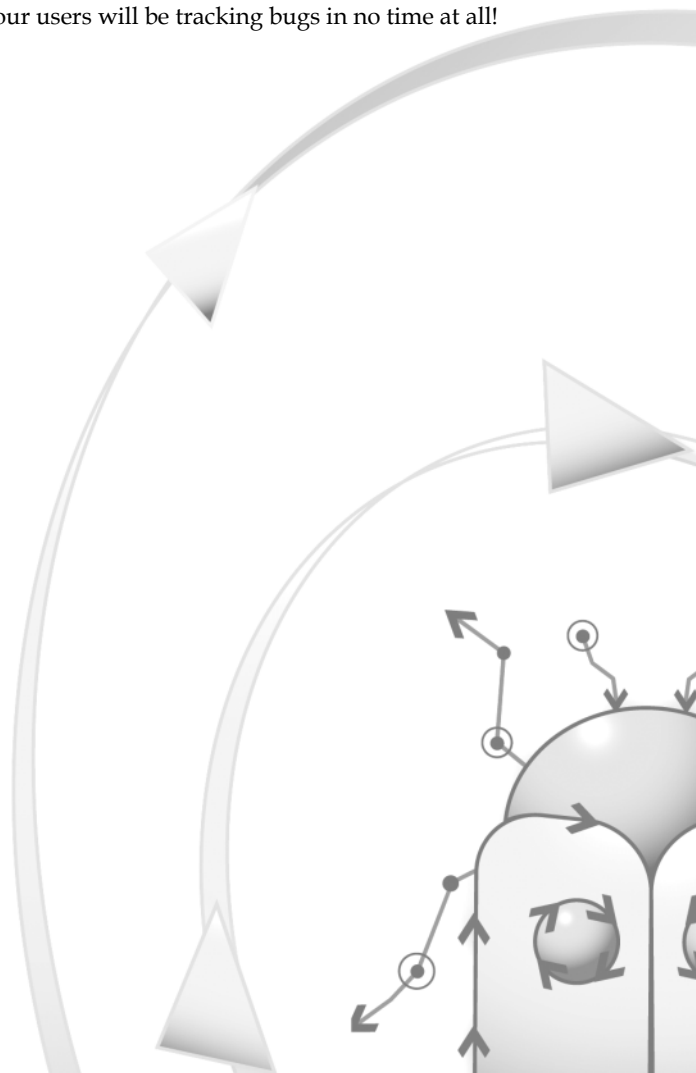
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About databases

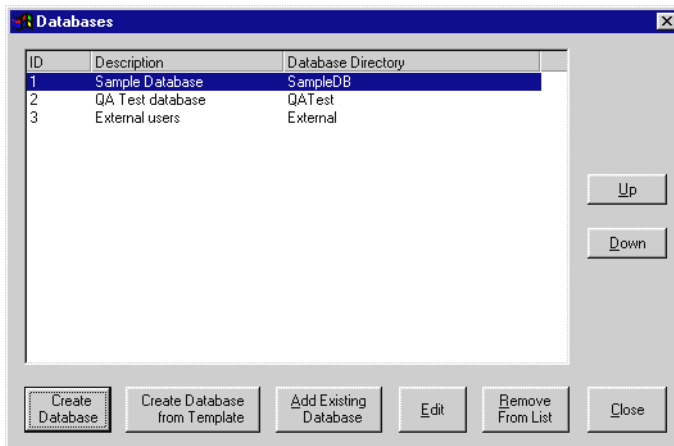
A TestTrack Pro database contains all the information you track, including defects, user groups, users, customers, filters, test configurations, and workbook tasks.

You can create any number of databases, each with its own list of defects, users, customers, etc. Databases can be as simple or complex as your company needs them to be. One database might be used to track a specific issue while another database might be used to track a software development cycle.

Creating databases

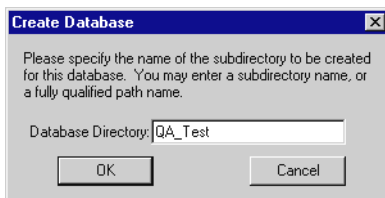
- 1 Click **Databases** or choose **View > Databases**.

The Databases dialog box opens. 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 Database dialog box opens.



