



Support Tracker

Administration Guide

Version 1.0
14 January 2003

Table of Contents:

1. Overview.....	3
1.1. <i>Company overview</i>	3
1.2. <i>Product overview</i>	4
2. System requirements	5
2.1. <i>Server</i>	5
2.2. <i>Client</i>	5
2.3. <i>Database</i>	5
2.4. <i>E-mail subsystem</i>	5
3. User pre- requirements	6
4. Administration of the system	7
4.1. <i>System logon</i>	7
4.2. <i>Managing users</i>	9
4.3. <i>E-mail Support configuration</i>	11
5. Administration of the system – let’s go deeper	13
5.1. <i>Database maintaining</i>	13
5.2. <i>Image Storage</i>	13
5.3. <i>System registry</i>	14
5.4. <i>Logging</i>	14
5.5. <i>Post- installation file structure</i>	15
6. Error messages & Support.....	17

1. Overview

This document is a White Paper for **CompoundDev's Support Tracker** product. It is designed to introduce the company, the product and to describe a basic functionality and usage.

1.1. Company overview

CompoundDev is a company that was found in 2001 in Oxford, the United Kingdom. The company was transformed from the existing SQA Alliance, a company that was found in 1998 in Prague, the Czech Republic. The company had been found for two main reasons:

1. To create a new business opportunity for the major product, Support Tracker.
2. To support existing products of SQA Alliance such as SQAOLmod, a product designed for archiving received emails.

The main goals of CompoundDev Company are:

1. To develop and distribute professional software mainly focused on a software development cycle.
2. Distribute and support existing and new products.
3. Keep developing of software free of errors and conclusions, the software that helps to customers and that makes work easier.
4. Co-operate with 3rd parties such as do developing for 3rd parties companies as outsourcing and application design.

CompoundDev is the company that is fully focused on the customer, the company that has been created to support and communicate with the customer.

1.2. Product overview

Support Tracker is a Client-Server solution that is designed to help in a software development cycle. The main focus of the functionality is set on tabular archiving of found / fixed and closed errors with availability to use them as a reference for a future development.

The functionality is extended to control the quality of a development and controlling a quality of done work of particular users of the system. The system is designed to help speed up the development cycle and improve the software quality checking during the cycle.

Because in the system there are various types of users inserted data are separated from each other and securely stored in a database. There is no way how a user A could modify or damage data inserted or managed by a user B. The only way how to modify data is through the system functionality.

The functionality of the system is mainly focused on easy-to-use way of working with the software. Many of features of the system are automatics so there are no additional requirements to user to do some extra work.

The key features of Support Tracker are:

1. Easy to use and user friendly
2. Client-Server solution
3. Secure data storage
4. Support of e-mail notification
5. Scalability
6. Hi-functionality

2. System requirements

This chapter describes system requirements for **Support Tracker**. The configuration must full-fill system requirements for selected database engine and operating system installed.

These requirements are not part of the **Support Tracker** system requirements. Listed configurations are designed for a small solution implementation; that means MS Access database engine.

Memory requirements are depends on an operating system installed. Listed configuration shows MS Windows 200 installation type.

2.1. Server

Machine configuration: Pentium III min. or AMD equivalent chipset
RAM 128 MB, 256 MB for MS SQL Server
HDD 5 MB + database storage + image storage
Video 1024x768 resolution recommended, 16bit colour
Connection to MS Exchange Server
Network connection when client-server solution applied

Operating system: MS Windows NT 4.x
MS Windows 2000
MS Windows XP

2.2. Client

Machine configuration: Pentium II min. or AMD equivalent chipset
RAM 64 MB
HDD 5 MB
Video 1024x768 resolution recommended, 16bit colour
Network connection when client-server solution applied

Operating system: MS Windows ME
MS Windows NT 4.x
MS Windows 2000
MS Windows XP

2.3. Database

Machine configuration: Please refer to vendor requirements
Operating system: Please refer to vendor requirements
Supported databases: MS Access, MS SQL Server
Please contact the company for additional details when another database integration required.

2.4. E-mail subsystem

Machine configuration: Please refer to vendor requirements
Operating system: Please refer to vendor requirements
E-mail server: MS Exchange Server
E-mail client: MS Outlook

Please contact the company for addition details when another mail system integration required.

3. User pre- requirements

For system administrators is essential to read *“Installation guide”* before installation. There are typical requirements like system knowledge and user rights assignment. The purpose of this document is not to describe what is needed to know as an administrator but how to successfully manage Support Tracker.

