PHProjekt

The Open Source Groupware Suite

Manual

PHProjekt Version 4.1

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The contribution of Swetlana Janke is sponsored by academy24.com

Download: http://www.phprojekt.com/documentation/manual_en.zip

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Table of content

Part 1: User

1 introduction

1.1 PHProjekt - a groupware tool

Though the name may point out a kind of project management tool – PHProjekt is a groupware, a software, which allows teams to share information or documents, or plan plan a lot of things. PHProjekt is usable over the Internet or via Intranet environment.

PHProjekt is a “client-server application” and needs a web server with a php-parser (e.g. Apache) and a SQL-compatible database (e.g. MySql). For more detailed information about the system requirements, please refer to the related chapter. The client side only needs a browser, which gives OS-independence and local freedom.

PHProjekt is already translated in over 30 languages.

"Of course – open source“ - PHProjekt is free software. It comes with GPL, an open source licence. This means you are allowed to copy, use, change or distribute the program. The licence is attached at the end of the manual.

This manual refers to the current version 4.1 from 20.11.2003.

Content

1.2 PHProjekt on the internet

The projects website URL: http://www.phprojekt.com

On the website you find:

- A newsticker about current informations and news all around PHProjekt
- A download area, for all available versions, add-ons or other data.
- A section ‚Bugfixes‘, within this you will find scripts with bugfixes
- Different Newsletter to subscribe for, which you will keep updated about any developments on new versions.
- Different forums with about 30.000 entries, with e.g. help for installation or a discussion board.
- An on-line, fully functional demo of PHProjekt, open to be tested by anybody.

... and other services

1.3 notable features and abilities

A subject index about the functionallties of PHProjekt taken from the website:

general:

- Modular design
- Multilevel allocation of privileges, group system
- Localization files for more than 35 languages
- Adaptation for personal/ corporate design
- Multiple skins available
- six SQL database systems are supported and LDAP access
- dialog supported installation, update and configuration
- API for implement personalized modules
- export of objects and lists in pdf, xml, csv, xls, rtf, doc, html, print

date book/calendar

- views at singlemode: day, week, month and list
- group mode: datebooks parallel form multiple user side by side
- set appointments for other user
- set profiles for often used contactcombinations
- serialdates daily, weekly, monthly or yearly
- assign remarks, contacts and projects to dates
- mark dates as private or public
- bookings for resources (e.g. Rooms, vehicles)
- email / SMS reminder as add-on
- clickable start- and endtimes

- time independent dates
- assistant function: allow access for the colleagues on the personal calendar

time recording

- quick log in and log out on the main screen
- official entries for come and absent
- belated changes of entries allowed/possible
- monthly listings with accounted results
- assignment of labourtime on to multiple projects
- display of not assigned labourtime
- belated manually entered dates
- display of all group members actully log in

projects

- subproject with open depth
- listing of projects in treeview
- documentationhistoriy with assigend notes
- display all refering datas
- features: duration, supervisor, contacs, members, etc.
- refreshing the projectstatus through the project supervisor
- assignment of labourtime on to running projects
- statistic analysis of booked hours as matrix
- cashflow analysis with warning of budgetoverflow
- gantt diagram (timelines)

contact manager

- documentation of procedures to contacts
- import/export of various formats
- profiles for often used contacts
- set permissions for personal or all
- overview of all group members
- sorting by columns ascending and descending
- fulltextsearch plus filter
- assignment of conacts to profiles

requestcenter/help desk

- structured supportcenter/help desk

- requestform on an extra page
- duedate-assignment optional
- customer is allowed to search the knowledge data base on its own
- automatic notice of receipt per mail
- automatic or manual assignment on to user
- displaying lists and forms
- extensive sort- and filter- functions
- a request as subproject per definition
- assignment of labourtime on to a request

file storage

- elements: files, links and directories
- treestructured registry in open depth
- accesslimitation for personal files
- filter by category and user
- display listings with sortfunction
- Ssorting by multiple categories up- and down- wards
- uploadform
- temporally access restriction for files for download
- passwordsecured encryption
- automatic versioning
- ability for versioning

mailmodule

- send and receive mails
- ASCII or HTML-Format, Attachments possible
- multiple account check
- POP3 or IMAP access
- treestructured registry in open depth
- sort mails by rools into dirrectories
- display unread mails per directory
- multiple sender and signatures per user
- Fax and SMS Support
- Direct Mailing Option – send personallized serialmails

notes

- entries of brainstorming, memos etc.
- changeable listings to assign contacts and profiles

- set notes private or shared to public
- display kickoff date and last change
- copy or mail notes of othr users
- assignment to contacts and projects

administration

- authorisation for administrator via password in database.
- access for superadmin (root) or
- groupadmin (restricted to own group)
- access to incorrect timecard entries
- user-, project-, resources- & bookmark- maintenance
- set new categories for the help desk
- check for dead links with delete option
- delete old forumarticles
- save actual chat-script, delete dead chatdatas

surveys

- choice various group members
- surveyeditor
- up to three answer optional as alternativ or multiple choice
- option for not to vote
- overview/statistic about actual and older surveys

forum

- display the articles in treestructure
- display articles with new responds on top
- limitaion of articles per page
- fulltextsearch plus filter
- optional: notification on new comments
- optional: nottification of all group members about postings

resources

- overview of resources with catories and description
- bookings about the refferation on to dates
- week- or list- view about booked resources
- Warnings of resourceskonflicts

reminder

- small window, poping up the actual dates
- checks regularlly the refresh update
- optional: an alertbox points out due to dates
- all mailaccounts will be checked for new mails

bookmarks

- collective maintenance for bookmarks withoin the group
- bookmarkeditor with doublettescheck
- listing with sorting up- and down- wards
- futextsearch

todo-list

- write single memos on direct entry
- listing with delete option

chat

- displayes all user online
- recording and export as textfile

search

- fulltextsearch for selected or all modules
- connecting multiple searchparameters with AND
- display lists directly linked to the entry

[content]

2 user interface

2.1 Login window

Calling the index page index.php the browser will open a simple login window.

Insert your login name and your password.

Depending on the configuration it is possible to use the surname or any kind of nickname for the login. After the login the system keeps your status, which gives the freedom of no additional authentications.

> *Tip: With a direct link it is possible to work around the login window, to start the program directly. This link has to consist of the url of PHProjekt on the Internet or the network and obviously a login name and and a password. This could be look like that:*
> *http://localhost/phprojekt-4.0/index.php?loginstring=test&user_pw=test*
> *(Please be aware, this gives every user access to the system and usage of PHProjekt with its login.)*

[Content]

2.2 navigation bar

2.2.1 starting modules

After the login a split main screen comes up. On top or left the tabs will appear, for starting the various modules, the so called navigation bar.

- **'Summary'** – shows actual and important data of all used/installed modules
- **'Calendar'** – calendar with group functionality
- **'Contacts'** – address book for external contacts and colleagues of the same group
- **'Chat'** – chat room is for talking with other group members, who are on-line
- **'Forum'** – on the Forum you can put messages and articles to discuss.
- **'Files'** – Within this module you can storage files and share them with others.
- **'Projects'** – a project management tool with statistics and GANTT diagram
- **'Timecard'** – a list of working time for the month and for days with the referring project
- **'Notes'** – this module is equal to a notepad

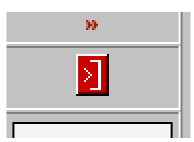
- **'help desk'** – the help desk is to administrate any kind of support requests
- **'Mail'** – a mail client, with which you can receive, file and send mails (incl. attachments).
- **'Todo'** – within this you can handle to-do´s, delegate them or get ones.
- **'Div'** – here you will find various smaller modules like a survey, bookmarks and the enhanced fulltextsearch.
- **'!'** This module give access to the various preferences of personal settings of the login or for settings of specific modules.
- **'?'** - you will reach the onlinehelf via this link
- © the copyright-announcement;
- **'>>'** logout – get disconnected for the system.
- **'Admin'** the administrators link.

In case you are member of multiple groups, you see a field on the right side of the navigation bar showing the active group. This allows you to switch between groups.

[Content]

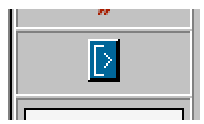
2.2.2 time management

Depending on the actual skin and the active time card a symbol appears on the bottom of the navigation bar. By clicking the symbol you can log on and/or log off for the time card. The module time management keeps track of the working hours of the each team member.



If you see a red button, you can register yourself for the time card – The module time card will be started and you will be asked to login.

After registration on to the system, only the blue button is available, which gives the same procedure the get logged in.



Tip: Now you can log in or log off several times a day, since version 4 is released.

[Content]

2.2.3 fulltextsearch

Depending on the skin you are using you have a quick input field in your navigation bar for fulltextsearch. Using this form for searching, you cannot search specific modules, everything will be searched and displayed. For a more detailed search, please use the module 'div' and the button 'fulltextsearch'.

[Content]

2.3 the meaning of coloured points

Modules	**Colour**		
	red	**blue**	**green**
day view	---	note (mo)	resource (mo)
	cyan: date set by... (mo)		
week view	---	---	remark (mo)
month view	---	---	start-/end- time (mo)

Modules	Colour		
	red	**blue**	**green**
date list	delete	---	---
notes	delete	note name(mo)	private
files	delete	modify	private
	purple: alternative download mode		
bookmark	---	modify	---
contacts	---	phone, e-mail (mo)	private
time card	delete	---	---
survey	---	---	informations(mo)

advice: The abbreviation (mo) means, the referring information will come up by mouse over effect. The actions delete and modify will be executed by clicking on to button.

[Content]

2.4 working with lists

2.4.1 filter

The navigation bars of the list views of all modules have a common construction/ pattern:

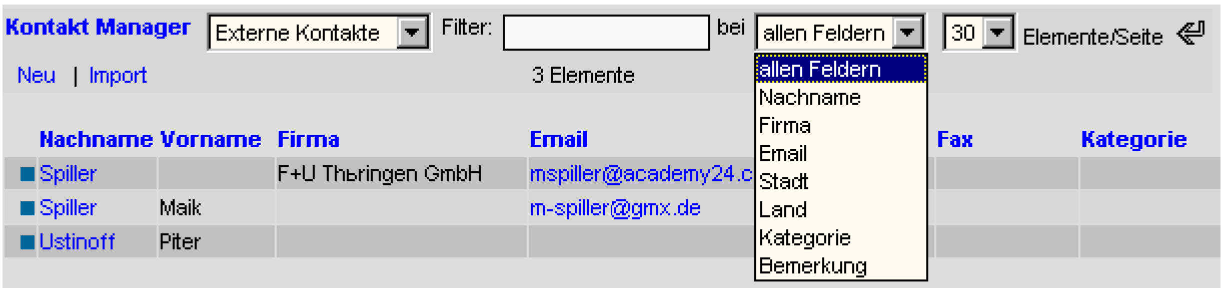
(1) One click on to the module or form name opens the help text in a separate window.

(2) The Entry of word parts in the filter field in relation with the selection 'at' shows only data having 'word part' in the selected field.
(3) With this you open and close the entire directory tree.
(4) Selection, how many elements per page should be displayed.

A single click on the return-symbol starts the filter and/or the display.

In case the display needs more than one page, an additional link for the following page (s) will appear.

e.g. Contacts:



A list with plenty of contacts can be focused by filtering. Insert the desired search term and select the field your search term should be search in.

By default all fields will be searched, but nevertheless you can search by specific fields from the dropdown menu by: surname, company, e-mail, city, country, category and remarks. With this you can search punctual for contacts in a certain city or by a certain category.

> *Tip: The contact module refines a quick filter, listing all entries by surnames starting with the same letter. This quick filter is put top right in the second navigation bar for external contacts as select box with the letters A to Z.*

For example you would like to select all contractors from your contact list, you can search the category "contractor“ by entering the search term "contractor“.
Does this contact have a remark, e.g. "printer“, you can additionally filter this, too.

By clicking the linked entry – mostly the name of the element – you will reach the form view, depending on the access rights you own.

> *Tip: Most browsers have the option to open somewhere in the subjectline by doubleclicking a dataentry. If this option is runnig you can see, if the row will be highlighted in white by mouse over effect.*

2.4.2 sorting

e.g. contacts per default are listed ascending by surname. It is easily possible to change this. Click on the head of the column with the desired search criteria. (e.g. company, if you want to have listed the members by affiliation to a company).

[Content]

2.5 summary page

If don´t have changed at the settings an other element for the startmodule, the overview page will open after login. Within you will find all actual and important objects of all published modules e.g.:

- all your dates for today,
- new notes of the current group,

- ongoing projects you are member of,
- ongoing todo´s - your own and assigned ones,
- new articles in the forum of the current group,
- new surveys you have not voted yet,
- helpdesrequests assigned to you,
- new files or links you have access to.

By clicking on the name of the obejct, you will be linked to the referring records.

Attention: Currently 'new objects“means the last five entries of this module. Upcoming future version will give the user the ability to manipulate this amount and/or all entries since the last log in will be displayed.

[Content]

2.6 settings

This module opens by clicking the tab "!" in the navigation bar. The settings are saved per user and are allocated at every start. Settings from the administrator will be overwritten by the usersettings. e.g. The default set language.

The settings are three sections:

- changing the password,
- general settinngs,
- settings for the various settings.

Obviously only settings for published modules will be listed, which may discorrespond with your installation to the following list of settings.

[Content]

2.6.1 changing passwords

PHProjekt provides several options for changing passwords for user.

1. Passwordchangings are disabled for user and/or not available.
2. The user is permitted to receive a new autogenerated password.
3. The user is allowed the set a password by itself.

If you are not sure, which option is set, please ask your administrator :-)

To set a new password by the user or receiving a new one, an onetime authentification with the current password is necessary.

[Content]

2.6.2 common settings

- **language**: sets the language of the system the user uses. Any content is not affected.
- **skin**: sets the display of desktop, just the skin. Any skin contains e.g. the background color and the display of the navigation bar.
- **horizontal resolution**: sets the width of element e.g. tables for weekday of the calendar. Typical values are 800, 1024 or 1280, any other values are possible, too.
- **time zone exchange server – user**: refines the time- and date- values coming from the server. Useful if the server and the user are not referring to the same time zone. e.g. the server is located in the USA and the user works in Europe.
- **treeview at starting modules**: sets at calling a module the list view with tree structure with listing all sub elements or a closed tree, showing the headlines. This refers to the modules forum, contacts, projects or the mail client.
- **elements/page at starting modules**: sets how many elements per page will be displayed calling the module at first time. This function is important to users with a small bandwidth of their internet access.

[Content]

2.6.3 module settings

- **calendar**
    - **first hour the day**: sets the starting hour of the calendar. Dates before this time will be not accepted.
    - **last hour the day**: sets the ending hour of the calendar. A date with an end time after the set time will be rejected and not set.
    - **left frame widths**: sets the width in pixel of the frame displaying the actions of the day selection.
    - **dayviews timestep**: sets the amount of minutes the boxes of the day view will have.
    - **week views time step**: sets the amount of minutes the boxes of the week view will have.
    - **px per character for the date text**: sets the font size of the display for the various views of the calendar.
    - **cut the text to column width**: in case the text of the date needs more space than available, the HTML-code will enlarge the column. This setting averts this mechanism by cutting the text to the set column width.
    - **standard view 1**: sets the day-, week- or month- view as first view of the calendar.
    - **standard view 2**: sets for the first start of the calendar the private calendar or the group view with read-only-access or read and write access.