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

Do not use the following characters:

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



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

- 4 Click **OK**.

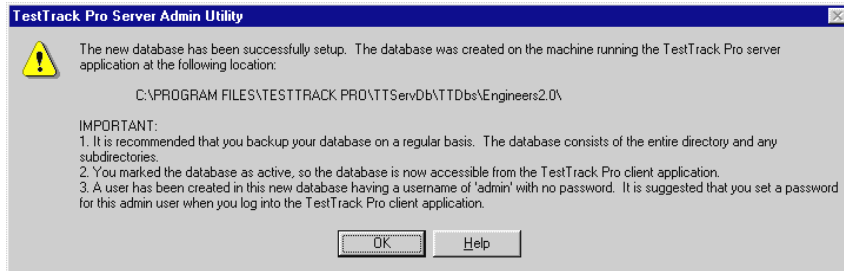
The Database Settings dialog box opens.

- 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 database is created. A message opens with information about the database.



8 Click **OK**.

Creating distributed databases



Make sure you modify TestTrack Pro's registry settings to allow full path names before proceeding. See [Modifying registry settings, page 12](#).

You can configure TestTrack Pro to support fully qualified path names to allow databases to be stored on both local and network drives. Distributed databases can slow down TestTrack Pro and also run a greater risk of becoming corrupt. For more information, go to <http://www.seapine.com/kb/q00046.html>

- If you allow full path directory names for your database(s) you will need to back up multiple directories and subdirectories. If you do not allow full path names, you only need to backup the *TTServDb/TTDBs* directory.
- If you create a database on a network drive, the TestTrack Pro Server will not be fully functional if the network PC is turned off. If the network PC is shut down, the TestTrack Pro Server cannot cleanly close the database, resulting in unsaved changes.

1 Click **Databases** or choose **View > Databases**.

The Databases dialog box opens.

2 Click Create Database.

The Create Database dialog box opens.

3 Enter a fully qualified path name.

Do not use the following characters for **full path** names:

Asterisk (*)	Bar ()	Greater than (>)
Less than (<)	Question mark (?)	Quote ("")

4 Click OK.

The Database Settings dialog box 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 database is created. A message opens with information about the database.

8 Click OK.

Modifying registry settings

Before you can create a distributed database, you need to modify TestTrack Pro's registry settings to allow full path directory names. The TTCGI Registry Utility is used to modify TestTrack Pro's registry settings. The utility writes to the local registry. Make sure you are running the TTCGI Utility on the TestTrack Pro Server PC.



The TTCGI Registry Utility can only be used with Version 4 or later. If you are using an earlier version of TestTrack Pro, contact [Seapine Support](#) for help.

- 1 On the Start menu, choose **Programs > TestTrack Pro > TTCGI Registry Utility**.

The TTCGI Registry Utility opens.

- 2 Select **Allow administrator to select full path for TestTrack database**.

This option allows new databases to be created in any existing directory on the server computer's local hard drive or any mapped network drive on the server computer.

- 3 Click **OK**.

You **must** stop and restart the TestTrack Pro server application for the changes to take affect. You **do not** need to reboot the server PC.

Creating a database from a template

You can 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** or choose **View > Databases**.

The Databases dialog box opens.

- 2 Select the database you want to use as a template.

- 3 Click **Create Database from Template**.

The Create Database dialog box opens.

- 4 Enter a subdirectory name, or a fully qualified path name, in the Database Directory field.

Do not use the following characters for **directory** names:

Back slash (/)

Colon (:)

Forward slash (\)

Do not use the following characters for **directory** names or **full path** names:

Asterisk (*)	Bar ()	Greater than (>)
Less than (<)	Question mark (?)	Quote (")

- 5 Click **OK**.

The Database Settings dialog box opens.

- 6 Enter a **Description**.

- 7 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.

- 8 Click **OK**.

The database is created. A message opens with information about the database

- 9 Click **OK**.

Adding an existing database

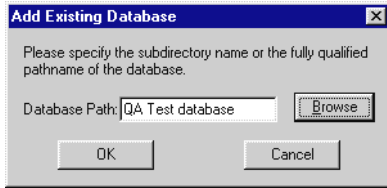
If you remove a database from the TestTrack Pro server, but want to reactive it, you can add it as an existing database. When you convert databases from TestTrack Workgroup or TestTrack Pro 1.x to the current version, you also need to add existing databases.