For users there are no special requirements to use **Support Tracker**. The knowledge of using of operating system is recommended. When E-mail subsystem integration is used an additional requirements to users is to know how to operate with used E-mail client such as MS Outlook and fully understand the mechanism of notification that is used by Support Tracker.

It is fully recommended to read *“Client guide”* and *“How to effectively work with Support Tracker”* manuals before using the system. .

For all users of the product is fully essential to understand the process in which Support Tracker would be involved the same as to understand their role in the business process. Without understanding the particular role in the business usage of the product is not guaranteed efficiency of the product. Please pay you're an attention to it.

4. Administration of the system

This section describes how to properly administrate and use Support Tracker from the administration point of view. Because the administrator is a member of the system too and it has the same meaning as an average user, it is important to read the user documentation too.

4.1. System logon

Support Tracer server is a DCOM server. That means that it could be accessible form anywhere in the network same as from the local machine. If the server is installed as local server - the client is running from the same machine as the server it doesn't matter. The configuration and administration of the server will be the same.

After the installation you can find a Support Tracker program group through your Start menu (or another name that you have provided):

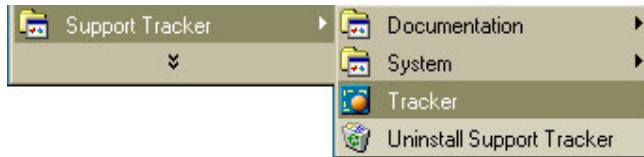


Fig. 1 – Start menu

For accessing Support Tracker use **'Tracker'** shortcut provided. The shortcut is used for accessing the system as the administrator/ user.

When you logon first time the configuration dialog for server location appears. It is important to point on the right computer that is providing running instance of Support Tracker. If you do so, there are no problems. Otherwise you notice problems with connecting to a database and to the server. So please pay an attention to this initial settings:

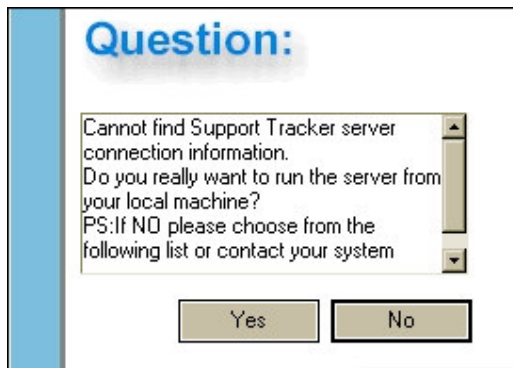


Fig. 2 – First launch dialog

If you choose **'Yes'** Support Tracker client will access the server as a local server. In this case the server **MUST** run from the local machine. Use this choice for local server configuration only – the server and the client are running from the same location.

If you choose 'No' (preferred choice) the computer selection dialog appears:

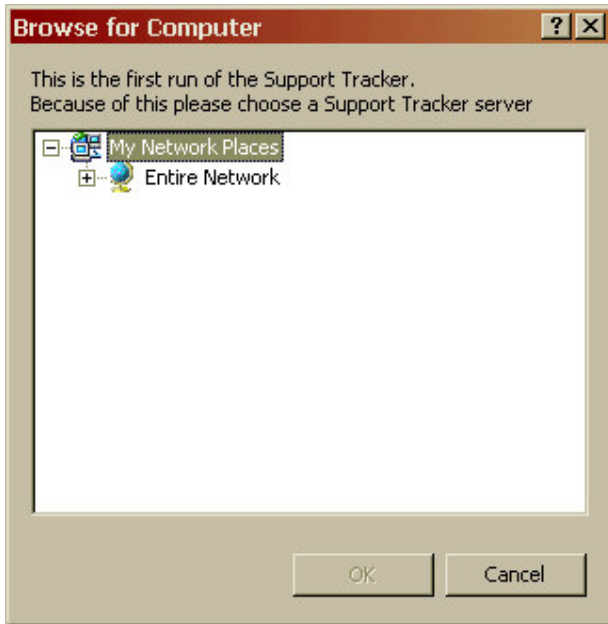


Fig. 3 – Browse for Support Tracker server dialog

When you choose the right machine from the selection provided a Support Tracker Logon screen should be displayed.

