

SilkCentral Test Manager 12.0



Installation Help

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2012-03-08

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Introduction

SilkCentral® Test Manager™ (Test Manager) is a powerful, all-inclusive, software test-management tool. Test Manager builds quality and productivity into your testing process, speeding the delivery of successful software projects while minimizing the risks of application failures. It consolidates all the critical software-testing phases within a single, scalable, Web-based testing system, enabling your local and distributed software-development teams to share experiences, resources, and critical information.

This Help provides all the information you need to install and uninstall Test Manager. It describes hardware and software requirements and details the various setup options. It also helps you configure database access and start using Test Manager.



Note: If you do not have access to a database management system (DBMS), you can install Microsoft SQL Server 2008 Express SP1. Use Microsoft SQL Server 2008 Express SP1 as a local test-management database for evaluation purposes. Do not use Microsoft SQL Server 2008 Express SP1 for production environments, because it has limited capabilities compared to a full database server installation.

System Requirements and Prerequisites

Server System Requirements

Application, front-end, execution, and chart server have been validated on 32 bit operating system configurations, unless specified otherwise. 64 bit configurations are also supported, but without a performance gain, because the services are based on a 32 bit JVM.

System Area	Requirement
CPU	Pentium IV or later, or an equivalent processor compatible to x86
Memory	2 GB minimum
Free disc space	10 GB minimum, except for the database server
Network	100 Mbit. The Manual Testing Client and the execution server can be connected through a low-bandwidth connection
Operating system for front-end, application, and chart server	<ul style="list-style-type: none">• Windows XP Service Pack 2 or later• Windows Server 2003 R2 Service Pack 2• Windows Server 2008• Windows Server 2008 R2 Service Pack 1 64 bit
Operating system for execution server	<ul style="list-style-type: none">• Windows XP Service Pack 2 or later• Windows XP 64 bit Service Pack 1 (execution server)• Windows Server 2003 R2 Service Pack 2• Windows Vista Ultimate Edition 32 bit• Windows 7 32 bit Service Pack 1• Windows 7 64 bit Service Pack 1• Windows Server 2008• Windows Server 2008 R2 Service Pack 1 64 bit
Web server	<ul style="list-style-type: none">• Tomcat

System Area	Requirement
	<ul style="list-style-type: none"> • IIS • Apache, as load balancer
Database management system	<ul style="list-style-type: none"> • Microsoft SQL Server 2005 Service Pack 2 • Microsoft SQL Server 2008 R2 • Oracle 10g (version 10.2.0.5) • Oracle 11g (version 11.2.0.2)
Power Supply	Uninterruptible power supply (UPS) for all environments to reduce risks of power outages



Note: To install Test Manager as an enterprise system, install the Test Manager servers on separate machines. These servers include the application server, front-end server, chart server, execution server, and database system. This procedure is outlined in the *Custom Installation* section of the *SilkCentral Test Manager 12.0 Installation Help*. You can also install any combination of these components on separate machines.

For more information on the optimal configuration of Test Manager contact technical support.

Execution Server Requirements

The actual requirements and prerequisites for execution servers depend on the application under test (AUT) and the type of testing.

For load testing, refer to the environment requirements of SilkPerformer. Running load tests with the minimal configuration can result in inaccurate results.

For functional testing, refer to the environment requirements of SilkTest. We recommend a minimum of 1024 MB main memory for intensive testing, such as Web browser replay.

Virtualization

Test Manager is tested to run on a virtual infrastructure environment, for example VMware ESX server. For optimal performance we recommend using physical hardware.

Client-Side System Requirements

System Area	Requirement
Processor	Pentium IV or later, or an equivalent processor compatible to x86
Memory	1 GB
Free disc space	1 GB
Web browser	<ul style="list-style-type: none"> • Windows Internet Explorer 8 • Windows Internet Explorer 9 • Mozilla Firefox • Google Chrome

Contents of the Installation Package

This topic provides an overview of the programs that are included on the installation CD and in the Web package. You need these programs for a complete installation of Test Manager. You can install missing

programs using the **Setup** wizard. To install a component separately, run the EXE file from the specified location, as follows:

Program	Location
----------------	-----------------

Silk Meter	Install SilkMeter from the following folder:
-------------------	--

```
\SilkMeter\silkmeter.exe
```



Note: SilkMeter is available on the installation CD only. It is not included in the Web package.

The `\SilkMeter` folder also contains a program that helps you find information about your computer that you need when you contact Micro Focus to obtain a SilkMeter license.

Test Manager Licensing

This section describes how to obtain a license policy for Test Manager and how to install SilkMeter. You must have administrator privileges to install SilkMeter.



Note: Test Manager requires SilkMeter version 2008 or later as well as a Test Manager license policy.

Install SilkMeter once per license server. If you have multiple license servers, you need multiple license policy files, each one tied to a particular license server. A single SilkMeter license server can administer license policies for multiple products.

If you have received a Test Manager license policy, install the license policy on your license server. If you have not received a license policy, generate a license policy.

Generating a Test Manager License Policy

You need a license policy to run Test Manager. You can use our online license generator to generate a license policy. The online license generator requires an SSL-capable browser, such as Firefox or Internet Explorer.

1. Visit <http://sso.borland.com/download/> and logon by using the **Login ID** and **Password** that you received by way of email and then click **go**.

If you have no access code or have forgotten your access code, contact customer care at <http://support.microfocus.com>.

2. On the **Product Download Center** page, click **Silk**.
3. Select the Test Manager version that you ordered from the product list.
4. Click the **License Keys** tab.
5. To generate a license, click the option button of the desired item, and click **Generate** at the bottom of the page.
6. Type the **host ID** of the computer to use as the license server and click **Generate** again. The **View Licenses** page opens.
7. Click **License Overview** to view your license keys.
8. Click **Download** to receive your Test Manager license policy and save the file to your local drive.
9. Install SilkMeter, along with your Test Manager license policy, on your license server computer.

Finding the Host ID

1. On the license server, open a command prompt and enter the command `ipconfig/all`. The license server lists its connection addresses.
2. Note the host ID, which is the `MAC Address` or `Physical Address` of your LAN card, such as `00-BF-00-1C-D3-3D`.

You must enter this information to obtain a license policy for Test Manager.



Tip: Depending on your system setup, including virtual machines and VPN connections, your computer might have several MAC addresses. Be sure to note the host ID of your physical LAN card.

