

# **OMNITRACKER Demo Version**

## **Quick Installation Guide**

## Step 1: Content of the demo download package

01\_OMNITRACKER\_Install\_Guide

02\_OMNITRACKER\_SupportFiles: Microsoft .NET Framework 4.6.2, Crystal Reports VS 2010, Windows Management Framework 3.0

03\_OMNITRACKER\_InstallationFiles: OMNITRACKER Client&Server, OMNITRACKER Web Gateway, OMNITRACKER Web Gateway 2.0

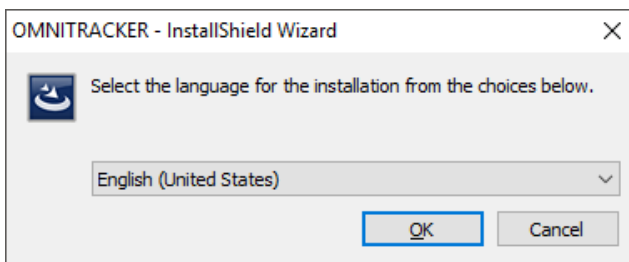
### Procedure:

1. Install the Support files, if not yet available.
2. Use the installation files from the folder 03\_OMNITRACKER\_InstallationFiles to install OMNITRACKER on your PC or server. Installation instructions can be found in folder 01\_OMNITRACKER\_Install\_Guide.
3. Integrate the file path of template into the OMNITRACKER Service Control Panel. For instructions, refer to the folder 01\_OMNITRACKER\_Install\_Guide.

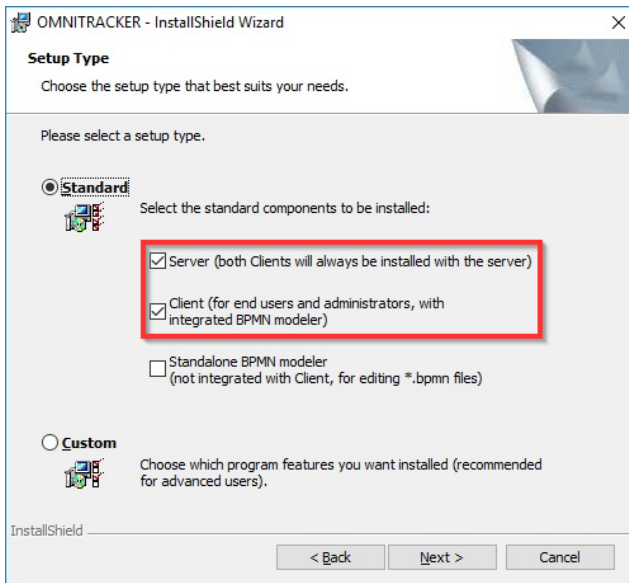
## Step 2: OMNITRACKER Installation

**Note:** For a local installation, you need a Windows PC or laptop with at least 1 GB RAM free storage and 2 GB RAM. The other system requirements for the OMNITRACKER demo are those of common office PCs or laptops. If necessary, you can install it on a server in order to let more users test the system.

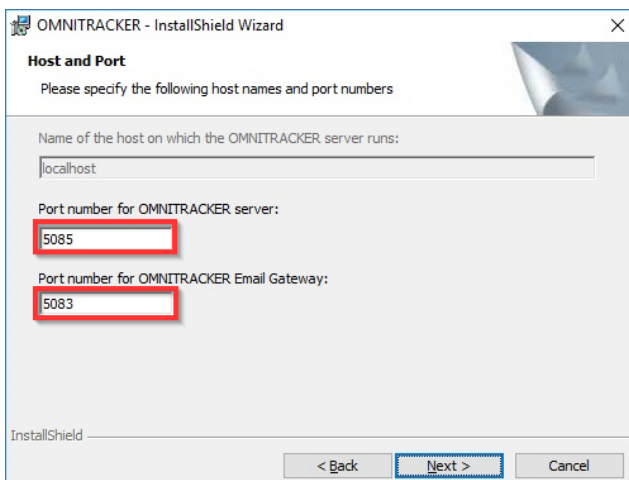
Now open „OMNITRACKER\_X\_X\_X.exe“.



