



IssueTrackingAnywhere™

Issue Tracking Anywhere Installation Guide

Dynamsoft™

The leading developer of version control and issue tracking software

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Introduction

This article is a quick step-by-step guide to be used as an aid for new users of Issue Tracking Anywhere. It will guide you from installation and configuring settings to being able to login to Issue Tracking Anywhere successfully.

If you are having trouble getting Issue Tracking Anywhere to work properly and would like some assistance, please do not hesitate to contact us by:

Phone: 1-877-605-5491 (toll free) or 1-604-605-5491

Email: itasupport@Dynamsoft.com

LiveHelp: <http://www.dynamsoft.com/support/livehelp.aspx>

Installation Guide

🔗 Installation Prerequisites

Server Hardware Requirements

- PC with single 1.5GHz processor and 512MB RAM
- Disk space requirements are dependent on the size of Dynamsoft Issue Tracking Anywhere database

Software Requirements

- Windows XP, Windows 2000, Windows 2003, Windows Vista, Windows 7 or later
- SQL Server 2000, MSDE, SQL Server Express, SQL Server 2005 or later
- Internet Information Services (IIS) 5 or later
- Microsoft .Net Framework 2.0 or later

Client

- Internet Explorer 6.0 or later with JavaScript
- Firefox 1.0 or later
- Safari 5.0 or later
- Chrome 7.0 or later

🔗 Installation Process

To perform the installation, you must be logged in as the system administrator and then make sure that **IIS**, **SQL Server** and **Microsoft .Net Framework 2.0** have already been installed. During the installation, the installer will:

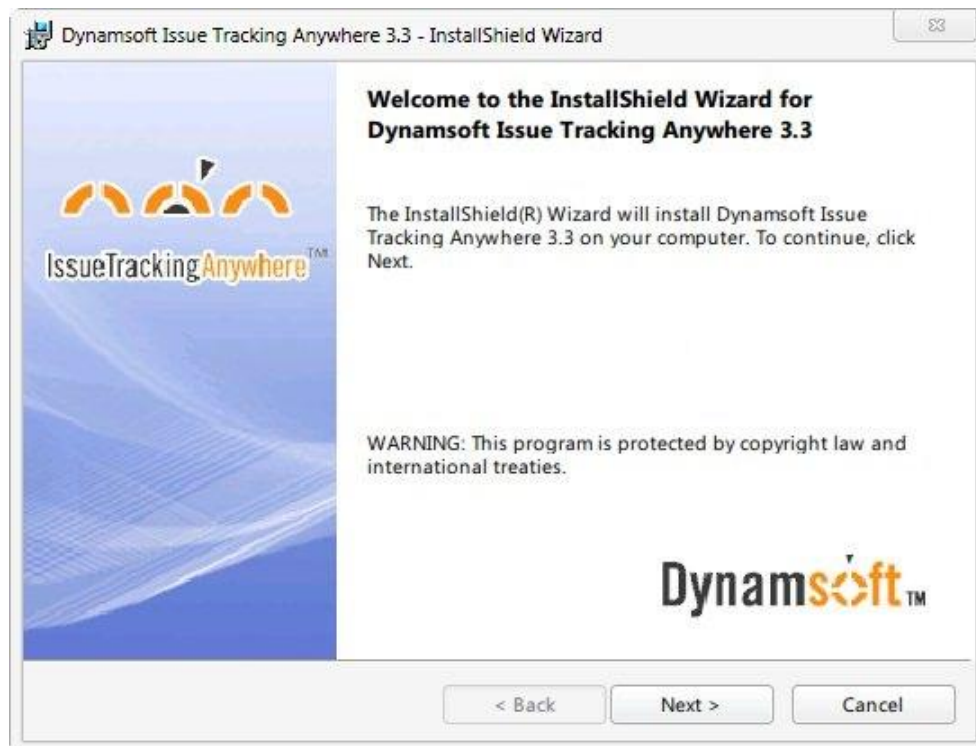
- Create Dynamsoft Issue Tracking Anywhere directory on the local hard drive.
- Create Dynamsoft Issue Tracking Anywhere Virtual directory within IIS.
- Create Dynamsoft Issue Tracking Anywhere database in SQL Server.
- Create a SQL Server user for Dynamsoft Issue Tracking Anywhere database.

