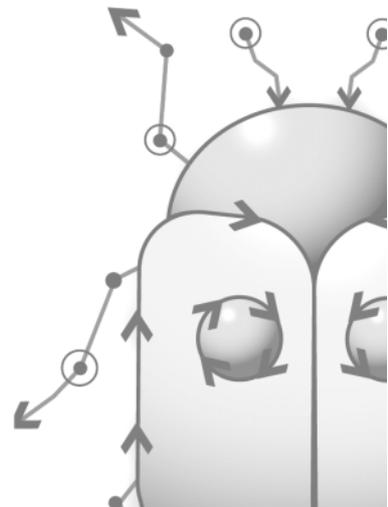


# TestTrack Pro Server Admin Guide



August 2003

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# Chapter 1

## Getting Started

### 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?

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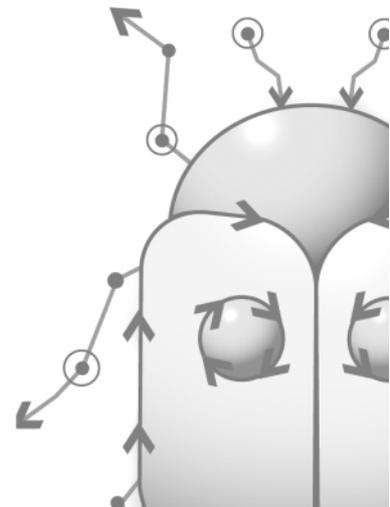
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## About the Server Admin Utility

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

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 defects into one database.
- **Server Log** - used to view and manage the server log. Errors, exceptions, and other activities are logged.
- **Server Users** - used to manage server admin access.
- **Mail Queue** - used to manage and view the outgoing mail queue.
- **Server Options** - used to manage log, mail, server, and license server options.

---

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

---

## Starting the Server Admin Utility

Make sure the Seapine License server and the TestTrack Pro server are both running before starting the Server Admin Utility.

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

The Server Connection dialog box opens.

---

**Note:** See [Adding servers](#), page 3 if you need to add a server.

---

- 2 Select the server you want to connect to and click **Connect**.

The Login dialog box opens.

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

---

**Note:** A default administrative user is added to the server admin utility during installation. Login as this user the first time you start the server admin utility. The username is **Administrator** and there is no password. After logging in, you should give this user a password and add at least one admin user to the admin utility. See [Adding server users](#), page 5 for more information.

---

#### 4 Click OK.

The Server Admin Utility starts.



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.

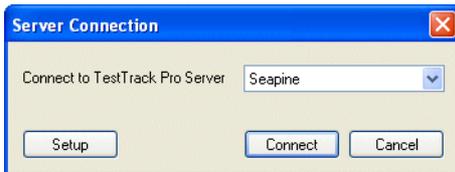
Make sure you are connected to the network, intranet, or Internet.

## Adding servers

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

#### 1 Start the Server Admin Utility.

The Server Connection dialog box opens.



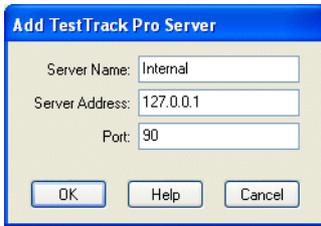
#### 2 Click Setup.

The Setup Server Configurations dialog box opens.



**3 Click Add.**

The Add TestTrack Pro Server dialog box opens.



The screenshot shows a dialog box titled "Add TestTrack Pro Server". It has three input fields: "Server Name" containing "Internal", "Server Address" containing "127.0.0.1", and "Port" containing "90". At the bottom, there are three buttons: "OK", "Help", and "Cancel".

**4 Enter a Server Name.**

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 Address.**

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

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

---

**Note:** 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). However, a static IP address is preferred and recommended.

---

**6 Enter a Port number.**

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 is added. To reorder the servers, select a server and click **Up** or **Down**.

**8 Click Close when you finish adding servers.**

## Adding server users

Access to the Server Admin Utility is usually limited to the TestTrack Pro administrator(s). Users are created on the license server and then given access to the Server Admin Utility.

