

Bugs Manager

Version 1.0

User Guide

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Welcome to Bugs Manager™

Bugs Manager is a bug tracking, task handling, and project management application for small- and medium-sized businesses. It will help you increase productivity and decrease the chance of errors and overlapping work in any project managed through the system. It will assist you in keeping team members always updated on any projects that they have been assigned to, automatically informing them of new tasks or other changes via e-mail. It will make it easier for project managers to stay current with the status of any project that they are in charge of by providing them access to meaningful reports.

Why we Developed Bugs Manager

At Early Impact we spend most of our time developing Internet applications, like our ProductCart shopping cart software (see our Web site for details on our eCommerce software). At any given time, we are involved in a variety of software development projects. Managing each of them effectively was becoming rather difficult, so some time ago we started looking for a tool that would assist us in improving the way we manage projects and team members.

We reviewed a number of existing solutions, but we didn't find any software that we reviewed to have the features that we were looking for. Some came close, but none really matched our needs. What we were looking for was a system that would perform the following tasks:

- Manage unlimited projects
- Manage unlimited tasks and users within any project
- Assign a project manager to any project
- Assign unlimited users to any project
- Assign tasks to a user within a project
- Automatically update each user via email any time a new posting related to one of their projects is submitted.

In addition, we were looking for a system that would not charge monthly fees and that would give us full control on the underlying source code in case we needed to make modifications to its features.

Since we couldn't find a system to match our requirements, we decided to develop our own. After several months of using and fine tuning it here at Early Impact, we are happy to make it available to anybody that is looking for a solid and flexible project management system.

We decided to call it **Bugs Manager** as one of the things that it is definitely helping us do is take mistakes (*computer geeks call them bugs*) out of our Web development efforts.

At Early Impact, we are strong believers in being the first and most demanding user of our own software application (*be wary of software companies that don't use their own products*). We can honestly tell you that we are extremely satisfied with **Bugs Manager**... and we believe you will be too.

Bugs Manager has dramatically improved our productivity, reduced the number of mistakes that team members make, virtually eliminated overlapping work, and drastically reduced the time it takes to report, analyze, and solve a problem within a project.

Bugs Manager was designed for:

- Bug tracking
- Issue reporting
- Project management
- Task management

You can use Bugs Manager to manage a variety of projects, including:

- Software development projects
- Web development projects
- Web design projects

... and of course you can use it to manage projects that have absolutely nothing to do with Web development.

Easy and Flexible Project Management

Bugs Manager makes managing a project an easier and more flexible task:

- Easier, because all team members are automatically notified via e-mail when a new task is assigned, or when a comment is posted to an existing task. Keeping everybody up to date is never a problem.
- More flexible, because everybody involved with the project can access the system from any computer, at any time.

One of the reasons why we took the time to develop Bugs Manager to manage our own projects, instead of using an existing solution, is that most project management systems we found had one or more of the following limitations:

- a limited number of projects that could be managed through the system
- a limited number of users for each project
- monthly fees tied to those limitations (more projects or users = more money)
- no control on the application's source code, which translates into the inability to make any customizations to the system features.

So when we developed our own project management system, we made sure to make it as flexible as possible by including the following features:

- **No monthly fees** of any kind, regardless of how many projects and how many users you will be managing.
- **Unlimited projects.** Bugs Manager supports unlimited projects. If you plan to manage tons of projects, with lots of users, we recommend that you set up Bugs Manager with a MS SQL (rather than an Access database). Bugs Manager supports both.
- **Unlimited users.** Bugs Manager supports unlimited users. You can add any number of team members to the system, and then assign each of them to one or more projects. When a team member logs into Bugs Manager, he/she is only shown the projects to which they have been assigned. To each project you can assign one or more Project Managers, who have special administrative rights on the project that they manage.

Skill Requirements

Using Bugs Manager does not require that you know any programming language. The Control Panel allows you to define virtually all system properties through an intuitive, point-&-click interface.

Customizing the system's graphical interface is an area in which a basic understanding of how HTML pages are structured can be helpful. For more information on how to personalize the appearance of your Bugs Manager interface, see [Customizing the Graphical Interface](#).

For an introduction to HTML, try these Web sites:

<http://www.htmlgoodies.com/primers/basics.html>

http://www.w3schools.com/html/html_intro.asp

When you purchase Bugs Manager, you will receive the program's full **ASP source code**, where ASP stands for Active Server Pages, a popular programming language developed by Microsoft®. If you are an experienced programmer, this will allow you to further customize the application to exactly meet your needs. However, note that Early Impact will not be able to provide technical support on areas of Bugs Manager where code has been modified by you.

System Requirements

Bugs Manager uses **Active Server Pages®** (ASP), a popular programming language developed by Microsoft® for Web-based applications. The basic requirement for Bugs Manager is that your Web site is hosted on a Web server that features support for ASP 3.0 by using IIS 5.0 or above. In addition, your Web server must support either a **Microsoft Access®** or **Microsoft SQL®** database. The same version of Bugs Manager supports both databases (i.e. there is no SQL version of Bugs Manager): see Chapter 2 for more information about setting up the database.

Contact your Web hosting provider to make sure that your Web server can support Bugs Manager. Typically, **Windows® 2000 Server®** and **Windows 2003 Server®** Web hosting packages meet these requirements.

Note: Bugs Manager uses server sessions extensively and therefore does not support load balanced servers. Most Web hosting companies do not host Web sites on load balanced servers. Typically, if you are assigned an IP address it means that you are not being hosted in a load-balanced environment. If you are not provided with an IP address that points to your Web site, then ask your Web hosting company whether the server that hosts your files is load balanced. If so, have them move your Web site to a non-load balanced server.

To access the administration console (the Control Panel) through which you will manage your project management system, we recommend that you use **Microsoft® Internet Explorer 5.0** or above. To download the latest version of Internet Explorer, use the following link: <http://www.microsoft.com/ie>

The latest version of Netscape (6.2 and above) should also be compatible with the Control Panel, although compatibility with Netscape has not been tested and cannot be guaranteed. Version 7 and above of Netscape should be fully compatible. On the contrary, known compatibility issues exist with Netscape Navigator 4.7x, and therefore we discourage you from using that and earlier versions of the Netscape browser.

The latest version of Apple's Safari browser should also be fully compatible with Bugs Manager's Control Panel.

Technical Support

If this User Guide does not contain the answer to a question or problem that you may have with Bugs Manager, please visit the Bugs Manager technical support area using the links below:

- a. Support home: http://www.earlyimpact.com/bugs_Manager/support/index.asp
- b. Knowledge base (FAQs): click on the appropriate link on the same page

Technical support is available for free at these addresses in the form of a searchable and updated database of frequently asked questions, technical articles, information and code samples for ASP developers, and more. In addition, your Bugs Manager purchase includes **same-version updates** and **e-mail support** at no extra charge for life.

If you are updating from version 1.0 to version 1.1, for example, that is considered a same version update and it is free. But if you wanted to upgrade to version 2.0, when available, that would not be considered a same-version update and you would be charged a fee. Existing Bugs Manager users are typically eligible for a discount when upgrading their version.

You can check for software updates by using the *Check for Updates* link located on the start page of your Bugs Manager Control Panel, which is the first page that is loaded when you log into the system as an administrator and click on the "Control Panel" link located in the top navigation bar.

