

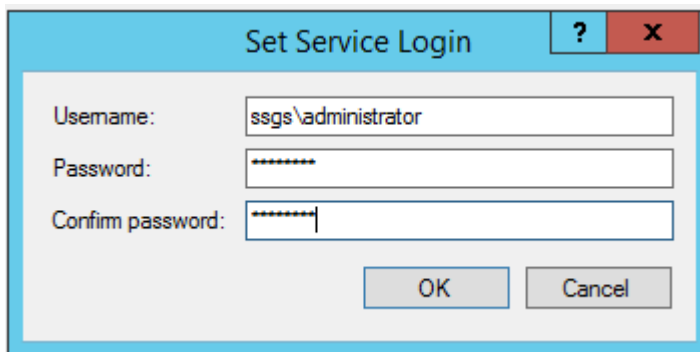
TicketM – Ticket Management: Installation Guide

Pre-requisites

There are 2 parts for TicketM one is server part and the other is client part. Both the parts can be installed on any machine which is in the same network and same domain where Team Foundation Server is installed. The client part needs operating system higher than WindowsXP. For both the parts we require 64 bit OS.

TicketM Installation

1. Right click on “TicketMSetup” application and select “Run as administrator”
2. Click on Install button for Server part installation. The server part can be installed on any machine in the same network and domain where Team Foundation Server is installed. It can have any 64 bit OS higher than WindowsXP
3. The login for service is required. This will be used for running the service which escalates the tickets. Any TFS service account or TFS administrator account credentials can be provided.



The screenshot shows a Windows dialog box titled "Set Service Login". The dialog has a light blue header bar with a question mark icon and a red close button. Below the header, there are three input fields: "Username:" containing "ssgs\administrator", "Password:" with masked characters, and "Confirm password:" with masked characters. At the bottom of the dialog are two buttons: "OK" and "Cancel".

Appropriate message box can be seen.

4. The client part can be installed on the same machine or any other machine with 64 bit OS higher than WindowsXP which is in the same network and domain.
5. You can follow the User Manual for further instructions.