- **Reminderwindow**
  - **reminder window**: sets the calling for a reminder at general. This could be nothing or a little pop-up or an additional alert box, reminding the user of upcoming events.
  - **max. minutes upfront an event**: sets the minutes for reminding upfront a set date. e.g. with the alert box. Works only, if the settings for the reminder window are enabled.
  - **check for new mails**: sets the scan for new mails displayed by the reminder as a pop-up or alert box.
    Attention: Only the availability of new mails will be displayed, no mails will be downloaded at that time.
- **contacts**
  - **startview**: sets if the external contacts or the group members will be displayed first.
- **chat**
  - **chat inputs**: The chat input field can be set as a single line or as multi line. Clicking return at the single line setting will cause the text to be sent. Sending the multi line text the 'go' button needs to be clicked.
- **forum**
  - **formposition**: The form for personal articles or answers to articles is possible to put underneath the list or can be displayed as a separate page.
- **files**
  - **standarddownloadmode**: sets the mode for downloading files by clicking the file name. You can set an extra download ('attachment'-mode) with the option downloading on to the hard drive or as 'inline'-mode linked to the program with with which it should be started off. The click on the purple button reverses the settings to the opposite mode.
- **notes**
  - **formposition**: Same to the forum you can choose if the form should be set separately or set underneath the list of the actual notes

[Content]

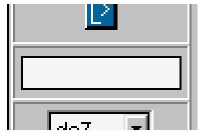
2.7 fulltextsearch

With the keyword search you can search for a term in the various categories of PHProjekt.

Two types of the fulltextsearch are available – quick access and the enhanced form.

2.7.1 quicksearch

If you only search for one specific term in all modules, you can use the quick search. The input field is located upper right on the overview page as well as on the navigation bar.

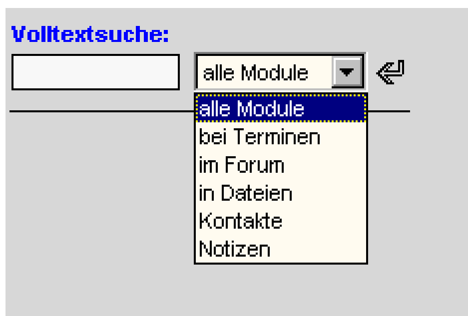


This position is depending on the skin you are using. Which makes only the skin 'Merkur' having the quick search integrated.

[Content]

2.7.2 detailsearch

If you want to search focused on single modules or searching with keyword combinations, you should start the enhanced search form located in the module 'Div'.



Following fields can be searched through:

- events: text and remark
- forum: title and text
- files: filename, remark and category (not within the files!)
- contactmanager: name, surname, company, group, email, street, city and country
- notes: title and text
- mails: header, content, sender, receiver, remark
- help desk: title, content, remark, solution

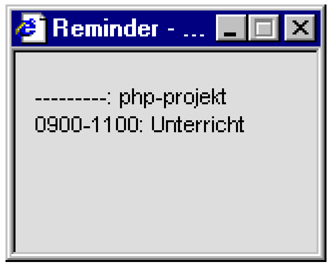
Multiple keywords may be connected with " AND “ with one blank before and after the connector of the keywords.

After you have started the fulltextsearch, a new window appears with a table strutured list of all hits, listed by module. Every hit is linked with the record found, which will open itself to other new window.

[Content]

2.8 reminder

In case the reminder is activated, a small window will pop up on start, showing the upcoming events.



Approximately every 15 minutes the window refreshes itself, renewing its content, which can be changing on events.

Depending on the configuration of the system an alertbox, as additional option, pops up in about 15 minutes aheaed the event, to remind you of the event.

Since version 4.0 you can check your mail account for new mails by the system regularly. These setting can be set in the module 'settings'.

[Content]

2.9 export

You can export a lot of records of various modules from PHProjekt for third party applications. In most cases a select box will come up in list views called 'export'.

Following formats are available:

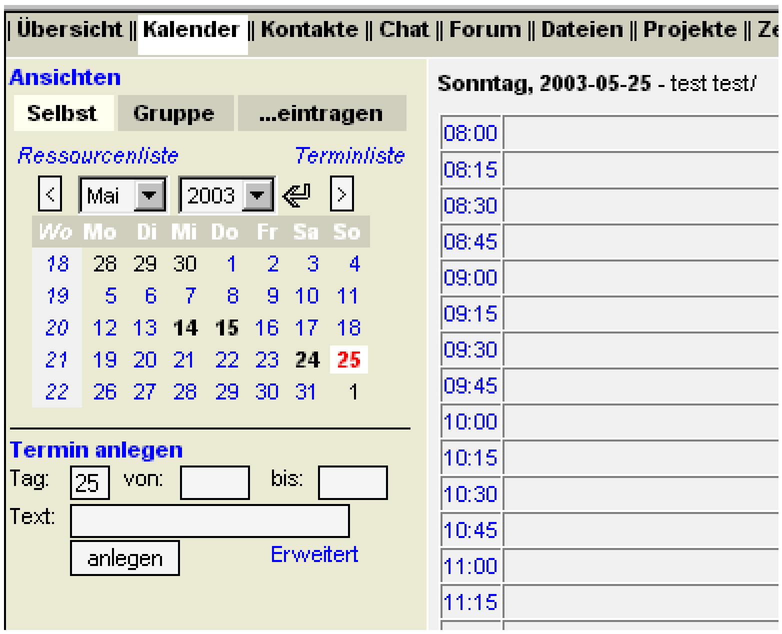
- XML
- HTML (complies to a HTML file with a table)
- CSV (comma separated values, a file with record per row, seperated with commas)
- RTF (Rich Text Format), a format possible to read by many editors and texteditors.
- DOC, the fileformat of the wellknown texteditor,
- Print, which means the output of the records in a browser window, afterwards a JavaScript routine will start the print window content related to your operatingsystem.
- PDF – if you have PDF support activated for PHProjekt, you even can save records to PDF.

[Content]

3 components

3.1 calendar

The calendar ist splitted into two frames- left sided operation panel and on the right side the display for the calendar sheets, lists and enhanced forms.



3.1.1 calender view

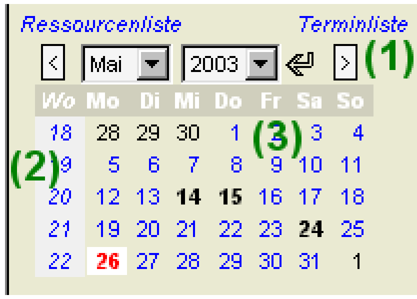
The calendar views are to differ on to different criteria:

- access: single view (most times the personal calendar) or group view,
- Display: day, week, month (year), list.

The access is operated over the sub menu:

"Owner“ shows only the personal calendar. "Group“ and "...write to“ open the operation panel for the group view, because of maybe interfering read only or read and write access rights.

The displayed view will be selected with the event selection.



The resource list and the event list will be open per click on the referring link. The event list is only available for the personal calendar.

(1) - With this element in this line the month will be selected.

(2) – One click onto the weeks counter opens the week view.

(3) – The day can be at the overview:

blue – a normal day with no events,

black, bold – a day with events (not in the group view),

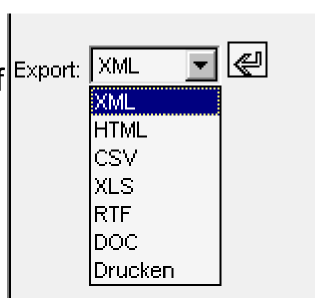
red, bold (with white background) - today

Days, off the current month are shown, but not selectable.

The calendar view in the right frame contains partial text, formatted as link, which will execute functions or calls other views:

time = The time will be ported in the small event form of the operation panel.
date or week counter = switching to the referring views.
eventdescription = opens the enhanced event form.

The space for the display of the calendar sheet can be optimal horizontal used. The script calculates the available space – an if activated in the settings - and the displayed text length to the amount of columns and the set display resolution. The set resolution is not due to be the same than the hardware set resolution. With this it is possible to display an optimized calendar view in smaller windows or to get plenty of information of events of multiple persons. The necessary settings for that can be done user separated in the module settings [!].



- **general | horizontal resolution:** full displayed PHProjekt.
- **calendar | width left frame:** Change this setting only if the calender operation

panel is not displayed correct. Standard: 210px.

- **calendar | px per letter for the event text:** Change this setting only if you cut the text for your browser. Standard: 6px.
- **calendar | cut text to column width:** "YES" is the recommended setting.

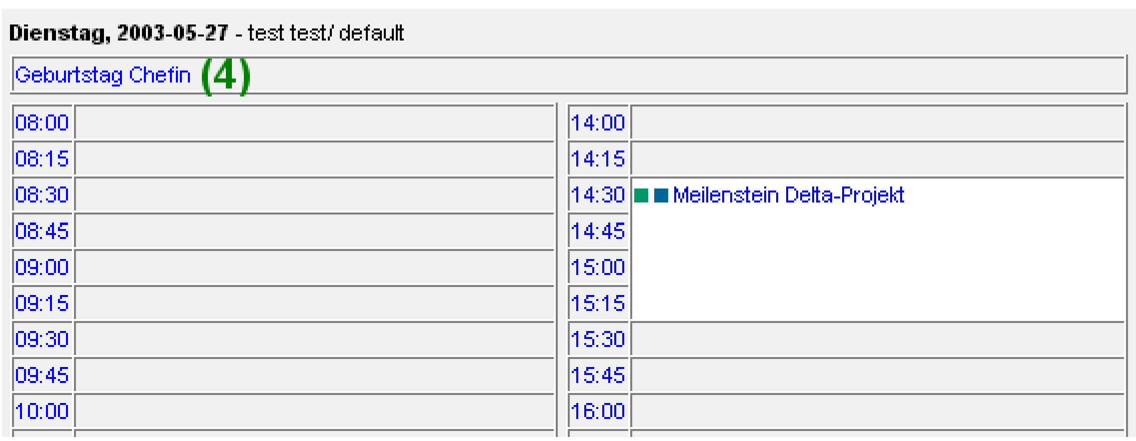
The elements of the operation frame are always situated to be worked through per mouse click or with the tab key from top to bottom. First you select the access type (Owner, Group, ...write to). The links for the list follow up directly, for they do not need any further input. At group view the associated operation elements follow. The Display of the calendarsheets will always be started with the selection for the day, the week, the month. For the accesstypes "Owner“ and "...write to“ you can finally enter an event using the small form. (see 3.1.2.1).

[Content]

3.1.1.1 day view

Click on a single day **(3)** to get the day view.

The right frame now shows all events listed per time and time independent events will be listed above the day events**(4)**.



If move with the mouse cursor over the dark blue button beneath the text of a n event, a small box pops up (tool tip) with a remark (note). Same to that will show the green button booked resources. A light blue button signals an event set by an other user and the tool tip shows his name.

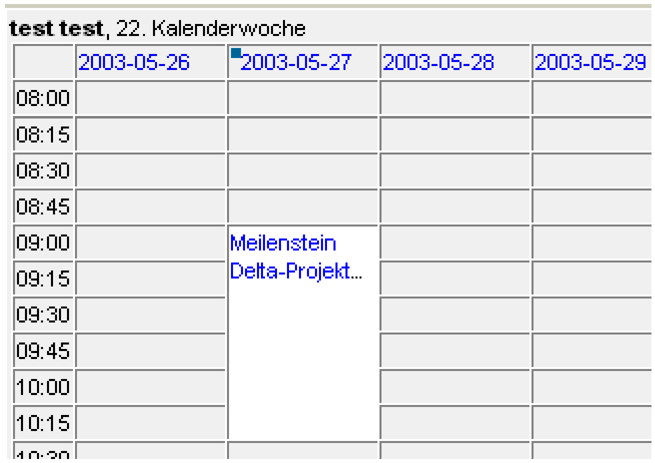
Alike printed calendar, the time intervals are listed with its start. Exception: For day view the time will be set per click in the form "create event“. For to be able to set the "end of the day“ of a calendar as event, the last interval is listed with start- AND end time.

The event assignment covers all intervals, the event hits. For example: The event starts before 14:29:59 and before 14:45 and ends after 15:15 bis 15:30.

[Content]

3.1.1.2 week view

Click on the number of the week **(2)** and you will get the calendar in week view.



The green point next the event points out a date with no time frame. With the mouse over effect, a tool tip will appear with the remarks to the event.

If mouse over the three dots a tool tip will open and displays further informations, if the shortened text input is enabled, but also with fulltext service.

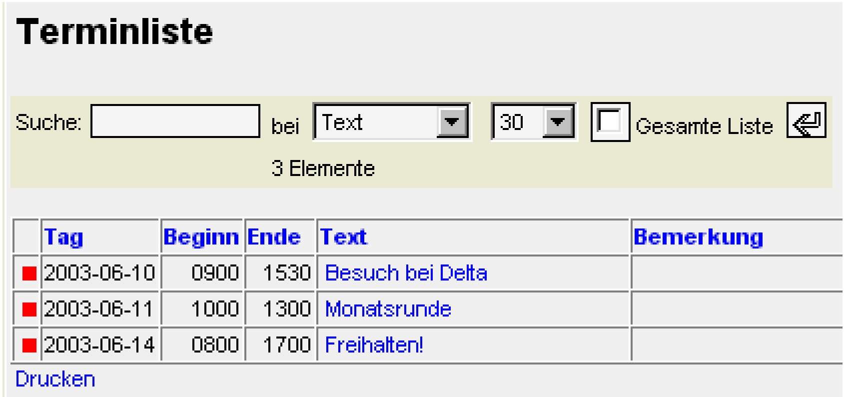
[Content]

3.1.1.3 month view

Choose the month – the row of line **(1)** – and/or the year, or click the button with the return-symbol. With this the selector at the operation panel will be updated an the referring month view will be displayed.
The two buttons '**<**' and '**>**' left and right show the month before and/or the following.
The month view enables you to see start- and end- times of events with the mouse over effect on the green button ahead the text. Events with no time frames will be displayed similar, in fact only the tool tip shows the difference. A link at the months view leads to the year view.

[Content]

3.1.1.4 listview



The link '**event list**' shows all events chronologically.
By starting this view, only future events will be displayed. By selecting the check box 'full list' in the navigation bar, the script will show all events (incl. outdated events, too) chronologically. Filtering and sorting works the same to the other modules.

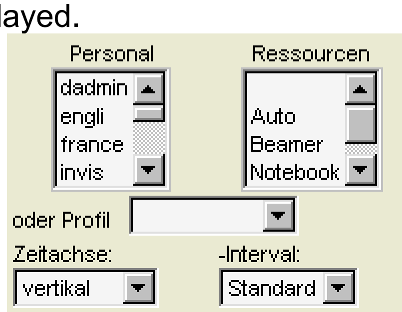
With the click onto the red button next to the event, this event will be deleted.

The event list shows only entries of your personal calendar. Therefore the link is not available at group view.

[Content]

3.1.1.5 group view

If you select "group“ or "...write to“ at the sub menu, an additional block to the operational panel will be displayed.



Personal and resources are displayed at the multiple-choice-lists.

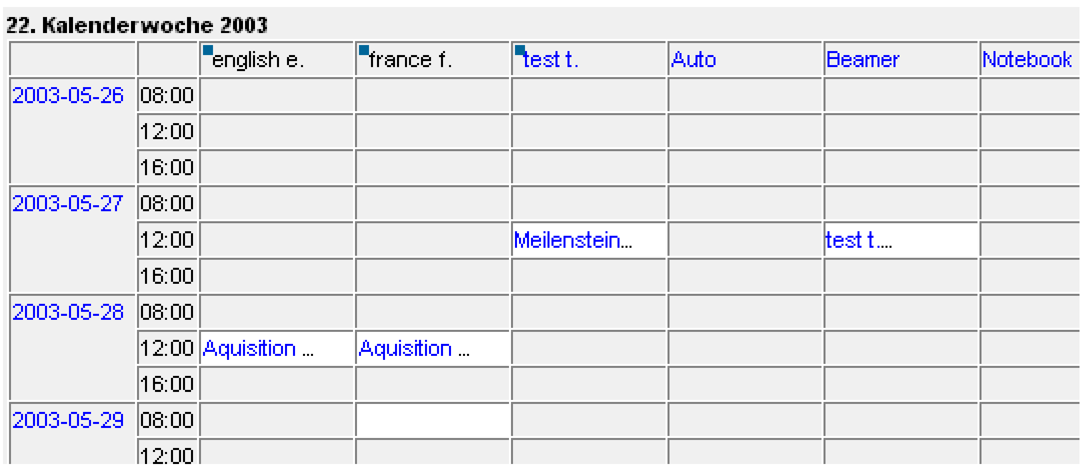
> *Attention: At the group view with read access all members of the current group, all will be displayed with viewable calendar, with read- and write access only users, in which calender they allowed to write to. (refer to 3.1.3.2).*

Your calendar will be displayed, if you don´t select an entry in the list "Personal“. Additional to that, a profile can be chosen, too. Please beware, that these three selections do interfere each other. For example, you have selected a profile for "Personal“ and also selected "Personal“ in the list, the profile will be disabled.

