Visual Intercept Administrator Contents

[Copyright Notice](#)

[Welcome to Visual Intercept](#)

[What is the Visual Intercept Administrator?](#)

[How to use the Visual Intercept Administrator](#)

[Reference Information](#)

[Technical Support](#)

For Help on Help, press F1.

What is the Visual Intercept Administrator?

The Visual Intercept Administrator is designed to aid the person responsible for the data integrity of the Visual Intercept data source. The Visual Intercept Administrator can easily add users, add groups and set up security access privileges through a graphical user interface rather than by manually editing system scripts.

The Visual Intercept Administrator also allows you to configure the terms used for the following Visual Intercept document fields: Contact types, Relationship types, and Incident attributes (*i.e.*, Category, Priority, Status, and Severity).

Reference Information

Logging On to the Administrator

- [Visual Intercept Security](#)

Visual Intercept Administrator Documents

- [Visual Intercept Groups](#)
- [Visual Intercept Users](#)

Working with Administrator Documents

- [Visual Intercept Administrator](#)
- [Exporting Visual Intercept Data](#)
- [Importing Visual Intercept Data](#)
- [Printing Visual Intercept Documents](#)
- [Sending Visual Intercept Documents](#)
- [Security Example](#)

Data Sources

- [ODBC and Data Sources](#)
- [ODBC Driver Installation](#)
- [Data Source Selection](#)
- [Defining a Data Source](#)
- [To establish a different data source connection](#)

Commands

- [Visual Intercept Administrator Menu Bar](#)
- [Configure Command](#)

Glossary

A - C

[Actions Menu](#)

[Add User Dialog Box](#)

[Arrange Icons Command](#)

[Attach Command](#)

[Cascade Command](#)

[Change Password Command](#)

[Close Command](#)

[Close All Command](#)

[Configure Command](#)

[Copy Command](#)

[Cut Command](#)

D - F

[Datasource Menu](#)

[Delete Command](#)

[Detach Command](#)

[Edit Menu](#)

[Editing Text](#)

[Exit Command](#)

[Exporting Visual Intercept Data](#)

[File Menu](#)

[Find Command](#)

G - I

[Group List](#)

[Group Document](#)

[Groups Command](#)

[Importing Visual Intercept Data](#)

[Importing and Exporting Options](#)

[Insert Command](#)

J - O

[New File Command](#)

Edit Menu

These commands allow you to easily work with text and configure incident attributes, contact types, and relationship types in the Visual Intercept Manager.

Undo Command

Cut Command

Copy Command

Paste Command

Configure Command

File Menu

The following are commands available from within the Visual Intercept File menu.

New Command

Open Command

Close Command

Save Command

Save As Command

Save All Command

Send Command

Import Command

Export Command

Print Command

Print Preview

Print Setup Command

Recent File

Exit Command

Visual Intercept Groups

Security issues in Visual Intercept are addressed at the project level. Rights to refresh (read), insert, delete, and update Visual Intercept documents are organized into <u>Group documents</u> . These groups are subsequently associated with projects attached to <u>User documents</u> . With project security, you can control access rights for each user on a per-project basis. For an example, see <u>Security Example</u> .

The Visual Intercept Administrator can assign sets of privileges to security groups. This allows the administrator to easily assign these privileges to Users.

To add a new Visual Intercept Group

1. Do one of the following:

    • From the Menu bar, click <u>F</u>ile, click <u>N</u>ew, select Group, and then click OK.

    • Click the New Group shortcut button on the Administrator toolbar.

2. In the Group dialog box, enter the name of the new Group and then select the privileges for each of the four Visual Intercept document types in the Group Permissions section.

3. When finished, do one of the following:

    • From the Menu bar, click <u>D</u>atasource and then click <u>I</u>nsert.

    • Press CTRL+I.

    • Click the Insert shortcut button on the Administrator toolbar.

To modify a Visual Intercept Group

1. Select a Group.

2. In the Group dialog box, select and/or change the privileges for each of the four Visual Intercept document types.

3. When finished, do one of the following:

    • From the Menu bar, click <u>D</u>atasource and then click <u>U</u>pdate.

    • Press CTRL+U.

    • Click the Update shortcut button on the Administrator toolbar.

Group List

This window displays a list of all security groups fetched from the data source.

Group Document

A Visual Intercept Group document contains information regarding privileges allowed for each type of Visual Intercept document (*i.e.*, Account, Contact, Incident, and Project).

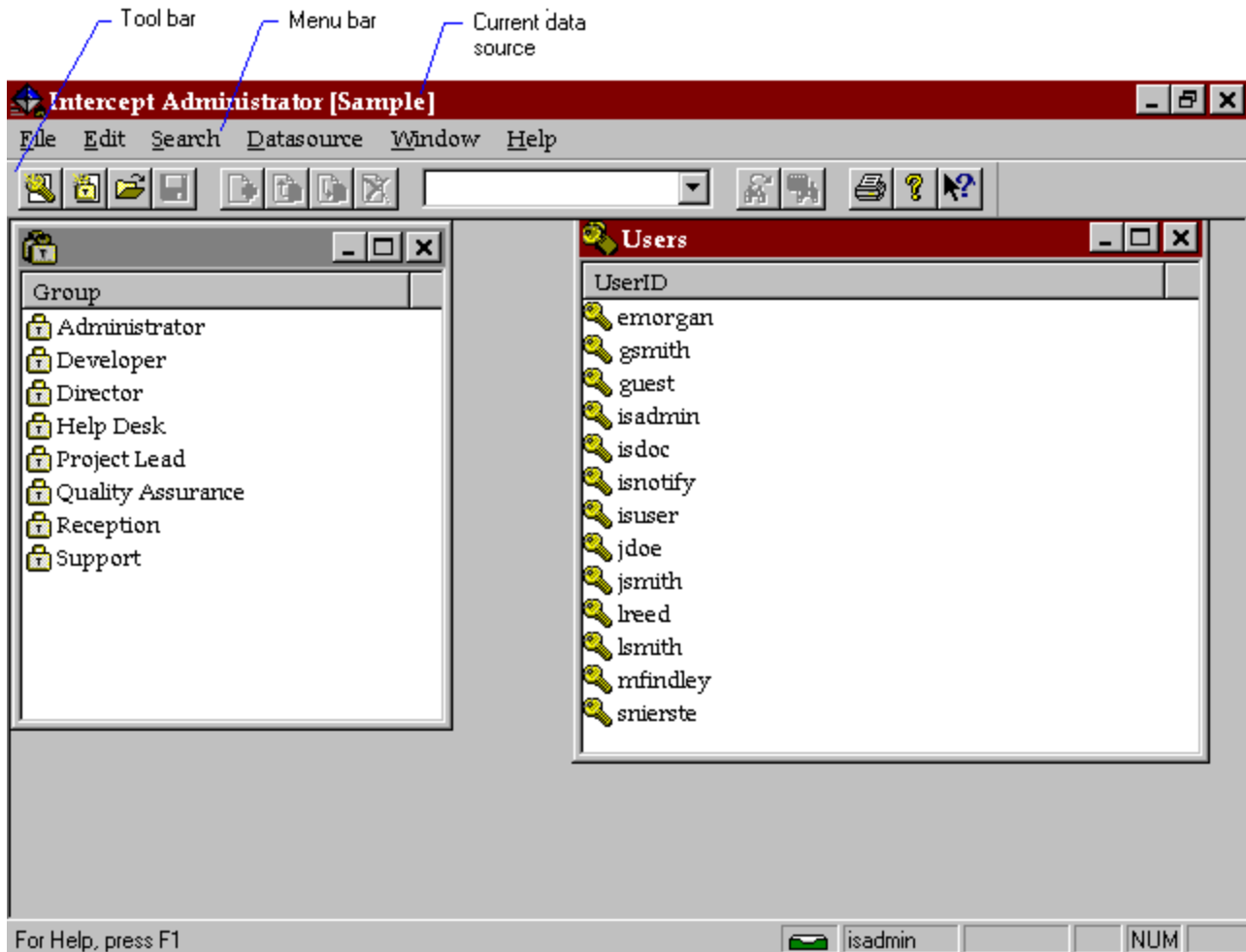Privileges allowed for each Visual Intercept document include:

- **Refresh** - rights to read documents in a data source.
- **Insert** - rights to place documents into a data source.
- **Update** - rights to modify documents in a data source.
- **Delete** - rights to delete documents from a data source.

To work with a security Group document, see Visual Intercept Groups.

Visual Intercept Administrator

The Visual Intercept Administrator is used for administering security rights for an individual Visual Intercept data source. The data source for which you are currently administering is displayed in the title bar within brackets.

The menu bar at the top provides access to the Administrator commands. A tool bar is located beneath which provides shortcut buttons to the same Administrator commands.

When you start the Visual Intercept Administrator, it displays the Users and Groups windows. Visual Intercept is pre-loaded with four userIDs: isadmin, guest, isnotify, and isuser.

Note: Currently, the only user able to use the Administrator is isadmin.

Visual Intercept also has the following security groups predefined for use: Administrator, Developer, Director, Help Desk, Project Lead, Quality Assurance, and Support.

At the bottom of the Visual Intercept Administrator is the status bar, which indicates the current user and his/her security privileges. The status bar also indicates whether the CAP, NUM, and SCROLL lock keys are activated.

Visual Intercept Administrator Menu Bar

The following menu items are available from the Administrator menu bar.

[File Menu](#)

[Edit Menu](#)

[Datasource Menu](#)

[Actions Menu](#)

[Window Menu](#)

[Help Menu](#)

Actions Menu

The Actions menu is only available when working with User documents.

To attach Projects or change a User password

1. Open a User document.
2. From the Menu bar, click Actions.
3. Do one of the following:
   - Click <u>Projects</u> to attach or detach Projects.
   - Click <u>Change Password</u> to change a User password.
4. When you are finished, you can insert, update or save the User document.

Projects Menu

The Projects menu contains commands allowing you to attach or detach Projects from a User document.