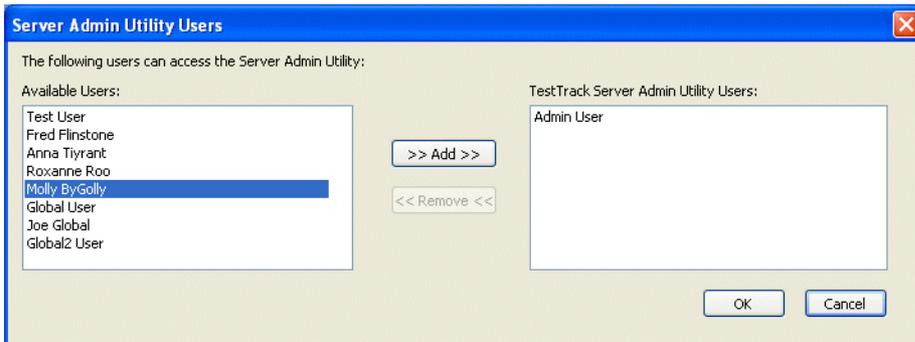
---

**Note:** Server users are **not** the same as database users. Server users **cannot** automatically access a project database.

---

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

The Server Admin Utility User dialog box opens.



- 2 Select a user from the Available Users list and click **Add**.

You cannot set security rights for Server Admin users. Make sure you want the selected user to have full access to the Server Admin Utility.

- 3 Click **OK** when you finish adding users.

## Editing servers

- 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. You can change the server address and port number.

- 4 Click **OK** when you finish making changes.

## Removing server users

- 1 Click **Users** or choose **View > Server Users**.  
The **Server Admin Utility User** dialog box opens.
- 2 Select a user from the **TestTrack Server Admin Utility Users** list and click **Remove**.  
The user can no longer access the **Server Admin Utility**.
- 3 Click **OK** when you finish removing users.

## Deleting servers

- 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. Click **No** to cancel the deletion.

---

**Note:** 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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Creating databases, 8

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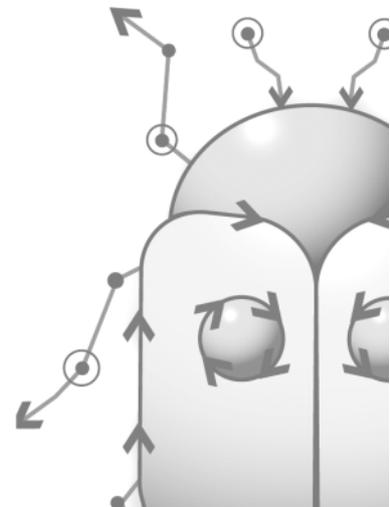
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## About databases

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

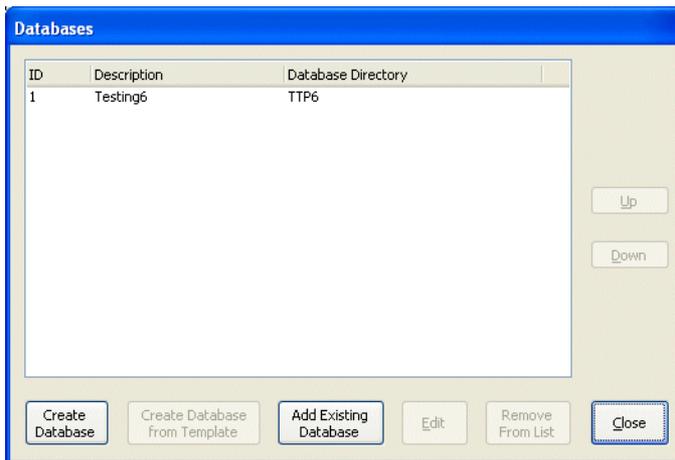
---

**Note:** When a database is created the logged in user automatically becomes the default administrator for the database.

---

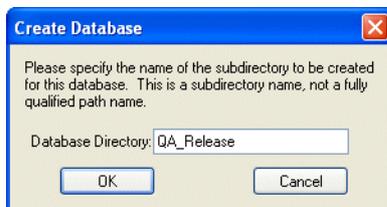
- 1 Click **Databases** or choose **View > Databases**.

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 Database Directory name.

