













































-  NetResults ProblemTracker
  -  Introduction
    -  [Overview](#)
    -  [Glossary](#)
  -  Workgroup Management System Guide
    -  [Logging In](#)
    -  [Adding a Workgroup](#)
    -  [Viewing a Workgroup](#)
    -  [Editing a Workgroup](#)
    -  [Deleting a Workgroup](#)
    -  [Managing Aliases](#)
    -  [Moving a Workgroup](#)
    -  [Migrating a Workgroup](#)
    -  [Repairing a Workgroup](#)
    -  Administration Options
      -  [WMS User Administration](#)
      -  [Synchronize Anonymous Account](#)
      -  [Viewing Global Workgroup Information](#)
      -  [Editing Global Workgroup Information](#)
      -  [Logging Workgroup Information](#)
      -  [Blocking and Unblocking Workgroups](#)
      -  [Managing Web Server Security](#)
      -  [Workgroup Database Operations](#)
      -  [Upgrading Version 3.x Workgroups](#)
      -  [Upgrading Version 4.x or 5.x Workgroups](#)
      -  License Administration
        -  [Overview](#)
        -  [Adding a User](#)
        -  [Editing a User](#)

-  [Deleting a User](#)
-  [Editing a User's Access to Workgroups](#)
-  [Editing a Workgroup's List of Users](#)
-  [List Users](#)
-  [License Summary](#)
-  [Synchronizing a User](#)
  
-  Appendix A: Workgroup Installation
  -  [Using Oracle 8i \(or later\) Database](#)
  
-  Appendix B: Database Administration
  -  [Database Administration](#)
  
-  Appendix C: Time Zone Information
  -  [Windows 2000 / XP Time Zone Selection Chart](#)
  -  [Windows NT 4.0 Time Zone Selection Chart](#)
  
-  Other Help Guides
  -  [User's Guide](#)
  -  [Installation Guide](#)
  -  [Administration Guide](#)
  
-  Support
  -  [Frequently Asked Questions](#)
  -  [Contacting NetResults](#)



The Workgroup Management System Guide contains information for installing and maintaining multiple ProblemTracker projects (workgroups). The functions in the Workgroup Management System are distinct from the Administrative operations within a particular database. The [Administrator's Guide](#) contains information for operations within each workgroup, such as user administration and workflow settings.

## Supporting Multiple Projects

It is common for a bug tracking system to be called upon to handle the requirements of several independent projects. Different product development teams, or perhaps even marketing and customer support organizations may wish to use the system at the same time, with slightly differing needs. ProblemTracker supports multiple project development, including independent customization for each project - on a single server.

## Shared Data Record And Workflow

If projects all share a common schema (data record) and workflow, any number of projects can be supported using a single ProblemTracker workgroup installation. The Product field (which can be re-named via the Administrator interface) can be used to distinguish records for each project. This is usually fine for smaller organizations and web site development where the same product development methodology is applied to a small number of products. In this case it is recommended that you install either the Software Development (ptdev) or Web Site Development (ptweb) workgroup, depending upon whether you are developing software or a web site.

## Independent Data Record And Workflow

Another common requirement for larger organizations is that is that each project requires a customized workflow or schema (data record). Each project can be configured as a single workgroup (database). ProblemTracker supports this by allowing you to install any number of ProblemTracker workgroups on the same server. Each workgroup can be independently customized and accessed via a unique URL. And, each workgroup has its own database. This allows each workgroup to operate separately. And, it simplifies the process of moving a workgroup to a new machine (without affecting the existing workgroups) should organizational changes or load balancing requirements necessitate such a move.

## Workgroup Management System

The Workgroup Management System (WMS) is the administrative interface for maintaining multiple ProblemTracker workgroups. Within WMS, the following actions can be performed for each workgroup:

- Add
- Edit
- View
- Delete
- Manage Aliases
- Move to another location
- Migrate to another database type

- Repair

These options can be selected clicking on the Buttons on the Button Bar or by clicking on the icons to the left of each workgroup listed on the Workgroup Management System Home Page.

It is recommended that you temporarily disable any anti-virus software while you perform configuration in the Workgroup Management System (WMS). This is suggested so that your anti-virus software will not prevent WMS from performing operations such as copying files, running scripts, configuring your web server, setting file permissions and registry entries. Your anti-virus software can be reactivated safely after you have completed any necessary WMS configuration.

The Workgroup Management System has an Admin section where additional operations can be performed for each workgroup:

- WMS User Administration - Change WMS User Password
- Synchronize ProblemTracker Anonymous Account (PUSR4`hostname`) Password in WMS
- View Common Parameters used by WMS
- Edit Common Parameters used by WMS
- Log Workgroup Information
- Block and Unblock Workgroups
- Manage Web Server Security
- Manage Workgroup Database Operations
- Upgrade Workgroups from Version 3.x to Version 5.0
- Upgrade Workgroups from Version 4.x to Version 5.0

To perform an operation in the Admin section of the Workgroup Management System, select an option using the radio button to the left of the option desired, then click on the Continue button.

Individual sections of this Help documentation can also be accessed from within the Workgroup Management System by clicking on the Help link in the upper right corner of each page.























## Glossary of Terms

Click on the term to read more about it within the Help section listed to the right.

-  [Add \(WMS\)](#)  
- Adding a Workgroup
-  [Add Multipart Email](#)  
- Adding a Workgroup
-  [Add User \(WMS\)](#)  
- Adding a User
-  [Adjust for Daylight Saving Time](#)  
- Adding a Workgroup
-  [Admin \(WMS\)](#)  
- Logging into Workgroup Management System
-  [Alias](#)  
- Managing Aliases
-  [Blocking and Unblocking Workgroups](#)  
- Blocking and Unblocking Workgroups
-  [Character Set](#)  
- Adding a Workgroup
-  [Comment](#)  
- Adding a Workgroup
-  [Create Tables](#)  
- Workgroup Database Operations
-  [Database Location](#)  
- Adding a Workgroup
-  [Database Name](#)  
- Adding a Workgroup
-  [Database Type](#)  
- Adding a Workgroup
-  [Delete \(WMS\)](#)  
- Deleting a Workgroup
-  [Delete Tables](#)  
- Workgroup Database Operations
-  [Delete User \(WMS\)](#)  
- Deleting a User

- [?](#) [Description](#)
  - Adding a Workgroup
- [?](#) [Edit \(WMS\)](#)
  - Editing a Workgroup
- [?](#) [Edit Common Parameters](#)
  - Editing Global Workgroup Information
- [?](#) [Edit User \(WMS\)](#)
  - Editing a User
- [?](#) [Edit User Access](#)
  - Editing a Workgroup's List of Users
- [?](#) [Edit Workgroup Access](#)
  - Editing a User's Access to a Workgroup
- [?](#) [Email Header Encoding](#)
  - Adding a Workgroup
- [?](#) [Export Tables](#)
  - Workgroup Database Operations
- [?](#) [Home \(WMS\)](#)
  - Logging Into Workgroup Management System
- [?](#) [Host Name](#)
  - Adding a Workgroup
- [?](#) [Import Tables](#)
  - Workgroup Database Operations
- [?](#) [Initialize Tables](#)
  - Workgroup Database Operations
- [?](#) [IP Address](#)
  - Adding a Workgroup
- [?](#) [List Users](#)
  - List Users
- [?](#) [Log In to Workgroup \(WMS\)](#)
  - Logging into Workgroup Management System
- [?](#) [Log Workgroup Information to a file](#)
  - Logging Workgroup Information
- [?](#) [Manage Web Server Security](#)
  - Managing Web Server Security
- [?](#) [Manage Workgroup Database Operations](#)
  - Workgroup Database Operations
- [?](#) [Migrate](#)
  - Migrating a Workgroup
- [?](#) [Move \(WMS\)](#)
  - Moving a Workgroup
- [?](#) [Move a Database from one machine to another](#)

- Moving a Workgroup
  -  [Move a Workgroup within the same web server machine](#)
- Moving a Workgroup
  -  [Move Populate Workgroup based on PTAdmin Database](#)
- Moving a Workgroup
  -  [Name](#)
- Adding a Workgroup
  -  [Physical Path](#)
- Adding a Workgroup
  -  [Port Number](#)
- Adding a Workgroup
  -  [Repair](#)
- Repairing a Workgroup
  -  [Summary](#)
- License Summary
  -  [Synchronize ProblemTracker Anonymous Account](#)
- Synchronize Anonymous Account
  -  [Synchronize User](#)
- Synchronizing a User
  -  [Template](#)
- Adding a Workgroup
  -  [Time Zone](#)
- Adding a Workgroup
  -  [Upgrade a Workgroup from 3.x](#)
- Upgrading 3.x Workgroups
  -  [Upgrade a Workgroup from 4.x or 5.x](#)
- Upgrading 4.x or 5.x Workgroups
  -  [Upgrade Data Only](#)
- Workgroup Database Operations
  -  [Upgrade Users](#)
- Upgrading 4.x or 5.x Workgroups
  -  [User Administration \(WMS\)](#)
- User Administration - Workgroup Management System
  -  [User Character Set](#)
- Adding a User
  -  [Users \(WMS\)](#)
- License Administration - Overview
  -  [Version](#)
- Viewing a Workgroup
  -  [View \(WMS\)](#)
- Viewing a Workgroup

-  [View Common Parameters](#)
  - Viewing Global Workgroup Information
-  [Web Site](#)
  - Adding a Workgroup
-  [Workgroup](#)
  - Overview of Workgroup Management System
-  [Workgroup Location](#)
  - Adding a Workgroup
-  [Workgroup Management System](#)
  - Overview of Workgroup Management System
-  [Workgroup Database Tools](#)
  - Logging into Workgroup Management System

It is recommended that you temporarily disable any anti-virus software while you perform configuration in the Workgroup Management System (WMS). This is suggested so that your anti-virus software will not prevent WMS from performing operations such as copying files, running scripts, configuring your web server, setting file permissions and registry entries. Your anti-virus software can be reactivated safely after you have completed any necessary WMS configuration.

To use the Workgroup Management System, you must first login by going to the following URL:

```
http://localhost/ptadmin/uwslogin.asp
```

*localhost* indicates the web server on the local machine. To access the Workgroup Management System from a remote machine the URL is:

```
http://servername/ptadmin/uwslogin.asp
```

*servername* indicates the TCP/IP name of the machine where ProblemTracker is installed.

In both cases above, you can omit the "/uwslogin.asp" at the end, as we have configured uwslogin.asp (the login page) as the default page for the ptadmin virtual directory.

During installation, Authentication (Basic and NT or Windows Integrated) is configured for the Workgroup Management System login page and Anonymous Access is disabled. This will cause the web server to require that all users (browsers) authenticate themselves. Netscape browsers will use Basic authentication (a dialog will pop up requesting user name and password). Internet Explorer browsers will use NT (IIS 4.0) or Windows Integrated (IIS 5.0) authentication. Internet Explorer may implicitly authenticate you (if you are already logged in as a user known to the web server) or it may pop up a dialog that asks you to enter your user name, password, and domain. In all cases, you should both be logged in to Windows (NT/2000) as a user with Administrators privilege on the web server machine and, if prompted, enter the user name of a user with Administrators privilege on the web server (e.g. Administrator). If you are not authenticated as a user with Administrators privileges then you will not be able to perform all operations in WMS (some operations will fail). WMS will warn you about this at login time. If you see this warning, please exit your browser window and try again.

By default during the installation process, Setup configures your web server (IIS) such that the Workgroup Management System (WMS) can only be accessed from the local machine (you must be logged in to the web server machine on which ProblemTracker is installed when you browse to WMS). The web server will reject any attempts to access it from a remote machine. This is done as an extra security precaution to limit access to the powerful and unrecoverable operations (such as deleting entire workgroups) that may be performed using WMS. To configure your Workgroup Management System such that it can be accessed remotely, please refer to the section [WMS Web Server Settings](#).

When you are presented with the Workgroup Management System login screen, enter **ptadmin** as the username and the corresponding password to log in. The initial **ptadmin** user password is "ptadmin". It is recommended that you change this default password during your first login session. Information on changing your password is available in the section [WMS User Administration](#).

On occasion when logging in, you may encounter the error message, "Login Failed - Your previous login session is still active." This message can come up if you were previously logged in to ProblemTracker, but did not click the Logoff icon to finish your session. Select YES so that the previous session will be closed and a new session will begin and allow you to login. If you select NO, you will not be able to login to WMS as only one user is allowed in WMS at a time.

## The Home Page

After logging in, the first screen you will see is the Workgroup Management System Home Page.

Workgroup Management System (WMS) - Netscape 6

Mode **Workgroup Management System** Status **Ready**

**Warning:** Antivirus software may interfere with the proper operation of WMS, possibly resulting in corrupted workgroups. Please disable your antivirus software while using WMS.

Home Page - Workgroups [Help](#)

Action	Name	Description	Version	Location	Database Type	Database Name
	ptdev	Upgraded from Version 3	5.0	C:\InetPub\wwwroot\ProblemTracker\ptdev	SQL Server	ptdev
	pteval	Code Development Group	5.0	C:\InetPub\wwwroot\ProblemTracker\pteval	Access	bugtrack.mdb
	pttest	Oracle workgroup	5.0	C:\InetPub\wwwroot\ProblemTracker\pttest	Oracle	pttest

Document: Done (2.444 secs)

This page will show all workgroups that are currently installed. Certain actions, such as View, Edit, Delete, Login, Repair and Database Tools can be performed using the icons to the left of each Workgroup Name. Other actions can be performed by using the buttons in the top Button Bar.

#### View

Please review the section [Viewing a Workgroup](#) for more information.

#### Edit

Please review the section [Editing a Workgroup](#) for more information.

#### Delete

Please review the section [Deleting a Workgroup](#) for more information.

#### Repair

Please review the section [Repairing a Workgroup](#) for more information. This icon will not appear for a workgroup which has not been upgraded to the latest version using one of the upgrade options in the Admin menu.