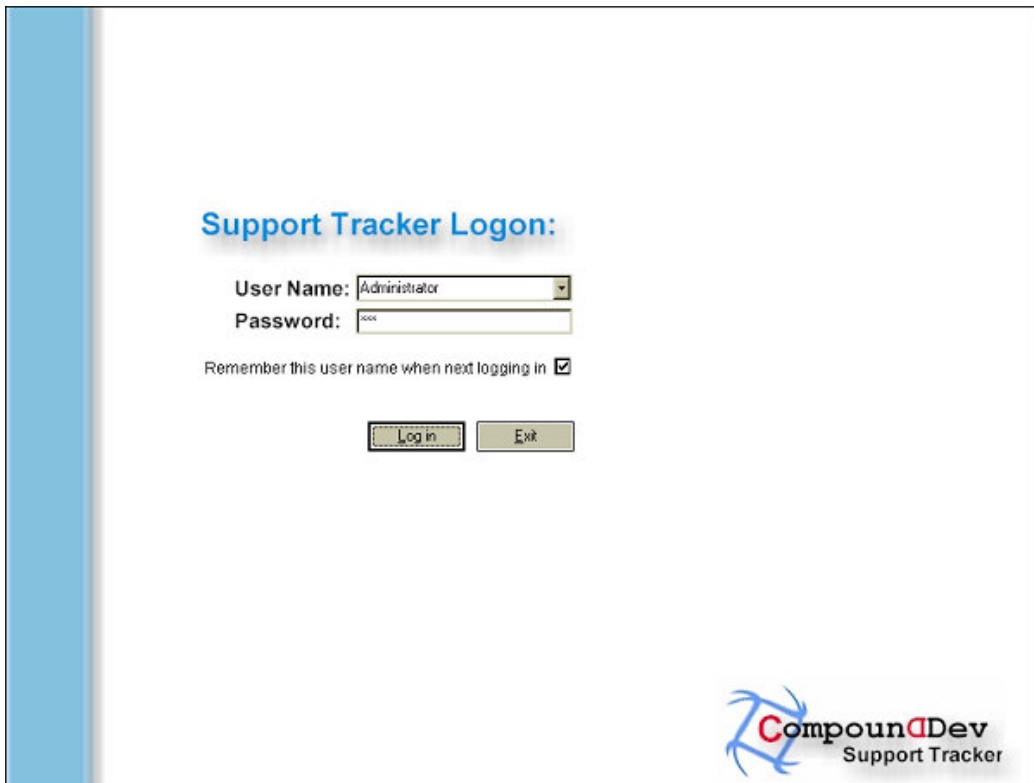


Fig. 4 – Support Tracker logon screen

When you logon first time you should use systems provided user name and password:

User Name: Administrator
Password: **admin**

Press **Log in** button. From this time you are in the system itself so all changes that you make will be mirrored straight to the database. Please bear in mind that when you change something it will modify the system itself so please pay an attention to all changes. Your first step in Support Tracker is to set it up properly. There is needed to set up the followings:

Users – create users of the system

E-mail support – set up a profile that will be used for sending of automatic notification messages

4.2. Managing users

When you log in to the system you will always see this screen:

