

# User Manual for Issue Tracker

## Issue Logging and Tracking System

Version 1.1

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*Just-In-Time Electronic Commerce™*

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## 1 Accessing the Issue Tracker Application

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



Figure 1.1. Issue Tracker Home Page

## 2 Logging in to the Issue Tracker System

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



Figure 2.1. Login Screen

2. Enter the Login ID (Email ID registered) and the password and click on the 'Login' button. The following page will be displayed.



Figure 2.2. User Home Page

### 3 To File an Issue with the Issue Tracker system

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

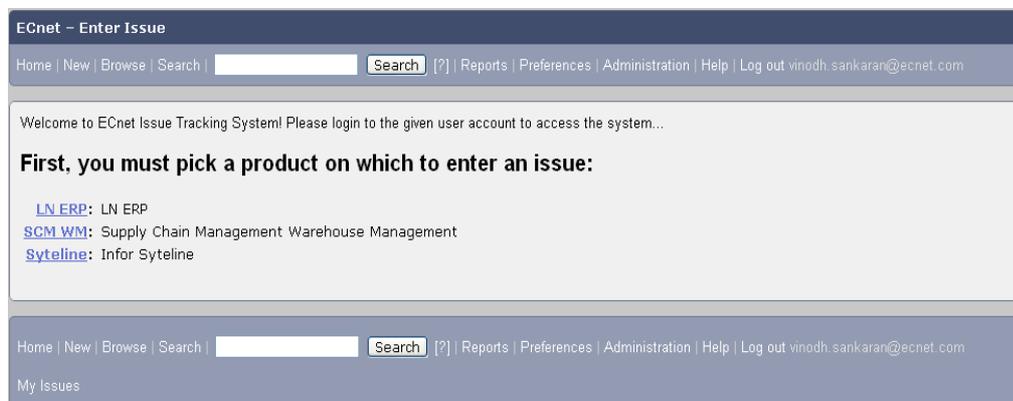
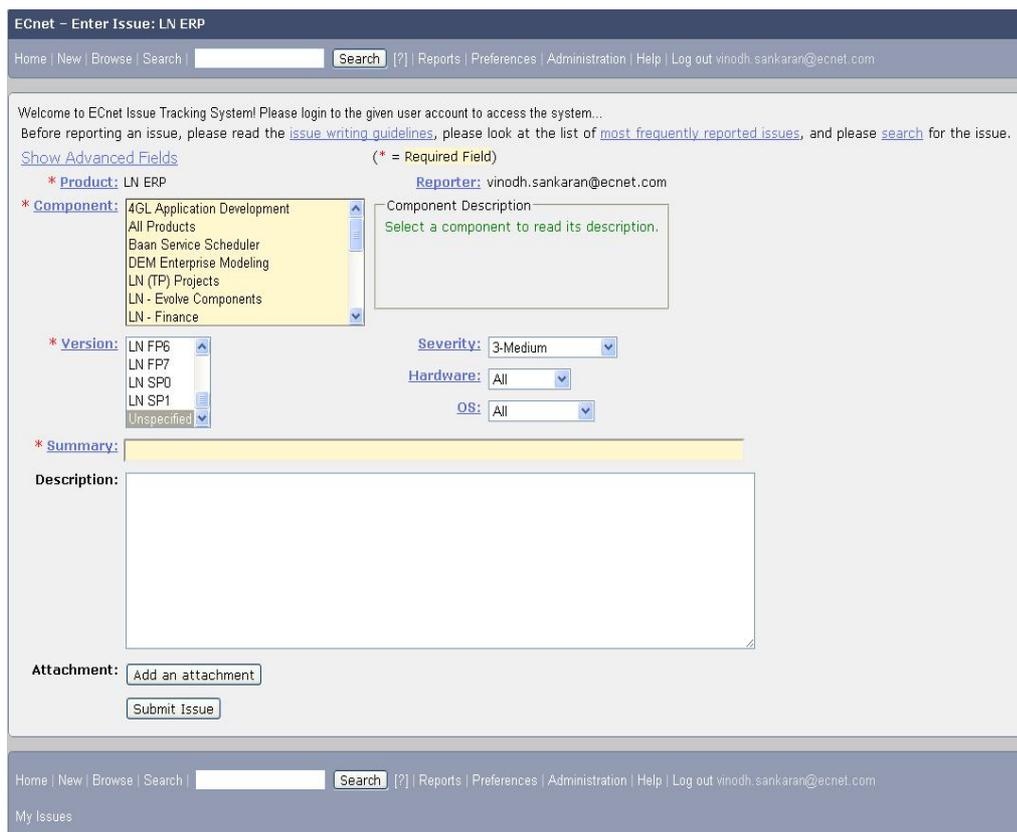