SilkMeter Installation

If you have the Test Manager license policy, you can install it when you install SilkMeter. To obtain a Test Manager license policy, access the online License Generator to generate a license policy.

A Test Manager license policy is not required to install SilkMeter on your license server. Using the SilkMeter **User Policy Administrator**, you can import the Test Manager license policy later. However, you must import the license policy before you can run Test Manager.

Install SilkMeter once per license server. If you have multiple license servers, you need multiple license policy files, each one tied to a particular license server. A single SilkMeter license server can administer license policies for multiple products.

SilkMeter License Server Requirements

Before installing SilkMeter, refer to the *Release Notes* to ensure that the license server meets the requirements.

Uninstalling a Previous Version of SilkMeter

If SilkMeter is installed on the license server, you must uninstall it before installing the latest version of SilkMeter.

1. Choose **Start > Programs > Silk > SilkMeter > Uninstall**.
2. Click **Yes** to uninstall SilkMeter. The **Remove Settings** dialog box opens.
3. Click **No** to keep your SilkMeter settings.



Attention: You must click **No** to preserve license policies that currently exist on your SilkMeter license server.

4. Reboot your computer.

SilkMeter is uninstalled, and you can install the latest version of SilkMeter.

Installing SilkMeter on Your License Server

Before installing SilkMeter, verify the following information:

- Your user account possesses administrator privileges.
 - An instance of SilkMeter is not installed on your license server.
1. Locate the SilkMeter executable file `SilkMeter.exe` and perform the appropriate steps, as follows:
 - If you have a Test Manager CD, insert the CD. If the setup program does not start automatically, manually start the SilkMeter setup program by choosing **Start > Run** and entering `<cddrive>:\SilkMeter\SilkMeter.exe`.
 - If you have already downloaded SilkMeter, perform the following steps:
 1. Navigate to the location where you saved the EXE file.
 2. Double-click the EXE file.
 - If you are downloading SilkMeter:
 1. Visit <http://www.borland.com/downloads/servers/silkmeter/index.html>.
 2. Click **SilkMeter 2008** and then click **Save File**.
 3. Specify the location to which you want to save this file, and then click **Save**.
Alternative: Run the file from your browser by double-clicking the EXE file.
 4. Navigate to the location where you saved the EXE file.

5. Double-click the EXE file.

The InstallShield wizard opens.

2. Click **Next** to continue. Setup extracts the files to a temporary directory.
3. Click **Next** to continue. The **License Agreement** opens.
4. Read the license agreement carefully. If you accept the terms of the agreement, click **Yes** to continue. The **Enter Installation Path and Configuration Directory for SilkMeter Runtime** page opens.
5. Click **Next** to install SilkMeter in the default directory and to use the default configuration folder, `\cfg`. The **Enter Host Name** page opens.
6. Enter or verify the hostname and port, then click **Next**.



Note: The hostname is the name of the computer on which SilkMeter is installed.

The **Select Program Folder** page opens.

7. In the **Program Folders** text box, accept the default program folder, `Silk\SilkMeter`, or specify a different program folder, and then click **Next** to continue. Setup installs SilkMeter. Upon completion, the **Install SilkMeter Policy** page opens.
8. Perform one of the following steps:
 - If you already have a Test Manager license policy, click **[...]** to navigate to the location where you saved the Test Manager license policy file, `license.pol`, and then click **Open**. Click **Finish** to install the Test Manager license policy.
 - If you do not have a Test Manager license policy, click **Finish**. You can import the Test Manager license policy when you receive it. Instructions for importing Test Manager license files are available from the online License Generator and in SilkMeter Runtime Help.

The **View Release Notes** page opens.

9. Click **Yes** to view the SilkMeter Release Notes, or click **No** to continue the installation without viewing the release notes. The **InstallShield Wizard Complete** page opens.
10. Click **Finish** to complete the installation process.



Important: If setup prompts you to restart the computer, make sure to do so.

SilkMeter License Server Configuration

To run any version of Test Manager, SilkMeter must be installed and configured on a computer within your network.

The communication process between the Test Manager and the SilkMeter relies on the following files and variables:

- `SILK_CONFIG_PATH` environment variable
- `CosLicensingService.ref` file
- `CosPropertyService.ref` file
- `ls_segue.ref` file
- `silkmeter.cfg` file



Important: Do not delete these files.

The Test Manager setup program creates these objects based on the values you enter in the text boxes of the **Select SilkMeter License Server** utility.

Modifying Your License Server Configuration

Use the **Select SilkMeter License Server** utility to modify or repair your license server configuration. This utility is installed with your Test Manager installation and checks your local system for the existence of SilkMeter license server configuration files. If the files are found, the configuration and type of license server are displayed and used for licensing. If no configuration data is found, the **Select SilkMeter License Server** dialog box displays the default settings.

1. Choose **Start > Programs > Silk > SilkCentral > Administration Tools > Change your License Server Configuration**. The **Select SilkMeter License Server** utility opens.
2. In the **Application** list box, select the product for which you want to configure the license server.
3. Click the **Using local or remote server** option button to configure a SilkMeter license server.
4. In the **License Server Host** text box, type the computer name for the SilkMeter license server. Unless your network administrator has defined a different port, do not change the **Port Number**.
5. Click **Apply** to generate the license server configuration.
6. Click **Test Connection** to verify that a SilkMeter server is accessible on the specified host and port. If the connection is successful, the **Status** text box displays a **SUCCESS** message.



Note: In some cases, specifying the simple name of the license server in the **License Server Host** text box, such as `licenseserver`, might not work. A message box stating `there is no license server running on the hostname you specified` opens. To resolve this issue, specify the hostname by using a fully qualified name, such as `licenseserver.mycompany.com`.

7. Click **Close** to complete the license server configuration.

Installing Test Manager

This section explains the setup options that are available when installing Test Manager.

The setup depends on the application environment you want to create and on the available resources.


The Test Manager installation CD and setup program enable you to install all Test Manager software components on a single computer or to install components individually on separate computers.


To install Test Manager, your computer system must meet the minimum requirements. The installation program checks your system and optionally installs any required software.

Installing Test Manager for a Standalone Environment

Before you start, download the Test Manager executable file or insert the Test Manager CD into the CD drive.

Use the standard installation option to set up a standalone installation with all features installed on a single machine.