#### Workgroup Database Tools

The Database Tools page for a workgroup can be accessed by clicking on the Workgroup Database Tools icon to the left of the workgroup name on the Workgroup Management System Home Page. As the operations in the Workgroup Database Tools page can make irreversible changes to your database, these tools should be used with extreme care and only in accordance with the procedures listed in this Help document or in the [Frequently Asked Questions](#) section of the NetResults web site.

#### Login

To login to a workgroup from the Workgroup Management System Home Page, click on the login icon to the left of the workgroup. A separate window will be launched with the login page for the workgroup.

You can also login to a workgroup by browsing directly to:

`http://servername/workgroup/ptlogin.asp`

*servername* indicates the TCP/IP name of the machine where ProblemTracker is installed.

If a workgroup has not been upgraded to the latest version by using one of the upgrade options in the Admin menu, you will not be able to login to the workgroup. The version for each workgroup is displayed in a column on the Home Page.



## Adding a Workgroup

[Help Topics](#)

If you are adding a workgroup using Oracle as your database type, please perform the procedure outlined in the [Using Oracle 8i \(or later\) Database](#) Help section. Once you have completed these steps, return to this section and follow the procedure listed below.

Click on the Add button on the Button Bar to add a new workgroup. You will be prompted to fill in the following fields in order to create the new workgroup:

- **Name**

A brief name to identify the workgroup. Example: productX

- **Description**

A description of the workgroup.

- **Location**

The path where the workgroup files will be located. We recommend you maintain this directory to be within your installation directory. By default, the installation directory is "C:\inetpub\wwwroot\ProblemTracker". WMS will create a directory similar to the workgroup name under this location. Example: If the workgroup name is productX, and the location is "C:\inetpub\wwwroot\ProblemTracker", then WMS will create the following directory "C:\inetpub\wwwroot\ProblemTracker\productX" and create workgroup files under this directory.

- **Template**

Select whether you would like to use the Code Development template or the Web Development template for this new workgroup. Click [here](#) for more information on the Code Development template. Click [here](#) for more information on the Web Development template.

- **Database Type**

Select the database type for this workgroup from the pulldown menu options. Access, SQL Server, and Oracle database types are supported.

- **Web Site**

Select the web site where the workgroup should be installed.

- **Host Name or IP Address**

Select the radio button to specify either Host Name or IP Address for the workgroup. This information will be used to configure the URL for this workgroup.

- **Port Number**

If applicable, enter that port number associated with the web site you selected above. This information will be used to configure the URL for this workgroup.

- **Comment**

This field can be used to add any information to describe the new workgroup.

The following fields are Internationalization settings. Please consider the following information when making your selection for these fields. Once you have added records to your ProblemTracker database, you will not be able to change the character set selection. When making your selection, also consider what languages and browsers you will need to support in the future:

### 1. Character Set

ISO-8859-1, Windows-1252, and UTF-8 are the character sets that are supported by ProblemTracker.

- **Windows-1252** supports Western European languages including French, Spanish, Portuguese, Italian, Dutch, German, Danish, Swedish, Norwegian, Finnish, Icelandic, Irish, Scottish and English. Windows-1252 supports additional European characters such as the Euro sign, tilde, caron, per mille. The image below displays a set of characters supported by the Windows-1252 character set that are not supported by the ISO-8859-1 character set.

€	EURO SIGN
,	SINGLE LOW-9 QUOTATION MARK
f	LATIN SMALL LETTER F WITH HOOK
„	DOUBLE LOW-9 QUOTATION MARK
...	HORIZONTAL ELLIPSIS
†	DAGGER
‡	DOUBLE DAGGER
ˆ	MODIFIER LETTER CIRCUMFLEX ACCENT
‰	PER MILLE SIGN
Š	LATIN CAPITAL LETTER S WITH CARON
‹	SINGLE LEFT-POINTING ANGLE QUOTATION MARK
Œ	LATIN CAPITAL LIGATURE OE
Ž	LATIN CAPITAL LETTER Z WITH CARON
‘	LEFT SINGLE QUOTATION MARK
’	RIGHT SINGLE QUOTATION MARK
“	LEFT DOUBLE QUOTATION MARK
”	RIGHT DOUBLE QUOTATION MARK
•	BULLET
–	EN DASH
—	EM DASH
˜	SMALL TILDE
™	TRADE MARK SIGN
×	LATIN SMALL LETTER X WITH DIAERESIS

™	TRADE MARK SIGN
š	LATIN SMALL LETTER S WITH CARON
›	SINGLE RIGHT-POINTING ANGLE QUOTATION MARK
œ	LATIN SMALL LIGATURE OE
ž	LATIN SMALL LETTER Z WITH CARON
ÿ	LATIN CAPITAL LETTER Y WITH DIAERESIS

- **ISO-8859-1** supports the same Western European languages mentioned above for Windows-1252. This character set is a subset of Windows-1252. ISO-8859-1 is a standard single-byte character set. The image below displays the set of characters supported by ISO-8859-1.

	0	1	2	3	4	5	6	7	8	9	A	B	C	D	E	F
2		!	"	#	\$	%	&	'	(	)	*	+	,	-	.	/
3	0	1	2	3	4	5	6	7	8	9	:	;	<	=	>	?
4	@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
5	P	Q	R	S	T	U	V	W	X	Y	Z	[	\	]	^	_
6	`	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
7	p	q	r	s	t	u	v	w	x	y	z	{		}	~	
A		ı	ø	£	¤	¥	¦	§	¨	©	ª	«	¬		®	¯
B	°	±	²	³	´	µ	¶	·	,	ı	°	»	¼	½	¾	¿
C	À	Á	Â	Ã	Ä	Å	Æ	Ç	È	É	Ê	Ë	Ì	Í	Î	Ï
D	Ð	Ñ	Ò	Ó	Ô	Õ	Ö	×	Ø	Ù	Ú	Û	Ü	Ý	Þ	ß
E	à	á	â	ã	ä	å	æ	ç	è	é	ê	ë	ì	í	î	ï
F	ð	ñ	ò	ó	ô	õ	ö	÷	ø	ù	ú	û	ü	ý	þ	ÿ

- **UTF-8** supports virtually all available languages. For example, Western European languages mentioned above for Windows-1252 and other languages including Czech, Hungarian, Polish, Romanian, Russian, Arabic, Greek, Hebrew, Chinese, Japanese, Korean and others. Internet Explorer 5.0 (or newer) or Netscape 6.2 (or newer) is required for use with this character set. UTF-8 is an ASCII compatible encoding method for Unicode (ISO 10646).

When selecting the character set for your workgroup, you should also consider the users that will be accessing the workgroup. Each user account has a set of profile information that is displayed within each workgroup. Each user account has a character set, which is based on the characters used in the user account's profile information. The User Character Set must be compatible with the workgroup character set. For example, a user account with UTF-8 characters in its profile can only be given access

to a workgroup with UTF-8 configured as the workgroup character set.

Some basic guidelines related to user / workgroup character set compatibility:

- If a user account contains only ASCII characters (supported by ISO-8859-1 character set), this user account can be given access to any workgroup because all character sets support ASCII characters.
- If a user account contains non-ASCII characters supported by the Windows-1252 character set, this user account can be given access to any workgroup that is configured with the Windows-1252 or UTF-8 character set.
- As mentioned above, if a user account contains non-ASCII characters only supported by the UTF-8 character set, this user account can only be given access to a workgroup configured with the UTF-8 character set.

To view a user's character set, use the [Edit a User](#) operation in the [License Administration](#) section.

## 2. **Email Header Encoding**

Email headers must contain only US-ASCII characters. Headers that contain non US-ASCII characters must be encoded so that they contain only US-ASCII characters. This process involves using either "B"(BASE64) or "Q"(Quoted-Printable) to encode certain characters. The "Q" encoding is recommended for use when most of the characters to be encoded are in the ASCII character set; otherwise, the "B" encoding should be used. If you select "Auto", ProblemTracker will automatically select an encoding option.

## 3. **Add Multipart Email**

This option determines whether the emails generated by ProblemTracker will contain text or text and HTML within the messages. Selecting "Yes" for this option will allow the emails to contain both text and HTML. For example, if you selected UTF-8 as the character set for a workgroup, email generated by ProblemTracker may also contain UTF-8 characters. If your email client cannot display UTF-8 characters, selecting "Yes" for the Email Add HTML Part option might help. With this option enabled, ProblemTracker will send email with both text and HTML format. If your email client can display HTML format, UTF-8 email can be displayed correctly.

## 4. **Time Zone**

This option determines which time zone will be used for the workgroup data. The time zone selected will be used in the date-time fields in each of the following areas of ProblemTracker: Records, Record History, Saved Queries, Default User Preferences. For a list of available time zones in your operating system, please refer to one of the following sections:

[Windows 2000 and Windows XP Time Zones](#)

[Windows NT 4.0 Time Zones](#)

## 5. **Adjustment for Daylight Saving Time**

This option determines whether the workgroup date is adjusted to observe daylight saving time. If you have selected a time zone that observes daylight saving time, it is recommended that you check the box to enable ProblemTracker to make the appropriate adjustments.

Once you have entered the relevant information to create the new workgroup, click the Continue button.

If you selected SQL Server or Oracle as the database type, you will be prompted to provide additional information about the database:

- **Database Name**

By default, this will display the name selected as the workgroup name. You can change this in the space provided.

- **Location (Server)**

Enter the name of the machine where SQL Server or Oracle is located.

- **User Name**

Enter the user name to be used to connect to SQL Server. It will be "sa" by default. You will not be prompted for user name if you have chosen Oracle.

- **Password**

Enter the password for the user name specified above to connect to SQL Server. If you are using the login "sa", this will be blank by default. You may need to check with your system administrator if the password has been changed. You will not be prompted for the password if you have chosen Oracle.

- **Physical Path**

This option is only used when SQL Server is selected as the database type. Enter the location of the database files within SQL Server. You can click on the "Get Data" button to connect to the SQL Server and automatically get the physical path. If the "Get Data" operation is not successful, check with your system administrator since the path depends on what was chosen during the SQL Server installation, and enter the appropriate path. If the path you entered is not in sync. with the SQL Server installation path, you might get an error while creating the workgroup.

Click on the Continue button to proceed with creating the workgroup.

A Component Check will be done to validate the information entered for the new workgroup. If the Component Check is successful, a confirmation of the database information will be shown. If the Component Check is unsuccessful, details about the components that failed will be listed. If you wish to save the settings you entered above to be displayed as the default settings whenever adding future new workgroups, check the box labeled "Save as default settings". You can click on the Back button to make any modifications to the database information. Otherwise, click on the Create Workgroup button as the final step to create the workgroup.

If you selected SQL Server or Oracle as the database type, click on the Initialize Tables button that appears after the workgroup has been created.

To login to your new workgroup, go back to the Workgroup Management System Home Page, find the name of the workgroup you added, then click on the key icon to the left of the workgroup name. A separate window will be launched with the Login page for your workgroup.



## Viewing a Workgroup

[Help Topics](#)

To view a workgroup, click on the View button on the Button Bar, select a workgroup from the pulldown menu, then click on the View button below the pulldown menu. You can also click on the View icon to the left of a workgroup name from the Home Page.

Details of the workgroup will be displayed including general workgroup and database information as well as aliases. To browse to the login page of the workgroup displayed, click on the Login URL.

A history of the actions performed on the workgroup will also be displayed.



## Editing a Workgroup

[Help Topics](#)

To edit a workgroup, click on the Edit icon on the Button Bar. Then, select a workgroup to edit from the pulldown menu and click the Edit button under the pulldown menu. You can also click on the Edit icon to the left of a workgroup name from the Home Page.

The Description and Comment fields can be modified. You can also modify the Host Name or IP Address and the Port Number used to build (configure) the URL for this workgroup.

For SQL Server and Oracle databases, you can also modify the Database User Name, and Database User Password. Workgroups using Access database will not have this option.

If you wish to change the User Name, you must enter the User Name, and also enter the same value for User Password and Confirm User Password fields. If you wish to change just the User Password, enter values for the User Password, and Confirm User Password fields.

Additionally, a history comment field is provided to add additional information. Enter the information into the appropriate field(s) that you wish to modify, then click on the Save button.



## Deleting a Workgroup

[Help Topics](#)

To delete a workgroup, click on the Delete button on the Button Bar, select a workgroup name from the pulldown menu, then click on the Delete button below the pulldown menu. You can also click on the Delete icon to the left of the workgroup name from the Home Page.

Details of the workgroup to be deleted will be displayed. If you wish to also delete the database as well as the workgroup, check the box at the bottom labeled "Also delete the workgroup database". If you wish to also delete the database and the database is a SQL Server database, wait one minute before proceeding with the delete process to allow the connection to the database to shutdown. Click the Delete Workgroup button to proceed with deleting the workgroup. Click OK to confirm that the workgroup should be deleted. A message will appear to confirm that the workgroup was deleted successfully.

If there are any active users using this ProblemTracker workgroup, WMS will not allow the workgroup to be deleted and will display an error message. To successfully delete a workgroup, all active users should be logged off from the ProblemTracker workgroup.



## Managing Aliases

[Help Topics](#)

You may wish to create an alias for a workgroup in order to re-direct a URL to one of your workgroups as an alternative to using the default URL for ProblemTracker.

For example, instead of using the default URL "http://servername/workgroup/ptlogin.asp" (or "http://servername/workgroup") you would like to use the URL "http://servername/product1". To do this, you would create "http://servername/product1" as an alias (name being product1) for your workgroup.

To create an alias, click on the Manage Aliases button on the Button Bar, select a workgroup from the pulldown menu, then click on the Alias button below the pulldown menu.

If there are any current aliases for the workgroup, they will be displayed in the Alias List at the top of the Workgroup Aliases page. Type in the new alias in the field labeled Create New Alias. The alias cannot contain the symbols "/", "\", or "<". Click on the Create button at the right to save the new alias. The alias will then appear on the Alias List.

To delete an alias on the Alias List, select the radio button to the left of the alias, then click on the Delete button.