> *Tip: Userprofiles are to set at the module "Contacts“ at "group members“. With write access the profiles are only available for users with chief-status, for the profile does not "know“ if group member has allowed the access or enabled it.*

The drop-downs "time line“ and "-interval“ set the appearance of the group views. You can choose, if the time line should be set horizontal or vertical and if the set events should be shown as bar-chart I horizontal tense view). The setting of the "-interval“ sets the resolution referring to the time.

It is possible to set personal and resources individual and display them at the same view, for to select an event referring to the spare time.

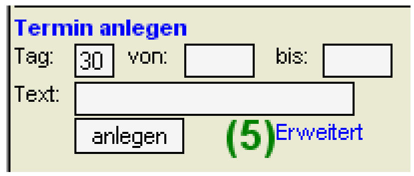


At group view the text can be displayed cut, too. The full text and additional informations appear with the tool tip of the three button graphic.

3.1.2 modifying events

3.1.2.1 create an event, the simple mode

3.1.2.2 The form of the left frame enables you to add an event quick and easy.



The first input shows the day of the date selector of the set month. At the right side are the inputs for the start and end of the event. You can set every time with in the setting enable time frame.
The format of the start- and end- time is ISO-format '**hhmm**' , e.g. *'**0820**'* or *'**2305**'.*

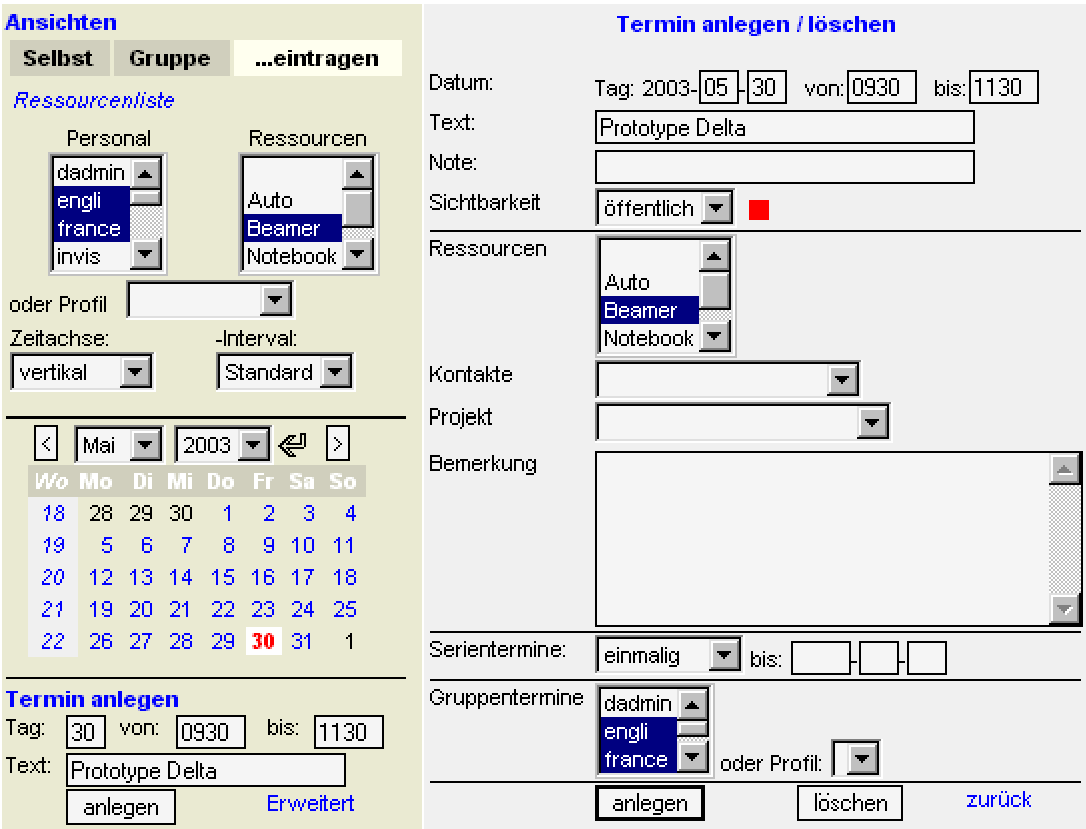
> *Tip: More simple is it to enter a time at the day view, the desired time frame will be activated with one click starting time and the second click ending time.*

In the field 'Text' you set the content of the event.
In case your calendar is public to others all group members are able to view your entry, in text, date and time.
By clicking "create“ the entry will be saved. Please beware, that all inputs and settings are taken over by the operation frame, also selected personal (group events) and resources.
Event with no time frame are time independent events. These act to any person "transparent": even than if the set-up excludes parallel events. Additional events are possible, but not for resources.

[Content]

3.1.2.3 create an event, the “enhanced”-form

For events with more informations or derail events, please start the link "enhanced“**(5)**. After this the left frame shows the main form. All entries and selections will be in the left operation frame, too, but are possible to modified.



You can additional add an hidden note or a longer remark and a contact or select a project.

In case you want to book a resource, which is already booked (or the bookings interfere), you will get an alert, telling you who had already booked the resource and for which time frame. The event will not be saved. Similar error-messages will appear in case of parallel bookings of personal, except it is allowed at the configurations file (config.inc.php: $events_par = "1";).

At the field "viewable" you can select, if others can read the text to an event or not:

- **normal**: for the ability to view of the event the settings of the user-preferences are due to. (admin-page).
- **private**: the event is not readable to others, though the calendar setting is set to read access.
- **public**: the event is readable, though the calendar is set to viewable with no read access. Additional to that is this event set free for the public event list, which

everybody can access as "external“ with HTTP-access. The extra red button is to indicate this specific informations and event.

Finally you can decide to set a new event or to delete a set event.

3.1.2.3.1 serial events

Further down at the selection with the 'serial events' you can an event as a single one or is due to a longer time frame.

The option 'single' is set by default, for you need not to switch this for 'normal' events.

For serial events you can set the event as:

- daily, which means every day at a certain time (e.g. daily from 9 am. to 10 am.),
- once a week, which means one day in the week (e.g. every Tuesday),
- once a month, which means one specific day a month (e.g. every 12th of the month),
- or yearly, which means one day a year (e.g. birthday)

The final event will be displayed on ISO-format year (e.g. "2003“), month (e.g.“01“) and day (e.g.“06“).

A serial event is a chain of single events.

3.1.2.4 group events

With the same rules similar to the operation frame users can set events for other members of the group. To do so, the desired persons will be selected from the menu. These persons can be selected with set profiles, too.

group events are same as serialevents a row of single events.

Tip: Serial group events are possible, too.

[Content]

3.1.2.5 change/modify

By clicking the text of an event no matter if in day-, month- or year- view or the event list, you can change the content of the event and the event itself. After that the form view will be displayed, but without group events and serial events.

Attention: For group- and serial- events every entry needs to be modified separate. As alternative you can delete group- and serial- events first (refer the following topic) and set them new.

[Content]

3.1.2.6 delete

After you have selected any kind of event at the list view with the link event list, you can easily delete the event by clicking the red button beneath the text.

You can also act on your events (ownership to the calendar or to the owner) by clicking on to the text of the event in the calendar view of the enhanced form for deleting the event.

Serial- and group- events please delete directly with its parameters of the enhanced form. It is impossible to delete serial- and group- events with no time frame the same way.

[Content]

3.1.3 permissions

A basic maxim at PHProjekt is, if in doubt, set permissions more restrictive than to liberal. In addition, make management of the calendar as transperant as possible to the end-user for his own calendar. Exceptions are events set by members of the group.

3.1.3.1 read

The ability to view the calendar of other group members (including the chief) is set in two steps:

- user preferences at the admin-module (these settings are not transparent to the user yet).
    - not viewable: The calendar is not shown to other user.
    - viewable, not readable: Only the occupied times are shown and no content.
    - readable: The occupied times are shown and the content text.
- settings of the viewability for single events – refer 3.1.2.2.

The details of an event, shown in the enhanced form, can only be viewed by the owner of the event and the calendar.

3.1.3.2 write to...

User with chief-status are able to write in every group members calendar even though the user has set its calendar not viewable.

Each user can set the access to its calendar specific for every goupmember the user is member of, within the profile "calendar-accessright" in the module "contacts", area "group members". The profile is fix connected. Which means with the command "delete", deletes all entries, the proflie will be empty then.

The one to create an event is its owner.

3.1.3.3 change

An event is only to change by its owner.

3.1.3.4 delete

Events can be deleted by its owner or by the owner of the calendar.

3.1.3.5 Secretary function

Related to the restrictive access rights management the secretary function is only a little usable: e.g. the chief is not able to change entries of the secretary and vice versa.

> *Tip: In case the office is set with more than one person, these entries should be done with only one ID, to keep the ability alive to change events within the office.*

3.1.4 resources

For every event it is possible to book resouces (e.g. coffemachine, conference rooms, or the company Ferrari).

In case a desired resource is already booked, an alert comes up, telling you the name who was quicker than you to book the resource. Doubles are not possible.

With the link **resourcelist** on the operation frame all future events with booked resources are shown. By clicking the checkbox 'full list' all events with booked resources will be listed. The searchfunction filters the list down to certain resources or user.

> *Attention: The resources are administrated for all groups at once. Which means all resources set from the administrator are shown to all groups.*

[Content]

3.2 contact manager

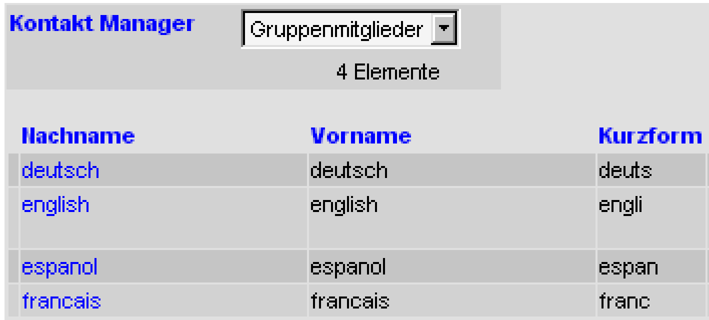
By clicking the tab for contacts you start a kind of addressbook with additional features.

The contact manager is used for administrate external contacts, but also all relevant information of members of the current group.

Above and to the left of the navigation bar (using the default skin) you see a selection-field, showing which contacts are currently viewable: external contacts or group members, referring to the intention of PHProjekt as groupware. The current group is to see on the right of the navigation bar (at default skin) in case a user is member of more than one group.

[Content]

3.2.1 group members



The group members are administrated automatically by PHProjekt. Which means only user of the current group are displayed. To view details of the group member, please click on to the linked name of the user. Modifications are only allowed to the personal informations, not to others. Which means Mr. X is not allowed to change the personal data of Mr. Y.

Attention: The fields name, surname and nickname cannot be changed by the owner, too.

3.2.1.1 user profiles

A collection of often used contacts no matter if external or internal can be put together as profiles in PHProjekt. This is useful if you work with e.g. three others of the group together and want to sync the event calendar or set a file public for these colleagues.

3.2.1.2 secretaryprofile

A special case of an user profile is the secretary profile. With this feature you can define which of your colleagues will have access on to your calendar. For in most teams an office of secretaries is used for this, we called this feature secretary profile.

The secretary profile is the first profile to set at the select box for the user profiles and is not to delete.

[Content]

3.2.2 external contacts

You will see a list of external contacts input by yourself, or input/published by group members.

You can create via the referring links new contacts or import them.

Left sided the link of the name sometimes colourized buttons are displayed. A green point means this contact is private, ergo not public. A blue button refers to additional information with the mouse over effect.

> *Tip: Since version 4.0 it is possible to add a superordinate object to an external contact. With this it is possible to map hierarchic structures, e.g. companies. As the head the company, followed the compartments, then the groups and finally the contacts themselves.*

[Content]

3.2.2.1 create contacts

Every user is allowed to create and modify external contacts depending on the rights management.

After clicking onto the link "new“ the form "new contact“ will be displayed. While creating the new contact it is up to the user to set the new contact as private or public to the group he is member of. The default setting gives every contact the label of private, only by checking the select box "release“ the contacts are accessible from the group.

The check box "release“ enables the current user group to access the contact, but only with read access. The published contact is not able to be modified, not all fields are selectable.

The field "remarks“ gives the ability to add additional information as notes to this contact.

[Content]

3.2.2.2 modifying contacts

With the click onto the name within the contact list you open the form with all implemented informations of the contact.

You can change the informations of your contacts within here, too.

The same form like to create a contact will be displayed. The topics "email“, "email 2“ and "URL“ are hyperlinks for sending an email to the listed address or the listed website.

After the modifications, click the button "change“ and all records will be saved.

Additional it is possible to create a printer friendly view of the contacts and add notes.

[Content]

3.2.2.3 delete contacts

To delete a contact you need to click on the name. The same form like to create a contact will be displayed. After you clicked the button "delete“ a security alert window pops up, asking: "Are You sure?“.

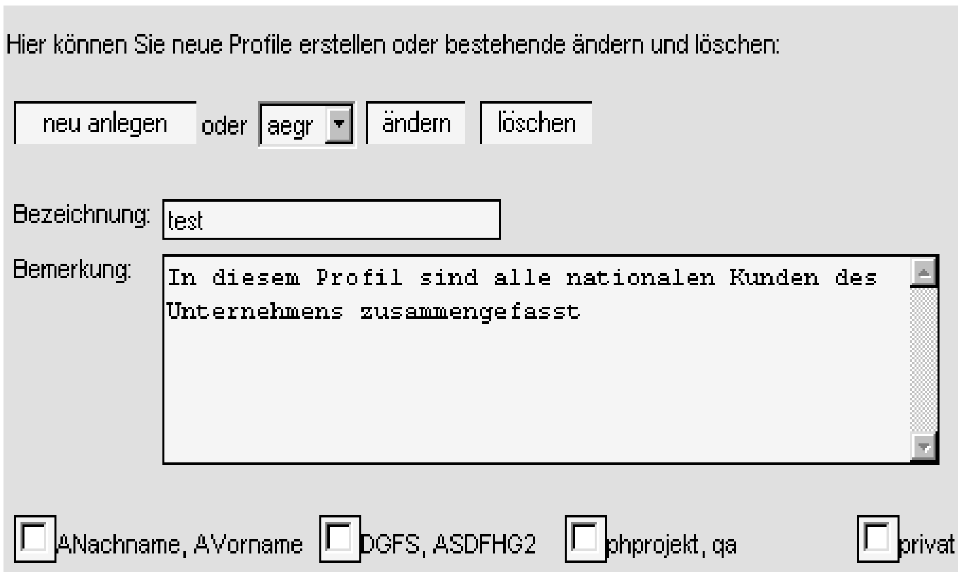
In case you answer by clicking "yes“ the contact will be deleted (permanent).

[Content]

3.2.2.4 contact profiles

Similar to the profiles for group members it is possible to create profiles for contacts. A profile consists of contacts used often in the same compound. A useful help is a contact profile for direct mailings (the profiles are easy accessible via the mail module, too.)

The menu for the profiles is to start with the link at the contact manager ‚profile' in the second row of the navigation bar. With the next dialogue you can create an new profile or modify or even delete an existing profile. By creating or modifying the following form is displayed:



Underneath the description and the comments, you can select the contacts created by you or published by your colleagues, with the check box. With the buttons 'create' or 'modify' you save the records.

Following the dialogue for the profiles, you have a second possibility to create a profile of contacts: At the detail view of the contacts. Underneath the description field is a select box, with all current profiles of the user. The profiles in bold black are already assigned to the current contact. You can change this, too.

> *Tip: In case you want to assign a contact to more than one profile, please press the ‚Ctrl' key and click with the cursor the desired profile once, by clicking twice the profile will be deselected.*

3.2.2.5 assigned objects

Underneath the contact information all objects of PHProjekt assigned to the contact are listed. The following entries of the modules are listed:

- to-do´s
- notes
- events

- files (since version 4.1)
- help desk (since version 4.1)

as well as mails sent or received by the contact.

