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Glossary

Visual Intercept Project Wizard Step 1

Step Options
This is the first step in the Wizard sequence. From here, you will choose the model your project hierarchy will be based upon. The remaining steps will vary based on your project model choice.

Project Name
The project name is the root project for this project hierarchy. This project name is typically a high level moniker for the overall project that you are going to create (*i.e.,* your product name). All projects created by the Visual Intercept Wizard will be child projects to this root project. You can always change the project name later.

Version
The projects created by the Visual Intercept Wizard will all start with the same version that you specify so Incidents   in the Visual Intercept Incident Management System can be assigned to the appropriate version of the product.

Include Project Hints
The project hints option is used to indicate whether you would like to have example Incidents and contacts   inserted into your Visual Intercept Incident Management System to use as templates for your own documents.

Project Hierarchy Model
The project model being created in this Wizard Step Sequence is selected from one of the following models:

- Source Code Control System

- Product Architecture

- Example Project

If the selected project model closely matches your development design, the Wizard can create most, if not all, of your projects automatically.

Cancel
Exits the Visual Intercept Wizard application.

Next
Displays information for the next step of the Visual Intercept Wizard sequence.

Visual Intercept Project Wizard - SCCS Option Step

Step Options
This step allows you to select which source code control system you wish to base your project hierarchy .

SCCS Options
Select the appropriate source code control system model from the given list.

Cancel
Exits the Visual Intercept Wizard application.

Back
Displays information for the previous step of the Visual Intercept Wizard sequence.

Next
Displays information for the next step of the Visual Intercept Wizard sequence.

Visual Intercept Project Wizard Visual SourceSafe Step

Step Options
This step allows you to setup the components necessary to integrate the Visual Intercept System with Visual SourceSafe.

VSS Directory
To build the Intercept project structure based on the Visual SourceSafe(VSS) project hierarchy you must specify the correct VSS directory. The VSS directory should contain the SRCSAFE.INI file.

Import user list
Select the Import user list option if you wish to import all your VSS UserIDs into the Visual Intercept System.

Note: To add VSS users to Visual Intercept, you must be an administrator.

Locate
Use this button to locate the directory with the SRCSAFE.INI file.

UserID
Enter your Visual SourceSafe user name.

Password
Enter your Visual SourceSafe password.

Cancel
Exits the Visual Intercept Wizard application.

Back
Displays information for the previous step of the Visual Intercept Wizard sequence.

Finish
Takes you to the New Project Information Dialog Box where you can decide if you want to insert this project hierarchy into your Visual Intercept Incident Management System.

Visual Intercept Project Wizard - Architecture Option Step

Step Options
This step allows you to select which standard product development architecture you wish to base your project hierarchy .

Architecture Options
Select the appropriate product architecture model from the given list.

Cancel
Exits the Visual Intercept Wizard application.

Back
Displays information for the previous step of the Visual Intercept Wizard sequence.

Next
Displays information for the next step of the Visual Intercept Wizard sequence.

Visual Intercept Project Wizard 2 Tier Step

Step Options
This step sets up the primary components of the two tiered client/server architecture: the User and Data services components. These services are also referred to as the Client and Server. The Wizard will place all database-related components in the Server project and the GUI-related components in the Client project.

User
Enter the name of the User Services Component. This component is often referred to as the Client Component and would be translated into the Client project in Visual Intercept.

Data
Enter the name of the Data Services Component. This component is often referred to as the Server Component and would be translated into the Server project Intercept.

Cancel
Exits the Visual Intercept Wizard application.

Back
Displays information for the previous step of the Visual Intercept Wizard sequence.

Next
Displays information for the next step of the Visual Intercept Wizard sequence.

Finish
Takes you to the New Project Information Dialog Box where you can decide if you want to insert this project hierarchy   into your Visual Intercept Incident Management System.

Visual Intercept Project Wizard Database Component Step

Step Options
This step allows you to set up which database components, if any, your project will be utilizing to track database-related incidents. For each component selected, a separate sub-project will be created. For example, if you check the Schema component, the Wizard will create a Schema project in your project hierarchy.

Schema
Check this box if you wish to track incidents related to your database schema in a separate project.