## Moving Workgroups

[Help Topics](#)

To move a workgroup, click on the Move button on the Button Bar. Select a workgroup from the pulldown menu, select one of the following move operations described below, then click on the Continue button.

If you have manually applied any custom security to your workgroups (such as file system permissions or IIS application settings), you will need to re-apply these changes to this workgroup after it using one of the following move operations. A [Web Server Security Overview](#) can be found in the [Installation Help Guide](#).

### Move Workgroups within the same Web Server machine

This operation should be used if you want to change the physical location of the workgroup within the web server machine where the workgroup is currently located.

The workgroup name, location, and web site will be displayed in the Current Configuration section. Enter the path of the new location and / or select a different web site in the New Configuration section. Enter Host Name or IP Address and the Port Number. Add a history comment. Click on the Continue button to proceed.

A confirmation page will be displayed. Click the Back button to make any necessary changes to the location and / or web site. Otherwise, click on the Move Workgroup button, then click on the OK button to complete the move operation.

### Move Database from one machine to another

This option allows you to move the database to another machine while still keeping the remainder of the workgroup files in the same location. This operation cannot be performed for Access databases.

The workgroup name, database type, database name, and database location will be displayed in the Current Configuration section. Enter new values for any of the following fields in the New Configuration section: Database Name, Location (Server Name), User Name, Password, Physical Path (for SQL Server only). You must add information in the history comment field to proceed. Then, click on the Continue button.

A confirmation page will be displayed. Click the Back button to make any necessary changes to the location and / or web site. Otherwise, click on the Move Workgroup button, then click on the OK button to complete the move operation.

After the workgroup files have been moved, the database needs to be moved into the new machine using the import / export tool for your database type. The latest procedure can be found in the Frequently Asked Questions section of our web site at:

[http://www.netresultscorp.com/pt\\_faq\\_howdoi.htm#SQLmove4x](http://www.netresultscorp.com/pt_faq_howdoi.htm#SQLmove4x)

## Move / Populate Workgroup based on the PTAdmin Database

This option allows you to move all of the workgroups and settings in your ptadmin database to another machine. For example, if you need to move your entire ProblemTracker to a new machine, you can move your Workgroup Management System information to the new machine without having to re-enter information.

Complete the following steps before selecting the option to move / populate workgroup based on the ptadmin database:

1. Install ProblemTracker on the new server machine
2. Copy your ptadmin database from your old server to the new server. The ptadmin database can be found in your installation directory. By default, the path is C:\Inetpub\wwwroot\ProblemTracker\ptadmin\Database\ptadmin.mdb, where C:\Inetpub\wwwroot\ProblemTracker is the installation directory.
3. Copy your user management database from your old server to the new server. The user management database (ptcommon.mdb) can be found in your installation directory. By default, this is located at C:\Inetpub\wwwroot\ProblemTracker\ptcommon\Database\ptcommon.mdb, where C:\Inetpub\wwwroot\ProblemTracker is the installation directory.

Click on the Move button on the Button Bar. Select a workgroup from the pulldown menu, select the option move / populate workgroup based on the Workgroup Management System database, then click on the Continue button.

Existing properties of the selected workgroup will be displayed. You have an option to change the workgroup location, virtual web site, host name or IP address and the port number for this workgroup on the new server. If you don't need to change anything accept the default values. Now click Continue button.

New properties for this Workgroup will be displayed. Click Move Workgroup to actually move/populate the Workgroup.

After successful completion, you need copy the Attachments folder from the old server to the new server for this workgroup. The Attachments folder can be found in the installation directory. By default, the path is C:\Inetpub\wwwroot\ProblemTracker\workgroup\Attachments where workgroup is ptdev, ptweb, etc.

### Important Note:

For Workgroups with an Access database, you will need to complete one more additional step:

- Copy the workgroup database file (bugtrack.mdb) from the old server to the new server. The workgroup database can be found in your installation directory. By default, the path is C:\Inetpub\wwwroot\ProblemTracker\workgroup\Database\bugtrack.mdb where workgroup is ptdev, ptweb, etc. You can also find the database location by [viewing](#) the workgroup information on the old server.

Perform all the above steps for each of the Workgroup that you wish to move to the new server.



The following options are available for migrating a workgroup to a different database type:

Option	Current Database Type	New Database Type
1	Access	SQL Server
2	Access	Oracle
3	SQL Server	Oracle
4	Oracle	SQL Server

For a detailed procedure to perform any of these migration options, please review the following entry in our Frequently Asked Questions section of the web site:

[http://www.netresultscorp.com/pt\\_faq\\_howdoi.htm#dataimpexp](http://www.netresultscorp.com/pt_faq_howdoi.htm#dataimpexp)



## Repairing a Workgroup

[Help Topics](#)

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Repair

A repair operation is available to correct certain aspects of a workgroup that may have become damaged. The repair operation will install a fresh set of web pages for the workgroup, delete and re-create the web server settings for the workgroup, and will verify whether a database file exists for the workgroup. If a database file does not exist, a new database will be created. The repair operation is not available for a workgroup until it has been upgraded to the latest version. The latest version is the version that matches that of the Workgroup Management System. The Workgroup Management System version can be found in the upper right corner of the Workgroup Management System Home Page.

If you have manually applied any custom security to your workgroups (such as file system permissions or IIS application settings), you will need to re-apply these changes to this workgroup after it is repaired. A [Web Server Security Overview](#) can be found in the [Installation Help Guide](#).

To repair a workgroup, click on the Repair button on the Button Bar, select a workgroup from the pulldown menu, then click on the Repair button below the pulldown menu. You can also click on the Repair icon to the left of the workgroup name from the Home Page.

A confirmation page will appear. You can click the Back Button to select another workgroup to be repaired. Otherwise, click on the Repair Workgroup button to complete the repair operation.



## Administering Users

[Help Topics](#)

To select one of the Workgroup Administration functions, click on the Admin button on the Button Bar, select the radio button that corresponds to the function, then click on the Continue button.

The User accounts that access the Workgroup Management System are administered in this section.

To change the password for a user account, type in the current password, the new password, then confirm the new password. Click save to submit the change of password.



## Synchronize Anonymous Account

[Help Topics](#)

To select one of the Workgroup Administration functions, click on the Admin button on the Button Bar, select the radio button that corresponds to the function, then click on the Continue button.

The password of the ProblemTracker Anonymous Account (*PUSR4hostname*) can be synchronized with the current password of *PUSR4hostname* account in Windows User Manager.

If you would like to have a different password for *PUSR4hostname* account other than the one supplied by WMS, then first change the password for this user in the Windows User Manager and then synchronize the password in WMS by using this function.

**Note:** Using this function will not change the actual password for *PUSR4hostname* account in the Windows User Manager. This will update only the password stored in WMS.

After changing the password in WMS, this new password will be used while adding, repairing and upgrading workgroups. If you have disabled Password Synchronization in IIS Anonymous User Configuration (by default it is enabled), then to complete the synchronization process, you must repair each workgroup by using the 'Repair' functionality in WMS.

To change the password for the anonymous account, type in the current password, and confirm the password. Click Save to submit the change of password. You will get a confirmation message when the password is synchronized (updated) in WMS.



## Viewing Global Workgroup Information

[Help Topics](#)

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To view common parameters used by the Workgroup Management System, click on the Admin button on the Button Bar, select the radio button that corresponds to this option, then click on the Continue button.

The following information will be displayed:

- Computer Name
- Program Directory Path
- Program Folder
- Web Directory Path
- Web Host Name
- Web Server Name and Version
- Web Site where WMS is installed
- Port Number for WMS
- Log Files Directory Path
- Provider (default is OLE-DB)



## Editing Global Workgroup Information

Help Topics



To edit common parameters used by the Workgroup Management System, click on the Admin button on the Button Bar, select the radio button that corresponds to this option, then click on the Continue button.

The field "Oracle ODBC Driver Name" will be displayed. You should only modify this field if you are using Oracle 9i with ProblemTracker or under the advice of NetResults Technical Support. If you are using Oracle 9i with ProblemTracker, find the name of the Oracle Driver listed in the ODBC settings to update the Oracle ODBC Driver Name used by WMS:

1. Go into the ODBC configuration section (In Windows 2000, this can be found in Administrative Tools section. In Windows NT, this can be found in the Control Panel).
2. Click on the Drivers tab.
3. Find the Oracle ODBC Driver. This driver will have Oracle Corporation listed in the Company column and "SQORA32.DLL" listed in the File column. Take note of what is listed in the Name column for this driver.
4. Go back to the Workgroup Management System and enter the information found in the Name column for the Oracle driver into the field called "Oracle ODBC Driver Name", then click on the Save button.
5. A result page will be displayed mentioning that the changes were saved.
6. Click OK button to return to the Admin section.

Click here to return to the [Using Oracle 8i or later Database](#) section.



## Logging Workgroup Information

[Help Topics](#)

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To select one of the Workgroup Administration functions, click on the Admin button on the Button Bar, select the radio button that corresponds to the function, then click on the Continue button. Select a workgroup from the pulldown menu, then click on the Log Info button.

The file will be saved in the pttmp folder within the workgroup's installation directory. The path will be displayed at the top. By default, the path will be C:\inetpub\wwwroot\ProblemTracker\pttmp\workgroup.txt where C:\inetpub\wwwroot\ProblemTracker is the installation directory and workgroup is the name of the workgroup.

This log file will contain the following information about the workgroup.

- Basic database information stored in Workgroup Management System
- Alias information
- Web files/folders
- Permissions on this web files/folders
- IIS web server information
- MTS (Component Services) package information
- Workgroup database information
- General history information
- Detailed history information

This log file is mainly used for assisting NetResults Technical Support in case there is any problem accessing the workgroup.



To block or unblock workgroups, click on the Admin button on the Button Bar, select the radio button that corresponds to this option, then click on the Continue button.

When performing maintenance or making administrative changes to your database, you may find it useful to block the workgroup from user access.

Each workgroup and its block / unblock status will be listed. To block a workgroup, select the radio button to the left of the workgroup name, click on the Block button, then click OK to confirm. The workgroup status will be updated to "Blocked". You may wish to check whether users are logged into a particular workgroup before it is blocked. To do this, select the radio button next to a workgroup displayed on the Block / Unblock Workgroups page, then click on the Logoff User Sessions button. Click [here](#) for details on the Logoff User Sessions feature.

When new users attempt to login to a blocked workgroup, a message saying that 'the workgroup is under maintenance' will be displayed and users will not be able to login. The workgroup must be unblocked in WMS to allow users to login into the workgroup again. Active users who were using the system, when the workgroup was blocked, will get a session expired message and have to login again to use the workgroup.

To unblock a workgroup, click on the radio button to the left of the workgroup name, click on the Unblock button, then click OK to confirm. The status will be updated to "Not Blocked".

## Logging Off User Sessions

You may wish to see whether there are users logged into a workgroup before blocking access to the workgroup using the "Block" operation. To see a list of active user sessions for a workgroup, select the radio button next to the workgroup, then click on the Logoff User Sessions button at the bottom of the "Block / Unblock Workgroups" section of WMS.

A list of all active sessions will be displayed. The user name, full name, and license type will be displayed for each session. To end a session by logging off a user, click on the user session to highlight it, then click on the Logoff button. When prompted, click OK to confirm this operation. By holding down the CTRL or SHIFT key on your keyboard, you can select multiple user sessions. Click on the OK button to return to the Block / Unblock Workgroups section.

The figure below shows an example of the User Sessions list.

Mode **Workgroup Management System** Status **Active User Sessions in the Workgroup****Administration Section** - Active User Sessions in **gtour** Workgroup[Help](#)

Please select any of the user(s) and click Logoff button to end the user session(s).

Active User Sessions in the Workgroup
dev_mgr (Development Manager / Static)
dev_one (Developer One / Floating)

(Hint: Hold control or shift key to select multiple values)

Logoff

OK



## Managing Web Server Security

[Help Topics](#)

To configure ProblemTracker to allow remote access to the Workgroup Management System, click on the Admin button on the Button Bar, select the radio button for Managing Web Server Security, then click on the Continue button.

Then, check the box labeled "Allow remote access to Workgroup Management System from all machines in the network", and click Save button.

This security feature can be used to restrict the computers accessing the Workgroup Management System (WMS). By unselecting this option and saving, you will be allowing only the local machine to access WMS. Example: Accessing WMS using the URL "http://servername/ptadmin" will fail and generate an HTTP error. You have to access WMS only by using the URL "http://localhost/ptadmin".

If you wish to allow other computers in the network to access WMS, then select this option and click Save button.



To access the Workgroup Database Operations for a particular workgroup, login to the [Workgroup Management System](#), then click on the Workgroup Database Tools icon to the left of the workgroup name on the Workgroup Management System Home Page. Optionally, you can get to the Workgroup Database Operations page by clicking on the Admin icon, selecting the option "Manage Workgroup Database Operations", then clicking on the Continue button

The following options are available for each workgroup. With the exception of the Export Tables option, each of these options should only be used under the guidance of NetResults Technical Support or Professional Services:

### Export Tables

Allows you to export all of the tables within the database in the form of comma separate text files (CSV). This is useful to create a snapshot of the database at any point in time, or to generate data in a format usable by third party utilities. The export operation exports the entire contents of the database to comma separate text files (CSV). The files are written to a subdirectory named "Importer\ProblemTracker4\Export\Data" below the workgroup's installation directory (e.g. for pteval, the default workgroup). One file is generated for each table.

### Initialize Tables

This operation creates the necessary database tables and populates the database with the initial data. This operation is typically run after using the Add Workgroup operation rather than from this page.

### Create Tables

This operation creates the necessary database tables without initializing them (empty tables). This function is typically used after performing a Migrate operation rather than from this page.

### Delete Tables

This operation completely deletes **all** data (records, configuration settings, etc.) and tables from the database. This operation should not be used without the supervision of NetResults Technical Support.

