



WWW Support

absolute control over your projects
at the tips of your fingers

WWW Support system Documentation

V0.1.2 (02/23/04)

FOSS Software Inc
Forceful Software Solutions
PO Box 2275
Salem, NH 03079
Ph: (603) 894 - 6425
(603) 894 - 6427
Fax: (603) 251 - 0077
Email: foss@fossware.com

1.	WWW SUPPORT INTRODUCTION.....	6
1.1.	What is WWW Support	6
1.2.	Roadmap to WWW Support documentation	6
1.3.	System deployment	7
1.4.	Requirements.....	7
1.5.	Support.....	7
1.6.	Copyright and Legal Information	7
2.	WWW SUPPORT USER'S GUIDE.....	7
2.1.	Using "Administration".....	7
2.1.1	Roles	7
2.1.2	Project.....	8
2.1.3	User.....	8
2.2.	Using "Articles"	9
	Articles formatting.....	9
	Articles structure.....	9
	Administration and security.....	9
	Creating link to message	10
	Search	10
	Subscription.....	10
2.3.	Using "Forum".....	10
	Administration and security.....	10
	Subscription.....	10
	Auto Refresh Mode	10
	Creating link to message	10
2.4.	Using "Feedback".....	10
	Administration.....	11
	Security	11
	Message options	11
	Message processing.....	12
	Tips on how to make up messages about errors (bugs)	12
2.5.	Using "Bug Tracking"	12
	"Problems" entity	12
	Administration and security.....	12
	Bug messages	12
	Message processing.....	13
	Tips on how to make up messages about errors (bugs)	13
2.6.	Using "Message Templates"	13
2.7.	Interface features.....	14
	Tables	14
	Sorting and Filtering	14
	Viewing of Table Data	14
3.	WWW SUPPORT REFERENCE.....	14
3.1.	General interface	14
3.1.1	Entering the system	14
	Fields	14

Buttons	14
3.1.2 Main page	15
Fields and tables	15
3.1.3 System menu	15
Navigation	15
Indication of system parameters	18
3.2. “Administration” subsystem	18
3.2.1 “User Profile” page	18
Buttons	18
3.2.2 “User List” page	18
3.2.3 Users List Table Columns	18
Fields	19
Buttons	19
3.2.4 “Create New User” page	19
Fields	19
Buttons	19
3.2.5 “Project Participation” page	20
3.2.6 Projects List Table Columns	20
Buttons	20
3.2.7 “User’s Permissions” page	20
3.2.8 Projects List Table Columns	20
Buttons	20
3.2.9 “Project List” page	21
3.2.10 Projects List Table Columns	21
Buttons	21
3.2.11 “Project Participators” page	21
Participation List Table Columns	21
Buttons	22
3.2.12 “Template Configuration” page	22
Fields	22
Buttons	22
3.2.13 Account Status” page	22
Buttons	22
3.2.14 “Color Themes List” page	23
Themes table columns	23
Buttons	23
3.2.15 “Color Theme Configuration” page	23
Fields	23
Buttons	23
3.2.16 “Database Export” page	23
3.2.17 “Database Import” page	23
3.3. “Articles” subsystem	24
3.3.1 “Categories” page	24
Buttons	24
3.3.2 “Theme List” page	24
Article themes list table columns	24
Buttons	24
3.3.3 “Articles List” page	24
Buttons	25
3.3.4 “New Article” page	25
Fields	25
Buttons	25
3.3.5 “Article” page	25
Fields	25
Buttons	25
3.3.6 “Search” page	26
Fields	26
Buttons	26
3.3.7 “Subscription” page	26
Theme subscription table columns	26
Buttons	26

3.4. “Forum” subsystem	27
3.4.1 “Forum List” page	27
Forum List Table Columns	27
Buttons	27
3.4.2 “New Forum” page	27
Fields	27
Buttons	28
3.4.3 “Forum” page	28
Fields	28
Buttons	28
3.4.4 “Edit Permission” page	28
Groups Permissions Table Columns	28
Fields	28
Buttons	28
3.4.5 “Message List” page	29
Message tree table columns	29
Fields	29
Buttons	29
3.4.6 “New Forum Message” page	30
Fields	30
Buttons	30
3.4.7 “Subscription” page	30
Conference Subscription Table Columns	30
Buttons	30
3.5. “Feedback” subsystem	31
3.5.1 “Zone List” page	31
Zones List Table Columns	31
Buttons	31
3.5.2 “Create New Zone” page	31
Fields	31
Buttons	32
3.5.3 “Zone” page	32
Fields	32
Buttons	32
3.5.4 “Edit Permission” page	32
Groups Permissions Table Columns	32
Fields	33
Buttons	33
3.5.5 “Zone messages” page	33
Zone messages table columns	33
Fields	33
Buttons	34
3.5.6 “New Zone Message” page	34
Fields	34
Buttons	34
3.5.7 “Feedback Message” page	35
Fields	35
Buttons	35
3.5.8 “Configuration” page	35
Buttons	36
3.5.9 “Subscription” page	36
Zone Subscription Table Columns	36
Buttons	36
3.5.10 “Activity Report” page	36
Fields	36
Buttons	36
3.5.11 “User Activity Report” page	36
Fields	37
Buttons	37
3.6. “Bug Tracking” subsystem	37
3.6.1 “Issue List” page	37

Issues List Table Columns	37
Buttons	37
3.6.2 “New Issue” page	38
Fields	38
Buttons	38
3.6.3 “Issue” page	38
Fields	38
Buttons	38
3.6.4 “Edit Permission” page	39
Groups Permissions Table Columns	39
Fields	39
Buttons	39
3.6.5 “Issue messages” page	39
Issue messages table columns	39
Fields	40
Buttons	40
3.6.6 “New Issue Message” page	40
Fields	40
Buttons	41
3.6.7 “Issue Message” page	41
Fields	41
Buttons	41
3.6.8 “Configuration” page	42
Buttons	42
3.6.9 “Subscription” page	42
Issue Subscription Table Columns	42
Buttons	42
3.6.10 “Activity Report” page	42
Fields	42
Buttons	43
3.6.11 “Users’ Activity” page	43
Fields	43
Buttons	43
3.7. “Task Manager” subsystem	43
3.7.1 “Task List” page	43
Tasks List Table Columns	43
Fields	44
Buttons	44
3.7.2 “New Task” page	44
Fields	44
Buttons	44
3.7.3 “Task Properties” page	45
Fields	45
Buttons	45
3.7.4 “Involved Users” page	45
Fields	46
Buttons	46
3.7.5 “Permissions” page	46
Groups Permissions Table Columns	46
Fields	46
Buttons	46
3.7.6 “Task Statistics”	47
Fields	47
Buttons	47

1. WWW Support Introduction

This document provides conceptual and reference information for users of WWW Support. The help consists of User's Guide and Reference sections for each subsystem of WWW Support. For more information on each of these sections, see [Roadmap to the WWW Support documentation](#).

In addition to the sections for each subsystem, this document contains an overview section. This section contains the following topics that provide general information about WWW Support.

- [What is WWW Support](#)
- [Roadmap to the WWW Support documentation](#)
- [System deployment](#)
- [Requirements](#)
- [Support](#)
- [Copyright and Legal Information](#)

1.1. What is WWW Support

The following are main objectives of WWW Support.

- Provide effective collaboration of distributed development teams
- Creating web based systems for customer support which can include subsystems such as a conference, news, knowledge base, bug tracking , and feedback.

1.2. Roadmap to WWW Support documentation

This documentation contains two main sections: User's Guide, and Reference. User's Guide introduces the basic functions of WWW Support, and provides conceptual and procedural information. The reference section provides detailed information about WWW Support subsystems, windows, and controls.

The following is a brief description of User's Guide sections.

[Using Administration](#)

This section provides information about the administration subsystem including security and system configuration.

[Using Articles](#)

This section introduces the "Articles" subsystem which provides functionality of the knowledge base.