To submit an e-mail support request, visit the Bugs Manager technical support area at the address listed above. Technical support via telephone is not available on Bugs Manager at this time.

About Early Impact

Early Impact is a software development company whose main focus is on delivering powerful, yet user-friendly electronic commerce applications to small- and medium-sized businesses. Early

Impact also develops applications, such as Bugs Manager, aimed at improving the way companies operate by taking advantage of the Internet..

Founded in 2001, Early Impact is a Limited Liability Corporation (LLC), privately owned and located in Orange County, California, in the midst of one of the fastest growing high-tech districts in the United States. Early Impact's founding partners have many decades of combined software development and e-commerce experience.

For more information, please visit the company's Web site located at: <http://www.earlyimpact.com>

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Early Impact does not provide free telephone support on the Software. E-mail support is free of charge and provided on a "best effort" basis. Early Impact does not offer ANY support on Software that You have customized. Answers to frequently asked questions related to the use of the Software are available free of charge to all users on Early Impact's Web site located at: <http://www.earlyimpact.com/support/>

4. Refunds

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Getting Started

Before you can start using Bugs Manager, the software must be installed¹ on your server and activated. You will not be able to log into the system and use Bugs Manager unless the software has been successfully activated. Therefore, please take a few minutes of your time to carefully read through the following pages. Our experience has indicated that the vast majority of issues that new users of Bugs Manager may encounter are the result of not properly activating the software.

In order to make the activation process as smooth as possible, Bugs Manager includes an intuitive **Setup Wizard**. Among other things, the Setup Wizard now performs a series of system checks on your Web server to ensure that the server can successfully host a project management system powered by Bugs Manager.

To install and activate Bugs Manager, follow the steps outlined below.

Installation

Download the latest copy of Bugs Manager from the Early Impact Web site. A link to the file will be provided by Early Impact as soon as the purchase is determined to be legitimate. Due to the high rate of fraudulent orders that a software company like Early Impact receives, we have to personally verify each order. Typically this takes less than an hour, but it may take longer during a weekend or on a holiday

If you purchased the software from an Early Impact reseller, you should have been provided a download link by the reseller, or the reseller may take care of the installation for you.

All Bugs Manager files are contained in a compressed (*.zip) file. Download and “unzip” the file on your local computer using your favorite unzip utility. If you don’t have an unzip utility, you can download a popular one at the following address: <http://www.winzip.com/>

Once you have unzipped the file you will notice that all of Bugs Manager’s files and folders are contained in a folder called *BugsManager*. The *BugsManager* folder contains several subfolders. Make sure not to change any of the files or folder names, or alter the folder structure².

Use your favorite FTP program to **upload** the contents of the *BugsManager* folder “as is” to the root directory (or a subdirectory) of the Web site that will be hosting the system. You can rename the *BugsManager* folder to any other name. For example, the address of your project management

¹ Technically speaking, Bugs Manager is actually not installed on the Web server. All files are simply transferred to the Web server via FTP.

² The only exception is the *database* folder. See Appendix E for information about why it is a good idea to change the MS® Access database name and location.

system's home page, should be something like: <http://www.yourcompany.com/BugsManager/>, assuming that you did not change the name of the *BugsManager* folder. If you changed the name of the *BugsManager* folder to *ProjectManager* for example, the address would be something like <http://www.yourcompany.com/ProjectManager/>

Due to the number of files included in the *Bugs Manager* folder, the process of uploading them to your Web server could take several minutes, depending on the speed of your Internet connection. Be patient as the file transfer completes: it is crucial that all files are correctly transferred to your server. If for any reason the transfer is interrupted (e.g. your Internet connection is terminated), we recommend that you begin the process from scratch to make sure that all files are uploaded to the server.

Using a MS® SQL vs. Access database

By default, Bugs Manager uses a Microsoft® Access database. Access performs well with Web applications that experience limited concurrent traffic, but it tends to slow down when there are several users running queries at the exact same time (i.e. “concurrent” users). In other words, if several users were adding content to a project at the exact same time, the system could experience a decrease in performance. If the same system were using a MS SQL database, the performance would likely not be affected.

Because running a Web site that uses a MS SQL database is more expensive and requires more expertise than running one that uses an Access database, most small- and medium-sized businesses opt to use Access. Truly, in the vast majority of cases, Web site visitors never experience performance problems because the likelihood of visitors querying the system database at the exact same time is rather small.

You can use Bugs Manager either with a Microsoft Access or a SQL database. There is no price difference between the two versions and the code that allows you to modify an existing SQL database for use with Bugs Manager is already included in the software that you have downloaded.

If you opt to use Access, there is nothing that you need to do. The database is already setup and Bugs Manager will connect to it using the database connection string that you will specify during the activation process, as explained later in this chapter.

If you opt to use SQL, make sure to setup the database right after moving the files to the server that will host the system, but before you attempt to activate the product. Otherwise you will get an error during the activation process indicating that Bugs Manager is unable to connect to the database. For an explanation of the tasks that you need to perform to use Bugs Manager with a SQL database, please see [Appendix B](#).

Note: Moving from an Access to a SQL database once the database has been populated is still possible, but it can be difficult and it may require hiring a database administrator (DBA). If you expect several concurrent users logging into your project management system and providing feedback at the exact same time, you should consider using Bugs Manager with a SQL database from the very start.

Setting Folder Permissions

Now that the root directory (or subdirectory) on your Web server contains the *BugsManager* folder (or however you may have renamed it) with all of its subfolders, you will need to edit its permissions to have “**read/write**” access. Make sure to set permissions for both the *BugsManager* folder and all of its subdirectories. In addition, edit the permissions for the *common* subfolder to have “**read/write/delete**”. Therefore, all folders contained in the *BugsManager* folder should have “read/write” access, and the *common* folder should also have “delete” access. Note that “delete” is also referred to as “modify”.

Many Web hosting companies provide their customers with an administration area that allows them to change folder permissions. Some other Web hosting companies require that you send a message to their technical support department. If so, send a message that says something like: “Please add ‘read/write’ permissions to the ‘BugsManager’ folder and its subfolders, and ‘read/write/delete’ access to the ‘common’ subfolder”. They should be able to perform this task very quickly. **Permissions are set for the “everyone”, “browser” or “anonymous” user.**

If you don’t know whether your Web hosting company provides the ability to edit folder permissions, or do not feel comfortable performing this task, ask your Web hosting provider for assistance.

If you are working on a project locally (e.g. a workstation powered by Microsoft® Windows XP Professional), remember that folder permissions are not set through the IIS console, but rather at the folder level.

In Windows XP Professional, follow these steps:

- To assign “Read/Write” permissions to the *BugsManager* folder and all of its subfolders: navigate to the *BugsManager* folder from “My Computer”, right-click on it, select “Properties” and then click on the “Security” tab. You can now set “Read/Write” permissions by simply selecting the user in the top part of the screen, and checking the correct permission options in the lower part of the screen. Typically, you will use set permissions for the “IUSR_MachineName” user (where “MachineName” is the name of the server) on a production server, and for the “Everyone” user when developing locally on your workstation. To add a user, simply click on the “Add” button, enter the user name (e.g. “Everyone”) and click “OK”.
- To assign additional “Delete” permissions to the *common* subdirectory of *BugsManager*, you will need to click on the “Advanced” button on the same window, select the user again, then click on “Edit” and select the “Delete” option in the “Permissions:” area.