Installation Steps

1. Welcome to Dynamsoft Issue Tracking Anywhere Installation Wizard

Double click the installer icon to launch Dynamsoft Issue Tracking Anywhere Installation Wizard.

To continue, click Next.



If one of the following errors occurs when clicking Next, please refer to the corresponding troubleshooting:

- For error message "IIS 5.0 or later cannot be found. Please install first." please verify that Internet Information Services (IIS) 5.0 or later has been installed.

If IIS has been installed: To check the version of Internet Information Services (IIS), please refer to: [How to check the version of Internet Information Services \(IIS\)?](#)

If IIS hasn't been installed: To install IIS, please refer to: [How to install Internet Information Services \(IIS\)](#).

- For error message "Microsoft .Net Framework 2.0 cannot be found. Please install first." please verify that Microsoft .Net Framework 2.0 has been installed. To install Microsoft .Net Framework 2.0, please refer to: [How to install Microsoft .Net Framework 2.0?](#)

- For error message "MDAC 2.6 or later cannot be found. Please install first." please verify that Microsoft Data Access Components (MDAC) 2.6 or later has been installed.

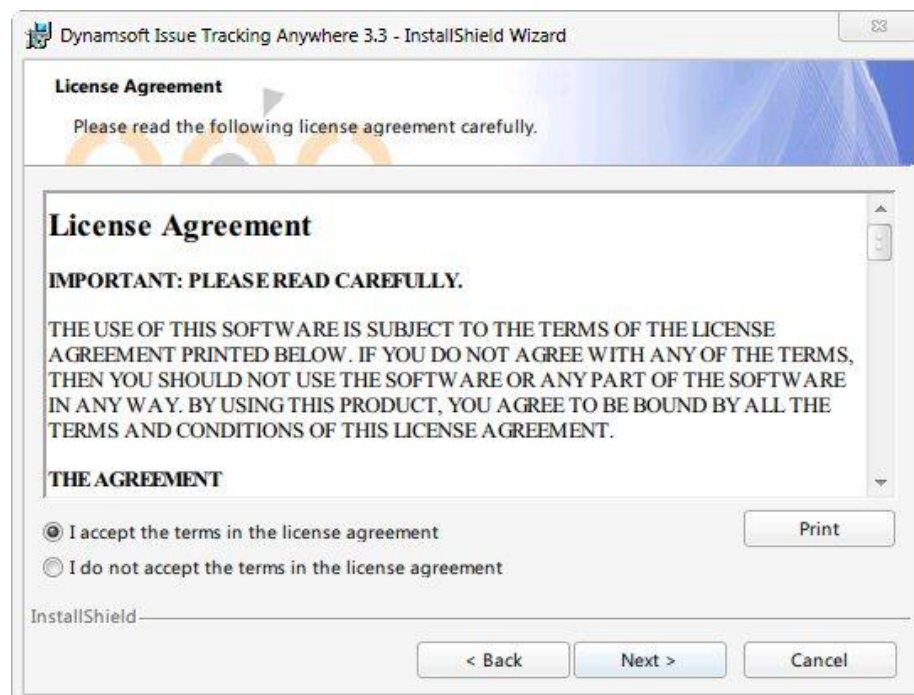
If MDAC has been installed: To check the version of MDAC, please refer to: [How to check the version of Microsoft Data Access Components \(MDAC\)?](#)

If MDAC hasn't been installed: To install MDAC, please refer to: [How to install Microsoft Data Access Components \(MDAC\)?](#)

