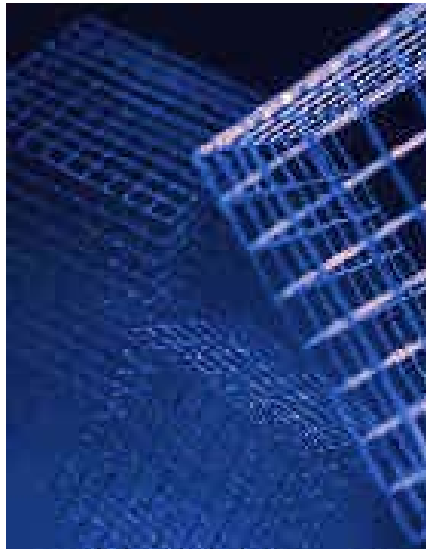# Web-Based Problem Tracking System: SAP DB

SAP™

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Icons

Icon	Meaning
⚠	Caution
💬	Example
💡	Note
🧭	Recommendation
SYN	Syntax

Typographic Conventions

Type Style	Description
Example text	Words or characters that appear on the screen. These include field names, screen titles, pushbuttons as well as menu names, paths and options.
	Cross-references to other documentation.
Example text	Emphasized words or phrases in body text, titles of graphics and tables.
EXAMPLE TEXT	Names of elements in the system. These include report names, program names, transaction codes, table names, and individual key words of a programming language, when surrounded by body text, for example, SELECT and INCLUDE.
`Example text`	Screen output. This includes file and directory names and their paths, messages, source code, names of variables and parameters as well as names of installation, upgrade and database tools.
`EXAMPLE TEXT`	Keys on the keyboard, for example, function keys (such as `F2`) or the `ENTER` key.
`Example text`	Exact user entry. These are words or characters that you enter in the system exactly as they appear in the documentation.
`<Example text>`	Variable user entry. Pointed brackets indicate that you replace these words and characters with appropriate entries.

Web-Based Problem Tracking System: SAP DB

The Web-Based Problem Tracking System (Web PTS) is the Web interface to the internal SAP DB program PTS for documenting problem messages for SAP DB software. The individual settlements from creation of the problem message to solution of the problem are documented here.

With this program, you have only read access to the problem messages recorded in the internal SAP DB program PTS.

> An external developer, such as a member of the Open Source Community, sends a problem message to SAP DB. This is recorded in the internal SAP DB program PTS. The URL of this problem message is then sent to the external developer. In this way, the external developer has the possibility to follow the settlement at any time and inform himself or herself about which change in which database version is planned.

> You can download the Web-Based Problem Tracking System (Web PTS) program free of charge from the SAP DB Homepage *http://www.sapdb.org.*
>
> For general information about the SAP DB database system, see the documentation for the SAP DB database system [See SAP DB Library] and the SAP DB homepage *http://www.sapdb.org.*

System Requirements

The minimum prerequisite for the use of the Web Based Problem Tracking System program is a browser that supports frames, JavaScript, and Cascading Style Sheets (CSS).

If your browser does not support CSS, the display of the program will be impaired. With some browsers (such as Konqueror 2.9.2 with activated Accessibility Stylesheets), it can also mean that the program becomes unusable.

Tests with Microsoft Internet Explorer 5.5, Netscape 4.74, Mozilla 1.1, Netscape 6.1, Netscape 7 (all on Microsoft Windows 2000), and Konqueror 3.0.3 (on Linux SuSE 8.0) produced good results.

Terms

Message Data

The following message data is recorded for every problem message:

Header Data [Page 6]

Settlement [Page 6]

The content of the problem message is in the message text [Page 6].

Header Data

Header data is part of the message data [Page 6].

