

# Comindware<sup>®</sup> Tracker<sup>®</sup>

## Installation Guide

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Publication Date: 13-06-2013

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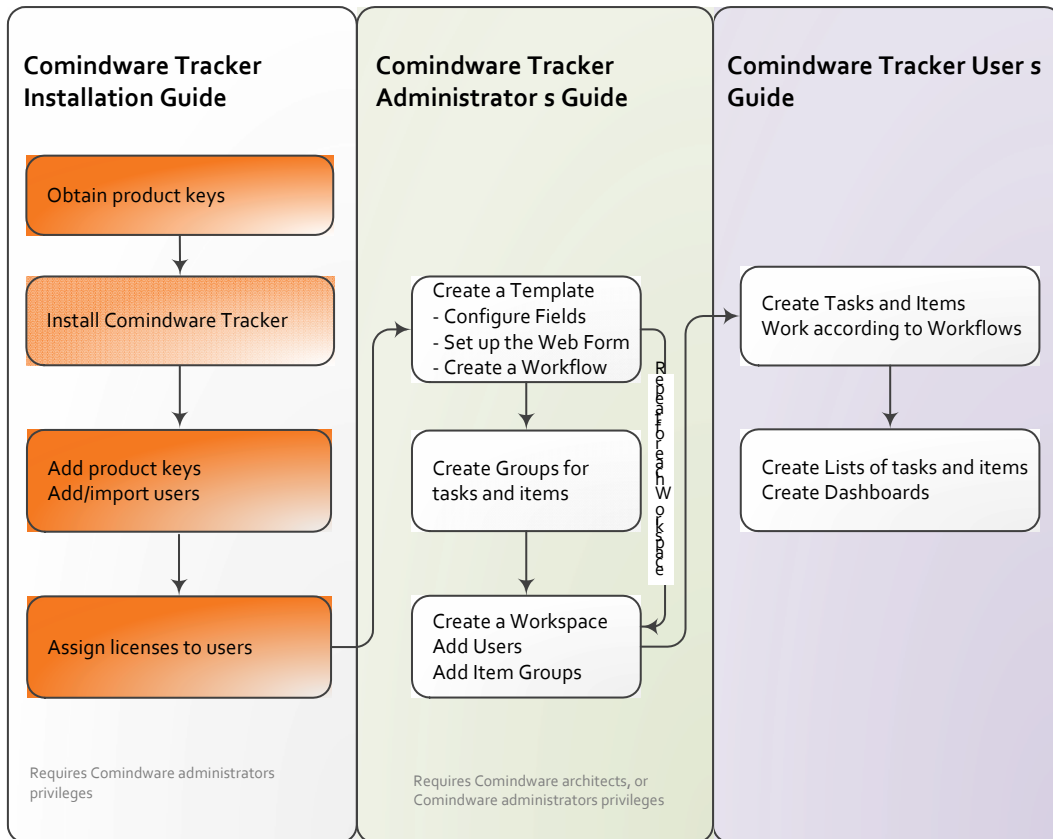
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# About this guide

The guide is intended for system administrators and other IT personnel who have privileges to install software on the server. It guides you through the process of product installation.

 - You are here



## Chapter 1

# Introducing Comindware Tracker

Comindware® Tracker® is a web-based workflow management and issue tracking system with integrated task management and collaboration features. With Comindware Tracker, you can visually design, automate, and optimize workflow processes, streamline issue management, and automatically connect required actions with tasks and owners for more efficient execution of almost any business activity.

Comindware has a familiar Microsoft® Outlook®-style user interface plus visual drag-&-drop controls for interactive workflow design, form building, and more. You no longer need a process expert or programming help to automate workflow processes and streamline execution, collaboration, and management around:

- Tasks and projects
- IT help desk requests
- Software bugs
- General office or HR requests
- Documents, claims, and more

### **Integrated Task Management and Task Automation Capabilities**

With integrated task management capabilities and unique ConnectStep® technology, tasks can be automatically generated and assigned as tracked items are created or progressed from one step to the next. With Comindware taking care of the process, users can focus on executing their tasks while Comindware moves things along.

## Chapter 2

# System requirements

This chapter includes the following topics:

- [Server-side requirements](#)<sup>[7]</sup>
- [Client-side requirements](#)<sup>[8]</sup>

## Server-side requirements

Comindware Tracker is a web-based product that needs to be installed on a web server in your corporate network or on the Internet. Before installing, make sure your server meets the minimum software and hardware requirements.

## Supported operating systems

Comindware Tracker can be installed on the following Windows operating systems:

- Windows 8 Core, Pro, Enterprise editions
- Windows 7 Professional, Enterprise, Ultimate editions
- Windows Server 2003 Standard, Enterprise, Web Edition
- Windows Server 2008 R2 Service Pack 1 (Microsoft Windows NT 6.1.7601.17514), Datacenter Edition
- Windows Storage Server 2008 R2
- Windows Web Server 2008 R2

Microsoft .NET Framework 4.0 must be installed before Comindware product installation. A free copy of Microsoft .NET Framework 4.0 can be obtained from the Microsoft web site:

<http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=17851>

Microsoft Internet Information Services (IIS) 7.0 or higher is required if you are installing the product on an IIS web server.

