

Elsinore IssueNet Platform 4.7

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Introduction:

Thank you for choosing IssueNet. This document is designed to help you quickly install and configure IssueNet and keep you up to date on the latest updates, new features, and fixes. This guide

does not cover the administration and use of IssueNet. For information on using IssueNet, please consult IssueNet's Help system and tutorials and tech tips located at www.elsitech.com. If you have questions or encounter problems that are beyond the scope of these resources, please contact Elsinore Technologies technical support services.

[Installation and Configuration Basics](#) provides information on installing IssueNet for evaluation and for multiple users in a distributed environment.

[System Requirements](#) provides detailed information on system requirements and security setting required for IssueNet products to function properly.

[Release Notes](#) provides information about known issues and resolved issues in this version. The release notes are detailed, but not comprehensive. If you believe you are experiencing a problem not mentioned in the [Known Issues](#) section or would like to receive more information about a known incident, please feel free to contact [Elsinore Technologies Technical Support Services](#).

[Technical Support](#) provides information on Elsinore technical support resources.

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What's New In IssueNet 4.7

The IssueNet 4.7 release introduces a variety of new features and minor enhancements. For information on defects fixed and other changes implemented in this release, please consult the [Release Notes](#) section of this document.

Feature	Supported Products	Enables You to
Exchange Server Integration	IssueNet Platform	Create and update issues and other items via e-mail and execute workflows and workflow transitions
IssueNet Central deployment for IssueNet Workspace	IssueNet Workspace	Users can launch IssueNet Workspace directly from IssueNet Central without running an installation package
Additional query variable to specify seven days from the current date	IssueNet Platform	This additional query variable adds an additional date range to historical queries and reports

Clicking on an action in the Actions tab of a trigger open the action	IssueNet Administrator	Simplifies the process of editing actions executed by a trigger
Additional form events for item inserts and updates	IssueNet Platform	Allows from scripts to be triggered by item inserts and updates
Modifications to the workflow designer to enlarge the workflow canvas	IssueNet Administrator	Allows workflows to be edited in a slightly larger canvas space
Modify and Create object actions preserve values when changing the class	IssueNet Administrator	Change the class for an action without having to reset values for common properties
Control for closing item forms has been moved to each individual tab	IssueNet Administrator, Manager, Architect, Workspace	Simplifies the management of form windows

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Release Notes:

Please Note: The following release notes document known issues unresolved at time of release as well as defects and other software changes of potential interest to users and administrators. These release notes are not comprehensive of every change made to the software for this release. Software changes deemed to be of internal interest only and defects believed to be present only in internal releases have not been included.

Because any issue may have been reported by multiple customers and be referenced by multiple support tickets, issue IDs used in these release notes are the unique ID's used by Elsinore development. If you have a question about a specific issue or whether it resolves a specific support ticket, please contact Elsinore Technical support or refer to issue IDs referenced in your support ticket(s).

Issues Resolved by this Release

IssueID	Description	Products Affected
DEF-3727	Installing a Solution does not add custom local properties to the database.	IssueNet Architect
DEF-3860	Installation of sample data would null the administrative password set in the IssueNet Assistant.	IssueNet Assistant
DEF-3971	Update on Log Out option would not update attached documents.	IssueNet Platform

DEF-3974	A workflow could become corrupted when updating a workflow which referenced a deleted and purged item.	IssueNet Administrator
DEF-3978	Setting the audit property for class properties for which there is no column could cause a database integrity problem and exception.	IssueNet Architect
DEF-3979	Improved the formatting of the error message produced when a user attempt to insert an object which duplicates and existing object name.	IssueNet Platform
DEF-3981	Entering a trigger with a name that exceeded the maximum length would produce and exception message as opposed to a formatted error.	IssueNet Architect, IssueNet Administrator
DEF-3985	An exception could occur when selecting the pointer in the forms design toolbox	IssueNet Architect
DEF-3993	Form controls size and position could change on each update when editing a form with large system fonts enabled.	IssueNet Architect
DEF-3994	Double clicking on a connection when using an application launched from IssueNet Central would allow the user to open the connection for editing.	IssueNet Platform
DEF-3997	Workspace setting would not persist if the database is configured to update the users contact information from LDAP	IssueNet Manager
DEF-3998	The variable \$(Null) would not set a property value to Null when used in a modify object action.	IssueNet Platform
DEF-4006	A problem re-building views when removing a class property from a class was resolved by removing the dependency on views from the product architecture.	IssueNet Platform
DEF-4008	When attaching a mail item to an issue, issue queries would not load unless the Issue Explorer had been loaded previously.	IssueNet Workspace
DEF-4009	The license server would fail to allocate IssueNet Office licenses	IssueNet Platform
DEF-4010	An evaluation copy notice would appear at the bottom of text format reports.	IssueNet Manager
DEF-4010	Synchronization of tasks and issues using Workspace for Project could produce and exception.	IssueNet Workspace
DEF-4018	In some instances changes to the primary contact field on an issue would not persist.	IssueNet Manager, IssueNet Workspace
DEF-4019	An exception could occur when launching the spell checker in the Administrator or Architect	IssueNet Administrator, IssueNet Architect
DEF-4020	Bookmark window would not persist open state when saved as a part of workspace settings.	IssueNet Manager
DEF-4027	Text entries to protected text fields would not immediately appear in the protected area after update, and required a form refresh.	IssueNet Manager, Workspace
DEF-4031	Opening an issue form could cause a timestamp to be placed in the description field causing the form to change state to pending update.	IssueNet Manager
DEF-4032	Double clicking on an folder or project in the Explorer view would open the selected issue or task.	IssueNet Manager