[Using Forum](#)

This section provides information about the "Forum" subsystem – the subsystem for creating and maintaining conferences and forums.

[Using Feedback](#)

This section introduces the "Feedback" subsystem. The "Feedback" subsystem is a powerful user's support tool. This subsystem tracks user's requests and dispatches them between support personnel.

[Using "Bug Tracking"](#)

This section provides information about the "Bug Tracking" subsystem. This section contains conceptual and procedural information about tasks and bug processing.

[Using "Message Template"](#)

This section introduces the “Message Template” subsystem. This section describes the creation and usage of message templates.

[Interface features](#)

This section provides information about interface features of WWW Support.

1.3. System deployment

WWW Support can be deployed in two modes:

Private deployment

User installs system on his own server. Users reach the system through Internet or Intranet.

FOSS web server deployment

User uses the WWW Support system which is installed on server of FOSS Software Inc. Users reach the system through Internet.

1.4. Requirements

Access is recommend using Microsoft Internet Explorer (version 5.0 or later) or Netscape Communicator (4.0 or later), with a screen resolution at least 1024 x 768

1.5. Support

Additional information about product and technical support can be found at <http://www.w3spt.com>.

1.6. Copyright and Legal Information

WWW Support system version 0.1.2 (02/23/04). Copyright © 2000-2004 FOSS Software Inc. All rights reserved.

FOSS Software Inc.
Forceful Software Solutions
PO Box 2275
Salem, NH 03079
603-490-6432

2. WWW Support User’s Guide

2.1. Using “Administration”

Security of WWW Support is based on three entities: role, project, and user.

2.1.1 Roles

Role has predefined permissions to the system objects and functionality. A role is a container for users. You can include or exclude users from a role. You can’t change role access to the system objects. It’s predefined and unchangeable. The following is full list of the system roles.

System Administrator

System Administrator has absolute and unrestricted access to any system resources such as Project Lists, Users Lists, Access Rights assignment and so on. There can be only one System Administrator per organization. A user can be delegated Systems Administrator rights during

setup. User Administrator cannot be changed after. The System Administrator entry is typed in bold in all users' lists.

Administrator

Administrator has the same rights as System Administrator except following difference: you can remove the administrator role from user. Only System Administrator can modify Administrator role .

Project administrator

Project administrator has full access to all resources within the project. Project administrator has authority to create new users, assign them access rights, and create forums, knowledge-base, and other resources. He cannot remove objects from the system and has no access to other projects.

Project manager

Project manager has access to objects only within a certain project and a certain group. He can make comments, redirect bugs to other project participants, change their status, and so on.

Project user

Project user has no predefined rights.

Anonymous

Anonymous is an unauthorized user. He has no login name and password. Anonymous can reach public resources such as Forum or Knowledge Base. Administrator can give Anonymous additional permissions.

2.1.2 Project

Project is a set of system resources. You can divide all processes of your company into projects. It helps organize the complex structure of a company into group resources such as users' permissions, forums, knowledge bases and etc. Only a System Administrator can create or remove projects.

All projects have their own users permissions set. The user who has permissions to a project doesn't transfer those permissions to other projects.

After deployment WWW Support has one project which is named "Public". The "Public" project is a primary project of the system and cannot be deleted.

2.1.3 User

User is a base object of security. All projects share a single user list but every project has its own user profile for each user.

The security configuration process is either inclusion or exclusion of users from roles. The user who is not assigned to any role of project is considered as Anonymous. He has access only to public objects. Administrator must include a user in a role to give the user permissions to the corresponding objects.

The system checks user authorization on the interface and the database levels. On the interface level the system prevents users from any misuse errors. The interface authorization level is just an auxiliary method of authorization because the main business processes take place on the server side. The database authorization level checks every database query and guarantees correctness of user actions.

All system variables have a lifespan of, by default, 20 minutes. This means, if an authorized user has been inactive for 20 minutes, the system will ask the user to login order to continue the work. Working anonymously doesn't imply such limitations.

2.2. Using “Articles”

The Articles Subsystem is a universal knowledge base. It can include articles, notes, descriptions, etc. You can easily store and find necessary information as well as protected information accessed through the security subsystem. Moreover, the articles subsystem can be used as a universal tool for implementing features on your website such as FAQ, News, Product Description and etc.

Articles formatting

The Article is the elemental part of the Articles subsystem. Every article has the following attributes:

- Title – up to 1000 symbols;
- Summary - up to 1000 symbols;
- Keywords – up to 1000 symbols. They are intended for fast searching. You can enter any word or word combinations separated by a space.
- Published – can have the following parameters: unpublished, published on the date of publication, published .
- Article body – the text of an article.

An article body can include tags for highlighting some parts of the text, such as italic or bold. If you make hyperlinks within the article body to other resources in the form of a URL, they will be displayed as active hyperlinks. For example, the text www.fossware.com will be automatically replaced by <http://www.fossware.com>. It is often necessary to highlight part of the text in some way. We suggest using a special tag for text highlighting: “<inset>”. It can be used with the same rules as for an ordinary text. For example, fragment:

some text <inset> which I want to highlight </inset>

will look like:

some text

which I want to highlight

Please note that page translation and formatting is performed automatically, just press Enter in the required place as in a usual text editor.

Articles structure

All information in Articles is divided into Article Types. The Article Types is separated into Categories. The three most frequently used article types are “Knowledge Base”, “News” and “FAQ” and are installed initially and cannot be changed or removed. System Administrator or Administrator can create additional Article Types and Categories.

Administration and security

Each category is managed independently. Each Category has the following properties: name, language and description. The Language property allows creating multilingual divisions.

You can assign different permissions for each Category individually. For example, some categories are available to Anonymous users and others are available only for authorized users. When you are creating categories for Anonymous keep in mind that to make the category available for anonymous users, it is necessary to allow at least Read level access for Anonymous users. For creating restricted access categories assign access permissions only for intended group of users. In this case, even entering Category List page a user will see only available categories.

Creating link to message

To create a link to a Category in an external site, copy the URL of the category in the browser address line and place it on the page. Please note it's necessary to provide anonymous users with "Read" permission, to make the article available for anonymous users.

Search

The Articles subsystem has search tool for performing quick searches of published Articles. Searches can be performed on keywords to reduce the search time. You can search either in a one category or across all the categories of the chosen type at once. You may also specify the language option.

Subscription

Article Subsystem has Subscription Mode which enables you to get information about new articles entering the category using e-mail. There are two Subscription Modes: notification or article distribution. Every user can adjust Subscription parameters for any category at any time by selecting Subscription Menu for any article type.

2.3. Using "Forum"

The Forum subsystem allows you to create and to manage an unlimited number of forum conferences. Each conference consists of various numbers of messages. The messages are represented as "a tree" which makes it easy to understand which message gave rise to the discussion and which ones follow. Here you can easily view and answer a message, view the e-mail address of a sender, etc.

Administration and security

Only Administrator can manage conferences options. To manage conferences, select the menu item Forums/Conferences. On the page you will see the list of conferences available for the current user. You can sort and/or filter them by any column of the table.

Subscription

Using Subscription Mode you can easily subscribe to a forum and receive a notification about new reply messages by e-mail. Any user of the system with access to a certain forum conference can take advantage of Subscription Mode. By selecting one of two possible Subscription Modes: message subject or entire message, you will receive all messages entering a conference by e-mail. This mode is especially useful for conference administrators (moderators).

Auto Refresh Mode

Using Auto Refresh Mode you can track Forum changes online. Set refresh interval (in minutes). All new messages will be highlighted to attract your attention.

Creating link to message

To create a link to a Forum message in external site, copy URL of the message in the browser address line and place it on a certain page. Please note it's necessary to provide anonymous users with "Write" permission, to make the forum available for anonymous users.

2.4. Using "Feedback"

The "Feedback" subsystem is a powerful user support tool. The subsystem tracks user's requests and dispatches them between support personnel. Feedback ensures that none of user's queries are lost and provides for properly dealing of issues between responsible support persons.