### Import Tables

Allows you to import an entire database in the form of comma separated text files (CSV). Due to data integrity issues spanning multiple tables, this feature should not be used without the supervision of NetResults Technical Support or Professional Services. Doing so will most likely result in a non-functional database (even though it may appear to work for a while) and is a violation of your license agreement if done without the supervision of NetResults Technical support or Professional Services.

### Upgrade Data Only


This operation upgrades data from a previous version of ProblemTracker to the current version. This operation will only upgrade the database. To upgrade the workgroup files, choose the relevant upgrade option in the WMS Admin section.

## Upgrading a Workgroup from Version 3.x to Version 5.0

[Help Topics](#)

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 Before attempting to upgrade a workgroup from a version in the 3.x series to 5.0, it is strongly recommended that you make a backup of your database. It is also recommended that you test the Version 5 upgrade with a copy of your Version 3 workgroup and examine the changes before you uninstall your Version 3 installation according to the following instructions.

In addition, if you have manually applied any custom security to your Version 3 workgroups (such as file system permissions or IIS application settings), you will need to re-apply these changes to this workgroup after it is upgraded to the latest version. A [Web Server Security Overview](#) can be found in the [Installation Help Guide](#).

It is recommended that you enter your [license keys](#) prior to upgrading your workgroups. If the users in the workgroup you are upgrading are of a license type that does not correspond to your license keys, a warning will be displayed during the upgrade process. For example, if you are upgrading a workgroup that contains users with license type set to "Floating", but you do not have a "Floating" license key entered for the latest version, you will receive a warning message. Even though you are prompted with the warning message, you will still be able to complete the upgrade process. However, your users will not be able to login to the workgroup until the proper license key(s) have been entered or the license type has been changed for the user(s). For information on changing the license type of a user, please use the [Edit a User](#) operation after you have successfully upgraded the workgroup.

To upgrade a workgroup from a version in the 3.x series to latest version, click on the Admin button on the Button Bar, select the radio button that corresponds to this option, then click on the Continue button.

In the Current Workgroup details section, type in the current workgroup name, select the current database type and web site, then click on the Continue button to proceed.

On the next page, confirm that the current workgroup location matches the location of the version 3 workgroup files. In the New Workgroup details section, enter information for the new workgroup including Workgroup Name, Description, Location, template, web site, host name or IP address, port number, and comment. Enter a workgroup name that is different than any of your Version 3 workgroups. If the new workgroup name and location are identical to your current 3.x workgroup, your Version 3 database will be overwritten. However, if you are upgrading a SQL Server database, your Version 3 data will be upgraded (overwritten) regardless of the workgroup name you choose. If you wish to test a copy of your version 3.x SQL Server database with ProblemTracker, please consult the following FAQ entry for a different set of instructions so that your Version 3 SQL database will not be overwritten: [http://www.problemtracker.com/pt\\_faq\\_howdoi.htm#evaldata](http://www.problemtracker.com/pt_faq_howdoi.htm#evaldata)

In either case, please ensure that you have a backup of your database before proceeding. If you are planning to test your data on Version 5 while still running Version 3, uncheck the re-direction box so that your Version 3 URL is not re-directed to the Version 5 workgroup. The following FAQ section contains instructions on how to add this re-direction at a later time: [http://www.problemtracker.com/pt\\_faq\\_howdoi.htm#redirect3x](http://www.problemtracker.com/pt_faq_howdoi.htm#redirect3x) Click on the Continue button to proceed with the upgrade process.

A confirmation screen listing information for both the current workgroup and the new workgroup will be displayed. Click on the Back button to make any necessary changes. Otherwise, click on the Upgrade Workgroup button to complete the Upgrade operation. Click OK to confirm. A message confirming that the workgroup files have been successfully upgraded will be displayed. The next step is to upgrade the database, click on the Continue button to upgrade the database to version 5.0.

On the next page, your workgroup information will be displayed. In addition, you will be prompted to select additional time zone settings for this workgroup. These time zone settings can be different from the time zone you selected for the ProblemTracker server machine during the installation process. For a list of available time zones in your operating system, please refer to one of the following sections:

[Windows 2000 and Windows XP Time Zones](#)

[Windows NT 4.0 Time Zones](#)

A time zone and whether to adjust for daylight saving time must be specified for the following areas of the workgroup:

- **General Preferences Data**

The time zone selected here will be the default time zone for users in this workgroup. Users can change this setting at a later time using the [Personal Preferences](#) page. This setting will also determine the time zone setting listed in the email notification messages generated from this workgroup.

- **Existing Records and Saved Queries Data**

The time zone selected here will be the time zone applied to any records and saved queries that currently exist in the workgroup.

- **Existing History Data**

The time zone selected here will be the time zone applied to any history data that currently exists in the workgroup.

For the workgroup time zone settings listed above, if you have selected a time zone where daylight saving time is observed, it is recommended that you check the box to adjust for daylight saving time.

Once the time zone settings have been specified, click on the Upgrade button and click OK to proceed with upgrading the database. A confirmation message will be displayed when the database has been successfully upgraded. You will be prompted to upgrade your users. In Version 5.0, users for all workgroups are added and maintained in the [License Administration](#) section. When upgrading a workgroup from Version 3.x to 5.0, each user must be upgraded so that the user account can be maintained using the License Administration section. Click on the Upgrade Users button to proceed.

If there are conflicts present in your user accounts, you will be prompted to resolve these conflicts before you can proceed with upgrading your users. A user conflict can occur if you have a user id present in multiple workgroups with different profile information. For example, if you have a user account called dev\_mgr which is present in 2 workgroups, but this user account has a different Name and Email Address in each workgroup (as shown in the image below). You will need to choose which information will be associated with this user for both workgroups.

Administration Section - Upgrade Process - Resolve user details for the User 'dev\_mgr'

\* Choosing a new UserId, will use up additional license.

User Details	Existing User Details	Workgroup User Details	Resolved User Details	Workgroup User Details
* UserId:	dev_mgr	dev_mgr	dev_mgr	Select One To Fill
User Password:	*****	*****	*****	Existing User Details
Last Name:	Manager	Manager	Manager	Workgroup User Details
First Name:	Development	Development	Development	
Type:	Internal	Internal	Internal	
License Type:	Static	Static	Static	
Company:		Our Company, Inc	Our Company, Inc	
Email:		sr_dev_mgr@ourcompany.com	sr_dev_mgr@ourcompany.com	
Phone:				
Fax:				

After clicking on the "Upgrade Users" button, if there any user conflicts, a page similar to the image below will be displayed.

Administration Section - Upgrade Users - List of Users in 'web' workgroup

- \* Click 'Resolve' button to resolve any of the User detail conflicts.
- \* Click 'Edit' button to edit User details.
- \* Once all the conflicts are resolved, you can proceed by clicking on 'Upgrade Users' button.

UserId	Global UserId Exists?	User Details Conflict?	Action
qa_one	Yes	Yes	<input type="button" value="Resolve"/>
dev_one	Yes	Yes	<input type="button" value="Resolve"/>
bld_mgr	Yes	Yes	<input type="button" value="Resolve"/>
process_mgr	Yes	Yes	<input type="button" value="Resolve"/>
qa_mgr	Yes	Yes	<input type="button" value="Resolve"/>
dev_mgr	Yes	Yes	<input type="button" value="Resolve"/>
qa_two	No		
dev_two	No		

Users with "Yes" displayed in the "User Details Conflict?" column need to be resolved before you can continue with the upgrade. Click on the "Resolve" button in the "Action" column for each user id to resolve the conflict. On the next page, details of the user conflict will be displayed. The first column "Existing User Details" shows the user profile information already present for this user account in the License Administration section (this information could be present if you already upgraded another workgroup that contained a user account with the same user id). The second column "Workgroup User Details" contains the user profile information for this user id present in the workgroup you are attempting to upgrade. To resolve the user conflict:

- You can either select the user profile information present in one of the columns (by selecting either "Existing User Details" or "Workgroup User Details" in the pulldown at the top of the "Resolved User Details" column). Click on the Update button to proceed.

OR

- You can select the user profile information present in one of the columns (by selecting either "Existing User Details" or "Workgroup User Details" in the pulldown at the

top of the "Resolved User Details" column), then change any of the information you would like to save in the user's profile. Choosing this option will result in the user account being saved with the profile information entered in the "Resolved User Details" column. Click on the Update button to proceed.

OR

- You can create a new user account to resolve the conflict. To choose this option, select the user profile information present in one of the columns (by selecting either "Existing User Details" or "Workgroup User Details" in the pulldown at the top of the "Resolved User Details" column), then change the user id in the "Resolved User Details" column to be different from the user id displayed in the other columns. You cannot select a user id that is already in use by another workgroup or a user id that is the same as a default user (such as dev\_one, dev\_mgr, process\_mgr, etc.). You may also change any other user profile information in the "Resolved User Details" column, then click on the Update button to create this new user account. This will resolve the user conflict and the existing user account already present in the Workgroup Management System (displayed in the "Existing User Details" column) will be preserved. This new user account will be counted toward the license limits for the keys you have entered in the [ProblemTracker License Manager](#). Once you have renamed the user id and click on the Update button, you will not have another opportunity to change this user's profile information until after the "Upgrade Users" process is complete. After the users have been upgraded, you can use the [Edit User](#) option in the [License Administration](#) section to make changes to this user.

Administration Section - Upgrade Process - Resolve user details for the User 'dev\_mgr'

[Help](#)

Cancel Update

\* Choosing a new UserId, will use up additional license.

User Details	Existing User Details	Workgroup User Details	Resolved User Details	Workgroup User Details
* UserId:	dev_mgr	dev_mgr	dev_mgr	Select One To Fill Existing User Details Workgroup User Details
User Password:	*****	*****	*****	
Last Name:	Manager	Manager	Manager	
First Name:	Development	Development	Development	
Type:	Internal	Internal	Internal	
License Type:	Static	Static	Static	
Company:		Our Company, Inc	Our Company, Inc	
Email:		sr_dev_mgr@ourcompany.com	sr_dev_mgr@ourcompany.com	
Phone:				
Fax:				

After making your selection and / or entering the user details in the "Resolved User Details" column, click on the Update button. Click on the "Resolve" button for another user to continue resolving the conflicts.

Users with "No" displayed in the "User Details Conflict?" column do not have a conflict present. If you wish to modify the profile information for a user which had a conflict resolved, click on the "Edit" button displayed in the "Action" column for the user account, modify the profile information in the "Resolved User Details" column, then click Update to save your changes.

Once all users have "No" listed in the "User Details Conflict?" column and there are no longer any "Resolve" buttons in the "Action" column (as shown in the image below), you can proceed with the upgrade process by clicking on the "Upgrade Users" button. A confirmation will be displayed when the user upgrade process is complete.

**Administration Section - Upgrade Users - List of Users in 'web' workgroup**

Upgrade Users

Cancel

\* Click 'Resolve' button to resolve any of the User detail conflicts.

\* Click 'Edit' button to edit User details.

\* Once all the conflicts are resolved, you can proceed by clicking on 'Upgrade Users' button.

UserId	Global UserId Exists?	User Details Conflict?	Action
qa_one	Yes	No	Edit
dev_one	Yes	No	Edit
bld_mgr	Yes	No	Edit
process_mgr	Yes	No	Edit
qa_mgr	Yes	No	Edit
dev_mgr	Yes	No	Edit
qa_two	No		
dev_two	No		

Click on the Home icon to return to the Workgroup Management System Home Page. Your upgraded workgroup will now be displayed on the list of workgroups on the Home Page. To login to your upgraded workgroup, click on the key icon to the left of the name of your upgraded workgroup. A separate window will be launched with the workgroup's login page.

**Editing a User Profile during the Upgrade Users operation**

When the **Edit** button is present in the Action column during the process of upgrading users, you can click on the Edit button to make changes to a user's profile. The Edit button will not be displayed for any users which did not have a user conflict. You can only edit users without conflicts after the "Upgrade Users" operation is complete by using the [Edit User](#) option in the [License Administration](#) section. After clicking on the "Edit" button in the "Action" column of a user, you can select one of the following options to make changes to the user:


- Select the "Existing Workgroup Details" option in the pulldown at the top of the Resolved User Details column to fill the "Resolved User Details" column with the profile information present in the "Existing Workgroup Details" column. You can change the information in the "Resolved User Details" column, then click Update to save the changes.

OR

- Select the "Workgroup User Details" option in the pulldown at the top of the Resolved User Details column to fill the "Resolved User Details" column with the profile information present in the "Workgroup User Details" column. You can change the information in the "Resolved User Details" column, then click Update to save the changes.

OR

- Select the "Resolved User Details" option in the pulldown at the top of the Resolved User Details column to fill the "Resolved User Details" column with the profile information you last saved for this user when you were resolving the conflict (by clicking on the Resolve button from the list of conflicts). You can change the information in the "Resolved User Details" column, then click Update to save the changes.

 Before attempting to upgrade a workgroup from a previous version in the 4.x series to 5.0.1, it is strongly recommended that you make a [backup](#) of your database.

In addition, if you have manually applied any custom security to your workgroups (such as file system permissions or IIS application settings), you will need to re-apply these changes to this workgroup after it is upgraded to the latest version. A [Web Server Security Overview](#) can be found in the [Installation Help Guide](#).

This option should only be used to upgrade workgroups in the 4.x or 5.x series. To upgrade a version 3.x workgroup, please review the [Version 3.x Upgrade](#) section.

It is recommended that you enter your [license keys](#) prior to upgrading your workgroups. If the users in the workgroup you are upgrading are of a license type that does not correspond to your license keys, a warning will be displayed during the upgrade process. For example, if you are upgrading a workgroup that contains users with license type set to "Floating", but you do not have a "Floating" license key entered for the latest version, you will receive a warning message. Even though you are prompted with the warning message, you will still be able to complete the upgrade process. However, your users will not be able to login to the workgroup until the proper license key(s) have been entered or the license type has been changed for the user(s). For information on changing the license type of a user, please use the [Edit a User](#) operation after you have successfully upgraded the workgroup.