More specific instructions on how to set folder permissions are beyond the scope of this document, and they differ depending on the operating system that you are using (e.g. Windows 2000 vs. Windows XP). Please refer to the Windows® online help for more information.

Note: If you attempt to activate Bugs Manager without having set the correct folder permissions, the Setup Wizard (see later this chapter) will notify you that the necessary folder permissions have not been set correctly, and will not allow you to proceed with the activation until they are correctly configured.

Defining a database connection

Bugs Manager supports both DSN and DSN-less database connection methods. You will be required to provide a connection string when activating Bugs Manager. The Setup Wizard will test the validity of your database connection string and only allow you to activate Bugs Manager if you have a valid database connection. The procedure to activate your copy of Bugs Manager is discussed in the next section. Below are examples of connections strings that you may use.

Using a DSN connection

A Data Source Name (DSN) is basically a link on your Web server that points to a database file. If you are not familiar with creating a DSN, contact your Web hosting provider and they will be able to assist you. Many Web hosting companies have an administration area that allows you to easily create a new DSN.

Create a new DSN, give it any name you wish, and point it to the Bugs Manager database (*EIBM.mdb*), which by default is located in the *database* subfolder of the *BugsManager* folder. You can place the database in any other folder on your Web site, and change its name (e.g. “myDatabaseFolder/myDatabase.mdb”). Just make sure to give the folder ‘write’ permissions, and to point the DSN to the correct file. For added security, you can place the database in a folder that does not have browser access and/or password-protect it. For more information, see the [Database Security](#) section of this document (Appendix A).

If you are using a MS SQL database, use a connection string structured as shown below, where *SQLDSN* is the name you defined for the connection (e.g. “BugsManager”), and *userid* and *password* are the user ID and the password defined for the connection:

```
DSN=SQLDSN;UID=userid;PWD=password
```

If you are using MS Access, use a connection string structured as follows, where *AccessDSN* is the name you defined for the connection (e.g. “BugsManager”):

```
DSN=AccessDSN
```

Using a DSN-less connection

There are several ways to connect to a database using a DSN-less connection. You should enquire with your Web hosting company to see which one they recommend. Here is an example connection string that will work with most servers.

MS Access. In the following sample connection string “c:\anydatabase.mdb” is the physical path to your database and “anydatabase” is the name of your Access database:

```
DRIVER={Microsoft Access Driver (*.mdb)};DBQ=c:\anydatabase.mdb
```

MS SQL. Here “sqlservername” is the name of the SQL server that you are connecting to, “sqlserverIP” is the server’s IP address, “databasename” is the name of the database, and “Uid” and “Pwd” are the user name and password to that grant access to it:

```
Driver={SQL Server};Server=sqlservername;Address=sqlserverIP,1433;Network=DBMSSOCN;Database=databasename;Uid=username;Pwd=password
```

Obtaining a License

When you purchase Bugs Manager, you will be provided with a Bugs Manager license. A Bugs Manager license consists of the following information:

- **License Key** – An alphanumeric string of characters that uniquely identifies your system.
- **Temporary Administrator User ID** – Your administrative user name. User name and password are needed not only to activate Bugs Manager, but also to log into the system as an administrator and configure its settings. You can change the administrator’s User ID at any time after the first time you log into the system.
- **Temporary Administrator Password** – You can change this temporary password to one of your choice at any time.

You will need this information, together with the database connection that you just created, to activate your Bugs Manager system. If you purchased Bugs Manager, but you have not received an e-mail message or other document containing the license information listed above, contact Early Impact or your Early Impact reseller. You will not be able to proceed without this information.

Make sure that you have performed all the tasks listed above (uploading Bugs Manager files, setting up a database connection, editing folder permissions, gathering your license information), then proceed with the next section.

Activating Bugs Manager: the Setup Wizard

To help you get started with Bugs Manager as quickly as possible, we created an intuitive Setup Wizard that will guide you step by step through the activation process. To start the Setup Wizard, gather the information listed above, then load the following page:

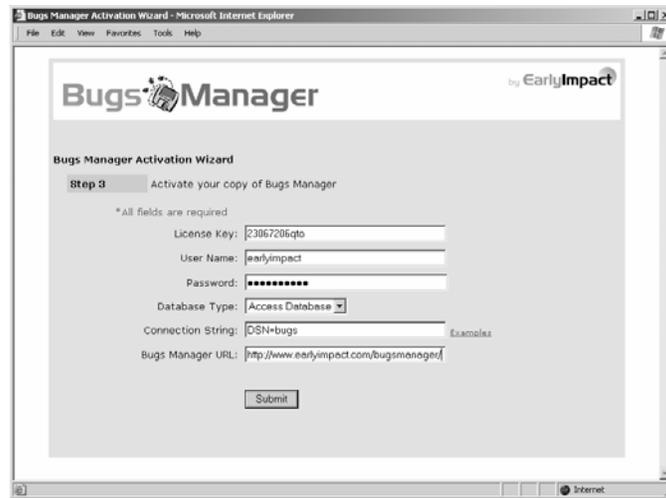
<http://www.yourWebSite.com/BugsManager/setup/>

The Bugs Manager Setup Wizard consists of a few steps outlined in the window that is initially displayed to you. First you will be asked to review an “activation checklist”, whose purpose is to make sure that you have everything you need to quickly get started with Bugs Manager.



Then, the Setup Wizard will run a series of tests to verify that your Web server is ready to host a Bugs Manager-powered project management system, including checking the validity of your database connection string.

The results page will provide information on each of the tests. If everything is ready, proceed to the next step, where you can enter your license information and finish the activation process. Otherwise, correct any problem found by the Wizard and run the tests again (e.g. folder permissions have not been correctly set, or the database connection string is invalid).



The following is a description of the fields displayed on the Setup Wizard's final screen:

- **License ID:** An alphanumeric string of characters that uniquely identifies your Bugs Manager system. This is part of the Bugs Manager license that you should have received when you purchased your copy of Bugs Manager. Save this information for future reference.
- **User Name:** A temporary, random user name assigned to you. This is part of the Bugs Manager license that you should have received when you purchased your copy of Bugs Manager. You will be able to change the User ID through the Control Panel, after you have activated your copy of Bugs Manager.
- **Password:** A temporary password assigned to you. This is part of the Bugs Manager license that you should have received when you purchased your copy of Bugs Manager, and it can be changed at any time after activating the software.
- **Database Type:** Bugs Manager supports either MS Access or SQL databases. Select the database type that you will be using.
- **Connection String:** This field will be pre-filled with the database connection string that you have entered on the previous screen, and which was validated by the Setup Wizard.
- **Bugs Manager URL:** This is the path to the files contained in the *BugsManager* folder that you have uploaded to your store. The path will be different depending on whether you have or have not renamed the *BugsManager* folder. For example, if you placed the

BugsManager folder in the root, without renaming it, the URL would be “<http://www.myWebSite.com/bugsmanager/>”. Otherwise, edit the path accordingly.

