

# Getting Started Guide

Defect Manager Release 4.6

## Table of Contents

<i>Getting Started Guide</i> .....	<i>1</i>
<b>Table of Contents</b> .....	<b>1</b>
<b>Table of Figures</b> .....	<b>2</b>
<b>About the Getting Started Guide</b> .....	<b>3</b>
<b>What is Defect Manager?</b> .....	<b>4</b>
Issue Management .....	4
Issue Organization and Processing .....	4
<b>What are the Benefits of Defect Manager?</b> .....	<b>8</b>
Increase the quality of your products.....	8
Increase the efficiency of your staff.....	8
Use defect metrics to help optimize your business.....	8
Use defect metrics to communicate your achievements .....	8
Keep your technicians happy .....	9
Built for large and small companies .....	9
An Open System and compatible with your favorite tools .....	9
Migrate from more costly solutions.....	9
Show your clients that you care about their problems .....	9
Integrate issue management into your software applications .....	10
<b>How Can Defect Manager be used?</b> .....	<b>11</b>
<b>Getting Started with Defect Manager</b> .....	<b>12</b>
Minimum Configurations for Defect Manager .....	14
Using Defect Manager for Web -- Website Demonstration .....	15
Using Defect Manager for Windows – Windows Client Demonstration .....	16
Using E-Tech Support.....	22
Installing the Defect Manager Product – On your PC .....	24
<b>Getting Help and Support</b> .....	<b>25</b>
Online Help Capabilities.....	25
Ability to Print Help Topics and Manuals .....	25
Website Technical Support Resources.....	25
Contacting Technical Support.....	25

## Table of Figures

Figure: Example of Typical Life-Cycle Phases for some Types of Products.....	5
Figure: Defect Manager System – Components .....	13
Figure: Log On to Defect Manager for Web .....	15
Figure: Viewing Lists of Reported Issues.....	16
Figure: Log On to Defect Manager for Windows.....	17
Figure: Viewing Lists of Reported Issues.....	18
Figure: E-Tech Support – Main Log Web Page .....	23

## About the Getting Started Guide

This guide provides a brief introduction to Defect Manager 4.5 and how it may be applied to your issue reporting, tracking and resolution needs. The purpose of this guide is to help existing users understand the new features in this release as well as assist new users to get started with this product.

This Guide provides information on the following topics:

- **What is Defect Manager?**  
An introduction to Defect Manager and its purpose
- **What are the Benefits of Defect Manager?**  
An explanation of how Defect Manager can positively impact your organization
- **How Can Defect Manager be Used?**  
Discover the flexibility provided by this tool
- **What's New in Release 4.5?**  
A summary of the new features in Defect Manager 4.5
- **Getting Started with Defect Manager**  
Learn the basics you need to test-drive or begin using Defect Manager
- **Getting Help and Support**  
Learn about the resources available to get help or technical support

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### Other Defect Manager Guides

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The Getting Started Guide has the following companion guides that provide additional detail on specific topics for Defect Manager:

- **Installation Guide**
  - **User Guide – Defect Manager for Windows**
  - **User Guide – Defect Manager for Web**
  - **User Guide – E-Tech Support**
  - **Administration Guide**
  - **Programmer API Guide**
  - **Glossary**
-

## What is Defect Manager?

Defect Manager is an interactive software product that allows companies, large and small, to manage the capture, tracking and resolution of defects and other issues related to its products, projects, processes or services.

### *Issue Management*

In fact, Defect Manager should be thought of as an “**Issue Management System**” since defects and problems with products, projects, processes and services are merely one subset of *issues* that may be reported, tracked and managed. Issue-reports can come from customers as well as your staff and outside contractors.

Some examples of the types of reported issues that can be managed by Defect Manager are:

- **Actual Defects** – Software bug reports, hardware product failures, design flaws, incidents of poor service.
- **Perceived Defects** – The user believes that a problem exists, but the remedy lies in communicating to the customer the correct way to use the product. Likewise, the customer may need to be made aware that the expected feature is not a part of the product’s design (i.e., it is, perhaps, an enhancement suggestion in disguise).
- **Enhancements** – Suggestions or formal requests for improvements to the product, project, process or service. After a review and decision process, such issues are either approved for action or denied. In either case, it is important to manage the follow-on processes until the issue is properly resolved.
- **Questions** – Some customer questions can be answered immediately and others require research or testing. It is important to not only insure that the person submitting the question gets an answer, but it is also valuable to have a database record of the questions and answers available for reporting and viewing.
- **Requests for Action or Service** – A type of issue that deserves effective management from its point of entry into the system until it is resolved and retained as historical information. .

### *Issue Organization and Processing*

Once issues are reported to your company, Defect Manager can be used to efficiently:

- Enter the reported issue into the Defect Manager database as an *Issue*
- Track the *Issue* as it is processed until it is resolved and retain its records as historical information
- Assign the *Issue* to a worker for processing
- Deliver *Issue* to assigned workers at their desk via its electronic workflow queues
- Communicate with *Issue* stakeholders including the use of built-in e-mail features
- Close a resolved *Issue*
- Re-Open a closed *Issue*
- Generate reports on *Issues* and metric statistics

Successfully developing and supporting products and solutions requires the coordinated activities of many individuals in different functional areas across your company. Defect Manager allows all these individuals to work in an integrated environment.



**Figure: Example of Typical Life-Cycle Phases for some Types of Products**

Defect Manager can bring to each functional area:

- **Product Development** -- A project plan is important, but as soon as the project begins -- Project Dynamics begin to impact the plan. Automated project planning tools are good at planning, but weak at resolving project issues.

Defect Manager is an effective way to record, track, resolve and report project issues as soon as they occur. The clarity provided by its issue-management helps keep the project plan on track complementing traditional project management tools.

- **Product Management** – The management of a product from inception to market, and beyond to product discontinuation, is often a long and daunting task.

From inception to market, significant issues are certain to appear that must not be overlooked. Once a product goes to market, the many stakeholders in your supply chain and customers can overwhelm you with defects and other issues unless you are prepared to effectively manage them.

Defect Manager addresses this need. It manages your product issues, defects, enhancement requests while tracking product versions and releases.

- **System Testing** – Testing is not only a complex activity, it should also be planned. Good records from the development phase and prior releases can help in creating a good Test Plan. When executing a test plan, detailed records of the results of each test and all re-tests involving all components and versions being tested are essential to professional management.

Defect Manager has features designed to capture and organize test results as well as track the many unexpected issues, defects and change requests that invariably occur in testing, development and prior release phases.

- **Quality Management** -- Quality Management begins with a clear specification and requires accurate and dependable information to evaluate against the specification to assess quality.

Defect Manager provides accurate records of issues, defects, change requests as well as statistics on key metrics in the form of distribution and trend analysis.