Stored Procedures
Check this box if you wish to track incidents related to your database stored procedures in a separate project.
Note: Not all databases support stored procedures.

Embedded SQL
Check this box if you wish to track incidents related to your embedded SQL source code calls in a separate project.

Replication
Check this box if you wish to track incidents related to your database replication issues in a separate project.

Support
Check this box if you wish to track incidents related to your database support issues in a separate project.

Cancel
Exits the Visual Intercept Wizard application.

Back
Displays information for the previous step of the Visual Intercept Wizard sequence.

Next
Displays information for the next step of the Visual Intercept Wizard sequence.

Visual Intercept Project Wizard GUI Component Step

Step Options
This step allows you to set up which graphic user interface (GUI) components, if any, your project will be utilizing to track GUI-related incidents. For each component selected, a separate sub-project will be created. For example, if you check the *Windows* component, a project named *Windows* will be displayed in your project hierarchy.

Windows
Check this box if you wish to track incidents related to your windows in your GUI in a separate project.

Menus
Check this box if you wish to track incidents related to your menus in your GUI in a separate project.

Dialogs
Check this box if you wish to track incidents related to your dialogs in your GUI in a separate project.

Resources
Check this box if you wish to track incidents related to your resources in your GUI in a separate project.
Note: Examples of resources are bitmaps, icons, and strings.

Document/View Architecture
Check this box if you wish to track incidents related to your   Document/View   in separate projects.

The view project will be a child project of the document project.

Cancel
Exits the Visual Intercept Wizard application.

Back
Displays information for the previous step of the Visual Intercept Wizard sequence.

Next
Displays information for the next step of the Visual Intercept Wizard sequence.

Visual Intercept Project Wizard Support Component Step

Step Options
This step allows you to set up which support components, if any, your project will be utilizing:

For each component selected, a separate sub-project will be created. For example, if you check the Installer component, a project Installer will be displayed in your project hierarchy.

Installer
Check this box if you wish to track incidents related to your installer in a separate project.

Manual
Check this box if you wish to track incidents related to manual in a separate project.

Quality Assurance
Check this box if you wish to track incidents related to quality assurance in a separate project.

Customer Support
Check this box if you wish to track incidents related to customer support in a separate project.

Marketing
Check this box if you wish to track incidents related to marketing in a separate project.

Sales
Check this box if you wish to track incidents related to sales in a separate project.

Reports
Check this box if you wish to track incidents related to reports in a separate project.

Operating System
Check this box if you wish to track incidents related to operating system(s) in a separate project.

Third Party Products
Check this box if you wish to track incidents related to third party products in a separate project.

Cancel
Exits the Visual Intercept Wizard application.

Back
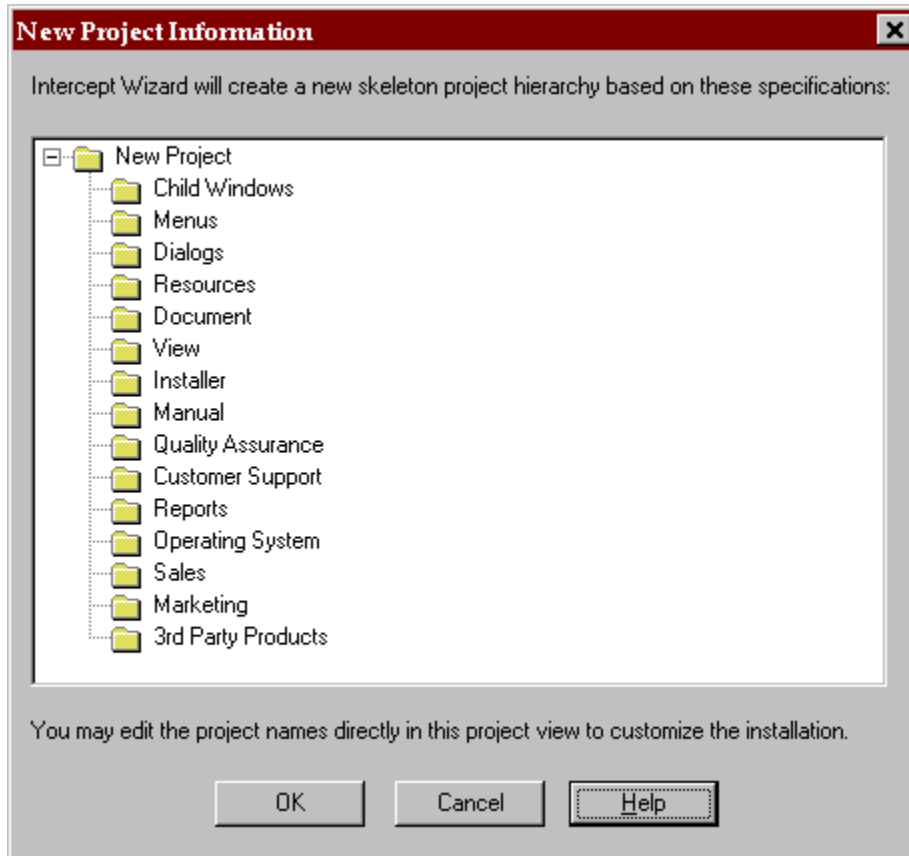Displays information for the previous step of the Visual Intercept Wizard sequence.