Administration

The “Feedback” system can have any number of zones. A zone is a message grouping, a logical integration of user messages from one or more projects. For example: you lead several projects and two of them have different ways of dealing with the same product. There is no need to create two different zones for each one of them. It is more efficient to create one zone available for all the members of both projects with individually assigned access rights.

Creating a zone, Administrator assigns a responsible person (broker) who will analyze and distribute incoming messages among the project participants. Immediately after a message has entered the system, the system sends the notification about this event to the broker by e-mail as well as to all members of the project who have subscribed to the messages. To manage Subscription, use the Feedback/Subscription Menu. To avoid traffic, the system will not send a message to its author, even if this person is the broker for that area and/or a subscriber to new messages.

Security

To assign permissions to conference messages, click on Feedback/zone list. Use the “Change” link next to the conference name in the “Permission” column. You can select a project, user roles in this project and access level to the conference. Within the WWW Support System the following access levels to messages are provided:

- Read – read only. No modification is allowed.
- Write – read and create new messages.
- Full – full access, which also allows deleting messages from the system.

Message options

The main parameters of a message:

- Message type – kind of message, e.g. “error”, “question”, “products request”, etc. You can create your own message type.
- User's name – the name of the user who created the message.
- User's e-mail – the e-mail of the user who created the message.
- Broker – a responsible person for message handling.
- Subject – The subject of the message.
- Status – The current status of the message, e.g. “open”, “fixed”, “closed”, etc. You can create your own message status. To manage message status, use the Menu item Feedback/References.
- Priority – any numeric value. You can use your own scale of priorities; the default priority is set to 3.
- Program environment – the system automatically determines program environment of a message (some mistakes can be caused by a certain browser type and so on), e.g. “Environment: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0; NET CLR 1.0.2914)”
- Message body – contains message text and all subsequent notes of the people working with it.
- Attached files – every message can have up to 3 attachments with size no more than 100K each. You can enclose screenshots, message excerpts, etc., everything that can help developers to localize and eliminate errors or respond to a message as soon as possible.
- Date – the system automatically records the date of message creation.

Message processing

The work on a user's message begins as soon as it enters the system. On entering, the message is automatically assigned to a broker. The broker can assign any message to any project member, can add comments, and can change status and/or priority of messages. Thus, the message is sent from one broker to another until it is closed. Then the message becomes inactive. However, the message is stored in the system and all users can view it.

During processing you may need to get in touch with a user who has sent a message. The fastest way to do it is using e-mail. The built-in message template system enables you to easily create standard messages as well as send letters without using an e-mail client (for more details, see "Message Templates"). When working with the list of user messages, you can filter, sort, create and change all messages which were sent to you. The system adds all changes you made to the existing message. You then have the ability to accumulate message changes and then view the history of message processing.

Tips on how to make up messages about errors (bugs)

Complete and clear error messages help developers solve problems. Inaccurate error descriptions make problem solving very difficult. Keep in mind creating error reports. The following advice will help you to create correct error reports.

- Describe the problem as much as possible. Make sure that the given sequence of actions always reproduces the described error.
- Include only one error description within one message. If you have discovered a few errors, describe them in several messages.
- Please, include your e-mail address. Often developers need more details and they can't resolve a problem unless they can get in touch with you.
- Please look over your message before sending it out.

2.5. Using "Bug Tracking"

The main task of the Bug Tracking Subsystem is to provide effective team-work on joint projects during development and debugging of software. In the Bug Tracking subsystem the term "bug" means message about error as well as a question, a suggestion on improving service/software, or anything else. We put these messages together because they all require the same processing.

"Problems" entity

Using the Bug Tracking Subsystem you can control any number of problems that may arise at the development stage. A Problem is a logically united group of bugs which have been found in one or more projects. For example, you have several projects and two of them are independent projects dealing with the same product. When a problem arises first time you add it to problems repository and share it to other users. When problem arises next time there is no need to describe it again. Just use the existing problem entity.

Administration and security

Administrator sets security options for each problem entity independently. Creating a problem, the Administrator assigns a responsible person (broker) who will analyze and distribute incoming problems among the project participants.

Bug messages

Immediately after a message enters the system, the notification will be sent to the broker by e-mail as well as to all problem subscribers. Similarly, a user, to whom the message has been redirected, will get it by e-mail. To avoid spam the system will not send a message to its author. The following are basic parameters of each bug:

- Message type – a kind of message, e.g. “error”, “question”, “products request”, etc. You can create your own message type.
- User’s name – the name of the user who created the message.
- User’s e-mail – the e-mail of the user who created the message.
- Broker – the responsible person for the bug.
- Subject – brief description of bug.
- Status – a current status of the message, e.g. “open”, “fixed”, “closed”, etc. You can create your own message status. Priority – any numeric value. You can use your own scale of priorities. The default priority is set to 3.
- Program environment – the system automatically ascertains the program environment of a message (some mistakes can be caused by a certain browsertype and so on), e.g. “Environment: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.0; NET CLR 1.0.2914)”
- Message body – contains the message text and all subsequent notes of the person working with it.
- Attached files – every message can have up to 3 attached files with a size of no more than 100K each. There you can enclose screenshots, message excerpts, etc., everything that can help developers to localize and eliminate the bug or respond to a message as soon as possible.
- Date – the system automatically sets the date of message creation.

Message processing

Processing of user’s message begins as soon as it enters the system. On entering, the message automatically assigned to a broker. The broker can assign a message to any project member, can add comments, and can change status and/or priority of messages. Thus, the message is sent from one broker to another until it is closed. The message then becomes inactive. However, the message is stored in the system and all users can view it.

During processing you may need to get in touch with a user who has sent a message. The fastest way to do it is using e-mail. The built-in message template system enables you to easily create standard messages as well as send letters without using an e-mail client (for more details, see “Message Templates”). When working with the list of user messages, you can filter, sort, create and change all messages which where sent to you. The system adds all changes you made to the existing message. You then have the ability to accumulate message changes and then view the history of message processing.

Tips on how to make up messages about errors (bugs)

Complete and clear error messages help developers solve problems. Inaccurate error messages make problem solving Very difficult. The following advice will help you to create better error reports.

- Describe the problem as much as possible. Make sure that the given sequence of actions always reproduces described error.
- Include only one error description within one message. If you have discovered a few errors, describe them in several messages.
- Specify your e-mail address. Often developers need more details and they can’t resolve a problem unless they can get in touch with you.
- Please look over your message before sending it out.

2.6. Using “Message Templates”

The Message Template subsystem allows you:

- To create an unlimited number of message templates;
- To use macros in a message text, such as user's name, address, etc.;
- To create parameterized mailing lists
- To perform fast creation of standard answers to customers' inquiries.

2.7. Interface features

Tables

Many of the system's pages contain tables which are used for displaying lists of data. All these tables have the same features which you can use to sort, filter and view data.

Sorting and Filtering

You can sort data in the table by clicking the title of the column. You can also filter data by choosing filter data below the column name. Click on the filter icon to apply filtering.

Viewing of Table Data

The table can be separated by several parts. The number of the parts you can see below the table. You can view any part of the table by clicking the part number. Also you can set the number of rows shown at the same time in "Rows on page" field. After entering this value press APPLY button to make changes.

3. WWW Support Reference

3.1. General interface

3.1.1 Entering the system

The system entrance is situated on the server where the system is deployed. In the case of the FOSS web server deployment the URL of is w3spt.fossoftware.com. In the case of private deployment the system entrance is your internet server configured page. Use the system entrance page is used to login to the system. Specify company account, user's login and password to enter into WWW Support system.

Fields

Account
The name of system account.

Login
The user's login name.

Password
The user's login password.

Buttons

Login
Press this button after filling in all login fields in order to login into the system. The security subsystem will check your credentials. If authorization fails, you will see the error message.