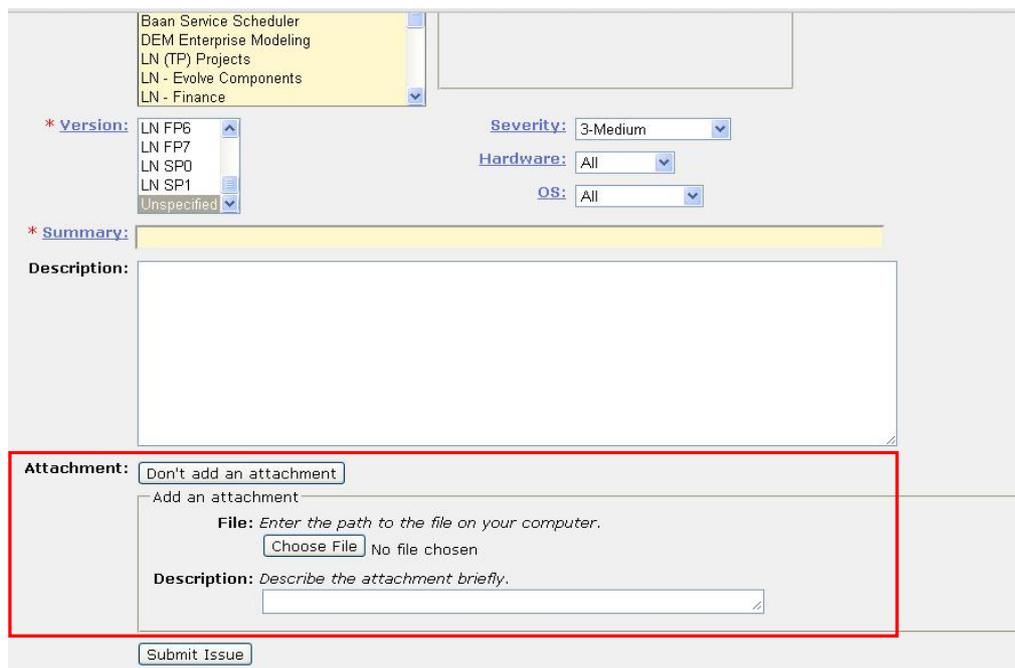
Figure 3.1. Product Selection Page

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



**Figure 3.2. Issue Entry Form**

4. Select the following,
  - a. Component
  - b. Version
  - c. Severity
  - d. OS
 and enter the following,
  - e. Summary of the Issue
  - f. Description of the Issue
5. User can attach the related documents with the issue by clicking on the 'Add an attachment' button.
6. The file selection field will be displayed below these fields, figure 3.3.



