



*Time is a valuable asset.*

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## **DOVICO Track-IT® Suite 2004 Detailed Installation Guide**



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P.O. Box 27058 • Dieppe, NB • E1A 6V3 • CA

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## SYSTEM REQUIREMENTS AND WHAT YOU SHOULD KNOW

### WHAT YOU SHOULD KNOW

- a. For best results, follow the installation instructions below to easily setup and upgrade Track-IT Suite with an easy maintenance and upgrade format. There are many other installation variations, please contact [support@dovico.com](mailto:support@dovico.com) if you have any questions.
- b. DOVICO Track-IT Suite may use your existing Microsoft SQL Server (2000 or higher) or you may use the Microsoft Database Engine (MSDE) included with the software.

### SYSTEM REQUIREMENTS

Compatible with Microsoft Windows operating system versions 98, NT, ME, 2000, XP and 2003

#### a. Server Requirements

(a) Track-IT Suite Components:

Track-IT pro	Track-IT pro web	MSDE Database
Track-IT light	Track-IT punchclock	Database Manager
Track-IT web edition	Track-IT PDA*	MS Project Link
Import & Export tool	QuickBooks® Link	Track-IT pro Assistant
MS Project Server Link	Track-IT wireless	Track-IT Web Services API

\* Track-IT PDA is not installed by default.

Optimal Requirements	Minimum Requirements
❖ WINDOWS 2000 SP3 WITH INTERNET INFORMATION SERVICES (IIS)	❖ Windows 98
❖ PENTIUM III 750 MHZ	❖ Pentium II 400 MHz
❖ 256 MB RAM	❖ 300 MB Hard Drive space
❖ 300 MB HARD DRIVE SPACE	❖ 64 MB RAM
❖ File and Printer Sharing for Microsoft Networks*	❖ File and Printer Sharing for Microsoft Networks*


**Please Note:** If you do not meet the optimal requirements above, then some components may not install.

\* Track-IT pro Assistant requires a minimum of Windows NT/XP/2000/2003

\* Track-IT web edition, Track-IT pro web and Track-IT Web Services API require a minimum of Windows XP/2000/2003 and IIS 5.0 or higher.

\* If you are using Windows XP Home Edition, IIS is not included with this operating system and as a result Track-IT web edition, Track-IT pro web and Track-IT Web Services API will not be available.

\* **IMPORTANT:** If Microsoft Windows NT/2000/XP/2003 is used, File and Printer Sharing for Microsoft Networks must be installed.

 **IMPORTANT: If Optimal Requirements above are not met then some features will not be installed; namely:**

- Track-IT pro Assistant (job tasking tool) requires Windows NT/XP or 2000
- Track-IT web edition and Track-IT pro Web (time and expense entry through the web) and Track-IT Web Services API requires Windows 2000 and Internet Information Services (IIS)

## b. Workstation Requirements

### (a) Track-IT pro access (Managers)

- Windows 98
- Pentium II 400 MHz
- 64 MB RAM
- 50 MB Hard Drive space
- Network connectivity

### (b) Track-IT pro web (Managers)

- Any computer using a HTML web browser (IE 5.0 or greater, or Netscape 7.0 or greater).
- JavaScript and cookie enabled
- Adobe/Acrobat Reader version 5.1 or above
- All popup blockers disabled
- internet connectivity

### (c) Track-IT timesheet entry tools access (Employees)

#### i. Track-IT light

- Windows 98
- Pentium 100 MHz
- 16 MB RAM
- 5 MB Hard Drive Space

#### ii. Track-IT web edition

- Internet Explorer 5.0 or greater (Optimal), Netscape 7.0 or greater.
- Includes all wireless devices access