 **Note:** Standalone installations do not provide the full performance of Test Manager. Use this installation type for demonstration purposes only.

 **Note:** The .NET Framework 3.5 SP1 setup cannot be executed during the installation of Test Manager on Microsoft Windows Server 2008 R2 or Windows Microsoft Windows Server 2008 R2 SP1. If .NET Framework 3.5 SP1 is not installed on your system, your operating system is Microsoft Windows Server 2008 R2 or Windows Microsoft Windows Server 2008 R2 SP1, and you want to install the evaluation version of Test Manager, install .NET Framework 3.5 SP1 on your system with the Windows Server Manager before you install Test Manager.

1. Locate and double-click the Test Manager executable file.

If you have a Test Manager CD, insert your CD. If the setup program does not start automatically, manually start the Test Manager setup program by choosing **Start > Run** and entering `<cddrive>:\setup.exe`.

If Microsoft SQL Server 2008 Express SP1 and Windows Installer 4.5 are not installed on the computer, a question box displays, asking whether you want to install Windows installer 4.5 now. If you want to install Microsoft SQL Server 2008 Express SP1 for evaluation purposes, click **Yes** to confirm the installation of Windows Installer 4.5. To install Microsoft SQL Server 2008 Express SP1, you have to restart your computer. On the restart confirmation box, select **Yes, I want to restart my computer now** and click **Ok**. The Test Manager setup continues after the restart.

The InstallShield wizard opens.

2. Choose whether to remove the installation files when installation completes and then click **Next**.

If you do not plan to run setup again later, you might choose to unpack the files to a temporary location that is automatically removed after installation completes.

Test Manager extracts, prepares, and installs the files that are needed for installation.

3. If a confirmation message opens, click **Yes** to confirm that you want to run the application from its current location. The wizard automatically extracts the files from the installer package and prepares the installation. The welcome page of the wizard opens. The wizard guides you through the setup procedure. Click **Next** to continue.
4. Select the language that you want to use, and then click **Next**. The **License Agreement** opens.
5. Read the license agreement carefully. If you accept the terms of the agreement, click **Yes**. The **Setup Type** page opens.

6. Click the **SilkCentral Test Manager 12.0 Standard Installation** option button to install a standalone Test Manager environment.

The default installation destination is displayed in the **Destination path** section of the **Setup Type** page. To change the default installation directory, perform the following steps:

- a) Click **Browse**. The **Choose Folder** dialog box opens.
- b) Specify the folder in which you want to install Test Manager, and then click **OK** to return to the **Setup Type** page.



Note: Test Manager must be installed on a local drive. An error message appears if you specify an invalid installation destination.

7. Click **Next** to continue. The **Installation Options Summary** page lists the settings that you selected.
8. Review the provided information and perform one of the following steps:

- To change any settings, click **Back** to return to the appropriate page.
- If you are satisfied with the settings, click **Next** to start the installation process.

The status bar on the **Setup Status** page provides information about the installation process. Upon completion, the **Select licensing mode** page opens.

9. Click one of the following option buttons:

- **Evaluation version** – Installs an evaluation version of Test Manager, which grants you full product functionality for 30 days. The usage is limited to two Test Manager users and two Issue Manager users. To upgrade to a full version at a later point in time, contact your sales representative. Check the **Install Microsoft SQL Server 2008 Express SP1** check box to additionally install Microsoft SQL Server 2008 Express SP1.
- **Licensed version** – Installs an unrestricted version of Test Manager, which requires a license.

10. Click **Next**.

Depending on the components you have selected for installation, the Test Manager 12.0 Licensing page might open. If you have not installed any of the components that require licensing and the page does not open, proceed to the next step.

To install the license file, perform the following steps:

- a) Click **OK** to specify the location of your license file.

The license utility checks your local system for the existence of SilkMeter license server configuration files. If the files are found, the configuration and type of license server are displayed and used for licensing. If no configuration data is found, the **Select SilkMeter License Server** page is displayed with the default settings.

This page provides generic information about SilkMeter licensing. For detailed information on SilkMeter licensing, click **Open SilkMeter ReadMe**. This action opens the SilkMeter documentation in your default browser.



Note: **Open SilkMeter ReadMe** is not available if the document is not available in the installation source directory. This document is typically unavailable when installing a Test Manager Web package.

- b) From the **Application** list box, select **SilkCentral** as the application you are licensing.
- c) Click one of the following option buttons:

Using local or remote server

In the **License Server Host** text box, type the name of the computer on which SilkMeter is installed. Do not change the default port number, 5461, unless your network administrator has defined a different port. Click **Apply** to generate your license server configuration. Click **Test Connection** to verify that a SilkMeter server is accessible on the specified host and port. Testing the connection to the license server might fail during installation as required system libraries, which are installed later with the software package, might not yet be available.



Note: In some cases, specifying the simple name of the license server in the **License Server Host** text box, such as `licenseserver`, might not work. A message box stating `there is no license server running on the hostname you specified` opens. To resolve this issue, specify the hostname by using a fully qualified name, such as `licenseserver.mycompany.com`.

Not using server (standalone)

Runs SilkMeter standalone. You are prompted to import a SilkMeter license file. Click **Yes** and specify the location of your license file.

d) Click **Close** to return to the InstallShield wizard.

11. Click **Finish** to complete the installation.

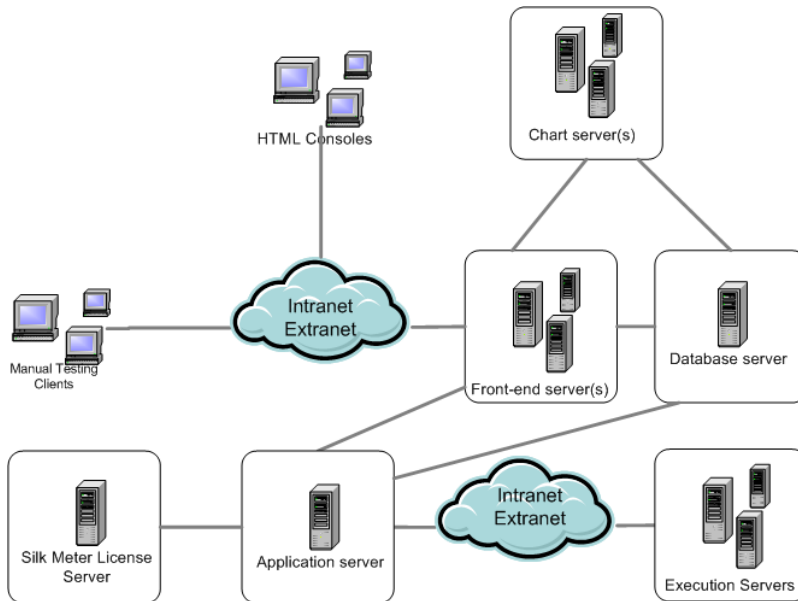


Note: If the InstallShield wizard fails to update a file during the installation because a system library is locked by Windows, or if the InstallShield wizard detects that the system must be restarted, you are prompted to restart your computer. If you do not restart your computer, you might experience problems when accessing Test Manager.