[Attach Command](#)

[Detach Command](#)

Attach Command

The Attach command allows you to attach Projects to a User document.

To Attach a Project to a User Group

1. Select a User.

2. Do one of the following:

   - From the Main menu bar, click Actions, click Project, and then click Attach.

   - Click the Attach button in the User document.

3. Select a Project from the Project list, select a corresponding Security Group from the drop down list, and then click OK.

4. Repeat for each Project attached.

Detach Command

To Detach a Project from a User document.

1. Select a User document.

2. Select a Project.

3. Do one of the following:

    - From the Main menu bar, click Actions, click Projects, and then click Detach.

    - Click the Detach button.

The Project is now detached from the User document.

Change Password Command

To change a User password.

1. Select a User.

2. From the Menu bar, click Actions, and then click Change Password.

3. In the Change Password dialog box, enter the old password, new password, and then enter the new password in the Verify field.

Note: If there was no prior password, skip the Old Password field.

Configure Command

The Configure command allows you to configure Visual Intercept Manager parameters (*i.e.*, Incident attributes, relationship types, and Contact types).

To Configure Visual Intercept parameters.

1. From the Menu bar, click <u>E</u>dit.

2. Click Confi<u>g</u>ure.

3. Click one of the [Configuration Tabs](#) in the Configuration tab dialog box.

Configuration Tab Dialog Box

Each tab in the Configuration tab dialog box allows you to configure specific Visual Intercept parameters.

To Configure Parameters.

1. Click one of the following tabs.

   - Contact - (*i.e.*, beta tester, employee, press, etc.).

   - Related - how attached Visual Intercept documents are related.

   - Priority - (*i.e.*, high, medium, low).

   - Status - (*i.e.,* new, closed, investigation, etc.).

   - Severity - (*i.e.,* crash, annoying, etc.).

   - Category - an Incident attribute identifying how the Incident was found or the type of Incident.

2. To create a new parameter, click the New button and then do the following:

   - Enter a parameter name.

   - Enter a description. The parameter description provides helpful information for Visual Intercept users. The parameter description is displayed in the Status bar of the Manager when a user selects a Parameter.

3. To delete a parameter, select an attribute (or Contact type if you are modifying a Contact), click the Delete button, and then do the following:

   - Enter a replacement parameter. Existing Visual Intercept data may contain the parameter being removed. You must enter a replacement parameter.

   - Click OK and then click Done when finished.

Groups Command

Toggle to display or hide the list of Groups fetched from the data source.

Users Command

Toggle to display or hide the list of Users fetched from the data source.

New User Shortcut Button

This shortcut button allows you to quickly create a new User document.

New Group Shortcut Button

This shortcut button allows you to quickly create a new security Group document.

Datasource Menu

The following commands are available from the Datasource menu. These commands allow you to move Visual Intercept documents to and from a common data source.

[Insert Command](#)

[Refresh Command](#)

[Update Command](#)

[Delete Command](#)

Window Menu

The following commands are available from the Window menu. These commands allow you to open and close windows and arrange them in the main Administrator window.

New Window Command

Cascade Command

Tile Command

Arrange Icons Command

Close All Command

Groups Command

Users Command

Toolbar Command

Status Bar Command

Add User Dialog Box

This Dialog Box will add the specified User to the Visual Intercept Incident Management System. An alternative way to add users is to import them with the Visual Intercept Wizard.

Dialog Box Options

UserID (required)

Enter a maximum of 128 alphanumeric characters to uniquely identify the user. UserIDs are case-sensitive.

Password (optional)

Enter a maximum of 12 alphanumeric characters as the new password.

Status Bar

A bar at the bottom of the Visual Intercept Administrator window used for displaying the current user and his/her security rights as well as the current key lock information.

Visual Intercept Administrator

The person responsible for the data integrity of the Visual Intercept data source. The administrator uses the Visual Intercept Administrator to control the access rights of each user and group. Currently, the administrators user name is always isadmin.

isadmin

The Visual Intercept administrators user name.

Access Rights

The levels of permission to use the Visual Intercept data source that users are granted by the Visual Intercept administrator. The levels of access rights are Insert, Refresh, Update, and Delete.

For more information, see the System Administration chapter of the Users Guide.

Visual Intercept Users

You can **add, modify,** and/or **delete** users with the Visual Intercept Administrator.

To add a new Visual Intercept User

1. Do one of the following:

   - From the Menu bar, click File, click New, select User, and then click OK.

   - Click the New User shortcut button on the Administrator toolbar.

2. In the New User dialog box, enter the userID (up to 128 characters) and password (up to 12 characters) in the appropriate fields.

3. When finished, click OK. The new User is now inserted into the data source.

4. When the User [*user*] dialog box appears, you can either restrict user privileges or grant unlimited privileges by clicking the Attach button to attach projects and assign security groups (see below).

To modify a Visual Intercept User or assign User Privileges

1. Select a Visual Intercept User.

2. Do one of the following:

   - From the Menu bar, click Actions, click Projects, and then click Attach.

   - Click the Attach button in the User [*user*] dialog box.

3. From the Projects dialog box, select a Project, select a security Group from the Security Group field, and then click OK.

4. You can select a different project and set of security group privileges by repeating steps 2 and 3.

5. Do one of the following:

   - From the Menu bar, click Datasource, and then click Update.

   - Press CTRL+U.

   - Click the Update shortcut button on the Administrator toolbar.

Note: All projects downstream in the project hierarchy will automatically be granted the same privileges as the parent project.

To delete a Visual Intercept User

1. Select a Visual Intercept User.

2. Do one of the following:

   - From the Menu bar, click Datasource, and then click Delete.

   - Press CTRL+D.

   - Click the Delete shortcut button on the Administrator toolbar.

User List Window

This window displays a list of all User documents fetched from the data source.

User Document

A Visual Intercept User document contains information regarding a Visual Intercept User such as user name, password, attached projects, and security group(s) assigned to each project.

Important: Security is based on assigning a group of privileges to specific projects that are attached to the User document. To modify a User document see <u>Visual Intercept Users</u>.

Project List

This dialog box provides a list of projects, and associated security Groups, that can be attached to a User document.

Each attached project should be assigned a security Group of privileges.

To attach a project, or projects, and a single security Group, do the following:

1. Select a Project(s) from the Project list.
2. Select a Security Group from the Security drop-down list.
3. Click the OK button.
4. Insert or Update the User document.

To attach multiple projects with multiple security groups, do the following:

1. Select a Project from the Project list.
2. Select a Security Group from the Security drop-down list.
3. Click the OK button.
4. Repeat step 1-3 for each additional Project and associated Security Group.
5. Insert or Update the User document.

How to use the Visual Intercept Administrator

From the Administrator, you can work with Visual Intercept User documents , Group documents , and   Incident attributes, relationship types, and Contact types.

Visual Intercept Users

> How to add, modify, and delete Visual Intercept Users.

Visual Intercept Groups

> How to add, modify, and delete Visual Intercept privilege Groups.

Configuring Parameters

> How to configure Contact types, Incident attributes, and relationship types.

Security Example

> Setting up Visual Intercept user privileges.

Security Example

Visual Intercept users have unlimited refresh (read), update, insert, and delete rights for all Visual Intercept documents and projects in the project hierarchy unless specifically restricted by the Visual Intercept administrator.

Important: To restrict Visual Intercept user privileges, you must begin at the highest level of the project hierarchy (the root, or main, project). If you do not address user rights at the root project, the user will have unlimited privileges for the root project and all child projects .

The following is an example of setting up user rights.

Suppose you have a root project defined as, Parent project and the Parent project has two sub-projects named Child A and Child B. Also, suppose you have a new user, User A, who is to be accountable for the Child A project (will have all rights, except delete, for Child A) but will not have any insert, delete, or update privileges for the Parent or Child B projects. Finally, suppose you have another user, User B, who is to be accountable for the Child B project (will have all rights, except delete, for Child B) but will not have any insert, delete, or update privileges for the Parent or Child A projects.

Visual Intercept user information is defined and maintained in a User document . To define privileges for User A, you would want to restrict rights to the Parent and then grant refresh (read), update, and insert rights for the Child A project. To define privileges for User B, you would want to restrict rights to the Parent and then grant read, update, and insert rights for the Child B project.

Privileges in Visual Intercept are organized into Group documents which are subsequently associated with attached projects in a User document. You might have a Visual Intercept User Security Group that has only refresh (**read-only**) rights for all Visual Intercept documents. You might also have a Project Security Group that consists of refresh (read), insert, and update rights.

In our example, you would attach the Parent project to User A and select the Visual Intercept User Security Group to be associated with the Parent project in the User A document. You would then attach the Child A project to User A and select the Project Security Group to be associated with Child A project in the User A document. User A would then have only refresh (**read-only**) rights to the Parent project and would have refresh (read), insert, and update rights to the Child A project.

Note: User A would have **read-only** rights to the Child B project because the Parent project was attached to User A with **read-only** rights. User B would have read-only rights to the Child A project for the same reasons.

Exporting Visual Intercept Data

You can export all, or part, of a Visual Intercept document type, to a file, by using the export utility in Visual Intercept.

To export Visual Intercept document information, do the following:

1. From the Main menu, click <u>F</u>ile and then click <u>E</u>xport.

2. From the dialog box, select the Visual Intercept documents you wish to export, and then click OK.

3. From the Export Intercept dialog box, click the appropriate parameters, data fields, and template tabs to enter exporting information and then click the OK button. See <u>options</u> for details on each of these tabs.

4. From the Save As dialog box, name the file containing the exported data.

Importing Visual Intercept Data

see also: Options

You can import data from other Visual Intercept data sources or from other databases containing important Visual Intercept document information. To import additional data into a Visual Intercept database, you must know what data you want, how the incoming data is organized, and where in the Visual Intercept database want to put the imported data.

The importing utility allows you to insert data directly into a Visual Intercept database.