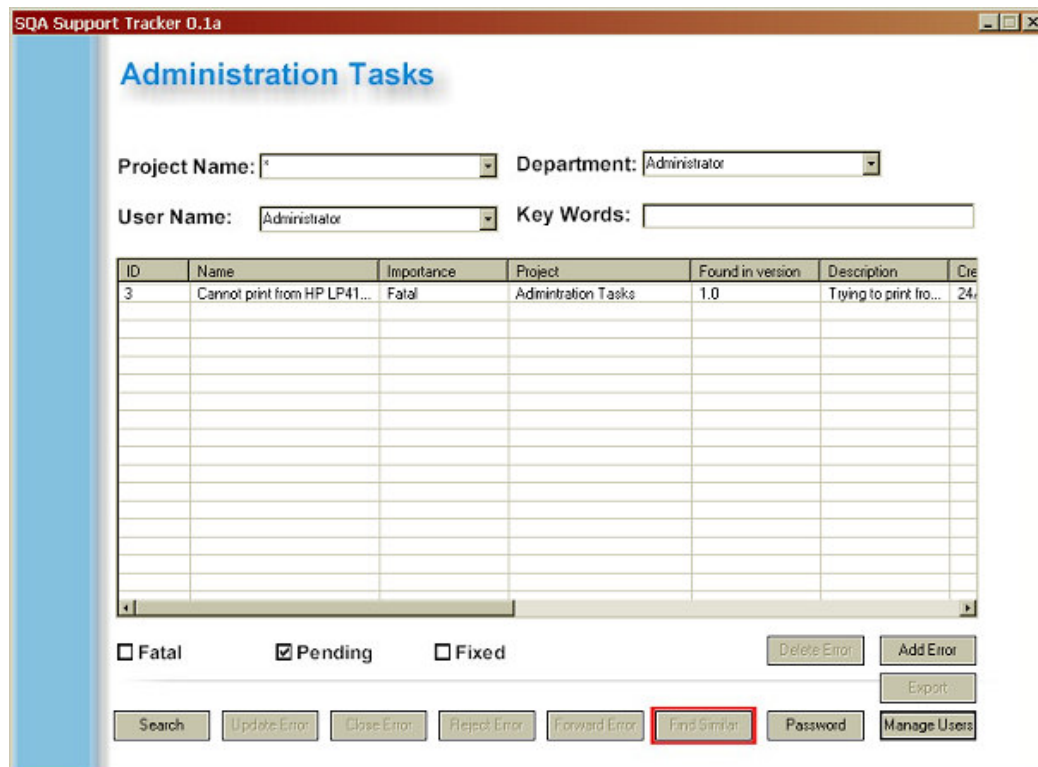


Fig. 5 – Administration Tasks, Main Page

For now please leave alone whole user interface of this page and press the **Manage Users** button that is located in the bottom-right corner of the window. Through this button you have an access to users data and E-mail subsystem settings.

User Management Console

User Name: Martin Johns

Password: [REDACTED]

E-mail Address: johns@compoundev.com

User Type: Administrator

User Description: Admin after Havlicek because Havlicek left the team. The same role.

Internal User ID: Y5KKDIFL0DUCRHNKVBFDVY

Date Stamp: 24/11/2002 16:41:38

Buttons: Add User, Update User, Remove User, Clean Fields, E-mail settings, Cancel

Fig. 6 – User Management Console screen

Through the User Management console you are enabled to manage users of Support Tracker - like add a new one, update an existing one and remove an existing one. For the functions listed above please use buttons provided. There is an extra button called **'Clean fields'**. The purpose of the button is to clean all edit fields after adding a new one user or just clean them if you wish so.

Before you start adding new users it is very important to understand how this console works. When you want to manipulate with an existing user of the system you should use **'User Name'** combo box and choose one from there. When you choose a user the others fields in the console are filled. After that you can **'Update'** the user records or **'Remove'** the user from the system. When you wish to add a new user from this point you have to use **'Clean fields'** button to prepare the console for input of new values.

NOTE: if you check the screen properly you have to be confused with **'User Type'** combo. What does it means?

User Type combo is assigning a role to a particular user. Role is a 'function' or 'profession' of the user. By the role you set up what the user does in your process of using the system. There are 4 pre-defined roles, provided by Support Tracker:
Administrator – is administrating the system and it is responsible for running and setting up Support Tracker + other stuff.

Developer – is responsible for a product development, so it is the first part in the product development chain. The profession of Developer should be developer, analyst, technical architect, business analyst, e.g.

Tester – is responsible for a quality of the product. His profession is to find errors in the product before the product is distributed to a customer, so he is the middle part in the product development chain. The profession of Tester should be quality software tester, development support, project leader, project manager, technical architect, e.g.

Support – is responsible for supporting of the existing product and communicating with a customer. Because of that he has an access to the project database and he is able to create new errors, track them and preview them. For the support person it is very important to be able to track through the existing errors to prevent creating a new, duplicity one and to use the existing solutions with his support. Because support is the last part in the product development chain it is the most important. That is the reason why is Support Tracker so called.

All above listed roles are able to co-operate with each other and has a specific rights and function through the system. The '*Client user guide(s)*' describes a detailed description of enabled functionality to the particular role.

These fields must be filled:

- **User name** – a new user name. Do not use the combo box provided because it contains the existing users only.
- **Password** – a new user password. Please provide a temporary password.
- **E-mail address** – a new user e-mail address. Please choose the address from the combo box provided or enter a new one.
- **User Type** – a new user type. There are various types of users, please assign a role by the combo box provided. It is very important to know which role has to be assigned to whom so be absolutely sure before selecting one.
- **User Description** – a new user description. This field must contain a description of the user, like "Member of Martin's Team, experienced developer".

