Visual Intercept Notification Server Help Contents

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What is the Visual Intercept Notification Server?

The Notification Server is a separate Visual Intercept program that is typically run by the system administrator. When running, the Notification Server notifies Visual Intercept users of configuration changes and Visual Intercept document changes.

The program is installed when you choose the **Server** option or specifically select it during **Custom** installation.

The following table illustrates those Visual Intercept users notified when system configurations and Visual Intercept document changes are made.

Change	Who gets notified?
Incident Document	Assigned Visual Intercept users. Requested Visual Intercept Users. Project Lead.
Project Document	Project Lead. Account Representative.
Account Document	Account Representative.
System Configuration	All Visual Intercept users.

System Configuration

System configuration is typically done by the system administrator. Currently, Visual Intercept allows configuration of the following parameters.

- Visual Intercept user changes (*i.e.*, new users).

- Changes to Incident attribute parameters (*i.e.*, changes to Status parameters).

- [Contact](#) types.

- Relationship types (*i.e.*, example of, cause, affected by, etc.).

Reference Information

Startup

- [Automatic Startup](#)

- [How to Use the Visual Intercept Notification Server](#)

Visual Intercept Notification Server dialog box:

- [Startup button](#)

- [Shutdown button](#)

- [Pause button](#)

- [Resume button](#)

- [Options button](#)

- [Close button](#)

Indicators

- [Notification Status](#)

- [Queue](#)

- [Processed](#)

- [Who is Notified by the Visual Intercept Notification Server?](#)

Interval

The Notification Server periodically polls the Notification table in a common data source. The Notification table is used to indicate any changes that may occur in the data source (*i.e.*, changes to Visual Intercept documents, new Visual Intercept users, etc.). The time between polls of this table, by the Notification Server, is the interval.

As you decrease the interval time, the Notification Server will poll the table more often. This allows Visual Intercept users to be informed of changes more often. As you increase the interval time, the Notification Server polls the table less often.

Important: Depending on network configuration, the interval time can affect system performance.

Startup button

This button starts the Notification Server.

Shutdown button

This button stops the Notification Server, logs off the data source, but does not close the Notification dialog box.

Pause button

This button pauses the Notification Server if it is running. It is greyed if the Notification Server is not running.

Resume button

This button resumes the Notification Server if it has been paused.

Options button

This button allows you to change the [interval](#) .

Close button

This button shuts down the Notification Server and closes the application.

Queue

This is the number of notifications that have not been processed by the Notification Server and are not yet available to clients.

Notification Status

This indicates whether the Notification is Running or Not Running.

Processed

This indicates the number of notifications that have been processed by the Notification Server and are available to clients on the network.

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.

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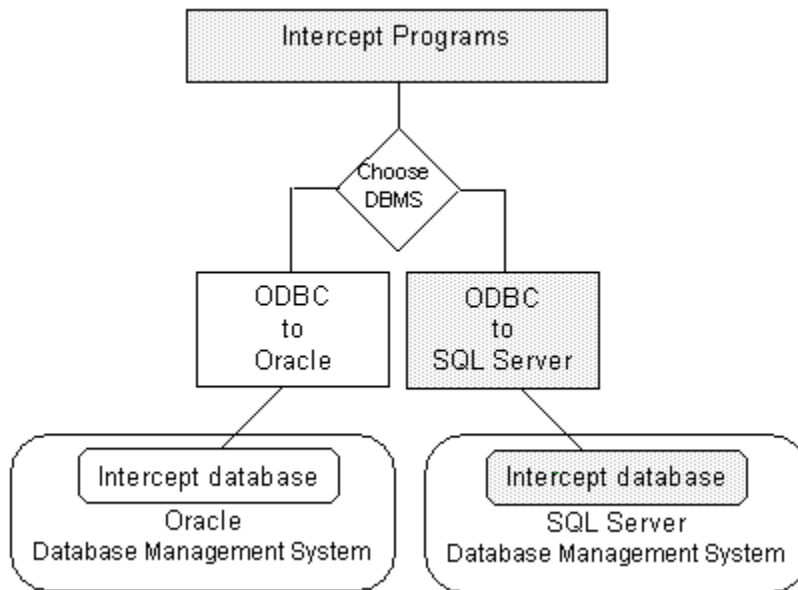
Note the links between the SQL Server database and Visual Intercept. The physical location of the database management system and the Visual Intercept database is the data source. After you define a data source, Visual Intercept is ready to use.

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.

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.

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.

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

Phone: (713) 956-1221

Fax: (713) 956-0889

Internet: elsinore@neosoft.com

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to the following:
Mark Uland
Susan Uland
Albert Lin
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How to Use the Visual Intercept Notification Server

To use the Visual Intercept Notification Server:

- From Windows 3.x or Windows NT, click the Notification Server icon.