Forgot password?
Follow this link in case you forgot your password. You'll then see the "Forgot password" dialog. Here you can choose two variants to retrieve: "I remember my login name" and "I forgot my login name". If you choose the option "I remember my login name", you should enter the necessary information in the proposed lines. If you choose "I forgot my login

name”, you should enter account name and write a message to the administrator in the following lines and then send it out by pressing the “Send” button.

3.1.2 Main page

The main page of the system is used for performing common tasks such as project selection and navigation through the system.

Fields and tables

“Projects” table

The “Projects” table shows you a list of all projects which are allowed for the current user. Clicking the “+” button in the right column will expand all objects allowed for current user. You can make a project active by clicking it or using “Projects” menu. The active project shows with bold font and “Current project” label in project list.

3.1.3 System menu

The system menu is part of the interface on every page in the system. It is used for navigation through the system and as an indication of main system parameters.

Navigation

All functionality of WWW Support system is available through the system menu. The system generates the menu structure dynamically depending on the user’s permissions. The following list displays the system menu structure and contains a brief description for each item.

Home

This menu item is used to return to the Main page of WWW Support system. The item is allowed for all users.

Logout

Use this item to logout from WWW Support system. The item is allowed for all users.

Settings

Settings menu contains the common functions. The item is allowed for all users.

User Profile

The “User Profile” menu item opens the [“User profile” window](#) which is used to set/view user options. The item is allowed for all users.

Make Page as Default

Use this menu item to set current page as default page. Next time you enter the system default page will be shown just after system login page. The item is allowed for all users.

SAdmin

Use this menu item to get access to the common administration tools such as users and projects administration, message templates, statistics, etc. The item is allowed for System Administrator and Administrator.

User List

The “Users list” menu item opens the [“User list” window](#) which is used for viewing the user list.

Project List

The “Project List” menu item opens the [“Project List” window](#) which is used to view/manage projects list.

Mail Templates

The “Mail Templates” menu item opens the [“Template Configuration” window](#) which is used for administration of mail templates. The item is allowed for System Administrator and Administrator.

Account Status

The “Account Status” menu item opens the [“Account Status” window](#) which is used for viewing companies’ statistics.

The item is allowed for System Administrator and Administrator.

Color Themes

The “Color Themes” menu item opens the [“Color Themes List” window](#) which is used for administration of interface color schemes.

The item is allowed for System Administrator and Administrator.

DB Export

The “DB export” menu item opens the [“Database Export” window](#) which is used for exporting data of the system objects.

The item is allowed for System Administrator and Administrator.

DB Import

The “DB Import” menu item opens the [“Database Import” window](#) which is used for importing data of the system objects.

The item is allowed for System Administrator and Administrator.

Content manager

Use this menu item to get access to the articles administration tools. Item contains the “Article Types” item and item of same name for Article Type created in the system. The system has four Article Types created during installation: “Knowledge Base”, “News”, “FAQ” and “Task History”. These Article Types are required and cannot be deleted. Each Article Type also has three items: “Themes List”, “Search” and “Subscription”. The item is allowed for authorized users.

Article Types

The “Article Types” menu item opens the [“Categories” window](#) which is used to manage list of article types.

The item is allowed for System Administrator and Administrator.

“Article type” menu item

This menu item has the same name as the Article Type for which it is created for. The item also has three items: “Themes List”, “Search” and “Subscription”.

The item is allowed for authorized users.

Theme List

The “Categories” menu item opens the [“Theme List” window](#) which is used to manage themes list of specified article.

Search

The “Search” menu item opens the [“Search” window](#) which is used to find the articles.

Subscription

The “Subscription” menu item opens the [“Subscription” window](#) which is used to manage subscription.

Forum

Use this menu item to get access to the Forum subsystem administration tools.

The item is allowed for authorized users.

Forum List

The “Forum List” menu item opens the [“Forum List” window](#) which is used to manage forums. The item also contains sub items with the names of forums which are allowed for the current user. You can open the [“Message List” window](#) by clicking the menu item of the same name.

Subscription

The “Subscription” menu item opens the [“Subscription” window](#) which is used to manage forum subscriptions.

Feedback

Use this menu item to get access to the Feedback subsystem administration tools.

The item is allowed for authorized users.

Zone List

The "Zone List" menu item opens the ["Zone list" window](#) which is used to manage zones. The item also contains sub items the name of zones which are allowed to current user. You can open the ["Zone messages" window](#) by clicking the menu item of the same name.

Configuration

The "Configuration" menu item opens the ["Configuration" window](#) which is used to manage message and message status types. The item is allowed for System Administrator and Administrator.

Subscription

The "Subscription" menu item opens the ["Subscription" window](#) which is used to manage subscriptions.

Statistics

The item contains links to statistics tools.

Activity Report

The "Activity Report" menu item opens the ["Activity Report" window](#) which is used for viewing common activity statistics. The item is allowed for the authorized user.

User Activity

The "User Activity" menu item opens the ["User Activity" window](#) which is used for viewing activity statistics of specified user. The item is allowed for the authorized user.

Bug Tracking

Use this menu item to get access to the Bug Tracking subsystem administration tools. The item is allowed for authorized users.

Issue List

The "Zones" menu item opens the ["Issue list" window](#) which is used to manage problems. The item also contains sub items with the same name of problems which are allowed to current user. You can open the ["Issue messages" window](#) by clicking the menu item of the same name.

Configuration

The "Configuration" menu item opens the ["Configuration" window](#) which is used to manage message and message status types. The item is allowed for System Administrator and Administrator.

Subscription

The "Subscription" menu item opens the ["Subscription" window](#) which is used to manage subscriptions.

Statistics

Activity Report

The "Activity Report" menu item opens the ["Activity Report" window](#) which is used for viewing common activity statistics. The item is allowed for the authorized user.

Users' Activity

The "Users' Activity" menu item opens the ["Users' Activity" window](#) which is used for viewing activity statistics of specified user. The item is allowed for the authorized user.

Task manager

Use this menu item to get access to the Task Management administration tools. The item is allowed for authorized users.

Task List

The "Task List" menu item opens the ["Task list" window](#) which is used to manage project tasks. The item is allowed for the authorized user.

Permissions

The “Permissions” menu item opens the [“Permissions” window](#) which is used for administration of users’ permissions within task for the current project. The item is allowed for the authorized user.

Statistics

The “Statistics” menu item opens the [“Task statistics” window](#) which is used for viewing of common task statistics.

Projects List

The Project List menu contains links to the projects which are allowed for the current user. You can set the active project by clicking the corresponding menu item. Information about the selected project is shown on the right side of the main menu.

Indication of system parameters

Immediately after login, on the right side of the system menu, you will see an item which says “To start – select a project from menu”. After selecting a project it becomes the active project, and is displayed here, along with the name of the current user.

3.2. “Administration” subsystem

3.2.1 “User Profile” page

Use the “User Profile” page for viewing or editing user’s options and information.

Buttons

User List

Opens the [“User List” page](#).

General

Shows the common information about the user.

Address

Shows the address information of the user.

Resume

Shows the resume of the user.

Settings

Shows user’s options.

Edit mode

Toggles between view and edit mode.

Save

Saves entered changes.

Change Photo

Shows the page for changing user’s photo.

Change Password

Shows the page for changing user’s password.

3.2.2 “User List” page

The “User List” page shows the list of system users. Information about users is shown in the table containing one row for each user.

3.2.3 Users List Table Columns

Login

User’s login. This field is implemented as a hyperlink to the [“User Profile” page](#).

- Name
Name and surname of the user.
- E-mail
User's e-mail address - implemented as a hyperlink which will launch your mail application.
- Projects
Number of projects which the user is a member - implemented as a hyperlink to the ["Project Participation" page](#).
- Permissions
Link to the ["User's Permissions" page](#).
- Delete
Use this button to remove a user account from the system.

