

## Change Request Management

TrackRecord is Compuware's enterprise-wide project tracking tool for software. TrackRecord can help organizations establish a systematic method for tracking all software project details from application definition to deployment. By managing time-consuming tasks such as documenting the detection, resolution, and verification of software defects, TrackRecord lets you focus on resolving problems and improving application quality.

### ***What's New in Release 6.0***

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**Better Query and Outline Usage**—The query editor has been expanded to increase its functionality and simplify its use.

**Simplified Navigation**—TrackRecord now includes a “home page.” Users now have direct access to their favorite items.

**Enhanced Web Interface**—TrackRecord's WebServer browser interface now provides more direct access to input forms and reports. It now allows you to access multiple databases.

**New Workflow Management Facility**—A new graphical workflow definition facility makes it easy to define and modify workflow to reflect the way your organization works.

**Improved E-mail Notification**—AutoAlert e-mail notification can now be run as an NT service.

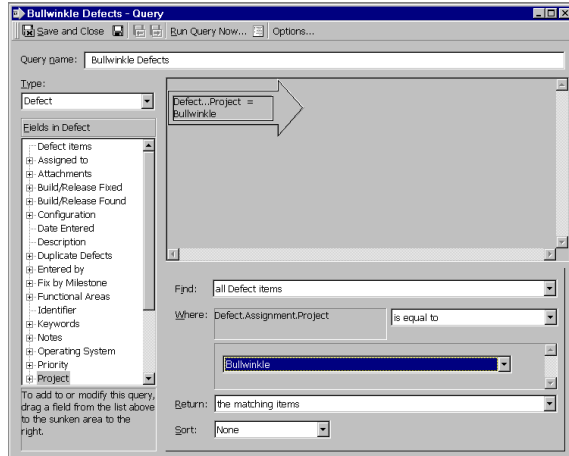
**Direct Export to Access** —You can now export TrackRecord data to Microsoft Access for expanded reporting, analysis, and data exchange.

**Consolidated User Administration**—Administration of TrackRecord users, team members, and groups has been consolidated into a single dialog box.

**Enhanced Documentation**—Online help and documentation have been expanded to provide additional scenarios and examples.

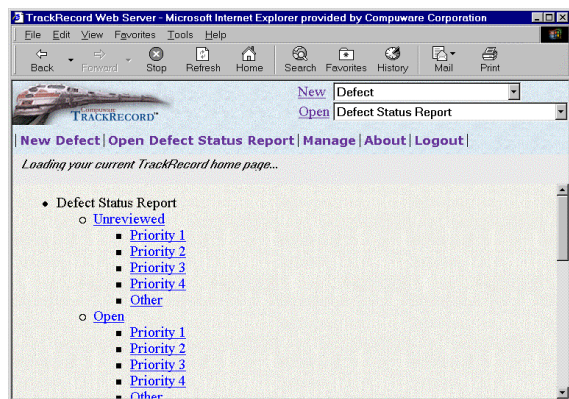
## Better Query and Outline Usage

TrackRecord's query editor is much easier to use. You now have directions, tool tips, and prompts to guide you through query creation. You can run queries from within the query editor, and automatically generate outline reports from query definitions.



## Simplified Navigation

TrackRecord now includes a "home page." You can define your most commonly used report as your individual home page and navigate to that report with an icon selection. Either you or the TrackRecord administrator can define and manage the selection of this home page and of user "favorite" pages. Favorites can be filtered to item views and lists that facilitate logical groupings, such as "recently used" and "current project."



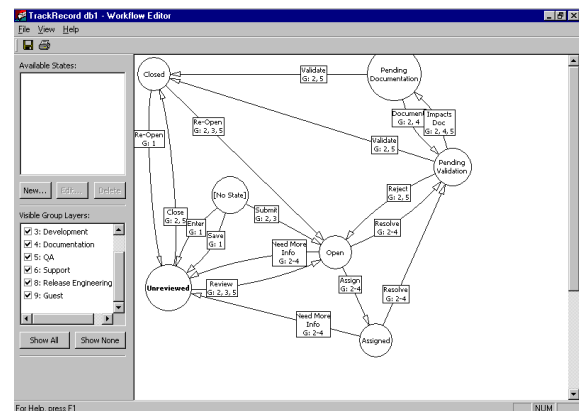
## Enhanced Web Interface

The WebServer browser interface now supports multiple databases from a single server. This feature expands implementation options for large, diverse organizations and work groups. You can specify the database you wish to access when logging onto the WebServer. Management of WebServer login sessions has been improved to better support remote users. Enhancements include:

- Remote WebServer management.
- Improved page layout, controls, and flow.
- Support for opening and expanding sub-items.