## Server hardware requirements

### Hard Disk Storage

Storage space required for Comindware Tracker: at least 60 MB of free storage space on a server. Storage space required for database files depends on how large your database tends to be.

Storage space required for Microsoft .NET Framework 4.0: 850 MB of hard disk space is required for 32-bit computers, and 2 GB is required for 64-bit computers.

## RAM

4 GB RAM recommended for x86 operating systems, 8 GB or more recommended for x64 operating systems.

## Client-side requirements

Comindware Tracker is a web-based program, so users interact with it using web browsers. Additionally, Comindware Tasks for Outlook module can be used for tasks synchronization between Comindware Tracker and Microsoft Outlook.

## Supported web browsers

Web browsers	
Internet Explorer	8.0, 9.0, 10.0
Mozilla Firefox	Latest stable version supported Tested with 3.6, 9.0.1
Google Chrome	Latest stable version supported Tested with 16
Opera	Latest stable version supported Tested with 11.60
Safari for Mac	Latest stable version supported Tested with 5
Safari for iPhone\iPad	iOS version 5.1 or higher
Native browser for Android	Android version 2.3 or higher

The web browser must support JavaScript and cookies. Minimum screen resolution should be 1024 X 768 pixels.

## Supported Microsoft Outlook versions

Comindware tasks can be synchronized with Microsoft Outlook tasks via the "Comindware Tasks for Microsoft Outlook" module. The following Microsoft Outlook versions are supported:

- Microsoft Outlook 2010 (x32, x64).

## Chapter 3

# Preparing for installation

This chapter includes the following topics:

- [Registering an account on the Comindware web site](#)<sup>[9]</sup>
- [Cloud or On-Premise?](#)<sup>[10]</sup>
- [Obtaining product keys and the installation file](#)<sup>[12]</sup>
- [Registering a product key in your account](#)<sup>[13]</sup>

## Registering an account on the Comindware web site

Each user who installs Comindware Tracker must have an account on the Comindware web site at <http://www.comindware.com>. Having the Comindware account is a part of the installation process. In a Comindware account you can do the following actions:

- purchase Comindware Tracker or get the trial version of Comindware Tracker
- download the installation file
- get product keys that correspond to your purchased license
- register your previously purchased product keys if you've purchased Comindware Tracker from an authorized reseller
- activate Comindware Tracker after installation.

### To create an account:

1. Open your web browser.
2. In the address bar of your browser, type-in the <http://www.comindware.com/login/> address to open the **Registration** page.

Alternatively, you can reach the registration page from the main page:

- In the address bar of your browser, type-in <http://www.comindware.com>.
  - Click **Login** in the top of the web page.
  - Click **Don't have an account?** in the middle of the page.
3. Fill out the registration form.

If you don't have an account at Comindware.com yet, please complete the form below and hit 'Continue'.

\* First Name

\* Last Name

\* Business Email

\* Country

Yes, I want to receive related information and offers from Comindware

We respect your privacy. See [privacy policy](#).

#### The registration form

4. When finished, click **Continue**. You will receive an e-mail containing a link to confirm your account. After successful confirmation you will access your account.
5. Go to the login page at <http://www.comindware.com/login/>, type-in your e-mail address and password, and click **Log In**.

## Cloud or On-Premise?

Comindware Tracker is available as a Cloud subscription-based service or as a traditional software license. Both options provide exactly the same functionality.

## Cloud service subscriptions

Cloud service means that you use Comindware Tracker over the Internet as a service and do not need to install the software yourself, purchase and maintain IT infrastructure, such as servers, electricity, cooling system. Cloud service is activated by obtaining a **subscription**. Comindware Tracker Cloud service subscriptions may be **trial** and **full**. Full subscriptions are chargeable and are available for one month and one year. Trial subscription is free and lasts for 30 days.

### Getting the Cloud Trial subscription

You can get the Comindware Tracker free trial subscription from your account on the Comindware web site at: <http://www.comindware.com/tracker/try/>.

Comindware Tracker trial subscription is fully functional: you can create the unlimited number of users and user groups, workspaces, tasks, items, etc. When the trial subscription is over, you can migrate your configured work environment during 10 days.

### Purchasing the Cloud Full subscription

Comindware Tracker Cloud service Full subscriptions are available for one month and one year. You can purchase a full subscription on the Comindware web site at: <http://www.comindware.com/tracker/buy/>.

## Upgrading your Cloud Trial subscription

You can upgrade your trial subscription at any moment during your 30-days trial period plus 10 days grace period when your trial is over. The subscription can be upgraded to either the Comindware Tracker Full License for the on-premise installation, or to the monthly or yearly Cloud full subscription at the Comindware website: <http://www.comindware.com/tracker/buy/>

### Upgrading Cloud Trial Subscription to Cloud Full Subscription

You will seamlessly upgrade your trial subscription to full subscription. No extra steps required.