- **Technical Support** – Call Centers, Help Desks and others involved in technical support which may include 24x7 coverage -- They need a tool that will allow many different people with diverse skills to cooperate in the capture, tracking and resolution of technical support issues. Due to the need for multiple skills, shift changes and individual schedules, many people may be involved in the support process.

Defect Manager addresses these support needs by providing a shared repository of issue items and a knowledgebase that can be accessed from a LAN or over the internet. It allows an issue-item object to be shared, processed using workflow techniques and accumulate complete information which includes tracking of who did what, when and its current state.

- **Outsourced Workers** – Today with many contractors, off-shore teams, teams working from virtual offices and others involved in your joint-ventures, it is difficult to manage and communicate with such dispersed teams – much less **measure** their individual and collective performance.

The new *Defect Manager for Web* and the *E-Tech Support* systems extends your reach across the vast world-wide-web and the internet. With these tools you can capture and process defects from virtually anywhere in the world while tracking what has been done by individuals and collectively – You even have tools in Defect Manager to report performance and trend metrics for individuals and groups.

- **Telecommuters** – The new *Defect Manager for Web* and *E-Tech Support* applications allow telecommuters to work from home and still be a part of the team even though they are not in the office.

Defect manager includes the means for you to specifically include or exclude a user or group from access to issue items related to certain products, projects, processes or services that it is tracking. Telecommuters and other users can be restricted to selected projects, products, processes and services based on their need to know.

Being a successful company requires more than just providing a high-quality product. To be successful, requires that you provide your end-users a high-level of service.

Defect Manager's *E-Tech Support* system helps you build long-lasting customer relationships with your company based on the high-degree of service that you can provide.

The term, *Issue*, refers to an object in the Repository database that maintains all of the accumulated information related to an issue or defect that has been reported. Defect Manager support five (5) different issue types they are:

1. **Defect** - An issue that is a real problem that needs to be addressed such as a bug.
2. **Enhancement/Feature Request** – An issue that needs to be addressed in the future
3. **Call/Question** – If you have clients that may call in with an issue or a question. Ultimately the call/question could result in the opening of a defect, enhancement or task depending on the nature of the item.
4. **Task** – Work required to be performed by an individual. It could be related to another issue or it could be a stand alone item that needs to be researched.
5. **Other/Miscellaneous** – A generic type to be used at your discretion.

The Defect Manager repository is a centralized data store for all tracking data related to reported issues. The repository is the heart of the system. Defect Manager allows its repository to be stored in one of the following type of databases: Microsoft Access, Microsoft SQL Server, Oracle, IBM DB2, Sybase, Ingres and Postgres databases.

Your company can benefit from the ability to organize and present different online views of the repository showing the status, progress and disposition of open and closed issues.

## **What are the Benefits of Defect Manager?**

Defect Manager ensures that all issues reported by your clients plus internal and external staff are properly defined, prioritized, resolved and deployed.

Here are a few of Defect Manager's many benefits.

### ***Increase the quality of your products***

Product defects will no longer go unanswered and forgotten. Your clients won't be encountering the same nagging problems release after release.

### ***Increase the efficiency of your staff***

By prioritizing and assigning issues to specific users or groups for resolution processing, you are better able to reduce support costs and increase customer satisfaction through better organization and control of issue processing:

- By grouping similar defects by product area, your technicians can correct many problems in a particular area at one time.
- By publishing defects in the form of a searchable knowledge base where you determine which issues (and their resolution) will be part of the searchable knowledgebase -- This knowledgebase allows your clients to identify and fix many of their own problems without ever having to call technical support.
- By allowing your clients to review the status of any of their reported issues online in a secure internet or extranet environment as an option.

Defect Manager keeps a complete audit trail of all activities associated with a reported issue. With this information, you will be able to determine how well you are serving your clients.

### ***Use defect metrics to help optimize your business***

Using some of the metrics that are gathered by Defect Manager, you can easily identify product areas that are:

- The most problematic,
- The technical support person that fixes the most problems,
- The client that is placing the largest demand on your support personnel,
- The average number of days to resolve an issue, etc.

Armed with this type of information, you can then take timely and appropriate action to acknowledge outstanding performance and to correct adverse situations.

### ***Use defect metrics to communicate your achievements***

Turn management perceptions of defects and issues from a *Negative* topic to a *Positive* view of the performance quality you bring to the organization. The Metric Reports and

Graphs provided by Defect Manager provide you with on-going accurate statistics to show management your workload, performance and benefit to your customers.

In today's business environment, effective communication with management is very important and business justification of your budget can be essential. Defect Manager provides you with the tools to improve your performance and produces the metrics you need.

### ***Keep your technicians happy***

Employees work better when they know what is expected of them. With Defect Manager they can see and manage their work queues. They will know which defects are the most important so they can be addressed first. Their work will be organized, prioritized and delivered to them electronically in their work queues.

### ***Built for large and small companies***

Defect Manager is designed to serve the needs of both small and large companies.

Defect Manager comes with a built-in **Microsoft Access** database that is ideal for small companies or workgroups.

You can also use industrial-strength databases such as **Microsoft SQL Server, Oracle, IBM DB2, Sybase, Ingres** and **Postgres** relational databases. Industrial-strength databases allow Defect Manager to support hundreds of users as needed by larger companies.

As your company grows, Defect Manager will be able to grow with you and utilize the same databases you trust to store your company's data.

### ***An Open System and compatible with your favorite tools***

Defect Manager does not use a proprietary database as the repository for your defect and issue tracking information.

Our database schema is a normalized set of relational database tables. You can use any Open Database Connectivity (ODBC) compliant tool of your choice to access, analyze and report your issue-tracking information.

### ***Migrate from more costly solutions***

If you like Defect Manager, we can help you convert from your existing solution to Defect Manager. This capability alone can probably save your company a lot of money. With Defect Manager's intelligent import tools, we can import the majority, if not all, of your existing data.

### ***Show your clients that you care about their problems***

With Defect Manager, you can make sure that none of your clients' problems will go uncorrected and forgotten. You can also track all of their enhancement requests as well. The system helps you promptly notify your clients when their defect, issue or product enhancement has been completed.

A new web-enabled feature allows you to provide your clients with the ability to access the issues and enhancements they submitted. This gives clients greater participation and

service that improves your partnering relationship with your clients while it saves you work.

***Integrate issue management into your software applications***

The manual **Programmer API Guide** describes how the core COM+ component of the Defect Manager provides an object model that your programmers can use to integrate your software application with Defect Manager to improve problem reporting, tracking and resolution.

## How Can Defect Manager be used?

No matter how good the company and its planning, every company must deal with many reports of issues and defects. These defects and issues must be effectively managed to insure that they are properly addressed and resolved in order to sustain business quality.