By clicking every entry, the referring information will be displayed.

3.2.2.6 Extended filter mechanism

To administrate a big amount of contacts sometimes one single filter which searches for substrings inside a field is not enough. There fore we expanded the filter system with the following features:

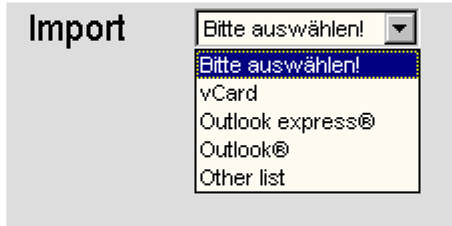
- **Several filter rules:**
  Instead of simply using the 'substring' criterium youcan choose between 'substring', 'exact match', 'begins with', 'ends with', 'bigger than', 'smaller than' and 'is not'
- **Multiple filters:**
  If the result of a filter is still too big for your selection you can apply another filter (and another, an another) to reduce the amount of shown records. These filter works with the 'AND' conjunction. All applied filters will appear in a list below the contact navigation bar. You can delete any of the filters by klicking on the link given.
- **Persistent filters:**
  Once you have applied a filter, this filter will remain active until you remove them or close the session. This means that you can even use other modules and your filter will remain.
  Option to store the result of such filters in a profile.
- **Export:**
  If you want to keep the selection of records due to a filter combination you can store the result in a profile. The name of the profile will be the timestamp of the moment so in most cases you have to switch to the profil menu and change the title of the profile. In the remark you will find a list of filters you have applied.

[Content]

3.2.3 import

If you have already a file with addresses from an other application and you want to use these addresses, you can import them to PHProjekt.

For that you can use the link *import.* This form features various import formats.



After the import the records will be on hold temporally, for in case something went wrong with the import, the operation can be rejected or accepted. This decision is possible for the whole import or single records.

Attention: In case a name is missing at the import the company name is taken instead, if it exists. Is both not available a blank space will be implemented.

[Content]

3.2.3.1 vCard

The vCard is the easiest way to import a single contact. Simply click 'search' and select the vCard from the hard drive. After the click on to the referring symbol the contact is imported.

[Content]

3.2.3.2 Outlook Express

Open your address book of Outlook Express. Select from the menu files/export/ other address book. As format select 'text file' and in the following select all fields/records and press the 'complete' button.

At PHProjekt select "Outlook Express“ as import mode and enter the file name, or search the hard drive by clicking the grey 'search..' button. After the click on to the referring symbol the contacts are imported.

[Content]

3.2.3.3 Outlook

Select at Outlook from the menu files/export/ export to file. As format select 'comma separated values'.

At following menu please select 'contacts', set location and a file name to save the contacts and end with the 'complete' key.

At PHProjekt select "Outlook“ as import mode and enter the file name, or search the hard drive by clicking the grey 'search..' button. After the click on to the referring symbol the contacts are imported.

Attention: For Outlook 2000 (and advanced) you have to select the dialogue 'set fields/records' and the default setting. Otherwise you select the referring record list for the export file 'other list' and import then to PHProjekt.

[Content]

3.2.3.4 KDE3 address book

Please be aware of following when importing:

For every entry at the KDE3 addressbook you can handle two types of entries (business and private) for the address, telephone, email and fax. For PHProjekt only allows only one address at a time, the following rule is set: If a company address is available, this will be imported, as well as the related informations: telephone, fax and email. Is no company name available, the private entries will be imported, incl. all private records: telephone, fax and email.

3.2.3.5 comma separated values

Export Your address book as CSV-file, and adjust the columns of Your data table as stated in the text above the import form - please delete not necessary columns and implement needed ones.

Select at PHProjekt at the import page the item "Other list“ and enter the file name or search for it on Your hard drive, using the "Search“-button right the input field.

After clicking the symbol the file should be imported.

3.2.3.6 Extended import routine with import patterns and doublet check

To facilitate the import of contacts from external sources an editor for import patterns and a doublet check system have been implemented.

Import patterns:

Only in some cases the given field structure in the contacts manager of PHProjekt matches the order of the import table. For a one-time import the manual the rearranging of the columns of the import table might fit, but if you want to import an external table several times you should use the editor for the import patterns.

Since the import pattern only apply to csv files, you reach the editor via the menu 'import -> other table', the first form is below the dialogue for the real import.

You can create an new pattern, modify or delete an existing one. The import patterns belong only to the author. For the creation of modification of a pattern you are asked to upload an example import file in the csv format.

This file will be queried and all fields with the value from the first row of this file will be displayed. Then the user can select a field from the contacts module which should match during the import. After saving the pattern you can apply the pattern in the import dialogue 'other format' and the import routine follows the filed assignment given in the chosen pattern.

Doublet check:

If you want to import an external contact list several times or some databases at once you face the same problem what to do with identical records. The new version of PHProjekt offers you to apply a user defined doublet check during the import.

After selecting one of the available import type s (e.g. KDE address book, Outlook) you get to the upload form the menu for the doublet check. This must be activated with the check box of the same name of course.

Then select those fields which should be taken for a check whether the content match any of the existing records.. The combination of these criteria is the condition that a import record will be regarded as a doublet of an existing entry in the database.

Now the user can select what should happen with the doublets:

- Discard the imported records, don't import them at all
- Assign the imported record as a child object of the parallel record.
- In the next version you will have the ability to replace the records in the database

Don't forget to approve your import list at the end!

[Content]

3.2.4 export

With the link "Export“ at the list view you can start exporting the addresses depending on the current filtering, as download on your hard drive in various formats. This refers the current listing. E.g. you can read and modify the exported lists in CSV-format with with a kind of spradsheet programm like StarOffice, OpenOffice or Microsoft Office. Most address books are able to import CSV-format.

You can create vCards for external contacts with the related button in detail view (modify form).

[Content]

3.3 projects

Though PHProjekt is groupware-solution, a capable project management-module is part of it.

3.3.1 list view

An overview of all projects you will get, with the click on to the tab 'projects' in the navigation bar (like the click on to the link 'list'). You even sort them, by clicking the column head of the related criteria.

A normal user receives only a part of the table (see above), a user with chief status receives additional the columns 'budget', 'hours' and 'booked'.

If the value of the booked hours (the sum of booked hours multiplied with the wage rate for the project) spikes the calculated budget, it will be displayed in red.

Like in the forum or for the file storage you can pop up the project tree at once with selecting the radio box 'up'. By clicking on a single plus- or minus- icon ahead a project pops up the subproject.

If you select the check box 'sum' in the navigation bar, you will get after every main project an additional line, showing 'budget' and ' booked..' in total.

> *Tip: The standard view shows no finished or stopped projects. To get them displayed, you have to start the filtering 'finished' and 'stopped' or 'all'.*

A **user** with **chief –** status can set up new projects with a click on the link 'new' in a form mode for main projects or multiple sub projects in free depth.

A project manager is able to set sub projects in his own project, but not level above his own project.

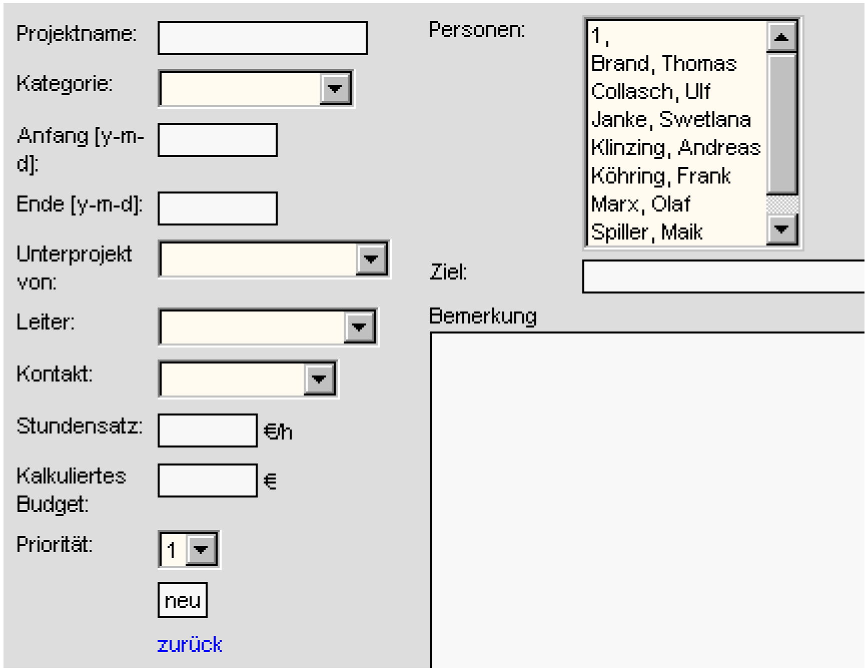
[Content]

3.3.2 form view

No matter if you are a user with chief-status, a project manager, or a coworker of a project, with the click on to the projects name, you can see the details to the project in a form. Attention: To normal users the input boxes are deactivated.

With this you can enter the parameters of a new project or modify existing elements.

At the selection box are all persons listed related to the project. Only them can set work times on to the project. To select more than one co-worker from the project hold the ‚**Ctrl**‘-key .



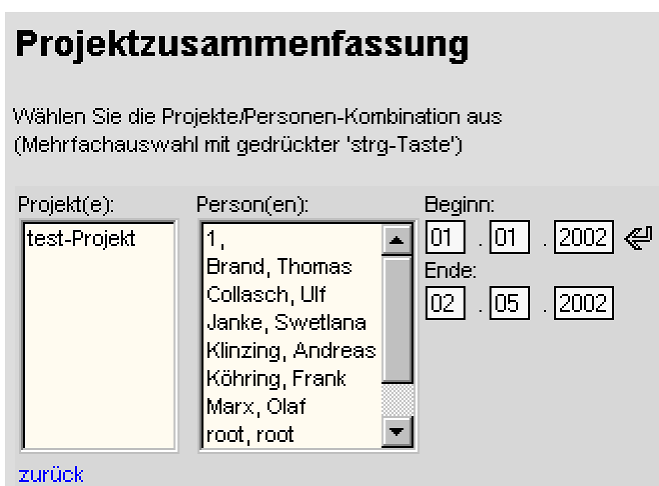
In case the beginning of a subproject is ahead the beginning of the main project (same as with end times), you will get an alert and the operation will not be proceeded.

Underneath the form all notes and files will be listed, related to the project. This gives a kind of project history. With the click on the notes, they will be displayed or the files will be downloaded.

[Content]

3.3.3 projectstatistics

A **user** with **‚chief'**-status does have various **statistics** for e.g. to check how many hours are already booked on the project.



Select one or more projects, as well as one or more co-workers and set at start- and end time (In both select boxes is the menu 'all' available). After clicking the 'go'-button a matrix with the selected user(s) on the x-axis and the projects on the y-axis appear. Every line shows the sum of all bookings, done by the user within a certain time frame on to the project. At the end of the line of the project the sum of the time used of the user is shown.

The check box ‘bookings’ at the select form enables you to set the single bookings for every line as a small list, and optional with the check box 'remarks' with comments.

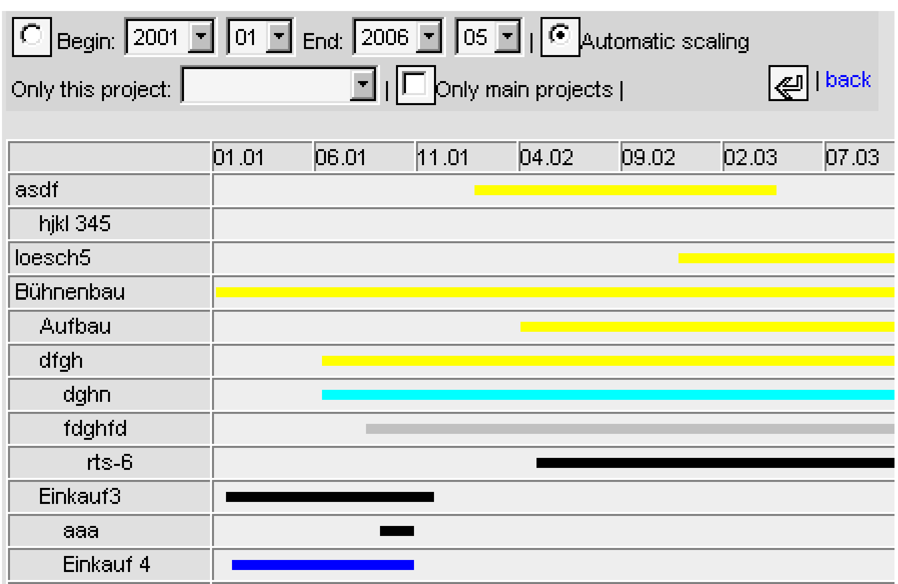
A new feature for version 4 is the ability for every user, never the less with or without chief status to view his own statistics. This means all booked hours for all projects – exceptional not related to the current group- will be listed and the total of all booked hours and their allocation.

3.3.4 Gantt-diagram

A *Gantt-diagram* shows the length of a project as beams on the x-axis of of a time line. This is called ‚Gantt diagram‘. By default the time-axis will be allocated automatically (which means the possible earliest start of a project is a the begin of the time axis and at the end will be the latest possible end of a project), but never the less any start- or end time can be selected.

> *Tip: Please be aware to select the radio button hard right sided, for if not, the system will do an automatic scaling.*

In case the amount of project gets to much, you have the possibility to select main projects without their sub projects or only one project branch. The display of one pre and and fore of a project is possible, too, as the user selected it.



The Gantt diagram gives to the timerelated information the information of additionals, too. The projects will be displayed according to their current status in different colours. A

legend below the graphics explains the colouring.

[Content]

3.3.5 dependences

With the breakdown of complex projects into sub projects you will end up in the dependences of other project, running one or more subroutines. These dependences should also be viewable and controllable with the project plan.

To display these dependences, the project module gives 'rules'. With the definition of rules, project managers can relate dependences of projects together to avoid conflicts running the projects. A typical rule defines for example, that project A must not start before project B hasn´t finished. All further rules are permutations of this example.

To have such rules, does have two impacts:

- In case the given start- and end times of the affected projects are in conflict with the rules, an alert will be displayed.
- In case the status of each project is in conflict with the rules, the action cannot be executed, that means: project A is to be set on 'in work', though project B is already in this status.

Similar to the rules is the feature for set project 'previous or 'next' of neighbouring projects to be displayed to certain project. This setting does not affect any programm activity, this only gives a proper list view of the projects in the Gantt diagram .

[Content]

3.4 time card

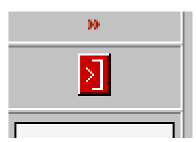
3.4.1 list view

With the click on the tab 'time card' you will see in the left column the work hours of a month and for days the start- and end times with the month total. With the select box you can choose another month,l and the checkbox beside let you select the bookings per day.

In case the entries are not consistent (e.g. no end time), a line ahead the table will be displayed, alerting this mismatch. You also have with this the link to the affected date, to refine the error.
Belated entries are possible, but these will be sent depending to the general system settings, as carbon copy to the chief. It is only possible to set unfilled time entries (e.g. you forgotten to close the workday) Days with not consistent entries are not added to the month total. With the click on a day on the list, you can recall this day, too, to add work time on the project at the right column.

3.4.2 to log in and log off

With the red button (see below), user can log on to the system. This button is located upper left on the time card, as well as on the overview page and depending to the chosen skin on the navigation bar.



After clicking this button you will be asked for security reasons, if this action should to be executed. To log off you the blue button located at the same position.