To import data into your Visual Intercept database, do the following:

1. From the Main ,menu, click File and then click Import.

2. Select a document type from the Import Dataset dialog box and then click OK.

   Note: Choose a Visual Intercept document in the Visual Intercept database where you want the incoming data to be inserted.

3. From the Importing Visual Intercept Document dialog box, click the appropriate template, parameter, data mapping, recovery, and default information tabs to enter importing information and then click the OK button. See options   for details on each of these tabs.

Importing and Exporting Options

To import data into a common data source, you must define what data you want, how the incoming data is organized, and where in the Visual Intercept database you want to put the imported data.

To export Visual Intercept data, you must define what type of Visual Intercept document contains the data, how the data will be delimited, and what fields will be exported.

The following table provides the terminology and definitions for this information.

Tab	Elements	Definitions
Template	Template	A file containing a specific set of import or export parameters, data mapping, recovery parameters, and defaults. This can be very useful if you periodically import from, or export to, a common database.
	Description	Identifies the template.
Parameters	Text delimiter	How data within a field is separated.
	Field delimiter	How fields within a database are separated.
	Null Value	How null values are defined.
Data Map	Database fields	Identifies the name and order of the fields being exported or imported.
Recovery	Reject with unknown parameters	If unknown parameters are encountered, the record in the database is skipped.
	Fail unknown parameters	If unknown parameters are encountered, the entire importing or exporting operation is aborted.
	Default unknown parameters	When unknown parameters are encountered, default parameters are inserted.
Defaults	Specific Intercept document defaults	The default parameters to use when unknown values or empty fields are encountered.

New Command

This command allows you to create a new Visual Intercept document.

1. Do one of the following:

   - From the Menu bar, click <u>F</u>ile, and then click <u>N</u>ew.
   - Press CTRL+N.
   - Click one of the New Visual Intercept document shortcut buttons on the Main toolbar.

2. From the New dialog box, select a Visual Intercept document type, and then click OK.

Open Command

This command allows you to open an existing Visual Intercept file. Visual Intercept keeps track of the most recently opened files. You can quickly open a file by selecting the file from the Recent File section at the bottom of the File menu.

To open a Visual Intercept file

1. Do one of the following:

    •   From the Menu bar, click File, and then click Open.

    •   Press CTRL+O.

    •   Click the Open shortcut button 📂 on the Main toolbar.

2. From the Open dialog box, select the drive and directory where the Visual Intercept file is located.

3. Select the Visual Intercept file to open.

4. When you have selected the Visual Intercept file to open, click OK.

Dialog Box Options:

Look in
Choose the folder location of your Visual Intercept documents.

File name
Select, or type, the name of the document you want to open. This box lists documents with the filename extension selected in the Files of type box. To see a list of files with a particular extension, type an asterisk (*), a period, and the three-character extension, and then press ENTER. To see files with more than one filename extension, type a semicolon (;), a second asterisk (*), a period, and another three-character extension.   For example, if you want to see all files with the .ISC extension and all files with the .ISA extension, type ***.isc;*.isa**

Files of type
Select the type of file you want to see in the File name list.

All Files (*.*)
Lists all files in the current directory.

Close Command

This command closes the active Visual Intercept document. If the document is displayed in more than one window, all windows that contain the active document will be closed. If you have not previously saved changes to the document, Visual Intercept asks if you want to save the document before you close it. If you close a document without saving, you lose all changes you did not save previously.

Save Command

This command allows you to save   a Visual Intercept document to a local file. This is important if you are working on the document but are not yet ready to insert the document and share it with other Visual Intercept users.

Note: If you want to change the name (or location) of a Visual Intercept file, choose the Save As command.

You must be working in a Visual Intercept document in order to save the document.

1. Do one of the following:

    -   From the Menu bar, click File, and then click Save or Save As.

    -   Press CTRL+S.

    -   Click the Save shortcut button 💾 on the Main toolbar.

2. From the Save As dialog box, select the drive and directory where you want to save the Visual Intercept file.

3. Enter the name of the Visual Intercept file and then click OK.

Dialog Box Options

Look in
Choose the folder location of your Visual Intercept documents.

File name
To save a document with a new name or in a different location, type a new filename.

To save a document with an existing filename, select the name in the list or type the current name. When you choose the OK button, Visual Intercept asks if you want to overwrite the existing document.

Save As Type
Visual Intercept can save documents in different file formats. Visual Intercept recognizes if you are trying to save a specific Visual Intercept document type and automatically suggests a file name with an appropriate extension.

Save As Command

This command is similar to the **Save Command** . If you want to change the name (or location) of a Visual Intercept file, choose the Save As command.

Save All Command

This command will save all open Visual Intercept files. See the Save Command for details.

Send Command

This command allows you to utilize your network mail system to send Visual Intercept documents. This is especially helpful if you want to send Visual Intercept information to non-Visual Intercept users on the network.

1. Select a Visual Intercept document.

2. Click File on the Menu bar.

3. Click Send.

4. Follow your network mail prompts to send the Visual Intercept document.

Print Command

Controls how a document is printed. Before using this command, you must install and select a printer. To select a printer, see the [Print Setup Command](#) .

To print one Visual Intercept document.

1. Select a Visual Intercept document from the project tree or from a list.

2. Do one of the following:

   - From the Menu bar, click <u>F</u>ile, click <u>P</u>rint (or Print Pre<u>v</u>iew to preview the print job).

   - Press CTRL+P.

   - Click the Print shortcut button 🖨 on the Main toolbar.

To print several Visual Intercept documents.

1. From a query list, select the Visual Intercept documents you wish to print.

2. Do one of the following

   - From the Menu bar, click <u>F</u>ile, click <u>P</u>rint or Print Pre<u>v</u>iew

   - Press CTRL+P.

   - Click the Print shortcut button 🖨 on the Main toolbar.

3. Select the appropriate options (see below) in the Print Options dialog box.

Dialog Box Options

All documents
Select this option to print all documents in the active window.

Selected documents
Select this option to print all documents that are currently selected in the active window.

Query documents
Select this option to print all documents that are retrieved with the query you choose from the Query drop down list or Build.

Query
You can select an existing query from the drop down list.

Build
You can choose to create a new query with the Query Builder.

Bullet List
Select this option for a bullet listing of the documents selecting for printing.

Verbose
Select this option for a detailed listing of the documents selecting for printing.

Print Preview

This command is similar to the [Print Command](#) and allows you to preview a print job.

Print Setup Command

Provides a list of installed printers and provides access to other printing options for the printer you select.

Before you can print in Visual Intercept for the first time, you must:

- Connect the printer to your computer or a network by using the instructions in your printer manual.

- Install a printer driver.

- Select the printer you will use in the Print Setup dialog box.

Dialog Box Options

Printer name
Select the printer you want to use.

Properties
Controls printer settings for the printer you select in the Printers list. The available options vary depending on the printer driver.

Paper Size
Select the paper size on which you want to print.

Paper Source
Select the paper source on which you want to print.

Orientation
Select the page orientation: portrait (vertical) or landscape (horizontal).

Bullet List
Select this option for a bullet listing of the documents selecting for printing.

Verbose
Select this option for a detailed listing of the documents selecting for printing.

Recent File

This area is where Visual Intercept displays a list of the most recently opened Visual Intercept files.

Exit Command

Ends a Visual Intercept session. Visual Intercept prompts you to save any unsaved changes to Visual Intercept files and to insert or update any Visual Intercept documents to the Visual Intercept data source.

To exit Visual Intercept, do one of the following:

- From the Menu bar, click File, and then click Exit.

- Press ALT + SPACEBAR to open the Application Control menu , and then click Close.

- Double-click the Application Control menu box.

Undo Command

Reverses the last text-editing action. Unavailable if there is no previous text-editing action or if reversing the previous action is not possible.

Cut Command

Removes the selection and copies it to the Clipboard.

Unavailable if nothing is selected.

Copy Command

Copies the selection into the Clipboard.   Unavailable if nothing is selected.

Paste Command

Inserts a copy of the Clipboard contents at the insertion point. Unavailable if nothings is on the clipboard.

Find Command

Replace (Search Menu)

Insert Command

This action will place the active document into a common data source.

1. To insert a Visual Intercept document, first <u>create</u>   a new Visual Intercept document and then do one of the following:

   - From Menu bar, click <u>D</u>atasource, and then click <u>I</u>nsert.

   - Press CTRL+I.

   - From the Main toolbar, click the Insert shortcut button .

   - Close the Visual Intercept document window, and follow the prompts.

2. The Visual Intercept document is now inserted into the common data source and can be shared by other Visual Intercept users.

Refresh Command

This action will re-fetch the active document from the Visual Intercept System.

To refresh   a Visual Intercept document:

1. Select a document.
2. Do one of the following:
    - From the Menu bar, click Datasource, and then click Refresh.
    - Press CTRL+R.
    - Click the refresh shortcut button on the Main toolbar.
3. The Visual Intercept document has now been re-fetched from the common data source.

Update Command

Updating a Visual Intercept document places a modified document into a common data source. Once updated, the modified document is available to other Visual Intercept users.

1. To update a Visual Intercept document, fetch and modify a document and then do one of the following:

    *   From the Menu bar, click Datasource and then click Update.

    *   Press CTRL+U.

    *   From the Main toolbar, click the Update shortcut button .

    *   Close the Visual Intercept document window and follow the prompts to update the document.

2. The changes to the Visual Intercept document have now been placed into a common data source and can be shared by other Visual Intercept users.

Delete Command

This action will remove the active document from the common data source. Once deleted, the document cannot be shared by other Visual Intercept users.

1. To delete a Visual Intercept document, select a document and then do one of the following:

   - From the Menu bar, click <u>D</u>atasource, and then click <u>D</u>elete.

   - Press CTRL+D.

   - From the Main toolbar, click the Delete shortcut button ![icon].

2. From the Delete dialog box, click No to delete the selected Visual Intercept document.

Help Menu Commands

The Help menu commands provide Help on using Visual Intercept and Help on specific Visual Intercept commands. In addition, context sensitive help is provided by pressing F1 at any time to view Help on the currently selected menu item or dialog box.

