



User Manual for Issue Tracker

Issue Logging and Tracking System

Version 1.1



Prepared by: S.P.Somavarthini

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1 Accessing the Issue Tracker Application

Access the URL, <u>https://eclink.ecnet.com/issuetrack/</u>. The following page will be displayed.



Figure 1.1. Issue Tracker Home Page

2 Logging in to the Issue Tracker System

1. From the Home Page, Click on the Login Icon. The screen will be displayed with login fields.

ECnet – Log in to ECnet
Home New Browse Search Search [?] Reports
Welcome to ECnet Issue Tracking System! Please login to the given user account to access the system
I need a legitimate login and password to continue.
Login:
Password:
Restrict this session to this IP address (using this option improves security)
Log in
(Note: you should make sure cookies are enabled for this site. Otherwise, you will be required to log in frequently.)
If you have an account, but have forgotten your password, enter your login name below and submit a request to change your password. Reset Password
Home New Browse Search Search [2] Reports

Figure 2.1. Login Screen

2. Enter the Login ID (Email ID registered) and the password and click on

the 'Login' button. The following page will be displayed.





Figure 2.2. User Home Page

3 To File an Issue with the Issue Tracker system

1. Click on the 'File a Issue' icon from the User Home Page (Figure 2.2). The screen will be displayed to select the Product.

ECnet – Enter Issue					
Home New Browse Search Search Search [?] Reports Preferences Administration Help Log out vinodh sankaran@ecnet.com					
Welson de Effections Tablies Control Directorists de sine control de control de control					
Welcome to ECnet Issue Tracking System! Please login to the given user account to access the system					
First, you must pick a product on which to enter an issue:					
LN ERP SCM WM: Supply Chain Management Warehouse Management					
<u>Syteline</u> : Infor Syteline					
Home New Browse Search Search Search [?] Reports Preferences Administration Help Log out vinodh.sankaran@ecnet.com					
My Issues					

Figure 3.1. Product Selection Page

- 2. Select a Product from the list, 'LN ERP', 'SCM WM' and 'Syteline'.
- 3. An Issue entry form will be displayed (figure 3.2).



ECnet – Enter Issue: LN ERP				
Home New Browse Search	Search [?] Reports Preferences Administration Help Log out vinodh.sankaran@ecnet.com			
Welcome to ECnet Issue Tracking System! Please log				
	<u>a writing guidelines</u> , please look at the list of <u>most frequently reported issues</u> , and please <u>search</u> for the issue. (* = Required Field)			
Show Advanced Fields * Product: LN ERP	(* = Kequired Fleid) Reporter: vinodh.sankaran@ecnet.com			
* Component: 4GL Application Development	Component Description			
AII Products Baan Service Scheduler DEM Enterprise Modeling LN (TP) Projects LN - Evolve Components LN - Finance	Select a component to read its description.			
* Version: LN FP6	Severity: 3-Medium			
LN FP7 LN SP0	Hardware:			
LN SP1				
Unspecified 💌				
* <u>Summary:</u>				
Description:				
Attachment: Add an attachment Submit Issue				
Home New Browse Search	Search [?] Reports Preferences Administration Help Log out vinodh sankaran@ecnet.com			

Figure 3.2. Issue Entry Form

- 4. Select the following,
 - a. Component
 - b. Version
 - c. Severity
 - d. OS

and enter the following,

- e. Summary of the Issue
- f. Description of the Issue
- 5. User can attach the related documents with the issue by clicking on the 'Add an attachment' button.
- 6. The file selection field will be displayed below these fields, figure 3.3.



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	Baan Service Scheduler □ DEM Enterprise Modeling LN (TP) Projects LN - Evolve Components LN - Finance
* <u>Version:</u>	LN FP6 Severity: 3-Medium V LN FP7 Hardware: All V LN SP0 LN SP1 All V Unspecified V
* <u>Summary:</u>	
Description:	
Attachment:	
Attachment:	Don't add an attachment
	Add an attachment
	File: Enter the path to the file on your computer. Choose File No file chosen
	Description: Describe the attachment briefly.
	Submit Issue

Figure 3.3. Attachment selection fields

- 7. Click on the 'Choose File' button. This will open the 'File Explorer' window.
- 8. Choose the file.
- 9. The selected file will be displayed in the attachment panel as below.