Do not use the following characters:

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

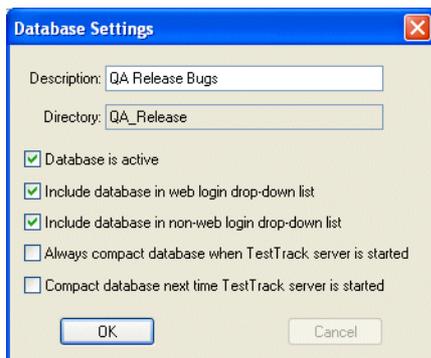
---

**Note:** 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.

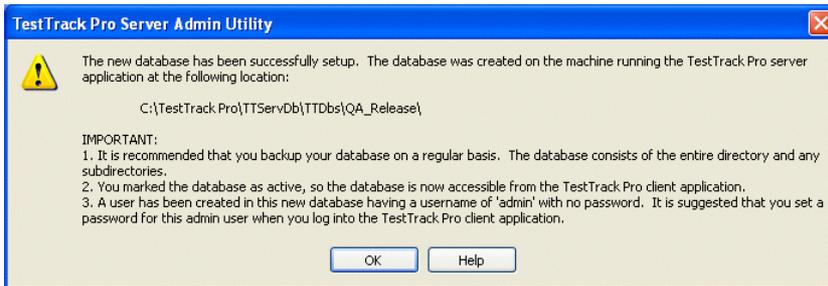


### 5 Enter a Description.

This is the name displayed when users log in to TestTrack Pro.

- 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 client login.
  - Include database in non-web login drop-down list adds the database to the TestTrack Pro Windows client login.
  - Always compact database when TestTrack server is started compacts the database each time the server is started. Compacting removes space used by deleted records and rebuilds the index files. If you choose this option, the server can take longer to initialize.
  - Compact database next time TestTrack server is started only compacts the database the next time the server is started.
- 7 Click OK.

The database is created in a subdirectory of the TestTrack Pro TTDBs directory. A message opens with information about the database.



- 8 Click OK to close the message.

## Creating distributed databases

---

**Note:** When a database is created the logged in user automatically becomes the default administrator for the database.

---

TestTrack Pro can be configured to support fully qualified path names to allow databases to be stored on both local and network drives. Make sure you modify TestTrack Pro's registry settings to allow full path names before proceeding. See [Modifying registry settings, page 12](#).

- 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:

- Asterisk (\*)
- Bar (|)
- Greater than (>)
- Less than (<)
- Question mark (?)
- Quote (“)

4 Click OK.

The Database Settings dialog box opens.

5 Enter a Description.

This is the name displayed when users log in to TestTrack Pro.

6 Select the database settings.

7 Click OK.

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

8 Click OK to close the message.

---

**Note:** Keep the following in mind:

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 create a database on a network drive, the TestTrack Pro server will not be fully functional if the network computer is turned off. If the network computer is shut down, the TestTrack Pro server cannot cleanly close the database, resulting in unsaved changes.

---

## Modifying registry settings

Before you can create a distributed database, you need to modify TestTrack Pro's registry settings using the TTCGI Registry Utility. Make you run the TTCGI Utility on the TestTrack Pro server computer.

- 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** to create databases in any existing directory on the server computer's 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 computer.

## Creating a database from a template

---

**Note:** When a database is created the logged in user automatically becomes the default administrator for the database.

---

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 Database Directory name.

Do not use the following characters for directory names:

- Back slash (/)
- Colon (:)
- Forward slash (\)

Do not use the following characters for 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.

This is the name displayed when users log in to TestTrack Pro.

7 Select the database settings.

8 Click OK.

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

9 Click OK to close the message.

## Adding an existing database

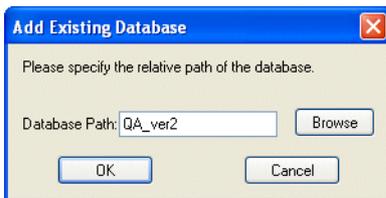
If you remove a database from the TestTrack Pro server, but want to reactive it, you can add it as an existing database.

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 or click Browse to select a database.

---

**Note:** 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.

This is the name displayed when users log in to TestTrack Pro.

- 6 Select the database settings.

- 7 Click OK.

A message opens with information about the database.