#### iii. Track-IT punchclock

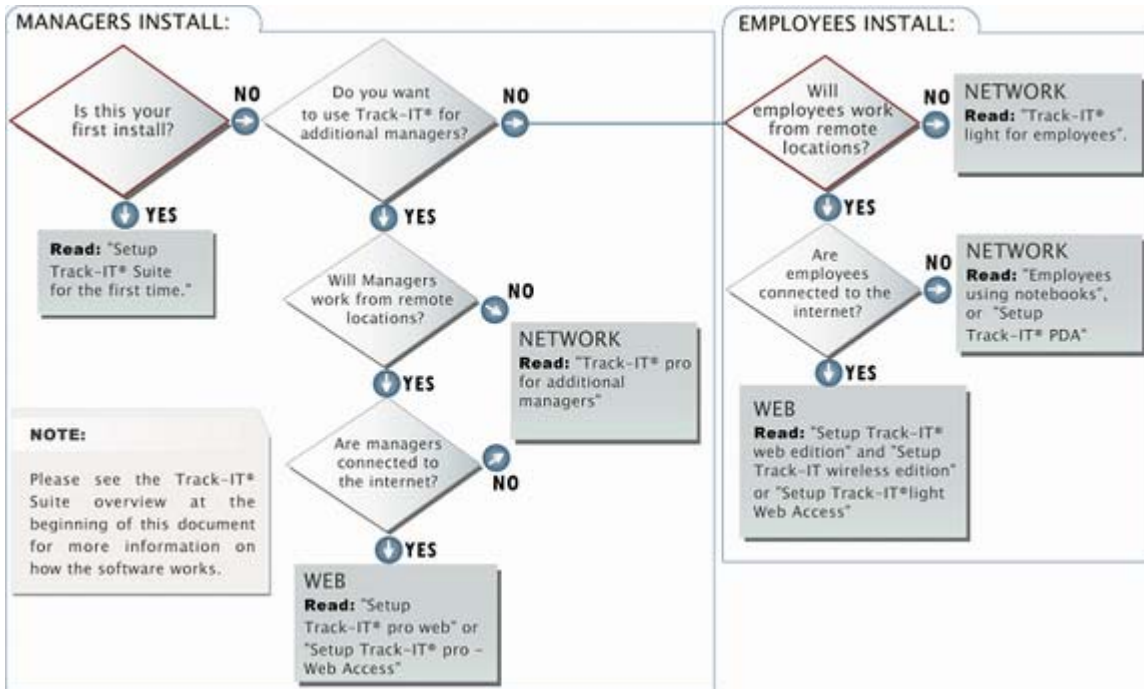
- Keyboard, card or bar code readers may be adapted for employee use
- 486 computer or better
- 20 MB RAM or more
- 10 MB hard drive or more

## BEFORE INSTALLING

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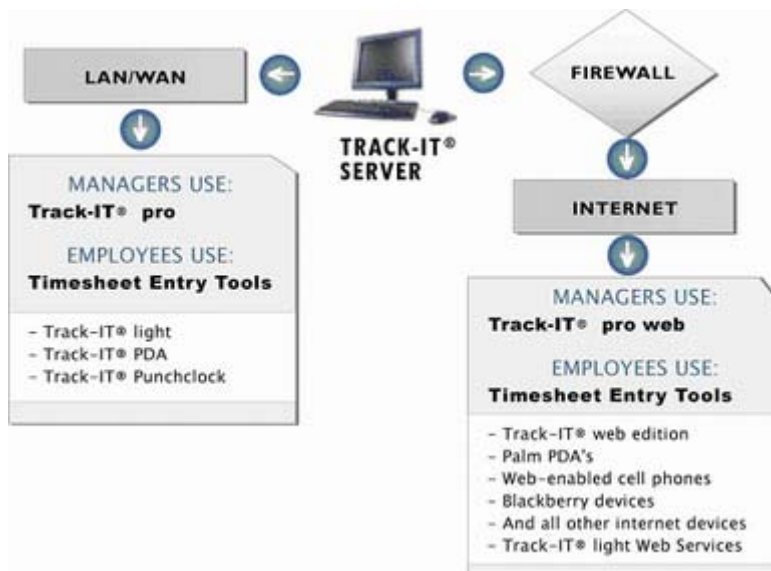
- a. Run the installation from the server where Track-IT Suite will be accessed (do not attempt the installation through a terminal connection such as Terminal Services). Track-IT pro Database Manager software can only be accessed from this location.
- b. Close all open applications, shut down any running non-system critical services and stop all Anti-Virus software. **Failing to perform this step may cause installation problems.**
- c. It may be necessary to re-start your server two or three times before the installation is complete.
- d. Track-IT pro Assistant (job tasking tool) requires Windows NT/XP/2000/2003. You may install Track-IT Suite without this tool if you have Windows 98/ME.
- e. Employees using Track-IT PDA, or Track-IT light must have a minimum of read/write/execute access to the Track-IT folder and subfolders.