* <u>Summary:</u>	
Description:	
Attachment: Don't add an attachment	
Add an attachment	
File: Enter the path to the file on your computer.	
Choose File UseCase-NVOt03-05.doc	
Description: Describe the attachment briefly.	
Submit Issue	



- 10. Enter the description for the attachment.
- 11. Click on the 'Submit Issue' button to submit the issue to ECnet.
- 12. The issue will be created and the following confirmation page will be displayed. *An email will be sent to ECnet on the issue.*





ECnet – Issue 7 Submitted	Test 1	Last modified: 2011-08-22 18:06:38 SGT
Home New Browse Search	Search [?] Reports Preferences Administration Help Log	out vinodh.sankaran@ecnet.com
Welcome to ECnet Issue Tracking System! Please login Issue 7 has been added to the database Email sent to: Somavarthini@ecnet.com Excluding: vinodh.sankaran@ecnet.com	to the given user account to access the system	
Issue 7 - Test 1 (edit) Status: CONFIRMED (edit)	-	Save Changes) 2011-08-22 18:06:38 SGT by <u>Vinodh</u> 2011-08-22 18:06 SGT (<u>History</u>)
Product: LN ERP Component: Baan Service Scheduler Version: LN FP7 Platform: All Windows 2000	V See Also:	Add me to CC list O users (edit) Add Issue URLs:
Importance: V 3-Medium Assigned To: Somavarthini (edit) URL:	×	
Depends on: Blocks: Show dependency tree / gr	aph	

Figure 3.5. Issue Screen – After creation – Open for modification

13. User can modify the issue details in the same screen if needed.

4 To search for the issues

1. Click on the 'Search' icon from the User Home Page (figure 2.2) / click on the 'Search' link from the menu bar on the top of the screen.

ECnet - Simple Search					
	Home New Browse Search Search Search [?] Reports Preferences Administration Log out vinodh sankaran@ecnet.com				
Welcome to ECnet Issue Track	ing System! Please login to the given user account to ac	cess the system			
	Simple Search	Advanced Search			
		iptions and comments for those words and return a list of matching issues sorted by relevance. Ire web site with an embedded Flash animation, you might search for "crash secure SSL flash".			

Figure 4.1. Search Screen – Simple Search and Advanced Search tabs

- 2. The Search screen will be displayed with 2 tabs, 'Simple Search' and 'Advanced Search' (figure 4.1).
- 3. In the Simple Search tab, Select the 'Status', 'Product' or enter the 'Words' to search and click on the 'Search' button. **(OR)**



- 4. In the 'Advanced Search' screen select one or all of the following and click on the 'Search' button.
 - a. Product
 - b. Component
 - c. Status
 - d. Resolution

ECnet – Search for issues					
tome New Browse Search Search Search [?] Reports Preferences Administration Help Log out vinodh sankaran@ecnet.com					
Welcome to ECnet Issue Tracking System! PI	ease login to the given user account to ac				
	Simple Search		Advanced Search		
Hover your mouse over each field label to ge	t help for that field.				
Summary: com	tains all of the strings 🛛 🖌		Search		
Product:	Component:	Status:	Resolution:		
LN ERP	4GL Application Development	UNCONFIRMED			
SCM WM Syteline	APS a Counting	CONFIRMED IN PROGRESS	FIXED		
Sylemic	Administration	RESOLVED	WONTFIX		
	All Products	VERIFIED	DUPLICATE		
M	Baan Service Scheduler 🚽		WORKSFORME		
Detailed Issue Information Name	row results by the following fields: Commer	nts, URL, Deadline, Issue Numbers, Version, S	everity, Priority, Hardware, OS		
Search By People Narrow results	to a role (i.e. Assignee, Reporter, Commen	ter etc.) a nerson has on an issue			
► Search By Change History Na	rrow results to how fields have changed du	ring a specific time period			
<u>Custom Search</u> Didn't find what yo	u're looking for above? This area allows for.	ANDs, ORs, and other more complex searches	K.		
Sort results by: Reuse same sort as last ti	me 🔽				
Search					
and remember these as my default s	earch options				