Next
Displays information for the next step of the Visual Intercept Wizard sequence.

New Project Information

Step Options

This step allows you to edit any of the project names that you have entered into your project hierarchy.

OK

Accepts the current <u>project hierarchy</u> as accurate and brings up the <u>Visual Intercept Security</u> dialog box for you to log into your Visual Intercept Incident Management System.

Cancel

Exits the Visual Intercept Wizard application.

Visual Intercept Project Wizard 3 Tier Step

Step Options
This step sets up the primary components of the three tiered client/server architecture: the User, Business, and Data services components. These services are also referred to as the Client, Rules, and Server. The Wizard will place all database-related components in the Server project and the GUI-related components in the Client project.

User
Enter the name of the User Services Component. This component is often referred to as the Client Component and would be translated into the Client project in Visual Intercept.

Business
Enter the name of the Business Services Component. This component is often referred to as the Rules Component and would be translated into the Rules project in Intercept.

Data
Enter the name of the Data Services Component. This component is often referred to as the Server Component and would be translated into the Server project in Visual Intercept.

Cancel
Exits the Visual Intercept Wizard application.

Back
Displays information for the previous step of the Visual Intercept Wizard sequence.

Next
Displays information for the next step of the Visual Intercept Wizard sequence.

Finish
Takes you to the New Project Information Dialog Box where you can decide if you want to insert this project hierarchy into your Visual Intercept Incident Management System.

Visual Intercept Project Wizard - Example Option Step

Step Options
This step allows you to select an example project to model your <u>project hierarchy</u> . This is useful for evaluation or tutorial purposes.

Examples Options
Select the appropriate <u>Example Project</u> from the given list.

Cancel
Exits the Visual Intercept Wizard application.

Back
Displays information for the previous step of the Visual Intercept Wizard sequence.

Finish
Takes you to the <u>New Project Information</u> Dialog Box where you can decide if you want to insert this <u>project hierarchy</u> into your Visual Intercept Incident Management System.

What is the Visual Intercept Wizard?

The backbone of the Visual Intercept Incident Management System is the project and incident architecture. Every incident is associated with a project and every project can be further divided into sub-projects.

The primary goal of the Wizard is to help setup your project hierarchy quickly so you can begin working with the Visual Intercept Incident Management System. You do not have to spend a lot of time creating projects and their relationships. You can let the Wizard do the work for you.

The Visual Intercept Wizard creates simple or complex hierarchical project development models and will import existing projects and users from Visual SourceSafe. In addition, the Wizard will provide you with example incidents and contacts. All you have to do to is check the Include Project Hints option in the Wizard.

Typically, as a project progresses, additional projects are created to support the initial project. For example, you may start development on a specific application. As the application becomes more complex, installer issues, operating systems issues, quality assurance issues, reporting issues, etc. become more conspicuous. The Wizard deals with these issues at the very beginning of your project development. By building a project hierarchy for you, you can begin to address these issues from the very beginning of your software development project.