Each business has its own set of classifications for issues and defects that are unique to their business processes. Defect Manager provides flexibility in its system administration features that allows users to customize it to meet their specific needs.

A few examples of customization options are **User-Defined**:

- **Fields** to track your company-specific information
- **Classification codes** for types of issues.
- **Priority codes** for types of issues
- **Severity codes** to indicate the importance of the problem to its stakeholders
- **Workflow work-queues** where individuals or groups get their pending issues to process in priority order. The names of work-queues can reflect company-specific groups or types of tasks.

Our rapidly growing customer base has a large number of companies that are using Defect Manager to track software bugs and enhancement requests. However, an increasing number of customers are finding other ways to apply Defect Manager. Here are some examples where Defect Manager is used by companies engaged in:

- **Development and Support of Software Products** – Software bugs, questions, enhancements and suggestions related to software products, projects, processes and services
- **Information Technology** – IT departments must manage in-house hardware and software systems problems, bugs and issues, questions, projects, processes and support services for internal staff and their contractors
- **Web Site Development & Maintenance** – Many issues/defects typically need to be managed that may affect many different internal and external groups involved in Web: design, graphic content, text content, programming, operational support, maintenance, sales and marketing.
- **Service Organizations** – Departments provide internal and external services. Contractors and consultants also provide services that may receive reports of issues or defects that need to be organized and effectively managed.
- **Development and Support of Hardware Products** – Product problems and issues, questions, projects, processes and support services
- **Beta-Test, Field-Test or Pilot Test Trials** – Managing the questions and feedback of issues resulting from participation in the test by users, project teams and other stakeholders. These trials may involve products areas such as: hardware, software, foods, medical services and supplies, etc. as well as readiness and reliability testing.

Defect Manager is designed with the flexibility to adapt to your business needs for quality management of reported issues and defects.

## Getting Started with Defect Manager

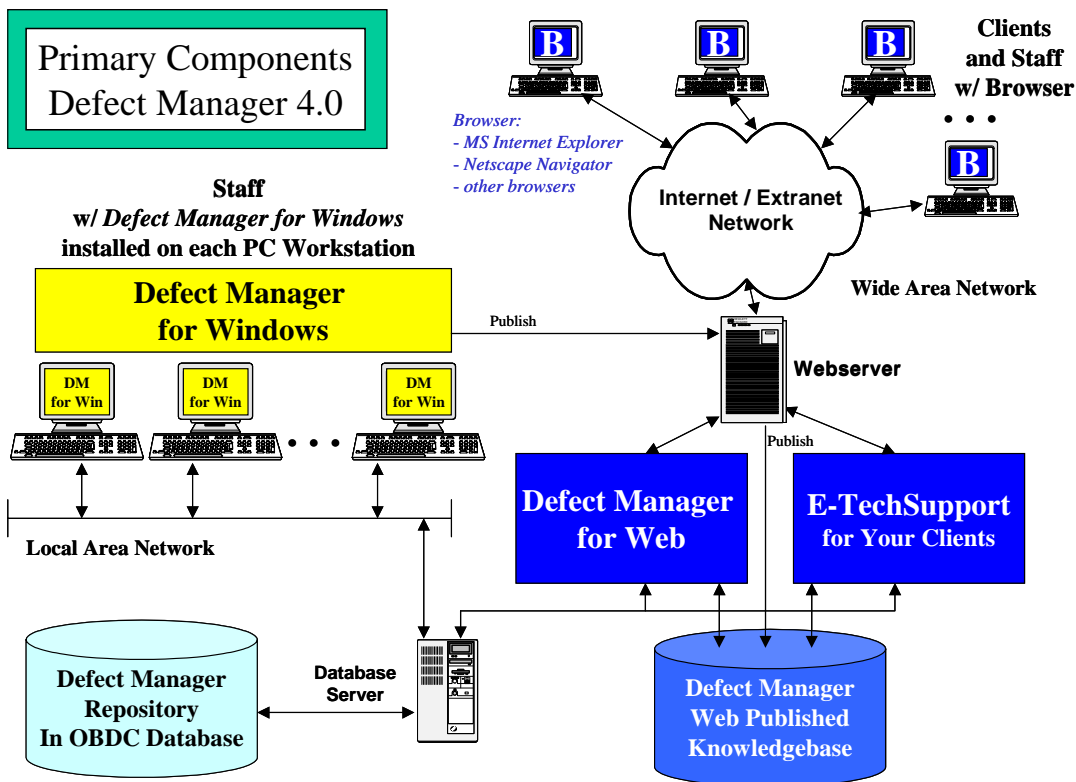
Whether you are a new user of Defect Manager or just taking a test-drive of the system to determine if it meets your needs, this section will give you the information you need to get started initially.

Currently, there are four major applications that comprise the Defect Manager system. They are:

- **Defect Manager for Windows** – Runs as a client/server application program on each PC Workstation
- **Defect Manager for Web** – It is a web-server-based application that runs as a thin-client in a browser program on each workstation.
- **E-Tech Support** – It is a web-server-based application that runs as a thin-client in a browser program on each workstation.
- **Defect Manager POP Server** – Allows you to have incoming e-mails automatically logged into Defect Manager.

You have the flexibility to use any combination of these components that fit your business needs and your infrastructure of local or wide area communications networks.

Defect Manager provides the ability to serve clients, staff and external organizations such as external contractors with the component tools as shown in the figure below.



## Figure: Defect Manager System – Components

### **Defect Manager for Windows**

Thousands of companies have downloaded Defect Manager to enhance and optimize their software product development, IT projects, and Web site development. Defect Manager is perfect for small as well as large development teams. Defect Manager is a Windows based application that supports Windows 95, Windows 98, Windows 2000 (Server and Professional), Windows Me, and Windows XP.

Defect Manager supports hundreds of features including automatic audit trail, technician's notes, problem chaining, problem escalation, custom filters, keyword searching, work queue management, test case management, Microsoft Visual Source Safe support, customizable e-mail alerts, customizable e-mail support letters, reporting and more.

### **Defect Manager for Web**

*Defect Manager for Web* is a version of Defect Manager that runs from a web browser. Defect Manager Web has essentially the same interface as Defect Manager for Windows. This eliminates the need for workers that use the windows version while they are in the office, to learn a completely new product when they go on the road with the web version. *Defect Manager for Web* is perfect for out-of-office staff or external associates such as consultants, developers, testers, telecommuters that are traveling or in virtual offices.

*Defect Manager for Web* supports over 95% of the features of Defect Manager for Windows. The web-version does not support the Administration tasks; it relies on the client program: *Defect Manager Admin* for these tasks. *Defect Manager for Web* is an Active Server Pages (ASP) application that uses a single COM+ component to process all the application (ASP) requests.