### Diagram for Corporate Rollout




### Example Deployment Model

(Many deployment types are available: web-based, network etc.)




**BEGINNING TRACK-IT SUITE INSTALLATION**

1. Shut down all applications including Anti-Virus scanning software.
2. Insert the CD and a menu will be displayed to install the software. If the menu does not display, select **Run** from the **Start** menu and click browse to navigate to the **launch.exe** file located on the CD. Click **Open** then click **OK**. If you downloaded the software from our website at (<http://www.dovicofiles.com/Track-ITSuite2004v11.exe>), run **Track-ITSuite2004.exe**.
3. A Welcome screen will be displayed. Read the text and click **Next** when done. At this time if any components need to be upgraded, you will be prompted to upgrade them before the second screen is displayed.
4. Read the License Agreement and click **Yes** if you agree to the terms.
5. Enter your name and company and select **Next**.

 **Note:** Track-IT Suite will detect if IIS (Internet Information Services) is present on the computer and display a message box.

6. If Track-IT Suite detects that IIS is present on the computer, you can install Track-IT web components by selecting **Yes**. Otherwise select **No**.

 **IMPORTANT:** If you wish to install Track-IT web components on a separate server, select **No** then proceed to [Section F](#)

7. If you do not wish to install Track-IT Suite to the default location click **Browse** and select the directory where you would like the software to be installed. Select **Next**.

**Tip:** Please make note of where you decided to install Track-IT Suite, as this will be necessary to know!

8. Click **Finish**. *The Installing MS Database Engine screen will be displayed, please proceed to [Section C](#) to complete the installation.*

## Section

# C

### SETUP THE MICROSOFT DATABASE ENGINE (MSDE)

1. If you do not wish to install the Microsoft Database Engine to the default location select **Browse** and select the folder where you would like the software to be installed.
2. If you already have SQL Server installed, select the “**Do not install MS Database Engine it is already installed**” option and enter the **SQL Server Name**, **UserID** and **Password** in the **SQL Authentication** section.

 **Note:** Track-IT Suite requires SQL Server 2000 or MSDE 2000. Earlier versions of SQL Server/MSDE are not supported. If you are using SQL Server, Track-IT Suite requires that **Mixed Authentication** be configured in SQL Server. Track-IT Suite uses **SQL Authentication** and does not support **Windows Only Authentication**.

3. Click **Ok**. Track-IT Suite will now reboot your computer and create the demo database.

**Congratulations!!! You have Successfully Setup Track-IT Suite.**


## Section D

### SETUP TRACK-IT TIMESHEET ENTRY TOOLS


#### Installation Types:

- **Track-IT light (Network Install)** – this network setup type creates shortcuts to the server's installation directory. This requires constant access to the installation directory share on the server.
- **Track-IT light (web access)** – this setup type installs Track-IT light to the local computer and configures Track-IT light to connect to the database via the Internet. This requires that the **Track-IT Web Services API** to be installed on an internet/intranet web server (See **Section F**).
- **Track-IT light stand alone** – this setup type installs Track-IT light to the local computer so it can be used when disconnecting and reconnecting to the network on a regular basis.
- **Track-IT web edition** – this does not require any setup on the client computer, only a web browser is required. This requires the **Track-IT Web edition** to be installed on an internet/intranet web server (See [Section F](#)).


#### TRACK-IT LIGHT (NETWORK INSTALL)

 **IMPORTANT:** It is recommended that you create a Mapped Network Drive to the Track-IT directory on the server for each employee installation (by default this is *C:\Program Files\Dovico\Trackit\*).

1. Ensure that the employee computer has full access permissions to the Track-IT installation directory on the server (by default this is *C:\Program Files\Dovico\Trackit\*).
2. Run **Setup Tlight.exe** from the Track-IT installation directory on the Server (by default this is located in *\\ServerName\Program Files\Dovico\Trackit\*).


 **Note:** For fast deployment, after mapping the drive above, simply e-mail the path to the **Setup Tlight.exe** file located on the server to each of the employees.

3. A small command screen will open and close very quickly.
4. The Track-IT light employee client is now configured.
5. Select **Start, Programs, Track-IT, Track-IT light** to open the application.

 **Note:** With this type of network installation, the client side software is automatically updated when the Track-IT Suite software on the server has been upgraded.