Fill out the setup form completely and press the *Submit* button. Note that all entries are required and case sensitive. If the activation is **successful**, the Bugs Manager login page will be displayed.



The first time you attempt to log into the Bugs Manager using a computer from which you have not logged in before, you will be asked to agree to the Bugs Manager End User License Agreement, which sets the terms and conditions of use of this software. This is the same Agreement contained in Chapter 1 of this document.

You will not see the license agreement again, unless you access Bugs Manager from a different computer. The reason why you are asked to agree to the End User License Agreement again when using a different computer is that we assume that it is a new user that is accessing the system.

To log in, enter your User ID and your new password and click on the *Submit* button. You will be logged in as the **system administrator**. Click on the Control Panel link located on the right side of the navigation bar to access Bugs Manager’s Control Panel. Refer to the next chapter of this document for information about configuring system settings.



Customizing the Graphical Interface

The graphical interface of all pages generated by Bugs Manager is controlled by two files: *bm_header.asp* and *bm_footer.asp*. Feel free to edit these files as you wish. However please note:

- The file *bm_header.asp* includes the system **navigation bar**, which contains some ASP code that hides the “Control Panel” link from users who do not have administrator access to the system³. If you plan to redesign the navigation bar, make sure not to alter that part of the code. We have included the Macromedia® Fireworks source files for the default navigation bar that we created for Bugs Manager. If you are a Fireworks user, this will make it easy for you to change the look & feel of the navigation area.
- Many of the pages in Bugs Manager include tables that are **750 pixels** wide. If you plan to merge Bugs Manager pages within your Web site’s graphical interface, make sure that you have enough width to work with.
- You may remove the copyright information that is located in the file *bm_footer.asp*, but YOU MAY NOT remove any copyright information from the Control Panel pages. Specifically, you may NOT alter the following pages: *adminEula.asp*, *adminCopyright.asp*, and the End User License Agreement included in *default.asp*.

³ If you are using an HTML editor such as Macromedia® Dreamweaver, you will notice the ASP code (an “if” statement) at lines 62-63 (opening statement) and then 69 (closing statement) of *bm_header.asp*. If the user is an administrator, then the code between those lines is shown, otherwise it is hidden.

Using Bugs Manager

The *Control Panel* allows you to configure general system settings such as the type of font and colors used throughout the system or the e-mail component to be used to send update messages to team members. It also allows you to create new projects, create new users and assign them to projects, generate reports on the status of a particular project, and more.

System Settings

From the Control Panel welcome page, select *View/Edit Settings* under *System Options*. The System Options window is divided in the following areas:

- **E-mail Settings:**
 - E-mail Component: Select the e-mail component that you would like to use with the system. The Setup Wizard detected for you which systems are supported by your Web server. You can also contact your Web hosting company (or visit their technical support area) to find out which e-mail components are supported. Supported e-mail components are: CDONTS, Bamboo SMTP, Persits ASPMail, JMail, and ServerObjects ASPMail.
 - SMTP Server: This field allows you to change the name of the SMTP server used by Bugs Manager to send e-mails. In most cases, you will not have to change the default value, which is “localhost”. If Bugs Manager is not sending e-mails, however, check with your Web hosting provider to see what SMTP server you should use. For example, the SMTP server could be something like: “smtp.yourWebHostingCompany.com”, or alike. Many Web hosting companies include information about this type of setting in the frequently asked questions section of their support pages.

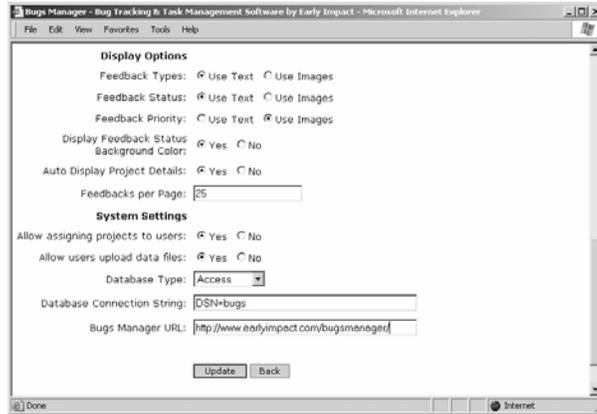
- **Display Settings:**
 - Font and Color: This section allows you to define the type & color of the fonts used in the system. It also allows you to edit the color of the background of the title row whenever Bugs Manager uses a table to organize the information (*accent font & color*).
 - Accent Color: Sets the background color for the title row of any table used by Bugs Manager to organize information.
 - Accent Font: Sets the font to use in that title row.

- Accent Font Size: Sets the size of the font in that title row.
 - Accent Font Color: Sets the color of the font in that title row.
 - Text Font, Size, Color: Sets the attributes of the font used to display text anywhere in the system, except for links, title rows (see above) and system messages (below).
 - Text Link Color: Sets the color for text links.
 - Special Text Color: Sets the color for the text used in system messages (e.g. error messages, reminders, etc.).
- **Display Options**: it allows you to decide how to display some of the useful information that Bugs Manager utilizes to define the status and priority of various projects and tasks.
 - Feedback Types: You can elect to either use text or images to display the type of feedback (e.g. bug, suggestion, new feature, etc.). If you elect to use images, make sure to associate an image with a feedback type when you add one to the system.
 - Feedback Status: Same as above.
 - Feedback Priority: Same as above.
 - Display Feedback Status Background Color: This setting allows you to have Bugs Manager change the color of the table row that displays a summary of feedback received within a project (see example below). You can set the background color when adding/editing feedback status (e.g. you could assign “green” to “resolved” issues).



- Auto Display Project Details: When this setting is set to *Yes* a series of project details are automatically shown at the top of the project summary page, as shown in the image above. Project details can easily be hidden/shown by clicking on *Details* button on the same page.

- Feedback listings per Page: This option sets the number of project items (tasks, bugs, comments, etc.) shown on the project summary page. If the total number of project feedback listings exceeds the value entered here, then a navigation area is automatically added to the bottom of the project summary page, so that users can easily navigate between pages.



- **System Settings**

- Allow assigning tasks to users: When this setting is set to *Yes*, project managers and administrators can assign a task to one of the team members involved with the project (including themselves). When this happens, the user to which the task has been assigned receives an e-mail message with a link to the assigned task. Since some of feedback added to a project may not be a task, but rather a comment, a suggestion, etc., even when this feature is enabled, it is not a required option when adding feedback to a project.
- Allow users to upload files: When this setting is set to *Yes*, team members can associate files with project feedback. For example, they could upload an image file to better explain the comment or suggestion. Or they could upload a text file containing an error message received when testing a certain software application. For security reasons, Bugs Manager limits the type of file that can be uploaded to the system to the following: txt, htm, html, gif, jpg, pdf, doc and zip.
- Database Type: Enter the type of database used with the system. This entry is automatically set when activating Bugs Manager and should not be altered unless the type of database used with the system is changed.
- Database Connection String: The same is true of the database connection string that Bugs Manager uses to connect to the database.
- Bugs Manager URL: This entry is also pre-filled with the value entered during the activation process. It is the path to Bugs Manager's files. If you have not changed the name of the *BugsManager* folder, then the path should be something like: <http://www.yourWebSite.com/bugsmanager/>

Managing Users

Bugs Manager allows you to have different members of your team manage different projects at any given time. The same person can also be a project manager for one project, and a just a team member for another project. Specifically, Bugs Manager supports 3 levels of users.