Figure 4.2. Search Screen – Simple Search and Advanced Search tabs

5. The results will be displayed in the screen matching to the search criteria entered / selected. **Figure 4.3.**



	Browse Search			earch [?] Reports Preferences Administr		ecnet.com	
	NFIRMED, COI	· ·	Ť	Mon Aug 22 201 Product: LN ERP			
<u>ID</u> ▲	<u>Sev</u>	<u>Pri</u> ▲	<u>08</u>	Assignee A	<u>Status</u> ▲	<u>Resolution</u>	<u>Summary</u>
<u>6</u> Z	3-M 3-M	High 	Wind Wind	Somavarthini@ecnet.com Somavarthini@ecnet.com	CONF		<u>Test 1</u> <u>Test 1</u>
2 issues found. Long Format XML CSV Feed iCalendar Change Columns Change Several Issues at Once Edit Search Remember search as Time Summary File a new issue in the "LN ERP" product							
ome New E ly Issues	3rowse Search	n		Search [?] Reports Preferences Administ	ation Help Log out vinodh.sankaran@	ecnet.com	

Figure 4.3. Results display screen

6. In order to view the issue in detail, click on the link of the issue ID.

5 To Change the Password

1. Click on the 'Preferences' menu from the top of the screen.

ECnet – User Preferences	vinodh.sankaran@ecnet.com		
Home New Browse Search Search Search [?] Report	s Preferences A dministration Help Log out vinodh.sankaran@ecnet.com		



2. The screen will be displayed to change the user preferences (figure 5.2).



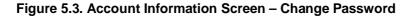
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Welcome to ECnet Issue Tracking System! Please login to the given user account to access the system							
General Preferences Email Preferences	nces	Saved Searches	Account Information	Permissions			
General Preferences							
ECnet's general appearance (skin)	Site Defa	ılt (Dusk) 💌					
Quote the associated comment when you click on its reply link	Site Defa	ult (Quote the full comment) 💌					
Position of the Additional Comments box	Site Defa	ılt (Before other comments) 💌					
Timezone used to display dates and times	Site Defa	ult (Same as the server) 🛛 💌					
Language used in email	Site Defa	ult (en) 💌					
After changing an issue	Site Defa	ult (Show next issue in my list) 💌					
Enable tags for issues	Site Defa	ılt (Off) 💌					
Zoom textareas large when in use (requires JavaScript)	Site Defa	ılt (On) 💌					
Field separator character for CSV files	Site Defa	ılt () 💌					
Automatically add me to the CC list of issues I change	Site Defa	ılt (Only if I have no role on them) 💌					
When viewing an issue, show comments in this order	Site Defa	ult (Newest to Oldest, but keep Descr	iption at the top) 💌				
Show a quip at the top of each issue list	Site Defa	ılt (Off) 💌					
Submit Changes							

Figure 5.2. User Preferences Screen

3. Click on the 'Account Information' tab (figure 5.3)

ECnet – User Preferences	vinodh.sankaran@ecnet.com							
Home New Browse Search Search Search [?] Reports Preferences Administration Help Log out vinodh.sankaran@ecnet.com								
Welcome to ECnet Issue Tracking System! Please login to the given user account to access the system								
General Preferences	Email Preferences	Saved Searches	Account Information					
Account Information Please enter your existing password to confirm account changes. Password:								
New passw	ord:							
Confirm new passw	ord:							
Your real name (optional, but encouraged): Vinodh								
Submit Changes								



- 4. Enter the Current Password in the 'Password' field and enter the 'New Password', 'Confirm New Password' in the given fields and click on the 'Submit Changes' button.
- 5. The conformation message will be displayed in the screen.



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Welc	Welcome to ECnet Issue Tracking System! Please login to the given user account to access the system							
	General Preferences	Email Preferences	Saved Searches	Account Information				
	÷							
Th	e changes to your account information have be	een saved.						
Account Information								
Please enter your existing password to confirm account changes.								
Password:								
New password:								
	Confirm new passv	vord:						
Your real name (optional, but encouraged): Vinodh								
	Submit Changes							

Figure 5.4. Account Information Screen – Change Password confirmation message