

# i2 PatternTracer 2

## Release Notes

Version 2.0.1  
October 2007  
Part Number: 1684

*i2 PatternTracer 2* extends the functionality of *i2 Analyst's Notebook 7* by providing a method of analyzing large volumes of call data held in a *PatternTracer* database. It uncovers repeating groups of calls that can then be displayed as association or timeline charts.

*PatternTracer 2* can be installed on the same machine as *PatternTracer TCA 1.1*.

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### Contents

What's New In This Release?	2
System Requirements	2
Authorization Information	2
Documentation	3
Utilities	3
Installation	4
Enhancements	5
Known Limitations	6
Contacting i2	6

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## Release Contents

This release includes:

*i2 PatternTracer 2.0.1*

October 2007

## What's New In This Release?

This is a maintenance release that provides support for *Analyst's Notebook 7* and *i2 Analyst's Workstation 3*.

The following table summarizes the *PatternTracer* releases:

Version	Release Date
<i>i2 PatternTracer 2.0.1</i>	October 2007

## Notes for existing users

Existing *PatternTracer TCA 1.1* databases and import specifications can be used with *PatternTracer 2*.

## System Requirements

*PatternTracer 2* is only supported on the Western Europe & USA, Central Europe and Baltic regional versions of the supported operating systems.

The recommended system requirements for *PatternTracer 2* are the same as for *Analyst's Notebook 7* or *Analyst's Workstation 3*—for full details, see the release notes for *Analyst's Notebook 7*.

## Authorization Information

*PatternTracer 2* is a licensed product and requires a dongle containing a valid permit in order to run.

## Updated NetHASP License Manager

If you use a NetHASP authorization solution (a red network dongle), you are required to use License Manager 8.20, or higher.

Version 8.31 can be found on the product CD in the following location:

CD Drive:\Dongle\HASP Server\Windows

Further details regarding the installation of the License Manager are available in the NetHASP License Manager Guide.

**Note:** Novell Netware is no longer supported as a platform for running NetHASP authorization. License Manager must run on a Windows platform. The version on the CD is not fully supported on Windows Vista

## NetHASP timeout

A timeout value is set for each client workstation so that the NetHASP server releases permits after 60 minutes of application inactivity. This prevents permits from being held indefinitely if they are not released at the end of a session.

## Notes for existing users

*PatternTracer 2* uses the same dongle permits as *PatternTracer 1.1*. Therefore existing users do not require a replacement dongle.

## NetHASP authorization

*PatternTracer 2* uses the NetHASP configuration information in the `NetHASP.ini` file used by *Analyst's Notebook*. For a typical *Analyst's Notebook 7* installation, this file will be in:

```
C:\Program Files\i2 Analyst's Notebook 7
```

## Documentation

### Manuals

The following manual exists for *PatternTracer 2*:

Document Title	Part Number
<i>i2 PatternTracer 2 Quick Start Guide</i>	1655

The manual is supplied in PDF format and is typically installed to:

```
C:\Program Files\i2 PatternTracer 2\ Resources\en-us\  
Documentation
```

**Note:** Please make sure that at least one electronic copy (PDF) of the product documentation is installed in a central location and is accessible to all users.

The *i2 Products Packaging and Deployment Guide* is supplied on the CD in PDF format. The guide location is:

```
CD:\i2 PatternTracer 2\Deployment\Documentation
```

### Online help

Online help is available from within *PatternTracer*, or from the Windows Start menu, that provides reference information for all of the product's functionality.

### Utilities

This release includes the *i2 PatternTracer 2 Database Sanitizer* utility. This utility exports the data in a *PatternTracer* database to a text file. As it does so, it sanitizes the data by

changing the phone numbers. A lookup file is also created that records the correspondence between the real phone number and the sanitized one.

This utility is not documented. If you want to run this utility, please contact i2 Technical Support.

## Installation

You must install *Analyst's Notebook 7* before installing *PatternTracer 2*. Before doing so, please check that your system meets all the requirements described in the release notes for *Analyst's Notebook 7*.

