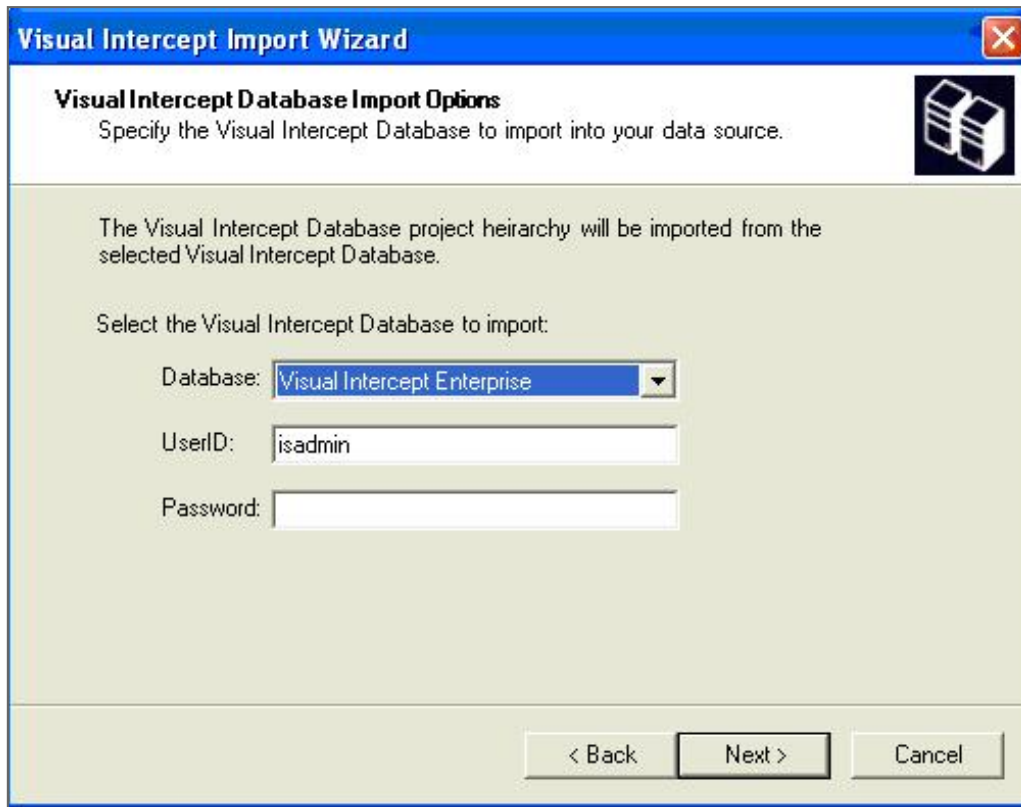


Upgrading Visual Intercept 3.5 data to Visual Intercept 4.0

Visual Intercept 4.0 provides administrators with an Import Wizard that assists with the migration of Visual Intercept 3.5 data into the Intercept 4.0 database. Using the Import Wizard, administrators can map specific categories of incidents to different classes of issues in Visual Intercept 4.0 or simply import the existing incidents to the incident class.

The first step of the Wizard allows the user to specify the DSN that points to their Visual Intercept 3.5 database and to provide the appropriate login credentials.