> *Tip: Since version 4 the system allows to log on or off several times a day. This function replaces the quiet stiff mode of coming and going one-time a day with a break.*

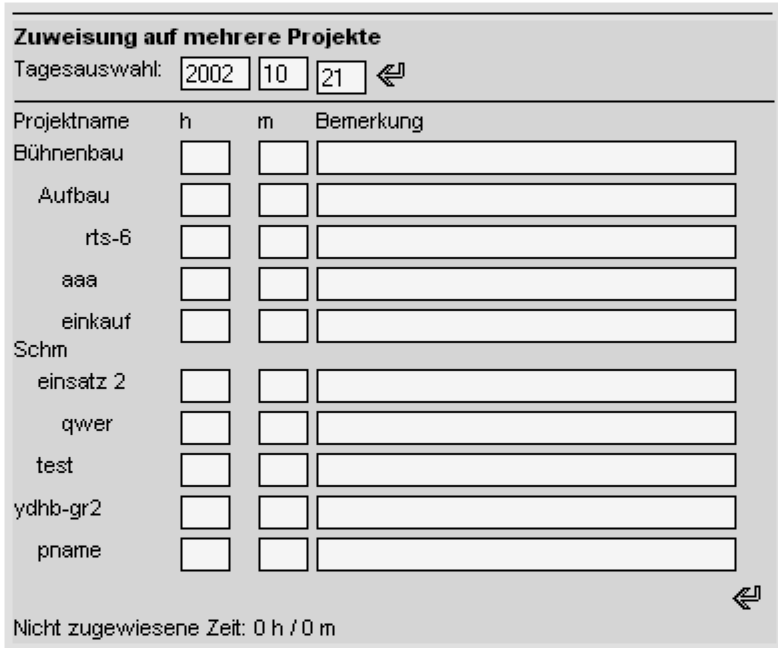
3.4.3 project assignment

You can set work hours of a day to more than one project. There is no limit, but if the total of hours exceeds the work time, the not related time will be listed in red below the list.

You can book work hours to a project, related to following conditions:

- The project is currently on duty, which means the category is set to 'in progress'.
- Start and end time of the project inherit the selected day.
- You are member of the project.
- You have an entry for this day on your time card.

Depending on the configuration of the system, the last condition may not be necessary.



Next to the totals of hours and minutes, you have spent on a project, you can add some short remarks.

The green button at the end of the line of a project is a stopwatch, by clicking the button, you can start working on the project and the system runs automatically. Ending to work on the related project and clicking the red button, which is in place of the green one, the system stop time counting. Now the produced time will be booked on to the project and added to already existing entries.

An overview of the booked work hours on to a project can be viewed from users with chief status or project managers with the statistic module of the project module. Anyway you inform yourself as normal user about your status according your bookings on to a project as group independent information with the link 'my statistic' for all bookings to all projects you have worked on across all groups.

[Content]

3.5 file storage

The tab 'files' links to the file storage, also called file manager. With this you can manage files or links, which may be of interest to the whole group. Typically used for documents, shared worked on.

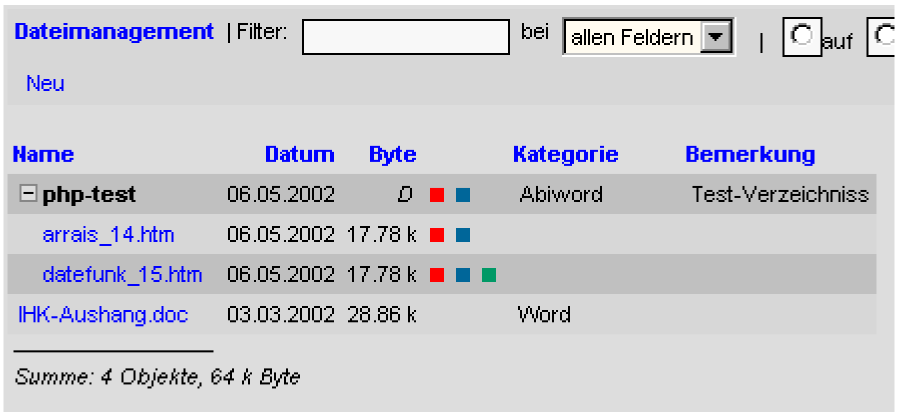
You can upload the files on to the server to broadcast them or only save the link to the source. For arranging the entries you can create directories and folders.

[Content]

3.5.1 list view

The list shows the currently available files. Next to the file name, a possible comment (e.g. the file content overview), a category, at any case the upload date and the file size will be displayed.

With the click on to the linked file name you can download the file. To sort the list click the desired criteria at the head of the column.



Following actions cause coloured buttons:

- A red button enables you to delete a files, uploaded by yourself.
- A Click on the blue button opens the form to modify the related informations to the file, as well as the structure of the directories.
- With the click on the purple button, you can download the file an alternative way. E.g. the click starts the file related application or the save as...-link and vice versa.
- A green button tells you that the file will be displayed only to you. The directories can be arranged in multiple levels.
- To open or to close a branch, click the symbols (**+**) or (**-**). With the buttons 'open' and , 'close' , you open or close the whole directory-tree.

Similar to the other list views you will find in the displays header a filter for confining the display with various criteria.

Underneath you will find a button 'new' with whom you can start a form to upload files, or create links or virtual directories.

[Content]

3.5.2 upload-form

With this form you can create a category and a description and add the path and the file name. More simple is the upload with the search button and at the following select box, you can select the desired file. Creating the links you have to set the address with network path and file name, with this other computers in the same network can read the file via browser.

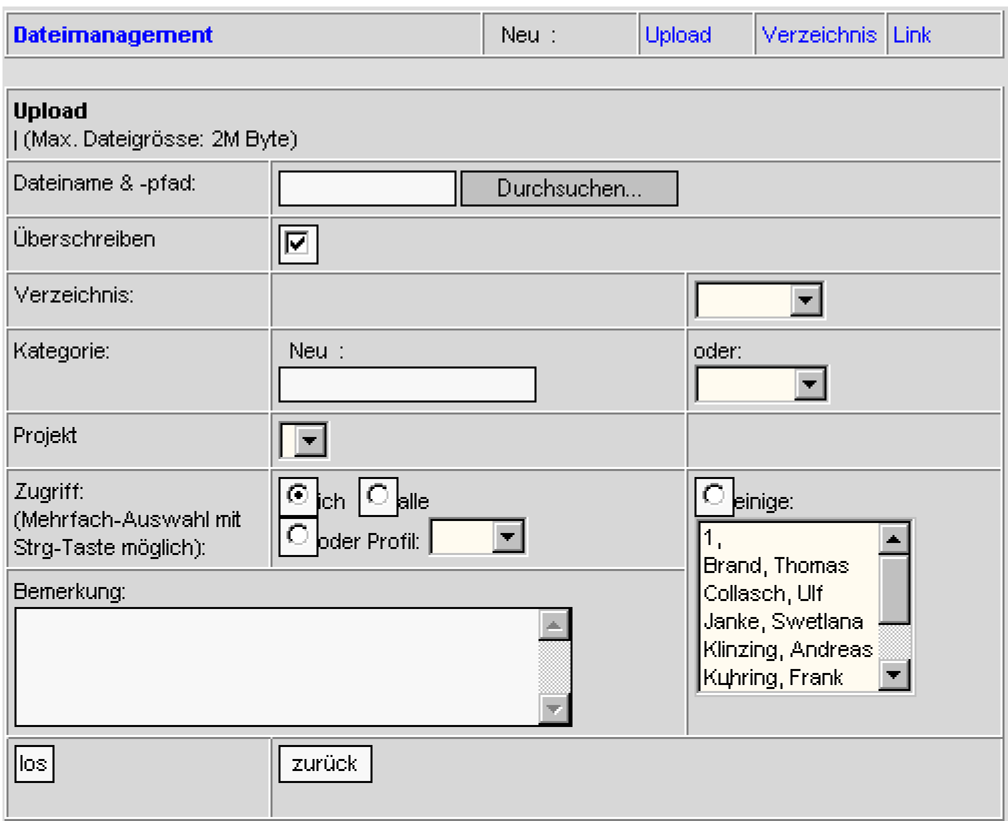
E.g. for MS-Windows-networks: computer name/release name/folder name/file name

The computer name can even be an IP-address. For MS-Windows-networks shared folders are necessary. It is necessary to have read and write access for all affected users, too. Additional folders are needed in case the files are not directly in the shared folders. E.g. shared folder/folder name/folder name/file name.ext

PHProjekt adds automatically the protocol identifier '**file://**', for in most cases no HTTP-server are not part of a company network broadcasting the files.

If you want to use another protocol, start your address with '**http://**', or '**ftp://**' etc. and PHProjekt will use this protocol of your choice instead. In the field '**Name**' of the link -form you can fill in a free of choice identification, with whom the link should be displayed.

At the following line (not displayed on the picture) you can set password for encrypting the file. To download the file everyone needs to have this password.



At the next line you define, in which directory the files should be put into. In case you want to modify the attributes of an existing file, you can move or copy the file, too.

With **Access** you fix, who will may see the file, as: Only you, all or a selection of persons (Selecting more than one with the pressed 'CTRL'.)

The radio box 'exact as directory‘ searches access value of the above directory and copies the file table.

With the check box 'write access‘ you give the right to other users to update your file, but without enabling them to modify the files attributes.

[Content]

3.5.3 restrict access/close access

The setting 'write access' shows another feature. Every authorized user can disallow downloading of a file. This is especially useful, if a group is working together on a file, and you want to make sure only a single person is doing changes to the file at any given point in time.

A permitted file will be displayed with the one set the permission. The permission is only to release from the author of the file (the one who originally uploaded the file) an.

[Content]

3.5.4 versioning

Depending if the system has activated the versioning, you can enable files for the version management, too. For this you select the check box 'version management' down left. From now on the file appears in the version selection box and the following files will see this file as exterior. You can create dependences between files and you can check files with the directory tree. Normally the changes of a file will be written into the remarks.

The click on the button '**upload**' puts the entry into the database and uploads the file onto the server and sets the directory. With the **fulltextsearch** on the main page you search focused for files, too, with their name, remarks and categories, containing a certain word.

> *Tip: With a lot of file types, like texts, pictures and HTML-files (e.g. Endings: *.txt, *.gif, *.jpg or *.html) any browser thinks, you probably want to have displayed the files at once. In that case you have to click on the file with the right mouse button to the point 'file save as...' and save it, to start it than with a certain program.*

[Content]

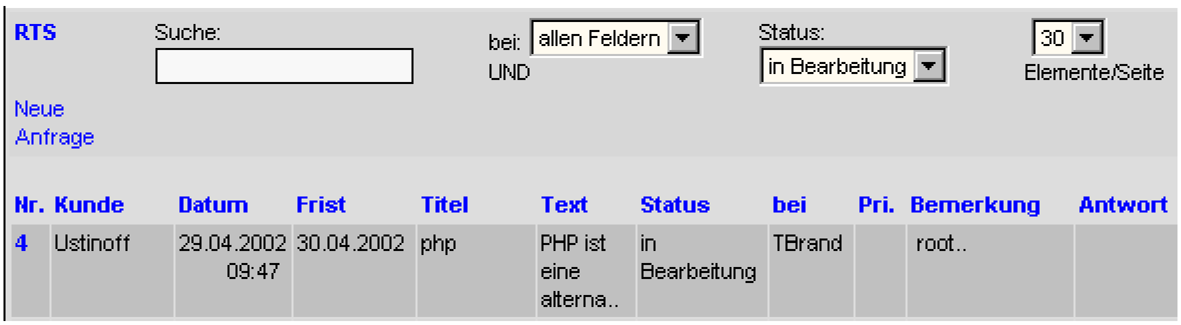
3.6 help desk

The help desk (used to be called *‚request tracker system‘,* and in other systems a.k.a. ‚trouble ticket system) is to grasp and work on requests to the support. The customer page name is: helpdesk_cust.php and requires no authentication.

On this list any customer is able to view the request list (the ones, which are in progress currently) as knowledge database for solutions on a problem and the customer is able to start a new thread with a form.

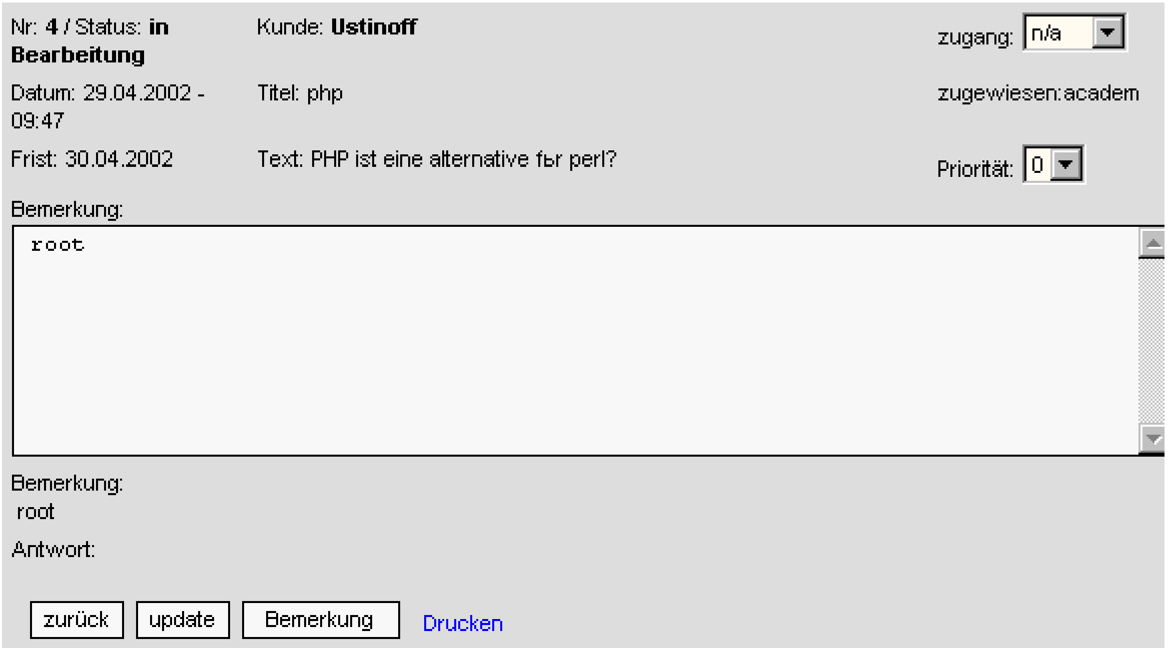
After sending the request the customer receives a confirmation mail automatically, telling the number of the request. In case in the configuration file the variable '$rts_cust_acc' is set on 1, any customer needs only have a valid email address, otherwise the customer has to enter his surname (which must be listed in the table 'external contacts').On the right side of the main screen the user assigned requests will be displayed.

The link 'List' or the tab 'help desk' lead the customer to the overview of the requests.



In the first field a filter can be set, in case the amount of the requests is to big.

With the number of the request on the left side you come to the form mode, in which the request can be modified.



For to an user assigned request, the user is able to add comments, stop requests, and can move the request to an other users request of a customer Is the request accomplished from the support-co-worker, the customer will receive an email with the solution and the status is set on 'done', will the status set on 'open', the request will be add to the knowledge database. The knowledge database can be viewed for internal users over the link 'new query'.

The administrator is able to create categories in the admin module and assign them to groups or a single user. All requests according this category will be assigned to the set user (or group) automatically and appear on the main screen on the right side, in case the request is still not resolved.

[Content]

3.6.1 administration

3.6.1.1 contact list

If the variable $rts_cust_acc (s.o.) is set to '1', no customer is able to place a request , the customer is not listed on the contact list, and the customer has not been set aware, to use his listed surname, as case sensitive password. Using this mode all possible customers must be part of the contact list. Never the less any user is able to implement new user. For any new customer it is a must to have at least the surname and a valid email address in the database. At last the user has to valid, if the customer is public to any user.

[Content]

3.6.1.2 help desk categories

Depending on the support organisation or wishes the administrator is able to create help desk categories, from which a customer can choose one of these.

The administrator can assign a category to a group of co-worker or directly to a single user. A customer is in fact setting a request and the request inherits a already a category.

In case the administrator had set assignments of categories to groups or a single user automatically, the user will receive the customers requests directly. In case the categories assignment is to a group, a co-worker or the chief (see the customizing settings $rts_chef) has to assign the request to a single user by hand.

[Content]

3.6.2 customer

A customer with a problem should check the knowledge database first, for already uploaded solutions the his problem, before he bothers the support :). With the click on the link 'new query' and a keyword in the field 'headword' the customer sets a new list of results clicking the button 'show results'.

[Content]

3.6.3 chief/co-worker

Every co-worker can view the requests at the list view of the help desk, which are assigned to his group or himself. (All requests are shown to a user with chief status)

By default only request with the status 'in work' will be listed, but this can be changed, like in all other modules with the filter at the navigation bar.