### Upgrading Cloud Trial Subscription to On-Premise Full License

If you decide upgrading your trial subscription to the On-Premise software full license, please contact the Comindware support team at <http://www.comindware.com/support/> to help you migrate your data from the Cloud to your On-Premise installation.

## On-Premise software licenses

On-Premise installation means that you install Comindware Tracker yourself in your office, organization or your own data center. There are two main categories of On-Premise software licenses: **trial** and **commercial**. Commercial licenses are Comindware Tracker Full license and Comindware Tracker Requestor license.

### Trial license

Comindware Tracker trial license allows you to evaluate your Comindware Tracker On-Premise installation for free during 30 days. You can get the trial license and the latest build on the Comindware web site at <http://www.comindware.com/tracker/try/>.

Comindware Tracker trial version does not have any functional limitations. The only limitation is the time period which is 30 days.

### Full License

Comindware Tracker Full license is a commercial license which provides full functionality of Comindware Tracker within an unlimited time period. Comindware Tracker can be purchased in your account on the Comindware web site at <http://www.comindware.com/tracker/buy/>, or from authorized resellers. If you have purchased your Comindware Tracker from authorized resellers, you will need to manually register your product keys in your Comindware account before Comindware Tracker installation.

### Requestor license

Comindware Tracker Requestor license is a commercial license which provides limited functionality of Comindware Tracker within an unlimited time period. Users who have the Requestor license assigned can only create items in particular groups and view only the items created by them. Comindware Tracker Requestor license, as well as the Comindware Tracker Full license should be registered on the Comindware web site if you have purchased it from authorized resellers.

## Upgrading your On-Premise trial license

Comindware Tracker On-Premise trial license can be upgraded to the Comindware Tracker Full license at any time, even if your 30-days trial period is over. After you have upgraded to the full license, you will be able to use the data you have created during the trial period.

## Obtaining product keys and the installation file

The installation file and the product keys can be obtained from your Comindware account on the web site right after you have purchased Comindware Tracker or requested the trial version.

The Comindware Tracker installation file can be downloaded from the official download page at: <http://www.comindware.com/tracker/try/>. Prior to download, you will need to register an account on the Comindware web site or enter your login credentials if you are already registered.

### To get your product keys and download the build:

1. In the address bar of your browser, type-in <http://www.comindware.com>.
2. Click **Login** at the top of the web page.
3. Enter your business e-mail, password, and click **Log In**.
4. Go to the **Products and Subscriptions** section of your account by clicking **Try it free** in the middle of the page.
5. In the **On-Premise software** section, click on a product.
6. Click the **Download** link to download the build.
7. Click the **View Keys** link to access your product keys. Copy your product keys somewhere to further use them for installation.

**Products and Subscriptions**

Products and Subscriptions My account Feedback

**Cloud service**

Comindware Tracker Trial (EN)  
Status: OK

**On-Premise software**

Comindware Advantage  
Status: Advantage Expired

Comindware Tracker Trial  
Status: Not activated

Comindware Tracker (RU)  
Status: OK

You have one not used key.  
Delivery Type: Trial [View](#) [Download](#)

[+ Register product keys to your account](#)  
[+ Manually activate product keys](#)

### Downloading the build and product keys from My Account

# Registering a product key in your account

If you purchased a product key from an authorized reseller you should register each product key in your account on the Comindware web site.

## To register a product key:

1. Log in to your account on the Comindware web site at <http://www.comindware.com/login/>.
2. Go to **My account** and click the **Products and Subscriptions** tab.
3. Expand the product key registration form at the bottom of the web page by clicking **Register product keys to your account**.
4. Type your 64-digit product key and click **Register**. Repeat this procedure for each product key.

**Products and Subscriptions**

Products and Subscriptions My account Feedback

**Cloud service**

Comindware Tracker Trial (EN)  
Status: OK

**On-Premise software**

Comindware Advantage  
Status: Advantage Expired

Comindware Tracker Trial  
Status: Not activated

Comindware Tracker (RU)  
Status: OK

You have one not used key.  
Delivery Type: Trial [View](#) [Download](#)

[+ Register product keys to your account](#)

[+ Manually activate product keys](#)

Please enter product keys below  
HBM5E56V-BE7EG1MF-GY54

**REGISTER**

### The product key registration form

The keys will be registered and you will be able to install and activate your Comindware product.