- 8 Click OK to close the message.

## 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

Back up TestTrack Pro databases to guard against accidental loss of information.

- 1 On the server computer, log on to MS Windows.

You must log on 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.

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

- 4 Click **OK** to close the message.

## Deleting databases

For security reasons, TestTrack Pro does not let you 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 the Server Log

### Keep track of errors!

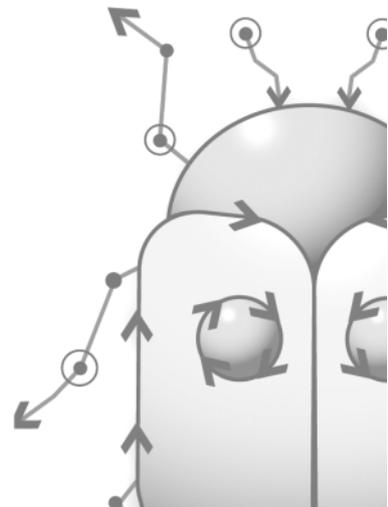
While running quietly on your server, TestTrack Pro is busy tracking the health of your databases and logging errors that will assist you in solving any problems you encounter. The server log contains error, warning, time-out, and user activity information. The amount of information in the log depends on the server options you set.

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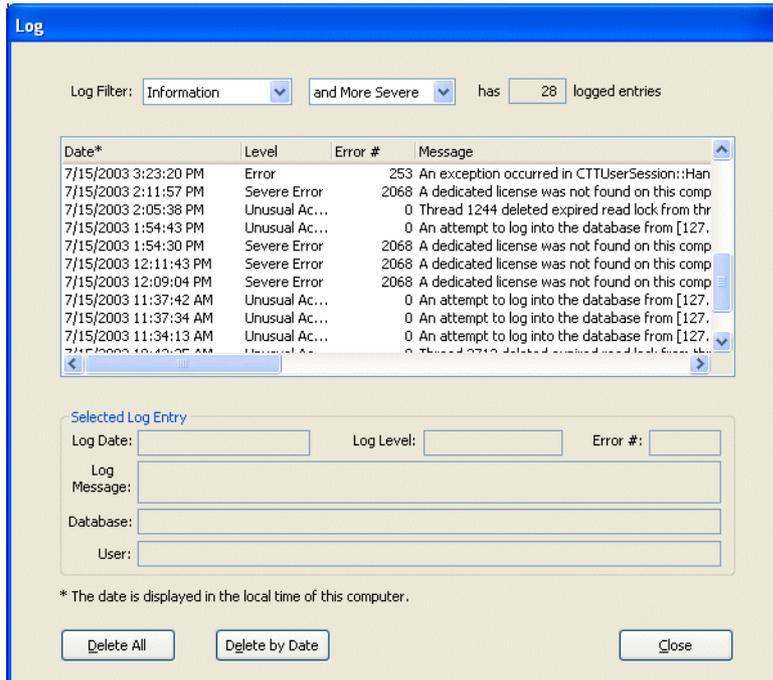
[Deleting log entries by date, 20](#)



## 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.

- 3 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

---

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

---

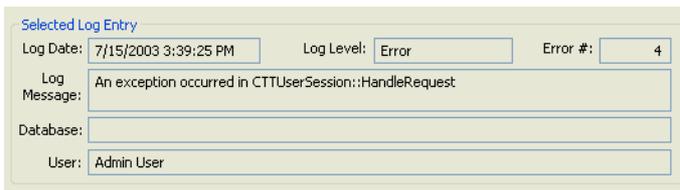
## Viewing log entries

- 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" with the following fields:

Log Date:	7/15/2003 3:39:25 PM	Log Level:	Error	Error #:	4
Log Message:	An exception occurred in CTTUserSession::HandleRequest				
Database:					
User:	Admin User				

