PHProjekt User - F A Q

General

- Is there a way to start PHProjekt without login box?
- Where can I change my password?

Calendar

- how can I search for an event?
- how can i create a calendar event over several days?
- Is it possible to create events without any given time?
- Is there any way to avoid the manual typing of the start and end time?
- The link or button for 'group view' does not exist!
- Is it possible to set the first hour and last hour in the day view?

Contacts

- In trying to import contacts from my CSV file I get the following error message: "Record import failed because of wrong field count!"
- Do you have more hints for the import?
- Does anybody has experienced how fast is this program with 30000 contacts?

Login

- I've installed PHProjekt in a new server I have and i seemed that all worked fine during the installation. But, when I try to load index.php, it goes directly to the calendar page without showing the login page. What could be wrong?

Mail

- If a user adds a signature to a mail the address is: Name.Name@localhost.localdomain <
- Sometimes a received mail from a mac doesn't show up the attachment!
- Is it possible to have a simple 'mailto:' link to my standard mail client instead to run the builtin client from PHprojekt?
- In rare cases mails from groupwise do not contain attachments, what happens there?
- I received mail with attachments but when I try to open them I get a messag like:
  "panic! specified file not found ..." - what ca I do?

Projects

- Is there a way to change the project status percentage?
- I have newly installed the phproject and I see that some functions (new project) is missing and there are some coumns in the list view missing
- How can i assign working days to several projects?
- In my Gantt diagram the gif are stating at the good date but all stop at the end of the last month choose in the timeline

form.
- I assign some appointments to a project but these entries do not show up in the projects statistic! Why?
- After I changed the category of a project to 'ended' or 'stopped' it disappeared!

Timecard

- I have an error when I confirm my work timetable. PHProjekt works on a LAMP Server. I made the worktimetable settings and is show correctly. But the error appers ever when I confirm it
- I know the timecard module but where is it possible to see a booking statistic?
- I've scheduled a couple of hours for this project but the project budget doesnt show the time/money spent. Do i have to close the project before i can see them?

Help desk

- What permissions do I have to set so requests appear in the knowledge base?
- Which link should customers use to setup new requests?
- As soon as someone wants to submit a request the answer is 'Sorry, you are not on the list'! What happens here?
- Why is there a category?
- How can I mark a request as solved?
- I can add remarks to a request but no solution! How can I change this?
- Where can I assign requests?
- Why do some pending requests do not show up in the 'Show Queue' list?

File manager

- My system administator enabled the file versioning but where do I see the version number?
- How can I lock files?

Chat

- Is it possible to save a chat session?

Forum

- I want to notifay all members of my group about my posting - is there an option for this?
- Is it possible to get a notification on each comment on my posting?

Miscelleanous

- I want to use PHProjekt with the hungarian language(or any other language with a non-latin character set) but I only get unreadable characters on the screen - di you really activated iso-8859-2 instead of iso-8859-1?
- I love the system is working great need to to modify project fields to use different naming scheme. How can i do this?

Q: I have an error when I confirm my worktimetable. PHProjekt works on a LAMP Server. I made the

worktimetable settings and is show correctly. But the error appers ever when I confirm it
A: Yes - this message appears when an entry on this day is missing, e.g. when you clicked 'out of office' but did not click 'back to office' or if the time for 'out of office' is bigger than the end time on this day.
up

Q: How can I search for an event?
A: Klick on the link 'event list' and use the filter in the navigationbar. don't forget to select 'all events' to receive past events as well.
up

Q: On my timeline, the Gif are stating at the good date but all stop at the end of the last month choose in the timeline form.
A: You can chosse the start and end month in the navigation bar on this page. choose an end date which is behind the last project.
up

Q:I've installed PHProjekt in a new server I have and i seemed that all worked fine during the installation. But, when I try to load index.php, it goes directly to the calendar page without showing the login page. What could be wrong?
A:
- You call the index page like this: index.php?loginstring=xyz&user_pw=xyz, then you are able to access directly
- You did not logout - this is the button ">>" at the right side in the navigation bar.
- If you close all browser windows, then you should be able to login again.
up