## TRACK-IT LIGHT (WEB ACCESS)


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 **Note:** The **Track-ITSuite2004v11LightStandalone.exe** must be downloaded by selecting **Start, Programs, Track-IT Suite, Client Setup, Client Setups** on the server and downloading the appropriate file. This file can be stored in the **Client Setup** directory at the server for easy access through the network.

1. Run the **Track-ITSuite2004v11LightStandalone.exe** file.
2. Click **Next**.
3. If you do not wish to install Track-IT light stand alone to the default location click **Browse** and select the directory where you would like the software to be installed.
4. Select **Next**.
5. Click **Next**.
6. Click **Next**.
7. Click **Finish**.
8. Completing the Configuration:
  - 8.1 Select **Start, Programs, Track-IT Suite, Track-IT light**.
  - 8.2 Select the **Web Access** tab.
  - 8.3 In the **Configuration** box, enter the **URL** to the connection configuration file. (by default this is **http://ServerName/TrackITAPI/config.xml**)
  - 8.4 Click **Update**.
  - 8.5 Select the Database that you would like to login to.
  - 8.6 Enter your **User Name**.
  - 8.7 Enter Your **Password**.
  - 8.8 Click **OK**.

## TRACK-IT LIGHT STAND ALONE

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 **Note:** The **Track-ITSuite2004v11LightStandalone.exe** must be downloaded by selecting **Start, Programs, Track-IT Suite, Client Setup, Client Setups** on the server and downloading the appropriate file. This file can be stored in the **Client Setup** directory at the server for easy access through the network.

1. Run the **Track-ITSuite2004v11LightStandalone.exe** file.
  2. Click **Next**.
  3. If you do not wish to install Track-IT light stand alone to the default location click **Browse** and select the directory where you would like the software to be installed.
  4. Select **Next**.
  5. Click **Next**.
  6. Click **Next**.
  7. Click **Finish**.
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## **TRACK-IT WEB EDITION**

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Track-IT web edition does not require any components to be installed on the client computer. It can be accessed through a web browser by navigating to **http://ServerName/TWebNet/** (where ServerName is the computer name of the web server where Track-IT pro web resides).

## Section

# E


## SETUP TRACK-IT PRO FOR ADDITIONAL MANAGERS


### Installation Types:


- **Track-IT Pro Client** - this network setup type creates shortcuts to the server's installation directory. This requires constant access to the installation directory share on the server.
- **Track-IT Pro Client Stand Alone (web access)** - this setup type installs Track-IT pro to the local computer and configures Track-IT pro to connect to the database via the Internet. This requires that the *Track-IT Web Services API* to be installed and configured on an internet/intranet web server (See [Section F](#)).
- **Track-IT pro web** - this does not require any setup on the client computer, only a web browser is required. This requires the *Track-IT pro web* to be installed on an internet/intranet web server (See [Section F](#)).

### TRACK-IT PRO CLIENT

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 **Note:** The Track-IT installation folder on the server must first be shared (by default this is C:\Program Files\Dovico\Trackit). For more information on sharing a folder in windows, search for “sharing files” in Windows Help (Select **Start, Help** or press **F1** for windows help).

 **IMPORTANT:** It is recommended that you create a Mapped Network Drive to the Track-IT installation directory on the server for each client installation (by default this is C:\Program Files\Dovico\Trackit\). This drive can then be selected as the destination directory during the Track-IT pro Client install.


 **Note:** The **Track-ITSuite2004v11ProClient.exe** must be downloaded by selecting **Start, Programs, Track-IT Suite, Client Setup, Client Setups** on the server and downloading the appropriate file. This file can be stored in the **Client Setup** directory at the server for easy access through the network.

1. Ensure that the client computer has full access permissions to the Track-IT installation directory on the server. (by default this is X:\Dovico\Trackit\ where “X” is the mapped network drive letter).
2. Run the **Track-ITSuite2004v11ProClient.exe** file.
3. Select **Next** to continue.
4. You will now be prompted for the destination directory, click **Browse** and select the folder where Track-IT Suite is installed on the Server (by default this is **X:\Dovico\Trackit\** where “X” is the mapped network drive letter).
5. Select **Next**.