Known Issues at Time of Release

IssueID	Description	Products Affected
DEF-1140	Landscape printing mode is not available.	IssueNet Manager, IssueNet Workspace
DEF-1812	Duplex printing for text report formats is not available.	IssueNet Manager, IssueNet Workspace
DEF-2138	Zoom controls do not function properly for distribution charts.	IssueNet Manager, IssueNet Workspace
DEF-2465	Vertices added to workflow transitions cannot be repositioned on the workflow diagram.	IssueNet Administrator
DEF-2780	Toolbar customization does not persist between sessions.	IssueNet Manager
DEF-2992	Opening workflow and report designers can cause the Administrator to lose focus.	IssueNet Administrator
DEF-3174	In some instances closing a Workspace form will cause the host application to lose focus.	IssueNet Workspace
DEF-3441	In the forms designer integer text boxes cannot be placed on forms.	IssueNet Architect
DEF-3409	It is possible to get an exception message when clicking around in the Explorer. However, the occurrence is very infrequent and the exact steps to reproduce are unknown.	IssueNet Manager, IssueNet Workspace
DEF-3558	In some instances the scroll bar on dashboard pages is not present.	IssueNet Insight
DEF-3666	Form and solution scripts will not run on Vista and some Windows XP systems unless a hot fix is applied. See MSDN article 928208 or contact Elsinore technical support for more information.	IssueNet Manager, IssueNet Workspace
DEF-3743	When regional settings which use metric measurements are in use, Page Setup does not maintain margins properly.	IssueNet Manager, IssueNet Workspace
DEF-3847	Cannot open document URI links via Click Once deployment.	IssueNet Manager, IssueNet Workspace
DEF-3923	New queries do not show up in the query filter box of the Issue Explorer unless the Explorer is closed and re-opened.	IssueNet Manager
DEF-3954	An exception message can occur when opening the queries after exiting the IssueNet Manager with the Search group bar open and the Queries group bar closed.	IssueNet Manager
DEF-3974	Updating a workflow which references actions or conditions which have been deleted and purged can corrupt the workflow definition.	IssueNet Administrator

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Upgrading from a Previous Version:

To upgrade your IssueNet software from a previous version, simply run the installer. There is no need to uninstall. Uninstalling it is not recommended unless there is a specific reason to do so. Once the new software is installed, there are two post installation tasks you will need to perform.

1. Logon to the IssueNet Administrator via a direct connection and let the Administrator determine if the IssueNet database requires and update. If an update is required, the Administrator will provide you with the option to update. As you would with any change to your production data, please back-up your IssueNet database before performing the database update.

2. Run the IssueNet Assistant using the **Configure and Existing IssueNet Installation** option. Running the Assistant will update your IssueNet Central deployment site. Until you run the Assistant, clients launching products using IssueNet Central will not have access to the updated software or updated IssueNet Central options.

Note: If you have created solution scripts, i.e., scripts added to a solution in the IssueNet Architect, you will need to migrate your script functions to Run Script actions **before you upgrade the database**. Solution scripting has been removed from the product and replaced with enhanced Run Script actions. Failure to migrate solution scripts prior to a database upgrade will result in the loss of the scripts. If you need more information on migrating existing solution scripts, please contact Elsinore Technical Support.

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Installation and Configuration Basics:

Basic Installation Requirements

The IssueNet platform can be installed on any computer running Windows 2000 or any more recent version of the Windows operating system. The IssueNet Server, or another computer in your environment, must be running IIS (Internet Information Server) 5.0 or greater in order to host the IssueNet license server. See the Licensing section below for more information on the license server and license activation. IIS is also required for IssueNet web services which provide remote access.

IssueNet supports SQL Server and SQL Server Express to host the IssueNet database. SQL Server Express is a convenient no-cost option suitable for evaluation or production use by smaller teams. Any SQL Server Express database can be easily upgraded to a full SQL Server database for enterprise database support.

For the IssueNet server to send e-mail notifications, a computer running MSMQ (Microsoft Messaging and Queuing Services) must be available on the server or another computer. Both IIS and MSMQ can be added to a Windows based computer using the Add/Remove Windows components utility in the Windows Control Panel.