- 1 Click **Databases** or choose **View > Databases**.

The Databases dialog box opens.

2 Click Add Existing Database.

The Add Existing Database dialog box opens.

**3 Enter the location of the database in the Database Path field.**

You can also click **Browse** to select a database.



If you are working with a distributed database, make sure the database was moved to the corresponding directory.

4 Click OK.

The Database Settings dialog box 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.

A message opens with information about the database.

8 Click OK.

Editing database settings

- 1 Click **Databases** or choose **View > Databases**.

The Databases dialog box opens.

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

The Database Settings dialog box opens.

- 3 Make any changes.

You can change the description or the settings.

- 4 Click **OK**.

The changes are saved.

Backing up databases

You should frequently backup your TestTrack Pro databases to guard against accidental loss of information.

- 1 On the server computer, logon to MS Windows.

You **must** logon from the server computer.

- 2 Make a copy of the directory that contains the database to your backup media.

For example, back up to a ZIP disk or tape.

Removing databases

When you remove a database from the server list, 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** or choose **View > Databases**.

The Databases dialog box opens.

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

You are prompted to confirm the removal of the database.

- 3 Click **Yes** to remove the database.

A message opens with information about the database that was removed.

- 4 Click **OK**.

The database is removed.

Deleting databases

For security reasons, TestTrack Pro does not let you physically delete a database directory from the Server Admin Utility. If the administrator's username and password somehow became public, a hacker could log in as the administrator and delete all TestTrack Pro databases. To protect against this type of attack, the Server Admin Utility only removes the database from the list of TestTrack Pro databases.

- 1 You **must** physically delete a TestTrack Pro database from the server computer.
- 2 Delete the subdirectory that contains the database you want to delete.

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!

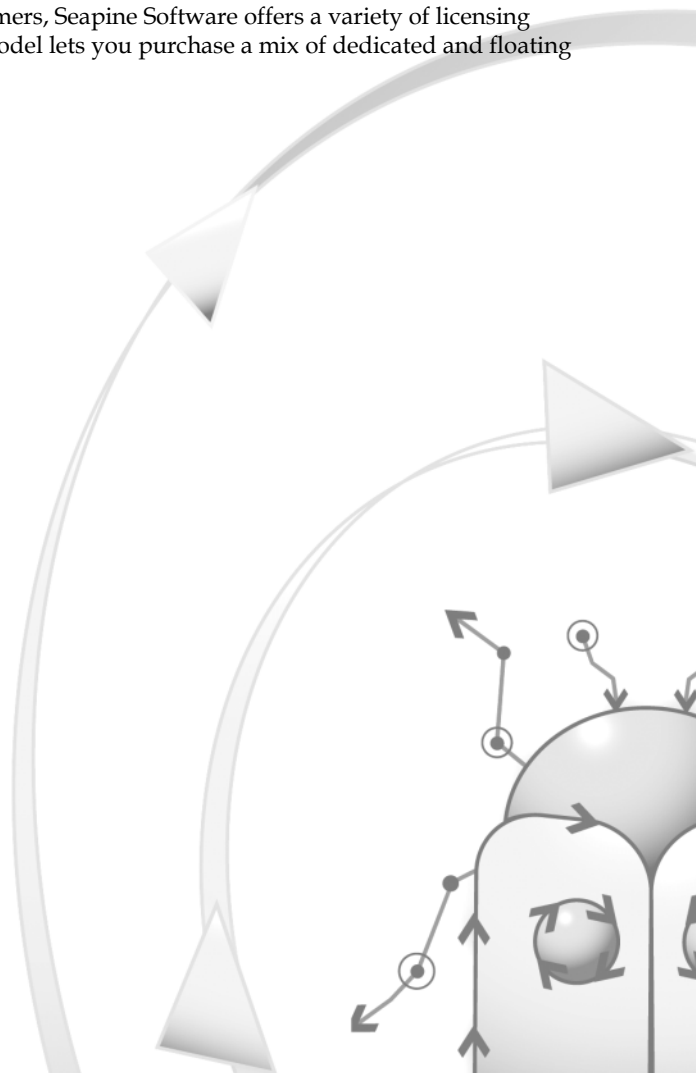
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About licenses

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



Non-maintenance licenses must be deleted before maintenance licenses can be added.