Using the Defect Manager COM+ component, your programmers can build you a custom user interface or integrate defect management into software products you distribute and support. All you need is any COM+ aware tool that supports automation such as Microsoft Visual Basic, Microsoft VB.Net, ASP.Net, C++, C# to name just a few. This capability is described in the [Programmer API Guide](#).

### **E-Tech Support**

*E-Tech Support* is a customizable Tech Support portal for your clients, so that they can add, review, and annotate their problems. Your clients can also search the knowledgebase for self-service support. For more information on this topic, see [User Guide – E-Tech Support](#).

Detailed information on E-Tech Support installation and system administration is discussed in separate books of this help document (see [Installation Guide](#), [Administration Guide](#)).

***Minimum Configurations for Defect Manager***

Before installing Defect Manager it is important that you have met the following prerequisites:

- Defect Manager for Windows requires a PC Workstation with:
  - Processor: Pentium 4 (2 GHz) or higher
  - Memory: 256 MB or higher
  - Available disk space for system: 50 MB
  - Windows Op System: Win 95/98/ME or Win 2000 or Win XP
- Defect Manager for Web requires:
  - Website platform: Microsoft IIS 5.0 or IIS 6.0
  - PC Workstation platform with:
    - Processor: Pentium 4 (2.5 GHz) or higher
    - Memory: 512 MB or higher
    - Windows Op System: Win 2000 or Win 2003 or Win XP (but not recommended)
- Microsoft Visual Source Safe (VSS) Integration: Optional, requires VSS version 6.0

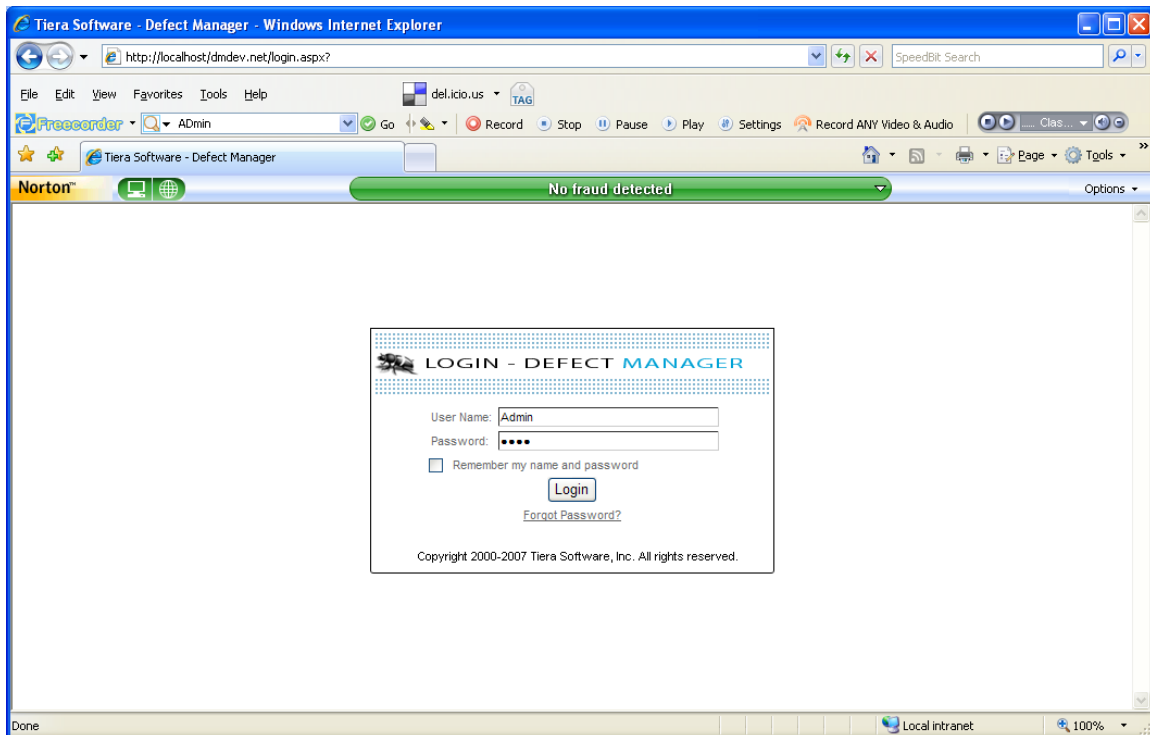
Defect Manager supports Microsoft Access, Microsoft SQL Server, and Oracle databases.

### ***Using Defect Manager for Web -- Website Demonstration***

The Tiera Software website at <http://www.tierasoft.com> provides links that allow you to “Test Drive” Defect Manager for Web and the companion E-Tech Support system.

You may register yourself for a test drive by including your email address – the website will automatically send you a URL address on the web for the demo, user name and password for the demo to your email address.

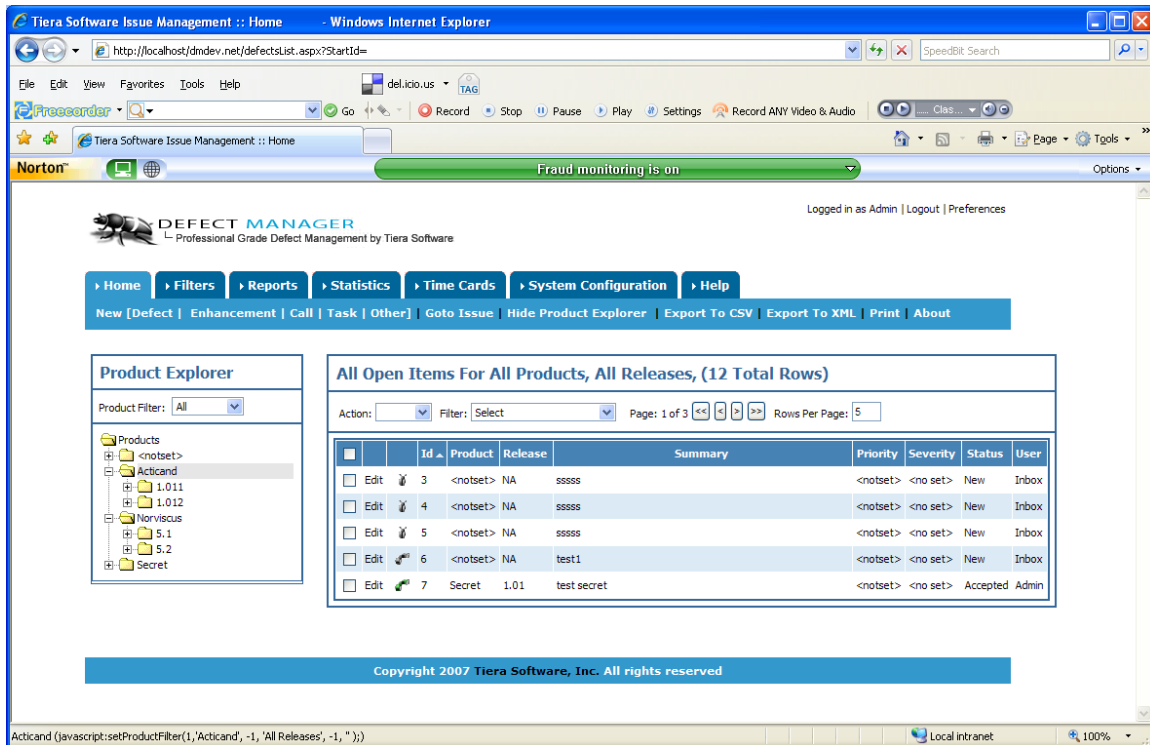
Click on the URL address for the demo. The logon window below will be displayed.



