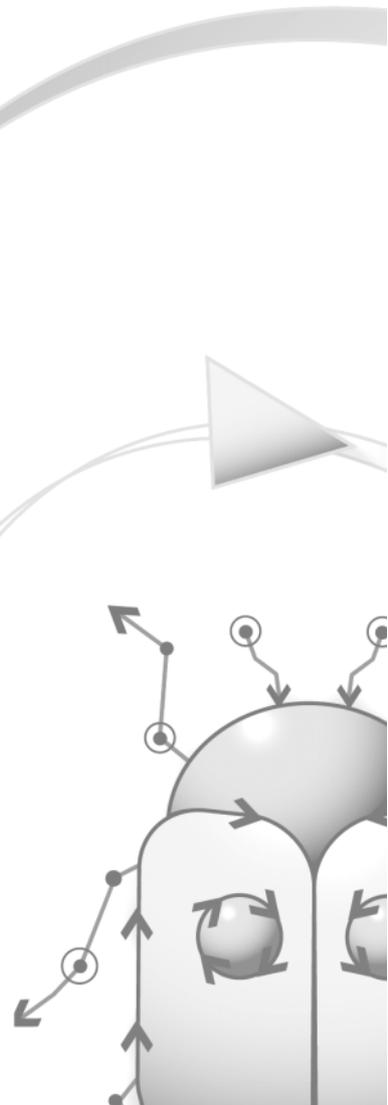


TestTrack Pro Server Admin Web Guide



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?

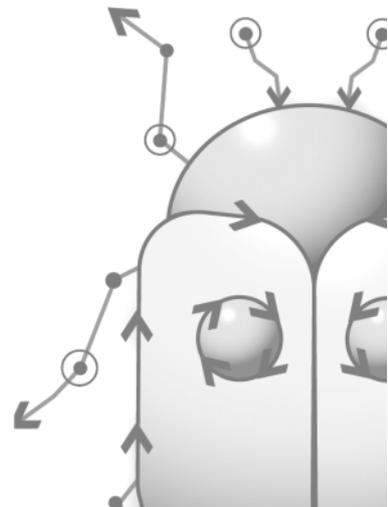
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About the Server Admin Utility

Each TestTrack Pro server contains information about databases, 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.
- Server Log - used to view and manage the server log. Errors, exceptions, and other activities are logged.
- Server Users - used to manage server admin accounts.
- Mail Queue - used to manage and view the outgoing mail queue.
- Server Options - used to manage log, mail, and server options.

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 Start a Web browser and enter the URL to access the Server Admin Utility.

To access servers, enter the static server address or the IP address and the path to the admin login page. For example:

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

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

Note: 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.



Welcome to TestTrack Pro Server Admin

Please enter your username and password.

Username:

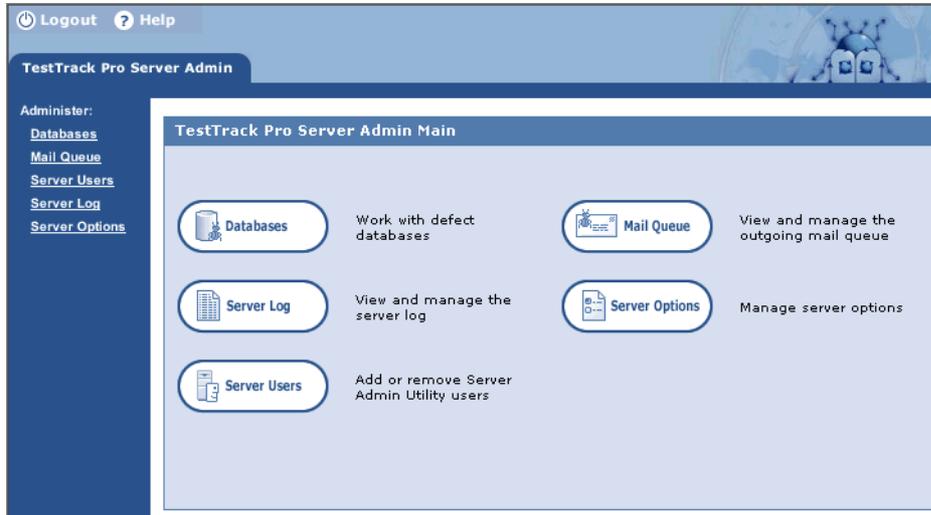
Password:

Login

3 Enter a Username and Password and click Login.

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 add at least one admin user to the server. See [Adding server users, page 4](#) for more information.