# Chapter 4

## Installing Comindware Tracker

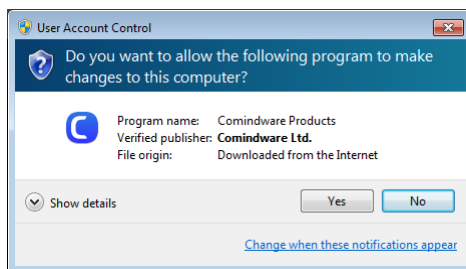
This chapter includes the following topics:

- [Starting the installation process](#)<sup>[14]</sup>
- [Changing the destination folder](#)<sup>[15]</sup>
- [Choosing the web server installation type](#)<sup>[15]</sup>
- [Specifying database path and prefix](#)<sup>[16]</sup>
- [Finishing the installation](#)<sup>[17]</sup>

### Starting the installation process

To start the installation of Comindware Tracker:

1. Log on to your server with an Administrator account or an account that has administrator privileges.
2. Locate the **Comindware.Products.Setup.exe** installation file and double-click it to launch the installation wizard, which will guide you through the installation process. If User Account Control (UAC) is enabled, it might display a message:



User Account Control dialog

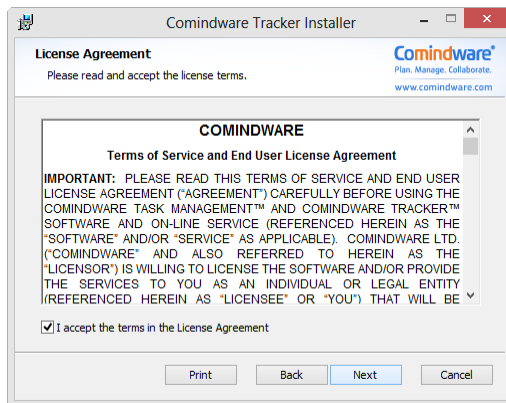


Installation Wizard welcome window

If Microsoft .NET Framework is not installed in your system, the setup will display a warning message, offering to download and install a free copy of Microsoft .NET Framework 4.

3. In the License Agreement window, read the license agreement, select the "I accept

the terms in the License Agreement" checkbox.



Accepting the License Agreement

## Changing the destination folder

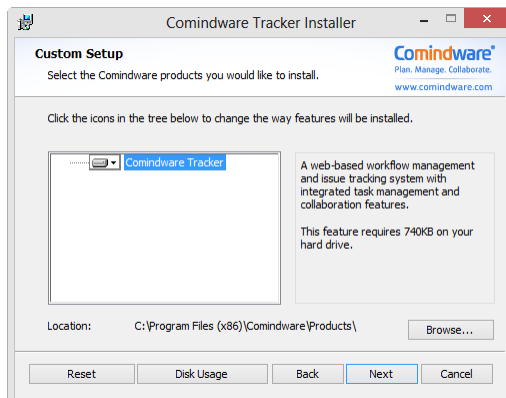
In the Custom setup window, you can change the destination folder if necessary. The default installation folder is:

for x86 operating systems:

**C:\Program Files\Comindware\**

for x64 operating systems:

**C:\Program Files (x86)\Comindware\**



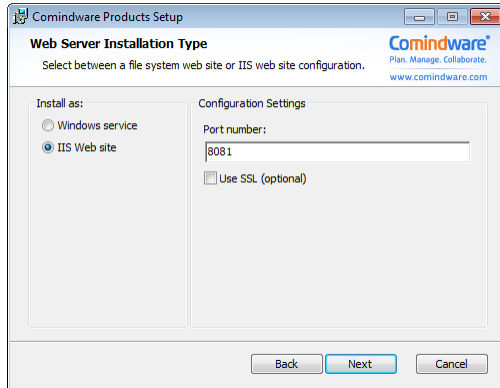
Changing the destination folder

## Choosing the Web server installation type

In the Web Server Installation Type window, choose how you want Comindware Tracker installed: as a file system web site, or as an IIS web site.

- **Windows Service:** choose "Windows Service" to host Comindware Tracker on a computer without a web server installed. This type of installation installs a local Comindware web server that allows Comindware Tracker to be accessible from a local area network. During installation, the setup program will allow the selected port number in Windows Firewall and create a new service called "Comindware Products" in the list of Windows Services.
- **IIS:** choose "IIS" to host Comindware Tracker on the Internet Information

Services (IIS) web server. This type of installation allows Comindware Tracker to be accessible from a local area network or anywhere on the web as a web site. Other IIS installation advantages include tight-knit integration with Windows services including Active Directory, Windows integrated security, and web site portability: the solution can be migrated to another web server, e.g. to an external provider at any time.

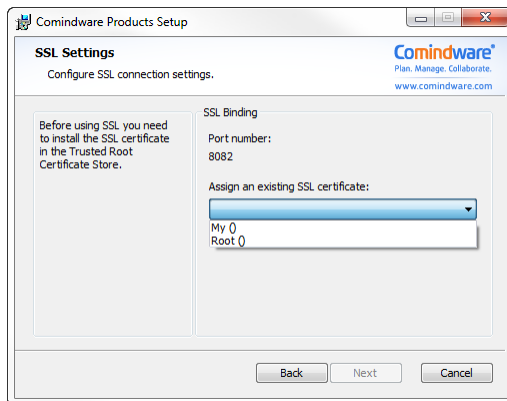


Choosing between local or IIS installation with optional SSL security

Set the port number that will be used for connection to Comindware Tracker. By default port 80 is used. If port 80 is already reserved, port 8081 will be used. We recommend that the port value be set between 1024 and 65535.

