



CONTOUR 2.9.8 EVALUATION GUIDE:

Windows (32-bit) Evaluation Install Guide

Welcome to Contour. Jama Contour is designed to provide you and your entire team a centralized, light-weight application for managing requirements. This installation guide is written to help you get Contour installed in a Windows 32-bit evaluation environment.

Installation is straightforward, but we are happy to remotely install and configure Contour for you if you'd prefer. If you run into trouble, give us a call (Jama Support Hotline) at 1-800-679-3058 or email us at support@jamasoftware.com.

Thanks for choosing Contour. Enjoy the freedom of collaborative requirements management.

BEFORE you start

Before you dive in, take a moment to ensure you meet the installation requirements and understand this version of Contour.

Contour is a Web-based application that stores data in a database. To simplify the installation process for evaluators, this Windows setup utility installs Contour as background service and uses an embedded database to store your data.

This is perfect for getting up and running in a few minutes to explore Contour's capabilities but is not intended for production use. If you'd like to involve a broader team in the evaluation – or have purchased Contour, please follow the [Contour Production Installation Guide](#).

❖ Computer and operating system

The installer supports Windows 2000, XP, Vista and 2003 Server. If you are Windows 64-bit, Linux, Unix & Mac users – you can evaluate Contour as well though you'll need to follow the instructions in the [Contour Production Installation Guide](#).

- Recent CPU, 1.5GHz or higher
- 1GB RAM minimum, 2-3GB recommended
- 200MB disk space for Contour files

❖ Computer Settings

Administrative rights to your computer are required to run Contour as a service. See the FAQ section (at the end of this document) for details on how to work around this.

- Java will need to be allowed to run – Windows may pop up a security warning.
- If you have a local firewall, you may need to make adjustments to allow Contour to run.

❖ Web Browser

Contour runs within a standard web browser. Supported browsers include:

- Mozilla Firefox
- Microsoft Internet Explorer 7 or 8

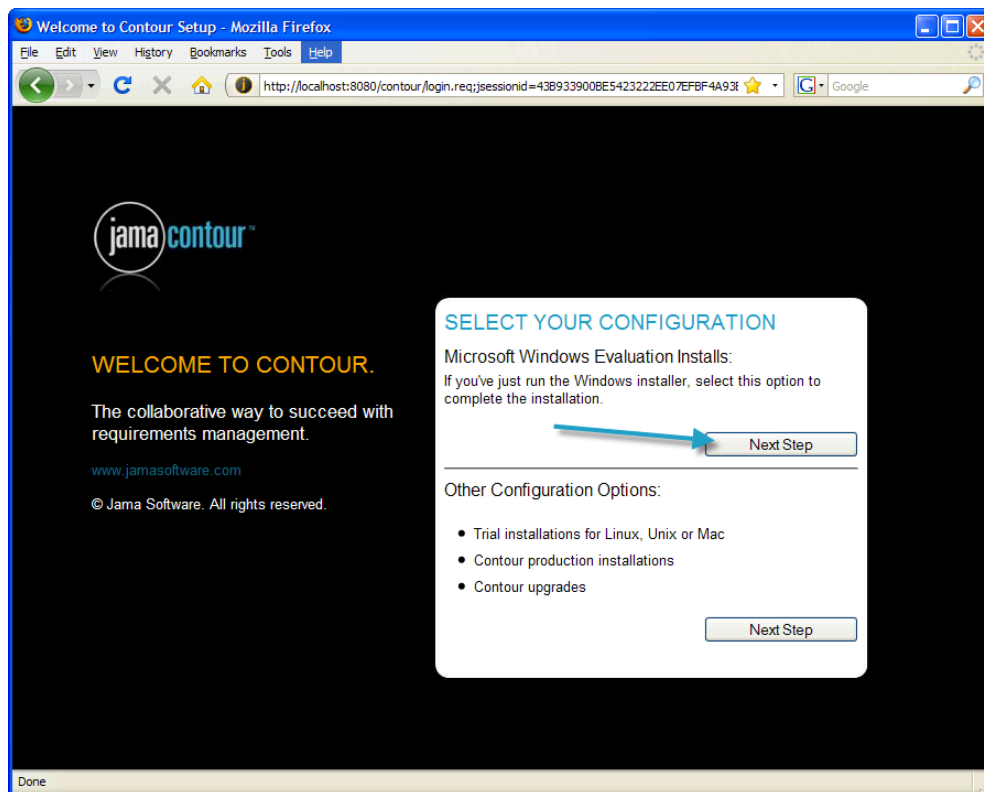
Note: Apple Safari & Google Chrome work but are not officially supported yet.