**Figure: Log On to Defect Manager for Web**

Enter the user name and password e-mailed to test drive *Defect Manager for Web*.

The following illustrated figure show the major components of the Issue-Detail web page used in *Defect Manager for Web*.



**Figure: Viewing Lists of Reported Issues**

The **Issue-Log** window represents a list of issues (defects, enhancement requests, tasks, calls, etc.). You can use your mouse to highlight items in the list by placing the cursor over a row. By clicking your left-mouse button over a highlighted row, you can select the item causing the **Issue-Detail** window to display the details related to the selected item.

The Menu Bar and Toolbar on this web page provide many different display options and filters that will display different combinations of issue items such as open items, closed items, items in your work queue, etc. You will soon discover that it is very easy to view and select the issue items appropriate to your needs.

More information on using filters, creating reports, and viewing statistics are available in the companion guides for Defect Manager.

More detailed information on these operations is provided in the User Guide

### ***Using Defect Manager for Windows – Windows Client Demonstration***

After you have installed a demonstration copy of Defect Manager for Windows on your personal computer, this section provides a quick way for you to get the feel of the system using the demonstration data and settings configured for the demonstration.

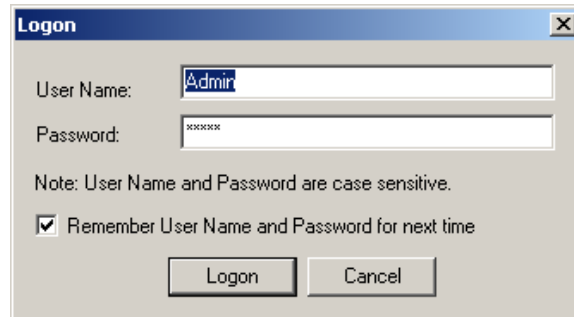
This section uses screen images of the two main forms that are annotated to quickly give you a concise overview of how to use the system – A Picture Road Map to Defect Manager operations.

**Note:** A detailed explanation is provided in the [User Guide – Defect Manager for Windows](#).

Start the Defect Manager program from the Windows Start button:

**Start → Tiera Defect Manager Release 4.5 → Defect Log**

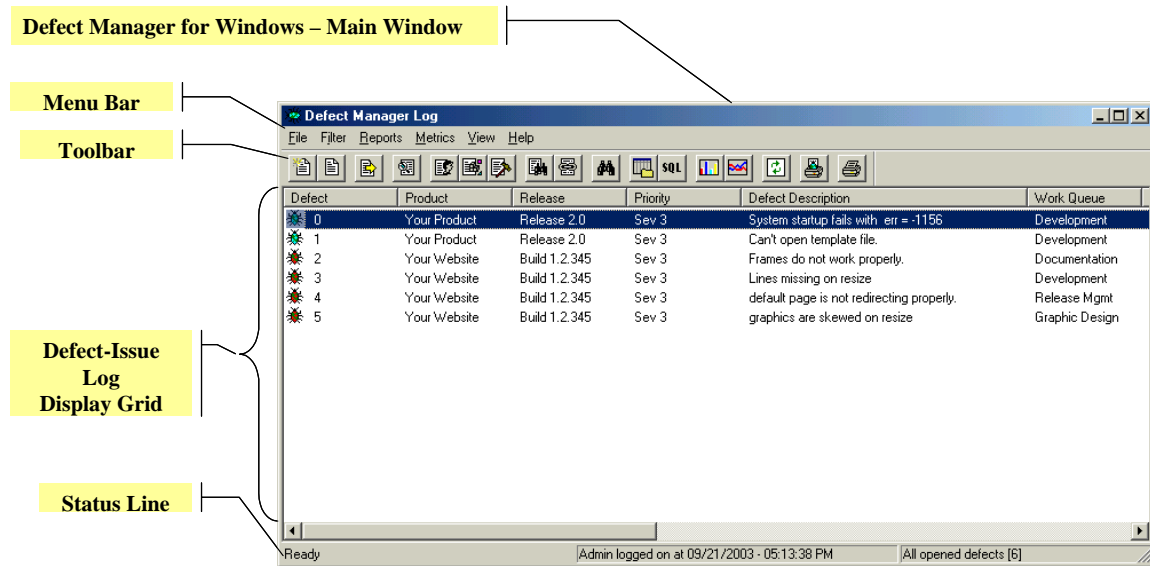
The logon window below will be displayed.



**Figure: Log On to Defect Manager for Windows**

Use the user name of Admin and password of Admin provided you by the website registration process to take a ‘test drive’ with the Defect Manager for Windows product.

After a successful Log On, the main window is displayed



**Figure: Viewing Lists of Reported Issues**

There are multiple ways to perform the same operation since the mouse, toolbar and menu bar provide access to overlapping sets of operations for your convenience.

This narrative will concentrate on one of the ways since you can easily see the other options summarized in the annotated figure below.