2. Software License Agreement

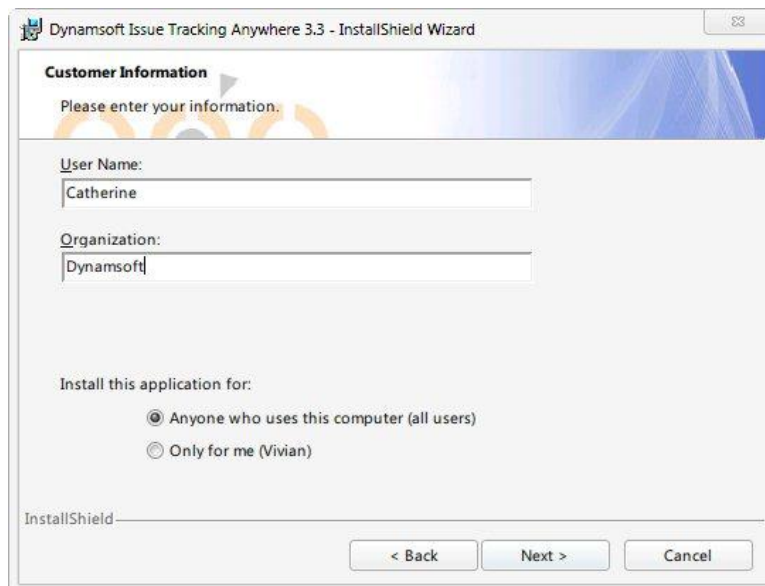
Please read the license agreement carefully, and then select "I accept the terms in the license agreement".

To continue, click Next.



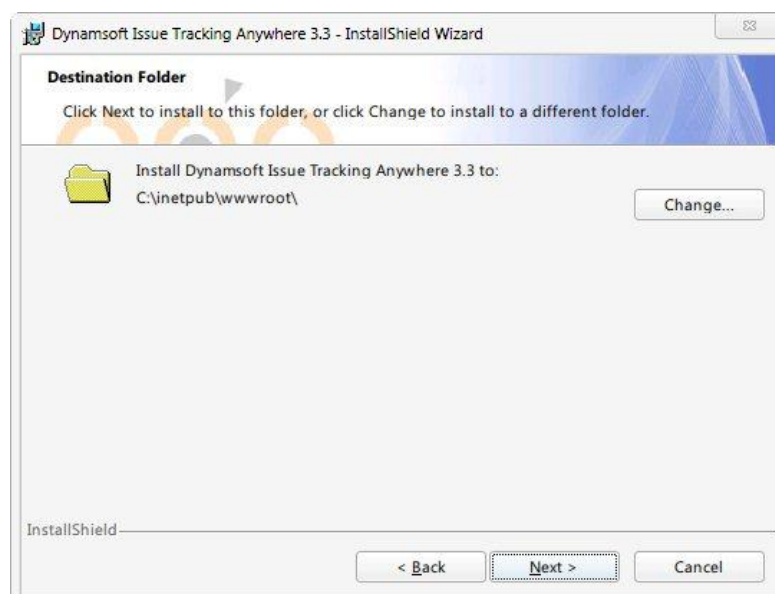
3. Customer Information

Enter your name and company information, and choose whom to install this application for. To continue, click Next.



4. Destination Folder

Please select the folder where Dynamsoft Issue Tracking Anywhere will be installed. The default destination folder is C:\inetpub\wwwroot\ITA. If you want to change the destination folder, click Change. To continue, click Next.



5. Ready to Install Dynamsoft Issue Tracking Anywhere

Click Install, the program will be installed.



6. Create Database

Dynamsoft Issue Tracking Anywhere will create a database on SQL Server installed on the local machine or a different machine on the network. You can choose to have Windows Authentication or SQL Server Authentication. If you are not sure which authentication mode your SQL Server is using, please contact your SQL Server administrator. To check the authentication mode, please refer to: [How to check the authentication mode of SQL Server?](#)