Integration with Visual SourceSafe

You can use the Visual Intercept Wizard to automatically create a project hierarchy to match a Visual SourceSafe project tree. This powerful feature allows you to easily integrate source code file tracking with Intercept. From the Visual Intercept Manager, you can then check in/check out source files, view version histories and other source file details. The Visual Intercept Manager also inserts description, project version, assigned user, requested user, date, resolution and other data directly into Visual SourceSafe.

Note: Microsoft Visual SourceSafe is a source code control system designed for team development of software.

How to use the Visual Intercept Wizard

The Wizard will take you step by step through the process of creating your software project hierarchy. Currently, you may choose one of the following project hierarchy models:

- Source Code Control System

- Product Architecture

- Example Project

To base your project hierarchy model on Visual SourceSafe

The source code control system (SCCS) available for integration with the Visual Intercept Incident Management System is Microsoft Visual SourceSafe (VSS). If you choose this option, Visual Intercept will mirror your VSS project hierarchy and version labels. You also can import your VSS users into Visual Intercept if you log into Visual Intercept as the **isadmin** user.

1. Enter the name of the parent or root project in the Project Name field. This is often the name of the software product.

2. Enter the initial version of the parent project in the Version field.

3. **Optional:** Select the Include Project Hints.

4. Select Source Code Control System .

5. Click the Next button.

6. Select Visual SourceSafe and then click the Next button.

7. Enter the Visual SourceSafe (VSS) directory location in the VSS Directory field. If you are unsure of the VSS directory location, click the Locate Button to browse your directories. **Note**: The VSS directory should contain the file: SRCSAFE.INI.

8. **Optional:** Select the Import user list.

   Note: To successfully add VSS users to Visual Intercept, you must be the **isadmin** user.

9. Enter your VSS UserID and Password into the appropriate fields so the Wizard may log into Visual SourceSafe. Click the Finish button if you are satisfied with all information entered or click Back if you wish to change your choices at any time. The project tree will

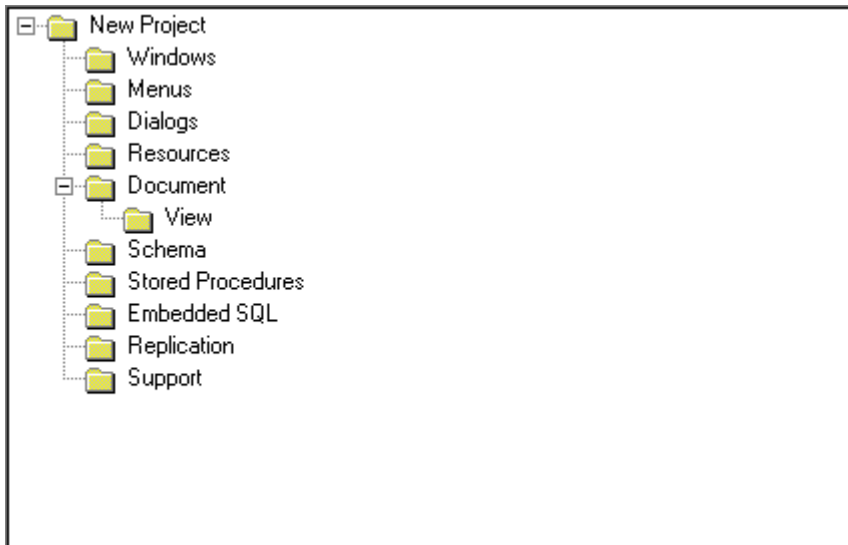be displayed which matches your VSS project tree.
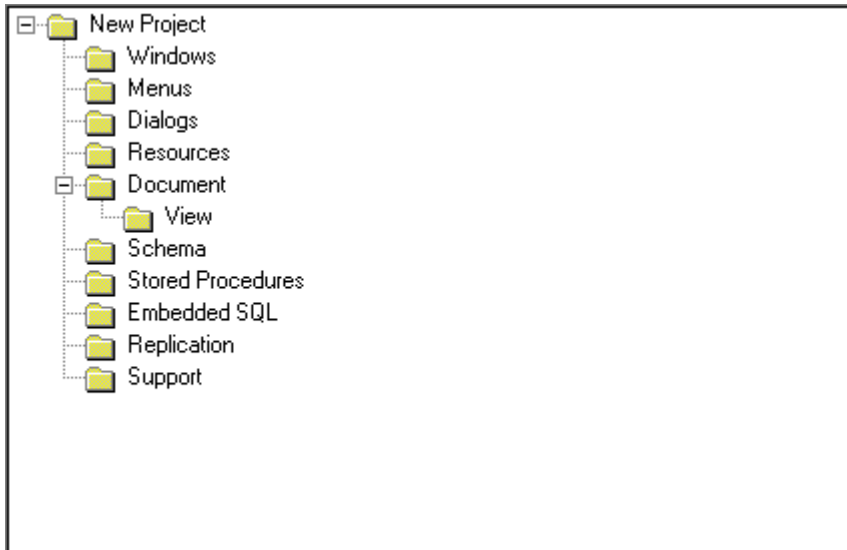
10. When you are satisfied with the project tree, click the OK button. The Wizard will insert the projects and related information into the Visual Intercept Incident Management System after you connect to the Visual Intercept data source .