Baan Service Scheduler  
DEM Enterprise Modeling  
LN (TP) Projects  
LN - Evolve Components  
LN - Finance

\* Version: LN FP6  
LN FP7  
LN SP0  
LN SP1  
Unspecified

Severity: 3-Medium  
Hardware: All  
OS: All

\* Summary:

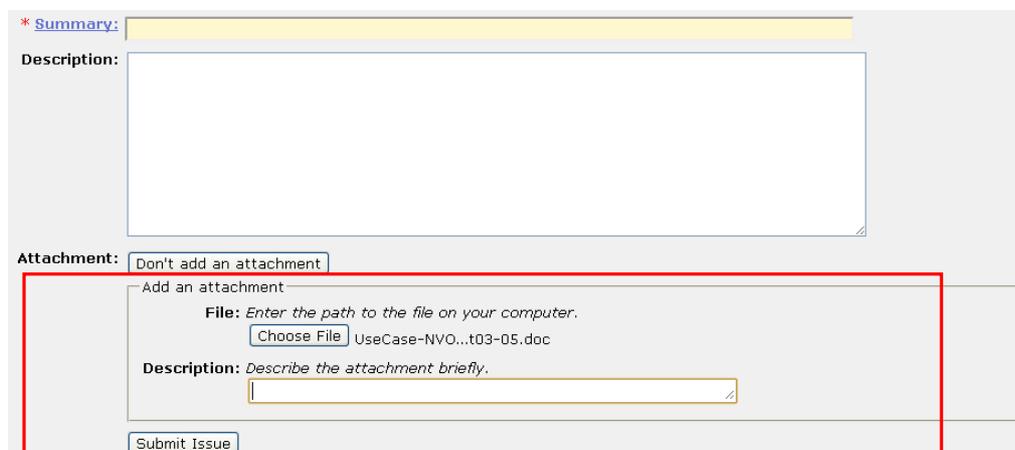
Description:

Attachment: Don't add an attachment  
Add an attachment  
File: Enter the path to the file on your computer.  
Choose File No file chosen  
Description: Describe the attachment briefly.

Submit Issue

**Figure 3.3. Attachment selection fields**

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



\* Summary:

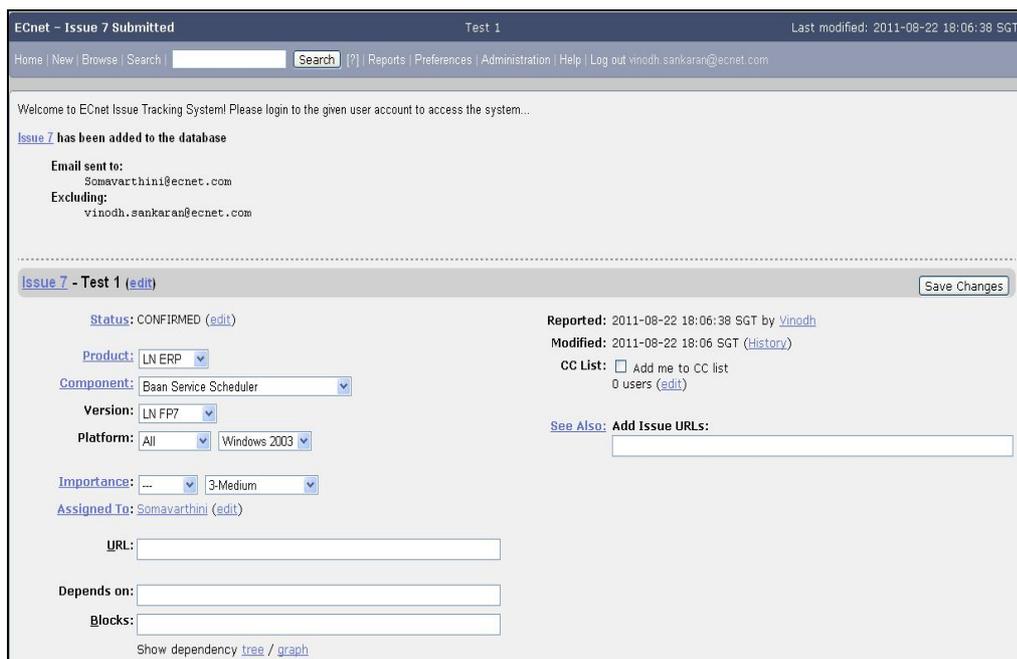
Description:

Attachment: Don't add an attachment  
Add an attachment  
File: Enter the path to the file on your computer.  
Choose File UseCase-NVO...t03-05.doc  
Description: Describe the attachment briefly.

