

SAP MaxDB

Web Based Problem Tracking System



Copyright

© Copyright 2008 SAP AG. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or for any purpose without the express permission of SAP AG. The information contained herein may be changed without prior notice.

Some software products marketed by SAP AG and its distributors contain proprietary software components of other software vendors.

Microsoft, Windows, Outlook, and PowerPoint are registered trademarks of Microsoft Corporation.

IBM, DB2, DB2 Universal Database, OS/2, Parallel Sysplex, MVS/ESA, AIX, S/390, AS/400, OS/390, OS/400, iSeries, pSeries, xSeries, zSeries, z/OS, AFP, Intelligent Miner, WebSphere, Netfinity, Tivoli, Informix, i5/OS, POWER, POWER5, OpenPower and PowerPC are trademarks or registered trademarks of IBM Corporation.

Adobe, the Adobe logo, Acrobat, PostScript, and Reader are either trademarks or registered trademarks of Adobe Systems Incorporated in the United States and/or other countries. Oracle is a registered trademark of Oracle Corporation.

UNIX, X/Open, OSF/1, and Motif are registered trademarks of the Open Group. Citrix, ICA, Program Neighborhood, MetaFrame, WinFrame, VideoFrame, and MultiWin are trademarks or registered trademarks of Citrix Systems, Inc.

HTML, XML, XHTML and W3C are trademarks or registered trademarks of W3C®, World Wide Web Consortium, Massachusetts Institute of Technology.






Java is a registered trademark of Sun Microsystems, Inc.

JavaScript is a registered trademark of Sun Microsystems, Inc., used under license for technology invented and implemented by Netscape.

SAP, R/3, mySAP, mySAP.com, xApps, xApp, SAP NetWeaver, and other SAP products and services mentioned herein as well as their respective logos are trademarks or registered trademarks of SAP AG in Germany and in several other countries all over the world. All other product and service names mentioned are the trademarks of their respective companies. Data contained in this document serves informational purposes only. National product specifications may vary.

These materials are subject to change without notice. These materials are provided by SAP AG and its affiliated companies ("SAP Group") for informational purposes only, without representation or warranty of any kind, and SAP Group shall not be liable for errors or omissions with respect to the materials. The only warranties for SAP Group products and services are those that are set forth in the express warranty statements accompanying such products and services, if any. Nothing herein should be construed as constituting an additional warranty.

Icons in Body Text

Icon	Meaning
	Caution
	Example
	Note
	Recommendation
	Syntax

Additional icons are used in SAP Library documentation to help you identify different types of information at a glance. For more information, see *Help on Help* → *General Information Classes and Information Classes for Business Information Warehouse* on the first page of any version of *SAP Library*.

Typographic Conventions

Type Style	Description
<i>Example text</i>	Words or characters quoted from the screen. These include field names, screen titles, pushbuttons labels, menu names, menu paths, and menu options. Cross-references to other documentation.
Example text	Emphasized words or phrases in body text, graphic titles, and table titles.
EXAMPLE TEXT	Technical names of system objects. These include report names, program names, transaction codes, table names, and key concepts of a programming language when they are surrounded by body text, for example, SELECT and INCLUDE.
Example text	Output on the screen. This includes file and directory names and their paths, messages, names of variables and parameters, source text, and names of installation, upgrade and database tools.
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. Angle brackets indicate that you replace these words and characters with appropriate entries to make entries in the system.
EXAMPLE TEXT	Keys on the keyboard, for example, F2 or ENTER.

Web Based Problem Tracking System.....	5
Functions.....	5
Simple Search	5
Result List of the Simple Search	6
Advanced Search	7
Result List of the Advanced Search	8
My Release Notes	8
Result List of My Release Notes	9
Terms	9
Message Data	10
Header Data	10
Settlement.....	11
Message Texts	11



Web Based Problem Tracking System

Purpose

The Web-Based Problem Tracking System is a Web interface for the internal MaxDB program PTS, which is used for documenting problem messages for the MaxDB database software.

Features

To access PST, enter the following address in your web browser:

<http://www.sapdb.org/webpts>

[Functions \[Page 5\]](#)

[Terms \[Page 9\]](#)

Restrictions

You can obtain read-only access to the problem messages recorded in the MaxDB-internal PTS program.