11. Once the Wizard has generated the project tree, you may begin working with Visual Intercept by exiting the Visual Intercept Wizard and Launching the Visual Intercept Manager.

To base your project hierarchy on a Product Architecture

The product architecture model is designed to provide first time users of an incident management or bug-tracking system, examples of project hierarchy models that have been used in standard software development projects.

1. Enter the name of the parent or root project in the Project Name field. This is often the name of the software product.

2. Enter the initial version of the parent project in the Version field.

3. **Optional:** Select the Include Project Hints .

4. Select Product Architecture from the list of available models, and then click the Next button at the bottom of the dialog box.

5. Select one of the following product models, and then click the Next button.

    *   Application

    *   Client/Server - 3 Tier

    *   Client/Server - 2 Tier

    *   Utility

6. Enter information according to the dialog box prompts and then click Next. When the necessary information has been entered, click Finish to view the project tree.

7. Once you are satisfied with the project tree, click the OK button. The Wizard will insert the projects and related information into the Visual Intercept Incident Management System after you connect to the Visual Intercept data source .
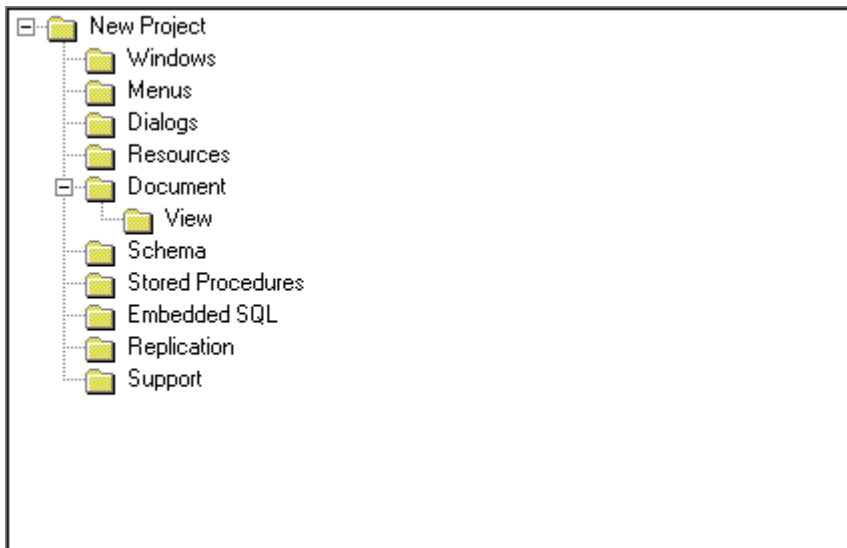
Once the Wizard has generated the project tree, you may begin working with Visual Intercept by exiting the Visual Intercept Wizard and Launching the Visual Intercept Manager.

To base your project hierarchy on an Example Project

The example project model is designed for first time users of Visual Intercept. These projects allow you to quickly and easily evaluate the features of Visual Intercept. Example accounts, contacts, incidents, projects, groups, and users are created for you to explore the Visual Intercept Incident Management System. Remember, you must log into Visual Intercept as **isadmin** to insert new Visual Intercept groups and users.

1. Enter the name of the example project in the Project Name field.

2. Enter the initial version of the example project in the Version field.

3. **Optional:** Select the <u>Include Project Hints</u>.