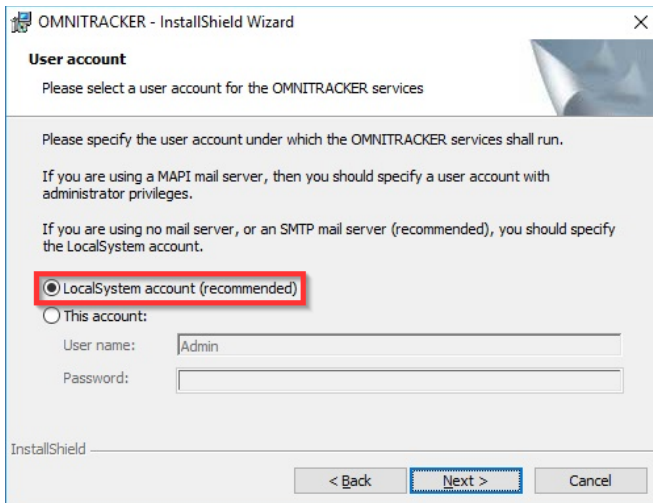
OMNITRACKER InstallShield Wizard starts and guides you through the installation (see screenshots).



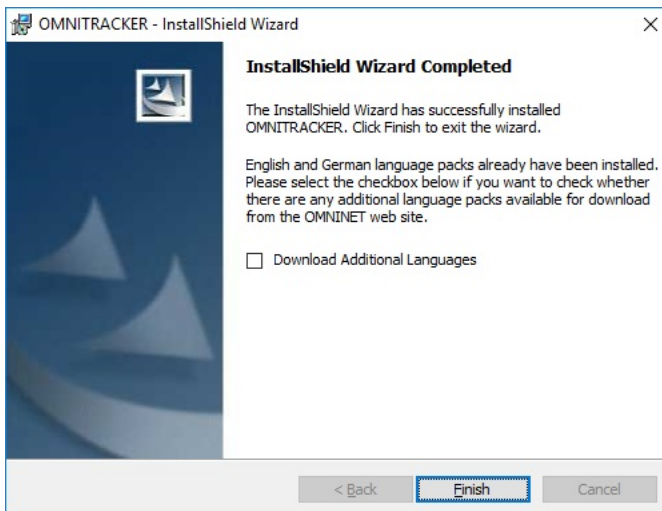
After confirmation of General Terms and Conditions you get to the Setup Type. Make sure you select **Server** and **Client**.



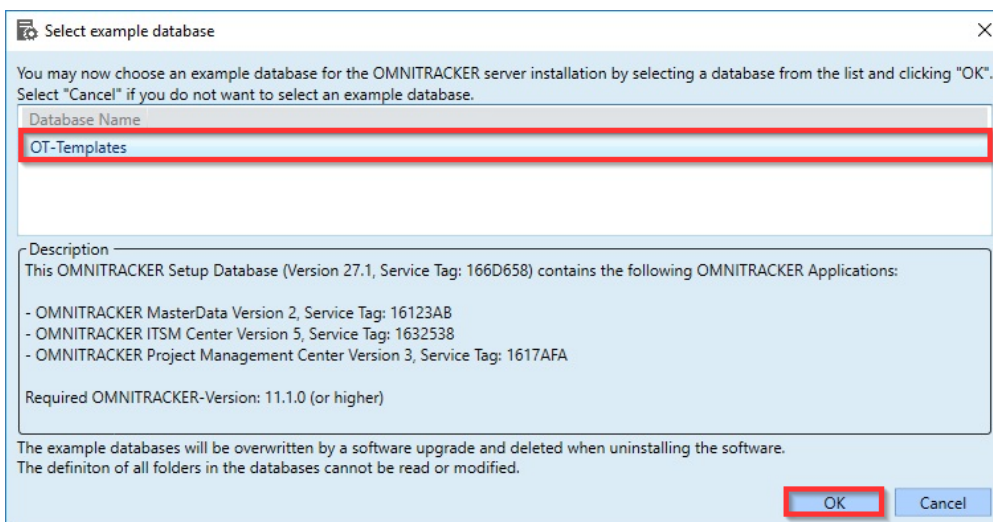
Please do not change the default settings (see screenshot).



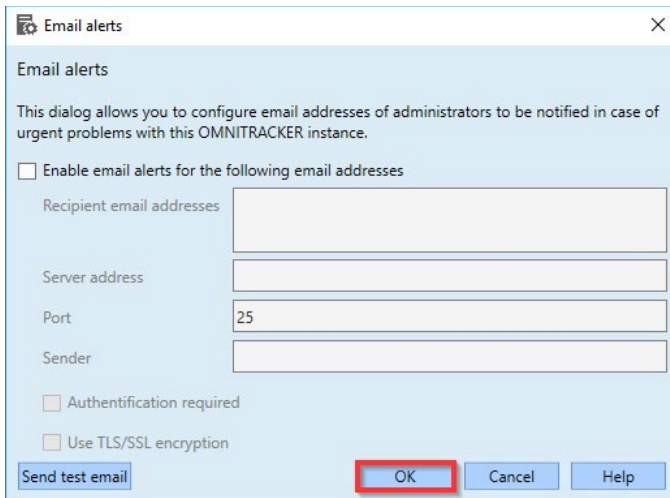
Please do not change the default settings (see screenshot).