Functions

Use

The [Web-Based Problem Tracking System \[Page 1\]](#) 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 \[Page 10\]](#) and [message texts \[Page 11\]](#).

Available Search Templates

Simple Search: Simple Search [Page 5]	Restrict the search result using free entries
Advanced Search: Advanced Search [Page 7]	Restrict the search result using entries that you select from the system proposals
Version Comparison: My Release Notes [Page 8]	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 MaxDB 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 \[Page 11\]](#) and [keywords \[Page 10\]](#) but not for the [message data \[Page 10\]](#).

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:

<i>All Words</i>	Every message in the result list is to contain all of the entered search strings.
<i>Any Word</i>	Every message in the result list is to contain at least one of the entered search strings.
<i>Exact Phrase</i>	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 \[Page 6\]](#)



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 \[Page 10\]](#) for every result, as well as the first 160 characters of the [description \[Page 11\]](#) 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 \[Page 5\]](#).



Advanced Search

Use

You can use the Advanced Search to display the problem messages recorded in the internal MaxDB 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 \[Page 10\]](#)

- 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 \[Page 11\]](#)

[Message Texts \[Page 11\]](#)

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.

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

<i>Minimum</i>	Number, Message Type, Component, Reported, Created
<i>Standard</i>	as <i>Minimum</i> plus the columns Settlement and Planned/Delivered
<i>Maximum</i>	as <i>Standard</i> 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 \[Page 8\]](#)



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 \[Page 10\]](#) and [message texts \[Page 11\]](#).

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 \[Page 7\]](#).



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:

<i>My Version</i>	Version from which the search should be performed
<i>Newer Version</i>	Version to which the search should be performed
<i>Component</i>	MaxDB 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 \[Page 9\]](#)



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 \[Page 10\]](#) 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 \[Page 11\]](#) and [Feature \[Page 11\]](#) 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 \[Page 8\]](#).



Terms

[Affected OS \[Page 10\]](#)

[Change Request \[Page 10\]](#)

[Completed \[Page 10\]](#)

[Component \[Page 10\]](#)

[Created \[Page 10\]](#)

[Delivered \[Page 11\]](#)

[Description \[Page 11\]](#)

[Error \[Page 10\]](#)

[Evaluate \[Page 11\]](#)

[Feature \[Page 11\]](#)

[Header Data \[Page 10\]](#)

[Keywords \[Page 10\]](#)

[Message Data \[Page 10\]](#)

[Message Texts \[Page 11\]](#)

[Message Type \[Page 10\]](#)[Modules \[Page 11\]](#)[Number \[Page 10\]](#)[Patch Information \[Page 11\]](#)[Planned/Delivered \[Page 10\]](#)[Processed \[Page 10\]](#)[Rejected \[Page 11\]](#)[Release Note \[Page 11\]](#)[Reported \[Page 10\]](#)[Settlement \[Page 11\]](#)[Solution \[Page 11\]](#)[To be done \[Page 11\]](#)[Waiting \[Page 11\]](#)

Message Data

The following message data is recorded for every problem message:

[Header Data \[Page 10\]](#)[Settlement \[Page 11\]](#)

The content of the problem message is in the [message text \[Page 11\]](#).



Header Data

Header data is part of the [message data \[Page 10\]](#).

The following header data is recorded for every problem message:

<i>Number</i>	Current number of the problem message
<i>Message Type</i>	Type of the problem message <i>Error:</i> The software does not function as intended <i>Change Request:</i> The reported deficiency makes the intended use of the software difficult
<i>Component</i>	MaxDB component
<i>Reported</i>	Database version to which the problem message refers
<i>Settlement</i>	Settlement [Page 11]

<i>Planned/Delivered</i>	Database version in which the problem is/is to be solved
<i>Created</i>	Date on which the message was created
<i>Processed</i>	Date on which the message was processed
<i>Completed</i>	Date on which the processing was completed
<i>Affected OS</i>	Affected operating systems
<i>Keywords</i>	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 \[Page 10\]](#).

The following settlements are possible:

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

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