Installing Test Manager for a Distributed Environment

Before you start, download the Test Manager executable file or insert the Test Manager CD into the CD drive.

The custom installation setup gives you full control over the Test Manager installation. Use this option if you plan to set up a distributed environment, as the following image shows.



1. Locate and double-click the Test Manager executable file.

If you have a Test Manager CD, insert your CD. If the setup program does not start automatically, manually start the Test Manager setup program by choosing **Start > Run** and entering `<cddrive>:\setup.exe`.

If Microsoft SQL Server 2008 Express SP1 and Windows Installer 4.5 are not installed on the computer, a question box displays, asking whether you want to install Windows installer 4.5 now. If you want to install Microsoft SQL Server 2008 Express SP1 for evaluation purposes, click **Yes** to confirm the installation of Windows Installer 4.5. To install Microsoft SQL Server 2008 Express SP1, you have to restart your computer. On the restart confirmation box, select **Yes, I want to restart my computer now** and click **Ok**. The Test Manager setup continues after the restart.

The InstallShield wizard opens.

2. Choose whether to remove the installation files when installation completes and then click **Next**.


If you do not plan to run setup again later, you might choose to unpack the files to a temporary location that is automatically removed after installation completes.

Test Manager extracts, prepares, and installs the files that are needed for installation.


3. If a confirmation message opens, click **Yes** to confirm that you want to run the application from its current location. The wizard automatically extracts the files from the installer package and prepares the installation. The welcome page of the wizard opens. The wizard guides you through the setup procedure. Click **Next** to continue.
4. Select the language that you want to use, and then click **Next**. The **License Agreement** opens.
5. Read the license agreement carefully. If you accept the terms of the agreement, click **Yes**. The **Setup Type** page opens.
6. Click the **SilkCentral Test Manager 12.0 Custom Installation** option button to install a distributed Test Manager environment.

The default installation destination is displayed in the **Destination path** section of the **Setup Type** page. To change the default installation directory, perform the following steps:

- a) Click **Browse**. The **Choose Folder** dialog box opens.
- b) Specify the folder in which you want to install Test Manager, and then click **OK** to return to the **Setup Type** page.

 **Note:** Test Manager must be installed on a local drive. An error message appears if you specify an invalid installation destination.


7. Click **Next**. The **Select Features** page lists the default settings. By default, the custom installation setup installs all components incorporated in the Test Manager package.
8. To set up a distributed environment, check the check boxes for the components that you want to install on the current computer.


 **Note:** Test Manager functions appropriately only if all of the following components are installed correctly:


- To install the SilkCentral Web Server, check the **SilkCentral Web Server** check box.

If Microsoft Internet Information Services (IIS) version 5.0 or later is installed on your system, it is selected as the default SilkCentral Web Server and an Internet Server Application Program Interface (ISAPI) filter is installed to perform the URL parsing. If IIS is not detected, this option is not available, and the SilkCentral Tomcat Web Server is selected by default. To use IIS 7 as the Test Manager Web Server, you need to install the following features along with the standard installation:


- CGI
- ISAPI Extensions
- ISAPI Filters

 **Note:** You must install a Web-based product with the server. Select the **Test Manager** option under the **Products** section to install Test Manager, or select the **Issue Manager** option in the **Products** section to install SilkCentral Issue Manager (Issue Manager).

 **Important:** Choose only one Web Server option. The InstallShield wizard reports an error message if you select more than one Web Server type for installation.

 **Tip:** The front-end server must be located in the same LAN as the application server. Otherwise, the internal network traffic on the application system slows.

- To install Test Manager, check the **Test Manager** check box.
- To install Issue Manager, check the **Issue Manager** check box.

 **Note:** You must install the Issue Manager Web User Interface on the computer on which you are installing SilkCentral Web Server.

- To install the SilkCentral Application Server, check the **SilkCentral Application Server** check box.



Note: You must install a Web-based product with the server. Select the **Test Manager** option under the **Products** section to install Test Manager, or select the **Issue Manager** option in the **Products** section to install SilkCentral Issue Manager (Issue Manager).

- To install the SilkCentral Execution Server, check the **SilkCentral Execution Server** check box.
- To install the SilkCentral Chart Server, check the **SilkCentral Chart Server** check box.



Tip: Install the chart server on a separate computer due to its high memory consumption when handling reporting requests.

9. Click **Next** to continue. The **Installation Options Summary** page lists the settings that you selected.

10. Review the provided information and perform one of the following steps:

- To change any settings, click **Back** to return to the appropriate page.
- If you are satisfied with the settings, click **Next** to start the installation process.

The status bar on the **Setup Status** page provides information about the installation process. Upon completion, the **Select licensing mode** page opens.

11. Click one of the following option buttons:

- **Evaluation version** – Installs an evaluation version of Test Manager, which grants you full product functionality for 30 days. The usage is limited to two Test Manager users and two Issue Manager users. To upgrade to a full version at a later point in time, contact your sales representative. Check the **Install Microsoft SQL Server 2008 Express SP1** check box to additionally install Microsoft SQL Server 2008 Express SP1.
- **Licensed version** – Installs an unrestricted version of Test Manager, which requires a license.

12. Click **Next**.

Depending on the components you have selected for installation, the Test Manager 12.0 Licensing page might open. If you have not installed any of the components that require licensing and the page does not open, proceed to the next step.

To install the license file, perform the following steps:

a) Click **OK** to specify the location of your license file.

The license utility checks your local system for the existence of SilkMeter license server configuration files. If the files are found, the configuration and type of license server are displayed and used for licensing. If no configuration data is found, the **Select SilkMeter License Server** page is displayed with the default settings.