4. Select <u>Example Project</u> from the list of available models, and then click the Next button at the bottom of the dialog box.

5. Select the desired example project from the available choices, and then click the Next button.

6. The following project tree dialog box will be displayed.

7. Once you are satisfied with the project tree, click the OK button. The Wizard will insert the projects and related information into the Visual Intercept Incident Management System after you connect to the <u>Visual Intercept data source</u>.

Once the Wizard has generated the project tree, you may begin working with Visual Intercept by exiting the Visual Intercept Wizard and Launching the Visual Intercept Manager.

Troubleshooting

I checked the Import user list option, to import the Visual SourceSafe(VSS) users into Intercept, however I do not see them when I log into Visual Intercept?

More than likely, you did not have administrator privileges when you used the Visual Intercept Wizard to import the users into Intercept. You must logon using the userid **isadmin**.

I checked the Include Project Hints option, to create example contacts and incidents in Visual Intercept, however I do not see any when I log into the Visual Intercept Manager?

More than likely, you did not have administrator privileges when you used the Visual Intercept Wizard to import the users into Visual Intercept.

I created an Application project type. After seeing the project tree, I realized that I needed more project types. What is the best way to correct this?

You can always recreate your project type by clicking the cancel button and then clicking the Back buttons until you return to Step 1. Then, just select a more complex project type. Descriptions of each project type are provided in the project type dialog boxes.

I created a Client/Server 3-Tier project. Now I have a lot of projects that I really do not need. What can I do?

You can easily delete projects from the data source (provided you have delete privileges). You can delete a project from the data source by doing the following:

1. From the Visual Intercept Manager, select a project and do one of the following:

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

    - Press CTRL+D.

    - Click the Delete Document shortcut button on the Manager Toolbar.

2. Follow the prompts in the dialog box.

Component

A Visual Intercept Wizard component is an individual project that covers a logical unit of development work that is normally aggregated together for development purposes. Broad areas of development interest such as GUI, Database, and Support have more finely resolved subject areas, which we call components.

Document/View

A Document/View methodology is used for designing software applications where the implementation separates the data itself from its display and from user operations on the data.

Import user list

If you choose the Import user list, the Visual Intercept Wizard will import all your Microsoft Visual SourceSafe UserIDs into the Visual Intercept System. Remember you must log into the Visual Intercept System as the **isadmin** user to insert Visual Intercept users.

Include Project Hints

If you choose Include Project Hints, the Visual Intercept Wizard will insert several initial incidents and contacts along with the project hierarchy into your Visual Intercept System. This is useful if you have never used the Visual Intercept System.

User Services Component

The user services component in a client/server architecture encapsulates the end users interaction with the product. For a two-tiered client/server architecture, it may also encapsulate business rules for manipulation of data services information.

Business Services Component

The business services component in a client/server 3 tier architecture manipulates information from data services to satisfy requests from the User.

Data Services Component

The data services component in a client/server architecture stores information for use by Business services to satisfy requests from the User. For a two-tiered client/server architecture, it may also encapsulate business rules for manipulation of data services information.

Support Components

Installer, Manual, Quality Assurance, Customer Support, Marketing, Sales, Reports, Operating System, and Third party products are all considered support components since they are generic product support issues.

GUI Components

Windows, Menus, Dialogs, Resources, and [Document/View](#) Architecture are considered to be generic GUI product development issues.

Database Components

Schema, Stored Procedures, Embedded SQL, Replication, and Support are considered to be generic database product development issues.

Application

A standard product architecture option which may include, any or all of the following:

GUI

Database

Support components.

Client/Server - 3 Tier

A three tiered client/server architecture product has three primary components. The User, Business, and Data services layer. These services are often referred to as the Client, Rules, and Server.

The User services component (Client) encapsulates the end users interaction with the product. The Visual Intercept Wizard will place the <u>GUI components</u>   you select as sub-projects of the Client.

The Business services component (Rules) manipulates information from Data services to satisfy requests from the User.

The Data services component (Server) stores information for use by Business services to satisfy requests from the User. The Visual Intercept Wizard will place the <u>Database components</u>   you select as sub-projects of the Server.