Submit Issue

**Figure 3.4. Attachment panel displaying the attachment selected**

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

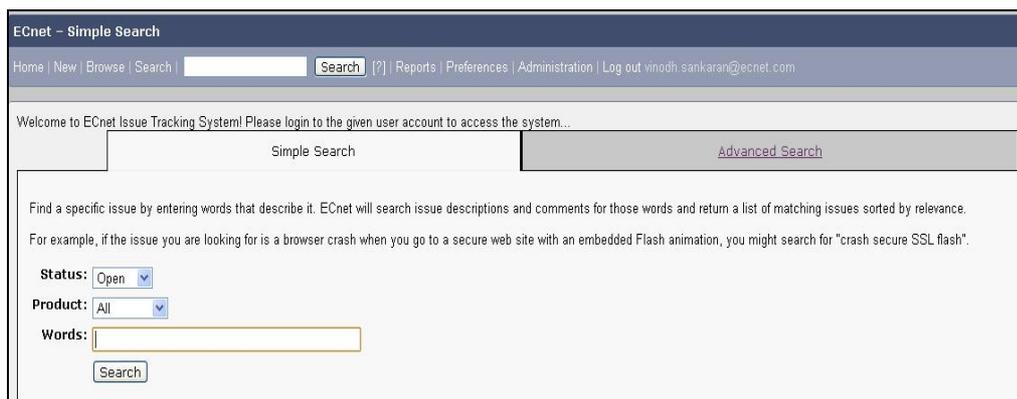


**Figure 3.5. Issue Screen – After creation – Open for modification**

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

## 4 To search for the issues

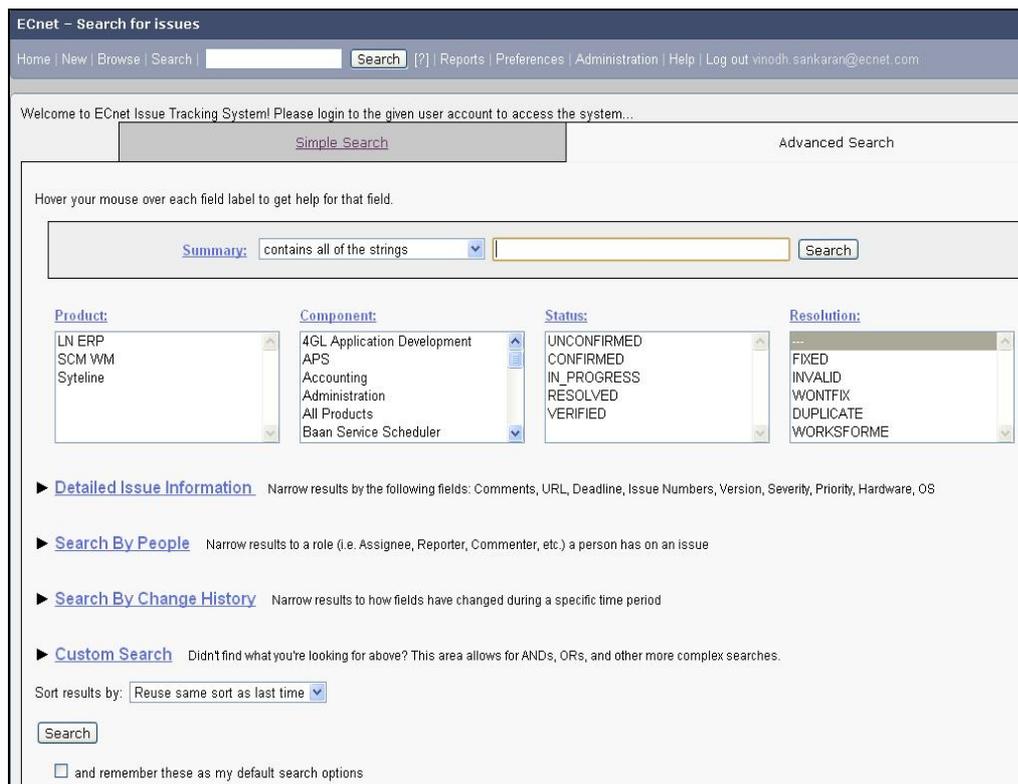
1. Click on the 'Search' icon from the User Home Page (figure 2.2) / click on the 'Search' link from the menu bar on the top of the screen.