To upgrade a workgroup from a version in the 4.x or 5.x series to version 5.0.1, click on the Admin button on the Button Bar, Select the option "Upgrade Workgroups from previous 4.x version to ProblemTracker 5.0.1". Select a workgroup from the pulldown menu, then click on the Upgrade Workgroup button. A confirmation page will be displayed confirming that the workgroup files have been upgraded. Click on the Continue button to proceed with upgrading the data for the workgroup.

Another confirmation page will be displayed listing several areas of your database that need a time zone selection. Select a time zone for each these areas. The time zone you select can be different from the time zone you selected for your ProblemTracker server during the Version 5.0.1 installation setup. For a list of available time zones in your operating system, please refer to one of the following sections:

- [Windows 2000 and Windows XP Time Zones](#)
- [Windows NT 4.0 Time Zones](#)

Click on the Upgrade Data button to proceed, then click OK to confirm.

**Upgrade Users from 4.x to 5.0.1** After the data has been upgraded successfully, a confirmation page will be displayed. You will be prompted to upgrade your users. In Version 5.0.1, users for all workgroups are added and maintained in the [License Administration](#) section. When upgrading a workgroup from Version 4.x to 5.0.1, each user must be upgraded so that the user account can be maintained using the License Administration section. Click on the Upgrade Users button to proceed.

If there are conflicts present in your user accounts, you will be prompted to resolve these conflicts before you can proceed with upgrading your users. A user conflict can occur if you have a user id present in multiple workgroups with different profile information. For example, if you have a user account called dev\_mgr which is present in 2 workgroups, but this user account has a different Name and Email Address in each workgroup (as shown in the image below). You will need to choose which information will be associated with this user for both workgroups.

**Administration Section - Upgrade Process - Resolve user details for the User 'dev\_mgr'** [Help](#)

---

\* Choosing a new UserId, will use up additional license.

User Details	Existing User Details	Workgroup User Details	Resolved User Details	Workgroup User Details
* UserId:	dev_mgr	dev_mgr	dev_mgr	Select One To Fill
User Password:	*****	*****	*****	Existing User Details
Last Name:	Manager	Manager	Manager	Workgroup User Details
First Name:	Development	Development	Development	
Type:	Internal	Internal	Internal	
License Type:	Static	Static	Static	
Company:		Our Company, Inc	Our Company, Inc	
Email:		sr_dev_mgr@ourcompany.com	sr_dev_mgr@ourcompany.com	
Phone:				
Fax:				

After clicking on the "Upgrade Users" button, if there any user conflicts, a page similar to the image below will be displayed.

## Administration Section - Upgrade Users - List of Users in 'web' workgroup

Upgrade Users

Cancel

\* Click 'Resolve' button to resolve any of the User detail conflicts.

\* Click 'Edit' button to edit User details.

\* Once all the conflicts are resolved, you can proceed by clicking on 'Upgrade Users' button.

Userid	Global Userid Exists?	User Details Conflict?	Action
qa_one	Yes	Yes	Resolve
dev_one	Yes	Yes	Resolve
bld_mgr	Yes	Yes	Resolve
process_mgr	Yes	Yes	Resolve
qa_mgr	Yes	Yes	Resolve
dev_mgr	Yes	Yes	Resolve
qa_two	No		
dev_two	No		

Users with "Yes" displayed in the "User Details Conflict?" column need to be resolved before you can continue with the upgrade. Click on the "Resolve" button in the "Action" column of each user id to resolve the conflict. On the next page, details of the user conflict will be displayed. The first column "Existing User Details" shows the user profile information already present for this user account in the License Administration section (this information could be present if you already upgraded another workgroup that contained a user account with the same user id). The second column "Workgroup User Details" contains the user profile information for this user id present in the workgroup you are attempting to upgrade. To resolve the user conflict:

- You can either select the user profile information present in one of the columns (by selecting either "Existing User Details" or "Workgroup User Details" in the pulldown at the top of the "Resolved User Details" column). Click on the Update button to proceed.

OR

- You can select the user profile information present in one of the columns (by selecting either "Existing User Details" or "Workgroup User Details" in the pulldown at the top of the "Resolved User Details" column), then change any of the information you would like to save in the user's profile. Choosing this option will result in the user account being saved with the profile information entered in the "Resolved User Details" column. Click on the Update button to proceed.

OR

- You can create a new user account to resolve the conflict. To choose this option, select the user profile information present in one of the columns (by selecting either "Existing User Details" or "Workgroup User Details" in the pulldown at the top of the "Resolved User Details" column), then change the user id in the "Resolved User Details" column to be different from the user id displayed in the other columns. You cannot select a user id that is already in use by another workgroup or a user id that is the same as a default user (such as dev\_one, dev\_mgr, process\_mgr, etc.). You may also change any other user profile information in the "Resolved User Details" column, then click on the Update button to create this new user account. This will resolve the user conflict and the existing user account already present in the Workgroup Management System (displayed in the "Existing User Details" column) will be preserved. This new user account will be counted toward the license limits for the keys you have entered in the [ProblemTracker License Manager](#). Once you have renamed the user id and click on the Update button, you will not have another opportunity to change this user's profile information until after the "Upgrade Users" process is complete. After the users have been upgraded, you can use the [Edit User](#) option in the [License Administration](#) section to make changes to this user.

Administration Section - Upgrade Process - Resolve user details for the User 'dev\_mgr'

[Help](#)

\* Choosing a new UserId, will use up additional license.

User Details	Existing User Details	Workgroup User Details	Resolved User Details	Workgroup User Details
* UserId:	dev_mgr	dev_mgr	dev_mgr	Select One To Fill
User Password:	*****	*****	*****	Existing User Details
Last Name:	Manager	Manager	Manager	Workgroup User Details
First Name:	Development	Development	Development	
Type:	Internal	Internal	Internal	
License Type:	Static	Static	Static	
Company:		Our Company, Inc	Our Company, Inc	
Email:		sr_dev_mgr@ourcompany.com	sr_dev_mgr@ourcompany.com	
Phone:				
Fax:				

After making your selection and / or entering the user details in the "Resolved User Details" column, click on the Update button. Click on the "Resolve" button for another user to continue resolving the conflicts.

Users with "No" displayed in the "User Details Conflict?" column do not have a conflict present. If you wish to modify the profile information for a user which had a conflict resolved, click on the "Edit" button displayed in the "Action" column for the user account, modify the profile information in the "Resolved User Details" column, then click Update to save your changes.

Once all users have "No" listed in the "User Details Conflict?" column and there are no longer any "Resolve" buttons in the "Action" column (as shown in the image below), you can proceed with the upgrade process by clicking on the "Upgrade Users" button. A confirmation will be displayed when the user upgrade process is complete.

Administration Section - Upgrade Users - List of Users in 'web' workgroup

- \* Click 'Resolve' button to resolve any of the User detail conflicts.
- \* Click 'Edit' button to edit User details.
- \* Once all the conflicts are resolved, you can proceed by clicking on 'Upgrade Users' button.

UserId	Global UserId Exists?	User Details Conflict?	Action
qa_one	Yes	No	<input type="button" value="Edit"/>
dev_one	Yes	No	<input type="button" value="Edit"/>
bld_mgr	Yes	No	<input type="button" value="Edit"/>
process_mgr	Yes	No	<input type="button" value="Edit"/>
qa_mgr	Yes	No	<input type="button" value="Edit"/>
dev_mgr	Yes	No	<input type="button" value="Edit"/>
qa_two	No		
dev_two	No		

Click on the Home icon to return to the Workgroup Management System Home Page. Your upgraded workgroup will now be displayed on the list of workgroups on the Home Page. To login to your upgraded workgroup, click on the key icon to the left of the name of your upgraded workgroup. A separate window will be launched with the workgroup's login page.

## Editing a User Profile during the Upgrade Users operation

When the **Edit** button is present in the Action column during the process of upgrading users, you can click on the Edit button to make changes to a user's profile. The Edit button will not be displayed for any users which did not have a user conflict. You can only edit users without conflicts after the "Upgrade Users" operation is complete by using the [Edit User](#) option in the [License Administration](#) section. After clicking on the "Edit" button in the "Action" column of a user, you can select one of the following options to make changes to the user:

- Select the "Existing Workgroup Details" option in the pulldown at the top of the Resolved User Details column to fill the "Resolved User Details" column with the profile information present in the "Existing Workgroup Details" column. You can change the information in the "Resolved User Details" column, then click Update to save the changes.

**OR**

- Select the "Workgroup User Details" option in the pulldown at the top of the Resolved User Details column to fill the "Resolved User Details" column with the profile information present in the "Workgroup User Details" column. You can change the information in the "Resolved User Details" column, then click Update to save the changes.

**OR**

- Select the "Resolved User Details" option in the pulldown at the top of the Resolved User Details column to fill the "Resolved User Details" column with the profile information you last saved for this user when you were resolving the conflict (by clicking on the Resolve button from the list of conflicts). You can change the information in the "Resolved User Details" column, then click Update to save the changes.



Users

The License Administration section of the Workgroup Management System (WMS) allows you to add and maintain users for all workgroups in a central interface. The number of users that can be added to the License Administration section depends on the number and type of licenses you have entered in the [License Manager](#). Once your users have been created and given access to specific workgroups using the License Administration operations below, your users can begin using ProblemTracker.

The following are the user operations available in the License Administration section:

- [Adding a User](#)
- [Editing a User](#)
- [Deleting a User](#)
- [Editing a User's Access to a Workgroup](#)
- [Editing a Workgroup's List of Users](#)
- [List Users](#)
- [License Summary](#)
- [Synchronizing a User](#)

To perform an operation in the License Administration section of WMS, click on the Users icon in the top button bar, select an option using the radio button to the left of the option desired, then click on the Continue button.

Individual sections of this Help documentation can also be accessed from within the Workgroup Management System by clicking on the Help link in the upper right corner of each page.



## Constraints to Consider before Adding a User

A user account must be created in the License Administration section before the user can begin using ProblemTracker. The number of users that can be added to the License Administration section depends on the number and type of licenses you have entered in the [License Manager](#). Each user created in the License Administration section can be given access to multiple workgroups.

When adding a new user, the profile information (email address, phone number, etc.) can be entered. This profile information will be displayed in all workgroups to which the user is given access. When entering information for a new user account, consider the character set of the workgroup(s) the user will be accessing. A user can only be given access to a workgroup with a character set that supports the characters entered in the user's profile. For example, if a user is created with UTF-8 characters in the profile, this user account can only be given access to a workgroup with UTF-8 selected as the character set.

Some basic guidelines related to user / workgroup character set compatibility:

- If a user account contains only ASCII characters (supported by ISO-8859-1 character set), this user account can be given access to any workgroup because all character sets support ASCII characters.
- If a user account contains non-ASCII characters supported by the Windows-1252 character set, this user account can be given access to any workgroup that is configured with the Windows-1252 or UTF-8 character set.
- As mentioned above, if a user account contains non-ASCII characters only supported by the UTF-8 character set, this user account can only be given access to a workgroup configured with the UTF-8 character set.

For information on checking a workgroup's character set, review the [Viewing a Workgroup](#) section. To see a list of characters supported by each character set, review the information in the [Adding a Workgroup](#) section.

## Adding a User

The following are the steps that need to be done in order to add a new user and allow this user to begin using ProblemTracker:

1. Add a user to the License Administration section of the Workgroup Management System using the steps below
2. Give the user access to the necessary workgroup(s) using the [Editing a User's Access to Workgroups](#) option in the [License Administration](#) section
3. For each workgroup that the user will access, add the user to the [User Administration](#) section of the [Admin](#) section in the workgroup

To add a new user, login to the Workgroup Management System, click on the Users icon in the top button bar, select the radio button to the left of the option "Add User", then click on the "Continue" button.

Enter information into the following required fields on the "Add New User Account" page:

- **User Id**  
Unique identifier for user. May be up to 40 characters long.
- **Password**  
Login password for user. May be up to 10 characters long.
- **Last Name**  
User's last name.
- **First Name**  
User's first name.
- **User Type**  
Can be either Internal or Customer. A user with "Customer" selected as the user type cannot be assigned to any record (these users are not listed in the "Assigned To" pulldown for selection).
- **License Type**  
Can be either Static or Floating. For each static license you have purchased, you may add one user. For each floating license you have purchased, you may add up to 10 users. Please note that even though you can add up to 10 users for each floating license, only one user per floating license can be logged in to ProblemTracker at any given time. See [Definition of Users by License Type](#) for further information.
- **Company**  
User's company name
- **Email**  
Email address of the user. Used by ProblemTracker for email notification of events. To send email notifications for this user to more than one person, you can specify an email alias (configured in your mail server, e.g. someAlias@yourCompany.com) that sends to a list of people instead of the mail address of an individual user. Please work with your mail administrator to configure this.
- **Phone**  
User's phone number
- **Fax**  
User's fax number
- **Address 1**  
User's address

- **Address 2**  
User's address
- **City**  
User's city
- **State**  
User's state
- **Zip**  
User's zip code
- **Country**  
User's country
- **Comments**  
Any other information about the user

After entering the information, click on the Add User button to save this new user account. A confirmation will be displayed after the user is successfully added. Click on the Add Workgroup Access button to specify which workgroups this user will be able to access.

The information entered in a user's profile can be viewed by users when the Assigned To or Reported By fields are displayed on the View page or in the Home Page and Query reports. The user's name will appear as a clickable link for those users which have the "View User Information" privilege. Clicking on the user's name will display the details present in the user's profile.

After adding a new user, click on the Add Workgroup Access button to specify which workgroups this user will be able to access. Details on giving a user access to a workgroup(s) can be found in the [Editing a User's Access to Workgroups](#) Help section.

After a user is given access to a workgroup, they must be added to the [User Administration](#) section of each workgroup. After doing this, the user will be able to login to the workgroup(s) and begin using ProblemTracker.

## Managing Users within License Limits

If you attempt to add more users than are allowed by your license(s), ProblemTracker will notify you that you have reached the maximum number of users for your license type. If you have both static and floating licenses, the error will tell you which license type has reached its limit. You will need to delete a user before you are allowed to enter a new user.