### Windows Terminal Services

If you are installing using Terminal Services then you must install using the Add or Remove Programs facility of Control Panel. To complete the installation *PatternTracer 2*, users must log off from Terminal Services and log on again.

If you are deploying on Citrix, you must refer to the *i2 Products Packaging and Deployment Guide* for information on how to publish the application and end user profile information.

### Installation steps

**Note:** Administrator privileges are required in order to install *PatternTracer 2*.

#### Using Setup.exe

To install *PatternTracer 2*:

1. Close all applications that you might have open.
2. If present remove any USB Authorization Device (Dongle).
3. Insert the product CD into your computer's CD drive.

The installation will start automatically. If it does not start automatically, you need to browse to the CD to run `Setup.exe` in the folder `i2 PatternTracer 2`.

4. Follow the prompts to complete the installation.

The following shortcut will be installed:

<b>i2 ► i2 PatternTracer 2 ► Documentation</b>	Access the product documentation in PDF format. Start the online help.
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To start *PatternTracer 2*, select the shortcut: **i2 ► i2 Analyst's Notebook 7**, or **i2 ► i2 Analyst's Workstation 3 ► i2 Analyst's Notebook 7**. The *PatternTracer* commands are on the *Analyst's Notebook Data* menu.

## Automated and silent installs

To install an i2 product with all of its default settings, but with no need for intervention from the user, you can perform a "silent install" like this:

```
Setup.exe /s /v/quiet
```

In terms of the installed product, issuing this command has the same effect as double-clicking the file and giving the simplest possible (affirmative) response to every question. However, the user sees no feedback at all about the installation process until the product shortcut appears on the **Start** menu.

To provide the user with a little more information about what is happening to their computer (but still using default options, and allowing no intervention), you can use `/passive` instead of `/quiet`:

```
Setup.exe /s /v/passive
```

For more details refer to the *i2 Products Packaging and Deployment Guide*.

## Using Windows Installer (MSI)

This version of *PatternTracer* is available as an MSI Package. For more details on installing using Windows Installer please refer to the *i2 Products Packaging and Deployment Guide*.

## Customizing installed files

For information on customizing installed files please refer to the *i2 Products Packaging and Deployment Guide*.

## Uninstallation

Installing *PatternTracer* adds an entry to Add or Remove Programs in the Control Panel. You can use this entry to uninstall *PatternTracer* or to repair an existing installation.

## Compatibility notes

Databases and import specifications created in *PatternTracer TCA 1.1* are compatible with this release.

**Note:** You can also use *PatternTracer 2.0.1* import specifications in *PatternTracer TCA 1.1*.

## Enhancements

- When you create a timeline chart, you are now prompted to include or exclude the context calls.
- *PatternTracer 2* is supported on Vista.

## Known Limitations

### Microsoft Vista

For details of Vista known limitations, see the release notes for *Analyst's Notebook 7*.

### i2 iTel imports

*PatternTracer 2* does not support imports from *i2 iTel*, however, users can still run existing *iTel* imports by using their old `ImportSpecs.esp` files.

### Windows short time format

The Windows short time format is no longer supported when importing data. It is no longer included in the `dateformats.txt` file.

### NetHASP Authorization

Once a network permit has been obtained for *PatternTracer* it is not released until *Analyst's Notebook* is closed. Closing the *PatternTracer* database will not release the NetHASP license.

If no local authorization mechanism is present *PatternTracer* will always try and consume a NetHASP license from the same location as the *Analyst's Notebook*.

## Contacting i2

Technical support is available to anyone whose organization has opted for our annual support program. If you have a question and cannot find a solution in the online help, you can send an e-mail to the i2 Technical Support team.

- For customers in North and South America, e-mail [support@i2inc.com](mailto:support@i2inc.com).
- For customers in the UK or the Rest of the World, e-mail [support@i2.co.uk](mailto:support@i2.co.uk).

**Note:** If your i2 software was purchased from one of our distributors, please contact your supplier for technical support.

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