4 The TestTrack Pro Server Admin Main page opens.



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

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 DNS.

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

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

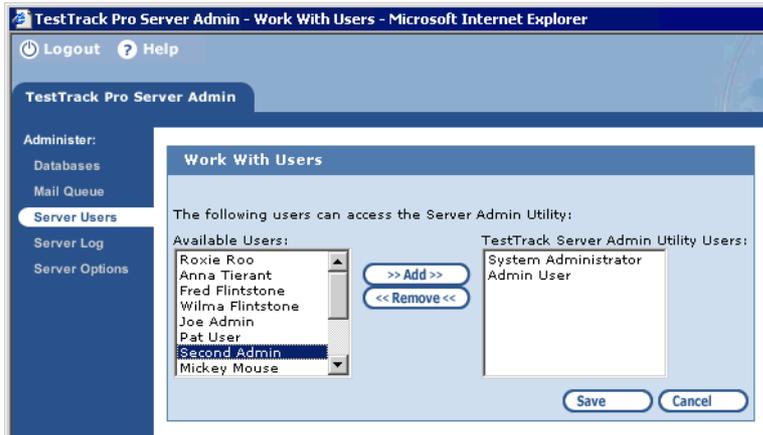
Adding server users

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

The Work with Users page 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 Save when you finish adding users.

Removing server users

- 1 Click Server Users.

The Work with Users page opens.

- 2 Select a user from the TestTrack Server Admin Utility Users list and click Remove.

The user is removed.

- 3 Click Save when you finish removing users.

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!

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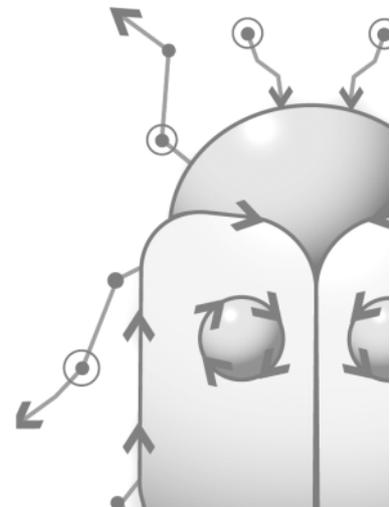
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About databases

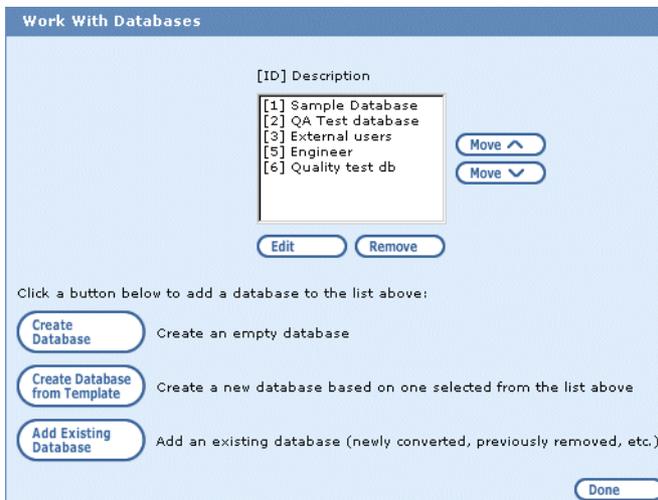
A TestTrack Pro database contains all the information you track, including defects, user groups, users, customers, filters, test configurations, and workbook tasks.

You can create 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

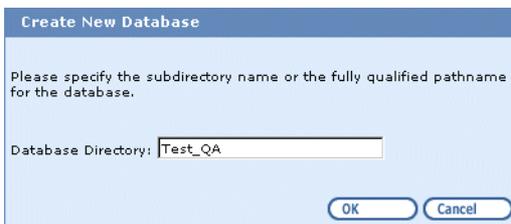
1 Click Databases.

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.