To edit a user account, login to the Workgroup Management System, click on the Users icon in the top button bar, select the radio button to the left of the option called "Edit User", then click on the Continue button. In the pulldown menu, select the user account that you wish to edit, then click on the Edit button.

You can edit any of the values in the user account besides the User Character Set, then click on the Save button. A confirmation of the operation will be displayed. Any changes to the user account will be updated in the workgroups to which the user has access.

The User Character Set is set based on the characters entered in the rest of the fields in the user's profile information. For example, if characters that are only supported by the UTF-8 character set are present in a user's profile, the User Character Set will be updated to reflect UTF-8. The User Character Set determines which workgroups a user can access because the User Character Set must be compatible with the workgroup's character set. For example, if a user is created with UTF-8 characters in the profile, this user account can only be given access to a workgroup with UTF-8 selected as the character set.

Some basic guidelines related to user / workgroup character set compatibility:

- If a user account contains only ASCII characters (supported by ISO-8859-1 character set), this user account can be given access to any workgroup because all character sets support ASCII characters.
- If a user account contains non-ASCII characters supported by the Windows-1252 character set, this user account can be given access to any workgroup that is configured with the Windows-1252 or UTF-8 character set.
- As mentioned above, if a user account contains non-ASCII characters only supported by the UTF-8 character set, this user account can only be given access to a workgroup configured with the UTF-8 character set.

To see a list of characters supported by each character set, review the information in the [Adding a Workgroup](#) section.



## Deleting a User

[Help Topics](#)

If a user has been added to the one or more workgroups, the user must be deleted from the [User Administration](#) section of the workgroup(s) before it can be deleted from the Workgroup Management System (WMS).

Once a user has been deleted from the [User Administration](#) section of the workgroup(s), it can be deleted by performing the following steps:

Login to WMS, click on the Users icon in the top button bar, select the radio button to the left of the option called "Delete User", then click on the Continue button. In the pulldown menu, select the user account that you wish to delete, then click on the Delete button. Click OK to confirm the delete operation.

## Editing a User's Access to Workgroups

[Help Topics](#)

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Before a user can login and begin using ProblemTracker, the user must be given access to the workgroup(s). This access is given to a user within the Workgroup Management System (WMS). There are two ways to grant a user access to a workgroup:

- **Select a user and modify the list of workgroups he or she can access**  
Details on using this option to grant a user access to a workgroup are included in this Help section.

OR

- **Select a workgroup and modify the list of users that have access**  
To use this option, go to the [Editing a Workgroup's List of Users](#) section.

To edit the list of workgroups that a user can access, login to WMS, click on the Users icon in the top button bar, select the radio button to the left of the option called "Edit Workgroup Access", then click on the Continue button. In the pulldown menu, select the user account whose workgroup access you wish to edit, then click on the Edit button.

### Edit Workgroup Access for user - dev\_mgr

OK

This user information contains ISO-8859-1 characters and can be accessed in all workgroups.  
All Workgroups are listed in Available Workgroups

#### Has Access to Workgroups

pteval

#### Available Workgroups

pttest  
ptdev

&gt;&gt; Remove

&lt;&lt; Add

OK

The left column called "Has Access to Workgroups" displays any workgroups that the user is allowed to access. The right column called "Available Workgroups" displays workgroups that the user is not yet allowed to access. To allow a user to access a workgroup that is listed in the "Available Workgroups" column, click on the workgroup, then click on the Add button to move the workgroup to the "Has Access to Workgroups" column. To select multiple workgroups, hold down the "CTRL" button on your keyboard as you click on the workgroups you wish to select, then click on the Add button.

At the top of the page, a character set is listed to indicate what kind of characters are present in the user's profile information. The type of characters present in a user's profile determine the workgroups that are displayed in the "Available Workgroups" column. This distinction is made because users which contain non-ASCII characters in their user information can only be added to workgroups configured with a character set that can support the characters. In the image above, the user only contains ISO-8859-1 characters. ISO-8859-1 characters are supported by all workgroups, which is indicated by the note at the top of the page which states "All Workgroups are displayed in the Available Workgroups". Therefore, the workgroups which the user can have access to (which are shown in the "Available Workgroups" column) depend on the characters in the user's profile information.

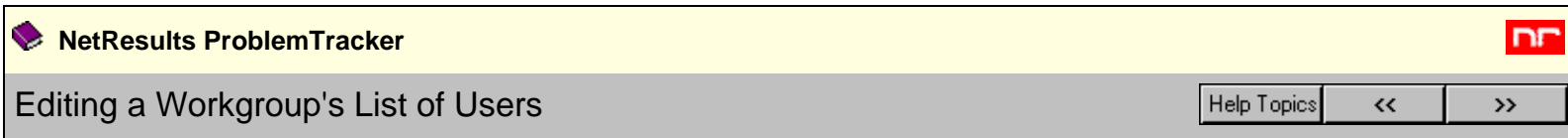
Some basic guidelines related to user / workgroup character set compatibility:

- As mentioned above, if a user account contains only ASCII characters (supported by ISO-8859-1 character set), this user account can be given access to any workgroup because all character sets support ASCII characters.
- If a user account contains non-ASCII characters supported by the Windows-1252 character set, this user account can be given access to any workgroup that is configured with the Windows-1252 or UTF-8 character set.
- If a user account contains non-ASCII characters only supported by the UTF-8 character set, this user account can only be given access to a workgroup configured with the UTF-8 character set.

For information on checking a workgroup's character set, review the [Viewing a Workgroup](#) section. To check a user's character set, use the [Edit a User](#) operation. To see a list of characters supported by each character set, review the information in the [Adding a Workgroup](#) section.

The last step to be performed before a user is allowed to login and begin using a ProblemTracker workgroup is to add the user to the [User Administration](#) section of the workgroup(s) which the user is allowed to access.

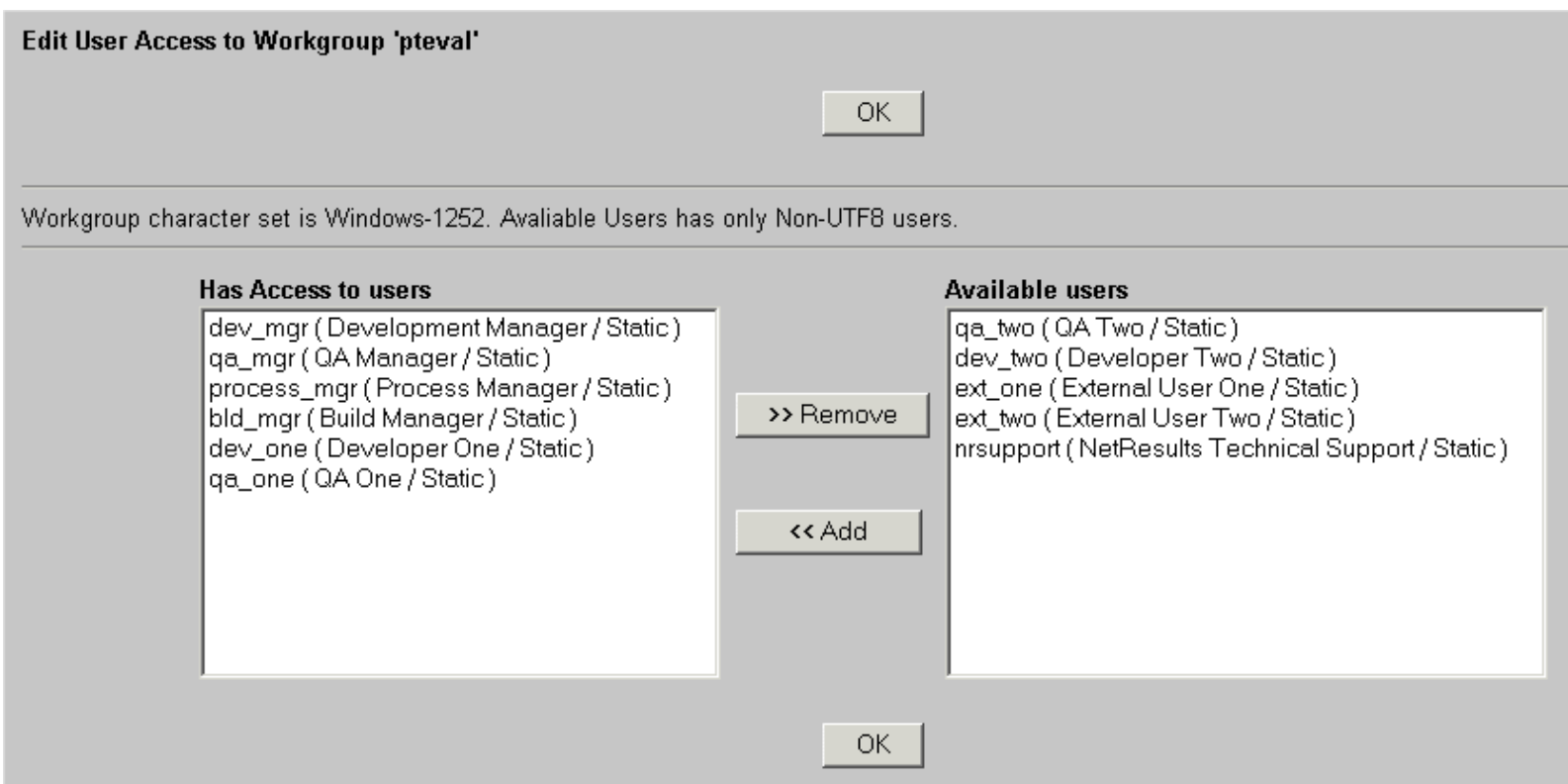
To remove a user's access to a workgroup, click on the workgroup in the "Has Access to Workgroups" column, then click on Remove button to move the workgroup back to the "Available Workgroups" column. To select multiple workgroups, hold down the "CTRL" button on your keyboard as you click on the workgroups you wish to select, then click on the Remove button.



Before a user can login and begin using ProblemTracker, the user must be given access to the workgroup(s). This access is given to a user within the Workgroup Management System (WMS). There are two ways to grant a user access to a workgroup:

- **Select a workgroup and modify the list of users that have access**  
Details on using this option are included in this Help section.
- OR
- **Select a user and modify the list of workgroups he or she can access**  
To use this option, go to the [Editing a User's Access to Workgroups](#) section.

To edit the list of users that can access a workgroup, login to WMS, click on the Users icon in the top button bar, select the radio button to the left of the option called "Edit User Access", then click on the Continue button. In the pulldown menu, select the workgroup you wish to edit, then click on the Edit User Access button.



The left column called "Has Access to " displays any users that are allowed to access this workgroup. The right column called "Available Users" displays users that do not yet have access to this workgroup. To allow a user to access the workgroup, click on the user in the "Available Users" column, then click on the Add button to move the user to the "Has Access to " column. To select multiple users, hold down the "CTRL" button on your keyboard while you click on the users in the "Available Users" column, then click on the Add button.

As shown in the image above, the character set of the workgroup will be displayed at the top of the page. The note at the top of the page also states that the users in the "Available Users" column are only "Non-UTF-8 users". "Non-UTF-8 Users" are users which **do not** have UTF-8 characters in the user id. "UTF-8 Users" are users which **do** have UTF-8 characters in the user id, but these users can only be added to a workgroup with UTF-8 selected as the character set. Therefore, if a workgroup has "Windows-1252" or "ISO-8859-1" selected as the character set, only "Non-UTF-8 Users" will be displayed in the "Available Users" column to be added to the workgroup.

Some basic guidelines related to user / workgroup character set compatibility:

- If a user account contains only ASCII characters (supported by ISO-8859-1 character set), this user account can be given access to any workgroup because all character sets support ASCII characters.
- If a user account contains non-ASCII characters supported by the Windows-1252 character set, this user account can be given access to any workgroup that is configured with the Windows-1252 or UTF-8 character set.

- As mentioned above, if a user account contains non-ASCII characters only supported by the UTF-8 character set, this user account can only be given access to a workgroup configured with the UTF-8 character set.

To view a user's character set, use the [Edit a User](#) operation in the [License Administration](#) section. To see a list of characters supported by each character set, review the information in the [Adding a Workgroup](#) section.

### **Add a User to the Workgroup's User Administration Section**

The last step to be performed before a user is allowed to login and begin using a ProblemTracker workgroup is to add the user to the [User Administration](#) section of the workgroup(s) which the user is allowed to access.

### **Removing a User's Access to a Workgroup**

To remove a user from having access to the workgroup, click on the user in the "Has Access to " column, then click on the Remove button. To select multiple users, hold down the "CTRL" button on your keyboard while you click on the users you wish to select, then click on the Remove button.

The List Users operation allows you to view details about all users in a list format. To access the list, login to the Workgroup Management System, click on the Users icon in the top button bar, click on the radio button to the left of the option called "List Users", then click on the Continue button.

At the top of the List User page, the total and maximum number of accounts are displayed.

- **Total Static User Accounts**

The total number of user accounts created with the "static" license type

- **Maximum Static User Accounts**

The maximum number of user accounts that can be created with "static" selected for the license type. This limit is equal to the number of users entered for the Static License Key in the [License Manager](#).

- **Total Floating User Accounts**

The total number of user accounts created with the "floating" license type

- **Maximum Floating User Accounts**

The maximum number of user accounts that can be created with "floating" selected for the license type. This limit is equal to 10 times the number of users entered for the Floating License Key in the [License Manager](#). For example, if 5 users are listed for the Floating License Key, a maximum of 50 floating user accounts can be created.

The table shows user profile information for all user accounts such as full name, email address, license type, and the workgroups which the user is allowed to access.