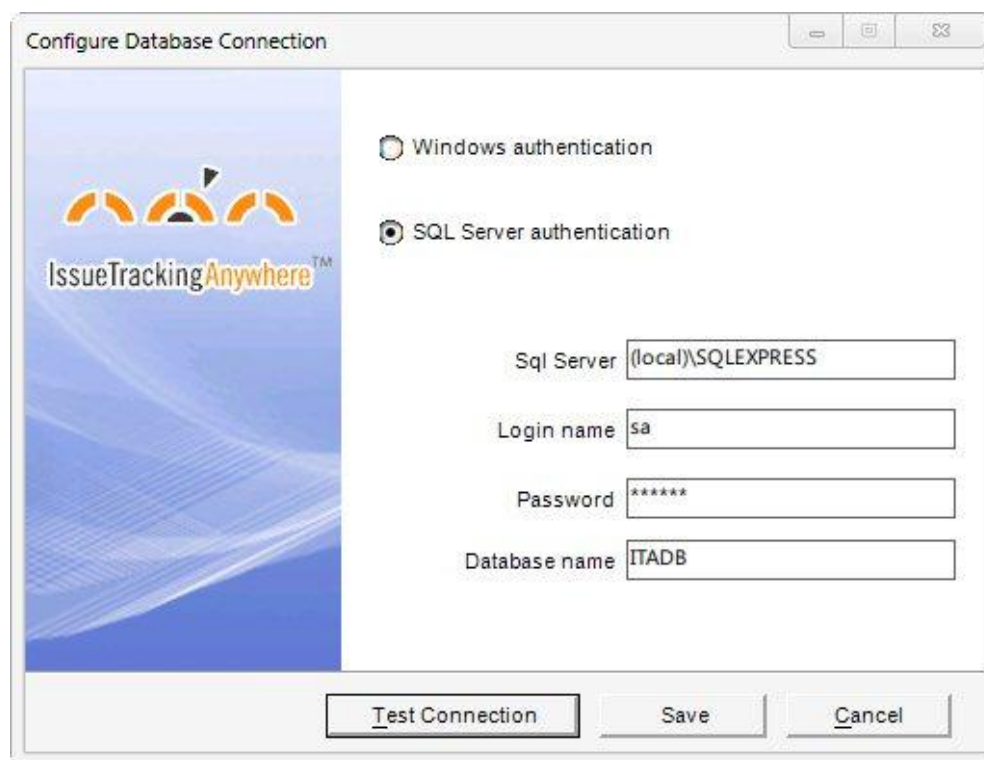
For **SQL Server**, you can specify the server IP or name in the SQL Server edit box.

For **SQL Server Express**, you need to use the server name or IP address, plus "\", plus the SQL Server instance name. The default instance name is "SQLEXPRESS". So for SQL Server Express, you have "ServerName\SQLEXPRESS" for the SQL Server edit box.

If you choose SQL Server authentication mode, you should use the sa account or any other accounts that can play System Administrators roles in SQL Server.

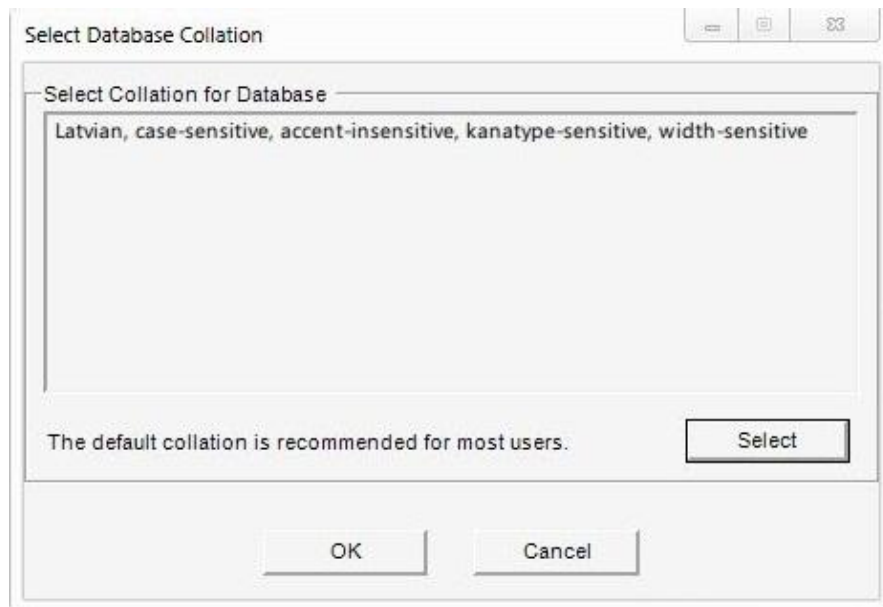
You can click Test Connection to verify the database connection.

For error message "SQL Server does not exist or access denied." please refer to the following FAQ: [Why do I get error message "SQL Server does not exist or access denied." when installing ITA?](#)



7. Select Database Collation

Choose collation for database (on a new database only). Collation is how the database sorts text strings in the database based on the language used. The Dynamsoft Issue Tracking Anywhere installer chooses a default collation that is appropriate based on the language settings of the machine. If you wish to choose a different collation, click Select and select the one you want.