- From Windows 95, click Start, point to Programs, point to Visual Intercept, and then click Notification Server.

For details on the Visual Intercept Notification dialog box, place the cursor over the following illustration and click.
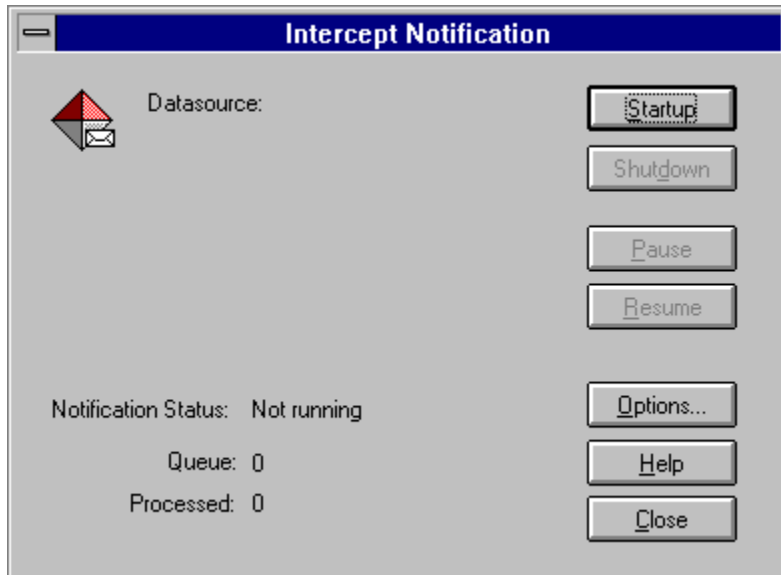
Starting the Notification Server

Stopping the Notification Server

      How to Shutdown.

      How to Pause.

      How to Close.

To Resume the Notification Server

Changing the Notification Interval

Starting the Notification Server

To start the Notification Server

1. Click Startup.

2. From the Visual Intercept Notification dialog box, do one of the following:

   - To use a current data source, select a data source from the drop-down list, enter your userID and password, and then click OK.

   - To create a new data source, click New. When the Visual Intercept Security dialog box appears, follow the prompts to create a new data source.

3. From the dialog box, do one of the following:

   - If you want to minimize the Visual Intercept Notification dialog box (*e.g.,* display only an icon), click Yes.

   - If you want to continue to display the Visual Intercept Notification dialog box, click No.

Stopping the Notification Server

The Visual Intercept Notification dialog box contains the following options to stop the Notification Server.

- **Shutdown** - Click Shutdown to stop the Notification Server and log off the data source. The application dialog box will still be available (click startup to run the Notification Server).

- **Pause** - Click Pause to stop the Notification Server without logging out of the data source (you might want to do this to change the <u>Notification Interval</u> and then resume the Notification Server).

- **Close** - Click Close to stop the Notification Server, log off the data source, and end the application.

To Resume the Notification Server

1. Click Startup.

2. From the Visual Intercept Notification dialog box, click Resume.

Changing the Notification Interval

To change the Notification interval .

1. Click Startup.

2. Click Options.

3. Enter the number of seconds between polls of the Notification table in the data source.

Automatic Startup

To automatically notify appropriate Visual Intercept users to configuration changes or changes in Visual Intercept documents, you can have the Notification Server automatically launch on startup of the Server.

To launch the Notification Server on Startup in Windows 3.x and Windows NT 3.51.

1. Move (drag and drop) the Notification Server Icon from the Visual Intercept program group to the Startup group.

2. From the Menu, click File, click Properties.

3. From the Properties dialog box, enter Visual Intercept Notification Server in the Description field.

4. In the Command Line field, enter the path, followed by:

   isnotify.exe -D[*data source name***] -U[***userid***] -P[***password***]**

   where **-D** identifies the data source; **-U** identifies your User name, and **-P** identifies your password. For example:

   C:\intercpt\isnotify.exe -D*Intercept* **-U***isuser* **-P***isuser*

Note: You can use the Browse command to find the *isnotify.exe* file.

To launch the Notification Server on Startup in Windows 95
1. Click Start and point to Setting.

2. Click Taskbar, click Start Menu Programs, and then click Add.

3. Enter the path, followed by:

   isnotify.exe -D[*data source name***] -U[***userid***] -P[***password***]**

   where **-D** identifies the data source; **-U** identifies your User name, and **-P** identifies your password. For example:

   C:\intercpt \isnotify.exe -D*Intercept* **-U***isuser* **-P***isuser*

Note: You can use the Browse command to find the *isnotify.exe* file.

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.

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 technical support.

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 technical support.

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 <u>technical support</u>.

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 [technical support](#).

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 technical support.

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.