**Use SSL:** select the checkbox if you want the information to be transferred through a secure HTTPS connection (port 443 will be used).

In the SSL Settings window, select the SSL certificate previously installed in the Trusted Root Certificate store of your host operating system.



SSL Settings

## Specifying database path and prefix

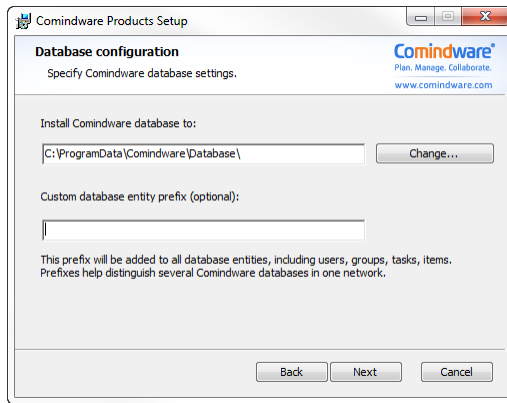
In the Database Configuration window, set the database folder for Comindware database files. Provided that C:\ is the default install volume, the default path is:

for Windows Server 2003:

**C:\Documents and Settings\All Users\Application Data\Comindware\Database\**

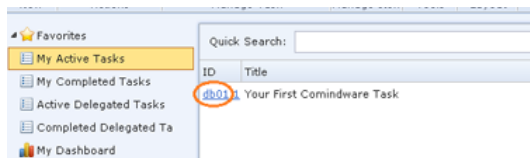
for Windows 7, 8 and Windows 2008:

**C:\Program Data\Comindware\Database\**



**Specifying database path and prefix**

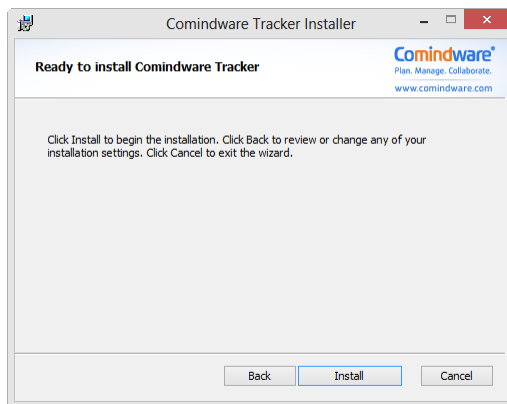
Set the database entity prefix (optional). Prefixes are required to distinguish several Comindware databases in one network. The prefix will be added to all database entities, including users, groups, tasks, items, as shown in the screenshot:



**Database entity prefix**

## Finishing the installation

Click **Install** to start the installation process.



**Ready to install**

Wait till the process finishes successfully and click the **Finish** button. After clicking the **Finish** button, the **Add product key** page will be opened automatically in your browser, provided that you have selected the **Open in browser** checkbox.



**Setup successfully completed**

The installation program automatically creates the Comindware folder in the Programs folder of the Windows Start menu.

## Chapter 5

# Performing a post-installation setup

This chapter includes the following topics:

- [First connection to Comindware Tracker](#)<sup>[19]</sup>
- [Entering product keys and activating Comindware Tracker](#)<sup>[19]</sup>
- [Creating an Administrator account](#)<sup>[22]</sup>

## First connection to Comindware Tracker

After installation is finished, Comindware Tracker will be opened automatically in your browser, provided that you have selected the **Open in browser** checkbox. Otherwise connect to Comindware Tracker manually. In the address bar of your web browser, type the application URL using the format:

**http://ComputerName:Port**, where:

Parameter	Description	Values
http://	data transfer protocol specified during installation	http:// https://
ComputerName	the name of the server hosting your application. This may be a computer IP address, or a computer DNS name.	localhost 127.0.0.1 LocalComputerName RemoteComputerName
Port	the port number specified during installation	8081 (default for Comindware Tracker installation) 80 (default for http installation) 443 (default for https installation)
<i>Example: http://localhost, http://127.0.0.1, http://mylaptoppc, https://bugtracker:8081</i>		

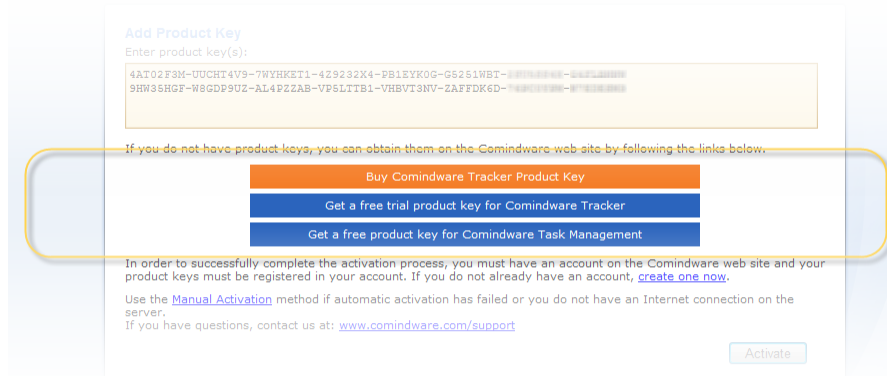
You will be redirected to the "Enter Product Key" page.