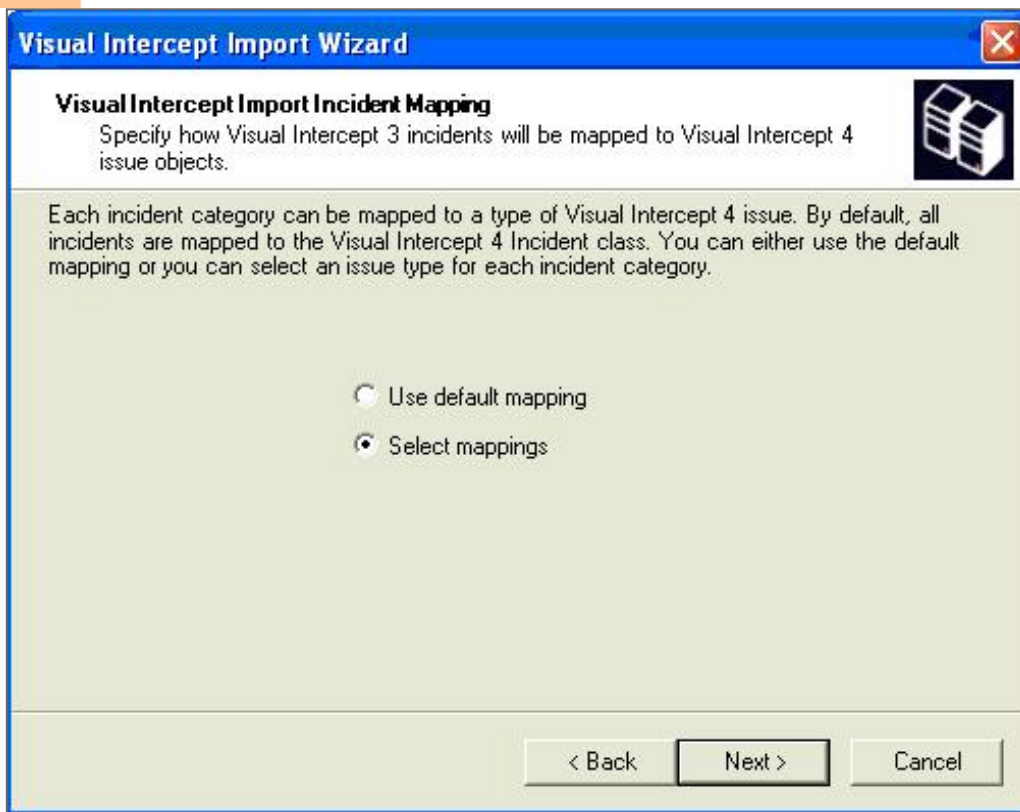


The screenshot shows a Windows-style dialog box titled "Visual Intercept Import Wizard". The main heading is "Visual Intercept Database Import Options" with a sub-instruction: "Specify the Visual Intercept Database to import into your data source." Below this, a note states: "The Visual Intercept Database project heirarchy will be imported from the selected Visual Intercept Database." The user is prompted to "Select the Visual Intercept Database to import:" and is provided with three input fields: a dropdown menu for "Database" (currently showing "Visual Intercept Enterprise"), a text box for "UserID" (containing "isadmin"), and an empty text box for "Password". At the bottom of the dialog are three buttons: "< Back", "Next >", and "Cancel".

Once the appropriate Data Source Name and login credentials are provided, click Next.

Step 2 of the wizard specifies how Visual Intercept Incidents will be imported; either to a specific class based on the Category of the incident or mapped directly to the incident class.

By selecting "Use Default Mapping" all incidents in your existing Visual Intercept 3.5 database will be mapped to the Intercept 4.0 incident class; however, if users have properly utilized the category field, an administrator may wish to map existing incidents to an Intercept 4.0 class of issue that more appropriately matches the category of the incident (e.g., all incidents of the category "Requirement" are imported into the v4.0 database as issue class, "Software Requirement").

