

Elsinore IssueNet Platform 5.3

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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 5.3

The IssueNet 5.3 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
WIX Installer.	IssueNet Platform	Platform InstallShi unattend
Ability to submit emails to a common address and create an IssueNet Issue.	IssueNet Platform	Please re ReadMe
Scripting Engine Enhancements.	IssueNet Platform	Scripting bit Opera
Enhanced Open buttons.	IssueNet Manager, IssueNet Administrator, IssueNet Architect	Allow you main form
Find Objects dialog now supports CTRL+A .	IssueNet Platform	Allows yo dialog.
Enhanced Exchange Integration.	IssueNet Platform	Allows su email ad Database
Increased canvas size of Workflow Editor.	IssueNet Administrator	Increased
Workflow Actions Editor now in-line as part of Workflow Property Editor.	IssueNet Platform	Allows fo and edit Action fro
Added ability to add a Condition to a Transition via Workflow Property Editor.	IssueNet Administrator	Allows fo easily to

Right click context menu now available for adding States, Transitions and Notes to Workflow.	IssueNet Administrator	Provides the Work
Stacked Workflow Property Editor and Workflow Toolbox.	IssueNet Administrator	Provides Canvas.
Ability to combine a string with a variable.	IssueNet Administrator, IssueNet Architect	Provides variable u test- \$(W
Enhanced Right-Click Options.	IssueNet Manager	Provides view and
Bookmark items via Right-Click in list views.	IssueNet Manager	Provides Right-Click
Added Project tab to Resource form.	IssueNet Manager	Provides viewing a
Labels and textboxes text based on MemberName selected.	IssueNet Architect	Provides MemberN Editor.

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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

ENH-437	Double clicking a word in the Description field causes a TimeStamp to be created.
DEF-3967	Script control drop down not populated with all form controls at design time.
DEF-4566	In some cases, the ClickOnce.xml is not properly upgraded after running the IssueNet Assistant.
DEF-4617	Projects with many related tasks will not open.

DEF-4737	\$Prompt Query for Primary Contact of Customer Support ticket fails with SQL error.
DEF-4740	Error encountered when setting Detail Class of Related Objects View
DEF-4741	Invalid Argument error received when creating a new Conditional Action.
DEF-4749	Should not be able to edit local properties of System Classes
DEF-4741	New User Passwords are nulled out on initial Save
DEF-4752	Any Object besides the Main Object are not updated properly because of the ChangeList
DEF-4756	Cannot add sub-report to Print Formats
DEF-4746	Null, Index and Audit grid should be read only on the Inherited Property Grid.
ENH-119	Change wording of the Asynchronous trigger event to "[Disabled]".
DEF-4808	Enhancement Form Complexity and Risk fields are non-editable.
DEF-4909	Error encountered when deleting documents from Native Document Store

Known Issues at Time of Release

Issue ID	Description
DEF-1140	Landscape printing mode is not available.
DEF-1812	Duplex printing for text report formats is not available.
DEF-2138	Zoom controls do not function properly for distribution charts.
DEF-2465	Vertices added to workflow transitions cannot be repositioned on the workflow diagram.
DEF-3174	In rare instances closing a Workspace form will cause the host application to lose focus.
DEF-3558	In some instances the scroll bar on dashboard pages is not present.
DEF-3743	When regional settings which use metric measurements are in use, Page Setup does not maintain margins properly.
DEF-3847	Cannot open document URI links via Click Once deployment.
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.
DEF-3939	When importing from a Visual Intercept 3.x product an exception can occur if the 3.x tables have different ownership values.
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.
DEF-4045	In circumstances that are difficult to reproduce, attaching a mail item with many recipients to an issue can produce an exception.
DEF-4097	An exception can occur when changing an item from one type to another when the class the item is being changed to has relationships not supported in the class one is changing

	from. Clicking Continue will allow the change type to proceed.
DEF-4067	When using Outlook 2003 The IssueNet Workspace toolbar buttons may not be active on open mail item forms.
DEF-4064	When importing from Visual Intercept 3.x products to IssueNet based products the Incident Track field is not included in the import. Please consult Elsinore technical support for workarounds.
DEF-4418	When importing issues from Visual Intercept 3.x you cannot map the imported issues to the base issue classes of Issue, Problem, or Change.
DEF-4424	IssueNet Workspace cannot download connection profiles when run via IssueNet Central.

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Upgrading from Previous Versions:

General upgrade procedure

To upgrade your IssueNet software from a previous version, simply run the installer. Prior to running the installer, you should backup your IssueNet database and any customized pages. 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. Run the IssueNet Assistant to upgrade the Database Schema. 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.
3. In some instances you may encounter the following message during the installation 'Error Failed to read IISWebSite table' which will cause the installer to end prematurely. If you encounter this error please take the following steps:
 - Open IIS and right click on the Default Web Site, select Properties.
 - On the Web Site tab, if you have defined a specific IP Address, please set the IP Address to (All Unassigned), and the TCP Port to 80.
 - Click the Advanced button and remove any Host Header Name values.
 - After the changes have been made, run the installer again and when it completes, set the above values back to their previous setting.

Upgrading from a version prior to 5.0

Notification template conversion

One of the new features introduced in version 5.0 is the incorporation of notification templates in the database as an attribute of send notification actions. Consequently, the upgrade process is designed to convert the file based notification templates to the new format. When you run the database upgrade from the IssueNet Administrator, the upgrade process will look for the notification template referenced by each notification action in the notification templates directory on the server and import the template into the database. If the notification template directory does not exist, templates are missing, or the configuration setting which defines the location of the templates is incorrect, the database upgrade process will abort with an error message indicating that the templates cannot be located. If you encounter this issue you have two basic option:

1. Locate the notification template directory and templates and ensure that they are in the location defined in the config.xml located in the Elsinore Technologies directory of the Application Data directory on the IssueNet server.
2. Identify notification actions which reference templates which do not exist and edit the actions to reference valid templates.

Toolbar Conversion

The 5.0 IssueNet Platform replaces the configurable new object toolbar and menu with an Outlook style New button and menu located on a re-designed main toolbar. The New menu items are generated dynamically based on a Creatable flag which is set on a per class basis. Together the New menu and Creatable flag replace the toolbar designer featured in version of IssueNet prior to 5.0. When you convert your IssueNet database to the 5.0 version the process will remove your toolbar definitions, which are no longer supported, and set the Creatable property to true for each class included in your toolbar definitions. If you wish to make changes or adjustments to the items in the new menu after conversion to the 5.0 schema, open the IssueNet Architect, open the class(s) you wish to add or remove from the New menu, and toggle the Creatable flag using the checkbox on the general tab.

Saved Solutions

Solutions saved from a version prior to version 5.0 cannot be installed directly into an IssueNet database created using the 5.0 version or greater. To migrate a solution saved from a version prior to 5.0, you will need to install the solution into a database created using an IssueNet version prior to 5.0 and convert the database to the 5.0 schema using the IssueNet Administrator.

Upgrading from a version prior to 4.8

Versions of the IssueNet Platform prior to version 4.8 supported solution scripts. In version 4.8, the architecture was changed to allow scripts to be added directly to actions. 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**. 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.

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/