6. Select **Network Install**.


 **IMPORTANT:** A message that states “Track-IT pro Client Install did not detect the Track-IT Suite installation in the directory specified” may be displayed. This message is generally caused by not selecting the correct folder (**Tip:** This directory will contain the pro.exe file) or the user has insufficient permissions to the directory.

6. Select **Next**.
7. Setup will now start copying files, select **Finish** when it is complete.

 **Note:** To setup Track-IT pro client to multiple client computers using a silent (unattended) install deployed from the server (see [Section I](#))

## **TRACK-IT PRO CLIENT STAND ALONE (WEB ACCESS)**

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 **Note:** The **Track-ITSuite2004v11ProClient.exe** must be downloaded by selecting **Start, Programs, Track-IT Suite, Client Setup, Client Setups** on the server and downloading the appropriate file. This file can be stored in the **Client Setup** directory at the server for easy access through the network.

1. Run the **Track-ITSuite2004v11ProClient.exe** file.
2. Click **Next**.
3. Select **Web Client Install**.
4. Click **Next**
5. If you do not wish to install Track-IT pro web client to the default location click **Browse** and select the directory where you would like the software to be installed.
6. Select **Next**.
7. Click **Next**.
8. Click **Finish**.
9. Completing the Configuration:
  - 9.1 Select **Start, Programs, Track-IT Suite, Track-IT pro**.
  - 9.2 Select the **Web Access** tab.
  - 9.3 In the **Configuration** box, enter the **URL** to the connection configuration file. (by default this is **http://ServerName/TrackITAPI/config.xml**)
  - 9.4 Click **Update**.
  - 9.5 Select the Database that you would like to login to.
  - 9.6 Enter your **User Name**.Enter Your **Password**.
  - 9.7 Click **OK**.

## **TRACK-IT PRO WEB**

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Track-IT pro web does not require any components to be installed on the client computer. It can be accessed through a web browser by navigating to **http://ServerName/ProWeb/** (where *ServerName* is the computer name of the web server where Track-IT pro web resides).

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## SETUP TRACK-IT WEB COMPONENTS

### Description of components:


- **Track-IT web edition** – a web-based application. It is used by off-site or office workers over the Internet or an Intranet. Track-IT web edition allows employees to enter time and expenses from anywhere in the world using a web browser.
- **Track-IT Web Services API** – web-based application that is used by Track-IT pro and Track-IT light users to initiate a connection to a Track-IT database by simply entering a URL in the Web Access tab of the logon box. Track-IT Web Services API allows employees and managers to use the Track-IT pro and/or Track-IT light applications from anywhere in the world over an Internet connection. This API can also be used to aid developers, See <http://ServerName/TrackITAPI/> for a more detailed description of the Track-IT Web Services API.
- **Track-IT pro web** – a web based version of Track-IT pro used for team and individual time and cost reporting/monitoring.

### REQUIRED:

- ✓ Track-IT Web Components requires *IIS (Internet Information Services)* to be installed on the server prior to installing Track-IT Web Components. For instructions on how to install *IIS* please see [http://www.dovico.com/KBase/WebHelp/kbase2/installing\\_internet\\_information\\_services.html](http://www.dovico.com/KBase/WebHelp/kbase2/installing_internet_information_services.html)
- ✓ If you are not using Windows 2003 Server, *ASP.NET* will need to be installed prior to installing Track-IT Web Components. For instructions on how to install *ASP.NET* please see [http://www.dovico.com/KBase/WebHelp/kbase2/installing\\_asp\\_net\\_on\\_windows\\_2003\\_server.html](http://www.dovico.com/KBase/WebHelp/kbase2/installing_asp_net_on_windows_2003_server.html)
- ✓ If you are using Windows XP Home Edition, *IIS (Internet Information Services)* is not included with this operating system and as a result Track-IT web edition, Track-IT pro web and Track-IT Web Services API will not be available.

### TRACK-IT WEB EDITION

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 **Note:** The **Track-ITSuite2004v11Web.exe** must be downloaded by selecting **Start, Programs, Track-IT Suite, Client Setup, Client Setups** on the server and downloading the appropriate file. This file can be stored in the **Client Setup** directory at the server for easy access through the network.

1. Run the **Track-ITSuite2004v11Web.exe** file.
  2. Click Next.
-

3. If you do not wish to install Track-IT web components to the default location click **Browse** and select the directory where you would like the software to be installed.
4. Select **Next**.
5. Select **Track-IT web edition**.
6. Click **Next**.
7. Click **Finish**.