The following header data is recorded for every problem message:

Number	Current number of the problem message
Message Type	Type of the problem message

	Error: The software does not function as intended *Change Request:* The reported deficiency makes the intended use of the software difficult
Component	SAP DB component
Reported	Database version to which the problem message refers
Settlement	Settlement [Page 6]
Planned/Delivered	Database version in which the problem is/is to be solved
Created	Date on which the message was created
Processed	Date on which the message was processed
Completed	Date on which the processing was completed
Affected OS	Affected operating systems
Keywords	Keywords They correspond to indexes that can be assigned to a problem message when it is created.

Settlement

Specifications about the settlement of a problem message are part of the message data [Page 6].

The following settlements are possible:

Waiting	The problem message has been created, but not yet processed.
Evaluate	A SAP DB developer is evaluating the problem message with respect to relevance, work required, and time required.
To be done	The problem message is being processed
Delivered	The result of the work is included in a database version that has been delivered
Rejected	The problem message is not processed

Message Texts

Message texts are texts created in the individual phases of the processing of a problem message.
The following types of text can be created:

Description	Description of the problem
Solution	Description of the solution for the problem
Patch Information	Description of the new status after an error has been corrected (*Release Note* for message type error)
Modules	Software modules affected by the solution to the problem
Feature	Description of the new feature (*Release Note* for message type change request)

Files	Files as an attachment to illustrate the problem (such as log files, programs for reproducing errors, and so on).

Functions of the Web PTS

Use

The Web-Based Problem Tracking System [Page 1] (Web PTS) program allows you to search for problem messages created in this program. There are various search templates for doing this, with selection lists and search functions for the message data [Page 6] and message texts [Page 6].

Available Search Templates

Simple Search [Page 8]	Restrict the search result using free entries
Advanced Search [Page 10]	Restrict the search result using entries that you select from the system proposals
My Release Notes [Page 11]	Restrict the search result to only those messages that contain relevant information for the end customer If you specify the version of your installed software and of a newer version, you restrict the result list to the information relevant to your software installation that was issued up to the specified newer version.

Simple Search

Use

You can use the Simple Search to display the problem messages recorded in the internal SAP DB program PTS, together with the available information for them. You can restrict the search result by entering suitable freely definable search terms.

The search is performed for the message texts [Page 6] and keywords [Page 6] but not for the message data [Page 6].

The system displays a maximum of 25 results.

Input Rules

You can enter any combination of letters and numbers. However, you must adhere to the following input rules when doing so:

- Place search strings that consist of several words in quotation marks (such as: **"backup history"**).

- Place search strings that begin with a minus sign in quotation marks (such as: **"-8000"**).

- To exclude problem messages from the result list, start the search string with a minus sign as a negation operator (such as: **-logging**, **-"-8000"**, **-"backup history"**).

Procedure

Choose *Simple Search*.

1. Enter search strings in accordance with the above input rules.

2. Choose the rule that is to be used for the search:

All Words	Every message in the result list is to contain **all** of the entered search strings.
Any Word	Every message in the result list is to contain **at least one** of the entered search strings.
Exact Phrase	Every message in the result list is to contain **exactly** the entered search string.

3. If you want to reset your entries, choose *Clear*.

   When you want to start the search, choose *Search*.

   A negation operator before a search string is most useful in combination with the *All Words* search rule, as you restrict the result table in this way.

   On the other hand, a negation operator before a search string in combination with the search rule *Any Words* significantly increases the size of the result list.

Result List of the Simple Search [Page 9]

Result List of the Simple Search

Use

You can display the search criteria used for the search; underneath this you can display the total number of hits for the search, and the result list. A maximum of 25 hits are displayed in the list. If the number of hits exceeds 25, we recommend that you restrict the search further.

The system displays the most important message data [Page 6] for every result, as well as the first 160 characters of the message texts [Page 6] created for the problem message.

Procedure

If you want to display a detailed view for an entry in the result list, click the current number (*Number*) of the relevant message. By doing this, you display all of the information available for a selected message; that is, all available message data and message texts.
You can save the detailed view as a URL. To do this, click the displayed link with the right mouse button.

If you want to change the search, change the displayed search criteria. Then choose *Search*.