Help Command Action

Contents   Runs Help and displays the Visual Intercept Table of Contents

Using Help   Runs Help and displays information on Windows Help topics

Tip of the Day

This command allows you to review additional tips, and show the Tip-of-the-Day when first starting a Visual Intercept session.

Context Help

Context sensitive help is available in Visual Intercept.

1. Click the Help shortcut button on the Main toolbar.

2. Drag the cursor to the item where you want help.

3. Click for help.

About Visual Intercept

This command provides Visual Intercept version, copyright, and serial number information.

Editing Text

You can use the standard Clipboard commands, Cut, Copy, and Paste to remove, duplicate, and move selected strings of characters. You can also undo your previous editing action.

The commands you use for these actions are active only when you can use them: Undo when there is an action to undo, Cut and Copy when there is a selection to put on the Clipboard, and Paste when there is something on the Clipboard.

To undo the last editing action:

From the Menu bar, click Edit and then click Undo.

To remove text and place it on the clipboard:

1. Select the text.

2. From the Menu bar, click Edit and then click Cut.

To place a copy of text on the clipboard:

1. Select the text

2. From the Menu bar, click Edit and then click Copy.

To insert a copy of the Clipboard contents at a given location:

1. Place the insertion point at the location.

2. From the Menu bar, click Edit and then click Paste.

New Window Command

Opens a new window with the same contents as the active window. This is helpful if you wish to display several Views of a single Visual Intercept document.

Cascade Command

Arranges all open windows so that the title bars remain visible.

Tile Command

Arranges all open windows vertically and horizontally.

Arrange Icons Command

Arranges the icons at the bottom of the application window.

Close All Command

This command closes all open windows.

Toolbar Command

Toggle to display or hide the Main [Toolbar](#).

Status Bar Command

Toggle to display or hide the Status Bar at the bottom of the application window.

Trouble reading the tips file

Visual Intercept is unable to access the ISTIPS.TXT file.

To Recover

1. Check the directory location where Visual Intercept was installed and verify that the file ISTIPS.TXT still exists.

2. If the file istips.txt does not exist, you can restore the file by reinstalling the Visual Intercept Client software.

3. Contact [technical support](#).

Can not open clipboard

Visual Intercept can not open the clipboard and is unable to perform any clipboard operations.

To Recover

1. Close other running applications and retry operation.

2. Restart the Visual Intercept application and retry operation.

3. Reboot your machine and retry operation.

4. Contact <u>technical support</u>.

Can not close clipboard

Visual Intercept can not close the clipboard and is unable to perform any clipboard operations.

To Recover

1. Close other running applications and retry operation.

2. Restart the Visual Intercept application and retry operation.

3. Reboot your machine and retry operation.

4. Contact technical support.

Invalid password

The specified password is invalid for this userID on this network.

To Recover

1. Contact your system administrator and verify the network password.

2. Contact [technical support](#).

No network present

Visual Intercept can not perform this network action because there is no network present.

To Recover

1. Check with your system administrator for possible network or system problems.

2. If your data source is specified using a mapped network drive, make sure your machine can attach to that network drive.

3. Contact technical support.

Not enough memory to perform this operation

The current operation requires more memory than is currently available on your machine.

To Recover

1. Close other running applications and retry operation.

2. Restart the Visual Intercept application and retry operation.

3. Reboot your machine and retry operation.

4. Contact [technical support](#).

Unable to read drive

Visual Intercept is unable to read from the specified drive.

To Recover

1. Make sure the drive is available by going to File Manager or it's equivalent and refresh the directory for that drive.

2. Make sure the drive door is closed.

3. Make sure the disk is formatted and free of errors.

4. For network drives, make sure you have read permissions.

5. Contact   [technical support](#).

Can not convert template

Unable to convert from the specified template type to the new type of template.

To Recover

Contact   technical support.

Source is already attached

The SCCS file is already attached to this Incident. If you wish to remove the SCCS file relationship, select the SCCS file and click Remove.

Document is already attached

The file is already attached to this Incident. If you wish to remove the file relationship, select the file and click Remove.

Can not access data source

Visual Intercept can not access the specified data source. The data source connection has been broken by some external event.

To Recover

1. Restart the Visual Intercept application and retry operation.

2. Reboot your machine and retry operation.

3. Contact [technical support](#).

Permission denied for this action

You do not have the required permissions to complete this action. Visual Intercept security provides controlled access to Insert, Delete, Update, and Fetch privileges on Accounts, Contacts, Incidents, and Projects. You can determine which rights you have on a document by selecting that document and looking at the status bar, speed bar, or the Data Source menu options. You may have an action denied because of a hierarchical relationship. For example, you can not delete a Project (even if you have delete privileges) if an Incident is attached, and you do not have Incident delete privileges.

To Recover

1. Contact the Visual Intercept administrator for the desired permissions.

2. Contact technical support.

Bad memory error

Visual Intercept encountered a bad memory error when attempting the current operation. This is a result of an unstable application.

To Recover

1. If possible, reboot your machine and try the operation again.

2. Regardless, contact [technical support](#).

Not logged into document manager

Your userID was unable to log into the document manager. Therefore, related documents can not be entered or accessed.

To Recover

1. Make sure you have specified the correct document manager integration information. From the Menu bar, click Edit, click Preferences, and then click the Integration tab. Verify that the Document section has the correct entries.

2. Contact technical support.

Deletion of document failed

Visual Intercept was unable to delete the specified related document.

To Recover

1. Verify the document still exists.

2. Verify the document is closed.

3. Verify you have delete privileges on the document manager drive.

4. Contact [technical support](#).

Document copy operation failed

Visual Intercept was unable to copy the specified related document.

To Recover

1. Verify the document still exists.

2. Verify the document is closed.

3. Verify you have read/write privileges on the document manager drive.

4. Contact [technical support](#).

Document access denied

Visual Intercept was unable to access the specified related document.

To Recover

1. Verify the document still exists.
2. Verify the document is closed.
3. Verify you have read/write privileges on the document manager drive.
4. Contact technical support.

Invalid document

Visual Intercept was unable to access the specified related document.

To Recover

1. Verify the document still exists.

2. Verify the document is closed.

3. Verify you have read/write privileges on the document manager drive.

4. Contact technical support.

Invalid document path

The directory path specified is invalid. It is possible that the Documents directory was never configured for a new data source or an existing directory was moved for administrative reasons. The server path is the location where your related documents are permanently kept for common access by all users of Visual Intercept on a per data source basis. This means there is a different Documents directory for each active Visual Intercept data source in use by your organization.

To Recover

1. From the Menu bar, click Edit, click Preferences, and then click the Integration tab.

2. Edit the Documents directory to point to the appropriate document directory for this Intercept data source.

3. If this does not work, contact technical support.

Invalid document client path

The client directory path specified is invalid. This is usually a result of an incorrect configuration for the current data source It is possible that the Documents directory was never configured for a new data source or an existing directory was moved for administrative reasons. The server path is the location where your related documents are permanently kept for common access by all users of Visual Intercept on a per data source basis. This means there is a different Documents directory for each active Visual Intercept data source in use by your organization.

The client path is a local directory where related documents are temporarily copied when you launch the related document.

To Recover

1. From the Menu bar, click Edit, click Preferences, and then click the Integration tab.

2. Edit the Documents directory to point to the appropriate document directory for this Intercept data source.

3. If this does not work, contact technical support.

Invalid document server path

The server directory path specified is invalid. This is usually a result of an incorrect configuration for the current data source. It is possible that the Documents directory was never configured for a new data source or an existing directory was moved for administrative reasons. The server path is the location where your related documents are permanently kept for common access by all users of Visual Intercept on a per data source basis. This means there is a different Documents directory for each active Visual Intercept data source in use by your organization.

To Recover

1. From the Menu bar, click Edit, click Preferences, and then click the Integration tab.

2. Edit the Documents directory to point to the appropriate document directory for this Intercept data source.

3. If this does not work, contact technical support.

Invalid document source path

The source path specified for the current operation is invalid. This is usually a result of a missing file in the document directory or an incorrect configuration for the current data source. It is possible that the Documents directory was never configured for a new data source or an existing directory was moved for administrative reasons. The server path is the location where your related documents are permanently kept for common access by all users of Visual Intercept on a per data source basis. This means there is a different Documents directory for each active Visual Intercept data source in use by your organization.

To Recover

1. From the Menu bar, click Edit, click Preferences, and then click the Integration tab.

2. Edit the Documents directory to point to the appropriate document directory for this Intercept data source.

3. If this does not work, contact <u>technical support</u>.

Invalid document destination path

The destination path specified for the current operation is invalid. This is usually a result of an incorrect configuration for the current data source. It is possible that the Documents directory was never configured for a new data source or an existing directory was moved for administrative reasons. The server path is the location where your related documents are permanently kept for common access by all users of Visual Intercept on a per data source basis. This means there is a different Documents directory for each active Visual Intercept data source in use by your organization.

To Recover

1. From the Menu bar, click Edit, click Preferences, and then click the Integration tab.

2. Edit the Documents directory to point to the appropriate document directory for this Intercept data source.

3. If this does not work, contact technical support.

Failed to log into source code control system

The current operation requires information from your SCCS but was unable to access the SCCS. This is usually a result of an incorrect configuration for the current data source. It is possible that the SCCS directory was never configured for a new data source or an existing SCCS directory was moved for administrative reasons. The SCCS directory is the location of your organization's source code control system. There is potentially a different SCCS directory for each active Visual Intercept data source in use by your organization.

It is also possible that the userID and password are incorrect for your SCCS. Visual Intercept is integrated with, but not administrating your SCCS. This means we do not control creation and maintenance of your SCCS userID. An inability to log into your SCCS may be a result of administration of your source code control system.

To Recover

1. Verify that your userID and password are correct for your source code control system.

2. If your userID and password are correct then click Edit from the Menu bar, click Preferences, and then click the Interfaces tab.

