iMobile

Formata Tracker

Software Lifecycle, Maintenance and Support

Document ID	IM.TRACKER.INT.04
Document version	1.0
Date of issue	2026-10-06
Applies to	Formata Tracker 1.0
Language	English
Publisher	iMobile

© 2026 iMobile. https://new-imobile.com

Contents

1. General . . . 3
2. Development and release . . . 3
2.1. Development tools . . . 3
2.2. Release build . . . 3
2.3. Pre-release verification . . . 4
2.4. Version numbering . . . 4
2.5. Delivery of updates . . . 4
3. Defect correction . . . 4
3.1. Reporting a defect . . . 4
3.2. Handling . . . 4
3.3. Timescales . . . 5
4. Product improvement . . . 5
5. Technical support . . . 5
6. Personnel . . . 5
6.1. Customer personnel . . . 5
6.2. Vendor personnel . . . 5

© 2026 iMobile

About this document

This document describes how Formata Tracker is developed, released, corrected and supported, and which skills are needed to operate it. It is part of the documentation delivered with the product.

Response and resolution times are not set by this document; they are agreed in the contract.

1. General

Item	Value
Product	Formata Tracker
Version covered by this document	1.0
Release date	2026-11-12
Publisher	iMobile
Website	https://new-imobile.com

Formata Tracker manages project issues through configurable workflows with transition conditions and automatic actions, plans work in sprints and on a board, records estimates and logged time, keeps a knowledge base with page versions and builds reports and dashboards by team and department. Issues are filtered with a query string that offers hints and a visual builder; useful queries are saved as personal and shared templates.

The description follows the process groups of ISO/IEC/IEEE 12207 (Software life cycle processes): development, release, maintenance and operational support.

2. Development and release

2.1. Development tools

Platform: a C++17 server (CMake, GCC) with an embedded Python 3 interpreter (pybind11) and a web client in JavaScript, HTML and CSS with no third-party libraries. Tracker application: the logic (permissions, status transitions, label rules, query-string parsing, metric calculation) is PL/pgSQL functions in PostgreSQL; form scripts are Python; form, script and translation descriptions are built into SQL files by a Python generator included in the kit.

2.2. Release build

No pre-built binary packages are supplied. The platform executable is built on the customer's server by `install.sh` (CMake, Release configuration) from the source code in the kit and Ubuntu system libraries, or into a container image from the `Dockerfile`. The tracker application needs no build: `apply.sh` applies it to the database. The files of the kit are not digitally signed.

© 2026 iMobile

2.3. Pre-release verification

The `check.sh` script applies the application from scratch into a temporary schema twice (re-application check), compares the SQL files with their source descriptions, checks form references to queries, scripts and forms, runs the platform's system check and the script-role permission check, and runs the end-to-end test `t_tracker.py` through the server API (about three hundred checks: forms under different roles, issues, transitions and their conditions, labels, time, sprints, wiki and versions, permissions, files, the query string and templates, reports, dashboards, the Gitea integration, steps by type of work, the English interface). Web-client components are covered by regression tests (Node.js, jsdom), the interface by screenshots in Chromium. No independent security assessment or certification testing has been carried out.

2.4. Version numbering

The application version is 1.0 and the platform version is 1.7.0. The service reports the platform version number, build identifier and build date at `/healthz`. Forms and scripts carry their own integer version number, which increases every time the application is re-applied.

2.5. Delivery of updates

There is no automatic update and no check for new versions. A new version is delivered as a new set of files; the administrator replaces the platform files and rebuilds the executable if needed, replaces the tracker application directory, re-runs `apply.sh` without demo data and restarts the service.

3. Defect correction

3.1. Reporting a defect

Defect reports are accepted through:

- contact form: https://new-imobile.com/contact
- e-mail: admin@new-imobile.com

A report should state:

- the product name and version;
- the operating system version and a description of the environment;
- the steps that led to the defect;
- the text of the error message;
- the product's log files, if any (their location is given in the Installation and Administration Guide).

3.2. Handling

1. The report is registered and its receipt is confirmed to the reporter.
2. The defect is reproduced on the version named by the reporter and on the current version.
3. The report is classified as a product defect, a configuration or environment problem, or a change request.
4. A product defect is corrected in the source code; the correction is verified and included in the next release. If the defect prevents the product from being used for its purpose, the correction is released separately, without waiting for the next scheduled release.
5. The reporter is told the outcome and the version that contains the correction.

© 2026 iMobile

3.3. Timescales

Response and resolution times depend on the contract (licence agreement or support agreement) and are not given in this document.

4. Product improvement

Changes originate from user reports, pre-release verification, changes in the operating systems and third-party components the product depends on and, for functions tied to legal requirements, changes in those requirements.

Changes are delivered in subsequent releases. The version number changes according to the rules given under "Version numbering". The content of each release is communicated to users when it is published.

5. Technical support

Questions about installation, configuration and use are accepted through the same channels as defect reports. Support languages are English and Russian.

Technical support covers:

- advice on installing, configuring and using the product;
- receiving and handling defect reports;
- providing updates to the extent covered by the licence.

Support hours and any services beyond the above are defined in the contract.

6. Personnel

6.1. Customer personnel

User: experience with a web browser. Writing query strings without the builder requires the syntax described in the user guide. Administrator: Linux administration (systemd, packages, networking), PostgreSQL (psql, backup), reverse-proxy configuration; changing the application logic requires SQL and Python.

6.2. Vendor personnel

Development, release and technical support are carried out by the vendor's own specialists, who are proficient in the tools listed under "Development tools" and know the product's internals.

The location of the development team, the development infrastructure and the support desk is stated in the contract.

Document history

Document version	Date	Product version	Change
1.0	2026-10-06	1.0	First issue

© 2026 iMobile