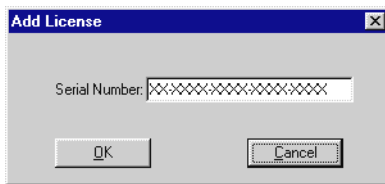
Floating licenses are entered on the server, using the Server Admin Utility. Dedicated Windows licenses are entered on the user's computer. Users are prompted to enter the license number the first time TestTrack Pro is started.

- 1 Click **Licenses** or choose **View > Licenses**.

The Licenses dialog box opens.

- 2 Click **Add**.

The Add License dialog box opens.



- 3 Enter the license serial number.

This field is not case sensitive. Licenses can be entered with or without dashes.

- 4 Click **OK**.

The license is added.

Editing licenses

- 1 Click **Licenses** or choose **View > Licenses**.

The Licenses dialog box opens.

- 2 Select the serial number you want to edit and click **Edit**.

The Edit License dialog box opens.

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

Deleting licenses

- 1 Click **Licenses** or choose **View > Licenses**.

The Licenses dialog box opens.

- 2 Select the license you want to delete and click **Delete**.
- 3 You are prompted to confirm the deletion. Click **Yes**.

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:

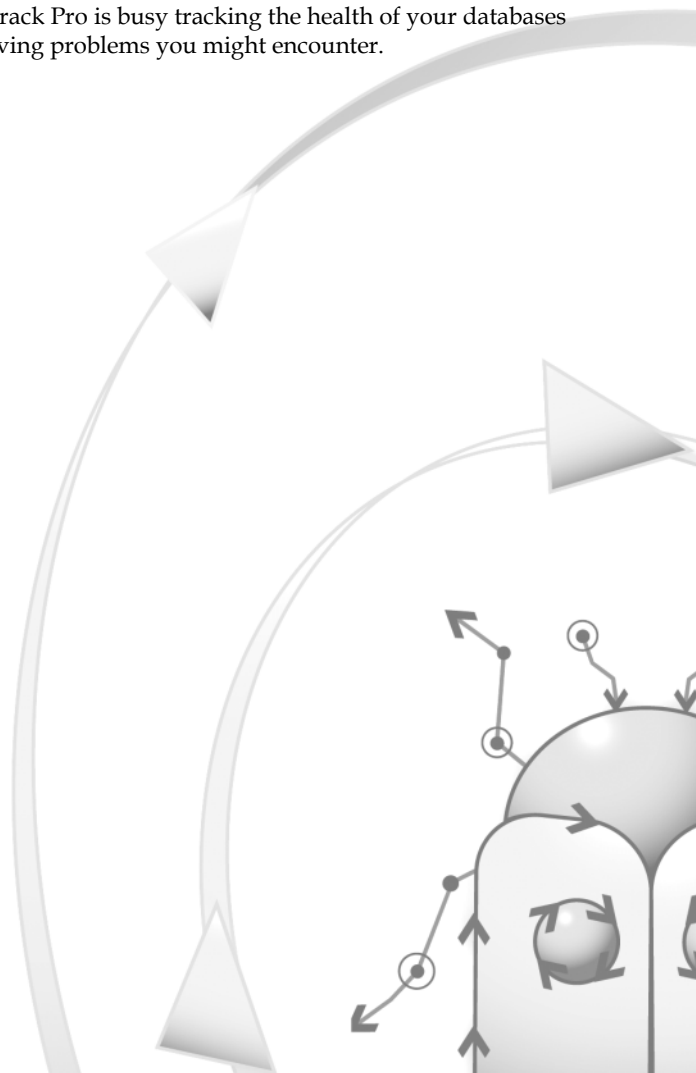
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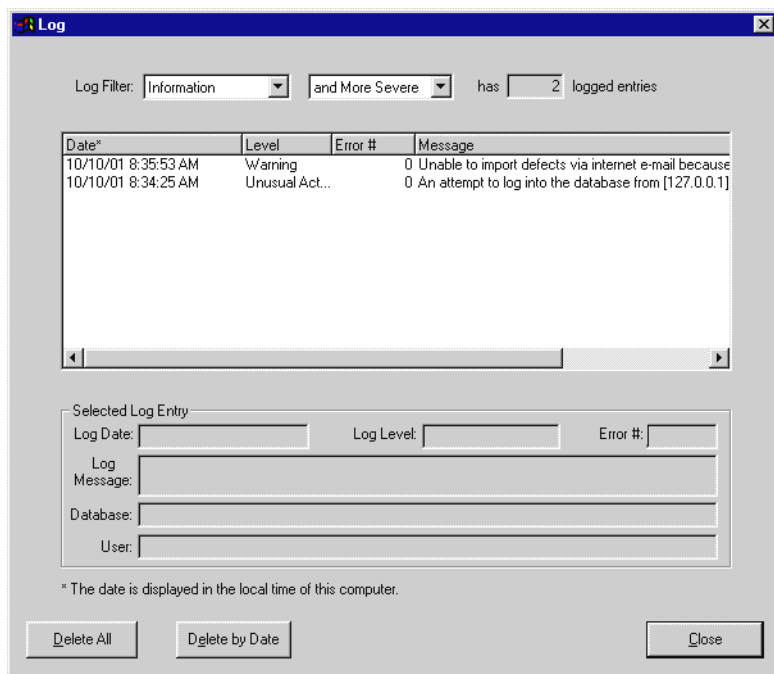
About the server log