This page provides generic information about SilkMeter licensing. For detailed information on SilkMeter licensing, click **Open SilkMeter ReadMe**. This action opens the SilkMeter documentation in your default browser.



Note: **Open SilkMeter ReadMe** is not available if the document is not available in the installation source directory. This document is typically unavailable when installing a Test Manager Web package.

- b) From the **Application** list box, select **SilkCentral** as the application you are licensing.
- c) Click one of the following option buttons:

Using local or remote server

In the **License Server Host** text box, type the name of the computer on which SilkMeter is installed. Do not change the default port number, 5461, unless your network administrator has defined a different port. Click **Apply** to generate your license server configuration. Click **Test Connection** to verify that a SilkMeter server is accessible on the specified host and port. Testing the connection to the license server might fail during installation as required system libraries, which are installed later with the software package, might not yet be available.



Note: In some cases, specifying the simple name of the license server in the **License Server Host** text box, such as `licenseserver`, might not work. A message box stating `there is no license server`

running on the hostname you specified opens. To resolve this issue, specify the hostname by using a fully qualified name, such as `licenseserver.mycompany.com`.

Not using server (standalone) Runs SilkMeter standalone. You are prompted to import a SilkMeter license file. Click **Yes** and specify the location of your license file.

d) Click **Close** to return to the InstallShield wizard.

13. Click **Finish** to complete the installation.



Note: If the InstallShield wizard fails to update a file during the installation because a system library is locked by Windows, or if the InstallShield wizard detects that the system must be restarted, you are prompted to restart your computer. If you do not restart your computer, you might experience problems when accessing Test Manager.

14. Repeat the previous steps on any other computers that you want to include in the distributed environment.

Installing a Windows Execution Server

Before you start, download the Test Manager executable file or insert the Test Manager CD into the CD drive.

Install an execution server on each point of presence (POP) that you want to use as a remote SilkCentral execution server. The execution server executes Test Manager tests on remote computers.



Note: You can download an installer for a Test Manager Windows execution server. Choose **Help > Tools**.

1. Locate and double-click the Test Manager executable file.

If you have a Test Manager CD, insert your CD. If the setup program does not start automatically, manually start the Test Manager setup program by choosing **Start > Run** and entering `<cddrive>:\setup.exe`.



Note: If your Windows *TEMP* environment variable does not point to a valid directory, an error message is displayed. To successfully install Test Manager, your *TEMP* environment variable must point to a valid directory.

The InstallShield wizard opens.

2. Choose whether to remove the installation files when installation completes and then click **Next**.

If you do not plan to run setup again later, you might choose to unpack the files to a temporary location that is automatically removed after installation completes.

Test Manager extracts, prepares, and installs the files that are needed for installation.

3. If a confirmation message opens, click **Yes** to confirm that you want to run the application from its current location. The wizard automatically extracts the files from the installer package and prepares the installation. The welcome page of the wizard opens. The wizard guides you through the setup procedure. Click **Next** to continue.

4. Select the language that you want to use, and then click **Next**. The **License Agreement** opens.

5. Read the license agreement carefully. If you accept the terms of the agreement, click **Yes**. The **Setup Type** page opens.

6. Click the **SilkCentral Test Manager 12.0 Custom Installation** option button to install the execution server.

The default installation destination is displayed in the **Destination path** section of the **Setup Type** page. To change the default installation directory, perform the following steps:

a) Click **Browse**. The **Choose Folder** dialog box opens.

- b) Specify the folder in which you want to install Test Manager, and then click **OK** to return to the **Setup Type** page.



Note: Test Manager must be installed on a local drive. An error message appears if you specify an invalid installation destination.

7. Click **Next**. The **Select Features** page lists the default settings. By default, the custom installation setup installs all components incorporated in the Test Manager package.
8. Check the **SilkCentral Execution Server** check box and uncheck all other check boxes.
9. Click **Next** to continue. The **Installation Options Summary** page lists the settings that you selected.
10. Review the provided information and perform one of the following steps:
 - To change any settings, click **Back** to return to the appropriate page.
 - If you are satisfied with the settings, click **Next** to start the installation process.

The status bar on the **Setup Status** page provides information about the installation process. Upon completion, the **InstallShield Wizard Complete** page opens.

11. Click **Finish** to complete the installation.



Note: If the InstallShield wizard fails to update a file during the installation because a system library is locked by Windows, or if the InstallShield wizard detects that the system must be restarted, you are prompted to restart your computer. If you do not restart your computer, you might experience problems when accessing Test Manager.

Installing a Windows Execution Server in Silent Mode

Before you start, download the Test Manager executable file or insert the Test Manager CD into the CD drive.

Install an execution server on each point of presence (POP) that you want to use as a remote SilkCentral execution server. The execution server executes Test Manager tests on remote computers.

To install a Windows execution server in silent mode, enter the following command from a DOS shell or batch file: `WindowsExecServer-9.0.exe -s -c -f"<PATH_TO_EXTRACTED_FILES>" -a /s /f1"<PATH_TO_EXTRACTED_FILES>\Install.iss" /v"/qn PROP_SILENTMODE=1 PROP_LANGUAGE=<LOCALE>"`.

Set the parameter *PROP_SILENTMODE* to 1 to install the execution server in silent mode. Choose the appropriate of the following values for the parameter *PROP_LANGUAGE* to define the language of the installation:

Value	Description
EN	English
DE	German
JA	Japanese

For example, the following command installs an execution server in English:

```
WindowsExecServer-9.0.exe -s -c -f"c:\temp\SCTM90" -a /s /f1"c:\temp\SCTM90\Install.iss" /v"/qn PROP_SILENTMODE=1 PROP_LANGUAGE=EN"
```

Installing a Linux Execution Server

This task addresses Test Manager users who use Linux.

Install an execution server on each point of presence (POP) that you want to use as a remote SilkCentral execution server. The execution server executes Test Manager tests on remote computers.

1. In the menu, click **Help > Tools > Linux Execution Server** and download the Linux execution server package.



Note: The Linux execution server package does not include a JRE. Ensure that you have JRE version 1.6 update 10 or later installed. You can download the latest JRE from <http://java.sun.com/javase/downloads>.

2. Unpack the package file `tar.gz` using the following command:

```
tar xfz <PackageFileName>.tar.gz
```

Where the package file name is `LinuxExecServer` with optional build or version numbers added.