8. Set Database Owner

If SQL Server authentication mode is selected, the Dynamsoft Issue Tracking Anywhere installation creates a default SQL Server login named 'ITADBUser', and grants the 'ITADBUser' account access to the 'ITADB' database.



If Windows authentication mode is selected, this step does not exist.

9. Set Web Virtual Directory



For Windows XP or Windows 7 users:

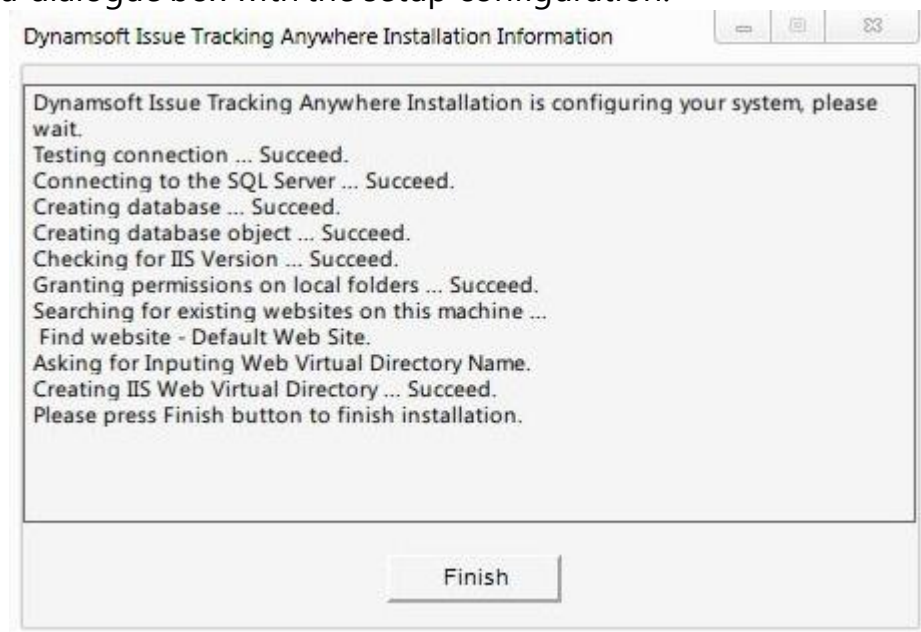
Type in the name of the web virtual directory and click OK.

For Windows 2000 Server, Windows 2000 Advanced Server, or Windows 2003 Server users:

- Select a website before you set Web Virtual Directory if more than one website exists.
- Type in the name of the web virtual directory and click OK.

10. Setup Configuration

You will then see a dialogue box with the setup configuration.



11. Installation Completed

The Dynamsoft Issue Tracking Anywhere installation has been successfully installed in your computer. To exit, click Finish.



🔄 How to start ITA after the installation

To start ITA, please follow steps below:

1. To log on to Issue Tracking Anywhere visit the following URL: `http://Servername/ITA`.

Note that *Servername* is the name or the IP address of the server in which Dynamsoft Issue Tracking Anywhere is installed, and *ITA* is the virtual directory name you have input during the installation. If you have input a different virtual directory name during installation, change *ITA* to the one you have created.

2. Use the default user named "Admin" with no password to log on the system.

For error message "The page cannot be found" when you visit "`http://Servername/ITA`", please click [here](#).

❖ Common Troubleshooting

1. How to install Internet Information Services (IIS)?

For **Windows 2003** users:

To install IIS, please follow steps below:

- 1) In the Control Panel, double-click on Add or Remove Programs.
- 2) Click Add/Remove Windows Components.
- 3) In the Components list box, click Application Server, and then click Details.
- 4) In the Subcomponents of Application Server box, click Internet Information Services (IIS).
- 5) Click Next to start the installation of IIS.

For **Windows XP** or **Windows 2000** users:

To install IIS, please follow steps below:

- 1) In the Control Panel, double-click on Add or Remove Programs.
- 2) Click Add/Remove Windows Components.
- 3) In the Components list box, click Internet Information Services (IIS).
- 4) Click Next to start the installation of IIS.