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** or choose **View > Server Log**.

The Log dialog box 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



The read-only logged entries field shows how many entries match the restrictions you chose.

Viewing log entries

- 1 Click **Server Log** or choose **View > Server Log**.

The Log dialog box opens.

- 2 Select the entry you want to view.

The details appear in the Selected Log Entry area.

The screenshot shows a dialog box titled "Selected Log Entry". It contains the following fields:

- Log Date:** 10/10/01 8:35:53 AM
- Log Level:** Warning
- Error #:** 0
- Log Message:** Unable to import defects via internet e-mail because no POP3 Host is configured. Please specify a POP3 Host on the Import Mail tab of the Database Options dialog box.
- Database:** C:\PROGRAM FILES\TESTTRACK PRO\TTServDb\TTDBs\SampleDB\
- User:** (empty field)

- 3 Click **Close** when you finish viewing log entries.

Deleting all log entries

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

- 1 Click **Server Log** or choose **View > Server Log**.

The Log dialog box opens.

- 2 Click **Delete All**.

You are prompted to confirm the deletion.

- 3 Click **Yes**.

The entries are deleted from the log.

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** or choose **View > Server Log**.

The Log dialog box opens.

- 2 Click **Delete by Date**.

The Delete Log Entries dialog box opens.

- 3 Enter a date in the **Date** field.

- 4 Click **OK**.

You are prompted to confirm the deletion.

- 5 Click **Yes**.

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.

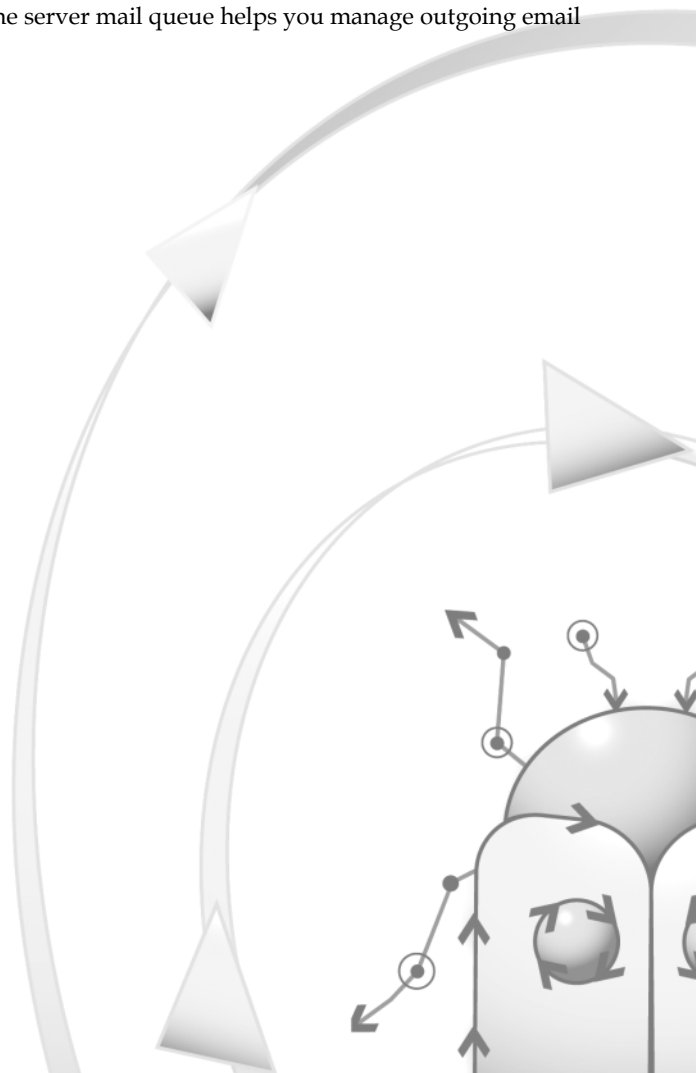
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About the mail queue