3. Use the following command to navigate to the directory where the package file was extracted:

```
cd LinuxExecServer
```

4. Start the execution server using the following command:

```
./startExecServer.sh
```



Note: Cache information and log files are stored in the hidden folder `~/.LinuxExecServer` in your home directory. The `ExecServer.log` log file is also accessible through the Test Manager Web interface.



Attention: The source control systems currently supported for Linux execution servers are Subversion and the Apache Commons virtual file system (VFS).

Tests created with the following technologies are not supported for execution on a Linux execution server:

- All SilkTest technologies
- SilkPerformer
- .NET Explorer
- TestPartner
- NUnit

These test types are platform-specific for the Microsoft Windows operating system.

Upgrading to SilkCentral Test Manager 12.0

If you are upgrading from an earlier version of Test Manager, you must remove the existing installation before you can install SilkCentral Test Manager 12.0.

1. Make a backup copy of your Test Manager repository or database before you start upgrading to a new version.
2. Make a backup copy of the directory `/conf` before proceeding, if you have made changes to any of the XML-based configuration files in your current installation's `/conf` directory, or if you have added new files to this directory.
3. Remove the current installation of Test Manager's front-end server, application server, and chart server. If an execution server is installed on the same computer as one of the previously mentioned components, remove the execution server installation.
4. If you are using a Microsoft SQL Server as your database server you have to enable the "snapshot" isolation level.

Snapshot isolation is used to avoid reader-writer blocking scenarios.

- a) Connect to the database server.



Note: You must have administrator rights on the database server to enable the setting.

- b) Execute the following command: `ALTER DATABASE <your databasename> SET ALLOW_SNAPSHOT_ISOLATION ON.`

5. Install the Test Manager front-end server, application server, and chart server.

To install an execution server on the same computer as one of the previously mentioned components, install the execution server together with the other components.

6. Edit the advanced configuration settings, such as displaying the hostname in the browser title bar, in the new configuration files with a text or XML editor.

Before editing the XML files, make sure that the front-end server service is stopped.

The database settings are automatically updated. For detailed information about advanced settings in the configuration files, refer to the SilkCentral Administration Module Help.



Note: For large databases, a small database transaction log size may result in an error during the update. To prevent the error, set the size of the database transaction log to 5 GB.

7. Restart the front-end server service after editing the configuration files.

Refer to the SilkCentral Administration Module Help for detailed information about stopping and starting services.

8. Connect to the database and enter the appropriate connection data for the Web front-end server.



Note: Your existing database is automatically updated to the current version when you connect. This process can take from a few minutes up to several hours, depending on the size of the database. Use the logon credentials of the user who created the database to connect to the database.

9. If you are upgrading from a Test Manager version prior to version 2009 SP1 you have to manually upgrade each of your execution servers, as follows:

- a) Remove the current installation of Test Manager's execution server.
- b) Install a Test Manager 12.0 execution server.
- c) Repeat the previous steps for each execution server installation.

Installing Upload Manager

This section describes the process of installing Upload Manager. Upload Manager is a tool that you can use to upload your files, like screen captures, text files, and test scripts, directly to SilkCentral. You can also use Upload Manager to upload files to the SilkCentral file pool where files are accessible to Test Manager.

Issue Manager is integrated with Techsmith's SnagIt® (SnagIt) screen capture software to enable you to upload your files directly to existing issues in your Issue Manager database or use them as the basis for new issues. For additional information on SnagIt, refer to the *Issue Manager Help*.



Note: You must have Windows administrator privileges to install Upload Manager.

For detailed information about using Upload Manager, refer to the Test Manager Help.

Installing Upload Manager

Install Upload Manager to directly upload files to Test Manager.

1. In Test Manager, choose **Help > Tools**.
2. Click **Upload Manager** under **Downloadable Client Tools**. Depending on the operating system and the security settings you have installed on your computer, a confirmation message might ask if you want to run the selected application.
3. If a confirmation message opens, click **Yes** to confirm that you want to run the application from its current location.

The wizard automatically extracts the files from the installer package and prepares the installation.

The **InstallShield Wizard Welcome** page opens. The wizard guides you through the setup procedure.



Note: At any point during the setup, you can click **Back** to return to the previous step, or click **Cancel** to exit the installation process.

4. Select the language you want to use and then click **Next**. The **Customer Information** page opens.
5. Specify your user and company information and click the appropriate option button to install the product either for only the current account or for all users.
6. Click **Next** to continue. The **Choose Destination Location** page opens.
7. Click **Next** to create and install the product in the default destination folder, or click **Browse** to select an alternative location.

Click **Back** to return and change the settings.

The **Installation Options Summary** dialog box summarizes the settings that have been specified for the installation.

8. Review the settings for the installation and then click **Next** to start installing files.

Click **Back** to return and change the settings.

The **Setup Status** page displays the progress of the installation. The **InstallShield Wizard Complete** page opens when the installation is complete.

9. Click **Finish**.

Installing the Manual Testing Client

Test Manager's Manual Testing Client enables testers to manage their tests and track results without the need of an Internet connection. The Manual Testing Client offers the core, manual-test execution functionality that Test Manager provides, but through a Windows-based client tool.

Pre-Installation Requirements

To install Manual Testing Client, your computer must meet the client-side system requirements. For more information, refer to the *System Requirements and Prerequisites* in the Test Manager release notes.

Your computer must meet the following software requirements:

- | | |
|-------------------------|--|
| Java 5.0 | 1.5.0 or later, only 32 bit supported for Manual Testing Client webstart. |
| Operating System | Refer to the <i>System Requirements and Prerequisites</i> in the Test Manager release notes. |

Installing the Manual Testing Client

Install the Manual Testing Client to manage your tests and track results without the need of an Internet connection.

1. In Test Manager, choose **Help > Tools**.
2. Click **Manual Testing Client** under **Downloadable Client Tools**. Depending on the operating system and the security settings you have installed on your computer, a confirmation message might ask if you want to run the selected application.
3. If a confirmation message opens, click **Yes** to confirm that you want to run the application from its current location.

The wizard automatically extracts the files from the installer package and prepares the installation.

The **InstallShield Wizard Welcome** page opens. The wizard guides you through the setup procedure.