For **Windows Vista** or **Windows 7** users:

To install IIS, please follow steps below:

- 1) Click Start and then click on Control Panel.
- 2) In the Control Panel, click Programs and Features and then click Turn on or off Windows features.
- 3) In the Windows Features dialog box, click Internet Information Services; select IIS 6 Scripting Tools along with IIS Metabase and IIS 6 configuration compatibility under IIS 6 Management Compatibility then click OK to start the installation of IIS.

2. How to check the version of Internet Information Services (IIS)?

To check the version of Internet Information Services (IIS), please follow steps below:

- 1) On the Start menu, click Run.
- 2) In the Open text box, type "inetmgr" and then click OK, this starts Internet Information Services (IIS) manager.
- 3) In the left pane, the corresponding version information will show in the Version column.

3. How to install Microsoft .Net Framework 2.0?

To install the .NET Framework 2.0, please follow steps below:

1) Download the .NET Framework 2.0, visit the following Microsoft Web site:
<http://www.microsoft.com/download/en/details.aspx?displaylang=en&id=19>

2) Double click the Installer wizard to install Microsoft .Net Framework 2.0.

Note:

For **Windows XP** or **Windows 2000** users:

Open Start → Control Panel → Add or Remove Programs to check whether Microsoft .Net Framework 2.0 has been installed in your machine or not.

For **Windows 2003** users:

Open Start → Control Panel → Add or Remove Programs to check whether Microsoft .Net Framework 2.0 has been installed in your machine or not.

You need to register ASP.NET by running the following command:

```
"%windir%\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe -i".
```

For **Windows Vista** users:

Open Start → Control Panel → Programs to check whether Microsoft .Net Framework 2.0 has been installed in your machine or not. If Microsoft .Net Framework 2.0 has been installed, you need to register ASP.NET by running the following command:

```
"%windir%\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe -i".
```

4. How to configure Microsoft .Net Framework 2.0 for ITA website when there are more than one Microsoft .Net Framework versions existing in the machine?

For **Windows XP** or **Windows 2000** users:

To configure Microsoft .Net Framework 2.0 for ITA website, please follow steps below:

- 1) On the Start menu, click Run.
- 2) In the Open text box, type "inetmgr" and then click OK, this starts Internet Information Services (IIS).
- 3) In the Navigation pane, right click Web Site → ITA (ITA is the virtual directory name you have input during the installation), and click Properties.
- 4) In ASP.NET tab, select 2.0.50727 for the ASP.NET version.

For **Windows 2003** users:

To configure Microsoft .Net Framework 2.0 for ITA website, please follow steps below:

- 1) On the Start menu, click Run.
- 2) In the Open text box, type "inetmgr" and then click OK, this starts Internet Information Services (IIS).
- 3) In the Navigation pane, right click Web Site → ITA (ITA is the virtual directory name you have input during the installation), and click Properties.
- 4) In ASP.NET tab, select 2.0.50727 for the ASP.NET version.
- 5) Click Internet Information Services (IIS) → Web Service Extensions node, right click on "ASP.NET v2.0.50727" and click "allow".

For **Windows Vista** or **Windows 7** users:

To configure Microsoft .Net Framework 2.0 for ITA website, please follow steps below:

- 1) On the Start menu, click Run.
- 2) In the Open text box, type "inetmgr" and then click OK, this starts Internet Information Services (IIS).
- 3) In the Navigation pane, click Web Site → Default Web Site → ITA (ITA is the virtual directory name you have input during the installation), in the right Actions pane, click Basic Settings under Edit Application, change the value of Application pool from Default-AppPool into ASP.NET 2.0, and click OK.
- 4) In the Navigation pane, double click IIS Service name → ISAPI and CGI Restrictions, double click ASP.NET v2.0.50727, check Allow extension path to execute.

5. How to install Microsoft Data Access Components (MDAC)?

1) Download the Microsoft Data Access Components (MDAC), visit the following Microsoft Web site:

<http://www.microsoft.com/download/en/details.aspx?id=5793>

2) Double click the Installer wizard to install Microsoft Data Access Components (MDAC).

6. How to check the version of Microsoft Data Access Components (MDAC)?

To check the version in registry, please follow steps below:

- 1) On the Start menu, click Run.

