

# Entrack Tip Sheet

*System upgrade*

*New user interface*

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## Introduction

Customers purchasing a support agreement or engaged in a consulting project are granted access to the Entrack issue tracking system. The Entrack issue tracker is Enfold's primary method of ensuring our client's support issues and project tasks are documented, managed and addressed until resolution.

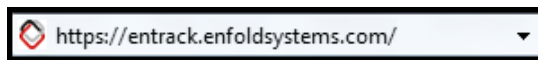
### New Interface!

As of January 2010, the system is upgraded with a new interface and redesigned user controls. This tips sheet highlights the user interface changes and answers a few of the most commonly asked questions by our support clients.

## Changes and Basic Operations

### Navigate to Entrack

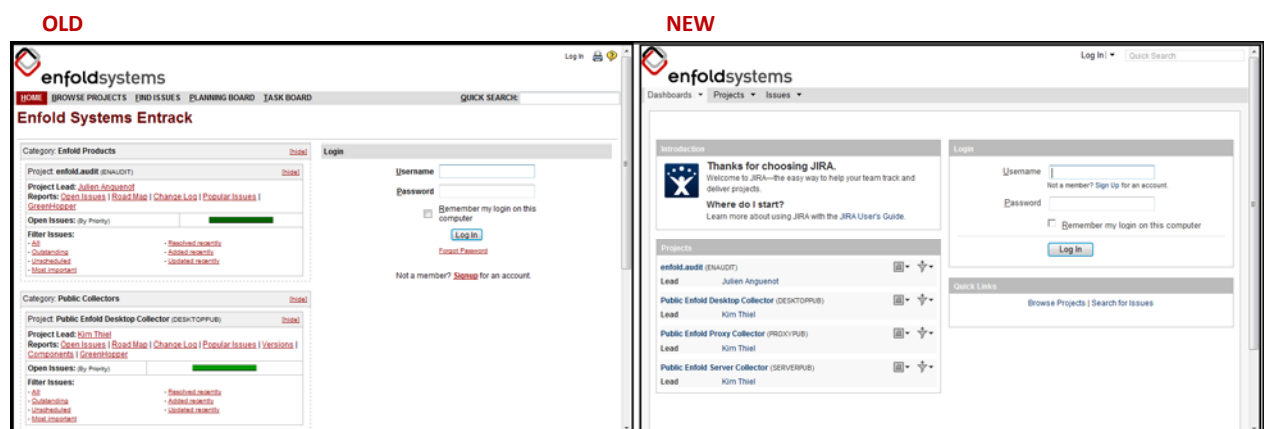
Log on the Entrack system at the following URL:



### System (Public) Dashboard

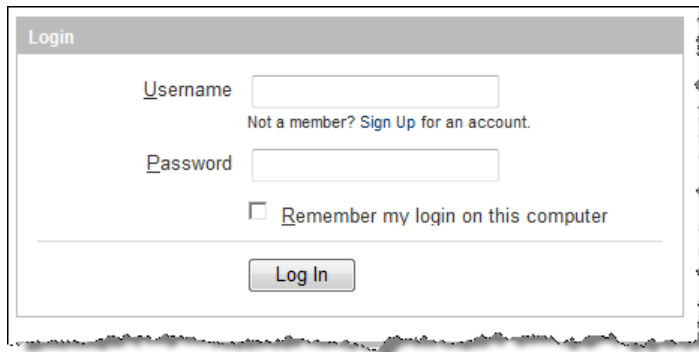
The main dashboard is simplified with minor layout changes and a few additional quick links. When not logged into the system the display lists all public product issues; as such, the main dashboard is visible to all.

The top navigation has been condensed with all menu functionality reorganized into 3 main sections: Dashboards, Project and Issues. The following menu items are no longer visible (Planning and Task Board).