3. Edit the Source Code Control path to point to the appropriate SCCS directory for this Intercept data source. For Visual SourceSafe, this would be the directory that contains the SRCSAFE.INI file.

4. If this does not work, contact technical support.

Not logged into SCCS

The current operation requires information from your SCCS but was unable to access the SCCS. This is usually a result of an incorrect configuration for the current data source. It is possible that the SCCS directory was never configured for a new data source or an existing SCCS directory was moved for administrative reasons. The SCCS directory is the location of your organization's source code control system. There is potentially a different SCCS directory for each active Visual Intercept data source in use by your organization.

It is also possible that the userID and password are incorrect for your SCCS. Visual Intercept is integrated with, but not administrating your SCCS. This means we do not control creation and maintenance of your SCCS userID. An inability to log into your SCCS may be a result of administration of your source code control system.

To Recover

1. Verify that your userID and password are correct for your source code control system.

2. If your userID and password are correct, click Edit from the Menu bar, click Preferences, and then click the Interfaces tab.

3. Edit the Source Code Control path to point to the appropriate SCCS directory for this Intercept data source. For Visual SourceSafe, this would be the directory that contains the SRCSAFE.INI file.

4. If this does not work, contact technical support.

Can not access SCCS

The current operation requires information from your source code control system (SCCS) but was unable to access the SCCS. This is usually a result of an incorrect configuration for the current data source. It is possible that the SCCS directory was never configured for a new data source or an existing SCCS directory was moved for administrative reasons. The SCCS directory is the location of your organization's source code control system. There is potentially a different SCCS directory for each active Visual Intercept data source in use by your organization.

It is also possible that the userID and password are incorrect for your SCCS. Visual Intercept is integrated with, but not administrating your SCCS. This means we do not control creation and maintenance of your SCCS userID. An inability to log into your SCCS may be a result of administration of your source code control system.

To Recover

1. Verify that your userID and password are correct for your source code control system.

2. If your userID and password are correct, click Edit from the Menu bar, click Preferences, and then click the Interfaces tab.

3. Edit the Source Code Control path to point to the appropriate SCCS directory for this Intercept data source. For Visual SourceSafe, this would be the directory that contains the SRCSAFE.INI file.

4. If this does not work, contact technical support.

SCCS permission denied

The current operation requires information from your SCCS but was unable to access the SCCS because the userID specified in the Preferences tab dialog did not have the required permissions. Contact your SCCS system administrator to determine what source code control system privileges you have.

To Recover

1. Contact your SCCS system administrator.

2. If this does not work, contact technical support.

Invalid SCCS path

The current operation requires information from your SCCS but was unable to access the SCCS. This is usually a result of an incorrect configuration for the current data source. It is possible that the SCCS directory was never configured for a new data source or an existing SCCS directory was moved for administrative reasons. The SCCS directory is the location of your organization's source code control system. There is potentially a different SCCS directory for each active Visual Intercept data source in use by your organization.

It is also possible that the SCCS is configured improperly and this operation would fail directly within the source code control system.

To Recover

1. Verify the operation would work directly within the source code control system.

2. If the operation does work directly within the source code control system, click Edit from the Menu bar, click Preferences, and then click the Interfaces tab.

3. Edit the Source Code Control path to point to the appropriate SCCS directory for this Intercept data source. For Visual SourceSafe, this would be the directory that contains the SRCSAFE.INI file.

4. If this does not work, contact technical support.

Invalid SCCS server path

The current operation requires information from your SCCS but was unable to access the SCCS. This is usually a result of an incorrect configuration for the current data source. It is possible that the SCCS directory was never configured for a new data source or an existing SCCS directory was moved for administrative reasons. The SCCS directory is the location of your organization's source code control system. There is potentially a different SCCS directory for each active Visual Intercept data source in use by your organization.

It is also possible that the SCCS is configured improperly and this operation would fail directly within the source code control system.

To Recover

1. Verify the operation would work directly within the source code control system.

2. If the operation does not work directly within the source code control system, click Preferences, and then click the Interfaces tab.

3. Edit the Source Code Control path to point to the correct, valid SCCS directory for this Intercept data source. For Visual SourceSafe, this would be the directory that contains the SRCSAFE.INI file.

4. If this does not work, contact technical support.

Invalid SCCS client path

The current operation requires information from your SCCS but was unable to access the SCCS. This is usually a result of an incorrect configuration for the current data source. It is possible that the SCCS directory was never configured for a new data source or an existing SCCS directory was moved for administrative reasons. The SCCS directory is the location of your organization's source code control system. There is potentially a different SCCS directory for each active Visual Intercept data source in use by your organization.

It is also possible that the SCCS is configured improperly and this operation would fail directly within the source code control system.

To Recover

1. Verify the operation would work directly within the source code control system.

2. If the operation does not work directly within the source code control system, click Preferences, and then click the Interfaces tab.

3. Edit the Source Code Control path to point to the correct, valid SCCS directory for this Intercept data source. For Visual SourceSafe, this would be the directory that contains the SRCSAFE.INI file.

4. If this does not work, contact technical support.

Invalid SCCS file path

The current operation requires information from your SCCS but was unable to access the SCCS. This is usually a result of an incorrect configuration for the current data source. It is possible that the SCCS directory was never configured for a new data source or an existing SCCS directory was moved for administrative reasons. The SCCS directory is the location of your organization's source code control system. There is potentially a different SCCS directory for each active Visual Intercept data source in use by your organization.

It is also possible that the SCCS is configured improperly and this operation would fail directly within the source code control system.

To Recover

1. Verify the operation would work directly within the source code control system.

2. If the operation does not work directly within the source code control system, click Preferences, and then click the Interfaces tab.

3. Edit the Source Code Control path to point to the correct, valid SCCS directory for this Intercept data source. For Visual SourceSafe, this would be the directory that contains the SRCSAFE.INI file.

4. If this does not work, contact technical support.

SCCS load failure

The current operation requires information from your SCCS but was unable to load the SCCS integration application components. This is usually a result of an unsupported version of the SCCS in which changes have been made to the SCCS interface. This normally requires direct action by the Visual Intercept development team.

To Recover

Immediately contact technical support.

SCCS initialization failure

The current operation requires information from your SCCS but was unable to initialize the SCCS. This is usually a result of an unsupported version of the SCCS in which changes have been made to the SCCS interface. This normally requires direct action by the Visual Intercept development team.

It is also possible that the SCCS is configured improperly and this operation would fail directly within the source code control system.

To Recover

1. Verify the operation would work directly within the source code control system.

2. If this does not work, contact technical support.

SCCS information retrieval failure

The current operation requires information from your SCCS but was unable to successfully finish. This is usually a result of an unsupported version of the SCCS in which changes have been made to the SCCS interface. This normally requires direct action by the Visual Intercept development team.

It is also possible that the SCCS is configured improperly and this operation would fail directly within the source code control system.

To Recover

1. Verify the operation would work directly within the source code control system.

2. If this does not work, contact technical support.

SCCS information open failure

The current operation requires information from your SCCS but was unable to successfully finish. This is usually a result of an unsupported version of the SCCS in which changes have been made to the SCCS interface. This normally requires direct action by the Visual Intercept development team.

It is also possible that the SCCS is configured improperly and this operation would fail directly within the source code control system.

To Recover

1. Verify the operation would work directly within the source code control system.

2. If this does not work, contact technical support.

SCCS information close failure

The current operation requires information from your SCCS but was unable to successfully finish. This is usually a result of an unsupported version of the SCCS in which changes have been made to the SCCS interface. This normally requires direct action by the Visual Intercept development team.

It is also possible that the SCCS is configured improperly and this operation would fail directly within the source code control system.

To Recover

1. Verify the operation would work directly within the source code control system.

2. If this does not work, contact technical support.

SCCS information read failure

The current operation requires information from your SCCS but was unable to successfully finish. This is usually a result of an unsupported version of the SCCS in which changes have been made to the SCCS interface. This normally requires direct action by the Visual Intercept development team.

It is also possible that the SCCS is configured improperly and this operation would fail directly within the source code control system.

To Recover

1. Verify the operation would work directly within the source code control system.

2. If this does not work, contact technical support.

SCCS information update failure

The current operation requires information from your SCCS but was unable to successfully finish. This is usually a result of an unsupported version of the SCCS in which changes have been made to the SCCS interface. This normally requires direct action by the Visual Intercept development team.

It is also possible that the SCCS is configured improperly and this operation would fail directly within the source code control system.

To Recover

1. Verify the operation would work directly within the source code control system.

2. If this does not work, contact technical support.

SCCS information get file failure

The current operation requires information from your SCCS but was unable to successfully finish. This is usually a result of an unsupported version of the SCCS in which changes have been made to the SCCS interface. This normally requires direct action by the Visual Intercept development team.

It is also possible that the SCCS is configured improperly and this operation would fail directly within the source code control system.

To Recover

1. Verify the operation would work directly within the source code control system.

2. If this does not work, contact technical support.

SCCS information uncheckout failure

The current operation requires information from your SCCS but was unable to successfully finish. This is usually a result of an unsupported version of the SCCS in which changes have been made to the SCCS interface. This normally requires direct action by the Visual Intercept development team.

It is also possible that the SCCS is configured improperly and this operation would fail directly within the source code control system.

To Recover

1. Verify the operation would work directly within the source code control system.

2. If this does not work, contact technical support.

Could not find report

The current operation requires the use of a pre-defined report file. This is usually a result of an incorrect configuration for the current data source. It is possible that the Reports directory was never configured for a new data source or an existing directory was moved for administrative reasons. The Reports directory is the location your Visual Intercept report files are kept for on a per data source basis. This means there is potentially a different Reports directory for each active Visual Intercept data source in use by your organization.

To Recover

1. From the Menu bar, click Edit, click Preferences, and then click the Integration tab.

2. Edit the Reports directory to point to the appropriate report directory for this Intercept data source.

3. If this does not work, contact technical support.

Could not find report server

The current operation failed because the Report engine could not be found. This is usually a result of an incomplete installation or a corrupted application component.