Note: To enter a fully qualified pathname, run the TCGI 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:

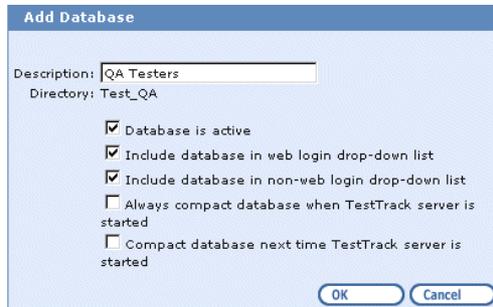
Asterisk (*)	Bar ()	Back slash (/)
Colon (:)	Forward slash (\)	Greater than (>)
Less than (<)	Period (.)	Question mark (?)
Quote (“)		

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.



The screenshot shows a dialog box titled "Add Database". It has two text input fields: "Description:" with the value "QA Testers" and "Directory:" with the value "Test_QA". Below these are five checkboxes with the following labels: "Database is active" (checked), "Include database in web login drop-down list" (checked), "Include database in non-web login drop-down list" (checked), "Always compact database when TestTrack server is started" (unchecked), and "Compact database next time TestTrack server is started" (unchecked). At the bottom right are "OK" and "Cancel" buttons.

- 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 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 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

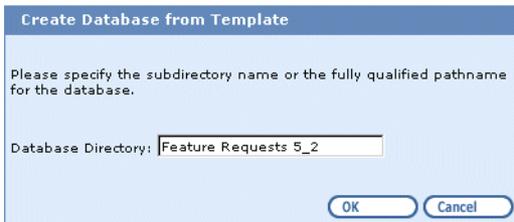
This command lets you create a new database populated with users, user groups, customers, filters, test configurations, and reports from an existing database. Defects and user workbook tasks are not copied.

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.

Note: 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:

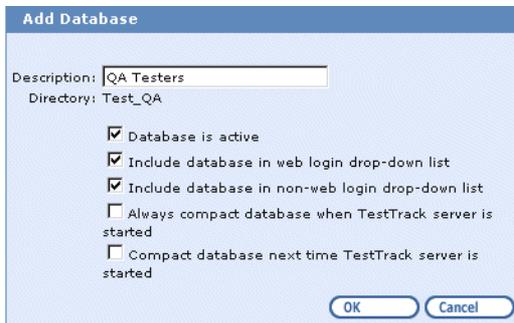
Asterisk (*)	Bar ()	Back slash (/)
Colon (:)	Forward slash (\)	Greater than (>)
Less than (<)	Period (.)	Question mark (?)
Quote (“)		

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 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.

- 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

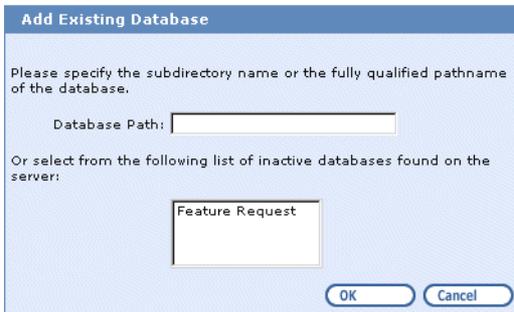
An existing database is a database you converted from TestTrack Workgroup or an older version of TestTrack Pro to the current version. A database you removed from the TestTrack Pro server but need to make active again is also defined as an existing database.

- 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 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 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 contains of all the files in the subdirectory.

Chapter 3

Setting Server Options

Configure it once and forget about it!