- **System Administrators** have access to all system features, can view and manage any project, can assign tasks to other team members, and can edit and/or delete feedback posted by other users. Administrators have access to the Bugs Manager Control Panel (see later in this document for a description of Bugs Manager's Control Panel).
- **Project Managers** have administrator access to every project to which they have been assigned, but they do not have access to other projects, nor to the Bugs Manager Control Panel. Having administrator access to a project means that:
 - When adding feedback to one of the projects to which they have been assigned, they can assign tasks to a team member (including themselves).
 - They can change the status on submitted feedback (e.g. closing an open issue after it has been resolved).
 - They can edit and delete feedback submitted by other system users
- **Team Members** have access only to the projects to which they have been assigned. They can add and read postings within those projects, upload files, and more. Unlike system administrators and project managers:
 - Team Members do not have administrator access to any of the projects that they are assigned to. However, a Team Member can be chosen to manage a specific project, and therefore given administrator access to that project.
 - When adding feedback to a project, Team Members cannot assign a task to another user, unless they have been selected as the manager for the project.
 - When reviewing posted feedback, they can only edit or delete feedback that they have posted themselves. They cannot edit or delete feedback posted by another user, unless they have been selected as the manager for the project.
 - Team members cannot change the status of existing feedback, unless they have been selected as the manager for the project.

Given the definitions above, when creating a new user you should keep in mind that...

- ... assigning a new user the user type "Administrator" means giving the new user automatic project management rights to **ALL** projects, **AND** access to the system settings via the Control Panel.
- ... assigning a new user the user type "Project Manager" translates into giving the new user administrator access to all projects.
- ... assigning a new user the user type "Team Member" does NOT mean that the user cannot be a manager of one or more projects. If you plan to have a user only manage one or more projects, but do not want the user to have administrator access to all projects, then set up the user as a Team Member instead of a Project Manager.

To add a new user, select *Create New User* from the left-side navigation area on the Control Panel start page. Starting from the top, enter a user name, select the type of user, check the project with which the user is involved, enter a full name for the user, an e-mail address to which the system will send project updates, and a password. User name and password are used to log into the system. Users can only view existing project feedback and add new feedback to a project after they log in. When they log in, they only see a list of the projects to which they have been assigned.

When users log into the system, they are able to edit some of this information by clicking on the *My Account* button in the top navigation area (e.g. they can change their password). However, users cannot change the list of projects to which they have been assigned. Only the administrator can assign and/or remove users from a project.

Name	Email	Type	Projects	
Administrator	info@earlyimpact.com	Admin	All	Edit
Paul Smith	marketing@earlyimpact.com	Project Manager	Super Company Web Site Bugs Manager 2.0 Early Impact Web site	Edit Delete
Tod Todds	marketing@earlyimpact.com	Team Member	Sales Management System Early Impact Web site	Edit Delete
Ted Tester	marketing@earlyimpact.com	Team Member	Early Impact Web site	Edit Delete
John R. Knox	john@earlyimpact.com	Project Manager	Sales Management System	Edit Delete
Test Company	tkirby@protective-clothing.net	Project Manager	Setup Remote System	Edit Delete
Test Company User	tkirby@protective-clothing.net	Team Member	Setup Remote System	Edit Delete

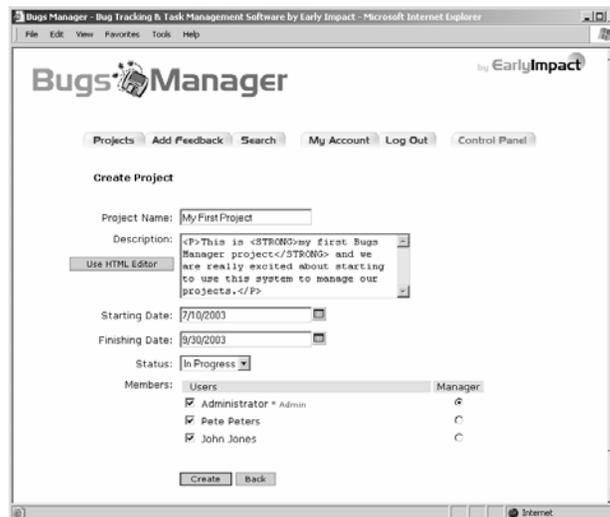
Click on *View/Edit Users* on the Control Panel start page to view a list of all system users and the project(s) to which they have been assigned. From this page you can view/edit details on each user, or delete a user. Please note the following about deleting system users:

- You cannot delete the original system administrator (i.e. there must be at least one system administrator in the system).

- If you need to make a user temporarily inactive, use the *Lock This Account* feature accessible on the user's *Account Details* page instead of deleting the user.
- When you click on the *Delete* button, you will be shown two successive alert messages:
 - The first alert message verifies that you want to delete the selected user account.
 - The second alert message asks you whether you also want to delete all feedback posted to the system by the selected account. Typically, you will want to click *Cancel* on this second alert window, so that the feedback posted by the user remains in the system even after the user has been deleted, for record purposes.

Managing Projects

With Bugs Manager you can create and manage unlimited projects. Only users that are assigned to a project will be able to see any feedback posted to it, and/or add feedback to the project. To create a new project, select *Create New Project* from the left-side navigation area on the Control Panel's start page.



Enter the following project information, and then click on the *Create* button.

- **Project Name:** This is the name assigned to the project. On the Bugs Manager welcome page, which is shown after users log in, projects are displayed in alphabetical order in the *My Projects* area located on the left side. Users only see projects to which they have been assigned. Inactive projects (see below) are not shown under *My Projects*.
- **Description:** The project description is shown on the project details page, when project details are visible. Project details can be toggled on and off by click on the *Details* button at the top of the project details page.
- **Starting & Finishing date:** You can enter a starting and ending date for the project.
- **Status:** You can assign a status to a project (e.g. in progress, completed, etc.). Project status is shown in the top area of the project details page, and on the *View/Edit Projects* area of the Control Panel. The status of a project does not affect the availability of any

project features. It is simply a way to better organize projects. Project status information is displayed in the Control Panel on the *View/Edit Projects* page.

- **Members:** When creating or editing a project, you can assign/remove users from it. By default, a product is managed by the system administrator, unless you choose another project manager. Note the following about the project editing rights of the various types of users that you can assign to a project:
 - **Administrators** have access to all projects, and have editing rights on all of them (add, edit, delete postings; add/remove users; assign tasks).
 - **Project Managers** only have access to the projects to which they are assigned. But when they are assigned to a project, they always have editing rights on it (i.e. they can manage any project that they are assigned to).
 - **Team Members** only have access to the projects to which they are assigned, and do not have editing rights on a product unless they are selected as the project manager on the *Create New Project* or *Edit Project* page. So if you want a user to manage one project, but simply participate to another project without managing rights, make sure to set up the user as a *Team Member*, and not a *Project Manager*, then make the user the project manager for the project that you want him/her to manager.