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

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

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



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

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

ECnet - Issue List

Home | New | Browse | Search |  Search [?] | Reports | Preferences | Administration | Help | Log out vinodh.sankaran@ecnet.com

Welcome to ECnet Issue Tracking System! Please login to the given user account to access the system...

Mon Aug 22 2011 18:18:03 SGT

Status: UNCONFIRMED, CONFIRMED, IN\_PROGRESS Product: LN ERP

ID ▲	Sev	Pri ▲	OS	Assignee ▲	Status ▲	Resolution	Summary
<a href="#">6</a>	3-M	High	Wind	Somavarthini@ecnet.com	CONF	---	<a href="#">Test 1</a>
<a href="#">7</a>	3-M	---	Wind	Somavarthini@ecnet.com	CONF	---	<a href="#">Test 1</a>

2 issues found.

[CSV](#) | [Feed](#) | [iCalendar](#) | [Change Columns](#) | [Change Several Issues at Once](#) | [Edit Search](#)  as

[File a new issue in the "LN ERP" product](#)

Home | New | Browse | Search |  Search [?] | Reports | Preferences | Administration | Help | Log out vinodh.sankaran@ecnet.com

My Issues

**Figure 4.3. Results display screen**

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

## 5 To Change the Password

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

ECnet - User Preferences

Home | New | Browse | Search |  Search [?] | Reports | **Preferences** | Administration | Help | Log out vinodh.sankaran@ecnet.com

vinodh.sankaran@ecnet.com

**Figure 5.1. Results display screen**

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

Welcome to ECnet Issue Tracking System! Please login to the given user account to access the system...

General Preferences	Email Preferences	Saved Searches	Account Information	Permissions
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**General Preferences**

ECnet's general appearance (skin)

Quote the associated comment when you click on its reply link

Position of the Additional Comments box

Timezone used to display dates and times

Language used in email

After changing an issue

Enable tags for issues

Zoom textareas large when in use (requires JavaScript)

Field separator character for CSV files

Automatically add me to the CC list of issues I change

When viewing an issue, show comments in this order

Show a quip at the top of each issue list

**Figure 5.2. User Preferences Screen**

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

ECnet – User Preferences vinodh.sankaran@ecnet.com

Home | New | Browse | Search |   [?] | Reports | Preferences | Administration | Help | Log out vinodh.sankaran@ecnet.com

Welcome to ECnet Issue Tracking System! Please login to the given user account to access the system...

General Preferences	Email Preferences	Saved Searches	Account Information
---------------------	-------------------	----------------	---------------------

**Account Information**

Please enter your existing password to confirm account changes.

**Password:**

-----

**New password:**

**Confirm new password:**

Your real name (optional, but encouraged):

**Figure 5.3. Account Information Screen – Change Password**

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

Welcome to ECnet Issue Tracking System! Please login to the given user account to access the system...

<a href="#">General Preferences</a>	<a href="#">Email Preferences</a>	<a href="#">Saved Searches</a>	Account Information
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The changes to your account information have been saved.

**Account Information**

Please enter your existing password to confirm account changes.

**Password:**

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**New password:**

**Confirm new password:**

Your real name (optional, but encouraged):

**Figure 5.4. Account Information Screen – Change Password confirmation message**