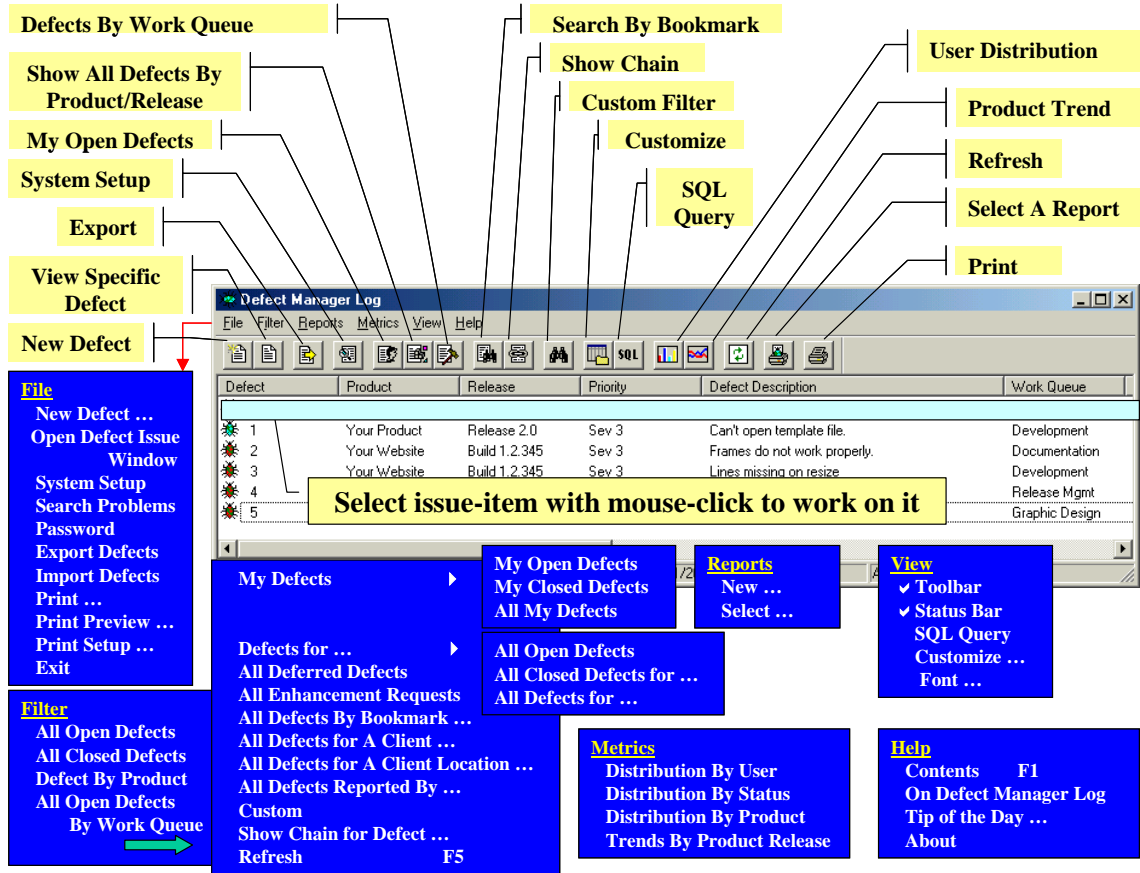
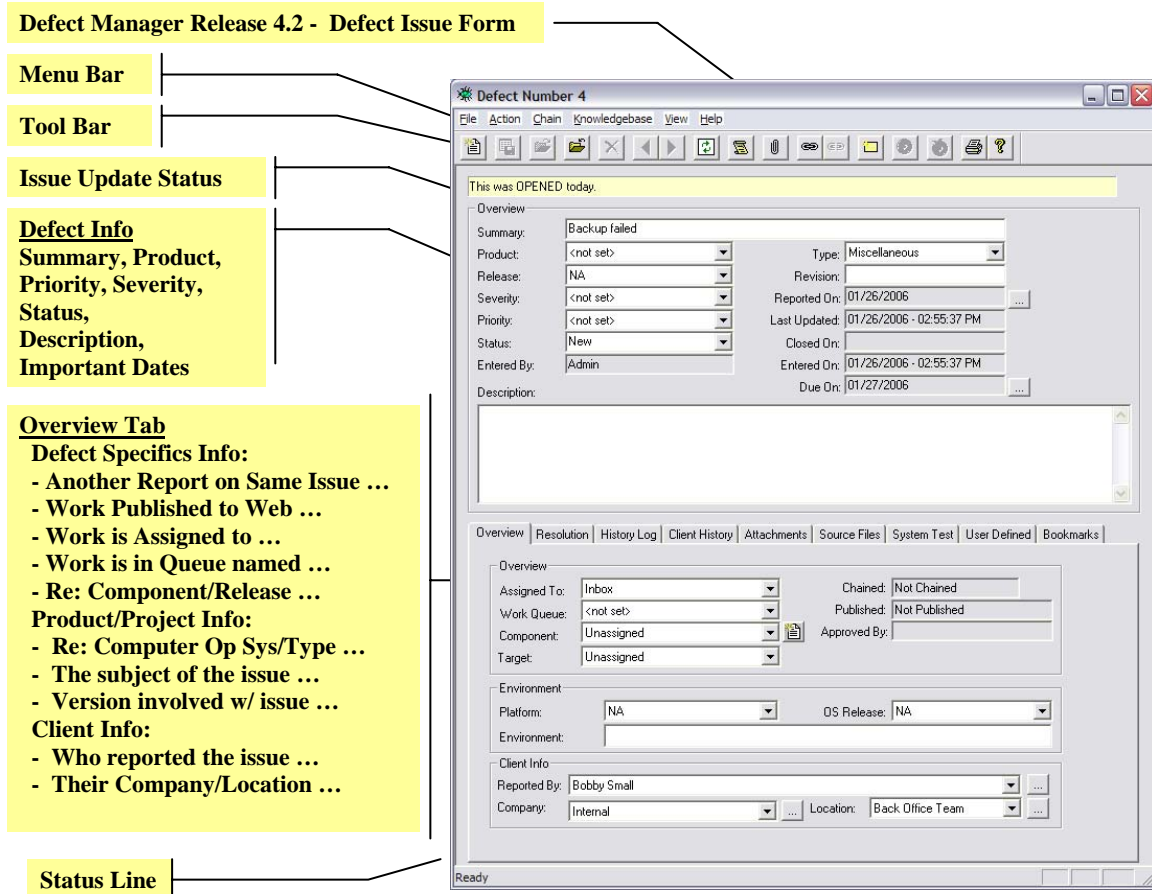


Figure: Summary of Issue Log Toolbar and Menu Bar Operations

A new issue item can be added by clicking the **New Item** toolbar-button or by selecting **File → New Item**. An existing issue item can be selected by moving the cursor over the desired item row and clicking the left-mouse button.

This brings up the **Issue Detail** window with data for the designated (or new) issue item.

The Issue Detail window is used to enter new issues and to update existing issue items. A summary of the toolbar operations available on this form is shown in the figure below.



**Figure: Viewing and Updating Issues**

The Issue Detail window and its many folders provide a complete summary of all the tracking information, notes, attachments, action logs, etc. for an issue item. This form allows you to view and update this information as you participate in processing and resolving an issue.

The operations available on the Toolbar for the Issue Detail window are summarized below.