## Accessing your Account:

Customers purchasing a support agreement or engaged in a consulting project are granted access to the Entrack issue tracking system. When the Entrack administrator creates a user account, the system generates an email with the user name and password. This default password can be changed inside the system.

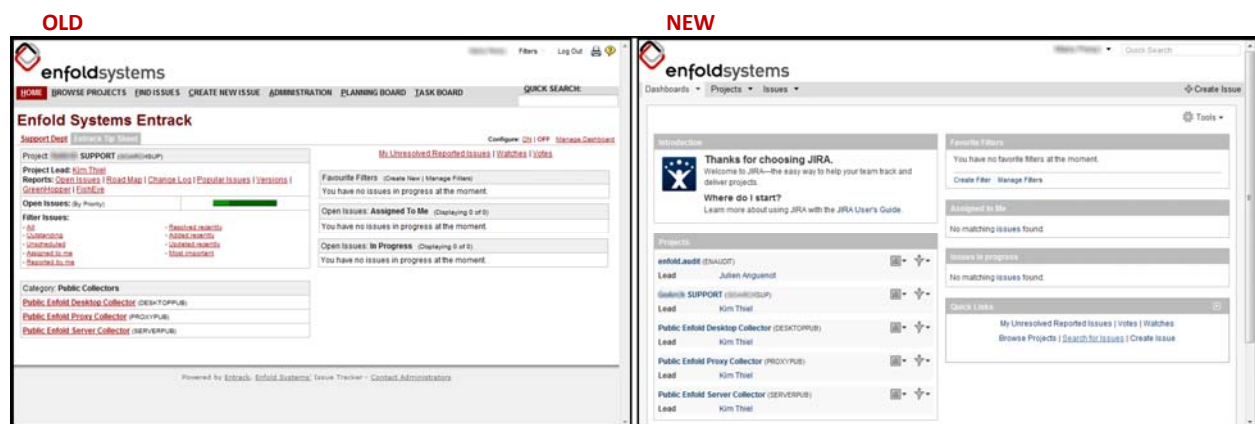


## The “Logged in” Dashboard

After logging into the system using your name and password, you will be presented with the default dashboard. This dash is exactly the same as the public dashboard with one notable difference.

Alongside the public collectors is a CUSTOM collector associated with your company name that is accessible to only your account. See the next section for explanation of collectors.

Similar to the public dashboard, the menu interface is reorganized; however, the default layout changes for all sections are now condensed.



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Entrack collectors are frequently referred to as a “bucket” (e.g. There are 2 new issues logged in the client support bucket).

### Bucket Naming Convention

To distinguish between Client Projects, Client SLA Support and public collectors, the following naming conventions are used in the bucket setup:

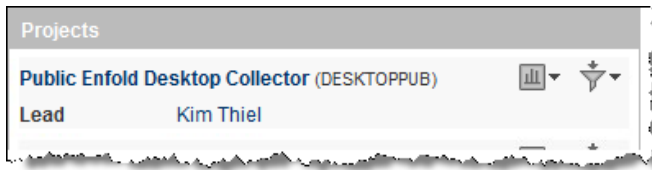
- If the Entrack bucket ends with “SRV”, this indicates client Consulting Project (e.g. CLIENTSRV)
  - This bucket is for current/ongoing consulting projects.



- If the Entrack bucket ends with “SUP”, this indicates client SLA Support (e.g. CLIENTSUP)
  - This bucket is for client current/outstanding client support issues.



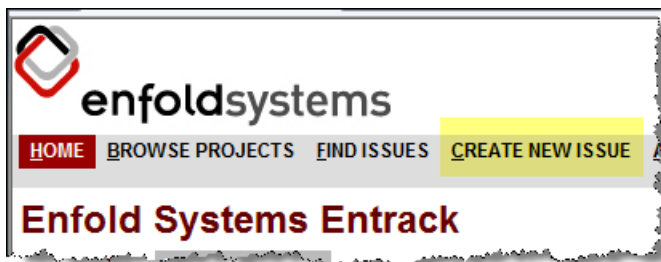
- If the Entrack bucket ends with “PUB”, this indicates (e.g. DESKTOPPUB)
  - This bucket is for client current/ outstanding public support issues.

