



Vector Issue Tracker README

(build 7.5.0.238.1415)

This document contains important information about the release of Vector Issue Tracker 7. If you are upgrading from an earlier version of Issue Tracker, please read the [Upgrade Readme](#).

Installing the Evaluation Version of Vector Issue Tracker

To install the evaluation version of Vector Issue Tracker:

1. Review the [system requirements](#) and [supported configurations](#) before you start the Setup program.
2. Log on to your Web server with a domain account that has Administrator permissions.
3. Install all Vector Issue Tracker components on your Web server.
4. After the installation is completed, a configuration program will automatically start. At the end of this you will be able to use the default Web Views.

Notes

- The Setup program creates a local user account that is used to access the Vector Issue Tracker databases and for anonymous access to the Web views. For more information about this Windows user account, please look up "Windows account" in the index of the online help for Issue Tracker Web Admin, Issue Tracker Admin, or the Web View Editor.
- Issue Tracker Admin requires Microsoft Access Runtime or Microsoft Access. If you do not have Microsoft Access installed on your system, the setup program installs the Microsoft Access Runtime.
- Issue Tracker requires the Microsoft .Net Runtime 4. If you do not have it installed on your system, the setup program installs it.

Logging On

Admin and **demo** have administrative-level permissions and can open any Web view. The other accounts are role-based, and have restricted permissions and access to Web views. Use the role-based accounts to see how permissions and workflow rules control the issue tracking process.

Project / View	Logon Accounts	
HelpDesk Tickets - Employee View Shows only the issues and information submitted to the help desk by the employee. Internal notes and information added by help desk staff is hidden. Allows employees to submit new issues and check the status of existing issues.	employee	No password
HelpDesk and Problem Tickets Shows all issues and issue information, and is intended for use by help desk staff. Enforces workflow rules and defines an issue lifecycle.	admin	password = admin
	demo analyst group leader	No password

What's New in this Release

What's New in Issue Tracker 7

Supported Configurations

Vector Issue Tracker supports two possible configurations: Standard and Distributed. In both configurations, all Issue Tracker components are installed on the Web server. The difference between the two configurations is the location of the databases.

Standard Configuration

- All Issue Tracker components are installed on the Web server.
- All databases are located on the Web server. By default, the databases are Microsoft Access databases, but you can migrate them to SQL Server (if you have a license for Issue Tracker SQL-Enabled).

Distributed Configuration

- All Issue Tracker components are installed on the Web server.
- All databases are SQL Server, and are located on a separate SQL Server computer.

Both configurations allow you to install additional copies of Issue Tracker Admin and the Web View Editor on other computers. For example, you may want to install a copy of the Web View Editor on your computer, so you can edit and regenerate existing Web views from your desk (to create new Web views, you must run the Web View Editor on the Web server).

Note The distributed configuration is available only with Issue Tracker SQL Enabled.

System Requirements

Server

- **Operating System**

Windows Server 2012, Windows Server 2008, Windows 7 and Vista (evaluation only), Windows Server 2003, Windows Server 2000, or Windows XP

- **Internet Information Server (IIS)**

Internet Information Server (IIS) 7.5, 7.0 and 6.0

- **Database**

SQL Enabled	SQL Server 2012, SQL Server 2008, SQL Server 2005 (Enterprise, Standard or Express), SQL Server 2000, SQL Server 7 (SQL Server licenses must be purchased separately). Note that SQL Server does not have to be installed on the Web server; another computer may be used as the SQL Server computer. The following documents from Microsoft will help you decide what type of licenses are best for you. How to Buy SQL Server
Access	Microsoft Access database is included

Enabled - or -

Microsoft SQL Server 2008 Express, Microsoft SQL Server 2005 Express, Microsoft SQL Server 2000 Desktop Engine (tuned to deliver the same performance as SQL Server for up to five concurrent users. MSDE 2000 supports up to 2GB per database while SQL Server Express supports up to 4GB per database).

- **Disk space** requirements depends on database size (minimum of 270 MB).
- **E-mail System** Issue Tracker e-mail integration and notifications require connecting to a POP and SMTP compliant e-mail server.
- **Crystal Reports / Business Objects**
 - For advanced custom reports, Issue Tracker uses the Crystal Reports v9.0 Runtime Software, which is included with the Vector Issue Tracker.
 - Crystal Reports 12, 11, 10 or 9 is needed if you want to build your own custom reports.
 - By default, Issue Tracker uses HTML-based reports for listing reports, printing issues, and formatting e-mail notification messages.
- **Microsoft Access** Issue Tracker Admin requires Microsoft Access Runtime (included with Vector Issue Tracker).

Web Admin

- **Java Runtime Environment from Sun** v1.4.2 or higher
- **Browser** Microsoft Internet Explorer 10, 9, and 8

E-mail Integration

- POP3 and SMTP compliant e-mail server

Web Views

- All major browsers: Internet Explorer (IE) v8 to v10, Chrome, Mozilla, Safari.

Custom Reports

Vector Issue Tracker includes the Crystal Reports v9.0 Runtime Software. The Setup program installs the Runtime Software on your Web server. This allows users to view custom reports with Crystal Reports.

To build additional custom reports, you need:

Crystal Reports 12, 11, 10 or 9 Standard, Professional, Developer, or Advanced edition).

Crystal Reports must be purchased separately from [SAP](#) or another supplier.

Vector Issue Tracker Components

- **Issue Tracker Server**

Issue Tracker Server includes the Web server component and the databases that contain the issues and definitions (such as queries, reports and layouts) for Issue Tracker projects. Issue Tracker SQL Enabled uses Microsoft SQL Server as the backend database, while Issue Tracker Access Enabled uses Microsoft Access (Jet). The Issue Tracker Server installation includes Microsoft Windows services (Mq Issue Agent, Mq Mail Integration Agent and Mq Evaluator Agent) that take care of the integration with e-mail systems, sending e-mail notifications as well as service level agreement tracking.
- **Issue Tracker Web (Web views)**

Issue Tracker Web is a Web-based application that users run to enter issues, query the database, and generate reports. Each Web view is an instance of Issue Tracker Web. You generate Web views

with the Web View Editor.

- **Issue Tracker Admin**

Issue Tracker Admin is a Microsoft Windows application for administering Issue Tracker projects. For example, you use Issue Tracker Admin to create projects, customize the issue fields, and set up e-mail notifications.

- **Issue Tracker Web Admin**

Issue Tracker Web Admin is a Web-based administration tool. It allows you to add and edit users, define workflow rules, create new tabs, set up choice fields, and to enable e-mail notifications.

- **Web View Editor**

Web View Editor is a Microsoft Windows application that you use to create **Web views** for your Issue Tracker projects. Web views are HTML/ASP pages that provide access to Issue Tracker projects through a Web browser.