There are also read-only items:

- **User ID** – a new user ID. This ID is assigned by the system when a new user is created. This ID is a unique value that is assigned to the user and by which are all items recognized as user's items within the system. This value is unchangeable.
- **Date field** – it contains a date and time of the last modification of the user record. Obviously, it is empty in the time of creation.

4.3. E-mail Support configuration

By pressing E-mail settings button you are able to set up the E-mail Support engine. Without proper setting up of the engine there will be no notification within the whole Support Tracker so please pay attention to proper set up of the engine.

The whole setting is quite simple. When you press the button the following screen is displayed:

E-mail Support Configuration

Profile Name:

Inbox Name:

Outbox Name:

Settings Note:
Please choose your E-mail profile name form the combo box above and fill carefully an inbox and an Outbox name (e.g. inbox, outbox). Without proper values the E-mail subsystem would not work properly.

Fig. 7 – E-mail Support Configuration screen

There are three editable fields that are required to set up:

- **Profile Name** – the profile name is used by the operation system to process e-mail messages. You use the same profile name within for example Microsoft© Exchange Server™ for routing e-mail messages. The profile is used by operation system messaging engine to send & receive e-mail messages that are routed to you (name or domain). You don't need to figure out what is the name of the profile because Support Tracker automatically scans your system for e-mail profiles and fills them in the combo provided. If there are no listed items in the combo provided please refer to the next NOTE. Choose the appropriate name and continue to the next filed.
- **Inbox Name** – the inbox name is used by the e-mail profile to receive inbound e-mail messages. The name depends on the type of your e-mail engine; for example for Microsoft© Exchange Server™ the name is **Inbox**.
- **Outbox Name** – the outbox name is used by the e-mail profile to send outbound e-mail messages. The name depends on the type of your e-mail engine; for example for Microsoft© Exchange Server™ the name is **Outbox**.

NOTE: in the case that Profile Name combo box doesn't provide listing of available profiles you have to configure e-mail profile. The easies way to do it is to check Windows help and then continue through Control Panel. The purpose of this document is not to describe how to set up e-mail profile within the operating system. If you need help with it or additional information please do not hesitate to contact our Support Department (<mailto:support@compoundev.com>).

5. Administration of the system – let's go deeper

5.1. Database maintaining

The Support Tracker is able to use any database that is ODBC compliant. But the standard installation contains a local file system database that is MS Access-type database. For connection of the database the MS Jet engine is used. The MS Jet has been installed and configured during the installation.

The Support Tracker database could be found in the folder “**_suppor_tracker_server_installation_folder\Database**”.

At the same location the connection **connection.udl** file is stored. The .udl file is about making a connection between the database and the server; so it is the key-part of the connection mechanism. If you need to modify it manually please do so but be careful and make a backup copy of the original before you do any changes.

Please note that the database is a base of the system. If you damage it or do some unwanted manual changes you can loose all your previous records. Please avoid any manual contact with the database.

For maintaining of the database there are always tools provided by database creators and providers. Especially for MS Access database it is important to **Compact and Repair** the database regularly. The MS Access front end provides this functionality.

Together with MS Access database (or another installed database) there is a hidden file-type database with specific CompounDev's inside format. By the terminology of Support Tracker is called **Image Storage**.

5.2. Image Storage

The Image Storage area is a file-type database that is created, maintained and used by Support Tracker only. The database is used for storing captured images and others attachments. The path for the database is stored in the registry and it could be modified through them. As usual, it could be found at:

“**_suppor_tracker_server_installation_folder\ImagesStorage**”.

This database should be unbelievable large. The size always depends on number of records in there but as the administrator you must ensure that there is always enough space available for the database. So please, do not forget to check the free hard drive space often.

If you wish to change the location of the database please feel free to do it, but do not forget to move all records (files) from the folder to a new location. The change of the location must be done through modification of the registry. Please check the 'System **registry**' section bellow for a description

5.3. System registry

Support Tracker is writing to the system registry when is installed. The server is writing to HKEY_LOCAL_MACHINE section.

Value name	Type	Description
ServerLogFullPathFileName	STRING	Specifies the full path file name to server log file
ClientLogFullPathFileName	STRING	Specifies the full path file name to client log file
UDLFullPathFileName	STRING	Specifies full path file name to connection .udl file for accessing the database*
ImagesStorage	STRING	Specifies full path file name to Images storage database location**

Table 1 – HKLM\ SOFTWARE\ CompoundDev\ SUPTracker key

* .udl connection file is describe in '*Database maintaining*' section above.