If you want to start a new search, choose *Clear* and follow the procedure described under Simple Search [Page 8].

Advanced Search

Use

You can use the Advanced Search to display the problem messages recorded in the internal SAP DB program PTS, together with the available information for them. You can restrict the search result by selecting values for the input fields.

The system informs you how many problem messages were found.

You can define the number of problem messages that are displayed in the result list.

You can save the result table as a URL.

Procedure

1. Choose *Advanced Search*.

    Restrict the search result by selecting values from the displayed lists and options or by free input for searching in the message texts:
    Header Data [Page 6]

    o   To see a list of all the available keywords, click *Keywords*. To add a keyword to the list of keywords, click the keyword once. You can specify up to 25 keywords. To copy the selected keywords into the search template, choose *Apply*.

    Settlement [Page 6]
    Message Texts [Page 6]

2. Define the display of the result list. You can choose between various combinations of columns and specify the number of problem messages that are to be displayed.

    o   Choose whether the system should display a maximum number of rows (*Max Rows*) or all rows of the result list (*All Rows*). If you want to restrict the number of rows, specify the desired number. The number of rows corresponds to the number of problem messages displayed.

    o   Choose which columns are displayed in the result list under *Result Column Set*. You can choose between three predefined combinations of columns:

Minimum	Number, Message Type, Component, Reported, Created
Standard	as *Minimum* plus the columns Settlement and Planned/Delivered
Maximum	as *Standard* plus the columns Processed, Completed, and Affected OS

3. If you want to reset your entries, choose *Clear*.

    When you want to start the search, choose *Search*.

Result List of the Advanced Search [Page 10]

Result List of the Advanced Search

Use

The system displays all problem messages that match the defined search criteria. You can call a detailed view for every problem message.

You can save both the result list and the detailed view for a problem message as a URL.

Procedure

If you want to save the displayed result list as a URL, choose the link displayed at the top of the page with the right mouse button.
If you call up this URL later, the system displays exactly this result list. Choose *Refresh* to update the output.

If you want to display a detailed view for an entry in the result list, click the current number (*Number*) of the relevant message. By doing this, you display all of the information available for a selected message; that is, all available message data [Page 6] and message texts [Page 6].
You can also save the detailed view as a URL. To do this, click the link displayed at the top of the page with the right mouse button.

If you want to modify the search for the displayed result list, choose *Modify Search*.

If you want to define a new search, choose *New Search* and follow the procedure described under Advanced Search [Page 10].

My Release Notes

Use

With this function, you can determine which errors/change requests reported for a version are corrected/implemented in a particular succeeding version.

In the result list, the system displays the Release Notes prepared for the processed problem messages. Release Notes for corrected errors are called *Patch Information*. Release Notes for implemented change requests are called *Feature*.

The system informs you how many Release Notes were found. The display is sorted.

Procedure

1. Choose *My Release Notes*.

2. Restrict the search by selecting values from the displayed lists:

My Version	Version from which the search should be performed
Newer Version	Version to which the search should be performed
Component	SAP DB component

3. If you want to reset your entries, choose *Clear*.

   When you want to start the search, choose *Search*.

Result List of My Release Notes [Page 11]

Result List of My Release Notes

Use

This list displays all of the Release Notes that match the defined search criteria.

The system displays the most important message data [Page 6] for each Release Note. Among other things, you can find out from this information whether the version in which the problem is solved is still being planned (*Planned*) or has already been delivered (*Delivered*), from the point of view of the specified *Newer Version*.

All Release Notes that the system finds are displayed in the result list, sorted by component. The system differentiates between Patch Information [Page 6] and Feature [Page 6] for each component.

For a particular component, the Release Notes for delivered versions are displayed first (first *Features* and then *Patch Information*), and then the Release Notes for planned versions (first *Features* and then *Patch Information*).

Procedure

If you want to modify the search for the displayed result list, choose *Modify Search*.

If you want to define a new search, choose *New Search* and follow the procedure described under Comparing Versions [Page 11].