Note: At any point during the setup, you can click **Back** to return to the previous step, or click **Cancel** to exit the installation process.

4. Click **Next** to continue. The **Customer Information** page opens.
5. Specify your user and company information and click the appropriate option button to install the product either for only the current account or for all users.
6. Click **Next** to continue. The **Choose Destination Location** page opens.
7. Click **Next** to create and install the product in the default destination folder, or click **Browse** to select an alternative location. The **Start Copying Files** page opens.
8. Review the settings for the installation and then click **Next** to start installing files.
Click **Back** to return and change the settings.
The **Setup Status** page displays the progress of the installation. The **InstallShield Wizard Complete** page opens when the installation is complete.
9. Click **Finish**.

Installing Microsoft SQL Server 2008 Express SP1

The Microsoft® SQL Server 2008 Express SP1 setup program installs the Microsoft® SQL Server 2008 Express SP1, which can be used as a repository by Test Manager. You must enter a few basic settings after Test Manager setup.



Note: The Microsoft SQL Server 2008 Express SP1 is limited to a maximum size of 4 GB and must be used only for demonstration or test purposes. Install a Microsoft SQL Server or Oracle for all other uses. For details on supported versions, refer to the *Test Manager Release Notes*.

Installing Microsoft SQL Server 2008 Express SP1

Install Microsoft® SQL Server 2008 Express SP1 to use it as a repository for demonstration or test purposes.



Note: You must have administrative rights on the computer to install SQL Server 2008 Express SP1. During the installation of an Evaluation version of Test Manager, you can choose to also install SQL Server 2008 Express SP1.

1. Download and install Microsoft Windows Installer 4.5 from the [Microsoft download page](#).
2. Download and Install Microsoft .Net Framework 3.5 Service Pack 1 from the [Microsoft download page](#).
3. Download Microsoft SQL Server 2008 Express SP1 from the [Microsoft download page](#).
4. Ensure that your computer meets the requirements for installing Microsoft SQL Server 2008 Express SP1. Refer to the product Help for information on the requirements.
5. Configure Microsoft SQL Server 2008 Express SP1 through the `sql-2008-express.ini` configuration file. See *Configuring Microsoft SQL Server 2008 Express SP1*.
6. From a command-line prompt, type the following command `C:\SQLEXP_x86_ENU.exe / CONFIGURATIONFILE=C:\sql-2008-express.ini /Q`.
Replace `C:\SQLEXP_x86_ENU.exe` with the name and path of the Microsoft SQL Server 2008 Express SP1 executable and `C:\sql-2008-express.ini` with the name and path of the Microsoft SQL Server 2008 Express SP1 configuration file in your system.
If you configured everything appropriately, the Microsoft SQL Server 2008 Express SP1 installation process starts.
7. Check the installation log-file to verify that the installation of Microsoft SQL Server 2008 Express SP1 was successful. The log-file is called `Summary.txt` and is located in the folder `ProgramFiles\Microsoft SQL Server\100\Setup Bootstrap\Log`.

Configuring Microsoft SQL Server 2008 Express SP1

Configure Microsoft SQL Server 2008 Express SP1 through the `sql-2008-express.ini` configuration file.

The following code describes a sample configuration file.

```
[SQLSERVER2008]
ACTION="Install"
FEATURES=SQLEngine
TCPENABLED="1"
INSTANCENAME="SQLEXPRESS"
```

```
SECURITYMODE="SQL"  
SAPWD=Password  
SQLSVCACCOUNT=Administrator  
SQLSVCPASSWORD=Password  
SQLSYSADMINACCOUNTS=Administrator
```

To use this code for the configuration of your own Microsoft SQL Server 2008 Express SP1:

1. Copy the code to an empty text file in an editor
2. Change the value of `ACTION` to specify a setup workflow.

You can select from the following values:

- `INSTALL`
- `UNINSTALL`
- `UPGRADE`

3. Specify the password for the SQL Server administrator account, by changing the value of `SAPWD`. The password is required when the `SECURITYMODE` is set to `SQL`.



Note: The default password is `SilkCentral12!34`.

4. Specify the username for the SQL Server service account, by changing the value of `SQLSVCACCOUNT`.
5. Specify the password for the SQL Server service account, by changing the value of `SQLSVCPASSWORD`.
6. Specify the windows account that you want to provision as an SQL Server system administrator account, by changing the value of `SQLSYSADMINACCOUNTS`.
7. Save the file as `sql-2008-express.ini` in the folder which contains the Microsoft SQL Server 2008 Express SP1 installation package.

You do not have to change the other settings.

Configuring SilkCentral Databases


This section provides an overview of the database systems that are supported by Test Manager and explains how to create and connect to SilkCentral databases.

Only a System Administrator can configure repositories. For more information regarding user roles, refer to the SilkCentral Administration Module Help.

After you have installed and configured your relational database management system (RDBMS) and installed Test Manager, you can create one or more repositories or connect to existing repositories. For more information about working with repositories, refer to the SilkCentral Administration Module Help.

Choosing a Relational Database Management System

Install and setup Oracle or Microsoft's SQL Server as described in your relational database management system (RDBMS) documentation.

 **Note:** For details regarding the databases that are supported by Test Manager, refer to the SilkCentral Administration Module Help.

The following table shows the relationship between each RDBMS and platform.


This RDBMS...	Runs on this platform/server...
Microsoft SQL Server 2005, Microsoft SQL Server 2008 R2, Microsoft SQL Server 2008 Express SP1	Windows
Oracle 10g (version 10.2.0.5)	Windows, Unix, Linux
Oracle 11g (version 11.2.0.2)	Unix, Linux

 **Note:**

Microsoft SQL Server	After you have installed Microsoft SQL Server, you are ready to install Test Manager.
Microsoft SQL Server 2008 R2	Test Manager supports only Microsoft SQL Server 2008 R2 servers that are set up to be case-insensitive.
Microsoft SQL Server 2008 Express SP1	Do not use Microsoft SQL Server 2008 Express SP1 for production environments, because it has limited capabilities compared to a full database server installation.
Oracle	Do not use Oracle 10g version 10.1.0.2 with Test Manager.
Oracle using Oracle native drivers	We recommend that you install SilkCentral and Oracle software on separate machines.

Databases

Identify which type of database system to use to create or access SilkCentral repositories.