### Generating your database configuration file


Track-IT web edition requires a *database.config* file, which stores the encrypted connection information used to connect to the Track-IT Suite database. To generate the *database.config* file, please follow the instructions in the article below.

[http://www.dovico.com/KBase/WebHelp/kbase2/generating\\_your\\_database\\_configuration\\_files.html](http://www.dovico.com/KBase/WebHelp/kbase2/generating_your_database_configuration_files.html)

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## TRACK-IT WEB SERVICES API (FOR TRACK-IT LIGHT/PRO WEB ACCESS)

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 **Note:** The **Track-ITSuite2004v11Web.exe** must be downloaded by selecting **Start, Programs, Track-IT Suite, Client Setup, Client Setups** on the server and downloading the appropriate file. This file can be stored in the **Client Setup** directory at the server for easy access through the network.

1. Run the **Track-ITSuite2004v11Web.exe** file.
2. Click **Next**.
3. If you do not wish to install Track-IT web components to the default location click **Browse** and select the directory where you would like the software to be installed.
4. Select **Next**.
5. Select **Track-IT Web Services API**.
6. Click **Next**.
7. Creating the connection configuration file on the server
  - 7.1 Run the Track-IT API Configuration Generator tool (**WSConfigGen.exe**) located in the Trackit directory on the Track-IT Suite server (by default this is C:\Program Files\Dovico\Trackit\).
  - 7.2 Select the ... button next to **Wcshost.ini Path**, browse and open the wcshost.ini file located in the Track-IT installation directory on the Track-IT Suite server (by default this is C:\Program Files\Dovico\Trackit\).
  - 7.3 Select the ... button next to **Configuration File**, browse to the Track-IT Web Services API installation directory on the web server (by default this is C:\Program Files\Dovico\TrackITAPI) and click **Save**.
  - 7.4 Enter the **URL** to the **Service** file on the web server (by default this is <http://ServerName/TrackITAPI/trackitapi.asmx>).
  - 7.5 Select **Generate**.
  - 7.6 You will receive a message box stating that the config.xml file was created successfully. Click **Ok**.

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## TRACK-IT PRO WEB

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 **Note:** The **Track-ITSuite2004v11Web.exe** must be downloaded by selecting **Start, Programs, Track-IT Suite, Client Setup, Client Setups** on the server and downloading the appropriate file. This file can be stored in the **Client Setup** directory at the server for easy access through the network.

1. Run the **Track-ITSuite2004v11Web.exe** file
2. Click **Next**.
3. If you do not wish to install Track-IT web components to the default location click **Browse** and select the directory where you would like the software to be installed.
4. Select **Next**.
5. Select **Track-IT pro web**.
6. Click **Next**.
7. Click **Finish**.

### **Generating your database configuration file**

Track-IT pro web requires a *database.config* file, which stores the encrypted connection information used to connect to the Track-IT Suite database. To generate the *database.config* file, please follow the instructions in the article below.

[http://www.dovico.com/KBase/WebHelp/kbase2/generating\\_your\\_database\\_configuration\\_files.html](http://www.dovico.com/KBase/WebHelp/kbase2/generating_your_database_configuration_files.html)

## **TROUBLESHOOTING TRACK-IT WEB COMPONENTS**

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*Most Common problems:*

1. "Server Application Unavailable"  
✓ [http://www.dovico.com/KBase/WebHelp/kbase/track\\_it\\_web\\_edition\\_installation\\_issues.html](http://www.dovico.com/KBase/WebHelp/kbase/track_it_web_edition_installation_issues.html)
2. "A potentially dangerous Request.QueryString value was detected from the client"  
✓ [http://www.dovico.com/KBase/WebHelp/kbase/trackit\\_web\\_edition\\_error\\_on\\_windows\\_2003\\_server.html](http://www.dovico.com/KBase/WebHelp/kbase/trackit_web_edition_error_on_windows_2003_server.html)
3. "Track-IT web edition or Track-IT pro web does not display any text fields on the login page"  
✓ [http://www.dovico.com/KBase/WebHelp/kbase/text\\_fields\\_not\\_available.html](http://www.dovico.com/KBase/WebHelp/kbase/text_fields_not_available.html)