To view a list of projects, edit their general information (e.g. starting and ending dates), and assign or remove users from a project, select *View/Edit Projects* from the Control Panel welcome page. A list of existing projects will be displayed, together with the users that have been assigned to them, their status, and whether or not the project has been archived. Click on *Edit* to view and edit the project details and user assignments. Click on *View* to leave the Control Panel and display feedback for the project.

When you edit an existing project, you have the option to **archive** it. For example, assume that you have a large number of projects in the system and many of them have been completed. Archiving a project allows you to keep it into the system, but also to hide it from the Bugs Manager welcome screen. This allows you to limit the list of projects that users view on the Bugs Manager welcome screen only to projects that are currently active.

Archived projects can be accessed by clicking on the *View Archived Projects* link on the Bugs Manager welcome screen. The link is shown only to users that have been assigned to any of the projects that have been archived.

To archive a project, click on the *Edit* link on the *View/Edit Projects* page in the Control Panel. On the *Edit Project* page, check the *Archive* option and click on the *Update* button. The project is now archived and will no longer be shown in the *My Projects* area of the Bugs Manager welcome screen. Archived projects can easily made active again by clearing the same option on the *Edit Project* page.

Archiving a project is a good alternative to deleting a project. When you **delete** a project, unlike when you archive it, all project-related data is removed from the database and can no longer be accessed. If you are unsure of whether you may need project information at a later point, archive it rather than delete it.

Projects & Feedback

In Bugs Manager a “project” organizes related feedback and allows you to restrict user access to such feedback. A project is a virtual container that gathers information on tasks, assignments, ideas, problems, and all other information that relates to a new venture that your company is involved with.

Depending on the nature of the project, the information that users will add to the system may vary substantially. That’s why throughout this document and in the Control Panel, we decided to use the generic word “**feedback**” to refer to any information that a user may post to a project through the system.

For example, if you are using Bugs Manager to manage a new client project (e.g. a new Web site that your company is designing for a client), the type of feedback that users might post to the system could be categorized as:

- “Ideas” for the project
- “Tasks” assigned to one of the team members involved with the project
- “Problems” encountered when implementing those ideas
- “Suggestions” received from the client
- Etc.

Instead, if the project had to do with designing a new product or service that your company is adding to its current product line, the type of feedback that users will post to the system could be categorized for example as:

- “Features” that the product or service will have
- “Requirements” provided by management
- “General” comments on the project
- Issues
- Etc.

Feedback Type, Priority, and Status

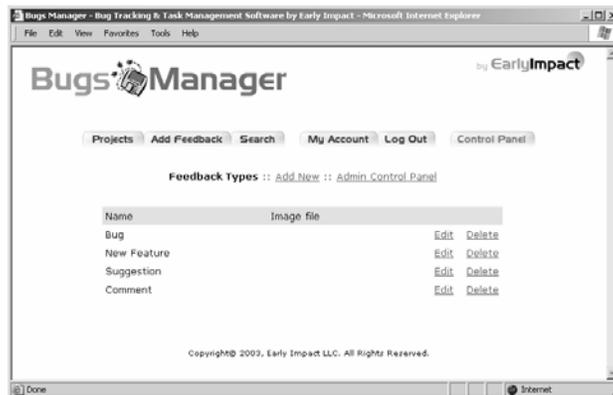
The categories described above are what in Bugs Manager we have called feedback “**type**”. Before you begin working on a project, add as many types as you believe you will need to effectively manage the project. This way when users add feedback to the project, they will be able to select a type of feedback that is consistent with the kind of information that they are posting to the system. Of course, you can add or remove feedback types at any time.

To create a new feedback type, select *View/Edit Types* under *Feedback* on the Control Panel start page. A list of existing feedback types will be displayed. You can add a new feedback type, or edit/delete existing types. To add a new type, click on *Add New*. On the next screen, enter a description for this feedback type. For example, enter: “Bug” or “New Feature” or “Client Suggestion” or anything else that may apply to one or more of the projects that you are managing). On the project details page, the feedback type is displayed using either this description, or an image file. If you plan to use an image file, enter the image file name (just the name, not the

location) in the corresponding field (e.g. type1.gif). You can configure Bugs Manager to use text or images to display the feedback type by setting that option on the *System Options* page. You can upload images to Bugs Manager by using the built-in image upload feature: all images are automatically uploaded to the “images” folder. Or you can use your favorite FTP program: just remember to move the files to the “images” folder.



You can always come back to this screen to add new feedback types or edit/delete existing ones. If you switch from using text to images to display the feedback type on the project details page, remember to edit each feedback type and add an image file name in the image field.

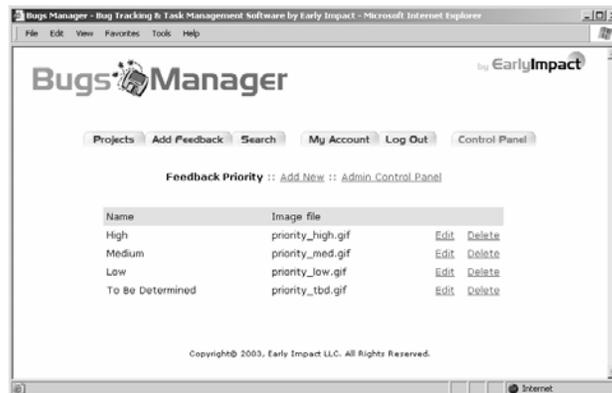


When users add feedback to a project, they can assign a degree of **priority** to it. For example, an issue may have high priority, but a general comment may have a low priority. The priority associated with any feedback is shown on the project details page, and information posted to a project can be sorted by priority.

In the Control Panel you can add any number of priority levels, which will all be displayed in the *Priority* drop-down menu on the *Add New Feedback* page. To add a priority level (e.g. 1, 2, 3 or low, medium and high), select *View/Edit Priority* under the *Feedback* menu. By default, Bugs Manager includes four priority types: *High*, *Medium*, *Low*, and *To Be Determined*.

Also by default, Bugs Manager is setup to display images instead of the text description for feedback priority on the project details page (a space saving measure). To have Bugs Manager show text descriptions instead of images, simply edit that option on the *System Options* page.

Feel free to edit or delete existing priority levels, or add new ones.



Unlike “type” and “priority”, which can be set by any user who is adding feedback to a project, “status” is a property that can only be assigned by the project manager, and/or by a user that has administrator access to the system. “Open” status is assigned automatically to all feedback entered in the system (you can edit the word “open”, but you cannot delete that status). Then, as users reply to an initial posting, the project manager can change the status to any other value. For example, let’s assume a problem was found in a new feature added to a product that is being developed by your company:

- When the problem is reported, its status is “open”
- When a solution is found, the status may change to “testing” or something like that
- When the edited feature is tested successfully, the status would be changed to “closed” or something like that.

In the Control Panel you can add any number of statuses. Feedback status is shown on the project details page and on the feedback details pages. To add a status (e.g. “under review”, “in production”, “completed”, etc.), select *View/Edit Status* under the *Feedback* menu. By default, Bugs Manager includes two statuses, which you cannot delete: *open* and *closed*. You can edit their description, but you cannot delete these statuses.

Also by default, Bugs Manager is setup to display text, and not images (unlike with the “priority”). To have Bugs Manager show images, instead of text to display feedback status, edit that option on the *System Options* page.