Users can send email from TestTrack Pro, 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.

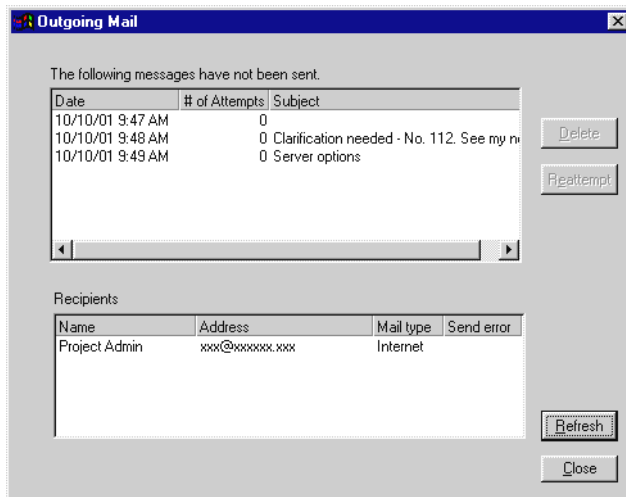
Following are some reasons why an email might be stuck in the mail queue:

- 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** or choose **View > Mail Queue**.

The Outgoing Mail dialog box opens with a list of all unsent email messages. The list includes the email date, number of attempts made to send the email, and the email subject.



- 2 Select a message to view more details about a message.

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

- 3 Click **Close** when you are finished.

Resending mail

- 1 Click **Mail Queue** or choose **View > Mail Queue**.

The Outgoing Mail dialog box opens.

- 2 Select the email message you want to resend and click **Reattempt**.

You are prompted to confirm the reattempt.

- 3 Click **Yes**.

The TestTrack Pro server resends the message.

Deleting mail in the queue

- 1 Click **Mail Queue** or choose **View > Mail Queue**.

The Outgoing Mail dialog box opens.

- 2 Select the email message(s) you want to delete.

You can select more than one message to delete. To select a range, click the first item in the range, then **Shift+click** the last item. To select multiple items not in a range, **Ctrl+click** each item.

- 3 Click **Delete**.

You are prompted to confirm the deletion.

- 4 Click **Yes**.

The email message is deleted from the mail queue.

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.

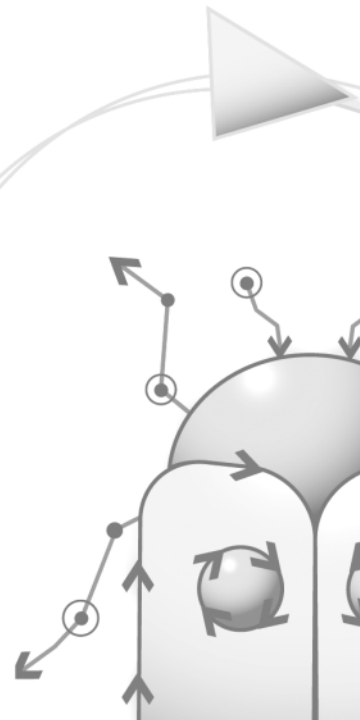
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Adding server users, 30

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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.