INSTALLATION step by step

After registering for a free trial, Jama sent you a link to download the Contour software. If you have not downloaded the installer, please do so now. [Click here](#) to re-register for the download link.

1. Run the downloaded file: Contour_2_x_x_Setup.exe. Click “Next” to start the installation
2. Review and accept the license key.
3. Review and accept the proposed installation directory.
4. Click “Install”, contour will copy the application files and setup Contour as a windows service. You’ll see a command window briefly display as the windows service starts.
5. Your default web browser will be started and after a few moments, the Contour configuration screen will be displayed. Select “Next Step” in the Microsoft Windows Evaluation section.

It’s important to remember that the Contour server can take several seconds to start so you may see a browser error. Wait a moment, and then click the refresh button.



CONGRATULATIONS! That’s it. You’re ready to log in and start evaluating Jama Contour. Keep reading for tips on how to get started.

GETTING started

You should now see the Contour login screen. Use the default administrator user name and password to log into Contour:

User = admin

Password = password

If you'd like to change your password, click on the "My Profile" link on the header.

❖ Sample Data

A sample project called "Velo" is included to quickly get you started. Contour will open this project by default. We recommend watching the 10 minute Contour overview video for a layout of the application and tips on basic usage. View the video at <http://www.jamasoftware.com/videos>.

❖ Online Help

For details on how to use specific features, click on the Help link in the header.

❖ Next Steps and Resources

Once you're up and running, we encourage you to give us a call to walk through configuring Contour to fit your team's environment.

You can reach us 9:00 AM to 5:00 PM PST at (800) 679-3058 or support@jamasoftware.com.

TROUBLESHOOTING installation problems

I ran the setup, but Contour didn't start. Here are some steps to troubleshoot if you don't see the Contour configuration page in your web browser:

1. Do you have administrative rights? Click Start, Run, "services.msc". If you get an error, you may not have sufficient rights to install Contour.
2. In the Services window, scroll down and look for the service named "Contour". It should read "Started" in the status column. If it doesn't, contact [Jama Support](#) to help resolve.

FREQUENTLY asked questions

I don't have administrative rights to my computer. What can I do?

The setup utility will try to install the Contour server as a Windows service. This allows Contour to run in the background and will automatically start when you start Windows. If you don't have administrative rights, follow these instructions as a workaround:

1. Proceed with the installation as documented above in the guide.
2. A browser will launch at the end, but will fail to find Contour.
3. Open Windows file browser and navigate to the directory where you've installed Contour. The default is c:\program files\contour.
4. Double click on the file Start_Contour.bat .
5. This will launch the Contour server in a command/dos window. When you see the words Server Startup in...., you'll know the server has started.
6. Open a web browser and enter <http://localhost:8080/contour> in the URL.
7. You should now see the configuration screen in step 5 of the installation – proceed from there.

Note: Start Windows, you'll need to repeat this process to start the server.

❖ Where is my Data?

During installation, Contour creates a directory called "contourHome" to store all your data, uploaded file attachments and settings. This folder is created in the installation location you specified during setup. The default location is: c:\program files\contour\contourHome.

❖ How Do I Uninstall Contour?

In your Start menu, under Contour, click "Uninstall Jama Contour." This will remove the Server (Windows Service) and Contour application files, but leave your contourHome directory, which contains your data. You may delete this manually if you do not need to preserve your data.

❖ How Do Others Access Contour?

Contour is a Web-based application designed for large teams to collaborate, so others can simply access Contour by opening a browser and going to the URL of your installation of Contour. Because you've installed Contour locally, you'll need to make your computer accessible to others.

The easiest way is to determine your IP address by opening a windows command utility and typing: IPCONFIG. This will display your IP address. This can be used for others to access your installation of Contour.

<http://192.168.1.10:8080/Contour> - Replace the IP address with your own.

A better solution would be to contact Jama and coordinate for a broader evaluation of Contour on either our hosted server – or a server your team/company has access to.



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About Jama Software

Thousands of users worldwide. Billions in R&D projects managed within Contour.

At Jama, our mission is to help companies build great products. We're collaborating with companies across industries, from top government agencies to several of the world's largest, most innovative organizations such as Intel, Merck, Emerson, Amgen, Wells Fargo, Bio-Rad, SMART Technologies and many others to design new ways to smash information silos, speed innovation and build high-quality products.

Jama Contour, the leading Web-based solution for social product development and requirements management, is now trusted by thousands of users worldwide managing billions in R&D projects. Join us.

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