** Images Storage is described in '*Image Storage*' section above

Support Tracker is also writing to HKEY_CURRENT_USER section:

Value name	Type	Description
EnableLogging	STRING	Specifies if logging is enabled or disabled. The acceptable values are 'Yes' and 'No'

Table 2 – HKCU\ SOFTWARE\ CompoundDev\ SUPTracker key

5.4. Logging

Support Tracker provides hi-level logging facilities. There are two types of logging, logging to the file and logging to the Event Viewer.

Logging to the file is directed by registry settings. If the logging is enabled ('Yes' is set for EnableLogging registry record) there are created two files, one for the server and one for the client. The files are located in the same folder as Support Tracker server binaries. The names of the files are:

SUPServerLog-DD-MM.TXT – log file for the server*

SUPClientLog-DD-MM-TXT – log file for the client*

*DD= actual day, MM= actual month

The log files are a standard .TXT files so MS Notepad or another ASCII viewer could read them. For each day of running a new file is created. The file logging is designed to track down a deep-level problem. It should contain business-sensitive data so please enable it only in a case of failure. It is always a good idea to erase all non-up-to-date logs.

The registry does not direct **Logging to the Event Viewer**. It is always enabled and used for logging fatal problems or failures. As a logging viewer is used the system Event Viewer. Under '**Applications**' group you should find error records in a case of failure. The logging facilities is used for tracking down fatal problems only so when you notice some records in there it is a good idea to enable the file logging and try to catch the problem.

5.5. Post- installation file structure

This part of the document describes the post-installation file structure from the logical point of view. It is quite important to understand properly to the structure because when you'll need to manage an extra requested operation like Image Storage cleaning or transfer you'll need to know where the are files located.

After the installation (a default installation) you could see this structure in the installation directory:

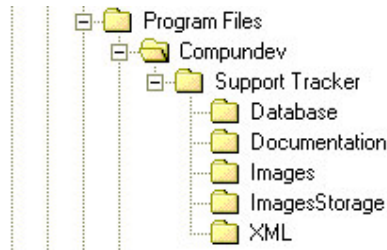


Fig. 8 – Post-installation server file structure

You can see that a quite logical file structure has been created. It is very important to understand the meaning of the names in the list above.

\ **Database** folder – it contains the system database and this folder is the most important from the whole system. The detailed description of the meaning of database is described in the section above.

\ **Documentation** folder – it contains documentation files of Support Tracker and help files.

\ **Images** folder – it contains skins for the windows. Please do not modify the content of the folder otherwise you could make a fatal error in the system.

\ **ImagesStorage** folder – it contains attachment internal database. The detailed description of the meaning of Image Storage is described in the section above.

\ **XML** folder – it contains XML templates for submitting information between the server and the client. Please do not modify the folder content.

The binaries of the server and the client/ console are stored in the root folder of Support Tracker:

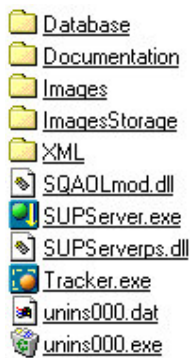


Fig. 9 – Binaries file list

The server is called **SUPServer.exe**. It is DCOM so it must be registered. For registration or un-register please use shortcuts provided by Star menu:



Fig. 10 – Start menu shortcuts

NOTE: When you need to change the type of the server, please do not forget to **un-register** the server first before the change. In the server there is an automatic uninstall check but to registration procedure please ensure that you un-register the server first.

The client & administration console is called **Tracker.exe**. Tracker needs **SQAOLmod.dll** that is E-mail support mechanism.

The **SUPServerps.dll** module is a proxy stub that is providing a communication interface between the server and the server. It must be registered too.

The **uninst000.exe** file contain uninstall procedure for removing Support Tracker from your system. The shortcut is also available from the start menu and from the control panel.

6. Error messages & Support

The system is using message boxes for notifying the user about a malfunction. The description of the error always says what is wrong and it usually contains a straightforward notice to solve the problem. When you get confused with the description please contact the technical support of the company through our web site or through the E-mail:

Company web site: <http://www.compoundev.com/>
Support E-mail: <mailto:support@compoundev.com>

When you contact the company because of the support please do not forget to include these information:

Your customer registered name and ID

Your system configuration

The error description

Both log files (server & client)

Short description of your problem from your point of view

The company's support department will solve your problem as soon as possible and it will advise you the solution that will always fit your requirements.

With other enquiries please [contact the company](#).

We wish you to have a simple administration with our system.