Fields

- User Group
This combo box allows you to filter records in Users List Table by user's group. After choosing group press "Apply" button to apply filter.

Buttons

- New User
Opens the ["Create New User" page](#).
- Print
Opens print version of the current page.

3.2.4 "Create New User" page

Fields

- User Group
Group the user is member of.
- Login
User's login name.
- Password
User's password.
- Confirm Password
User's password. Second entry.
- First Name
User's first name.
- Last Name
User's surname.
- E-mail
User's e-mail.

Buttons

- User List
Shows the ["User List" page](#).
- Project List
Shows the ["Project List" page](#).
- Reset
Clears all form fields.

Save

Creates the new user with specified properties.

3.2.5 “Project Participation” page

Use the “Project Participation” page to view user participation in projects. The user’s name is shown as the name of the page. Information about the user’s projects is shown in the “Projects List” table which contains one row for each project.

3.2.6 Projects List Table Columns

Project Name

Name of project the user is participates in.

Creation Date

Date the project was created.

User’s permissions

User’s role in project, which will determine permissions.

Delete

User this link to delete a user from the system.

Buttons

User List

Shows the [“User List” page](#).

Project List

Shows the [“Project List” page](#).

Permissions

Shows the [“User’s Permissions” page](#) for current user.

Print

Opens view only version of the current page.

3.2.7 “User’s Permissions” page

Use the “User’s Permissions” page to manage the user’s permissions to projects. The user’s name is shown as the name of the page. Information about user’s permission to projects is shown in the “Projects List” table containing one row for each project.

3.2.8 Projects List Table Columns

Project Name

Name of project the user is a participant in.

User’s Group

Group the user is member of.

Buttons

User List

Shows the [“User List” page](#).

Project List

Shows the [“Project List” page](#).

Print

Opens the view only version of the current page.

Save

Saves all changes.

3.2.9 “Project List” page

Use the “Project List” page to view/change system projects list. Information about projects is shown in the “Project List” table containing one row for each project.

3.2.10 Projects List Table Columns

Project Name

Name of project the user is participator of.

OpenDate

Project creation date.

Number of Users

Number of project participants - implemented as a hyperlink to the [“Project Participators” page](#).

Add User

Column “Add User” contains the “Add User” button. Use this button to add users to the project.

Change Name

Column “Change Name” contains the “Change” button. Use this button to rename project.

Delete

Column “Delete” contain the “Delete” button. Use this button to remove project from the system.

Buttons

New Project

Use this button to add a new project to the system. After pressing the button enter the name of the new project in the window.

Print

Opens view only version of the current page.

3.2.11 “Project Participators” page

Use the “Project Participators” page to view/change a user’s participation in a project. The project name is shown as the name of the page. Information about participants is shown in the “Participators List” table containing one row for each user.

Participation List Table Columns

Login

User's login name.

User Name

Name and surname of the user.

User Group

Group the user is member of.

E-mail

User's e-mail address - implemented as a hyperlink which will launch your mail application.

Projects

Number of users of project - implemented as a hyperlink to the [“Project Participation” page](#).

Permissions

Implemented as “Change” button. Pressing this button you can go to the [“User's Permissions” page](#).

Delete

Link which can be used to remove a user account from the system.

Buttons

Projects List

Shows the [“Projects List” page](#).

New User

Opens the [“Create New User” page](#).

Add User

Opens the “Add User to Project” page

Print

Opens the view only version of the current page.

3.2.12 “Template Configuration” page

Use the “Template Configuration” page to view and manage mail templates.

Fields

Available templates

This is the list of mail templates which are already available in the system. Choose required template to fill fields. You can then edit template properties.

Template Name

Name of the selected template.

Subject

Subject of the mail template.

Note

Brief description of the template's use.

Body

Text of the mail template.

Sender name

Name of letter sender.

Sender e-mail

E-mail of letter sender.

Buttons

Create New

Creates new template. To create template enter name of the new template in the window.

Print

Opens view only version of the current page.

3.2.13 Account Status” page

Use the “Account Status” page to view various statistics about a company's account. The firm name is shown as the name of the page. On the page is information about objects, information about subscription, and subscription history.

Buttons

Print

Opens view only version of the current page.

3.2.14 “Color Themes List” page

Use the “Color Themes List” page to manage system appearance. Information about color themes is shown in the table containing one theme per row.

Themes table columns

Theme name

Name of the color theme.

Edit

Clicking the Change link will bring you to the [“Color Theme Configuration” page](#).

Delete

Use the delete button to remove the color theme from the system.

Buttons

Create New

Used to create a new color theme.

Print

Opens view only version of the current page.

3.2.15 “Color Theme Configuration” page

Using the “Color Theme Configuration” page you can edit properties of a color theme.

Fields

Color Theme Name

Name of the new or edited color theme.

Color Theme is Based on

Name of theme which new theme is based.

Color Theme Definition

The set of fields which determine the theme.

Buttons

All Styles

Shows the [“Color Themes List” page](#).

Reset

Clears all form fields.

Print

Opens view only version of the current page.

3.2.16 “Database Export” page

Use the “Database Export” page to export data of the system objects. To export data, first choose system object in the table, then press the “Export” button and download the export file with selected object data to your location.

3.2.17 “Database Import” page

Use the “Database Import” page to import data of the system objects. To import data, choose previously created file with exported data and then press the “Upload” button. Imported information stored in the file will be imported to the system database.

3.3. “Articles” subsystem

3.3.1 “Categories” page

Use the “Categories” page to manage article types in the Article subsystem. Information about categories is shown in the table containing one theme per row. You can change or delete any article type except predefined types such as “Knowledge Base”, “News”, “FAQ” and “Task History”.

Buttons

Create New

Using “Create” button you can add new article types in the article types list.

3.3.2 “Theme List” page

Use the “Theme List” page to manage themes list of specified article. Information about article themes is shown in the table.

Article themes list table columns

Theme Name

Name of the article theme. This field is implemented as a hyperlink to the “Article List” page which shows the list of theme articles.

Language

Language of the theme articles.

Description

Brief description of the theme.

Open Date

Date of theme creation.

Edit Info

This column contains the “EditInfo” button. Press this button to edit information about the corresponding theme.

Check Up

This column contains the “Check Up” button. Press this button to test the appearance of the theme. After pressing this button you can see the list theme articles.

Permission

This column contains the “Change” button. Press this button to change a user’s permissions to the theme.

Delete

Use the delete link to remove themes from the article.

Buttons

Create

Use “Create” button to add a new theme.

Print

Opens view only version of the current page.

3.3.3 “Articles List” page

Use the “Articles List” page to view the list of the me articles. The theme name is shown as the name of the page. This page contains a table with a list of theme articles. Each row contains a hyperlink to the corresponding [“Article” page](#) which shows content of the article.

Buttons

Themes List

Opens the [“Theme List” page](#).

Search

Opens the [“Search” page](#) to search for an article.

New Article

Opens the [“New Article” page](#) to create a new article.

Print

Opens view only version of the current page.

3.3.4 “New Article” page

Use the “New Article” page to create a new article in a theme.

Fields

Header

Header of the article. Article header can contain up to 1000 symbols.

Subject

Subject of the article. Article subject can contain up to 1000 symbols.

Keywords

Keywords of the article. Keywords field can contain up to 1000 symbols. A keywords field contains words which are used during article search. The keywords are separated by space.

Published

This field can contain the following values: published, publish and unpublished.

Body

Text of article.

Buttons

Save New Publication

Creates and saves a new publication.

Themes List

Opens the [“Theme List” page](#).

Reset

Clears all form fields.

3.3.5 “Article” page

Use the “Article” page to view the contents of an article. Information about the article is placed in the table.

Fields

“New article” period

Period in days. During this period an article is considered new. New article is highlighted in the articles list.

Buttons

Test

Pressing this button you can test the appearance of the article. After pressing this button you can see the article in the new window.

Themes List

Opens the [“Theme List” page](#).

Change Article

This button opens dialog for changing the article.