Total **Static** User Accounts: **11**  
 Maximum **Static** User Accounts: **15**  
 Total **Floating** User Accounts: **0**  
 Maximum **Floating** User Accounts: **0**

Page 1 out of 2

Page: 1 Go >>

S.No.	UserId	Full Name	Email	License Type	Access to Workgroup(s)
1	bld_mgr	Build Manager	bld_mgr@ourcompany.com	Static	pteval guidedtour
2	dev_mgr	Development Manager		Static	pteval guidedtour
3	dev_one	Developer One		Static	pteval guidedtour
4	dev_two	Developer Two		Static	guidedtour
5	ext_one	External User One		Static	guidedtour ptswdev1
6	ext_two	External User Two		Static	guidedtour ptswdev1
7	nrsupport	NetResults Technical Support		Static	guidedtour ptswdev1
8	process_mgr	Process Manager		Static	pteval guidedtour

The Summary section displays workgroup information such as the number of users per license type added to each individual workgroup. To access the Summary page, login to the Workgroup Management System, click on the Users icon in the top button bar, click on the radio button to the left of the option called "Summary", then click on the Continue button.

## Summary of License Limits

At the top of the Summary page, the license limits for your installation are displayed. The values in this "Maximum Allowed" table include:

- **Static User Accounts**

The maximum number of user accounts that can be created in the License Administration section with "Static" selected as the license type. This limit is equal to the number of users entered for the Static License Key in the [License Manager](#).

- **Floating User Sessions**

The maximum number of users with "floating" selected as the license type that can be actively logged into ProblemTracker at any given time. This limit is equal to the number of users entered for the Floating License Key in the [License Manager](#).

- **Floating User Accounts**

The maximum number of user accounts that can be created in the License Administration section with "Floating" selected as the license type. This limit is 10 times the number of maximum floating user sessions listed above. For example, if the maximum number of floating user sessions is 5, then the maximum number of floating user accounts is 50. This indicates that although there are 50 user accounts with the floating license type, only 5 of these user accounts can be logged in concurrently.

## Summary of users in each Workgroup

[Help](#)

	Static User Accounts	Floating User Sessions	Floating User Accounts
Maximum Allowed (License Limit)	25	25	250

Choose	Workgroup Name	Static Users with Workgroup Access	Active Floating User Sessions	Floating Users with Workgroup Access
<input checked="" type="radio"/>	pteval	0	1	3
<input type="radio"/>	ptswdev1	3	0	5




## Workgroup User Account Summary

The second table in the Summary section displays user account totals for each workgroup. The values in this table include:

- **Static Users with Workgroup Access**

The number of user accounts with "static" selected as the license type which have been given access to the workgroup

- **Active Floating User Sessions**

The number of users with "floating" selected as the license type that are currently logged into the workgroup

- **Floating Users with Workgroup Access**

The number of user accounts with "floating" selected as the license type which have been given access to the workgroup.

## Show Users Associated with a Workgroup

If you wish to see the individual User Ids associated with a particular workgroup in the table above, click on the radio button to the left of the workgroup name, then click on the "Show Users" button.

- **Static Users with Workgroup Access**

The User Ids with "static" selected as the license type which have been given access to the workgroup

- **Active Floating User Sessions**

The User Ids with "floating" selected as the license type that are currently logged into the workgroup

- **Floating Users with Workgroup Access**

The User Ids with "floating" selected as the license type which have been given access to the workgroup

A summary of the totals for each category listed above is displayed at the bottom of the page.

**Users in pteval Workgroup** [Help](#)

Static Users with Workgroup Access	Active Floating User Sessions in the Workgroup	Floating Users with Workgroup Access
dev_mgr qa_mgr process_mgr bld_mgr qa_one	None	dev_one

**Total Users in pteval Workgroup**

Static Users with Workgroup Access	Active Floating User Sessions	Floating Users with Workgroup Access
5	0	1

OK

**Logging Off User Sessions**

To see a list of active user sessions for a workgroup, select the radio button next to the workgroup, then click on the Logoff User Sessions button at the bottom of the "License Summary" section of WMS.

A list of all active sessions will be displayed. The user name, full name, and license type will be displayed for each session. To end a session by logging off a user, click on the user session to highlight it, then click on the Logoff button. When prompted, click OK to confirm this operation. By holding down the CTRL or SHIFT key on your keyboard, you can select multiple user sessions. Click on the OK button to return to the License Summary section.

The figure below shows an example of the User Sessions list.

Home Add View Edit Delete Alias Move Migrate Repair Admin Users Logoff Help **Problem Tracker WMS Version 5.0.2**

Mode: **Workgroup Management System** Status: **Active User Sessions in the Workgroup**

**Administration Section - Active User Sessions in gtour Workgroup** [Help](#)

Please select any of the user(s) and click Logoff button to end the user session(s).

Active User Sessions in the Workgroup
dev_mgr (Development Manager / Static) dev_one (Developer One / Floating)

(Hint: Hold control or shift key to select multiple values)

Logoff OK



## Synchronizing a User

[Help Topics](#)

When the profile information for users is modified using the [Edit User](#) operation, the information needs to be updated in the workgroups in which the user(s) has(have) been added. To update the user information in a workgroup:

1. Click on the Users icon in the top button bar
2. Select the option "Synchronize User", then click on the Continue button
3. Select a workgroup to be updated, then click on the Continue button
4. A confirmation message will be displayed when the operation has completed successfully. Click OK to return to the License Administration menu.



## Using Oracle 8i (or later) Database

[Help Topics](#)

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The following instructions apply to Oracle 8i (or later). Oracle is a professional RDBMS and by its nature is very complex. This document assumes that you are very familiar with the administration and use of Oracle. Please refer to the documentation included with Oracle for detailed instructions where necessary.

**For questions regarding the use of Oracle, please contact Oracle Corporation technical support.**

In order to use Oracle with ProblemTracker you must perform the following steps on the machine in which the Oracle Server is installed:

1. [Update the Oracle Driver information \(for Oracle 9i only\)](#)
2. [Create an Oracle Database](#)
3. [Create PROBLEMTRACKER user](#)
4. [Configuring the Oracle Client \(for remote Oracle servers only\)](#)

---

### Update the Oracle Driver information -- Oracle 9i only

If you are using Oracle 9i with ProblemTracker, you must enter the name of the Oracle ODBC driver into the Workgroup Management System. To do this, perform the steps listed in the [Editing Common Parameters](#) Help section. Then, proceed to the next step to Create an Oracle Database.

### Create an Oracle Database

By default ProblemTracker uses a Microsoft Access database, however it can also be used with Oracle. Oracle database is a separately sold product available from Oracle Corporation and is not bundled with ProblemTracker.

To use ProblemTracker with Oracle, you must first create a database using Oracle. You can create a database of any name, although it is recommended that it matches the workgroup name. If your Oracle software is installed on a machine with a Windows-based platform, perform the following steps to create the database. If your Oracle software is installed on a Sun Solaris platform, click [here](#) for a different set of steps.

#### Oracle 8i on Windows platform

1. Start the Oracle Database Configuration Assistant from the Programs folder menu.
2. Select the option "Create a database" and click "Next".
3. If you wish to have a standard Oracle database, select the option "Typical (recommended)" and click "Next". But, if you wish to have the Oracle database use multinationalization, then choose the option

- "Custom" and click "Next" and continue with the installation.
4. Select the appropriate method (either copy existing files from the CD, or create new database files) for creating the database and click "Next".
  5. Select the environment (either OLTP, DSS, or Hybrid/Multipurpose system) in which the database will operate and click "Next". The default and the recommended one is a hybrid system.
  6. Enter the approximate number of users who will be concurrently connected to the database at any given time and then click "Next". If you are not sure, accept the default value.
  7. Select the options you want to configure for use in the database and click "Next".
  8. Enter the workgroup name (recommended) for the Global Database Name and the SID (System Identifier) or you can enter any valid database name. If you have chosen the option "Custom" in Step 3, then click the "Change Character Set..." button and choose the appropriate character set you need. Say if you wish to have "UTF8" character set, then choose "UTF8" for the options "Character Set" and "National Character Set" in the dialog and then click "Next".
  9. Select the option "Create database now" and click "Finish". Click "Yes" to the confirmation dialog.

Creation of Oracle database will take few minutes depending on the options you have chosen to configure. Please wait until Oracle gives a confirmation stating that the database has been created and then note the Global Database Name, SID, SYS and SYSTEM account passwords in a safe place. Now you have successfully created an Oracle database.

### **Oracle 9i on Windows or Sun Solaris platform**

1. Start the Oracle Database Configuration Assistant
2. Select the option "Create a database" and click "Next".
3. Select the option "General Purpose" and click "Next".
4. Enter the Global Database Name in the form "databasename.domain" and the System Identifier (SID) in the form "databasename", then click "Next". It is advised that you select the database name to match the workgroup name that you will be using. However, using a different name is acceptable.
5. Select the option "Dedicated Server Mode" and click "Next".
6. Select the "Custom" option.
7. If you do not plan to use multinationalization, skip to the next step. If you wish to have the Oracle database use multinationalization, then click on the "DB Sizing" tab. In the "Database Character Set" field, select "UTF8".
8. Click "Next". Click "Next" once more.
9. Check the option for the option "Create Database" and click "Finish".
10. Click "OK" to confirm the creation of the database.
11. Click on the button "Save as an HTML file" to save the database parameters, then click "OK" to proceed with creating the database.
12. After the database creation operation has completed successfully, click on the "Password Management" button to change the default password and unlock the database accounts of the new database.

### **Create PROBLEMTRACKER user**

ProblemTracker needs an Oracle user to access the Oracle database. Follow these steps to create an Oracle user:

1. Start the Oracle SQL\*Plus.
2. Login into the newly created Oracle database as an user with proper privilege (CREATE USER system

privilege) to create an user. For example, login as the SYSTEM user.

3. Type in the following commands in the SQL prompt in the same order:

```
SQL> CREATE USER PROBLEMTRACKER IDENTIFIED BY PROBLEMTRACKER;  
SQL> GRANT CONNECT, RESOURCE TO PROBLEMTRACKER;
```

After executing the above-mentioned two statements, you should receive a confirmation from Oracle saying that the user creation and the grant operation succeeded.

Now you have successfully created the PROBLEMTRACKER user and have granted proper privileges to it.

---

## Configuring Oracle Client on the Web Server machine

If your Oracle server is installed on a machine other than the Web Server, then you have to do the following on the Web Server in order to connect to the Oracle database and use ProblemTracker.

You have to do the following to configure the Oracle client on the web server machine:

1. Start Net8 / Net9 Easy Config Utility (or Net8 / Net9) Configuration Assistant) that gets installed when you install the client.
2. Select the option "Create", give the workgroup name as the "New Net Service Name" and click "Next".
3. Select "TCP/IP (Internet Protocol)" and click "Next".
4. Enter the Oracle Server name as the "Host Name" and accept the default for the "Port Number" and click "Next".
5. Enter the workgroup name for the "Database SID" field and click "Next".
6. Click "Test Service".
7. In the new dialog, enter the username and password as PROBLEMTRACKER and click "Test". If the database and the PROBLEMTRACKER user are configured correctly, then a successful connection will be established. Click "Done" to close the dialog.
8. Click "Finish".

Now you have successfully configured your Oracle client for the ProblemTracker workgroup. To complete the process of creating your Oracle workgroup(s), please complete the steps listed in the [Adding a Workgroup](#) section.



## Overview

ProblemTracker interfaces with either Microsoft Access, Microsoft SQL Server, or Oracle databases using a standard OLE-DB interface. A Database Administration Utility is included with ProblemTracker to provide some basic operations (e.g. initialization) which may be required in order to use a database with ProblemTracker. However, backups and other database administration should be performed using the tools that come with the database.

## Workgroup Management System

Regardless of the database type being used for the workgroups in your ProblemTracker installation, the Workgroup Management System is in Access format and must be backed up.

By default, the Workgroup Management System database file is located at:

```
installDir/ptadmin/Database/ptadmin.mdb
```

where *installDir* is the directory where ProblemTracker was installed (by default, C:\inetpub\wwwroot\ProblemTracker).

In addition, the User Management database is also in Access format and must be backed up.

By default, the User Management database file is located at:

```
installDir/ptcommon/Database/ptcommon.mdb
```

where *installDir* is the directory where ProblemTracker was installed (by default, C:\inetpub\wwwroot\ProblemTracker).

## Microsoft Access Databases

By default ProblemTracker uses a Microsoft Access database file located at:

```
installDir/workgroup/Database/Bugtrack.mdb
```

where *installDir* is the directory where ProblemTracker was installed (by default, C:\inetpub\wwwroot\ProblemTracker), and *workgroup* is the name of the ProblemTracker workgroup that was installed. There is one database per workgroup.

It is recommended that you **back up the database file on a regular basis** (e.g. daily) and at a time when it is highly unlikely to be in use (e.g. early morning when backups are typically run). As with any other Windows file, if the file is open, it cannot be backed up until it is closed. ProblemTracker only accesses the database (opens the file) briefly to handle each request (it is only opened between the time a user clicks on a link or button and the requested web page is returned, it is not left open).

To back up your Access database, copy the file `installDir/versionDir/Database/Bugtrack.mdb` (as described above) for each workgroup.

You also need to back up the Attachments folder which is located at `installDir/workgroup/Attachments` for each workgroup.

Over time this file may become quite large. You can attempt to compact this file by using Microsoft Access 2000. It is strongly recommended that you backup the file before attempting this operation.

## MS SQL Server Databases

If you are using ProblemTracker with a SQL Server database, please refer to the SQL Server documentation on recommended administration procedures, such as **regular scheduled backups**, etc.

There is one SQL Server database for each ProblemTracker workgroup. By default, the database name is the same as the workgroup name. If the database name is different than the workgroup name, the database name can be found by [viewing a workgroup](#) in the Workgroup Management System.

ProblemTracker uses a login with the name PROBLEMTRACKER to access these databases for ProblemTracker operations.

You also need to back up the Attachments folder which is located at `installDir/workgroup/Attachments` for each workgroup where `installDir` is the directory where ProblemTracker was installed (by default, `C:\inetpub\wwwroot\ProblemTracker`), and `workgroup` is the name of the ProblemTracker workgroup that was installed.