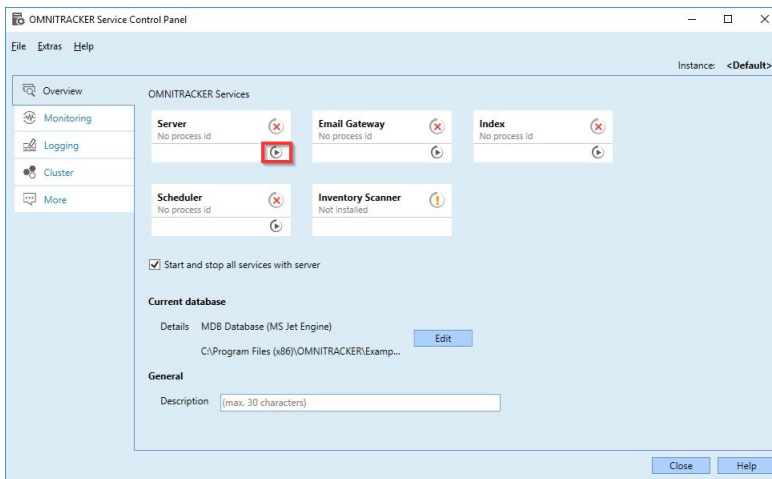
OMNITRACKER installation has been completed successfully.



After the installation, you can select the demo database and add it via OK button.



You also have the possibility to define the email dispatch in case of a server failure. However, since this is not necessary in the demo environment, you can click on the "OK" button.



Afterwards, you can start the OMNITRACKER server service via the Service Control Panel by clicking on the "Default" instance with one click.

**Note:** The demo database contains the following OMNITRACKER applications:

- **OMNITRACKER IT Service Management Center**  
*ITILv3 certified applications for service management including 12 sub-processes (e. g. Incident Management, Change Management, CMDB, etc.)*
- **OMNITRACKER Project Management Center**  
*Integrated project management and planning tool*

*A demo database with other OMNITRACKER applications like Stock & Order Management, Requirements Management, Contract Management, etc. we can provide you on request.*

### Step 3: Start the demo

Now start the program 'OMNITRACKER Client' from the Start menu.

Please use the following login information:

- Login: pbo
- Password: pbo

„Pbo” stands for „Peter Boss”, a user with very extensively equipped rights in all process areas.



In the standard OMNITRACKER it is available in English and German by selecting the appropriate language, open the login window the dialog "Manage Profiles" and select the desired language.

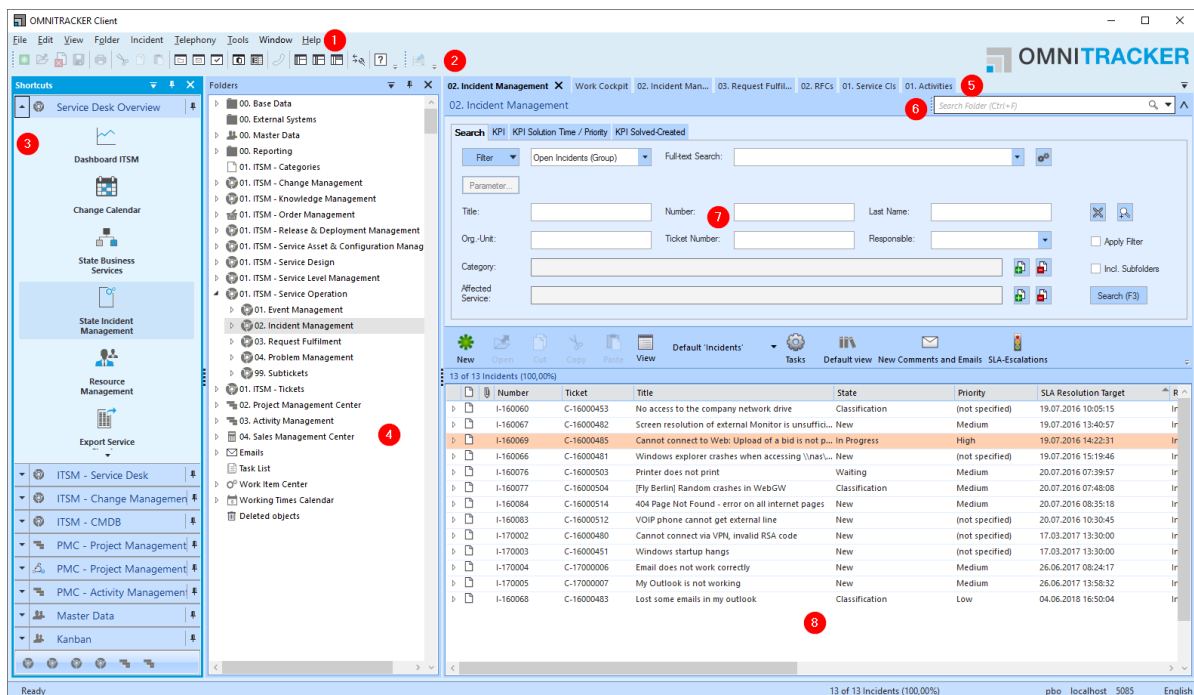
**Note:** The test database contained in demo version is locked for process configuration.

