

# **OMNITRACKER Demo Version**

## **Quick Installation Guide**

## Step 1: Demo Download

Download by clicking on "**OMNITRACKER Client-Server**" all files for a demo-installation. The .exe file includes all necessary components together with a demo database in 2 different languages (German & English), which are required for the installation of a demo environment of OMNITRACKER.



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- **OMNITRACKER DEMO VERSION**



### OMNITRACKER 30 day trial version

Under the following link you can install OMNITRACKER on your PC. In the trial version the OMNITRACKER IT Service Management Center and the Project Management Center is included. If you want to test other OMNITRACKER applications, please contact our CRM team. For the individual installation steps, please follow the instructions with beginning step 3 in our "Quick Installation Guide".

The Download includes all assets to install an ITSM / Project Management Demo System:

- OMNITRACKER Client-Server
- OMNITRACKER Web Gateway
- Quick Installation Guide

If you have any questions, please contact us, we are pleased to help you.

Tel: +49 (9126) 25 979 - 0  
Fax: +49 (9126) 25 979 - 40  
Email: [crm@omninet.de](mailto:crm@omninet.de)  
WWW: [www.omninet.de](http://www.omninet.de)

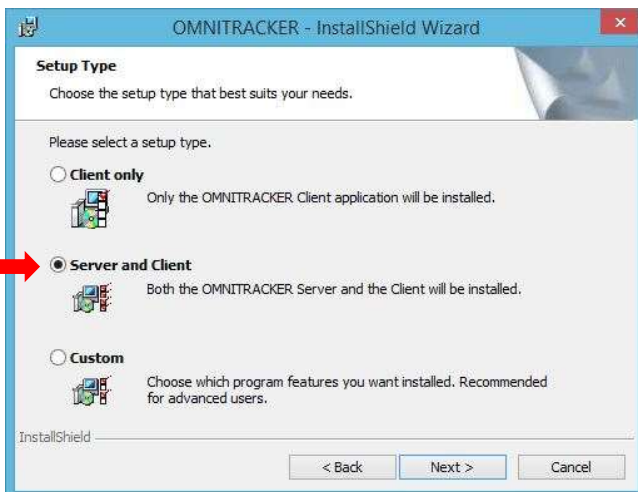
## Step 2: OMNITRACKER Installation

**Note:** For a local installation, you need a Windows PC or laptop with at least 500 MB free storage and 1 GB RAM. The other system requirements for the OMNITRACKER trial 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.

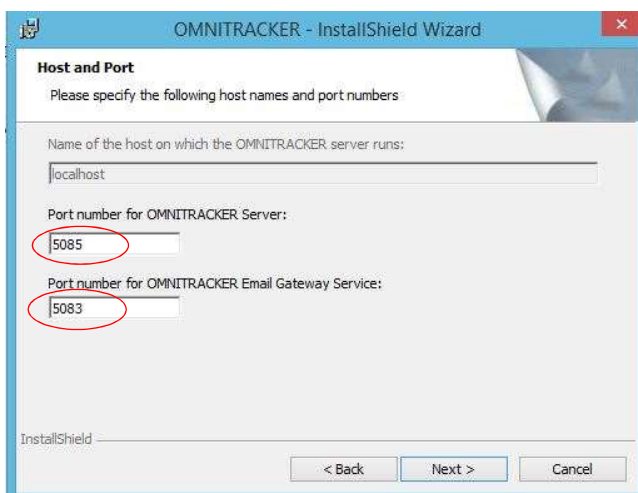
Now open the „OMNITRACKER\_X\_X\_X.exe“file.



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**'.