Delete

Deletes displayed article.

Print

Opens view only version of the current page.

3.3.6 “Search” page

Use the “Search” page to search articles. Fill required fields and press the “Search” button. The results are displayed under the search form in the table. Each row of the table contains a hyperlink to the article.

Fields

Keywords

Keywords separated by spaces. Keywords are used for article search.

Theme

Theme of the sought article.

Language

Language of the sought article.

Buttons

Search

Starts the article search.

Print

Opens a view only version of the current page.

3.3.7 “Subscription” page

Use the “Subscription” page to manage subscription to the articles in the specified article type. Information about subscription is displayed in the table which contains one row for each theme.

Theme subscription table columns

Theme name

Name of the theme.

Language

Language of the theme.

Description

Brief description of the theme.

OpenOn

Theme creation date.

Current Status

This combo box contains the list of all subscription modes. Use this combo to manage subscription to the theme.

Buttons

Save

Saves changes.

Print

Opens the view only version of the current page.

3.4. “Forum” subsystem

3.4.1 “Forum List” page

Use the “ForumList” page to view or manage forums. Information about forums is displayed in the table which contains one row for each conference.

Forum List Table Columns

Forum Name

Name of the forum – implemented as hyperlink to the [“Forum” page](#) which displays information about corresponding forum.

Language

Language of the forum.

Description

Brief information about the forum .

OpenDate

Forum creation date.

Edit Info

Column contains the “Edit” button. Pressing the “Edit” button will open the [“Forum” page](#) displaying information about the corresponding forum.

Check Up

The column contains the “Check Up” button which allows testing forum appearance in a new window containing list of the forum messages.

Permissions

The column contains the “Change” button which allows managing users’ permissions to the corresponding forum . Pressing this button you open the [“Edit Permission” page](#).

Delete

Deletes corresponding forum.

Buttons

Create New

Opens the [“New Forum” page](#) which allows creation of new forum .

Print

Opens the print version of the current page.

3.4.2 “New Forum” page

Use the “New Forum” page to create the new conference.

Fields

Name

Conference name.

Language

Language of the conference.

Description

Brief description of the conference.

Subscription template

Template for conference subscription message.

Buttons

- Forum List
Shows the [“Forum List” page](#).
- Reset
Clears all form fields.
- Save
Creates a new forum.

3.4.3 “Forum” page

Use the “Forum” page to edit forum properties. The forum name is shown in the page title.

Fields

- Name
Forum name.
- Language
Language of the forum.
- Description
Brief description of the forum.
- Template for e-mail notification
Template for forum subscription message.

Buttons

- All Forums
Shows the [“Forum List” page](#).
- Delete
Deletes the forum.
- Reset
Clears all form fields.
- Save
Saves forum properties.

3.4.4 “Edit Permission” page

Use the “Edit Permission” page to manage users’ permissions to a conference. The name of the selected conference is shown in the page title. Information about users’ permissions is displayed in the table which contains one row for each user’s role.

Groups Permissions Table Columns

- User Role
Name of the user’s role.
- Permissions
The list of group permissions.

Fields

- Select project
Combo which contains the list of projects. Choose the project to which you want to assign permissions.

Buttons

- Forum List

Shows the [“Forum List” page](#).

Print

Opens print version of the current page.

Reset

Clears all form fields.

Save

Saves forum properties .

3.4.5 “Message List” page

Use the “Message List” page to view messages tree and particular messages of a forum. The name of the forum is shown in the page title. The page is divided into parts. The top part displays the messages tree. The bottom part displays the particular message which is selected in the message tree.

Message tree table columns

Message subject

Subject of forum message.

User name

Name of the message creator.

IP address

IP address of the creator's computer.

Date and time

Date and time of message creation.

Fields

Search string in the message body

This field allows filtering the messages displayed in the message list table. Press “Search” button after specifying filter to apply it. You will then see only messages which contain the specified search string.

E-mail

E-mail address of the message creator.

Message subject

Subject of forum message.

Date and time

Date and time of message creation.

Body

Message text.

Buttons

Reply

This button opens the “New Forum Message” page allowing a reply to the selected message.

Delete

Deletes the current message.

Print

Opens print version of the current page.

3.4.6 “New Forum Message” page

Use the “New Forum Message” page to create new message. If this page is used to reply to a message the original is shown at the bottom of the page.

Fields

Your Name

This field contains your name by default.

E-mail

This field contains your e-mail address by default.

Notify me

If you check this checkbox you will receive the reply messages in your e-mail.

Subject

Subject of the message.

Message Text

Text of your message.

Buttons

Save

Saves new message properties.

Messages List

Opens the [“Message List” page](#).

Reset

Clears all form fields.

3.4.7 “Subscription” page

Use the “Subscription” page to manage your subscription to the forums. Information about subscription is displayed in the table which contains one row for each conference.

Conference Subscription Table Columns

Forum Name

Name of the forum .

Language

Forum language.

Description

Brief description of the forum.

OpenOn

Forum creation date.

Current Status

Combo box contains the list of available subscription types. Choose the subscription type you need.

Buttons

Forum List

Shows the [“Forum List” page](#).

Save

Saves subscription settings.

Print

Opens print version of the current page.

3.5. “Feedback” subsystem

3.5.1 “Zone List” page

Use the “Zones List” page to manage feedback zones. The page displays information about available feedback zones in the table which contains one row for each zone.

Zones List Table Columns

Zone Name

Name of the zone.

Description

Brief description of the zone.

OpenDate

Zone creation date.

Edit Info

This column contains the “Change” button - which will open the [“Zone” page](#).

Check Up

The column contains the “Check Up” button. Pressing this button opens the [“Zone Messages” page](#) there you can test a zone appearance.

Permission

The column contains the “Change” button. Pressing this button opens the [“Edit Permission” page](#) where you can configure users’ permissions.

Delete

The column contains the “Change” button. Pressing this button you delete corresponding feedback zone.

Buttons

Create New

Opens the [“Create New Zone”](#) page to create a new zone.

Print

Opens print version of the current page.

3.5.2 “Create New Zone” page

Use the “Create New Zone” page to create new feedback zone.

Fields

Name

Name of new zone.

Broker e-mail

E-mail of zone responsible person.

Notify me

When checked, the zone’s responsible person will receive notifications about new zone message.

Description

Brief description of zone purpose.

Template for e-mail notification

Mail template which is used for notification to users about new zone messages.

Template for assigning to e-mail notification

Mail template which is used for notification to zone manager about new zone messages.

Buttons

Zone List
Opens the [“Zone List” page](#).

Reset
Clears all form fields.

Save
Creates new zone.

3.5.3 “Zone” page

Use the “Zone” page to manage zone properties. Name of the zone is displayed in the title of the page.

Fields

Name
Name of zone.

Broker e-mail
E-mail of zone responsible person.

Notify me
If checkbox is checked zone responsible person will receive notifications of new zone messages.

Language
Language of the zone.

Description
Brief description of zone’s purpose.

Template for e-mail notification
Mail template which is used for notification to users about new zone messages.

Template for assigning to e-mail notification
Mail template which is used for notification to zone manager about new zone messages.

Buttons

Zone List
Opens the [“Zone List” page](#).

Delete
Deletes the zone.

Reset
Clears all form fields.

Save
Saves zone properties.

3.5.4 “Edit Permission” page

Use the “Edit Permission” page to manage users’ permissions to the certain zone. The name of selected zone is shown in the page title. Information about users’ permissions is displayed in the table which contains one row for each user’s role.

Groups Permissions Table Columns

User Role
Name of the user role.

Permissions

The list of role's permissions.

Fields

Choose project

Combo which contains the list of projects. Choose the project for which you want to assign permissions.

Buttons

Zone List

Opens the ["Zone List" page](#).

Print

Opens print version of the current page.

Reset

Clears all form fields.

Save

Saves permissions information.