- 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 4

## Managing the Mail Queue

### Manage your mail!

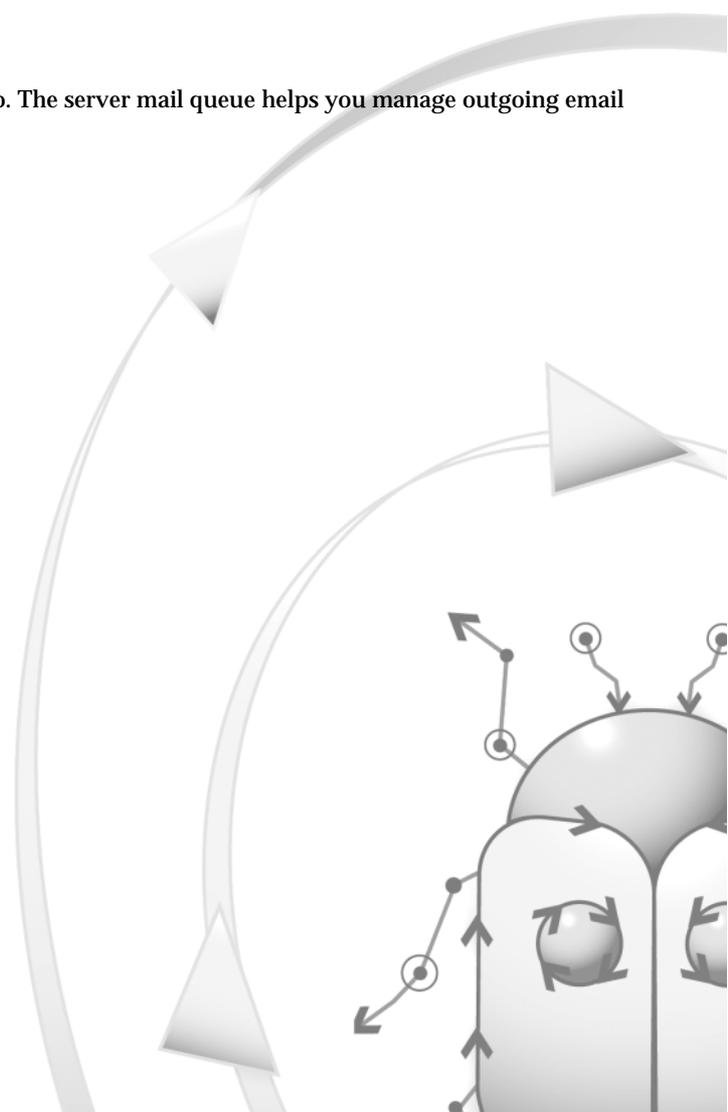
Users can send email from TestTrack Pro. The server mail queue helps you manage outgoing email and resolve problems.

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[Viewing mail in the queue, 22](#)

[Resending mail, 23](#)

[Deleting mail in the queue, 23](#)



## 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.

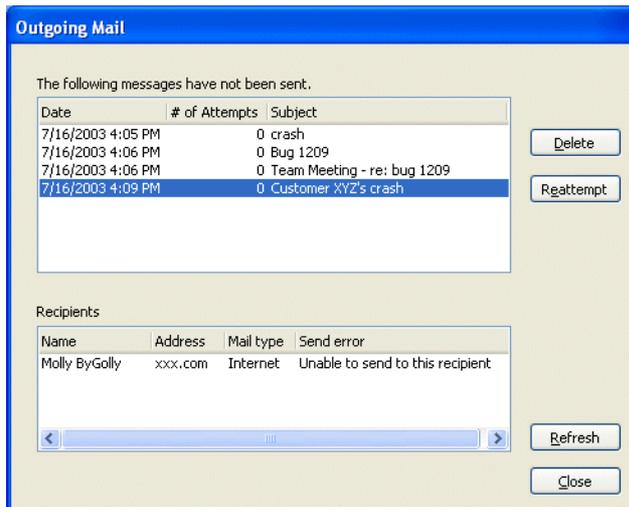
Following are some reasons why an email might be stuck in the mail queue:

- 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.

- 3 Click Delete.

You are prompted to confirm the deletion.

- 4 Click Yes.

The email message is deleted from the mail queue.