To Recover

1. Reinstall Visual Intercept.

2. If this does not work, contact [technical support](#).

Could not find report engine

The current operation failed because the Report engine could not be found. This is usually a result of an incomplete installation or a corrupted application component.

To Recover

1. Reinstall Visual Intercept.

2. If this does not work, contact [technical support](#).

Must have Default Printer

The current operation requires a default printer be specified. Go to the Control Panel and select Printers. Set the default printer to be the printer you wish to use to print the report. Retry the operation.

To Recover

1. Go to your computer system's Control Panel

2. Select Printers

3. Set the desired default printer.

4. If this does not work, contact technical support.

Invalid UserID

The specified userID is invalid on this data source.

To Recover

1. Visual Intercept userIDs are case sensitive. Make sure the caps lock key is not on and reenter the userID.

2. Contact your system administrator and have them assign a known userID.

3. If this does not work, contact technical support.

Invalid Password

The specified password is invalid for this userID on this data source.

To Recover

1. Visual Intercept passwords are case sensitive. Make sure the caps lock key is not on and reenter the password.

2. Contact your system administrator and have them assign a known password.

3. If this does not work, contact [technical support](#).

Invalid Server

The directory path specified as the Visual SourceSafe directory is incorrect or could not be found.

To Recover

1. Change the directory path to Visual SourceSafe to the one that contains the file SRCSAFE.INI.

2. If this does not work, contact technical support.

Unknown Application Error

The current operation failed due to an unknown application error.

To Recover

Contact [technical support](#).

Directory does not exist

The specified directory does not exist.

Mail load failure

The current operation requires access to your electronic mail system but was unable to load the electronic mail integration application components. This is usually a result of an unsupported electronic mail product or version in which changes have been made to the electronic mail interface. This normally requires direct action by the Visual Intercept development team.

To Recover

Immediately contact technical support.

Unknown Mail error

The current operation failed due to an unknown mail integration error.

To Recover

1.   Verify that your electronic mail system is currently running and can be accessed directly.

2.   If this does not work, contact technical support.

Can not attach related document or source file to Mail

The current operation failed because a related document or related SCCS file could not be attached to the electronic mail form.

To Recover

1. Verify that your electronic mail system is currently running and can be accessed directly.

2. Verify the related document is available.

3. Verify the related SCCS file is available.

4. If this does not work, contact technical support.

Can not CC: related contact in Mail

The current operation failed because a related Contact could not be copied on the electronic mail form.

To Recover

1. Verify the Contacts email address is correct.
2. If this does not work, contact <u>technical support</u>.

Mail text was too large

The current operation failed because the message was too large.

To Recover

Contact [technical support](#).

Must logon with Administrator userID

You are attempting to log into Visual Intercept to perform administrator only functions. You must use the administrator userID and password. Only the Visual Intercept Administrator is able to Insert, Delete, and Modify users, security groups, and to configure system parameters.

To Recover

1. Verify that you are using the correct administrator userID and password.

2. If this does not work, contact <ins>technical support</ins>.

Invalid SCCS userID

To Recover

Contact technical support.

Invalid SCCS password

To Recover

Contact [technical support](#).

Data no longer exists in the data source

The current operation attempted to fetch, modify, or delete data that is no longer in the Visual Intercept data source. It is likely that another Visual Intercept user has deleted the data since the time you originally fetched the information from the data source.

In a multi-user environment, there can be a lag between the time data is deleted from the server and all the relevant users are notified. This message is a result of normal, expected, use of Visual Intercept.

Can not create directory

The directory path specified as the Visual SourceSafe directory is incorrect or could not be found.

To Recover

1. Change the directory path to Visual SourceSafe to be the one that contains the file SRCSAFE.INI.

2. If this does not work, contact technical support.

The specified file was not found

The specified file which Intercept is trying to access was not found.

To Recover

1. Make sure the directory path is correct and the file exists.

2. If this does not work, contact technical support.

The specified path was not found

The specified path which Visual Intercept is trying to access was not found.

To Recover

1. Make sure the directory path is correct for the document or executable file Intercept is trying to access.

2. If this does not work, contact technical support.

The .EXE file is invalid

The specified executable which Visual Intercept is trying to open was found to be a non-Win32 .EXE or there is an error in the .EXE image.

To Recover

1. If you suspect the .EXE may be corrupt, if possible, reinstall this application.

2. If the .EXE file is a non-Win32 .EXE Intercept will be unable to open the file.

The filename association is incomplete or invalid

The specified file which Visual Intercept is trying to access can not be open or printed since the filename extension is invalid or incomplete.

To Recover

1. If possible, add the appropriate file extension so Intercept can access it successfully.

2. If this does not work, contact technical support.

The DDE transaction could not be completed

The DDE transaction could not be completed because other DDE transactions were being processed.

To Recover

1. Wait a few minutes and try the operation again.

2. If this does not work, contact your system administrator for possible network problems.

The DDE transaction failed

The DDE transaction could not be completed.

To Recover

1. Wait a few minutes and try the operation again.

2. If this does not work, contact your system administrator for possible network problems.

The DDE transaction could not be finished

The DDE transaction could not be completed because the request timed out.

To Recover

1. Wait a few minutes and try the operation again.

2. If this does not work, contact your system administrator for possible network problems.

There is no application associated with the given filename extension

The specified file which Visual Intercept is trying to launch can not be opened or printed because there is either no application association with that file extension or the associated application does not exist. For example, a *.doc file is typically associated with Microsoft Word.

To Recover

1. Verify that the document has an association with an application through File Manager or Explorer.

2. If there is an association, verify the associated application exists.

3. If there is an association and the application, verify that the document can be launched from File Manager or Explorer.

4. If this does not work, contact technical support.

A sharing violation occurred

The specified file could not be opened or printed due to a sharing violation.

To Recover

1. Wait a few minutes and try the operation again.

2. If this does not work, close the file if you have it opened.

3. If this does not work, contact your system administrator for possible system problems.

DDE transaction error unknown

The DDE transaction could not be completed due to an unknown error.

To Recover

1.   Contact your system administrator for possible network or system problems.

2.   If the problem continues, please contact [technical support](#).

Visual Intercept Security

To logon to a Visual Intercept Data Source.

1. In the Data Source drop-down list, select the correct data source for your Visual Intercept data.

2. In the UserID box, type your Visual Intercept user name.

3. In the Password box, type your Visual Intercept password (if you have one), and then click the OK button.

Notes

1. If you are unsure whether your Visual Intercept data source is listed, contact your Visual Intercept administrator or setup up a new data source by pressing the **New** button.

2. If you are unsure of your Visual Intercept user name or password, see your Visual Intercept administrator.

Technical Support

When you have a question

If you have a question about Visual Intercept, first look in the product documentation or consult online Help. You can also find late-breaking updates and technical information in the README file that came with your Visual Intercept disks. If you cannot find the answer, you can telephone the Elsinore support engineers.

Calling Elsinore Support Engineers

No-charge support from Elsinore support engineers is available via a toll call between 8:00 A.M. and 4:00 P.M. Central time, Monday through Friday, excluding holidays. This support is available for all registered owners of Visual Intercept products.

- For technical support for Visual Intercept, call (713) 956-1221.

When you call, you should be at your computer and have the appropriate product documentation at hand. Be prepared to give the following information:

- The version number and product ID of the Visual Intercept product that you are using.
- The type of hardware that you are using, including network hardware, if applicable.
- The operating system that you are using.
- The exact wording of any messages that appeared on your screen.
- A description of what happened and what you were doing when the problem occurred.
- A description of how you tried to solve the problem.

Contacting Elsinore Support Engineers

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to the following:
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Child Project

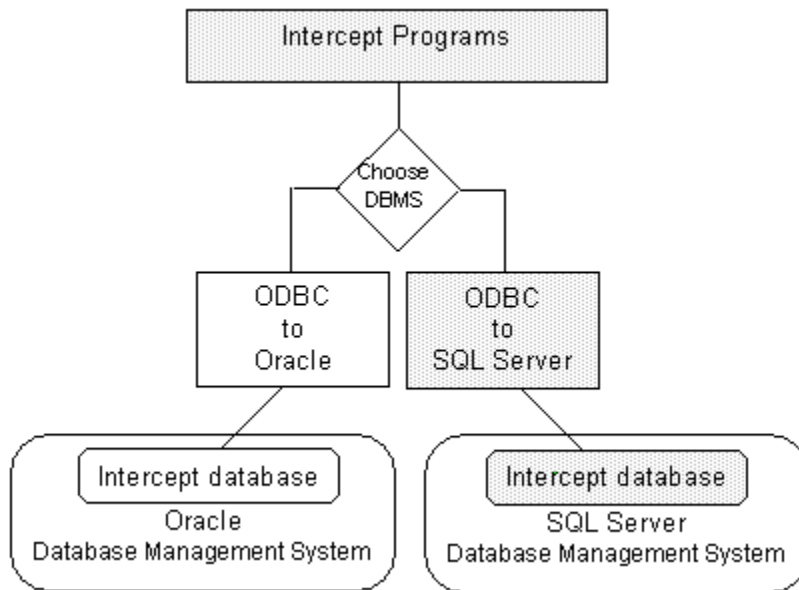A project which is below another project in the project structure.

Why do you need to define a data source?

You need to define a data source so that the Visual Intercept application programs know specifically which database to use and its physical location. You can define multiple data sources to use with Visual Intercept. When you launch Visual Intercept, you will be asked which data source you would like to use.

Data Source Objectives

The following diagram depicts an example of the state of your system after defining, naming, and selecting a SQL Server data source.

Note the links between the SQL Server database and Visual Intercept. The physical location of the database management system and the Visual Intercept database is the data source. After you define a data source, Visual Intercept is ready to use.

Data Source

A data source specifies the exact name of a database and its physical location. By defining a data source, you do not have to remember the exact path and database name when you want to access a specific database.