## Oracle Databases

If you are using ProblemTracker with an Oracle database, please refer to the Oracle documentation on recommended administration procedures, such as **regular scheduled backups**, etc.

There is one Oracle database for each ProblemTracker workgroup. By default, the database name is the same as the workgroup name. If the database name is different than the workgroup name, the database name can be found by [viewing a workgroup](#) in the Workgroup Management System.

ProblemTracker uses a login with the name PROBLEMTRACKER to access these databases for ProblemTracker operations.

You also need to back up the Attachments folder which is located at `installDir/workgroup/Attachments` for each workgroup where `installDir` is the directory where ProblemTracker was installed (by default,

C:\inetpub\wwwroot\ProblemTracker), and workgroup is the name of the ProblemTracker workgroup that was installed.

## Direct Database Edits are Not Supported

Although ProblemTracker uses a standard database, it is recommended that you **do not directly modify** (or even open) **the database(s)**. **Doing so may result in serious and perhaps unrecoverable damage to your ProblemTracker data.** Directly accessing the database may also lock users out of the system. Support is not provided for ProblemTracker installations in which the database(s) have been modified using anything other than the (unmodified) ProblemTracker web pages that are shipped with the product (unless you were directed to do so by NetResults Technical Support or NetResults Professional Services). If NetResults Technical Support discovers that your data has been directly modified (or your ProblemTracker web pages have been modified), they may require that you reinstall the product and reinitialize the database(s) before providing any further support.

Direct modification of a ProblemTracker database or source pages by users is not supported by NetResults.



The following is a list of time zones that are supported by ProblemTracker when installed on a Windows 2000 (or Windows XP) system. Entries with (\*) are only available in Windows XP.

<b>Time Zone Offset (in Hours)</b>	<b>Time Zone</b>	<b>System Time Zone (as displayed in Date/Time Settings)</b>
-12:00	Dateline Standard Time	Eniwetok, Kwajalein
-11:00	Samoa Standard Time	Midway Is, Samoa
-10:00	Hawaiian Standard Time	Hawaii
-10:00	Alaskan Standard Time	Alaska
-08:00	Pacific Standard Time	Pacific Time (US & Canada); Tijuana
-07:00	Mexican Standard Time[La Paz](*)	Chihuahua, La Paz, Mazatlan
-07:00	Mountain Standard Time	Mountain Time (US & Canada)
-07:00	Mountain Standard Time [Arizona]	Arizona
-06:00	Central Standard Time	Central Time (US & Canada)
-06:00	Mexico Standard Time	Mexico City, Tegucigalpa
-06:00	Canada Central Standard Time	Saskatchewan
-06:00	Central America Standard Time	Central America
-05:00	Eastern Standard Time	Eastern Time (US & Canada)
-05:00	Eastern Standard Time [Indiana (East)]	Indiana (East)

-05:00	SA Pacific Standard Time	Bogota, Lima, Quito
-04:00	Atlantic Standard Time	Atlantic Time (Canada)
-04:00	SA Western Standard Time	Caracas, La Paz
-04:00	Pacific SA Standard Time	Santiago
-03:30	Newfoundland Standard Time	Newfoundland
-03:00	SA Eastern Standard Time	Buenos Aires, Georgetown
-03:00	E. South America Standard Time	Brasilia
-03:00	Greenland Standard Time	Greenland
-02:00	Mid-Atlantic Standard Time	Mid-Atlantic
-01:00	Azores Standard Time	Azores
-01:00	Cape Verde Standard Time	Cape Verde Is
00:00	Universal Coordinated Time	Casablanca, Monrovia
00:00	Greenwich Mean Time	Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London
+01:00	Romance Standard Time	Amsterdam, CopenHagen, Madrid, Paris, Vilnius
+01:00	W. Central Africa Standard Time	West Central Africa
+01:00	Central European Standard Time	Belgrade, Sarajevo, Skopje, Sofija, Zagreb
+01:00	Central Europe Standard Time	Bratislava, Budapest, Ljubljana, Prague, Warsaw
+01:00	W. Europe Standard Time	Brussels, Berlin, Bern, Rome, Stockholm, Vienna
+02:00	Egypt Standard Time	Cairo
+02:00	South Africa Standard Time	Harare, Pretoria
+02:00	Israel Standard Time	Israel

+02:00	E. Europe Standard Time	Bucharest
+02:00	FLE Standard Time	Helsinki, Riga, Tallinn
+02:00	GTB Standard Time	Athens, Istanbul, Minsk
+03:00	Arab Standard Time	Kuwait, Riyadh
+03:00	E. Africa Standard Time	Nairobi
+03:00	Arabic Standard Time	Baghdad
+03:00	Russian Standard Time	Moscow, St. Petersburg, Volgograd
+03:30	Iran Standard Time	Tehran
+04:00	Arabian Standard Time	Abu Dhabi, Muscat
+04:00	Caucasus Standard Time	Baku, Tbilisi
+04:00	Afghanistan Standard Time	Kabul
+05:00	West Asia Standard Time	Islamabad, Karachi, Tashkent
+05:00	Ekaterinburg Standard Time	Ekaterinburg
+05:30	India Standard Time	Bombay, Calcutta, Madras, New Delhi
+05:45	Nepal Standard Time	Kathmandu
+06:00	Central Asia Standard Time	Almaty, Dhaka
+06:00	Sri Lanka Standard Time	Columbo
+06:00	N. Central Asia Standard Time	Almaty, Novosibirsk
+06:30	Myanmar Standard Time	Rangoon
+07:00	SE Asia Standard Time	Bangkok, Hanoi, Jakarta
+07:00	North Asia Standard Time	Krasnoyarsk
+08:00	China Standard Time	Beijing, Chongqing, Hong Kong, Urumqi
+08:00	W. Australia Standard Time	Perth
+08:00	Singapore Standard Time	Singapore

+08:00	Taipei Standard Time	Taipei
+08:00	North Asia East Standard Time	Irkutsk, Ulaan Bataar
+09:00	Tokyo Standard Time	Osako, Sapporo, Tokyo
+09:00	Korea Standard Time	Seoul
+09:00	Yakutsk Standard Time	Yakutsk
+09:30	AUS Central Standard Time	Darwin
+09:30	Cen. Australia Standard Time	Adelaide
+10:00	AUS Eastern Standard Time	Canberra, Melbourne, Sydney
+10:00	E. Australia Standard Time	Brisbane
+10:00	West Pacific Standard Time	Guam, Port Moresby
+10:00	Tasmania Standard Time	Hobart
+10:00	Vladivostok Standard Time	Vladivostok
+11:00	Central Pacific Standard Time	Magadan, Solomon Is, New Caledonia
+12:00	Fiji Standard Time	Fiji, Kamchatka, Marshall Is
+12:00	New Zealand Standard Time	Auckland, Wellington
+13:00	Tonga Standard Time	Nuku'alofa



## Windows NT 4.0 Time Zone Selection Chart

[Help Topics](#)

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The following is a list of time zones that are supported by ProblemTracker when installed on a Windows NT 4.0 system.

<b>Time Zone Offset (in Hours)</b>	<b>Time Zone</b>	<b>System Time Zone (as displayed in Date/Time Settings)</b>
-12:00	Dateline Standard Time	Eniwetok, Kwajalein
-11:00	Samoa Standard Time	Midway Is, Samoa
-10:00	Hawaiian Standard Time	Hawaii
-10:00	Alaskan Standard Time	Alaska
-08:00	Pacific Standard Time	Pacific Time (US & Canada); Tijuana
-07:00	Mountain Standard Time	Mountain Time (US & Canada)
-07:00	Mountain Standard Time [Arizona]	Arizona
-06:00	Central Standard Time	Central Time (US & Canada)
-06:00	Mexico Standard Time	Mexico City, Tegucigalpa
-06:00	Canada Central Standard Time	Saskatchewan
-05:00	Eastern Standard Time	Eastern Time (US & Canada)
-05:00	Eastern Standard Time [Indiana (East)]	Indiana (East)
-05:00	SA Pacific Standard Time	Bogota, Lima, Quito
-04:00	Atlantic Standard Time	Atlantic Time (Canada)
-04:00	SA Western Standard Time	Caracas, La Paz

-03:30	Newfoundland Standard Time	Newfoundland
-03:00	SA Eastern Standard Time	Buenos Aires, Georgetown
-03:00	E. South America Standard Time	Brasilia
-02:00	Mid-Atlantic Standard Time	Mid-Atlantic
-01:00	Azores Standard Time	Azores
00:00	Universal Coordinated Time	Casablanca, Monrovia
00:00	Greenwich Mean Time	Greenwich Mean Time: Dublin, Edinburgh, Lisbon, London
+01:00	Romance Standard Time	Amsterdam, CopenHagen, Madrid, Paris, Vilnius
+01:00	Central European Standard Time	Belgrade, Sarajevo, Skopje, Sofija, Zagreb
+01:00	Central Europe Standard Time	Bratislava, Budapest, Ljubljana, Prague, Warsaw
+01:00	W. Europe Standard Time	Brussels, Berlin, Bern, Rome, Stockholm, Vienna
+02:00	Egypt Standard Time	Cairo
+02:00	South Africa Standard Time	Harare, Pretoria
+02:00	Israel Standard Time	Israel
+02:00	E. Europe Standard Time	Bucharest
+02:00	FLE Standard Time	Helsinki, Riga, Tallinn
+02:00	GTB Standard Time	Athens, Istanbul, Minsk
+03:00	Arab Standard Time	Kuwait, Riyadh
+03:00	E. Africa Standard Time	Nairobi
+03:00	Russian Standard Time	Moscow, St. Petersburg, Volgograd
+03:30	Iran Standard Time	Tehran

+04:00	Arabian Standard Time	Abu Dhabi, Muscat
+04:00	Caucasus Standard Time	Baku, Tbilisi
+04:00	Afghanistan Standard Time	Kabul
+05:00	West Asia Standard Time	Islamabad, Karachi, Tashkent
+05:00	Ekaterinburg Standard Time	Ekaterinburg
+05:30	India Standard Time	Bombay, Calcutta, Madras, New Delhi
+06:00	Central Asia Standard Time	Almaty, Dhaka
+06:00	Sri Lanka Standard Time	Columbo
+07:00	SE Asia Standard Time	Bangkok, Hanoi, Jakarta
+08:00	China Standard Time	Beijing, Chongqing, Hong Kong, Urumqi
+08:00	W. Australia Standard Time	Perth
+08:00	Singapore Standard Time	Singapore
+08:00	Taipei Standard Time	Taipei
+09:00	Tokyo Standard Time	Osako, Sapporo, Tokyo
+09:00	Korea Standard Time	Seoul
+09:00	Yakutsk Standard Time	Yakutsk
+09:30	AUS Central Standard Time	Darwin
+09:30	Cen. Australia Standard Time	Adelaide
+10:00	AUS Eastern Standard Time	Canberra, Melbourne, Sydney
+10:00	E. Australia Standard Time	Brisbane
+10:00	West Pacific Standard Time	Guam, Port Moresby
+10:00	Tasmania Standard Time	Hobart
+10:00	Vladivostok Standard Time	Vladivostok

+11:00	Central Pacific Standard Time	Magadan, Solomon Is, New Caledonia
+12:00	Fiji Standard Time	Fiji, Kamchatka, Marshall Is
+12:00	New Zealand Standard Time	Auckland, Wellington



## Frequently Asked Questions

[Help Topics](#)

Our frequently asked questions section is updated quite often. For the latest information, available 24 hours a day, 7 days a week, please browse to the [Frequently Asked Questions](#) in the ProblemTracker Support section of our web site. It has answers to many questions that are asked by our customers. It is likely that you will find the answer to your question or resolution (or workaround) to a problem in the FAQ.



## Contacting NetResults

[Help Topics](#)

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If you are unable to resolve a problem after searching the [ProblemTracker Frequently Asked Questions](#) section of our web site, and you are evaluating the product or have a current support agreement with NetResults, please contact us via email. Standard support is available via email on business days (Monday through Friday, excluding holidays). You should receive a response within one business day. [Additional support options](#) (e.g. phone support, extended hours) may be purchased from NetResults. Phone support is not included with the product, it must be purchased separately.

For the appropriate support email address, standard support hours, and a list of information to send us for fastest resolution to your problem, please [click here](#). If for some reason you are unable to reach our site via the web, please send your support email to

[pt\\_support@netresultscorp.com](mailto:pt_support@netresultscorp.com)

In your email please be sure to include the following information (emails with this information are generally given priority over those without):

1. Version of ProblemTracker you are using.
2. Web Server software being used (e.g. IIS 4, Netscape Enterprise 3.6).
3. Database being using (e.g. MS Access, MS SQL Server 7.0).
4. Operating System of the server on which ProblemTracker is installed (e.g. Windows NT 4.0 Workstation, Windows NT 4.0 Server).
5. Web Browser software being used (e.g. IE 4, Navigator 4.0).
6. **The full text of any error message which is displayed.** In many cases if you get a generic database error message, you can scroll further down on the page to find more detailed error information.
7. **The steps required to reproduce the problem.**
8. Whether you are an evaluator or licensed user with support.
9. Attach the following files from your installation to your message:
  - o Any files present in the folder NetResultsPTLog that can be found in the root of the drive where you installed ProblemTracker. By default, the files can be found in C:\NetResultsPTLog.
  - o If your problem is related to the Workgroup Management System, attach the file called ptadminlog.txt that can be found in the pttmp folder of your installation directory. By default, this file can be found at C:\inetpub\wwwroot\ProblemTracker\pttmp\ptadminlog.txt.
  - o If your problem is related to email notification messages, attach the file called emaillog.txt that can be found in the pttmp folder of your installation directory. By default, this file can be found at C:\inetpub\wwwroot\ProblemTracker\pttmp\emaillog.txt.

Please be as specific as possible in your description of what is wrong. Including steps to reproduce the problem and the full text of all error messages is very helpful and can significantly reduce the amount of time it takes to resolve a problem.