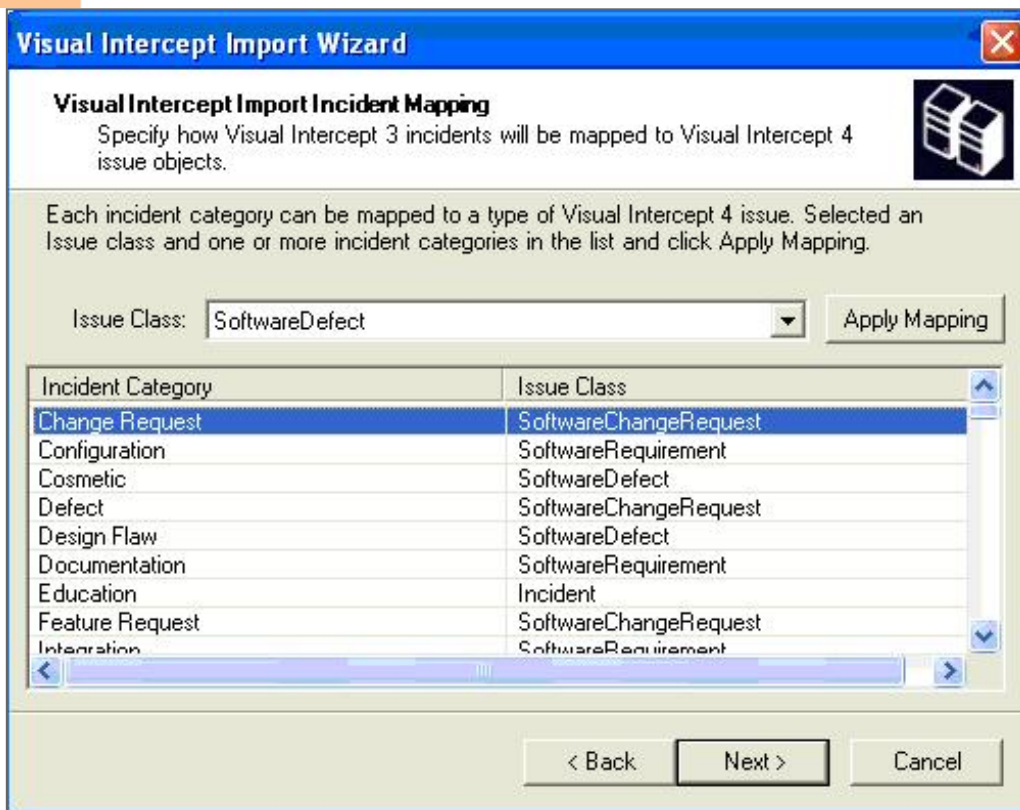


By choosing the "Select Mappings" option in step 2 of the Wizard, step 3 displays a list of current Incident Categories and the Issue Classes to which they can be mapped.

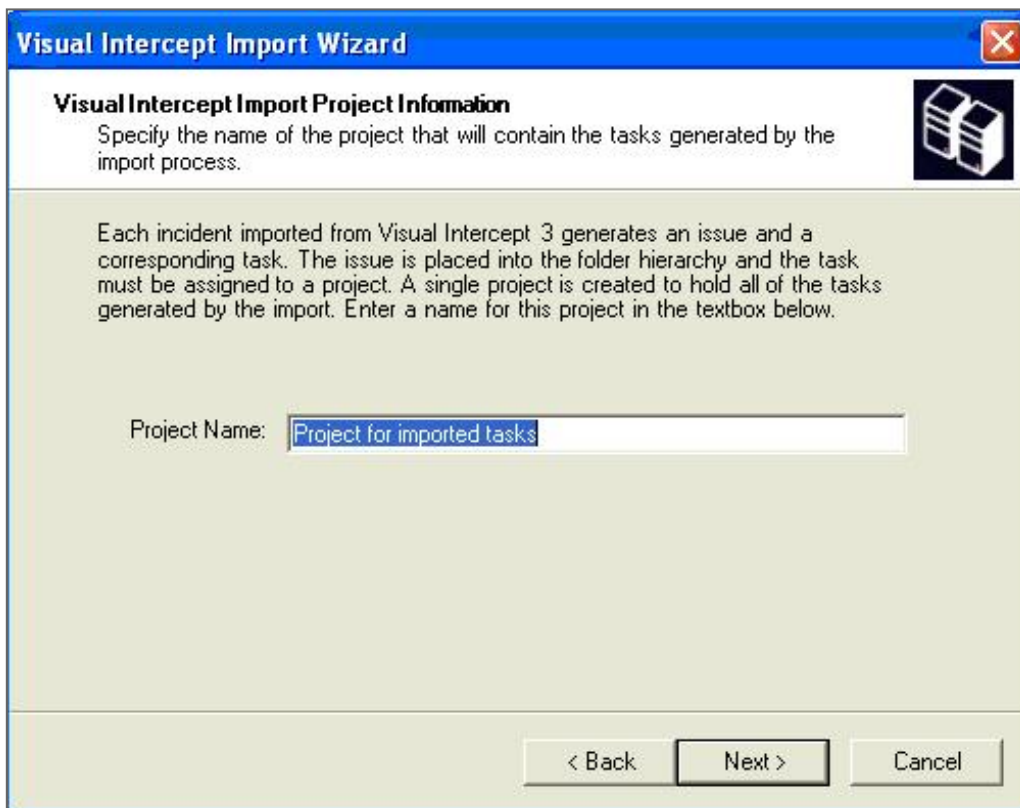
Note: If "Use Default Mapping" was selected, this step will be skipped.

To select a mapping, highlight an category in the incident category list, from the Issue Class list box, select the class to which you wish to map the highlighted category and click the Apply Mapping button. Repeat this process until all of your categories have been mapped to v4.0 issue classes.

Note: Use the SHIFT or CTRL keys to select multiple categories.



After specifying incident mapping and clicking Next, step 4 of the Wizard requires that a name for the Project to which imported incidents' associated Tasks will be placed.



Once a name for the Project is entered, click **Next** to proceed to the final step of the Visual Intercept Import Wizard. Click **Finish** to begin importing Visual Intercept 3.5 data into the Visual Intercept v4.0 database or click **Back** to review or change any settings.

If you have other questions about issues not included in or beyond the scope of this Tech Tip,

please contact Elsinore Technical Support Services at support@elsitech.com or 866.866.0034, option 2.