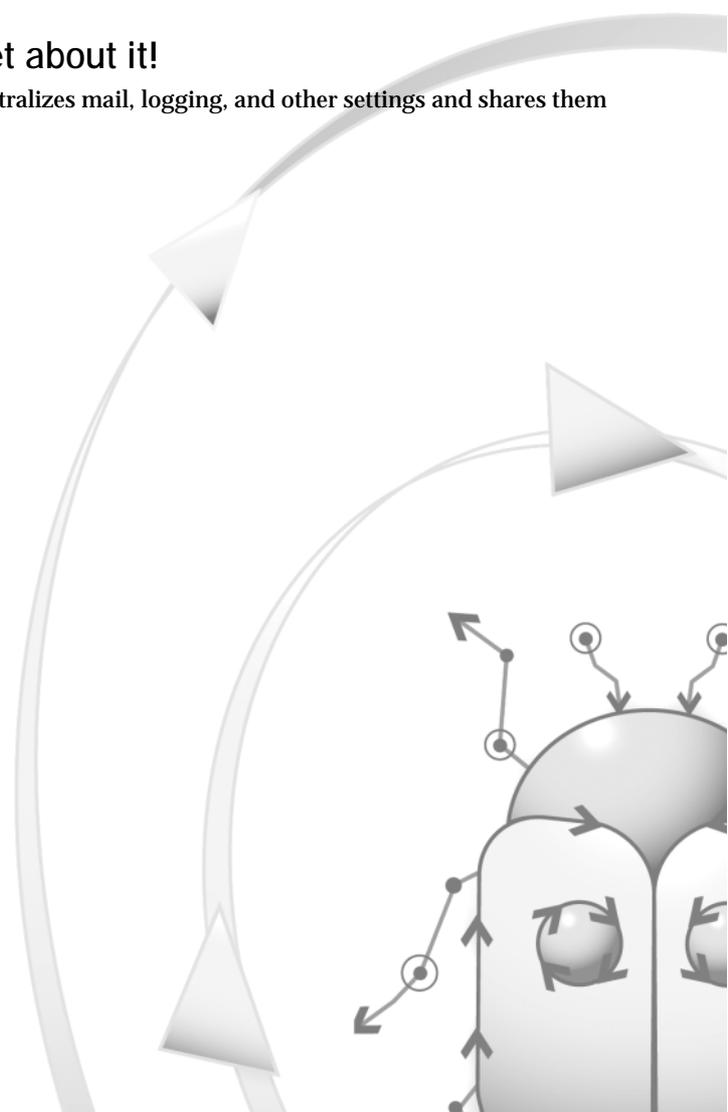
TestTrack Pro's client/server design centralizes mail, logging, and other settings and shares them across databases.

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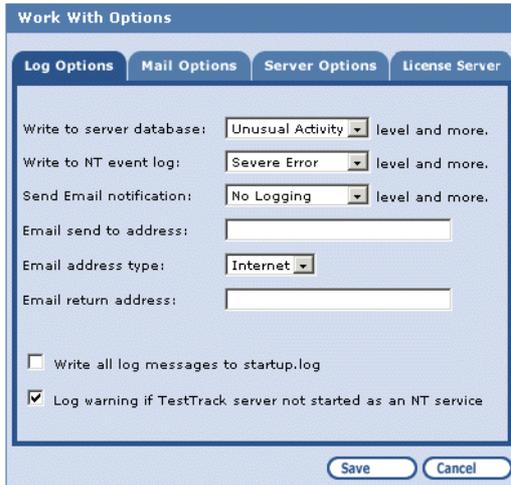
Setting license server options, 20



Setting log options

1 Click Server Options.

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



The screenshot shows the 'Work With Options' dialog box with the 'Log Options' tab selected. The dialog has four tabs: 'Log Options', 'Mail Options', 'Server Options', and 'License Server'. The 'Log Options' tab contains the following settings:

- Write to server database: Unusual Activity (dropdown) level and more.
- Write to NT event log: Severe Error (dropdown) level and more.
- Send Email notification: No Logging (dropdown) level and more.
- Email send to address: (empty text box)
- Email address type: Internet (dropdown)
- Email return address: (empty text box)
- Write all log messages to startup.log
- Log warning if TestTrack server not started as an NT service

At the bottom of the dialog are 'Save' and 'Cancel' buttons.

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.

Email notifications, containing log information such as errors and warnings, are sent to this email.

- 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 write error messages to the log file.

Errors that occur during TestTrack Pro server startup are always logged. This option logs errors that occur after startup. Seapine Support may ask you to select this option if you are experiencing a problem. You can then email the log file to Seapine for help resolving 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 mail options

- 1 Click Server Options.
- 2 Click the Mail Options tab and select the options.

The screenshot shows the 'Work With Options' dialog box with the 'Mail Options' tab selected. The dialog has four tabs: 'Log Options', 'Mail Options', 'Server Options', and 'License Server'. The 'Mail Options' tab contains the following settings:

- Enable sending mail via MS Mail/Exchange (MAPI)
 - Pause sending mail via MAPI
 - Profile Name:
 - Password:
- Enable sending mail via Simple Mail Transport Protocol (SMTP)
 - Pause sending mail via SMTP
 - Only send one message per SMTP connection
 - SMTP Host:
 - Username:
 - Password:

Note: 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: Save, Cancel

- 3 Select **Enable sending mail via MAPI** to send email in MAPI format.
 - If you are experiencing 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 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** for the SMTP host.
- 5 Click **Save**.