**Congratulations!!! You have successfully setup Track-IT web components.**

**CONFIGURING TRACK-IT SUITE TO USE A REMOTE SQL SERVER**

1. Install the **SQL Server 2000 Client Tools** from the Microsoft SQL Server CDROM.
2. From Windows, select **Start, Programs, Track-IT pro Database Manager** (usually under Track-IT Suite 2004). A pop-up logon screen will be displayed.
3. Enter the **Server Name, User ID** and **Password** for the SQL Server that you wish to connect to.
4. Select **File, New Database** from the menu. A New Database box will appear.
5. Enter the name of the database in the **Name** box.
6. Select the **Create database on Remote SQL Server** option.
  - Once this option is selected, specify the **SQL Server Data Path**. This is the directory path on the SQL Server where the database files (\*.MDF and \*.LDF) will be stored. A local path on the remote SQL server must be specified. (**For Example:** C:\Program Files\Microsoft SQL Server\MSSQL\Data)



**IMPORTANT:** This cannot be a UNC or Mapped Network Drive path.

7. Click **Ok** when done.



**Note:** Once the database is created, it will appear in the **Database Name** list.

8. To set the User ID and Password that Track-IT Suite will use to login to SQL Server, select the database name from the list.
9. Select **Maintenance, SQL Server Login**.
10. Enter the **User ID** used to access SQL Server.
11. Enter the **Password** used to access SQL Server.
12. Enter the **Password** again in the Confirm Password box to confirm that it has been entered correctly.
13. Select **Ok**.

**Congratulations!!! You have Successfully Setup Track-IT Suite to connect to a separate SQL Server.**

## CREATING A SILENT (UNATTENDED) SETUP OF TRACK-IT PRO CLIENT

### Introduction


When rolling out Track-IT Suite in a large organization, it may be necessary to setup the Track-IT pro client on a large number of client workstations. In this case, manually installing the Track-IT pro client on each workstation can prove to be very time consuming. Creating a silent (unattended) installation of the Track-IT pro client can save time when rolling out to a large number of client workstations.

A silent installation can be used in conjunction with remote installation software to deploy Track-IT pro client across multiple client workstations. One example of remote installation software is Microsoft Systems Management Server (SMS). In fact, you can get a free 120-day evaluation version of SMS from <http://www.microsoft.com/smsgmt>.


### Implementation

To setup a silent install of Track-IT pro client, you must create a response file (see below) that will be used by the installation to avoid having to prompt the user for information. Once the answer file is created, it can be placed in the same directory with the Track-ITSuite2004v11ProClient.exe file and a simple command can be run to start the silent install. For example the following command could then be setup as a login script:

**X:\Dovico\Trackit\Client Setup\Track-IT pro\Track-ITSuite2004v11ProClient.exe /S/v/qn**  
(where "X" is the mapped network drive letter).


 **Note:** The **Track-ITSuite2004v11ProClient.exe** must be downloaded by selecting **Start, Programs, Track-IT Suite, Client Setup, Client Setups** on the server and downloading the appropriate file. This file can be stored in the **Client Setup** directory at the server for easy access through the network.

**Please Note:** The following steps should be performed on a client workstation that has access to the Track-IT Suite installation directory on the server.

 **IMPORTANT:** Before deploying the silent installation across multiple client workstations. A Mapped Network Drive should be created on each client workstation. This Mapped Network Drive should use the same drive letter on every client.

#### STEP 1 - Creating an answer file

1. Browse to the system directory (i.e. WINDOWS, WINNT, etc...).
2. If this directory contains a file called **setup.iss**, delete the **setup.iss** file.

 **Note:** To create an answer file a manual install must first be performed to record the answers that you would like the silent installation to use.

4. From the Command Prompt go to the **Dovico\Trackit\Client Setup\Track-IT pro\** directory on the server through the Mapped Network Drive path.
5. Run **Track-ITSuite2004v11ProClient.exe** with the **/r** switch (i.e. **Track-ITSuite2004v11ProClient.exe /r**). The **/r** switch specifies that an answer file will be recorded in the system directory.
6. Complete the installation of the Track-IT pro client.
7. Browse to the system directory (i.e. WINDOWS, WINNT, etc...).
8. Copy the newly created **setup.iss** file to the same directory as the **setup.exe** (i.e. **Dovico\Trackit\Client Setup\Track-IT pro\**).