The assignment the a co-worker can be done by hand from an user (or the chief, also by hand, please refer the configuration) or automatically, if the administrator had created categories for the help desk and had made the assignments of these categories to single users or groups.

> *Tip: You even can assign a request to an other request(-number) and not only to an other co-worker or an other group, which means to "move“ the request.*

With the selection "Access“ you can assign the request as 'internal' or 'public'. Any public requests, which are already resolved are accessible for the customers at the knowledge database.

> *Attention: Customer can only view requests at the RTS-module, if their status is 'open' or 'in work'.*

The priority can be changed at any time.

The field remarks is only for the co-workers. The customers can not view this information at the knowledge database. This field is well to use as internal communication about this request.

Any request can be closed (from the co-worker who worked on it) as follows:

- "**answer**" -The customer receives the answer of the support co-worker.
- "**stop**" – Any work on this request will be stopped. (Attention: The customer receives no email about that. This has to be done by hand, but this feature is already on the to-do list :-), to have this emailed automatically.)
- "**move**" – The request will be assigned/moved to an other request. With this in new request aim the field remarks will be updated automatically wtih:
  - No. <request number of the moved request>
  - <the comments text of the moved request>

3.6.3.1 project references

A co-worker working on a request can create a subproject to this request. For this the co-worker has to select an already running project and then the spent time to the request can be grasped project related.

> *Tip: The noted work or time to the request are not saved directly to the selected project, in fact a deletion of the selected project or subproject, does not delete the request related bookings, too.*

[Content]

3.7 mail client

Please be aware of: Depending on the configuration of the installation you can use the mail module fully featured (send and receive emails) or just send emails. With the click on the tab you will get a listview running the fully featured module and the send-form running the second option.

3.7.1 send mails

With the send-form (or the link 'create' at the list view) you can mail quick and simple to members of the group, to external contacts, or to any other address.

With the select box **‚Sender‘** you can choose an identity, which you have already created at the options. This refers only to a fully featured mail client setting. An identity consists of a self chosen sender and a signature, which will be the close up tat the of an email.

To the next line, please entitle the email with a ‚**subject**‘. The text field underneath is for the context, with no limitation to the length of the text.

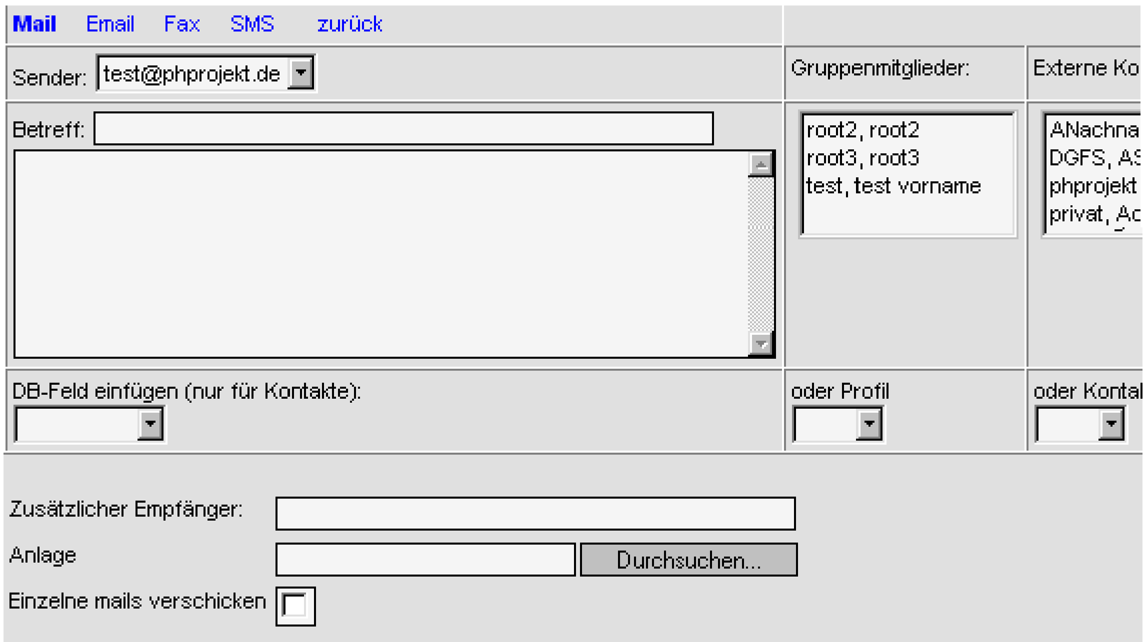
Underneath the text field you have a select box, for the fields for the Direct Mailing option, please refer the later coming chapter about Direct Mailing.

With the **receive confirmation** you will receive a message if the one you wrote an email at least have opened the email. Never the less the receiver has to have to permit such emails or even has to have activated this feature automatically o his system.

In the field '**additional receiver**' you can set any kind of email address. The attribute 'additional' should only point out, that you can write this email also to other, than already selected colleagues or contacts of the contact list.

In the fields 'Cc' and 'Bcc' you can add additional email addresses , which will be added to the category of this mail. (Addresses with the item 'Bcc' will receive the mail, but the actual receiver is not aware of that.)

group members or external contacts, if the user and the external contacts does have email addresses in their databases, their name appear in the list. To add an entry, just select it. And you can select user profiles or contact profiles, too.



Tip: The selection box at the right side list all group members. To select more than one press the 'Ctrl'-key while selecting the names with the cursor. With the pressed 'Shift'-key you can mark all between start- and end name of a column. Alternatively or additionally you can select single members of the contact list.

With the last box you can select to attach any kind of files to the email, aka. Attachments. Set a path or use the 'search'-button for the fileselection.

With '**go**' (or the return-button) you get the email(s) on the way, and will be sent for the server right away.

Checkbox: 'sent mails as singles'. The message will be sent to every receiver as a single if there is only one receiver selected. If not one copy will be received from every receiver.

Attention: PHProjekt uses the function mail() an internal function of PHP to email. This means PHProjekt receives no error message if the mails have been sent through the server or not. The message 'mails sent successful' replys only the successful hand over of the mails to the system installed mail program, by PHP. If the mail program on your server if *configured correct, this cannot be verified.*

[Content]

3.7.2 send fax

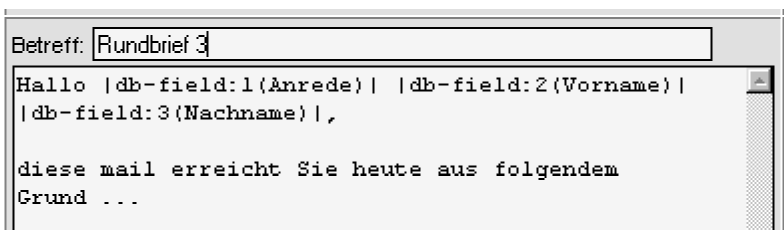
If you have the link **'Fax'** at first like on the last screenshot (see above), you can send faxes with PHProjekt with the fax-form. For to send the fax, write the faxnumber of your receiver into the addressline.

[Content]

3.7.3 direct mailing

Starting with version 3.3 of PHProjekt you can have the direct mailing service and send personalized emails (e.g. personal addressing).

To use this feature, you add the desired databasefields at the end of your text, selecting the entry in the selectbox underneath the textfield. Your email may look like this then:



Sending the email, the content of the databasefield will be input for every receiver, which may look as follows:

"Hallo Mr. Andreas Scheider,

You recieve this email today because of following purpose...".

In combination with contactprofiles you can send more efficient newsletters for example.

In case of inserting database field placeholders the form only accepts external contacts. The other address elements are disabled, already made selects and inputs are reset.

[Content]

3.7.4 Send mail via sockets / with authentication

The mail modul of PHProjekt 4.1 offers the choice to send mail with the php function mail() or let the script perform the SMTP dialog via sockets.

Normally no authentication is available with mail() - you have to connect to an open relay server or authenticate to your ISP during login. This new routine provides "POP before SMTP" for mail() and socket. With socket it provides SMTP authentication AUTH LOGIN too.

Socket mail is the way how to send not-very-small attachments running on Windows boxes. For really big attachments there is another limitation: In php.ini max_execution_time is set to 30 sec. by default. Increase it, because the script needs time to perform the whole sending process.

If you don't use "sendmail" or a local mail server: Be online before sending mail - using sockets as well as using mail(). Otherwise PHP will hang and possibly crash your system.

The default setting - use mail(), no authentication - provides the functionality of PHProjekt v. 4.0.

In case of using mail() be sure to do current settings in the mail-part of php.ini and/or sendmail.

The following new settings can be made in the config.inc.php, but not during setup:

- $mail_mode = 0; // Send via mail() or socket: 0: use mail() (default); 1: use socket
- $eol = "\r\n"; // end of line; e.g. \r\n (conform to RFC 2821 / 2822)
- $eoh = "\r\n"; // end of header line; e.g. \r\n (conform to RFC 2821 / 2822)

Caution! Using doublequotes " is essential - don't use singlequotes '!

"\r\n" is the default. Try "\n" only in case of problems. Read about mail() in the PHP manual. This settings are specially made for mail() - until now "\n" isn't seen working via socket.

The settings below can be made in the config.inc.php as default for all users. In case of $mail_mode = "1" users can override it in the mail module with "Options|Accounts":

$mail_auth = 0; //Authentication 0: no auth (default); 1: with POP before SMTP; 2: SMTP auth (via socket only!!)

// SMTP account data (sockets only, but NEEDED in this case)

$smtp_hostname = "localhost"; // the real address of the SMTP mail server, you have access to (maybe localhost)

$local_hostname = "hereiam"; // name of the local server to identify it while HELO procedure

Many servers don't really check it. May be transmitted to the receiver as content of the headers.

// fill out in case of POP before SMTP

$pop_hostname="mypop.domain.net"; // the POP server

$pop_account="itsme"; // username for POP before SMTP

$pop_password="mypw"; // password for this POP account

//fill out in case of SMTP authentication

$smtp_account = "itsme"; // username for SMTP auth

$smtp_password = "mypw"; // password for this account

[Content]

3.7.5 receive mails

3.7.5.1 list view

By default the email client opens with the option 'receive mails' and not with the option 'send mails' Calling the module you should get normally this view:

Unread emails are written in bold and sent email in italic. Directories are displayed like in the project module with a plus-icon (closed directory) or a minus-icon (directory open or empty). Directories consisting at least one unread email are displayed bold, too.

As always you can change the sorting of this module, too, with the click on the column header. The click on the title (subject) opens the detail view of the mail, and the click on the sender opens the form to write a new email to this person.

If you wish to delete more than one email, mark the check box right the sender. To start the deletion click the button 'delete selected emails' underneath the list. Single emails you can delete with the red button. To delete all emails, mark the check box 'select all' first and then delete the emails.

To answer an email or forward it, click the arrows showing left and right sided. In case you set the mouse cursor over the arrow, the referring action will be explained.

Right next to the red button (not to be seen in the screen shot above) the names of the attachments, related to the email, are listed. The click on the name opens the attachment in a new window or starts a download.

[Content]

3.7.5.2 detail view

To view the full text of the mail or to run various actions, you have to open the detail view with a double click on the entry at the list view:

At the first line you can recall the help, create a directory or switch back to the list view, like in the other modules.

In the big box underneath, the content of the email will be displayed. Like at the list view you start a new email to the sender by clicking on the sender address, or click thee first arrow to answer the email or forward the email with the second arrow.

In case the email is received as HTML-email or contains a HTML-written part, a link with the title **'html Text'** will be displayed in the column to the left of the message column and a new window opens, displaying the email in HTML.

The current window shows the email in 'text-only' appearance. Nevertheless URL s and email addresses within the document will be converted into clickable links.

Underneath the email you can move the email into a directory, add a category, add a remark or print the email.

[Content]

3.7.5.3 check mails

To be able to receive emails, you have to have at least one email account, set in at the option module. Only than you can these possibilities to receive emails:

- with the link ‘**view mail list**’ you can have displayed a list of all the emails in your mailbox, without download the actual emails.
- With **'receive'** you download the emails, and make them available to PHProjekt, the emails are not in the mailbox any more.
- If you select **'... leave a copy on the server'** the emails are downloaded to PHProjekt, but will not be deleted from the server. This option is very useful, if you check your emails at an internet cafe and view the, too. (Please do not forget to clear the cache after the session!).

At every action all email accounts are read as on the list and you will have a status and existing emails on your screen.

[Content]

3.7.5.4 options

With the link 'Options' right at the navigation bar you will get to the section running following actions: administrate emailaccounts, query single emailaccounts, create senderindetifications and set/administrate rules.

[Content]

3.7.5.5 email account administration

At this section you can create new emailaccounts, modify existing or delete a emailaccount. The following parameters you will be asked creating a new account:

- Name: Create an unique name for the email account
- Host name: Set the host name o the server e.g. mail.company.com
- Type: Set the type for the email account: POP3 or IMAP
- Include to the receive-list: If deactivated, you can only receive via single receive query.
- User name: The to the email account related login name. You get the login name from your provider or system adminstrator, as well as your
- Password !

In case of using socket the fields for at 3.7.4 mentioned settings are following below.

[Content]

3.7.5.5.1 check a single email account

If you wish to receive only the emails of only one emailaccount, please select the emailaccount and then start the action with the click onto the 'go' button.

3.7.5.5.2 sender / signature

In case you send your emails with more than one sendername (e.g. myself@the_company.at and it_is_me@home.at) you can create with this multiple sender identities.

These identities appear as a selectbox on the form 'send emails'.

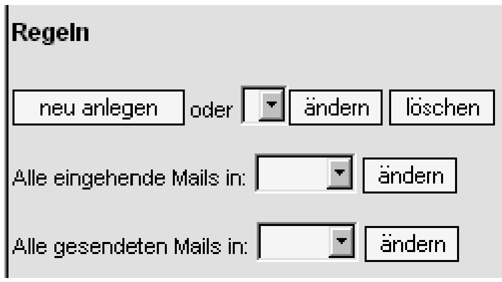
Additional to every identity you can create a signature (e.g. your postal address or a saying), which will be attached at the end of the email.

[Contentt]

3.7.5.5.3 rules

As the last item at the options you can set rules for the way to receive or send emails.

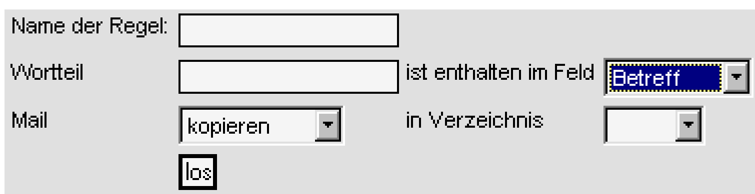
In case you havee not already worked with rules, this will explain: With rules you can define, certian emails with specific parameters will be assorted into certain folders, automaticallly. This simplifies the overview when receiving a lot of emails and saves you from sorting all mails by hand (e.g. emails with companies domain ending, will be moved to the folder 'company'.)



At the first line you can administrate rules, referring to a certain criteria. In case you want to have all your incoming an outgoing emails assorted to certain folders, you have to use these two forms, whicch has to be filled out and confirmed seperatlly.

> *Attention: Only existing folders can be chosen. In case you delete the folder, related to the rule (e.g. by incident), all emails will be set on the top level of the list view.*

Creating a new rule you will have the following form:



At the first field you give the rule a name. At the following line you have to assign a headword, to which the rule has to fit and the searchcriteria. The searrchcriteria is part of the email, in which the headword is searched for:

- Subject (title of the email)
- Text (content of the email)
- Sender
- Receiver (helpful using more than one identity)
- Cc (to whom the email was sent as carbon copy)

At last you define if the email should be:

- copied into a directory
- moved into a directory or
- deleted completely

For the first two options you have to select a directory to finish the action.

[Contentt]

3.8 to dos

According to the multiple request of users of PHProjekt, starting with version 4 an administative tool for to-do's has been implemented. To do so, the existing to-do list former upright on the main screen has been enhanced and its data rerecorded.