Q: If a user adds a signature to a mail the address is: Name.Name@localhost.localdomain
A: The form that a user enters the information for a signature has two lines and a text box. The first line is for a name, the second is sender -- our users were putting name in both - the second should be the users email address. Making this change has corrected the address that is shown to the person the mail is sent to.
up

Q: Is there a way to change the project status percentage?
A: Only possible for project leaders.
up

Q:How can i assign working days to several projects?
A:1. project must be active
2. start and end day must include the mentioned day
3. user has to be a participant of this project
4. the timecard of this day has to show an entry
(4. does not apply if $projects in config.inc.php is set to 3)
Now the project appears on the left side in the timecard module
up

Q:Is there a way to start PHProjekt without login box?
A:http://localhost/phprojekt-3.3/index.php?loginstring=test&user_pw=test
up

Q:What permissions do I have to set so requests appear in the knowledge base?
A:The knowledge base is the sum of all answered requests which have the status 'open'.
This status can be set in the left upper corner in the request form (modify requests).
up

Q:how ca i create a calendar event over several days?
A:Choose the begining day and the "From" and "Until" time. Type in the text of the event and click on the link 'extended'. In the next form in the middle frame select "multiple events: Daily" and insert the last day. Then cklick on the button 'create'.
up

Q:My system administator enabled the file versioning but where do I see the version number?
A:You have to distinct between the 'version of a document' and the 'document versioning'.
If you (or another entitled person) update a file, the detailled view of this file will show which version of this (means: how often this file was uploaded) is active.

With the file versioning you are able derive versions of a document and show it graphically in the tree view. For a introduction into file versioning please read here:
http://www.phprojekt.com/modules.php?
op=modload&name=News&file=article&sid=70&mode=thread&order=0
up

Q:I want to use PHProjekt with the hungarian language(or any other language with a non-latin character set) but I only get unreadable characters on the screen - di you really activated iso-8859-2 instead of iso-8859-1?
A:Yes, but it could be that your sysadmin forgot to switch the webserver character set as well!
up

Q:Is it possible to create events without any given time?
A:Of course - just enter the text of the event and press 'return' - this event will appear above the schedule of a day.
up

Q:Is there any way to avoid the manual typing of the start and end time?
A:Yes, just click on the time links in the middle frame - first click goes to the start time, second click to the end time.
up

Q:The link or button for 'group view' does not exist!
A:Do you see the headline "Group view"? Right beside you find a little [+] symbol. Click it to open the form for group view settings.
up

Q:Sometimes a received mail doesn't show up the attachment!
A:PHProjekt currently doesn't support AppleDouble-encoded E-Mail-Attachments. This means: If the sender has the sending E-Mail-Client(mostly OE or Entourage) configured to encode attachments "For any Computer (AppleDouble)" you will loose the attachment. Any other Configuration like "Windows-Computer (MIME/Base64)" or "Macintosh-Computers (BinHex)" or "Unix-Computers (UUencode)" works fine.

up

Q:I know the timecard module but where is it possible to see a booking statistic?
A:Go to the project module and choose the link 'statistics'. You have to be an user with chief status for this.
up

Q:Is it possible to save a chat session?
A:Yes - If users of your group use the chatroom your group administrator will find a link to the chat file in the admin section (section 'chat'). But beware - this is only possible during the chat session itself, right after the last person has left the chat via the exit button the chat file will be deleted!
up

Q:Which link should customers use to setup new requests?
A:The script 'helpdesk_cust.php' in the folder '/extern' is meant for this purpose
up

Q:As soon as someone wants to submit a request the answer is 'Sorry, you are not on the list'! What happens here?
A:The variable '$rts_cust_acc' in the config.inc.php defines whether all visitors of the script helpdesk_cust.php are allowed to submit (value 0) or just customers which are listed in the contact manager (value 1). To change these values you have to ask your system administrator.
up

Q:I love the system is working great need to to modify project fields to use different naming scheme. How can i do this?
A:take the language file of your langauge (look into the folder >/lang) and change the variables to your wording.
up

Q:Why is there a category?
A:define categories in the admin module and assign categories to users or groups - they will be automatically assigned to them.
up