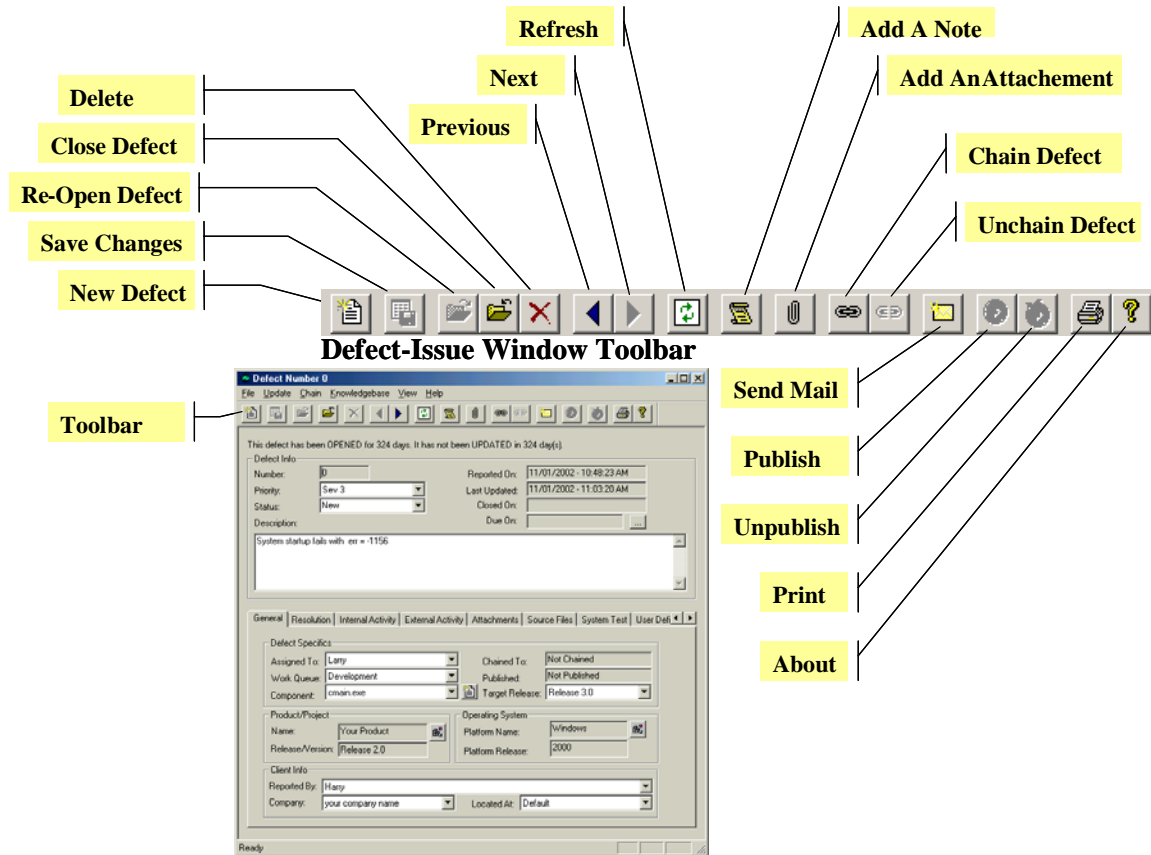
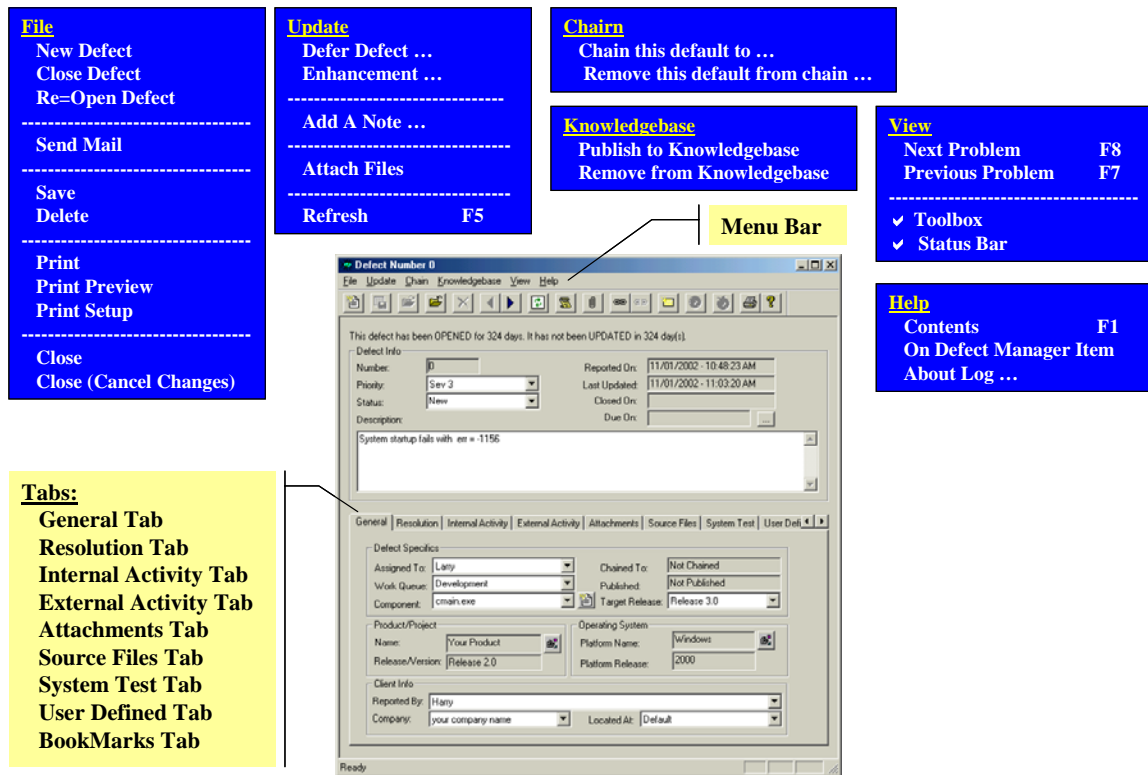


Figure: Summary of Defect-Issue Form Toolbar Operations

The figure below provides you with a concise summary of the Menu Bar and Tabs available on the Issue Detail window.



**Figure: Summary of Issue Detail Menu Bar Operations**

To get started, explore the demonstration to get a feel for how defect manager works.

The User Guides for Defect manager provide you with a detailed explanation of these forms, tabs, fields and how they can be used.

However to get started, you have what you need to give Defect Manager a try.