Client/Server - 2 Tier

A two tiered client/server architecture product has two primary components. The User and Data services layer. These services are often referred to as the Client and Server.

The Data Services component stores information for use by Business services to satisfy requests from the user. The Visual Intercept Wizard will place the Database components you select as sub-projects of the Server

The User services component encapsulates the end users interaction with the product and may encapsulate business rules for manipulation of Data services information. It may also encapsulate business rules for manipulation of information to fulfill User requests. The Visual Intercept Wizard will place the GUI components   you select as sub-projects of the Client.

Source Code Control System Models

Project hierarchy models used in Visual Intercept to mirror your source code control system (SCCS) project hierarchy and version labels in Visual Intercept. Currently, the Visual Intercept Incident Management System is integrated with the Microsoft Visual SourceSafe SCCS.

Example Project Models

Project hierarchy models that have been created for new Visual Intercept users to evaluate or learn more about Visual Intercept.

Utility

A small application with an important but limited functional scope. The Utility generally includes GUI or Database components. A Utility is usually not intended for commercial distribution, therefore no Support components are required.

Project Hierarchy Models

You may choose several different default project models that will build the appropriate project hierarchy . By selecting a model, SCCS, Example, or Product Architecture, that closely matches your development design, the Wizard can create most, if not all, of your projects automatically.

Product Architecture Models

Product architecture models used in Visual Intercept are based on the following product development architectures

- [Application](#)
- [Client/Server - 3 Tier](#)
- [Client/Server - 2 Tier](#)
- [Utility](#)

Project Name

The project name is the root project for this hierarchy. This project name is typically a high level moniker for the overall project that you are going to create (*i.e.*, your product name). All projects created by the Visual Intercept Wizard will be <u>child projects</u> to this root project.

Project Version

The projects created by the Visual Intercept Wizard will all start with the same version that you specify so incidents in the Visual Intercept System can be assigned to the appropriate version of the product. If you are selecting Visual SourceSafe (VSS) as the project model, then the VSS labels will be used for the versions of the child projects.

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 9:00 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

CompuServe: 72122,3545

to the following:
Mark Uland
Susan Uland
Albert Lin
Jay Hendrickson

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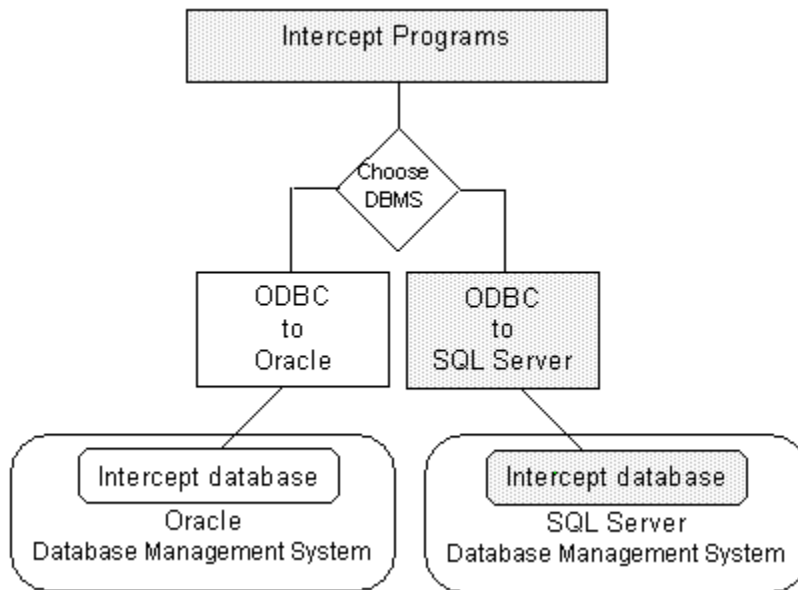
Note the links between the SQL Server database and Visual Intercept. The physical location of the database management system and the Visual Intercept database is the data source. After you define a data source, Visual Intercept is ready to use.

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.

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.

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 <u>technical support</u>.

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 <u>technical support</u>.

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 <u>technical support</u>.

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 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.

This is a new secondary document for your project.
Click Topic (Ctrl+T) to add a new Help topic.