Setting server options

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

The screenshot shows a dialog box titled "Work With Options" with four tabs: "Log Options", "Mail Options", "Server Options", and "License Server". The "Server Options" tab is selected. The settings are organized into several sections:

- Communication Settings:**
 - Encrypt messages sent between the client and server
 - Communicate with TestTrack clients on port:
 - Note: TTCGI also communicates with the server on this port. Port changes will take effect when the TestTrack server is restarted.
- Concurrent Web User Settings:**
 - Logout web users after minutes of inactivity.
 - Text on Login screen:
- SOAP User Settings:**
 - Logout SOAP users after minutes of inactivity.
- Super User Password: admin**
 - Super User Password:
 - Confirm Super User Password:

At the bottom of the dialog are two buttons: "Save" and "Cancel".

- 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.

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

- 9 Click **Save**.

Setting license server options

- 1 Click Server Options.
- 2 Click the License Server tab and select the license server options.

The screenshot shows a dialog box titled "Work With Options" with four tabs: "Log Options", "Mail Options", "Server Options", and "License Server". The "License Server" tab is selected. The dialog contains the following sections:

- Communication Settings:**
 - License server address:
 - License server port:
- Warning:** **If you are switching license servers make sure the same usernames are setup on the new server. You must reboot the TestTrack server to apply these changes.**
- Password Settings:**
 - If the license server requires a connection password you must also enter the password here:
 -
- Cache Refresh Rate:**
 - Refresh global user cache every:

At the bottom of the dialog are two buttons: "Test Connection" and "Find License Servers". Below the dialog box are "Save" and "Cancel" buttons.

- 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 Save to save the settings.

Chapter 4

Managing the Server Log

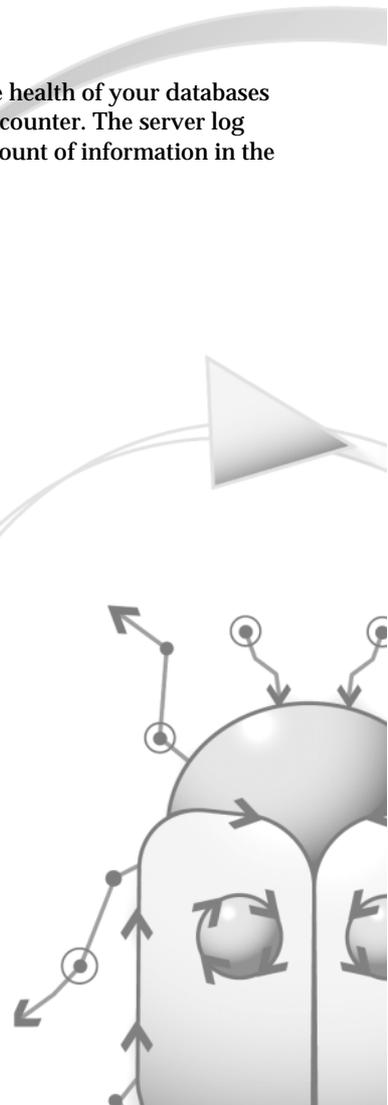
Keep track of errors!

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. 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 all log entries, 23](#)

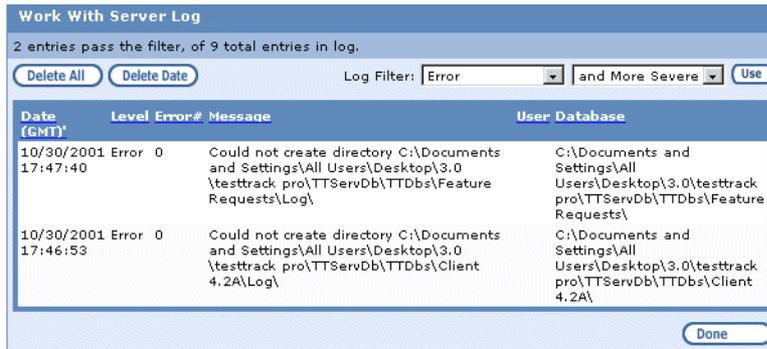
[Deleting log entries by date, 23](#)



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.