3.5.5 "Zone messages" page

Use the "Zone messages" page to view zone feedback messages. The name of selected zone is shown in the page title. Information about zone messages is displayed in the table which contains one row for each message.

Zone messages table columns

ID

Number of messages. Text of column implemented as hyperlink to the "Feedback Message" page which displays corresponding message.

Priority

Value of message priority.

Status

Status of the message.

Responsible person

Name of the zone responsible user.

Message type

Type of feedback message.

Creator

Name of the user who has created the message.

Subject

Subject of the feedback message.

Date

Creation date of the message.

Selection column

The column contains the checkboxes for selection of messages. Selection can be used later, for example, for printing selected messages.

Fields

Search string in the message body

This field allows filtering the messages displayed in the message list table. Press "Search" button after specifying filter to apply it. You will then see only messages which contain the specified search string.

Page refresh period

Use this field for specifying automatic refresh period of the page in minutes. Press "Save" button to apply changes.

Buttons

Zone List

Opens the ["Zone List" page](#).

Create New

Opens the ["New Zone Message" page](#) for creation of new messages.

Print

Opens print version of the current page.

Reset

Clears all form fields.

Select all

Selects all messages in the messages list table.

Print selected

Opens page for printing of the selected messages.

3.5.6 "New Zone Message" page

Use the "New Zone Message" page to create new feedback zone message.

Fields

Message Type

Type of new feedback message, for example: "issue", "question", "advice", etc. You can enter only predefined message types. For managing of message types list use the ["Configuration" page](#).

Your Name

This field contains your name by default.

E-mail

This field contains your e-mail address by default.

Priority

Value of message priority.

Responsible person

Name of the message responsible user.

Subject

Subject of the feedback message.

Body

Message text.

Attachments

You can attach any 3 files which are not more than 100K each.

Buttons

Save

Creates new message.

Reset

Clears all form fields.

3.5.7 “Feedback Message” page

Use the “Feedback Message” page to view feedback message properties.

Fields

ID	Message number.
Subject	Message subject.
Creator	Name of the person who created the message.
Type	Message type.
Creator e-mail	E-mail of the person who created the message.
User’s browser	Technical information about the user’s browser.
Attachments	Information about the attachments in the message.
Status	Message status.
Priority	Message priority.
Responsible person	Name of the message responsible person.
Text	Message text.

Buttons

Previous	Shows the previous message.
Next	Shows the next message.
Move	Use this button to move the message to any zone of the “Feedback” subsystem or the “Bug Tracking” subsystem.
All messages	Opens the “Zone Messages” page .
Print	Opens print version of the current page.
Save	Saves changes in the message properties.
E-mail	Using this button to send an e-mail to the message creator. Pressing this button will bring you to the “E-mail to the message creator” page where you can choose a mail template, edit, and then send the e-mail.

3.5.8 “Configuration” page

Use the “Configuration” page to manage lists of statuses and message types.

Buttons

Create
Creates status or message type.

Delete
Deletes status or message type.

3.5.9 “Subscription” page

Use the “Subscription” page to manage your subscription to the zone events. Information about subscription is displayed in the table which contains one row for each available zone.

Zone Subscription Table Columns

Zone Name
Name of the Zone.

Description
Brief description of the zone.

OpenOn
Zone creation date.

Current Status
Combo box containing the list of available subscription type. Choose the subscription type you need.

Buttons

Save
Saves subscription settings.

Print
Opens print version of the current page.

3.5.10 “Activity Report” page

Use the “Activity Report” page to view statistics about user activity in the “Feedback” subsystem.

Fields

Since
Begin date of the activity report.

To
End date of the activity report.

Feedback Zone
Feedback zone of activity report.

Pie Color Scheme
Color scheme of activity chart.

Buttons

Apply
Shows the zone activity chart corresponding to entered parameters.

3.5.11 “User Activity Report” page

Use the “User Activity Report” page to view statistics about user activity in the “Feedback” subsystem.

Fields

- Since
Begin date of the users' activity report.
- To
End date of the users' activity report.
- Feedback Zone
Feedback zone of users' activity report.
- Pie Color Scheme
Color scheme of users' activity chart.
- Detail Info for User
Choose which user the activity report will be showed for.

Buttons

- Apply
Shows the user activity chart corresponding to entered parameters.

3.6. "Bug Tracking" subsystem

3.6.1 "Issue List" page

Use the "Issue List" page to manage bug tracking issues. The page displays information about available issues in the table which contains one row for each issue.

Issues List Table Columns

- Issue Name
Name of the issue.
- Description
Brief description of the issue.
- Open Date
Issue creation date.
- Edit Info
The column contains the "Change" button. Pressing this button you open the ["Issue" page](#).
- Check Up
The column contains the "Check Up" button. Pressing this button you open the ["Issue" page](#) there you can test an issue appearance.
- Permission
The column contains the "Change" button. Pressing this button you open the ["Edit Permission" page](#) where you can configure users' permissions.
- Delete
The column contains the "Change" button. Pressing this button you can delete corresponding issue.

Buttons

- Create New
Opens the ["New Issue" page](#) for the purpose of creating new issue.
- Print
Opens print version of the current page.

3.6.2 “New Issue” page

Use the “New Issue” page to create new feedback issue.

Fields

Issue Name

Name of new issue.

Broker e-mail

E-mail of issue responsible person.

Notify me

If checkbox is checked, issue responsible person will receive the notifications about new issue messages.

Description

Brief description of issue.

Template for e-mail notification

Mail template which is used for notification to users about new issue messages.

Template for assigning to e-mail notification

Mail template which is used for notification to issue manager about new issue messages.

Buttons

Issue List

Opens the [“Issue List” page](#).

Reset

Clears all form fields.

Save

Creates a new issue.

3.6.3 “Issue” page

Use the “Issue” page to create new issue.

Fields

Issue Name

Name of the issue.

Broker E-mail

E-mail of issue responsible person.

Notify me

If checked, issue responsible person will receive the notifications about new issue messages.

Description

Brief description of issue.

Template for e-mail notification

Mail template which is used for notification to users about new issue messages.

Template for assigning to e-mail notification

Mail template which is used for notification to issue manager about new issue messages.

Buttons

Issue List

Opens the [“Issue List” page](#).

Reset

Clears all form fields.

Save

Creates new issue.

3.6.4 “Edit Permission” page

Use the “Edit Permission” page to manage user permissions to the certain issues. The name of selected issue is shown in the page title. Information about users’ permissions is displayed in the table which contains one row for each user’s role.

Groups Permissions Table Columns

User Role

The name of the user role.

Permissions

The list of group permissions.

Fields

Choose project

Combo which contains a list of projects. Choose the project to which you want to assign permissions.

Buttons

Issue List

Opens the [“Issue List” page](#).

Print

Opens print version of the current page.

Reset

Clears all form fields.

Save

Saves permissions information.

3.6.5 “Issue messages” page

Use the “Issue Messages” page to view the issue message list. The name of the selected issue is shown as the page title. Information about issue messages is displayed in the table which contains one row for each message.

Issue messages table columns

ID

Number of message. Text of column implemented as hyperlink to the “Issue Message” page which displays corresponding message.

Priority

Value of message priority.

Status

Status of the message.

Broker

Name of the issue responsible user.

Message type

Type of issue message.

Creator

Name of the user who has created the message.

Subject

Subject of the issue message.

Date

Creation date of the message.

Selection column

The column contains the checkboxes for selection of messages. Selection can be used later, for example, for printing selected messages.

Fields

Search string in the message body

This field allows filtering the messages displayed in the message list table. Press “Search” button after specifying filter to apply it. You will then see only messages which contain the specified search string.

Page refresh period

Use this field for specifying the automatic refresh period of the page in minutes. Press “Save” button to apply changes.

Buttons

Issue List

Shows the [“Issue List” page](#).

Create

Opens [the “New Issue Message” page](#) for creation of new messages.

Print

Opens print version of the current page.

Reset

Clears all form fields.