# Chapter 5

## Setting Server Options

### Configure it once and forget about it!

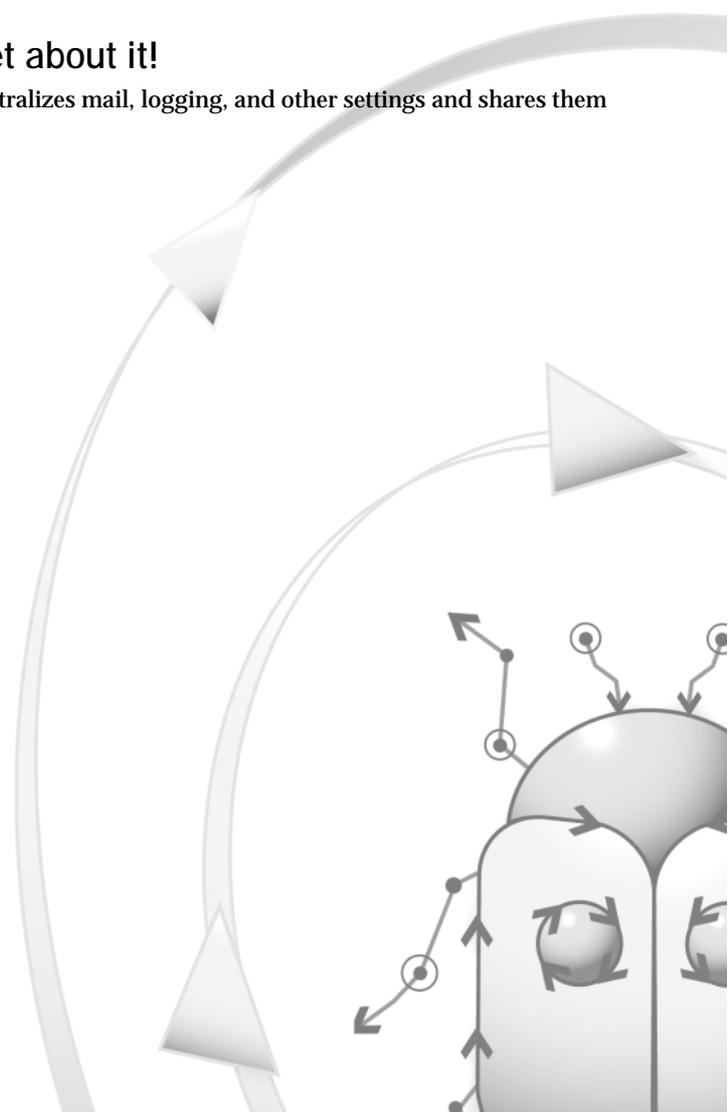
TestTrack Pro's client/server design centralizes mail, logging, and other settings and shares them across databases.

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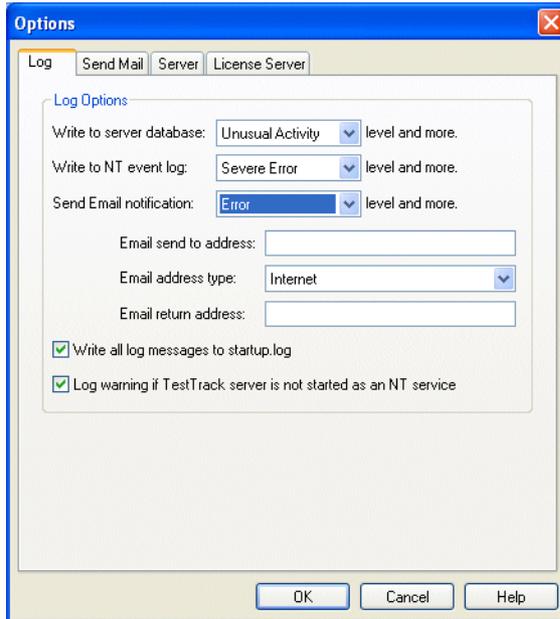
Setting license server options, 30



## 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 server database log 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 an 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 an Email notification logging option.

This specifies the types of server messages that generate email notifications. To generate email notifications, you must also enter an email send to address, select an email address type, and enter an email return address.

---

**Note:** Select **No Logging** if you do not want to generate email notifications.

---

#### 5 Select Write all log messages to startup.log to write error messages to the log file.

Errors that occur during TestTrack Pro server startup are always logged. This option controls log messages for errors 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 log file to Technical Support for help resolving the problem.