## Entering product keys and activating Comindware Tracker

After the installation procedure is finished, you will need to enter a product key. As soon as you enter your product key, Comindware Tracker will automatically be activated on the Comindware web site.

Before activation, make sure an Internet connection is established and you've already registered an account on the Comindware web site at <http://www.comindware.com/my-account>.

If you do not already have an account, you should create one. Open the registration form by clicking on any of the highlighted links on the **Add Product Key** page.



**Click any of highlighted links to open the registration form**

See the Registering a new account section for detailed information on registering a new account.

If you've already registered, enter your 64-digit product key and click **Activate**. You can enter several product keys at once delimited by space or hard return or upload product keys from a TXT file.



**Adding product keys**

After the keys are added, you might need to refresh the page to update the information by pressing F5.

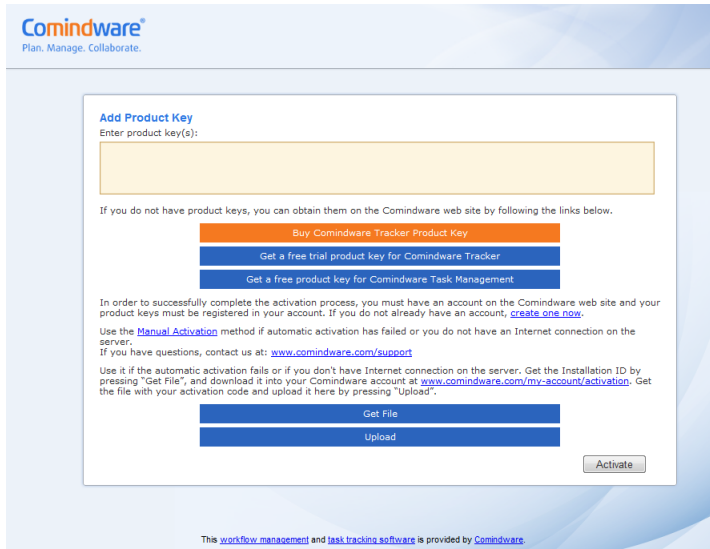
Product keys are language specific. You will not be able to add a product key for another language if you have already entered a product key.

### Manual activation

You can use manual activation if the automatic activation fails or if you don't have Internet connection on the server.

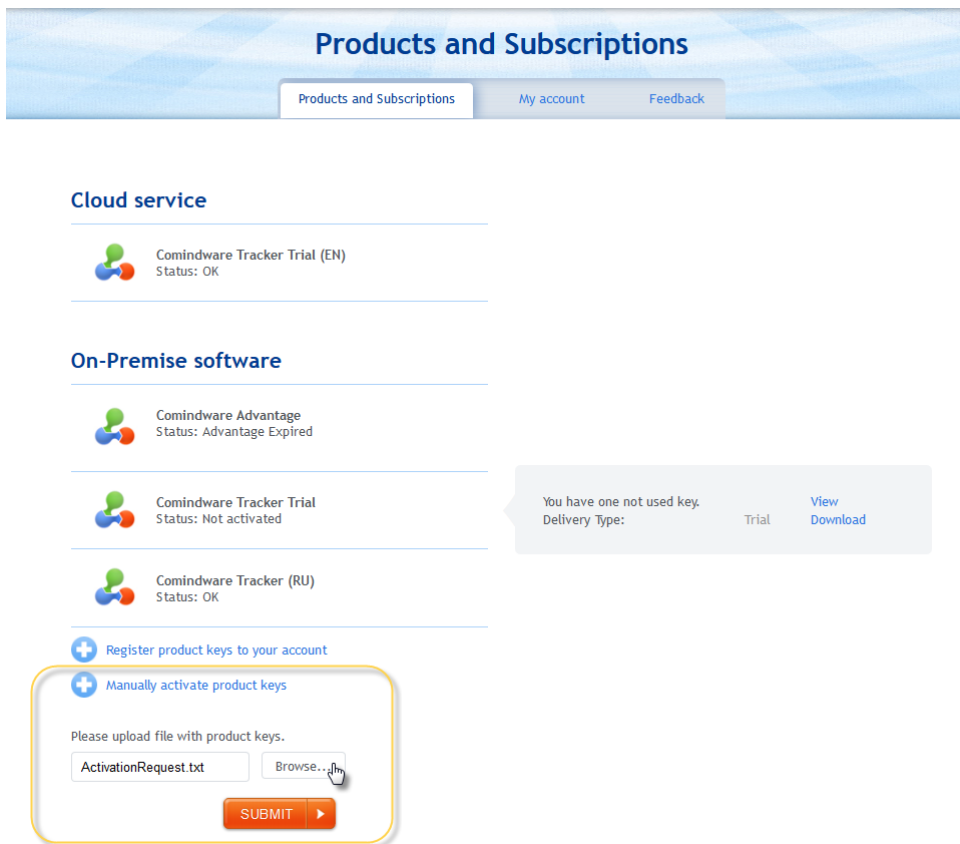
**To manually activate Comindware Tracker:**

1. In the **Add Product Key** window click the **Manual Activation** link.
2. Retrieve the Installation ID file by clicking **Obtain File**. Save the file to your computer (default file name: ActivationRequest.txt).