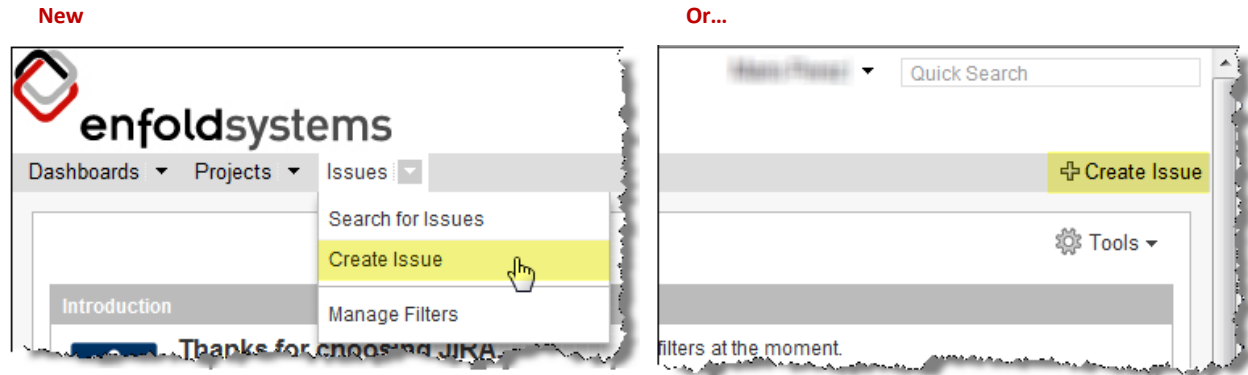


### Posting Issues

To formally initiate the support process, or as part of any consulting project, the first step required to communicate and document the issue is by posting.

OLD





### Step by Step

- Navigate to Issues > Create Issue or...
- Click on the “Create issue” link located on the upper right corner.
- Select an issue type:
  - Bug
    - Primary Support posting type
    - A problem which impairs or prevents the functions of...
    - Bug from user acceptance testing
  - New Feature
    - Request for work plan estimate
    - Request for consulting project estimate
  - Task
    - Primary Consult Project Type
    - E.g. Provide access to production server
  - Improvement
    - Primary Consult Project Type
    - Applicable to existing development artifact
  - Misc./Additional custom types
- Click on “Create” or cancel.
- Fill in the issue details:
  - Summary
    - High Level description of single issue
  - Severity
 

Define the posting priority. All postings are processed by support in 4 hours or less during regular business hours, however, addressing each issue has the following designation by priority:

    - Blocker (site down): Immediate
    - Urgent : Up to 8 hours
    - High : Up to 24 hours
    - Medium : Up to 36 hours
    - Low : 36+

### Step by step continued

- Assignee: Kim Thiel
  - All support issue requires assignment to support technician
- Description
  - Include links and step by step instructions to duplicate your issue. The more information a consultant has to review, the less support time a developer will need to utilize to investigate the issue.
- Attachment
  - Attach any log or trace files as appropriate.
  - Error messages and logs should be saved to a text file and uploaded not posted into a comment.
  - Attach screenshot which illustrate the issue.

Click on the “create” button and you’re done. An email is generated for the assignee (if selected), as well as the reporter of the issue.

After Enfold Support has processed the newly created issue...

- The posting is categorized as a “Currently Working” issue in Entrack.
- Upon addressing the issue, an Enfold Consultant will workflow the issue to “Resolved”
- The consultant or support technician assigns the issue back to the reportee.
- When the reportee agrees and is satisfied with the resolution, work flow the issue to “Closed”.
- A “Closed” issue can be reopened at any time thereafter as needed.