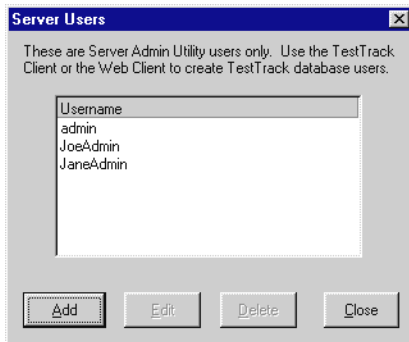


Server users **are not** the same as database users. Server users **cannot** automatically access a project database. Use the TestTrack Pro Client or the Web Client to create TestTrack Pro database users.

Adding server users

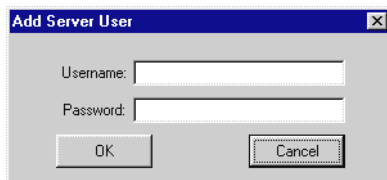
- 1 Click **Server Users** or choose **View > Server Users**.

The Server Users dialog box opens.



- 2 Click **Add**.

The Add Server User dialog box 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.

Click **OK**.

The server user is added. Click **Close** when you are finished adding users.

Editing server users

- 1 Click **Server Users** or choose **View > Server Users**.

The Server Users dialog box opens.

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

The Edit Server User dialog box opens.



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

Your changes are saved.

Deleting server users

- 1 Click **Server Users** or choose **View > Server Users**.

The Server Users dialog box opens.

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

You are prompted to confirm the deletion.

- 3 Click **Yes**.

The server user is deleted.

Chapter 7

Setting Server Options

Configure it once and forget about it!

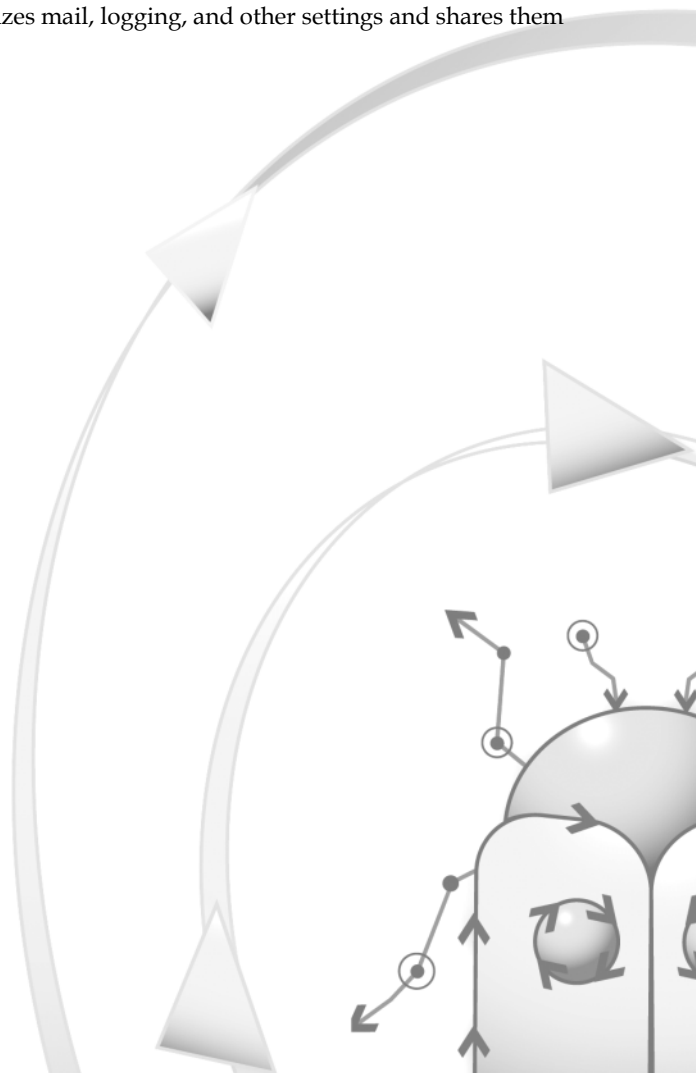
TestTrack Pro's client/server design centralizes mail, logging, and other settings and shares them across databases.