Adding Feedback to a Project

As mentioned before in this manual, users can only add feedback for projects to which they have been assigned. Projects to which they have not been assigned are not listed in the *My Projects* area of the Bugs Manager welcome screen, and are not included in any of the *Project* drop-down menus throughout the system. The exception is a user with administrator rights, who has access to all projects and can add feedback to any of them.

Adding feedback to a project is a two-step process. First, you upload files that you would like to associate with your posting (if any). Then, you select a number of properties that apply to the new posting (e.g. project, priority, etc.) and add a description for it.

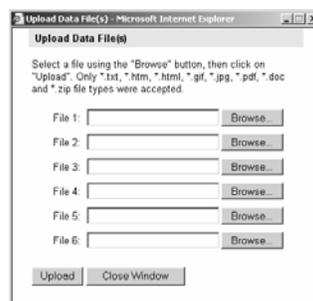
To add feedback to a project, click on the *Add Feedback* button in the top navigation area. There are also other links that point to the same form on other pages.



As mentioned above, if you wish to upload one or more files with your feedback, you need to do so before submitting it. In the top area of the *Add Feedback* form, click on *To upload files, click here*. For security reasons, the type of file that you can upload to the system is limited to the following file extensions: *.txt, *.htm, *.html, *.gif, *.jpg, *.pdf, *.doc and *.zip. If you try to upload a file that is not among the supported file types, Bugs Manager will return an error message.

To upload a file, select the file using the *Browse* button, then click on *Upload*. You can upload up to 6 files at the same time. If you are uploading large files, the upload process may take up to several minutes. Please wait until Bugs Manager displays a confirmation page that indicates that the upload was completed successfully.

If you receive an error message during the upload process, very likely the “images” folder does not have “write” permissions. Reset the folder permissions and try again.



When other team members view feedback that you have added to a project, they will be able to easily download any file that you have associated with that particular posting. For example, if your company is testing a new software application, you could upload a screen shot of the error message that you received when using a certain feature. If you are proposing a new design for a

Web site that your company is creating for a client, you can upload an image file to graphically describe your ideas.

Once you are done uploading files, Bugs Manager will refresh the page and show a list of uploaded files that will be associated with your feedback. If you don't want to include some of the files that you have just uploaded, uncheck the checkbox next to any of them.

If you do not wish to associate any files with your feedback, or if you are done uploading an associated file, move on to the actual *Add Feedback* form and begin adding the following information:

- **Project.** If you get to the *Add Feedback* form while reviewing a project, the current project is automatically selected in the *Project* drop-down menu. Otherwise, select the project for which you would like to submit feedback. Team members can add feedback to any project that they have been assigned to. Users with administrator rights can add feedback to any project. This is a required field.
- **Type of Feedback.** Select the type of feedback from the *Feedback Type* drop-down menu, which lists all the feedback types that you have added to the system through the Control Panel. For example, your feedback could be a suggestion, a comment, a new feature, a new issue, a new assignment, etc. *Feedback type* is a required field.
- **Priority** (e.g. high, low, to be determined, etc.). Select a priority from the *Priority* drop down menu, which is populated with the entries that you have added to the system using Bugs Manager's Control Panel. *Priority* is a required field.
- **Assignment.** Check the checkbox next to the team member that you would like to assign this task to, if the feedback that you are adding to the project is in fact some sort of "task". If not, leave the checkboxes blank. This feature is only available to the system administrator and the project manager. Team members cannot set and/or edit the task assignment. The user to which the task has been assigned is notified via e-mail of the assignment. The e-mail contains a link that takes the user back to the system for more details on the assigned task. Since feedback may not consist of a task to be assigned to a team member, this is not a required field.
- **Deadline.** Enter a date in the *To Be Completed By* field. Use the pop-up calendar to make sure that you are entering a date in the proper format. This is the date before which the task should be completed. This feature is only available to the system administrator and the project manager, and it becomes useful when assigning a task to a team member. Team members cannot set and/or edit a deadline for a task. When a task has passed the due date, a warning message is shown on the project details page next to that task. You can also generate reports for tasks that are past due. Since feedback may not consist of a task to be assigned to a team member, the deadline is not a required field.
- **Build number.** This is an extra field that can contain virtually any additional information on the task. The field name *Build Number* be easily changed by editing a file called *languages.asp* that is located in the *common* folder. For software companies, it can contain the build number of the application that is being developed. For other firms, it may contain the phase number that a project is in, or other information.

- **Short description.** This is the feedback title. The title is visible on the project details page and on search results pages, unlike the long description, which is only visible when viewing details on a specific posting.
- **Long description.** The description field supports HTML tags. A built-in HTML editor makes it easy for anyone to enter formatted content.

Once feedback has been added to the system, an e-mail message is sent to all team members that have been assigned to the project and that have elected to receive notification e-mails when new feedback is posted to the project. The message contains a link that brings the user back to the system: after the user logs in, the feedback details page is immediately displayed, without the user having to browse to it.

Team members can edit or delete previously added feedback, but only if they had submitted it. They cannot edit or delete feedback submitted by other users. However, project managers and administrators can edit or delete any feedback posted by any user.

Viewing Project Feedback

To view existing feedback for a project, log into the system and select a project from the *My Projects* area of the Bugs Manager welcome screen. In addition, newly posted feedback since the last time you logged into the system is listed in the *Latest Feedback* area.



The project details page shows all feedback submitted for the project. General project details are shown at the top of the page, and can easily be shown or hidden by clicking on the *Details* button. The system can be configured to either show or hide this area automatically by using the corresponding option located on the *System Options* area of the Bugs Manager Control Panel

The number of posting shown on each page is also set in the *System Options* area of the Control Panel. If the system administrator has setup the system to identify different feedback status with a different color, that color is used as a row background color in the table that organizes project feedback (see picture above).

Each column heading can be used as a sorting criterion by clicking on the up or down arrows next to the heading. The column headings are:

- **ID:** This is a unique identifier for any feedback posted to the system. The number is automatically assigned by the database and cannot be edited.
- **Pri:** The feedback priority (e.g. low, medium, high, to be determined, etc). It can display an image or a text description depending on how the feature has been configured in the Control Panel.
- **Description:** The short description for the posting. Click on the *Details* link on the right side to view a longer description for the selected feedback, download any associated files, and post replies.
- **Reported:** The date in which the feedback was reported.
- **Last Edited:** The last date on which the feedback was edited or replied to.
- **Reported by:** The team member that initially posted this feedback.
- **Status:** The current status (e.g. open, testing, closed, in production, etc.). It can display an image or a text description depending on how the feature has been configured in the Control Panel.

When you click on the *Details* link located on the right side of each posting, you will be shown a page that lists all details on the selected feedback, together with any files associated with it, and any replies submitted after the initial posting. Click on *Print This Feedback* to view and print a **printer-friendly** version of the feedback details page.