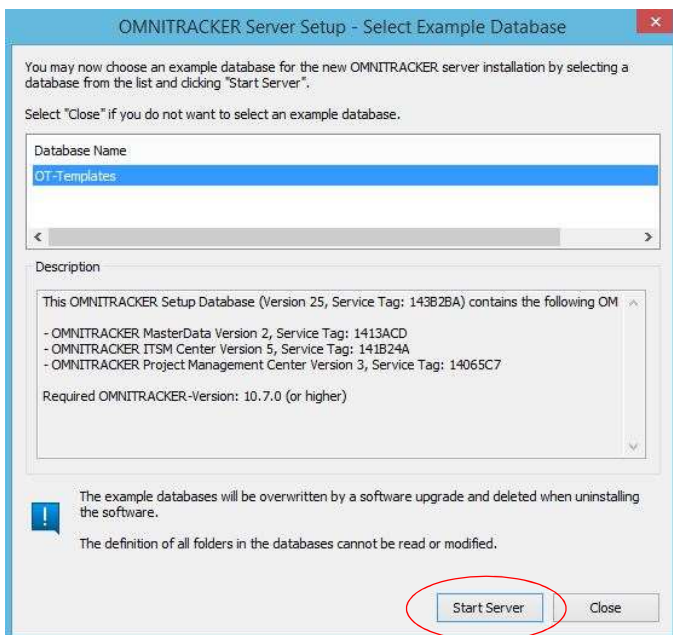
Please do not change the default settings (see screenshot).



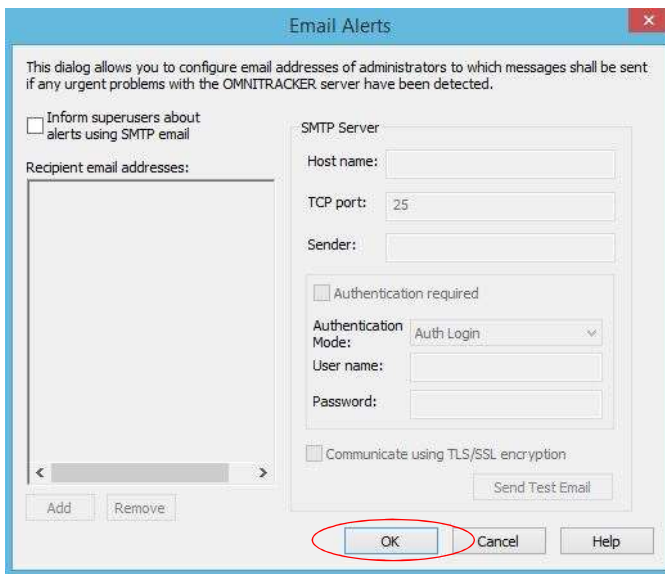
Please do not change the default settings (see screenshot).



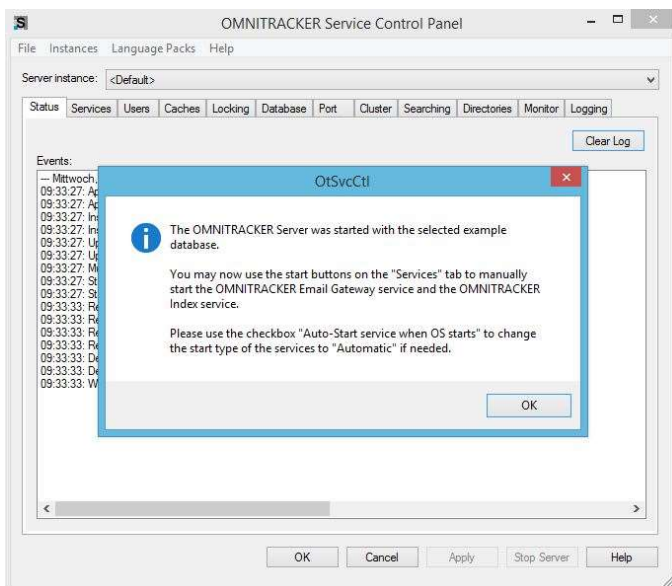
OMNITRACKER installation has been completed successfully.



After the installation, you have the possibility to start the server with the demo database, by clicking on the "close" button.



Likewise, you have the option to define the sending of emails in the event of a server failure. Since this is not necessary in the demo environment, you can click on the “OK” button.



You are forwarded to the OMNITRACKER Service Control Panel after a successful server start.

**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 application 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.