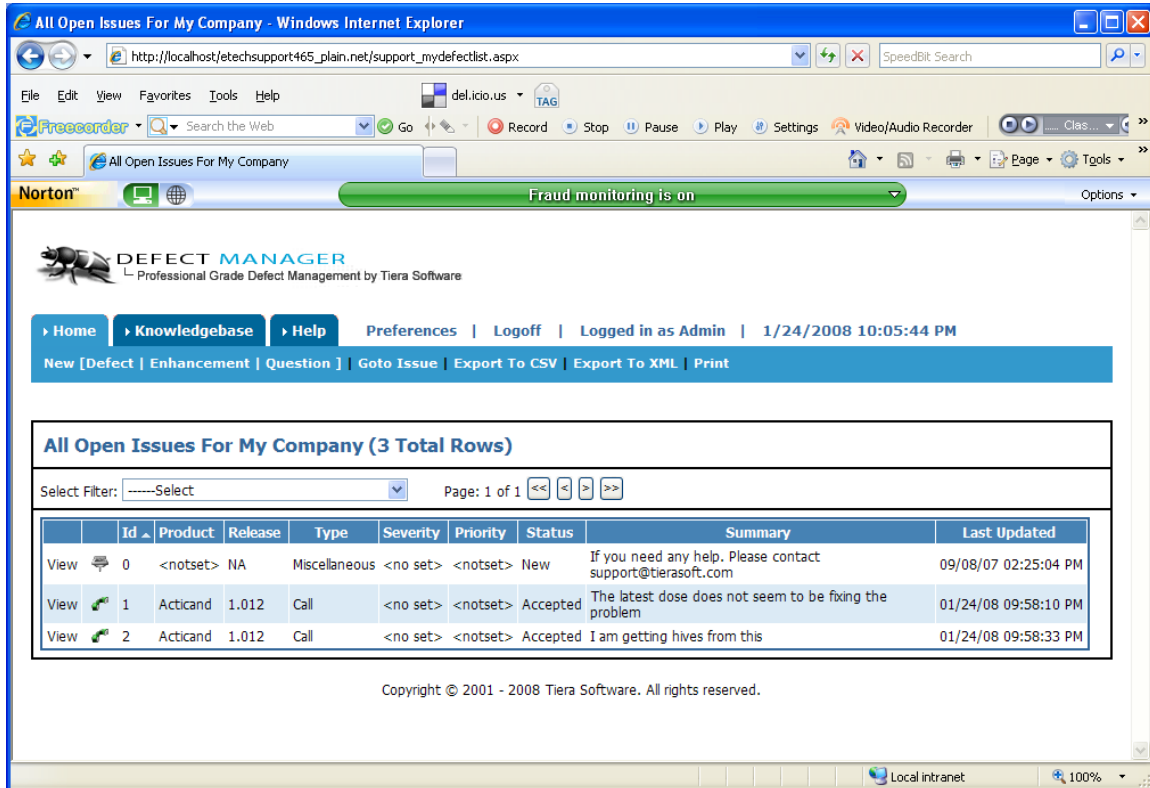
### **Using E-Tech Support**

**E-Tech Support** is a web-based component of Defect Manager that is designed to allow your clients to interactively “partner” with your support team. You clients are working with products you supply and support or with projects that you are mutually involved.

By allowing your clients to have a restricted view of the Defect Manager Repository and the web-based Knowledgebase, they can save you time by researching their own problems in the Knowledgebase and entering their own problem reports and requests for enhancements into your Defect Manager Repository. You and your clients both save

time and improve the quality of communications while building a better relationship with your client.

The E-Tech Support web page, shown below, shows that your clients can see a restricted view of only the issues that they personally and others from their organization submitted.



The screenshot shows a web browser window titled "All Open Issues For My Company - Windows Internet Explorer". The address bar shows the URL: [http://localhost/etechsupport465\\_plain.net/support\\_mydefectlist.aspx](http://localhost/etechsupport465_plain.net/support_mydefectlist.aspx). The page content includes the Defect Manager logo and navigation links. Below the navigation, there is a section titled "All Open Issues For My Company (3 Total Rows)". A table displays the following data:

	Id	Product	Release	Type	Severity	Priority	Status	Summary	Last Updated
View	0	<notset>	NA	Miscellaneous	<no set>	<notset>	New	If you need any help. Please contact support@tierasoft.com	09/08/07 02:25:04 PM
View	1	Acticand	1.012	Call	<no set>	<notset>	Accepted	The latest dose does not seem to be fixing the problem	01/24/08 09:58:10 PM
View	2	Acticand	1.012	Call	<no set>	<notset>	Accepted	I am getting hives from this	01/24/08 09:58:33 PM

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**Figure: E-Tech Support – Main Log Web Page**

The client can change his view of the types of issue items shown, but the client is limited to his or her own organizations data. You can take a “Test Drive” using the demonstration on the <http://www.tierasoft.com> website.

The [User Guide – E-Tech Support](#) provides additional information on this web-based Defect Manager application.

***Installing the Defect Manager Product – On your PC***

The web-based demonstration components, ***Defect Manager for Web*** and ***E-Tech Support***, can be accessed without any installation by using your internet web-browser after you complete a registration process on the [www.TieraSoft.com](http://www.TieraSoft.com) website and automatically receive your user name and password via email to access the demonstrations.

If you download the ***Defect Manager for Windows Demonstration***, you basically only need to run the Setup.exe program since a default configuration is already set up in the database that is supplied as part of the product demo.

For a production installation or upgrade, a complete explanation of the installation process plus advanced ways to configure and customize your installation are provided in the **Installation Guide** and **Administration Guide** companion books in this help document.

An **Installation Checklist** section is provided in the **Installation Guide** as a convenient summary outline and guide to the installation and deployment processes for Defect Manager and its major components:

- ***Defect Manager for Windows***
- ***Defect Manager for Web***
- ***E-Tech Support***
- ***Defect Manager Repository Database***

## Getting Help and Support

The Defect Manager modules for Windows and for Web include online Help and the ability to print individual books in the help system as manuals. The Tiera Software website at <http://www.tierasoft.com> provides technical support resources and the ability to contact technical support personnel.

### *Online Help Capabilities*

The online help is available to each user of Defect Manager in both the Windows and the Web versions of the system. The **Help** selection is available on the menu bar of a Defect Manager window. Online help is also available to your clients that use E-Tech Support to efficiently provide you with reports or problems and other issues as well as provide them an automated way to partner with your support team.

Since the operation of both versions is nearly identical, the main difference between the help information presented will be the appearance of the screen images in the help illustrations. The Web Help will show the screen images as they appear in a web browser and the Windows Help will show the screen images as they appear as a pc-client application window.

### *Ability to Print Help Topics and Manuals*

Documentation for Defect Manager is provided in Adobe Acrobat PDF file-format for your convenience in downloading and printing. You may access all of the Defect Manager documentation online at <http://www.tierasoft.com>.

### *Website Technical Support Resources*

The Tiera Software website at <http://www.tierasoft.com> provides information, demonstrations and documentation for the Defect Manager product subsystems:

- Defect Manager for Windows
- Defect Manager for Web
- E-Tech Support

### *Contacting Technical Support*

There are several ways to contact technical support. They are:

- Go to <http://www.tierasoft.com/support/supporthome.asp> and follow the instructions.
- Send an e-mail to <mailto:support@tierasoft.com>
- Call 407 876 8703
- Fax 407 909 9349