Data Source Objectives

Complete definition of a data source will meet the following objectives:

1. Provide the specific address of the Visual Intercept database.

    - Identify the physical location of the Visual Intercept database.

    - Identify the specific name of the database. See your System Administrator for the specific Visual Intercept database name.

2. Naming the data source. Once a data source is named, you do not have to reenter the complete address each time you want to use Visual Intercept. You can name a data source any name you prefer.

Incidents

Incidents are relevant events, episodes, occurrences, or "bugs" that emerge during the course of project development. Some examples of common incidents are:

- A request for features or enhancements.

- Technical documentation errors.

- Software bugs or any other unexpected behavior of the application (*i.e.*, the system crashes).

- Hardware, factory, or production problems.

- Third party incompatibility problems.

General description of ODBC drivers

Open Database Connectivity (ODBC) drivers are the links between the ODBC specified application program interface (API) and a specific database management system. Visual Intercept communicates directly with the ODBC API. Therefore, with the appropriate ODBC drivers, you can use Visual Intercept with any database management system.

API

Application Programming Interface.

DBMS

Database Management System (*e.g.,* SQL Server, Oracle, MS Access, etc.)

What is ODBC?

The Visual Intercept Incident Management System is not database specific. However, in order for an application such as Visual Intercept to "talk" to a specific database, a link must be established to translate commands between the Visual Intercept application programs and the database. This link is called an application program interface (API).

Open database connectivity (ODBC) is an application program interface specification developed by Microsoft® which allows a single application to access many different database management systems (DBMS). Without a specified interface, software developers would have to create database-specific applications and users would have to purchase separate database management systems for each database-specific application they used.

A specified API, such as ODBC, allows software developers to create applications that are independent of the type of DBMS that might be used. Users can then add ODBC drivers which link an application, like Visual Intercept, to the database of their choice.

The good news is that by adding the appropriate database drivers, you can link Visual Intercept to any database management system. However, you do need to be familiar with the installation components and procedures to install the appropriate database ODBC drivers and identify the location and database of your database management system.

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Parent Project

A project which is above another project in the project structure.

Project Hierarchy

A defined relationship among projects where the projects are ranked one above the other in a series. The Visual Intercept System typically refers to projects as child or parent.

SRCSAFE.INI

The Visual SourceSafe INI file which contains the location of the data directory.

Contact

A contact is a person who can provide significant information regarding an incident or account. Although contacts may be Visual Intercept users, they can also be beta testers, customers, industry resources, etc..

Account

A Visual Intercept account is used to identify a project's financial accountability. Financial accountability and responsibility for a project's success is an important factor in project development and incident tracking. As the number and size of projects increase within an enterprise, project responsibility becomes increasingly complex.

Fetch

Fetching retrieves Visual Intercept documents directly from a data source.

Insert

Inserting a Visual Intercept document saves the document to a common data source. Once a Visual Intercept document is inserted into a common data source, it can be shared by other Visual Intercept users.

Update

Updating a Visual Intercept document saves a modified document to a common data source. When you update a previously inserted Visual Intercept document, the changes will be available to other Visual Intercept users.

Refresh

Refreshing a Visual Intercept document re-fetches the document you are working in and effectively allows you to start over with the Visual Intercept document. Should you fetch a document, make modifications to it, and then decide **NOT** to update the changes into a common data source, you can simply refresh the document.

Save

Saving a Visual Intercept document saves the document to a local file. It is NOT placed in a common data source and can not be shared by other Visual Intercept users. Saving Visual Intercept documents is helpful when you are working with a document but not yet ready to share the information with other Visual Intercept users. You can simply save the document and insert or update it later.

Open

Opening a previously saved Visual Intercept document allows you to continue working on the document. When you have finished, you can either save the document to a local file or insert or update the document to a common data source. Inserting or updating the Visual Intercept document will make it available to other Visual Intercept users.

Send

When you send a Visual Intercept document, you use your network mail system to transmit the document to network users.

Import

You can import data from other Visual Intercept data sources or from other databases. Importing allows you to insert data into the Visual Intercept database as specific Visual Intercept documents.

Export

Exporting Visual Intercept data places the data into a file. You can export all or part of a Visual Intercept document.

Define

Defining a Visual Intercept document is the process of entering data into the document. Typically, information is entered into a Visual Intercept document via unique views to the document.

Attach

Attaching a document to a Visual Intercept document relates the two documents.

- You can attach 3rd party documents, source code, contacts, and other incidents to an Incident Document.
- You can attach one or more contacts to an Account Document.
- You can attach one account to a Project Document.
- You can attach one or more projects to a Project Document.

Detach

Detaching a document from a Visual Intercept document un-relates the two documents.

Query

You can fetch or retrieve Visual Intercept documents from a common data source based on custom queries.

Views

Visual Intercept allows you to examine information contained in a Visual Intercept document from unique *Views*. Each unique *View* in a Visual Intercept document can be displayed via the View Tabs located just above the Header.

Although each *View* shows unique information, it is important to remember that the Visual Intercept document contains all the information displayed in each of the unique *Views*. The views are merely a way to display information in an organized fashion.

Visual Intercept Administrator

This program allows you to perform administration functions such as setting up users, passwords, privileges, etc.

Manager

This is the heart of the Visual Intercept Incident Management System. The Manager is where you work with incidents, projects, accounts, and contacts.

Visual Intercept Notification Server

This program notifies Visual Intercept users of Visual Intercept document and configuration changes.

Visual Intercept Wizard

This program will help you set up your [Project Hierarchy](#) .

Visual Intercept Sheriff

The Sheriff is a Visual Basic Add-In which allows beta testers and other end users to easily register incidents into the Visual Intercept Incident Management System.

Once incorporated into a Visual Basic application, an incident can be registered by bringing up the Sheriff Incident Form from within an application.

Readme.txt and Install.wrt

These files provide you with late breaking information regarding Visual Intercept.

Server

A server is a network computer that manages common resources in a network environment. For example, a network server manages network functions, a print server manages printing functions, a database server manages common database management systems, etc.

Clipboard

A temporary storage area in memory, used to transfer information. You can cut or copy information onto the Clipboard and then paste it into another document or application.

Insertion point

A vertical blinking bar on the Visual Intercept screen that shows your location in a document and where the next text will be inserted.

Landscape

A term used to refer to horizontal page orientation; opposite of portrait, or vertical orientation.

Portrait

A term used to refer to vertical page orientation; opposite of landscape, or horizontal, orientation.

Application Control menu

A menu that has commands for sizing and moving the Visual Intercept window, switching to other applications, and closing Visual Intercept.

To display the menu using the keyboard, press ALT+SPACEBAR.

Toolbar

A bar with buttons that perform some of the most common tasks in Visual Intercept, such as inserting, updating, and deleting documents.

To display or hide the Toolbar, toggle Toolbars from the Window menu.

Active Window

The window in which you are working. The active window contains the insertion point or a selection of text. The title bar in the active window is highlighted.

Window Caption Bar

This is the caption of the [active window](#) .

Open File Dialog Box

This dialog box is used to open a file.

To open a file, do the following:

1. Select the drive where the file located.

   Note: You can also search the Network for the appropriate drive.

2. Select the directory where the file is located.

3. Select the name of the file.

   Note: You can display all or selected files via the List of Files Type.

4. Click OK.

New Document Dialog Box

This dialog box is used to create a new Visual Intercept document.

Select a document from the list and then click OK.

Save File Dialog Box

This dialog box is used to save a document to a file.

To save a file, do the following:

1. Select the drive where you want to save the file.

    Note: You can also search the Network for an appropriate drive.

2. Select a directory.

3. Enter the name of the file or choose an existing file name from the list.

    Note: You can display all or selected files via the Save File as Type.

4. Click OK.

Print Setup Dialog Box

Provides a list of installed printers and provides access to other printing options for the printer you select.

Before you can print in Visual Intercept for the first time, you must:

- Connect the printer to your computer or a network by using the instructions in your printer manual.

- Install a printer driver.

- Select the printer you will use in the Print Setup dialog box.

Dialog Box Options

Printer name
Select the printer you want to use.

Properties
Controls printer settings for the printer you select in the Printers list. The available options vary depending on the printer driver.

Paper Size
Select the paper size on which you want to print.

Paper Source
Select the paper source on which you want to print.

Orientation
Select the page orientation: portrait (vertical) or landscape (horizontal).

Bullet List
Select this option for a bullet listing of the documents selecting for printing.

Verbose
Select this option for a detailed listing of the documents selecting for printing.

Bottom of Active Window

This is the bottom of the active [active window](#) .

SCCS

Source code control system.

Database Schema

A database schema is the structure of how information is maintained within a database. For example, an address database might contain name, address, and phone number fields. The schema would define the name and number of characters per field, the order of the fields, and the type of field (*i.e.*, text or numerical).

Welcome to Visual Intercept

Thank you for choosing the Visual Intercept Incident Management System.

Visual Intercept is an easy, effective, and efficient tool for team development of software. The Visual Intercept Incident Management System is designed to help you manage your software development projects from inception through initial release and subsequent maintenance.

As the software development process proceeds, new ideas are generated, features are requested, modified, and deleted, documentation issues arise, beta testers are engaged to evaluate the product, and bugs are discovered. An important activity of software development and maintenance is discovering, monitoring, and resolving incidents that affect the quality of the software. Delegating incidents to appropriate members of a project team is critical to effective and efficient incident management. The Visual Intercept Incident Management System is designed to help make this process more effective and efficient.

Visual Intercept automates the difficult and time consuming task of manually tracking an incident's progress from discovery to resolution.

Here are just some of the features of the Visual Intercept Incident Management System:

- **Project oriented** - Incidents are directly related to specific software development projects.

- **Browser** - Provides a visual representation of your project hierarchy and related incidents, accounts, and contacts.

- **Enterprise ready** - Integrates with Microsoft Visual SourceSafe, Microsoft Visual Basic, Microsoft Visual Test, and is fully scaleable.