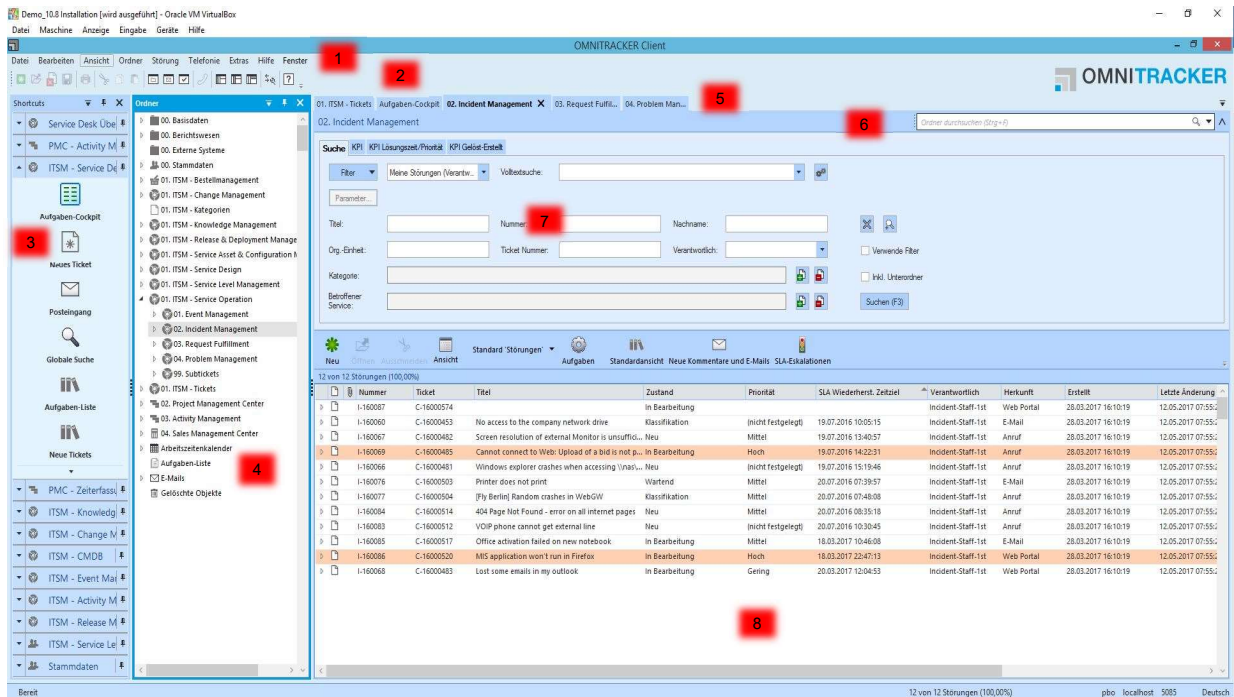


**Note:** The demo database contained in demo version is locked for process configuration. OMNITRACKER has very flexible and extensive features and possibilities for individual configuration of all process components and data models, for example:

- 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. The left sidebar (3) contains navigation options like 'Service Desk Über...', 'PMc - Activity M...', and 'ITSM - Service De...'. The main window (1) shows a search bar (2) and a search form (7) with fields for 'Titel', 'Nummer', 'Nachname', 'Org. Einheit', 'Ticket Nummer', and 'Verantwortlich'. Below the search form is a table of incident tickets (8) with columns for 'Nummer', 'Ticket', 'Titel', 'Zustand', 'Priorität', 'SLA Wiederherst. Zeitziel', 'Verantwortlich', 'Herkunft', 'Erstellt', and 'Letzte Änderung'. The table lists various incidents such as 'No access to the company network drive' and 'Screen resolution of external Monitor is unusu...'. The bottom status bar shows '12 von 12 Störungen (100,00%)' and 'pbo localhost 5085 Deutsch'.

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 / Engine

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

The BPMN engine will make it 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. In order to test the OMNITRACKER Engine, please contact our CRM-Team.*

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.

Telephone: +49 (9126) 25979 – 700

E-Mail: [crm@omninet.de](mailto:crm@omninet.de).