The form used to reply to an existing feedback is very much like the form used to add new feedback to the system, except that some of the fields are not available (e.g. the project cannot be changed). Please refer to that section of this manual for more information on the various fields shown on the *Add Feedback* page. **Remember that if you wish to associate files with your posting, you need to upload them before you add a description, not after.**

Team members can only view, but not edit or delete feedback submitted by other users. Project managers and system administrators have the following additional rights:

- Edit feedback submitted by any user
- Delete feedback submitted by any user
- Reassign tasks to another team member
- Change the feedback status (e.g. from “open” to “closed”)
- Move feedback from one project to another

Searching for Specific Feedback

Users can search any project that they are involved with for specific feedback that was previously added to the project. Search results are displayed in the same organized way in which project feedback is shown on the project details page. A printer-friendly version of the filtered search results page allows users to effectively print out notes that can be used for meetings or other

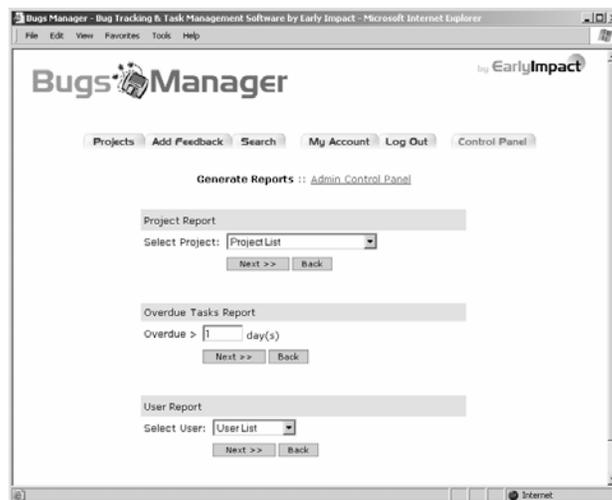
purposes. For example, you may wish to print out a report for “open” issues within a specific project before attending a meeting with other team members.

Team members can search for specific project feedback using the following filters:

- **Project.** Users can select any of the projects that they are involved with, or search across all of them.
- **Status.** For example, the user could search for all "Open" or "Pending" issues.
- **Submitted by.** The user that originally submitted this feedback.
- **Assigned to.** The user to which the task was assigned.
- **Feedback ID.** If the user knows exactly which issue to track down, the issue ID can be entered here. This is an especially useful filter when companies are managing a large number of projects and/or issues or tasks for each project.
- **Keywords.** Bugs Manager looks for matching keywords in the description fields.
- **Submitted between ... and.** These date filters allow the user to narrow down the search to a specific period of time.

Generating Reports

The Control Panel welcome page includes a *Quick Report* on an existing project. The *Quick Report* lists combined information on all active projects. To generate more in-depth reports, click on the *More Reports* link in the middle of the page, or select *Generate Reports* from the left-side navigation area.



You can generate three types of reports.

- **Project Report.** For each project, you can generate a report that includes general information about the project (status, who is the manager, project members, etc.), and lists the total number of feedback items submitted to the project and their status. For example, a specific project may have 5 open issues, 7 closed items, and 3 under review.

When you click on the number next to the feedback status, Bugs Manager will show you a report of the feedback that matched that criterion.

- **Overdue Tasks Report.** This report helps you search the system for all tasks or other feedback that is past due. Enter the number of days in the input field, and Bugs Manager will generate a report that includes all feedback that has been overdue for more than the specified number of days.
- **User Report.** Select any user from the list and Bugs Manager will generate a report that includes information on the user (name, e-mail, projects to which the user has been assigned, number of postings added to the system, etc.), and lists overdue tasks assigned to the user.

Appendix A

Database security

The following security tips only apply to Bugs Manager systems powered by an Access database. They do not apply to systems using a SQL database. Security tips:

- **Change database location and/or database name.** Your store database is located in the *database* subfolder of *BugsManager* and it is named *eibm.mdb*. You can move the database to any other folder on your Web server, as long as it has write/read permissions. You can also rename the database to any other name. If you do move the database to a new location and/or rename it, remember to edit the DSN or DSN-less database connection string. After doing so, make sure to either run the Bugs Manager activation form again, or manually edit the database connection string in the *common/settings.asp* file. Also, for added security make sure that the folder that holds the database cannot be accessed by a browser.
- **Password-protect the store database.** You can password-protect the Microsoft® Access database that powers your project management system. To do so, first download the database to your local machine. Then, launch Access and select *File/Open*. Locate the file that you just downloaded and open it using the *Open Exclusive* option. You can select the *Open Exclusive* option from the *Open* drop-down located in the bottom right corner of the *Open File* window (*Access 2002*). Once the database is open select *Tools/Security/Set Database Password*. Enter a password, confirm it and click *OK*.

Upload the database back to your Web server. The database will now require a password before being opened or accessed by any application. This is true for Bugs Manager too. Therefore, you will need to modify the DSN or DSN-less connection to include the password information. You may easily do so by editing a file called *settings.asp* located in the *Bugs Manager/common* folder.

For example, if you are using a DSN connection:

```
"DSN=BugsManager"  
becomes...  
"DSN=BugsManager;PWD=yourPassword"
```

If you are using a DSN-less connection:

```
"DRIVER={Microsoft Access Driver (*.mdb)};DBQ=c:\yourdatabase.mdb"  
becomes...  
"DRIVER={Microsoft Access Driver (*.mdb)};DBQ=c:\anydatabase.mdb;PWD=password"
```

- **Regularly back-up your database.** Because strange things happen even to the most reliable Web hosting providers, make sure that you keep a back-up copy of your system database in a location other than your Web server. You should back up the database regularly.

Appendix B

SQL Installation

Overview

This document is meant as a general guideline for installing and setting up a Microsoft SQL Server database for Early Impact's Bugs Manager. This is by no means a comprehensive guide for running a SQL Server based database. For in-depth information on SQL Server, you should consult the documentation included with SQL Server or consult your Web hosting provider.

Creating the database

If the database already exists, skip this section and go directly to "Running the SQL Script".

If you need to create a new database, follow these directions. In SQL Enterprise Manager, right-click on the "Databases" folder in the Server Manager window and select "New Database...". In the new database dialog box that appears, enter the name of the new database that you are going to use for Bugs Manager. Click on "OK" to save the changes.

Running the SQL Script

You can now run the SQL script located in the 'database' folder. The script will create all the objects you need in the database.

In SQL Enterprise Manager, find the database you want to use and highlight it in the Server Manager window. Once your Database is highlighted, click on "Tools" and select "SQL Query Analyzer". This will bring up the SQL Query Analyzer with the correct database already selected. On the SQL Query Tool Analyzer toolbar, pick the "Load SQL Script" button (CTRL+SHIFT+P). This will allow you to load the SQL script into the SQL Query Analyzer. Once the script is loaded, you will see it in the Query window.

To run the script, click the "Execute Query" button (F5) on the toolbar. The script will run and create all the objects that are needed in the database.

Setting Permissions

After you have successfully run the script, you need to assign access permissions to the database objects. The User must have full permissions on all the tables in the Bugs Manager database.

Connecting to the Database

If you are using a **DSN connection**, use a string structured as follows, where SQLDSN is the name you defined for the connection (e.g. "BugsManager"), and userid and password are the user ID and the password defined for the connection:

```
DSN=SQLDSN;UID=userid;PWD=password
```

If you are using an **OLE DB connection**, use a connection string structured as follows:

```
PROVIDER=SQLOLEDB;DATASOURCE=sqlservername;UID=username;PWD=password;DATABASE=databasename
```

Store Activation

You can now proceed to activating Bugs Manager as explained in Chapter 2.