 **Note:** Oracle does not create databases but rather schemes that are assigned to specific user names. Therefore, database names are not assigned to Oracle repositories but instead to user names. Test Manager refers to such user names as *database names*.

The following table describes the requirements for each database type.

RDBMS	Have ready
Oracle 10g (version 10.2.0.5), Oracle 11g (version 11.2.0.2)	<ul style="list-style-type: none"> • Oracle tablespace with a minimum size of 500 MB for data and indexes. • Server host name and port number. The default port is 1521. • Name of the Oracle instance (\$ORACLE_SID). Ask your Oracle administrator for the name of your Oracle instance. • Name and password of your Test Manager database user. The user must possess quotas and sufficient permissions. Ask your Oracle administrator for assistance if necessary.
Microsoft SQL Server 2005, Microsoft SQL Server 2008 R2 , Microsoft SQL Server 2008 Express SP1	<ul style="list-style-type: none"> • Server host name and port number. • MS SQL Server system user name and password. • Name for your Test Manager repository. • Name and password of your Test Manager database user.

Database User Privileges

Because of the security risks, we recommend that you do not use the database administrator user for maintaining your SilkCentral repository. This topic lists the database roles that can be used for specific tasks, as follows:

Microsoft SQL Server 2005, Microsoft SQL Server 2008 R2, or Microsoft SQL Server 2008 Express SP1

If Microsoft SQL Server 2005, Microsoft SQL Server 2008 R2, or Microsoft SQL Server 2008 Express SP1 is your DBMS for SilkCentral, set the following database user privileges for your SilkCentral repository:

- db_owner
- db_ddladmin

Both roles allow creating and configuring repository tables, working with a previously created database, and installing and upgrading the software.



Note: The SilkCentral database user requires both privileges. Otherwise, errors occur.

Oracle 10g (version 10.2.0.5), Oracle 11g (version 11.2.0.2)

If Oracle 10g (version 10.2.0.5) or Oracle 11g (version 11.2.0.2) is your DBMS for SilkCentral, set the following Oracle database user privileges to work with SilkCentral:

- CREATE SESSION
- CREATE PROCEDURE
- CREATE SEQUENCE
- CREATE TABLE
- CREATE TRIGGER
- CREATE VIEW



Note: The SilkCentral database user requires all the preceding privileges. Otherwise, errors occur.



Note: The Oracle user must have sufficient quotas to work with SilkCentral.

When setting up an Oracle DBMS for SilkCentral, ensure that the Oracle environment meets the following requirements:

- At least 2 GB of temporary tablespace is available.
- Sufficient disk space is available to handle the size of the temporary tablespace.

Connecting to a SilkCentral Database

Test Manager is a comprehensive test-management solution that includes scheduling and issue-tracking components that are closely integrated with SilkTest Classic and SilkPerformer.

You can access Test Manager with a Web browser or through the Windows menu. Both methods are available only on the computers hosting the front-end and application server. To access Test Manager from a Web browser, use the default URL `http://<computer name>/login`. To access Test Manager through the Windows menu, choose **Start > Programs > Silk > SilkCentral > Test Manager 12.0 > Test Manager Home Page**.

You can also launch Test Manager components within SilkTest Classic in embedded browser windows.

To run Test Manager or Issue Manager, you must connect to a SilkCentral database.

The terms *database* and *repository* are sometimes used interchangeably, but generally a repository is defined as a central place in which an aggregation of data is kept and maintained. The conceptual model for SilkCentral is that of a data repository that contains the Issue Manager and Test Manager data.

For details on creating new SilkCentral repositories, refer to the SilkCentral Administration Module Help.

Disconnecting from a SilkCentral Database

To connect to a new SilkCentral database, you must first disconnect from the current database.

1. Browse to your SilkCentral site with a Web browser.
The default URL is `http://<computer name>/login`.
2. Log on.
The default value for both the username and password is `admin`.
3. In the menu, click **Administration > System Settings > Database**. The **Database** page opens.
4. Click **Disconnect** to disconnect from the current database.

Connecting to an Existing Database

If you are currently connected to a SilkCentral database, you must disconnect from the current database before you can create a new database.

1. Browse to your SilkCentral site with a Web browser.
The default URL is `http://<computer name>/login`.
2. Log on.
The default value for both the username and password is `admin`.
3. In the menu, click **Administration > System Settings > Database**.



Note: If you were previously connected to a SilkCentral database, the **Database** page shows the information for the previously connected database. Accept the default values and reconnect to the previous database, or enter data for another existing database.

4. Specify or confirm the information for the database, and then click **Connect**.



Note: If you are connecting Test Manager to an older database, Test Manager automatically performs an upgrade. Depending on the size of the database, this upgrade might require several hours. If the version of the execution server is an invalid older version, but later than version

SilkCentral Test Manager 2009 SP1, the execution server is automatically upgraded to the current Test Manager version. Test Manager shows a message concerning the upgrade in the **Information** column in the list of execution servers. As long as the upgrade procedure is not complete, the upgrading execution server is not used.

After the database connection is established, the SilkCentral logon page opens.

5. Log on to SilkCentral.

The default value for both the username and password is `admin`.

Getting Started with SilkCentral

This section describes how to start working with SilkCentral.

Getting Started with Test Manager

After you install Test Manager and connect to a SilkCentral database, you can start with administrative tasks in Test Manager.

Getting Started with Issue Manager

Before you can access an Issue Manager repository, you must initialize a project for Issue Manager.

1. Browse to your SilkCentral site with a Web browser.

The default URL is `http://<computer name>/login`.

2. Log on.

The default value for both the username and password is `admin`.

3. In the menu, click **Issues > Project List**. A list of available projects is displayed.

4. In the **Actions** column of the project for which you want to manage issues, click the **Initialize repository configuration** icon.

5. Follow the instructions on the screen.

For additional details, refer to the SilkCentral Issue Manager Administration Guide.

Administering SilkCentral

After you install Test Manager, connect to a SilkCentral database, and initialize a project for Issue Manager, perform the following actions to work with SilkCentral:

- Configure system settings
- Create users and projects
- Configure locations
- Create products, components, platforms, releases, and builds
- Create a test structure
- Set up Test Manager requirements
- Create tests
- Plan tests
- Run managed tests
- Track and manage issues
- Report results

For details on the listed actions, refer to the SilkCentral Administration Module Help, the Test Manager Help, the SilkTest Classic Help, and the SilkPerformer Help.

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