3.8.1 todo´s-overview

By default, like the other modules, the start is the list view. At this view all to-do´s are listed with their due date. All to-do´s which are overdue are marked red.

The first column tells who is the creator of the to-do and the next column tells to whom the to-do concerns. Personal to-do´s or to-do´s you have created for your own are displayed as normal (displayed means 'private' or the to-do´s owner) and to-do´s assigned to you are displayed in italic and you can read the to-do´s author. With the click on the title you can view the to-do´s content and modify the to-do. The column 'date' marks the start of a to-do and 'due' the due date.

The status displays in which the progress a to-do is. Following status are available:

- **waiting**: The author created the to-do and assigned a receiver, but does not want to the kick off, of the to-do.
- **open**: The author released the to-do, and awaits the receiver acceptance or refuse
- **accepted**: The receiver accepted the to-do and works on it
- **rejected**: The receiver has rejected the to-do and the to-do is no longer accessible for the receiver.
- **resolved**: The owner accomplished the to-do and it closed it.

Attention: only with the status 'accepted' is the owner able to set the percentage of progress!

In case the amount of to-do´s leads to an unreadable list, you can set various filters, like the common fulltextsearch in various fields, you can use a filter for categories, too. (This means the check for personal to-do´s or assigned to-do´s and other to-do´s.) Finally you can filter for the status, e.g. to find out which to-do´s are still open.

Tip: A to-do is only to work on when it is accepted, which is only possible, if the author had set the to-do open. A to-do with the status 'waiting' can only be view, the status has to be set to 'open' from the author first.

[Content]

3.8.2 modifying to-do´s

With the click on the name of the to-do, it will be opened (or you double click on the line) to be viewed and worked on.

You can modify following fields independent from the status:

- As author the fields for title, description 'remark', date, as well as the assignment of a contact, a project and the priority.
- As co-worker the remark field of any co-worker

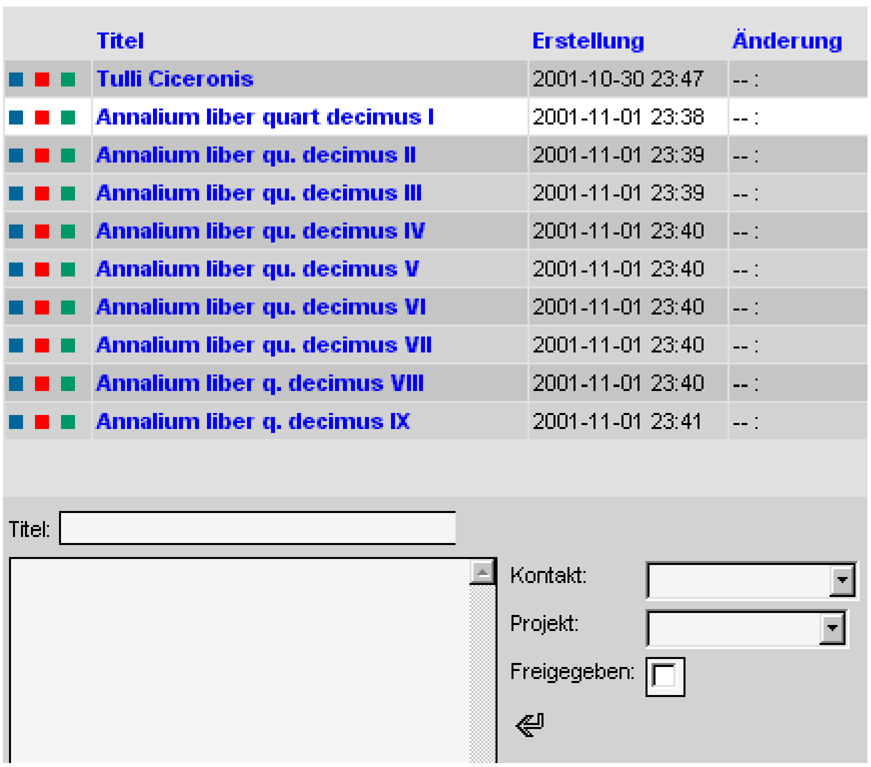
Depending on the status you can modify the following fields:

- At the creation through the author the field 'to' (till the to-do has been taken or not.)
- The co-worker is able to modify the fields 'progress' and 'finished' as soon the to-do is taken.

[Content]

3.9 notes

This module is equal to an paperblock. On the mainscreen you have s slectionbox, with this you can call single notes directly. Or you click on the tab 'notes' and you will get an overview of all current notes.



The content of notes is only devoted to you, but you can publish certain notes, with clicking the check box 'publish' underneath the form.

Left the title of the notes you have three buttons:

The green button tells that the note is only for you

The blue button refers as a pop-up the begin of the notes text.

The red button is to delete the note

To create a note click on the link 'new' and to change the not click the title (a form opens with the already saved information) and to delete the note click the red button.

You even can send a note to a co-worker or copy it for some else.

Additional to that you canassigne a note to a contact or a project, with the click on the selectionbox.

Tip: Currently the amount of characters is limited to 4000.

[Content]

3.10 forum

At the forum you can post messages and articles as well as reply to existing articles. All articles are displayed in tree structure, to easily follow the discussion even optical. A new article is started with the click on the box 'new entry' and the follow up of a title and a text. At last you click the button 'post'.

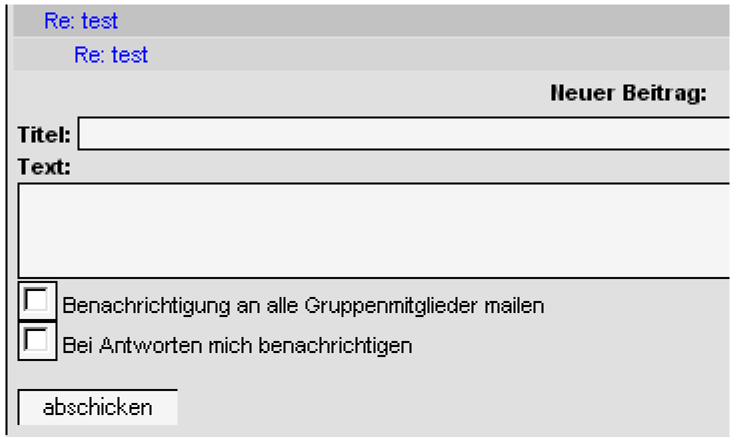
In case you have web links or e-mail-addresses in your text, these will be transformed into click able links at the updated display.

At the navigation box you have two check boxes 'open forum' and 'close forum'. With the action 'open forum' you unfold the whole discussion tree and you see all articles and replies and vice versa you close everything with 'close forum'

With the filtering you can sort the article list to your needs.

Above you see already published articles sorted by date and answers. A click on the **title** shows the full text of the article and a new form, to reply a comment. At the end of the article you find a link for the printer preview display. That is exactly the to reply to a comment.

There are two additional check boxes below the main form. The first check box 'Send note to all group members' notifies all group members of your new post. The second check box makes sure, you receive an email notification upon replies.



With full-text search in the main window you are able to search for keywords in articles.

You can select and delete articles with clicking on 'options' in the second navigation bar. Articles can only be deleted, if there are no answers posted.

Tip: If you want to reach a notification about comments to your article, you have to select a certain check box in the form. Another recheck box selected enables to inform all members of a group with an email. This might be useful, whenever co-workers use the forum rarely. (The last option is only available, if it is activated in configuration – can be done only by the administrator)

[Content]

3.11 chat

In the chat room you can communicate with other group members is a sort of on-line conference. This might be useful for information exchange although the group members can meet only seldom. Best practice is to arrange an appointment via email and meet in the chat room.

The chat room window is separated in the following three parts:

In the largest area messages are posted. This part of the window will be reloaded frequently (e.g, every 20 seconds), to display new messages. Beside there is a list of the active chat members. This part will be updated every minute to refresh the user list and keep it up to date. Below there is an input field, where you can type in your (multi line) text.

If you have activated 'multi line text field' in your settings, you have to send your messages with the button 'submit', as the 'return' key causes just a new line in the editor:-)

With the link 'exit' you can leave the chat room.

> *Tip: If a chat user forgets to sign off by using the link 'exit', the chat remains activated. In the next chat session there will be remaining texts. In this case, please contact your administrator, who will remove them.*

[Content]

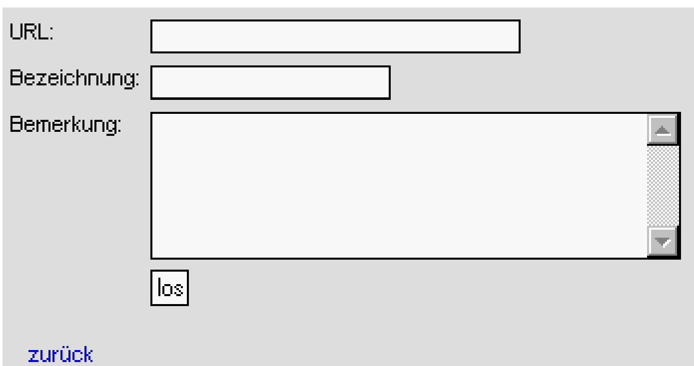
3.12 bookmarks

Since version 4 there is a module 'bookmark' in the option 'div'.

On the right side on the main window you can find interesting bookmarks (the last 25 posted), which are created by other group members.

After selecting on of the items in the select box and clicking on the 'go' button, a program will call the URL in a new browser window.

With the link next to the selection box you can create your own bookmarks and with Clicking on 'new' allow others to use it:



For further information about the URL s, please click on the link 'list'. Beside the complete address you will find the labelling and an note about it. The table can be sorted with a click on the criteria. With on a click on the address you can go to the page as well.

URL	Bezeichnung	Bemerkung
http://Yahoo.aa	Yahoo!	web catalog with over 20 dep the world.
http://www.thehungersite.aa	Hungersite	Maybe a small step, but worth
http://www.metager.aa	Metager	Oldest and well known germa
http://www.lycos.aa	Lycos	Another old web catalog with

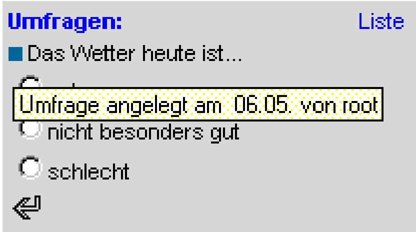
After click on the green item or after a double click on the line, you can change the contents of the bookmark.

[Content]

3.13 surveys

3.13.1 voting

On the main page there is a box 'new survey' containing surveys where you have voting rights.



With clicking on the (radio) check boxes and using 'submit' button afterwards the voting is completed.

Tip: If no option is adequate, you can send an empty sheet as well.

Tip: On Mouse over on the blue item an pop-up appears containing information about the creator and date.

3.13.2 Results

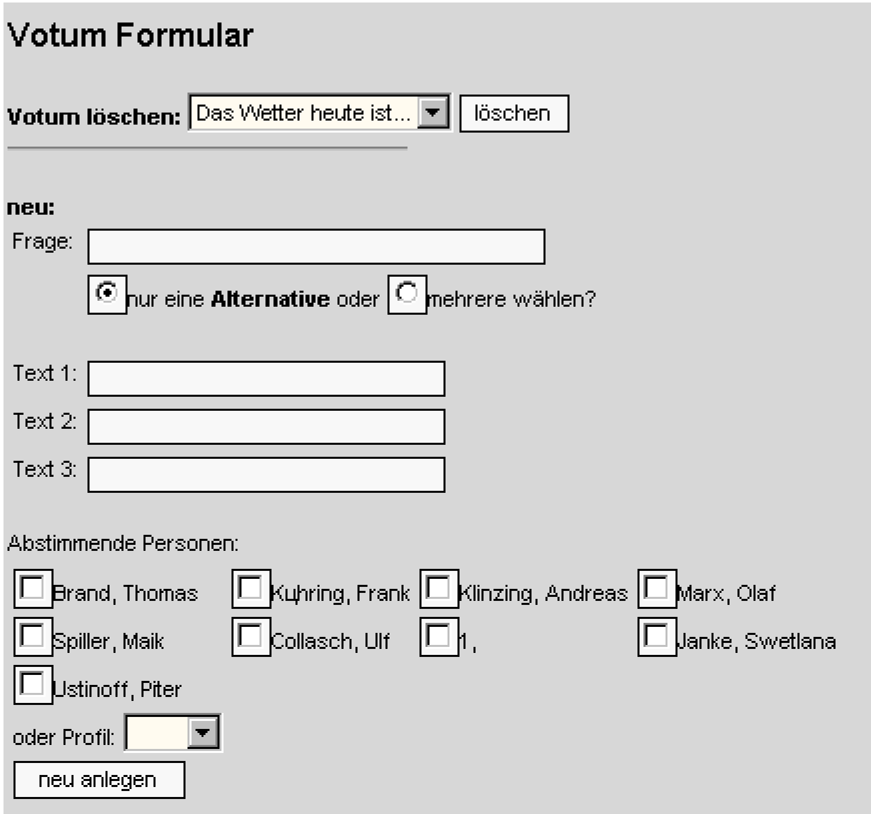
Depending on the type of survey you can choose one (marked with round buttons) or more (marked with rectangle buttons) options.

Tip: If you don't want to vote, return an empty sheet. Your vote will be among 'no voting'.

[Content]

3.13.3 set survey

To create an own survey fill the survey form, which can be found in the option 'div'. You can define the title of the survey, the type of voting (single / multiple answers allowed), the options and the voters.



After sending the form, the survey will be accessible immediately.

[Content]

Part 2: Administration

4 installation and operating

4.1 general

4.1.1 supported platforms and system requirements

PHProjekt is written in the script language PHP 4 and support data bases like MySQL, Postgres, Oracle, Informix, Interbase and MS-SQL.

PHP as well as MySQL, Postgres and Interbase have like an open-Source licence like PHProjekt itself.

PHProjekt is applicable in many different operating systems like Linux, Windows, Unix, OS/2,Solaris ... and can be used on many web servers (e.g. Apache, IIS, Samba etc.)

system requirements: On the server there must be installed a web server with a PHP parser, which must have access to a SQL based data base. A typical environment can be a LAMP system respectively a WAMP system (Linux or Windows / Apache /

MySQL / PHP). The user needs a browser (e.g. NN, IE or Opera) which can show frames and has JavaScript activated.

4.1.2 testing the environment

If you are not sure that PHProjekt can be used on your system, call the file **env_test.php**. It executes a couple of tests and informs you about necessary enhancements.

[Content]

4.2 installation, update and configuration with setup.php

4.2.1 Installation

The installation of PHProjekt is easy on systems which fulfil the system requirements described above: First you have to unpack all files of the distribution, then you have to copy them into a directory which will be parsed by the server (e.g. htdocs/phprojekt). Make sure, that the directory structure of the PHP distribution still exists.

In the next step you have to create an empty data base (using a the data base administrator program e.g. PhpMyAdmin). Then you call the file setup.php on the browser. The next installation steps will be menu-driven.

> *Tip: After the installation, the script will write a configuration file config.inc.php into the root directory of PHProjekt. Please, be aware that the browser needs rights to create files. If you want to use Chat mail or attachments, you have to make sure, that in the directory's /chat, /attach (which have not existed yet) and the upload-directory (e.g. /upload) can be access for reading and writing.*
>
> *Tip: It's recommended to print the last page of the installation program, as it contains beside the pass word of the root also other important status messages.*

[Content]

4.2.2 update

To make an update: Make a backup of the data base and config.inc.php.

– If you have changed scripts, you have to save them separately.

- backup
- backup

...

Ok, have you got already your backup? goood ;-)

further:

Delete all files in the PHProjekt directory except:

- config.inc.php
- /attach
- upload directory (in most case named as 'upload').

Now you can copy the new scripts in the directory and call setup.php with the option ‚update to new version‘. As config.inc.php exists, the script asks you for an authentication. After that the script updates automatically: Some tables will be enhanced and config.inc.php renewed.

[Content]

4.2.3 maintenance release

A maintenance release is a release to maintain the actual version. It contains bugfixes.

There are no new features.

To import a maintenance release you have to replace the old scripts with the new ones (copy and paste). You need not to use the setup.php!

A maintainance Updates characterized with an new Number inthe versioning in the third level, e.g. 4.2 → 4.2.1. Further information can be found in the chapter 'Versioning in PHProjekt'.