#### 6 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.

#### 7 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.

The screenshot shows the 'Options' dialog box with the 'Send Mail' tab selected. The 'From the server...' section contains the following options:

- Enable sending mail via MS Mail/Exchange (MAPI)
  - Pause sending via MAPI
  - Profile Name: Microsoft Outlook Internet Settings (dropdown)
  - Password: (text box)
- Enable sending mail via Simple Mail Transport Protocol (SMTP)
  - Pause sending via SMTP
  - Only send one message per SMTP connection
  - SMTP Host: mail.wysicorp.com (text box)
  - Username: JaneDoe (text box)
  - Password: (password field)

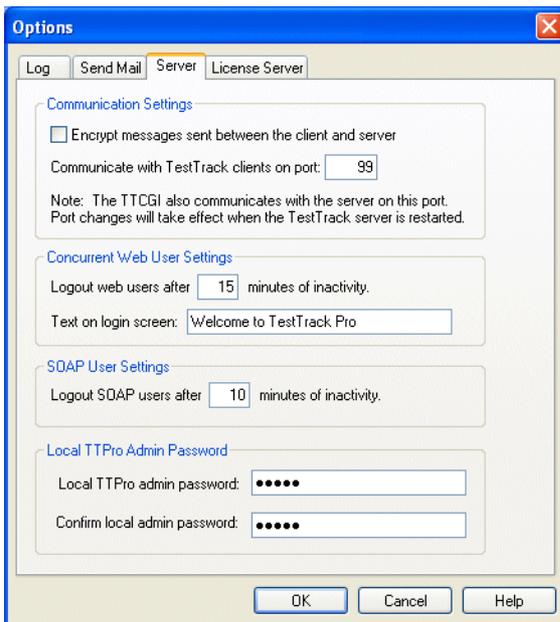
**Authenticated login with the SMTP host will be attempted if a username is specified. Leave the username field blank if no authentication is required.**

Buttons: OK, Cancel, Help

- 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**.
  - Enter a **password**.
- 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. Enter an IP address (e.g., 123.34.5.26) or your mail server's fully qualified domain name (e.g., mail.your company.com).
  - Enter a **Username and Password**.
- 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.

- 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 Enter and confirm a **new password** to change the local TTPro admin password.

When the TestTrack Pro server is installed, a local TTPro admin user is created. If your existing username and password are not recognized, you can login using the local TTPro admin password, leaving the username blank and entering **admin** as the password. This password only provides access to server options and server users.

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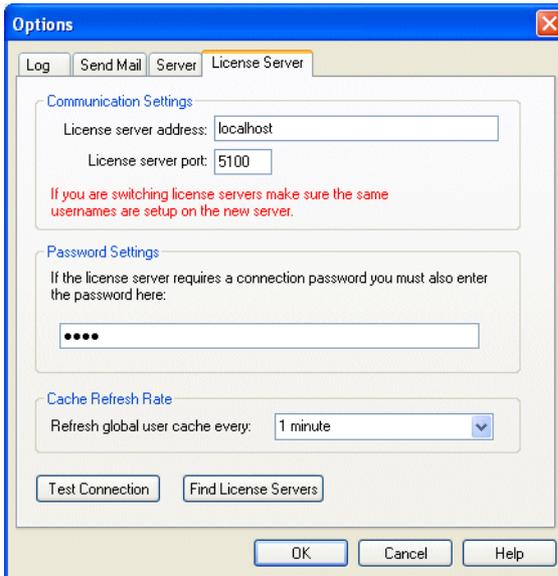
**Note:** It is strongly recommended that you change the local TTPro admin password.

---

- 9 Click **OK** to save the settings.

## Setting license server options

- 1 Click **Server Options** or choose **View > Server Options**.
- 2 Click the **License Server** tab and select the license server options.



- 3 Enter the license server address and port number you want the Server Admin Utility to connect to.  
Click **Find License Servers** to view a list of all license servers on the network.
- 4 Optionally enter a connection password.  
The communications password provides additional security. If a communications password is entered on the license server, TestTrack Pro must use the same password to communicate with the license server.
- 5 Select a cache refresh rate.
- 6 Click **Test Connection** to test the license server connection.  
If the connection is not successful, check the address, port number, and password.
- 7 Click **OK** to save the settings.

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