**Manual Activation**

3. Open your account on the Comindware web site at <http://www.comindware.com/my-account/activation>, and upload the Installation ID file.



**The Product Activation form**

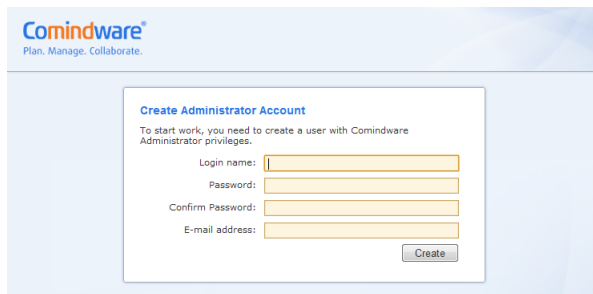
4. Get the file with your activation code from your Comindware account (default file

name: ActivationResponse.txt).

5. Return to the **Add Product Key** window in Comindware Tracker, click the **Upload** link to upload the file containing your activation code.

## Creating a Comindware administrator account

In the Administrator Account window, set the Comindware administrator account credentials required for initial product setup. Enter the administrator's login name and the password, and the administrator's e-mail address.



The screenshot shows the 'Create Administrator Account' form within the Comindware interface. The form is titled 'Create Administrator Account' and includes the following fields and instructions:

- Comindware** logo with the tagline 'Plan. Manage. Collaborate.'
- Instruction: 'To start work, you need to create a user with Comindware Administrator privileges.'
- Form fields: 'Login name:', 'Password:', 'Confirm Password:', and 'E-mail address:'.
- A 'Create' button at the bottom right of the form.

**Administrator credentials**

## Chapter 6

# Updating the existing installation

This chapter includes the following topics:

- [Before update](#) <sup>[23]</sup>
- [Updating Comindware Tracker installed as Windows Service](#) <sup>[23]</sup>
- [Updating Comindware Tracker installed as IIS web site](#) <sup>[24]</sup>

## Before update

Comindware issues regular updates to its products. It is highly recommended that you install each latest Comindware Tracker update. Before update you may need to back up web.config files in the product installation folder if Comindware Tracker is installed as Windows Service.

First connection to Comindware Tracker after update may last up to 1 hour and even more, depending on your Comindware database size.

## Updating Comindware Tracker installed as Windows Service

Before Comindware Tracker update, you may need to back up some files in the product installation folder. Such backup is required if you have configured Single Sign On or you have implemented integration scenarios using web services API. If you have not configured these features, backup is not required.

### To update Comindware Tracker installed as Windows Service:

1. Log on to the computer with Comindware Tracker installed using an Administrator account or an account that has administrator privileges.
2. Copy the webService folder to another folder or disk: Path to the folder:
  - for Windows x86: C:\Program Files\Comindware\Products\Site\webService\
  - for Windows x64: C:\Program Files (x86)\Comindware\Products\Site\webService\
3. Download the **Comindware.Products.Setup.exe** installation file from the Comindware web site.
4. Double-click it to launch the installation wizard, which will guide you through the installation process. If User Account Control (UAC) is enabled, it might display a message.
5. Pass through wizard steps.
6. Stop the **Comindware Products** windows service.
7. Replace the files in the webService folder with the ones copied in Step 2.
8. Start the **Comindware Products** windows service.

## Updating Comindware Tracker installed as IIS web site

No preliminary steps required to update Comindware Tracker installed as IIS web site. Launch the **Comindware.Products.Setup.exe** installation file and pass through all wizard steps.

## Chapter 7

# Uninstalling Comindware Tracker

This chapter includes the following topics:

- [Methods for uninstalling Comindware Tracker](#)<sup>[25]</sup>
- [Complete uninstall](#)<sup>[25]</sup>
- [Uninstall Comindware Tracker only](#)<sup>[26]</sup>
- [Deleting the Comindware database](#)<sup>[26]</sup>

## Methods for uninstalling Comindware Tracker

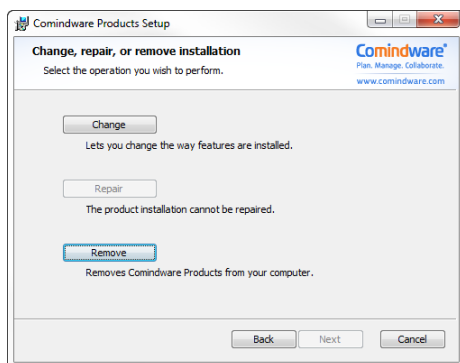
You can uninstall Comindware Tracker and leave the Comindware database (recommended), or you can uninstall Comindware Tracker together with the Comindware database.