Q:How can I mark a request as solved?
A:You cannot mark the request as solved - you have to solve the request directly via the 'solve' button at the end of the form
up

Q:Is it possible to have a simple 'mailto:' link to my standard mail client instead to run the builtin client from PHProjekt?
A:Disable the internal mail client and the links will display the 'mailto:' link
up

Q:Where can I change my password?
A:Module 'options', section 'change password'.
Attention: due to the setting of your administrator:
- this feature is disabled at all

- you only can get a new random password
- you can chosse your own password
up

Q:I can add remarks to a request but no solution! How can I change this?
A:To solve a request it has to be assigned to you!
up

Q:Where can I assign requests?
A:In the select box on the right side in the form. If you don't see such a slect box there then your admin diabled this feature for common users, only users with chief status are allowed to assign requests.
up

Q:Is it possible to set the first hour and last hour in the day view?
A:Until version 3.3 only by a general setting inthe config.inc.php (variables \$tagesanfang and \$tagesende),
from version 4.0 in the module settings for each user separately.
up

Q:I want to notifay all members of my group about my posting - is there an option for this?
A:Yes. Assuming that your system administrator has activated this option (if not, ask him to set this parameter in the config file) a checkbox will appear below the input form.
up

Q:Is it possible to get a notification on each comment on my posting?
A:Yes, just mark the checkbox below the imput form.
up

Q:How can I lock files?
A:Set write access to other users of your group. Then the checkbox 'lock file' will appear in the form below the access box. Everyone who has write access to this file can lock the file, but only the person who locked the file and the author of the file can unlock the file.
up

Q:I've scheduled a couple of hours for this project but the project budget doesnt show the time/money spent. Do i have to close the project before i can see them?
A:No, you have to be a user with chief status or the project leader to see these values.
up

Q:I assign some appointments to a project but these entries do not show up in the projects statistic! Why?
A:You can assign work time to projects only in the timecard module.
up

Q:After I changed the category of a project to 'ended' or 'stopped' it disappeared!
A:Set the category filter to 'all' or 'ended'/'stopped' you will see them again.
up

Q:Why do some pending requests do not show up in the 'Show Queue' list?

A:You have to set the status of this request to 'open' to allow this.

up

Q:I received mail with attachments but when I try to open them I get a messag like:
"panic! specified file not found ..." - what ca I do?
A:Ask your system administrator to create a folder "/attach" with write permission for the webserver.

up

Q:In trying to import contacts from my CSV file I get the following error message: "Record import failed because of wrong field count!"
A:It's very likely that the list you are trying to import do not match the reuqired field number as explained in the text. You have to have exactly 18 columns in your list.

up

Q:Do you have more hints for the import?
A:Yes :-) here we go:
Don't use headlines - each row will be imported as a dataset.
Use the field structure exact as shown in the import form. No more or less fields, identical order.
Use newline as dataset-delimiter - each row is a dataset.
Use ; or , as field-delimiter.
Use only one type of field-delimiter for the whole file.
The last field of a row is delimited by the dataset-delimiter without additional field delimiter, so "," means the last field is empty.
Text-delimiter MAY be used.
Use " or ' as text-delimiter.
Use only one type of text-delimiter for the whole file.
Text-delimiter MUST ONLY be used as text enclosing pair.
Text-delimiter MUST be used, if the text contents text-delimiter chars or field-delimiter chars.
Text-delimiters as part of the text MUST be escaped with itself.
CSV-export of MS Excel and PHProjekt contacts consists with this requirements. Keep care, that the last needed column in the Excel table contains at least one value to prevent wrong field count.
With reference to PHProject 3.3: The Import file "Other list" has to have rows, each with the 18 fields:
title
first name
family name
company
email
email 2
phone 1
phone 2
fax
mobile phone
street
zip code
city
country
state
category

remark
web adress
up

Q:Does anybody has experienced how fast is this program with 30000 contacts?
A:I know from a guy who handles about 63.000 records in the contacts table. BUT: since the contacts appear in other modules in select boxes, you should activate $contacts_nolink = 1; in the config which prevents the mentioned behaviour.
up

back