This chapter includes:

Setting log options, 34

Setting send mail options, 36

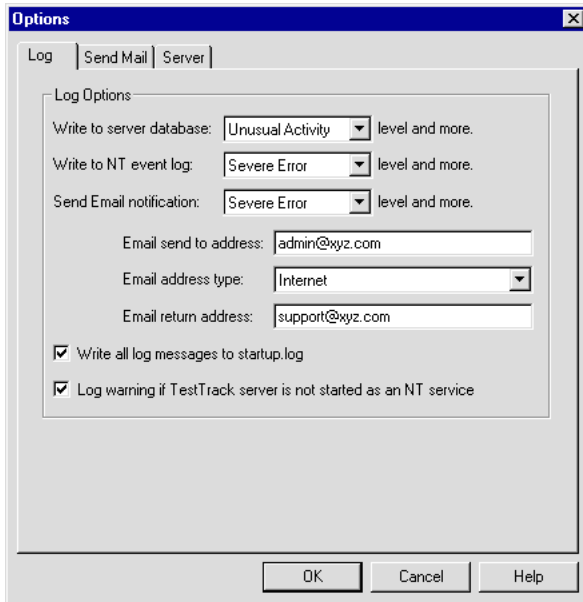
Setting server options, 37



Setting log options

- 1 Click **Server Options** or choose **View > Server Options**.

The Options dialog box opens with the **Log** 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.

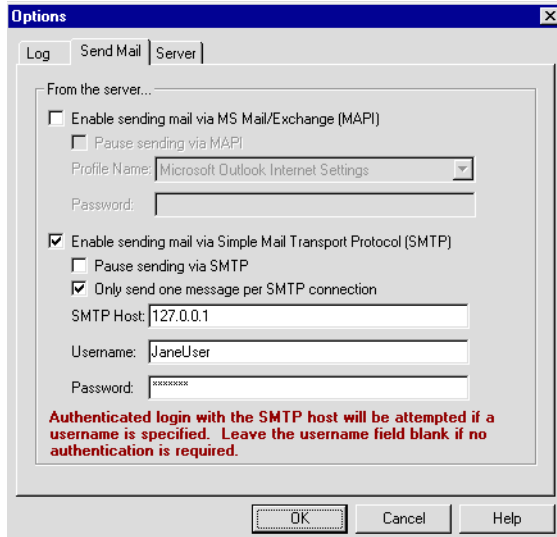
Error messages that occur during TestTrack Pro server startup are **always logged**. This option controls log messages that occur after startup. Seapine Technical Support may ask you to select this option if you are experiencing a problem. You can then email the **startup.log** file to Seapine Technical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

Setting send mail options

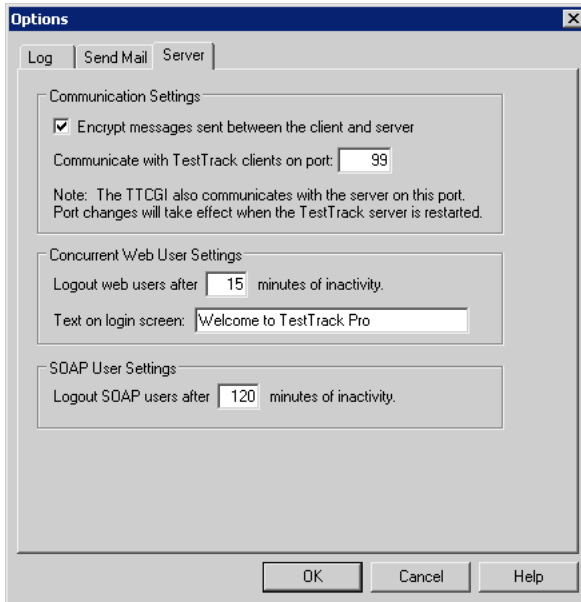
- 1 Click **Server Options** or choose **View > Server Options**.
- 2 Click the **Send Mail** tab and select the send mail options.



- 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 on the TestTrack Pro server computer.
 - 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 **OK** to save the options.

Setting server options

- 1 Click **Server Options** or choose **View > Server Options**.
- 2 Click the **Server** tab and select the server 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 **OK** to save the settings.

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