## Complete uninstall

Complete product uninstallation includes removal of Comindware Tracker and the Comindware database.

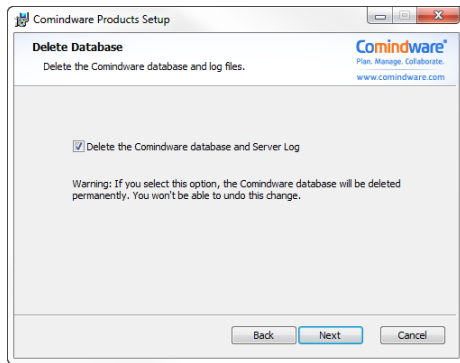
**To perform a complete uninstallation:**

1. Start the setup file on the server, or go to Programs and Features in Windows (Add or Remove Programs in Windows XP), select Comindware Products in the list of installed software, and click **Change**. Setup will check for installed Comindware applications.
2. In the Change, Repair, or Remove installation step, click **Remove**.



**Complete removing of Comindware products**

3. In the Delete Database step, select the **Delete the Comindware database and Server log** check box and click **Next**.



**Database will be deleted**

4. In the final step, click **Remove** to start the process.
5. Wait till the process finishes successfully.

## Uninstall Comindware Tracker only

If you uninstall Comindware Tracker only, Comindware database will remain on your hard disk and may be reused later.

**To uninstall Comindware Tracker only:**

1. Open Programs and Features in Windows (Add or Remove Programs in Windows XP).
2. Locate the Comindware Tracker entry in the list of currently installed programs and select it.
3. Click **Uninstall** (or **Remove** in Windows XP).
4. Wait till the process finishes successfully.

## Deleting the Comindware database

Uninstalling Comindware Tracker does not delete the Comindware database. You will have to manually delete the folder containing Comindware data if you don't need it any more.

Comindware database is located in the following folder, provided that C:\ is the default install volume.

for Windows Server 2003:

**C:\Documents and Settings\All Users\Application Data\Comindware\Database\**

for Windows 7, 8 and Windows 2008:

**C:\Users\All Users\Comindware\Database\**

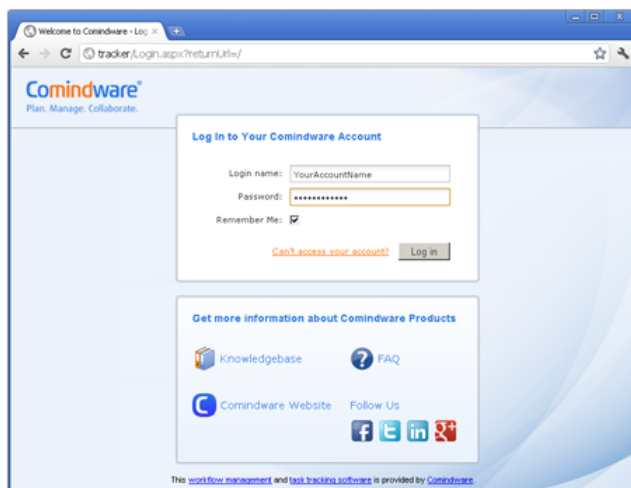
## Chapter 8

# Connecting to Comindware Tracker

Comindware Tracker resides on a web server hosted on your corporate network or on the Internet. You can connect to Comindware Tracker from any computer on the network using your web browser.

### To connect to Comindware Tracker:

1. In the address bar of your web browser, type the application URL. An example of the URL is <http://localhost:8081/>, where http or https is the data transfer protocol specified during installation, localhost is the machine name, and 8081 is the port set during installation.
2. On the login page, specify the administrator login credentials specified during the installation process and press the **Log In** button.



The login page

If you connect to Comindware Tracker after upgrading, the connection process may last up to 1 hour or even longer, depending on your Comindware database size.

## Chapter 9

# Where to go from here

This chapter includes the following topics:

- [Perform post-installation setup](#) <sup>[28]</sup>
- [Customize your Comindware solution to meet your team's needs](#) <sup>[28]</sup>
- [Administer your Comindware solution](#) <sup>[28]</sup>
- [Resources](#) <sup>[28]</sup>

## Perform post-installation setup

Post installation setup is performed by the Administrator and includes the following actions:

- add licenses and activate them;
- create new users and user groups,
- get new users and groups from Active Directory;
- assign Comindware administrator and Comindware architect privileges to users and user groups.

## Customize your Comindware solution to meet your team's needs

Customization includes the creation of a custom configuration for your team, department, or group of users:

- create a workspace for a specific department, or a group of users;
- add users into the workspace;
- create a set of working tools: templates, workflows, task groups, item groups.

This type of setup is performed by a member of the **Comindware architects** group.

## Administer your Comindware solution

A Comindware administrator can perform additional setup steps, such as:

- connect a corporate e-mail server;
- set up a backup policy.

## Resources

For more information about post installation setup, customization, and administration see the [Comindware Tracker Administrator's Guide](#).