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: 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!

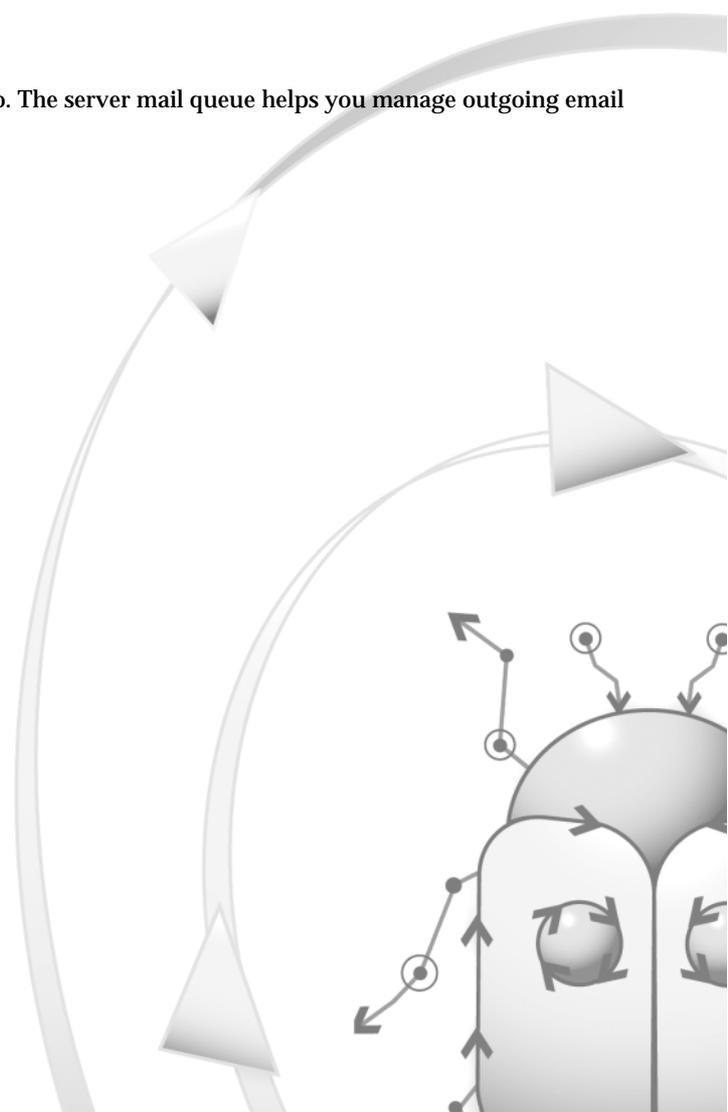
Users can send email from TestTrack Pro. The server mail queue helps you manage outgoing email and resolve problems.

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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.

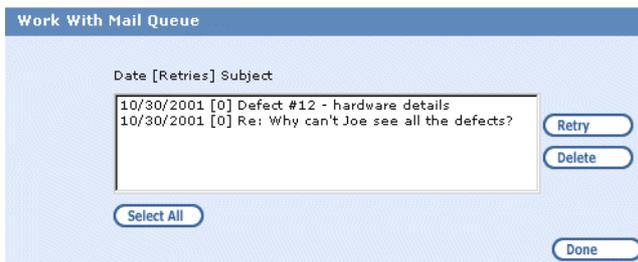
Following are some reasons why an email might be stuck in the mail queue:

- 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

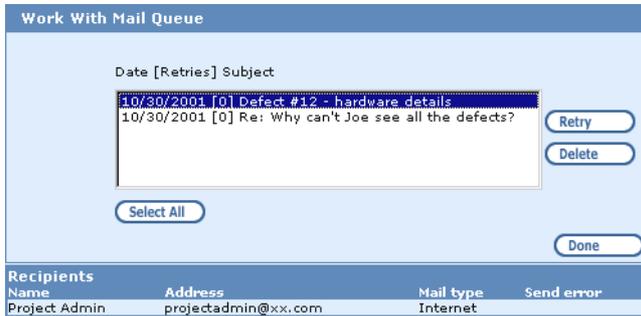
- 1 Click Mail Queue.

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.

Note: 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.

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