Select all

Selects all messages in the messages list table.

Print selected

Opens page for printing of the selected messages.

3.6.6 “New Issue Message” page

Use the “New Issue Message” page to create new messages about problems.

Fields

Message Type

Type of new issue message, for example: “issue”, “question”, “advice”, etc. You can enter only predefined message types. For managing of message types list use the “Statuses and Messages Types of Issue” page.

Your Name

This field contains your name by default.

E-mail

This field contains your e-mail address by default.

Priority

Value of message priority.

Broker

Name of the message responsible user.

Subject

Subject of the issue message.

Body
Message text.

Attachments
You can attach any 3 files which are not more than 100K each.

Buttons

Save
Creates new issue message.

Reset
Clears all form fields.

3.6.7 “Issue Message” page

Use the “Issue Message” page to view issue message properties.

Fields

ID
Message number.

Subject
Message subject.

Creator
Name of the person who created the message.

Type
Message type.

Creator e-mail
E-mail of the person who created the message.

User’s browser
Technical information about user’s browser.

Attachments
Information about attachments in the message.

Status
Message status.

Priority
Message priority.

Broker
Name of the message responsible person.

Body
Message text.

Buttons

Previous
Shows the previous message.

Next
Shows the next message.

Move
Use this button to move the message to any zone of the “Feedback” subsystem or to the “Bug Tracking” subsystem.

All messages
Opens the [“Issue Messages” page](#).

Print

Opens print version of the current page.

Save

Saves changes in the message properties.

E-mail

Using this button you can send an e-mail to the message creator. After pressing the button you will see the "E-mail to the message creator" page where you can choose mail template, edit and send e-mail.

3.6.8 Configuration" page

Use the "Configuration" page to manage lists of statuses and messages types.

Buttons

Create

Creates status or message type.

Delete

Deletes status or message type.

3.6.9 "Subscription" page

Use the "Subscription" page to manage your subscription to the issue events. Information about subscriptions are displayed in the table which contains one row for each available issue.

Issue Subscription Table Columns

Issue Name

Name of the Issue .

Description

Brief description of the issue.

OpenOn

Issue creation date.

Current Status

Combo box containing the list of available subscription types. Choose the subscription type you need.

Buttons

Save

Saves subscription settings.

Print

Opens print version of the current page.

3.6.10 "Activity Report" page

Use the "Activity Report" page to view statistics about user activity in the "Bug Tracking" subsystem.

Fields

Since

Begin date of the activity report.

To

End date of the activity report.

Feedback Zone

Feedback zone of activity report.

Pie Color Scheme
Color scheme of activity chart.

Buttons

Apply
Shows the zone activity chart corresponding to entered parameters.

3.6.11 “Users’ Activity” page

Use the “Users’ Activity” page to view statistics about user activity in the “Bug Tracking” subsystem.

Fields

Since
Begin date of the users’ activity report.

To
End date of the users’ activity report.

Feedback Zone
Feedback zone of users’ activity report.

Pie Color Scheme
Color scheme of users’ activity chart.

Detail Info for User
Choose user the activity report will be showed for.

Buttons

Apply
Shows the users’ activity chart corresponding entered parameters.

3.7. “Task Manager” subsystem

3.7.1 “Task List” page

Use the “Tasks List” page to manage project tasks. Information about project task is displayed in the table which contains one row for each task.

Tasks List Table Columns

Task Name
Name of the task- field value is implemented as hyperlink to the [“Task Properties” page](#) which displays information about corresponding task.

Priority
Priority of the task.

Start Date
Specifies a start date of the task. Press the calendar icon to change the date.

End Date
Specifies a due date of the task. Press the calendar icon to change the date.

Duration
Duration of the task

Estimated
The check box which sets “estimated” property of the task.

Percent Complete

The percentage of task completion.

Task Info

Field value is implemented as hyperlink to the "[Task Properties](#)" page where you can change properties of the corresponding task.

Delete

Column contains the "Delete" button. Use this button to delete corresponding task.

Fields

Start Date

Field sets the start date of the tasks which are shown in the tasks list table.

End Date

Field sets the end date of the tasks which are shown in the tasks list table.

Buttons

New Task

Button opens the "[New Task](#)" page.

Print

Opens print version of the current page.

3.7.2 "New Task" page

Use the New Task page to create a task. With the New Task page, you can specify all options required to create a task.

Fields

Task Name

The name of the new task to create.

Percent complete (0-100)

The percentage of task completion.

Estimated

The check box which sets "estimated" property of the task.

Use in charts/statistics

Check to enable use of the task in Charts and Statistics.

Priority (0-1000)

Indicates a priority of the new task.

Start Date

Specifies a start date of the new task. Press the calendar icon to change the date.

End Date

Specifies a due date of the new task. Press the calendar icon to change the date.

Predecessor Task

Use the drop-down list to select a task which you want your new task to be part of.

Comment

Specify brief info about the task. It is an optional field for such things as: make the reason for the task clearer, describe the task fully, etc

Buttons

Tasks list

Shows the "[Task List](#)" page.

Reset

Use this button to clear all the fields of the page.

Save

Creates a new task with specified parameters.

Cancel

Closes the current page without creation of the new task.

3.7.3 “Task Properties” page

Use the Task Properties page to view/edit task properties.

Fields

Task Name

The name of the new task to create.

Percent complete (0-100)

The percentage of task completion.

Estimated

The check box which sets “estimated” property of the task.

Use in charts/statistics

Check to enable use of the task in Charts and Statistics.

Priority (0-1000)

Indicates a priority of the new task.

Start Date

Specifies a start date of the new task. Press the calendar icon to change the date.

End Date

Specifies a due date of the new task. Press the calendar icon to change the date.

Predecessor Task

Use the drop-down list to select a task to which you want your new task to be part of.

Comment

Specify brief info about the task. It is an optional field for such things as: make the reason for the task clearer, describe the task fully, etc

Buttons

Tasks list

Shows the [“Task List” page](#).

Reset

Use this button to clear all the fields of the page.

Save

Creates a new task with the specified parameters.

Print

Shows print version of the current page.

Delete

Deletes the task from project.

Performers

Shows the [“Involved Users” page](#).

3.7.4 “Involved Users” page

Use the Task Performers page to specify managers and performers of the task . Move users from the Available Users list to the Participants list to define all performers of the task. You can also remove a users from the task by deleting them from the Participants list.

Fields

Assigned

The list of task performers. Use arrow buttons to add and remove users from the list.

Not assigned

The list of users who are potential performers of the task. Use arrow buttons to add and remove users from the list.

Main User

Use the drop-down list to select a task manager from a list of available users.

Buttons

Arrow buttons

Use arrow buttons to move users from one list box to the other. To move a user, please, select the user in the list and click one of the arrow buttons (> or <).

Task list

Shows ["Task List" page](#).

Print

Shows print version of the current page.

Reset

Use this button to clear all fields of the page.

Save

Saves all changes.

3.7.5 "Permissions" page

Use the "Permissions" page to manage users' permissions to the issue. The name of the selected issue is shown in the page title. Information about user permissions is displayed in the table which contains one row for each user's role.

Groups Permissions Table Columns

User Role

The name of the user role.

Permission

The list of group permissions.

Fields

Choose project

Combo box which contains the list of projects. Choose the project to which you want to assign permissions.

Buttons

Tasks List

Shows the ["Task List" page](#).

Print

Opens print version of the current page.

Reset

Clears all form fields.

Save

Saves permissions information.

3.7.6 “Task Statistics”

Use the “Task Statistics” page to view statistics about user activity in the “Task Manager” subsystem. Specify all report configuration parameters and press “Apply” button to view task statistics.

Fields

Statistics for Task

Choose task the report will be created for.

Start Date

Start date of the report statistics.

End Date

Finish date of the report statistics.

Show by User

Choose user the report will be showed for.

Buttons

Apply

Shows the users’ activity report corresponding entered parameters.