

QTRAK FAQ – Adding Additional QTRAK Seats

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The purpose of this FAQ is to Guide a customer through adding a new seat (user) to an existing QTRAK License.

This FAQ assumes:

- QTRAK is installed on a Server.
- Users access QTRAK via a Local Area Network
- The mapped drive for QTRAK is Q:\

Note that if you are planning to install QTRAK at a different location or on a different server then you do not require a new seat, but rather an additional QTRAK License. Please contact QA Software if this is the case. This FAQ is only applicable for adding new seats to an existing installation (License) of QTRAK.

There are five steps involved in getting a new user up and running with QTRAK on an Existing Installation:

1. Installation of the QA Software System Files
2. Creating a Shortcut on the User's PC to QTRAK

For Steps 1 and 2, Refer *-TR-007 – How to Install and Get Started with QTRAK* – Section B – System Requirements and Section E – Moving QTRAK to a server.

3. Registering the Users PC

Refer *-TR-007 – How to Install and Get Started with QTRAK* - Section G: Registering QTRAK.

4. Adding the new User to the QTRAK Address Book

Refer *FAQ-TR-007 – How to Install and Get Started with QTRAK* - Section F1: Populate the address book with your contact details.

5. Configuring the new User as a QTRAK User.

Refer *-TR-007 – How to Install and Get Started with QTRAK* - Section F3: Creating yourself as a User.

Note: If QTRAK is installed and deployed via Terminal server, only steps 4 and 5 are relevant.

Support

If you are having any problems with getting our software installed or getting started, please don't hesitate to contact our Technical Support Division by Phone: +61 (3) 8379 0000, Fax: +61 (3) 9326 6544 or Email: support@qa-software.com