#### **STEP 2 – Starting a silent install**

1. To start a silent installation on a client workstation, navigate to the **Dovico\Trackit\Client Setup\Track-IT pro\** directory on the server through the Mapped Network Drive path.
2. Run the **Track-ITSuite2004v11ProClient.exe** file with the **/S/v/qn** switches (i.e. **Track-ITSuite2004v11ProClient.exe /S/v/qn**). The **/S/v/qn** switch specifies, that the setup should be run in silent mode.


**Congratulations!!! You have successfully setup a silent (unattended) installation of the Track-IT pro client.**

## PERFORMING A CLEAN UN-INSTALL OF TRACK-IT SUITE

### Removing Track-IT Suite


1. Right click on the **MSSQLServer** icon  in your system tray and select **MSSQLServer – Stop**.
2. Right click on the **MSSQLServer** icon  in your system tray and select **Exit**.
3. Go to the Track-IT installation directory (by default this is C:\Program Files\Dovico\Trackit\)) and backup the **Data** directory to another location on your computer.
4. Select **Start, Settings, Control Panel, Add/Remove Programs**.
5. Track-IT Suite Service packs must be removed first. They must be removed in the reverse order in which they were installed (e.g. Service Pack 3 first, Service Pack 2 second, Service Pack 1 third, etc...).
6. Un-install **Track-IT pro client, Track-IT light stand alone, Track-IT web edition, Track-IT PDA**. These applications may or may not be present depending on your Track-IT Suite configuration.
7. Un-install **Track-IT Suite**.
8. Close **Add/Remove Programs**.


### Removing MSDE (Microsoft SQL Server Desktop Engine)

 **IMPORTANT:** The following steps should not be performed if MSDE is in use by any other application.

1. Select **Start, Settings, Control Panel, Add/Remove Programs**.
2. Un-install **MSDE (Microsoft SQL Server Desktop Engine (DOVICO))**.
3. Delete the MSDE Installation directory (by default this is either “**C:\MSSQL7**” or “**C:\Program Files\Dovico\MSSQL\$DOVICO**” or “**C:\Program Files\Microsoft SQL Server**”).
4. Go to the Track-IT installation directory (by default *C:\Program Files\Dovico\*) and delete the **Dovico** folder.
5. Go to **Control Panel, Administrative tools, Internet Information Services** (May also be called **Internet Services Manager**). Delete the **TWebNet, ProWeb, TrackITAPI** virtual directories under Default Website. Please note that these directories will only exist if the **Track-IT Web Components** were installed.

## Cleaning up left over registry entries

 **WARNING:** The following steps require you to use Registry Editor. If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. DOVICO cannot guarantee that you can solve problems that result from using Registry Editor incorrectly. Use Registry Editor at your own risk.

 The following registry keys may not exist with every installation.

1. To remove any left over registry entries, select **Start, Run**, type **regedit** and click **OK**.
2. Navigate to the following registry key.  
HKEY\_CURRENT\_USER\Software
  - Right click on the **Dovico Enterprises** key and select **Delete**.
3. Navigate to the following registry key.  
HKEY\_LOCAL\_MACHINE\Software
  - Right click on the **Dovico Software** key and select **Delete**.

**Congratulations!! You have successfully removed Track-IT Suite.**

## TECHNICAL SUPPORT, RESOURCES AND DOCUMENTATION

### DOVICO TECHNICAL KNOWLEDGE BASE

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To find answers to common problems, go to our Knowledge Base for all the latest information regarding errors, installation problems, upgrade instructions and the latest technical documentation for Track-IT Suite.

<http://www.dovico.com/techtips.html>

### DOVICO DEVELOPER RESOURCES

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Our developer section has the latest up to date information on linking, import/exporting and detailed database schema diagrams and descriptions. You may also view code written by other programmers. Please feel free to submit your code for publication on our web site.

<http://www.dovico.com/developer.html>

### DOVICO CLIENT RESOURCES

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See our client section for free training materials, information on linking with other software or to download free custom reports.

<http://www.dovico.com/client.html>

### DOVICO TECHNICAL SUPPORT

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If you require technical assistance with your software or you would like to report any problem that you may be experiencing with our products, please see our support form to submit a technical support request by email or contact technical support by phone at (506) 855-4154.

<http://www.dovico.com/support.html>