OMNITRACKER has very flexible and extensive features and possibilities for individual configuration of all process components and data models, for example:

- Form Editors
- Free Field Definition
- Rule editors for users, groups and permissions field
- Workflow and state models
- Free definition of data models and their dependencies
- Escalation Management
- And many more.

If you want a deeper understanding of these opportunities, please contact us, we will explain and show them to you.

### User Interface Overview of OMNITRACKER clients:



The screenshot displays the OMNITRACKER Client interface. On the left is a navigation tree with categories like 'Service Desk Overview', 'Dashboard ITSM', 'Change Calendar', 'State Business Services', 'State Incident Management', 'Resource Management', and 'Export Service'. The main area shows the '02. Incident Management' view with a search bar and filters. Below the search is a table of incidents.

Number	Ticket	Title	State	Priority	SLA Resolution Target
I-160060	C-16000453	No access to the company network drive	Classification	(not specified)	19.07.2016 10:05:15
I-160067	C-16000482	Screen resolution of external Monitor is unsoft...	New	Medium	19.07.2016 13:40:57
I-160069	C-16000485	Cannot connect to Web: Upload of a bid is not p... in Progress	In Progress	High	19.07.2016 14:22:31
I-160066	C-16000481	Windows explorer crashes when accessing \\\na...	New	(not specified)	19.07.2016 15:19:46
I-160076	C-16000503	Printer does not print	Waiting	Medium	20.07.2016 07:59:57
I-160077	C-16000504	(Fly Berlin) Random crashes in WebGW	Classification	Medium	20.07.2016 07:48:08
I-160084	C-16000514	404 Page Not Found - error on all internet pages	New	Medium	20.07.2016 08:55:18
I-160083	C-16000512	VOIP phone cannot get external line	New	(not specified)	20.07.2016 13:30:45
I-170002	C-16000460	Cannot connect via VPN, invalid RSA code	New	(not specified)	17.03.2017 13:30:00
I-170003	C-16000451	Windows startup hangs	New	(not specified)	17.03.2017 13:30:00
I-170004	C-17000066	Email does not work correctly	New	Medium	26.06.2017 08:24:17
I-170005	C-17000007	My Outlook is not working	New	Medium	26.06.2017 13:58:32
I-160068	C-16000483	Lost some emails in my outlook	Classification	Low	04.06.2016 16:50:04

1. The **menu bar** provides quick access to the main settings of OMNITRACKER, which can be customized there as needed.
2. The **toolbar** provides quick access to important functions.
3. The **shortcut bar** allows access to stored functions such as objects, folders, tasks and files. These can be freely adjusted and expanded by an authorized user.
4. The **folder tree** shows folders that are defined in the OMNITRACKER database in a tree-like structure. From the folder tree can also be navigated.
5. It can parallel process multiple views and objects are opened as **tabs / tab**. The currently opened tab is highlighted.
6. With the **search box**, OMNITRACKER objects can be easily found (field- and full-text search).
7. The **search form** offers extensive options different types of searches performed:
  - **Filters** (select existing filters and create new filters)
  - **Full text search** (search on indexed fields and files)
  - **Search box**
8. In the **object list** all objects are displayed that are in the currently selected folder visible to the current user. Via View Settings, also other views, not only lists, can be selected ( e.g. calendar or timeline view)

**Note:** *The Software License Key includes 5 concurrent users (simultaneous access), and most of the functional components and is valid for 30 days from installation.*

*If you need your test an extended license key, please contact us.*



## Step 4: Usage of OMNITRACKER BPMN Modeler

Using the OMNITRACKER BPMN Modeler you can model your business processes from a business perspective and thus prepare for their automation in OMNITRACKER.

It is possible to execute your business processes automatically in OMNITRACKER.

The OMNITRACKER BPMN Modeler supports you in the specification of requirements and simplifies the modelling of your business processes considerably.

**Note:** *To be able to install and use OMNITRACKER BPMN Modeler, OMNITRACKER Windows Client must be installed.*

For questions regarding the installation, operation and any other inquiries about OMNITRACKER, its additional functions or to arrange a detailed product presentation (via web session online or at your site), please contact our Customer Relationship Management team.

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