- 2) In the Open text box, type "regedit" and then click OK; this starts Registry Editor.
- 3) In the Navigation pane, drill-down to the following path:
HKEY_LOCAL_MACHINE\Software\Microsoft\DataAccess
- 4) In the Details pane, look in the Name column for FullInstallVer and Version. Each of these keys will have corresponding version information in the Data column.
- 5) When finished, click Exit on the Registry menu to close Registry Editor.

7. How to check the authentication mode of SQL Server?

For **SQL Server 2000** users:

To check the authentication mode, please follow steps below:

- 1) Open SQL Server Enterprise Manager.
- 2) Right click Server name, and click Properties.
- 3) Click Security tab, and the authentication mode information will show.

For **SQL Server 2005** or **SQL Server 2008** users:

To check the authentication mode, please follow steps below:

- 1) Open SQL Server Management Studio.
- 2) Right click Server name, and click Properties.
- 3) In the left pane, click Security tab, and the authentication mode information will show on the left.

For **SQL Server Express** users:

To check the authentication mode, please follow steps below:

- 1) Open Start → All Programs → Microsoft SQL Server 2005 → SQL Server Management Studio Express.
- 2) Right click Server name, and click Properties.
- 3) In the left pane, click Security tab, and the authentication mode information will show on the left.

8. How to enable remote client connections of SQL Server 2005 or later?

- 1) Click Start → All Programs → Microsoft SQL Server 2005 → Configuration Tools → SQL Server Surface Area Configuration.
- 2) Click Surface Area Configuration for Services and Connections.

3) On the left navigate pane, click Remote Connections under Database Engine node, click Local and remote connections, and click OK.

4) Restart the Database Engine service.

9. Why do I get error message "The page cannot be found." when you visit "http://Servername/ITA"?

There are three possible reasons for this problem. Please verify the following:

- The Servername in the URL http://Servername/ITA is correct.
- The virtual directory name in the URL http://Servername/ITA is correct. The default virtual directory name is ITA.
- The Internet Information Services (IIS) has started and configured correctly. To configure IIS correctly, please click [here](#).

10. Why do I get error message "SQL Server does not exist or access denied." when installing ITA?

There are three possible reasons for this problem. Please verify the following:

- SQL Server 2000, MSDE, SQL Server Express, SQL Server 2005 or later has been installed in your local or server machine.
- SQL Server has started.
- The remote client connections of SQL Server are allowed if you want to connect to remote SQL Server. To enable remote client connections of SQL Server, please click [here](#).
- The server IP or name in the SQL Server edit box is correct.

For **SQL Server**, you can specify the server IP or name in the SQL Server edit box. For **SQL Server Express**, you need to use the server name or IP address, plus "\", plus the server instance name. The default instance name is "SQLEXPRESS". So for SQL Server Express, you have "ServerName\SQLEXPRESS" for the SQL Server edit box. For example, you can input "(local)\SQLEXPRESS" in the SQL Server edit box if SQL Server Express has been installed locally.

11. Why do I get error message "The process cannot access the file because it is being used by another process (Exception from HRESULT: 0x80070020)" when you visit "http://Servername/ITA"?

This problem occurs when the port of virtual directory ITA is used by other applications. You can use Microsoft Port Reporter tool to scan which ports have been already used. Port Reporter tool is available at:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=69BA779B-BAE9-4243-B9D6-63E62B4BCD2E&displaylang=en>

For **Windows XP** or **Windows 2000** or **Windows 2003** users:
To change the port of virtual directory ITA, please follow steps below:

- 1) On the Start menu, click Run.
- 2) In the Open text box, type "inetmgr" and then click OK, this starts Internet Information Services (IIS).
- 3) In the Navigation pane, right click Default Web Site, and click Properties.
- 4) In Web Site tab, in Web Site Identification, input an unused port in TCP Port textbox, and then click OK.

For **Windows Vista** or **Windows 7** users:
To change the port of virtual directory ITA, please follow steps below:

- 1) On the Start menu, click Run.
- 2) In the Open text box, type "inetmgr" and then click OK, this starts Internet Information Services (IIS).
- 3) In the Navigation pane, click Default Web Site, in the right Actions pane, click Bindings under Edit Site.
- 4) Highlight TCP Port, click Edit, and input an unused port in Port textbox, and click OK.



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