## New Workflow Management Facility

With an intuitive, diagram-based interface, TrackRecord helps you define the workflow of defects, tasks, and other issues from group to group and from one status to another. Administrators can define different workflow options and paths by either project or group.



## Improved E-mail Notification

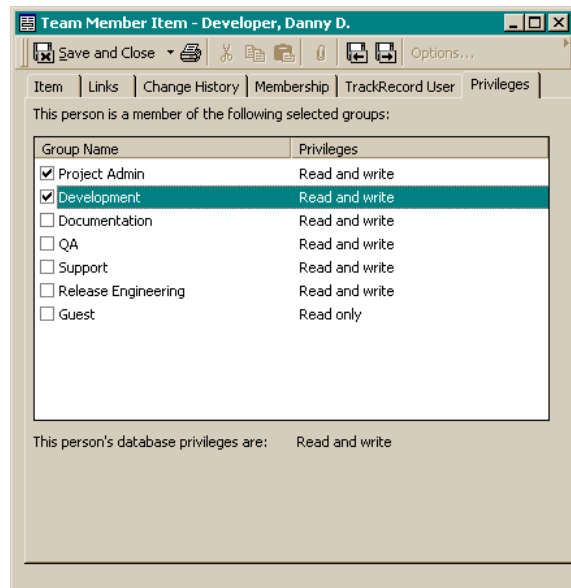
AutoAlert, the automatic e-mail notification of defects, can now be run as an NT service that can be administered remotely. AutoAlert now supports more than one TrackRecord database.

## Direct Export to Access

You can now quickly and easily export selected TrackRecord data to Microsoft Access tables. These tables can be used to support unique reports and charts for data exchange, and to meet other analysis requirements.

## Consolidated User Administration

TrackRecord now consolidates the definition and management of users, team members, and groups in one integrated dialog box to simplify user administration.



The tabs assist you in entering or reviewing information about a team member.

- **Item tab:** Identifies a team member's company, group names, and privileges.
- **Links tab:** Shows all the items to which the specified team member is linked.
- **Change History tab:** Shows an audit trail for changes that have been made to the specified team member item.
- **Membership tab:** Used to associate a team member with projects or share groups.
- **TrackRecord User tab:** Shows the user status for the specified team member, for example: normal, administrator, or inactive.
- **Privileges tab:** Shows the different groups to which the specified team member belongs and what the privileges are for each group.

## Enhanced Documentation

TrackRecord's online help and user manuals have been greatly enhanced. The documentation now includes scenarios and examples from business models that help to explain the material.

## Operating Requirements

### TrackRecord Server

- Computer running either:
  - Microsoft Windows 2000 or NT 4.0 or above with TCP/IP network protocol software
  - Novell NetWare 4.0 with IPX/SPX network protocol software
- 32 MB RAM (64 MB recommended)
- 50 MB of free disk space, plus room for database expansion
- Static IP address for systems using TCP/IP

### AutoAlert Server

- MAPI-compliant mail system
- CDO.dll version 8.03 or above. CDO.dll is available on Microsoft Outlook or can be downloaded from the Microsoft web site.

### TrackRecord WebServer

One of the following servers:

- Microsoft Internet Information Server (IIS) 2.0 or above (3.0 with ASP or later recommended)
- Microsoft Peer Web Services
- Netscape Enterprise Server 2.0 or above
- O'Reilly Website or Website Professional

### TrackRecord Clients

- Minimum PC requirements: 640 x 480 display, 32 MB RAM
- Windows 95, Windows 98, Windows 2000, or Windows NT 4.0
- Microsoft Internet Explorer 4.0 or above to support TrackRecord's online help. WebServer access supports Internet Explorer 4.0 or Netscape Navigator 4.5 and above.
- TCP/IP or Novell NetWare 4.0 client software

## The QACenter Suite

TrackRecord is an integral part of Compuware's QACenter suite of automated testing and test management tools. In addition to TrackRecord, the QACenter suite includes:

- **QADirector**—Manages client/server and mainframe testing processes across the enterprise.
- **QARun**—Creates and executes client/server application tests and analyzes their results.
- **QALoad**—Creates and executes load and stress tests for client/server middleware.
- **Reconcile**—Manages project requirements.
- **TestPartner**—Tests web-based and Windows-based applications that use Microsoft technologies.
- **WebCheck**—Checks the integrity of your web sites.
- **QAHiperstation**—Tests VTAM- and APPC-based applications.
- **QAHiperstation+**—Tests VTAM- and APPC-based applications directly from the desktop.
- **QABatch**—Performs unit, integration, and regression testing of MVS batch applications.

### THE COMPUWARE ADVANTAGE

With thousands of successful implementations worldwide, Compuware's automated testing solutions are an industry standard. We deliver sophisticated tools that address your testing requirements in the mainframe, workstation, and distributed client/server environments.

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