- **Notification** - Notifies Visual Intercept users of document changes and integrates with all MAPI (*i.e.,* MS Mail) and VIM (*i.e.,* cc: Mail) network mail systems.

- **Multiple data sources** - Works with multiple database management systems via ODBC.

- **Wizard** - Helps you create project hierarchies or import existing project structures from Visual SourceSafe.

ODBC and Data Sources

Visual Intercept uses the open database connectivity (ODBC) application program interface (API) specification to link to database management systems. In other words, Visual Intercept is not database management system (DBMS) specific. You can use Visual Intercept with a DBMS you may already own.

Currently, Visual Intercept supports Microsoft® SQL Server and Oracle® and is shipped with a Microsoft Access database. The installation procedure will place a copy of an MS Access database onto your hard drive and allow you to work with Visual Intercept immediately. If you are going to use a database other than the MS Access database supplied, you will need to install the appropriate ODBC drivers for your database management system.

Data Source Selection

Installation of the ODBC drivers on your system provides the appropriate mechanisms necessary for Visual Intercept to communicate with the database management system of your choice. In order to utilize the DBMS, Visual Intercept must know the exact name and physical location of the Visual Intercept database, within the database management system. When you identify the specific name and location of a database, you define a data source.
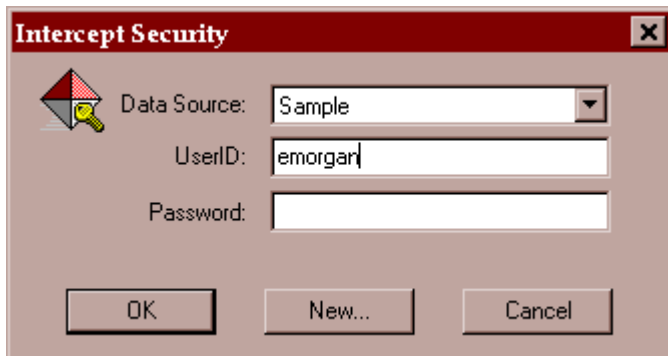
To establish a different data source connection with Visual Intercept

Visual Intercept is also shipped with the appropriate ODBC drivers to utilize SQL Server. The following describes how to define a data source using database ODBC drivers other than the automatic MS Access data source connection.

The following procedure describes how to connect to a common data source using Microsoft's ODBC drivers.

1. To launch Visual Intercept and define a New data source, do one the following:

   - Double click the Visual Intercept Manager icon from the Visual Intercept program group.

   - From Windows 95 - click the Windows 95 Start button, point to Programs, point to Visual Intercept, and then click the Visual Intercept Manager.

2. Click *New* from the Visual Intercept Security dialog box.

Intercept Security
Data Source: Sample
UserID: emorgan
Password:
OK   New...   Cancel

   Note: Clicking the New button will launch the ODBC Administrator.

3. Select the appropriate ODBC driver from the Installed ODBC Drivers list in the Add Data Source dialog box and then click OK.

4. From the dialog box, enter the name you want to give for the data source. This can be any name you choose.

   Note: We suggest using the same name for common data sources at each computer. This will help prevent confusion when accessing a common data source from a different computer.

5. If desired, you can enter a brief description to help you identify the characteristics of the data source you are naming.

6. From the Server drop-down list, select the server address. This defines the physical location of the database.

   Note: If the Server address is not listed, contact your administrator for the address.

7. Click the Options button to display the Database Name field.

8. Enter the specific name of the Visual Intercept database, and then click OK. The specific name of the database is determined by your System Administrator.

9. From the Visual Intercept Security dialog box, select the name of the data source just

created from the Data Source drop-down list.

10. Enter your name and password in the appropriate boxes, and then click OK.

Note: See your System Administrator if you do not have a user name or password.

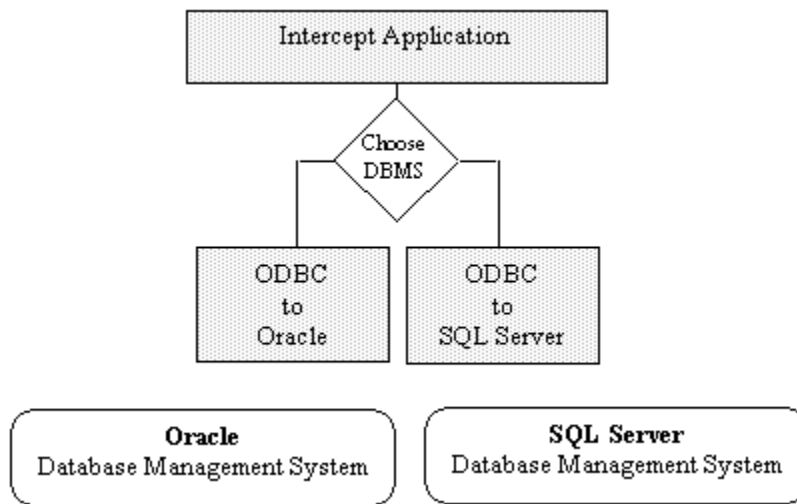You are now ready to use the Visual Intercept Incident Management System!

ODBC Driver Installation

The following procedure is used to install Microsoft® ODBC drivers.

1. Click the ODBC button.

2. Insert the ODBC disk when prompted and then click OK.

3. From the Microsoft ODBC Setup dialog box, click Continue to install the ODBC drivers.

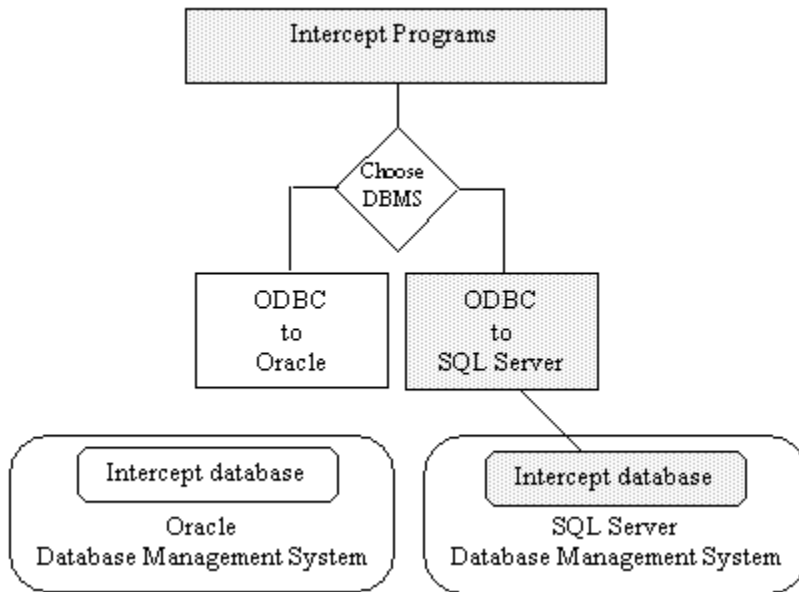4. From the Available ODBC Drivers list, select the ODBC drivers you want to install, and then click OK.

The following diagram depicts an example of the state of your system after the Visual Intercept programs and Oracle and SQL Server database ODBC drivers have been installed.

Note that after installation, the mechanisms are in place to define a common data source. However, the database schema   has not yet been created and the data source has not yet been defined.

You need to define a data source so that the Visual Intercept application programs know specifically which database to use and its physical location. You can define multiple data sources to use with Visual Intercept. When you launch Visual Intercept, you will be asked which data source you would like to use.

The following diagram depicts an example of the state of your system after selecting a SQL Server data source .

Note the links between the SQL Server database and Visual Intercept. The physical location of the database management system and the Visual Intercept database is the data source. After you define a data source, Visual Intercept is ready to use.
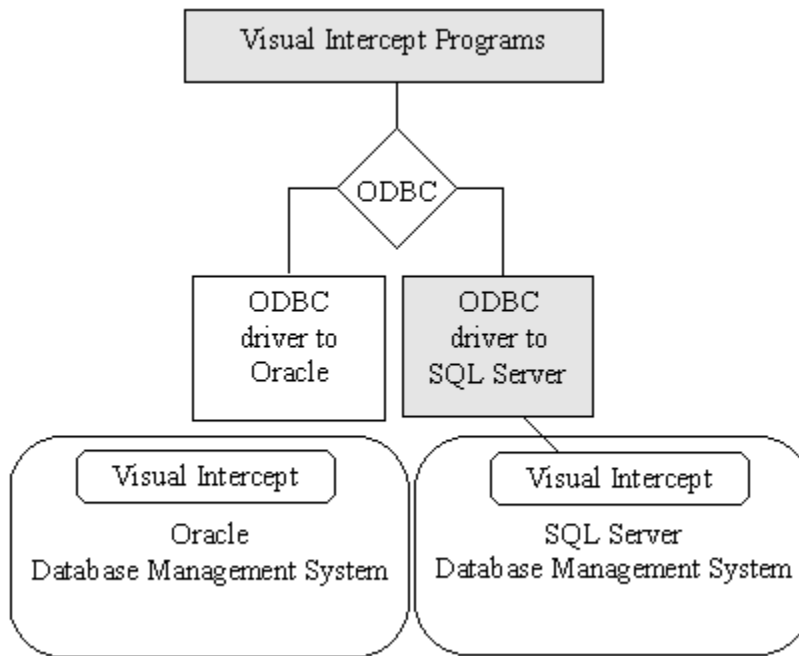
Defining a Data Source

You need to define a data source so that the Visual Intercept application programs know specifically which database to use and its physical location. You can define multiple data sources to use with Visual Intercept. When you launch Visual Intercept, you will be asked which data source you would like to use.

Data Source Objectives

The following diagram depicts an example of the state of your system after defining, naming, and selecting a SQL Server data source.

Note the links between the SQL Server database and Visual Intercept. The physical location of the database management system and the Visual Intercept database is the data source. After you define a data source, Visual Intercept is ready to use.