Creating an Environment for Product Evaluation

If you are evaluating IssueNet it is recommended that you launch the IssueNet Assistant after installation. The Assistant is a wizard which will step you through several post installation tasks that will allow you to evaluate IssueNet according to your specific requirements. The Assistant will:

- Allow you select a Solution and install it into a new IssueNet database
- Install sample data for the Solution you have selected
- Configure your solution for ClickOnce deployment via IssueNet Central
- Activate new IssueNet solution licenses

An IssueNet Solution configures IssueNet with workflows, fields, forms, reports and other features for a particular business process. When a solution is installed it builds the database, forms, reports, workflow rules and other business rules to suit a particular issue management application such as software life-cycle management or generic issue management. The sample data populates the solution with solution specific data that will allow you to evaluate the solution's features such as workflows, forms, and reports in a realistic environment. You can run the Assistant multiple times to create as many different IssueNet databases and solutions as you like. As you become more familiar with IssueNet you can start using its tools to modify solutions and create your own issue management solutions.

Licensing

In order to access an IssueNet Solution a validated license is required. Licenses are added to an IssueNet instance and activated using the IssueNet Administrator or the IssueNet Assistant. When a user logs on these licenses are validated by the IssueNet License Server. An IssueNet license server is a web service which is installed as a component of an IssueNet platform installation. Because it is a web service, the IssueNet License Server must be installed on a computer running IIS 5.0 or greater. Your IssueNet installation media or download package should include license keys and detailed instructions on license allocation and activation. If you do not have this information please contact your Elsinore representative.

Supporting Multiple Users in a Distributed Environment

For using IssueNet with multiple users in a distributed environment, certain features designed to

simplify remote access and distribution:

Web Services

When the IssueNet platform is installed on a computer running IIS, it will create an IssueNet web service. The web service allows users to connect to IssueNet using an internet connection. IssueNet supports both direct database and web service connections. However, for ease of access and administration Elsinore highly recommends the use of web service connections. Users can create their own connections from client applications. However, in a typical environment user will launch client applications with pre-configured connections using the IssueNet Central web site.

IssueNet Central Deployment

IssueNet Central is a web site created by the IssueNet platform installation which allows users to access IssueNet via a URL. Using this web site for distribution of IssueNet provides the following advantages.

- Users can access IssueNet from any internet connection and are never required to run an installation package.
- The software and subsequent software upgrades can be installed and distributed from a single computer via the IssueNet Central web site.
- Client connection information is pre-configured.

System Requirements:

General Requirements

IssueNet server and client components require the .NET 2.0 framework or greater. If the framework is not present, the IssueNet installer will attempt to download and install it. The framework can also be obtained from other sources such as the [Windows Update](#) web site.

IssueNet Database Requirements

IssueNet support SQL Server and SQL Server Express databases of version 2000 or greater. The IssueNet database may be hosted on the same or on a server separate from the IssueNet server installation. When planning your installation, keep in mind that SQL Server Express databases can be easily upgraded to full SQL Server databases. However, SQL Server Express databases have

a maximum size of 4 GB. Database size limitations may be a consideration if you intend to store large numbers of attached documents in the database.

IssueNet Server Requirements

The minimum requirement for an IssueNet server installation is any Windows operating system which can support the 2.0 .NET framework or greater. In order to host IssueNet web services, IssueNet Relay, IssueNet Insight, or IssueNet Central, the server must also support IIS 5.0 or greater. In order to serve e-mail notifications server must have MSMQ (Microsoft Messaging and Queuing Services) installed. MSMQ can be added to a computer from Add/Remove Windows Components section of the Add/Remove Windows Components utility in the Control Panel.

The minimum recommended hardware configuration for an IssueNet server is: a processor speed of 1 GHz or greater, 1 GB of RAM, and approximately 500 MB of free disk space. These recommended minimum requirements are based on the resources required to support approximately 20 users, a database with several thousand issues, and an average number of attachments of relatively small size. Disk space requirements may vary greatly based on the size and number of attached documents.

IssueNet Manager and Workspace Requirements

The IssueNet Manager and Workspace clients require any Windows operating system which will support the .NET framework version 2.0 or greater. The minimum recommended hardware configuration for an IssueNet client is: a processor speed of 800 MHz or greater, 256 MB of RAM, and approximately 60 MB of free disk space.

If you intend to have IssueNet clients use direct instead of web service connections, each client must have MSMQ (Microsoft Messaging and Queuing Services) installed in order to generate e-mail notifications. MSMQ can be added to a computer from Add/Remove Windows Components section of the Add/Remove Windows Components utility in the Control Panel.

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Technical Support:

When you have a question about Elsinore Technologies IssueNet, look first in the online Help files or the IssueNet Administrator's Guide. If the documentation does not address your question, no-cost

support from Elsinore Technologies' support engineers is available via a toll call between 9:00 A.M. and 5:00 P.M. Eastern Standard Time, Monday through Friday, excluding holidays. Support is available to all registered owners of IssueNet products for thirty days from the original date of purchase. Additional support contracts are also available. When you call, you should be at your computer and be prepared to provide the following information:

- The version number and product ID of the IssueNet product you are using.
- The type of hardware that you are using, including any network hardware, if applicable.
- The operating system that you are using.
- The exact wording of any messages that appeared on your screen.
- A description of what happened and what you were doing at the time of the incident.
- A description of how you tried to solve the problem.

To Contact Elsinore Support Engineers:

Telephone: 1.866.866.0034 Option 2

Fax: 919.532.0023

E-mail: support@elsitech.com

Web Site: www.elsitech.com/