[Content]

4.3 configuration

There are two possibilities to configure the system: using setup.php with the option, 'configure actual system' - this is the recommended method – or by editing config.inc.php directly.

After a new configuration of the system, it's still possible to create some additional tables in the data base – the config.inc.php will be overwritten therefore.

Attention: Editing of the config file without setup might be useful only in some exceptional cases, as the setup script checks lots of important parameters and execute useful routines automatically.

[Content]

4.4 versioning of PHProjekt

As PHProjekt will be maintained and enhanced permanently, there will be new versions from time to time. The amount and the importance of a new released version can be seen by it's versioning. There are the following distinctions:

4.4.1 upgrade

If the version number is changed on the first level (e.g. 3.3 into 4.0), the new version is an upgrade. It contains a large amount of changes, new modules, changes of the inner structure. An update to a new version requires always the setup script and a back up of the data and data base.

Experienced adminstrators install the new version parallel, checking if the upgrade fullfill the demands of the team and the upgrade is made as requested.

Potential problems:

- Scripts have been enhanced manually in the older versions and they are missing in the upgrade.
- Add-ons have been installed, which have altered the basic code. They might not run any more.
- There might be enhancements in the new version which are refused by the team.

4.4.2 update

A standard update contains alternations of some modules or the whole system. In this case the setup script shall be used as well using the option 'update to new version'.

4.4.3 maintenance release

Between updates there can be published also maintenance release. Bugs shall be corrected in time by updating the system with such releases without waiting for a new update.

[Content]

4.5 bugfixes

Between two updates are also called "Bug fix packages“. These are collections of bugfixes, which are published since the last version. Interested administrators can be member of the bug fix newsletter of their used version. Whenever there is a bug fix release they receive a notification mail with link and a zip file, that contain the corrected scripts.

> *Tip: If downloading PHProjekt the first time, all bugfixes till that day are part of the version and do not have to be downloaded separately.*

You need not to control former bugfixes after updating to new version.

[Content]

4.6 problems

If there are be problems during and after installation, you can use the file faq_install.html of the /help directory. On the homepage and in chapters below you can find the answers to frequently asked questions.

Furthermore you can search about your problem on the homepage www.PHProjekt.com of or you can post your problem.

[Content]

4.7 configuration file

$version

number of the current version – must not changed manually!

DATABASE PARAMETER

$db_type

Type of data base, e.g. 'mysql' oder 'oracle'

$db_host

Host name of the server of the data base, e.g. 'localhost'

$db_user

name of user, with whom a script accesses to teh data base, e.g. 'root'

$db_pass

Password of the user

$db_name

Name of the created and maintained data base, e.g. 'phprojekt'.

All parameters before will be instered by the scripts after first installation. They should not be changed manually.

SYSTEM PARAMETERS

$login

defines, with which script the user shall login:

0 = index.php

1 = login.php

To user login.php is only useful, if the login shall be encripted via SSL and all other parameters of the programs shall be plain.

$login_kurz

defines, with which part of the name the user shall login:

0: surename,

1: short name (abbriviation),

2: login name

$pw_change

This variable dedicades, whether or not and how a user can change his pass word:

0: no change possible

1: user will receive new random generated password

2: user can set his password on his own

$pw_crypt

defines, if passwords will be stored as plain text or as encrypted text in the data base.

0: plain text

1: encrypted

Attention: You can once update all passwords as encrypted, but not vice versa!

$groups

One of the most important parameters of the system – it defines, wheather PHProjekt uses groups (1) or not (2).

$ldap

If this variable has the value 1, a LDAP directory will be used for the user management.

$timezone

contains the time difference bettween the time zone of the user and time zone the position of the server as hours. The value can be between -23 and +23. This might be useful, if the server is placed in the United States.

$session_time_limit

limits the service life of a session without any action. The dimension of the value is minute.

After x minutes after the last click, the user will be asked to log off.

This might be usefull, if e.g. a user will be out for lunch and it shall be avoided that a colegue might use the same session.

With the value 0, the feature will be deactivated.

$logs

activates (1) and deactivates (0) the log function, used by admins. With this function admins can observe login and log-off of the users.

MODULES

$todo

activates (1) or deactivates (0) the module 'Todo'

$votum

activates (1) or deactivates (0) the module 'survey'

$lesezeichen

activates (1) or deactivates (0) the module 'book mark'

CALENDAR

$calendar

swich on/ off of the calendar

$events_par

Allows (1) or inhibit (0) the creation of appointments, which overlap with others.

$groupviewuserheader

Controls the appearance of column header in the group view:

0: Surename.initial of first name

1: Short name (abbrivation)

2: Loginname

$mail_new_event

If this paramter is set ("1"), colleagues will get an mail whenever a user with chief status adds an appointment in their calender.

$tagesanfang

defines the start time for the first possible appointment of a working day, e.g. 6 means, that the first appointment cannot start before 6 am.

$tagesende

defines the end of a working day, e.g. 22 means, that no appointment can start or finish avter before 10 pm.

The last two values also defines the view (start and end time) of a day in the calender

$profile

defines, if a user can create 'profiles'. Profiles are sumeriey of often used user combinations. 0 means no profiles can be created or used.

$resourcen

activates (1) or disables (0) the module 'resources'. The module resources is mainly used to add resources to events.

REMINDER

$reminder

activates (1) or disables (0) the reminder. Additional option: If there shall be an alert box before an appointment to remind users, variable has to be set '2'.

$remind_freq

defines the number of minutes, in which the reminder window shall be renewed. This function is only active, in case $reminder is set to 1 or 2.

$sms_remind_service

activates a reminder via email or sms. This function can only be used with special add-ons.

$reminder_mail

activates (1) or disables a function, which scans all mail boxes for new mails. If the values is set to '1' , the new mails will be shown in a remidner window. '' activates the alert function. Attention: new mail will be only shown but not fetched.

PROJECTS

$projects

The value '1' activates the project management module. '2' allows additionally the allocation of working time in the time card. If the allocation of any working time to projects (without using a time card) shall be possible, the value has to be set to '3'.

TIMECARD

$timecard

The time card will be swiched on (1) and off (0) with this variable. With value '2' there will be a mail message for the group leader or chief, whenever there is a manual additional entry in the time card.

CONTACT MANAGER

$adressen

activates (1) or deactivates (0) the module 'contact manager'

$contacts_nolink

This value prohibits, that other modules can create relkations to contacts. This might be useful, wehn you have more than e.g. 300 contacts in the database, because this causes very long selsct boxes.

$cont_usrdef1

This variable defines the first user defined field. With this variable you can name fields due to your needs , e.g. 'user key' or similar.

$cont_usrdef2

Name of the second user defined field.

$contacts_profiles

With this variable the option 'Profiles' for contacts can be switched on. If this variable is set, you will be able to create profiles in your contacts.

NOTES

$notes

activates (1) or deactivates (0) the module 'notes'

MAIL CLIENT

$quickmail = "2"; // Mail no = 0, only send = 1, send and receive = 2

$faxpath = "faxpath"; // Path to sendfax

$smspath = "faxpath";

FILESTORAGE

$dateien

IF you want to activate the file storage, you have to add the absolute path to the directory. Where the files shalle be placed. Detailed Iformation about the structure of the string you can find in faq_install.html. Within the first installation the setup program ermitteln the dirctory of PHProjekt, and adds **/upload** . This dircetory is set as the default directory.

If you want to deactivate the file storage, the variable shall be empty.

$dat_rel

Additional you have to define the relative adressed path to PHProjekt root directory (Standard: upload).

$dat_crypt

defines, wether the file name shall be encrypted during saving on the server (value 1). The option is recomended, when you want to save fiels with the same name.

$filemanager_notify

The 1 value an email to alle coworkers (due to access rights) will be generated, when a user uploades a file.

FORUM

$forum

activates (1) or deactivates(0) the module 'Forum'.

$forum_tree_open

With '1' the 'tree' with a list of all contributions will be open, when the forum will be shown the first time. With '0' ther are only the postings without their answers be open.

$forum_notify

The value 1 activates the option, that an email will be generated to all coworkers in the group when a user posts an article.

$maxhits

limitates the number of elements each module, which will be shown as results of the full-text search. The default value is 30 items.

CHAT

$chat

1 = activates the chat module

0 = deactivates the chat module

$alivefile

Name der Datei, die die Teilnehmer beinhaltet.

$chatfile

Name of the file, which contains the text of the chat

Both files will be stored in teh folder /chat and – if the Group system is activated – will be attached with a prefix or suffix containing the group ID.

$chatfreq

The frequency of refreshing of the message box (respectively the frame with the message box). The unit of the value is in millisecond. A good value might be: 10000.

$alivefreq

The frequency of refreshing of the window of the memebers. The unit of the value is in millisecond. A good value might be: 60000.

$max_lines

Maximum number of chat scripts. If this number is transgressed, the oldest entries will be deleted.

help desk

(former Request tracker system)

$rts

1 = activates the help desk module

0 = deactivates the help desk module

$rts_mail

The default/ standard email - address of the support, which will be also used as reponse address of automatic generated mails (e.g. Acknowledgement)

$rts_duedate

If activated (1), the option allows, that the system sets a time limit of e.g. 1,2,4 or 8 days for a customer, who have sent a request.

$rts_chef

controls, who can assign requests to a user

0 – assign through every user possible

1 – assigns can be done only by a chief

$rts_cust_acc

- 0 – open, the email address of a customer is enough, to send a request.
- 1 – only the customer can send requests, when at least his family name can be found in the contact list (see „contacts“). It must be pointed out, that the name is case-sensitive.

Remark: The version '1' has the advantage, that the customer needs only his family name and he needs not to enter the whole email address for each request.

LAYOUT PARAMETER
$skin
loads the standardized 'skin' of the default user and can be overwritten by personal settings.

$cur_symbol

contains the symbol of currence, which will be used in the whole system.

In Europe in most instances the the symbol of euro '€' will be used. But other Symbols like $, Fr (Schweizer Franken) or other strings are possible.

$bgcolor1
first background color, e.g. "#C2C2C2";

$bgcolor2

second background color, e.g."#D5D5D5";

$bgcolor3

third background color, e.g."#E0E0E0";

The above mentioned colors should result a pleasing color set, as they are the three primary colors for each module.

$terminfarbe

Text color of an appointment in the calender – e.g. white: "#ffffff";

$logo

path (relative to the root directory of PHPRojekt) to a logo. The logo shall be limited to 3 pixels of height. Typical value of this variable: "img/logo.gif";

$hp_url

Url of the homepage of installation, e.g. Http://www.phprojekt.com

$tr_hover

activates a double click for list items.

If this paramter is set to 1, users with activated Javascript for their browser can call a form. Additional the line will become white on mouse over.

Note: for additional parameters regarding the mail configuration please have a look into the next chapter

[Content]

4.8 mail configuration

The mail module of PHProjekt 4.1 offers the choice to send mail with the php function mail() or let the script perform the SMTP dialogue via sockets.

Normally no authentication is available with mail() - you have to connect to an open relay server or authenticate to your ISP during login. This new routine provides "POP before SMTP" for mail() and socket. With socket it provides SMTP authentication AUTH LOGIN too.

Socket mail is the way how to send not-very-small attachments running on Windows boxes. For really big attachments there is another limitation: In php.ini max_execution_time is set to 30 sec. by default. Increase it, because the script needs time to perform the whole sending process.

If you don't use "sendmail" or a local mail server: Be on-line before sending mail - using sockets as well as using mail(). Otherwise PHP will hang and possibly crash your system.

The default setting - use mail(), no authentication - provides the functionality of PHProjekt v. 4.0.

In case of using mail() be sure to do current settings in the mail-part of php.ini and/or sendmail.

The following new settings can be made in the config.inc.php, but not during setup:

- $mail_mode = 0; // Send via mail() or socket: 0: use mail() (default); 1: use socket
- $eol = "\r\n"; // end of line; e.g. \r\n (conform to RFC 2821 / 2822)
- $eoh = "\r\n"; // end of header line; e.g. \r\n (conform to RFC 2821 / 2822)

"\r\n" is the default. Try "\n" only in case of problems. Read about mail() in the PHP manual. This settings are specially made for mail() - until now "\n" isn't seen working via socket.

Caution! Using double quotes " is essential- don't use single quotes '!

The settings below can be made in the config.inc.php as default for all users. In case of $mail_mode = "1" users can override it in the mail module with "Options|Accounts":

- $mail_auth = 0; //Authentication 0: no auth (default); 1: with POP before SMTP; 2: SMTP auth (via socket only!!)

// SMTP account data (sockets only, but NEEDED in this case)

- $smtp_hostname = "localhost"; // the real address of the SMTP mail server, you have access to (maybe localhost)
- $local_hostname = "hereiam"; // name of the local server to identify it while HELO procedure

Many servers don't really check it. May be transmitted to the receiver as content of the headers.

// fill out in case of POP before SMTP

- $pop_hostname="mypop.domain.net"; // the POP server
- $pop_account="itsme"; // username for POP before SMTP
- $pop_password="mypw"; // password for this POP account

//fill out in case of SMTP authentication

- $smtp_account = "itsme"; // username for SMTP auth
- $smtp_password = "mypw"; // password for this account

[Content]

4.9 add-ons

Beside the modules in the main distribution of PHProjekt there are also a couple of additional modules, which can be includes as add-ons.

Among the present available add-ons are:

WAP Suite

a extensive WAP-solution for PHProjekt

Author: Harald Hochwald,

URL: fastmovingbytes.com

Projekt Quicktimer

logging of activities via project list

Author: Stephan Lehmann,

URL: cartell-network.de

mail2rts

allows requests to the help desk via email

Author: Stepahn Siering,

URL: PHProjekt.com/add-ons

IMAP Mailreader

IMAP compatible email reader with lots of features.

Author: Peer Oliver Schmidt,

URL: phprojekt-imap.sourceforge.net

Outlook sync

synchronizes calender and contacts of PHProjekt with Outlook and vice versa

Author: Sandro Dadaczynski,

URL: ds-services.de/phpsync

Webshop phpay

Extensive webshop, in the present version as inhouse shop designed, external shops will be available soon.

Author: Andreas Kansok,

URL: http://phpay.sourceforge.net/indexg.htm

The list of all available add-ons can be found at the address:
http://www.phprojekt.com/addons.php

[Content]

5 administration

Within the installation the admin user 'root' will be created, which is not part of any group and has access to all groups. Additional administration users have to be assigned to at least one group, and can be only active within this (these) group(s).

> Additional super administrators can be created by deleting the contents of the field **gruppe** of entry in the table **users**.

[Content]

5.1 group-administration

When the group function was active within the installation, the system administrator has to the start admin.php to select, create or change a group. So the script can be sure, which group will be affected by the following activities.

At present no group can be delete. In future version a super administrator will be able to merge groups.

[Content]

5.2 time card-administration

If there will be an error in the time card, the administrator can correct this. Select the user and the maintained month. On the next page there will be a list of the entries of the selected month. Via the line form on the head of the list the changes can be made. The changes will be inserted into the data base without any additional any callback.

[Content]

5.3 user-administration

In this option, you can add a new user, edit or existing users.

5.3.1 create and modify

The fields 'family name', 'password' and 'abbreviation' have to inserted at an rate. All other data are optional.

The field 'authorization' controls the status (user, chief, admin) and the visibility of calender entries within a group.

The field 'language' defines the language, in which PHProjekt will be displayed. When the field is empty, it will be tested whether or not the language used by the browser of the user is also available in PHProjekt (at present German, English, Portuguese, and Polish)

> *Tip: Since version 4 group administrators can insert users in ALL groups they are part of (Before they could only administer users for ONE group).*

[Content]

5.3.2 delete

The following data of the suer will be deleted: user data, user profile, appointments, and to-do lists. Forum entries, bookmarks and created/uploaded documents remain. If the user hasn't filled the sheet for a current survey, the data will be deleted. Projects, to which the deleted user has been able to post, will be informed with a message.

[Content]

5.4 roles

In this option roles can be created, edited and deleted. A role is a configuration of access rights for a module. Roles are independent of user types (user, chief or admin) and affect all groups. So you can assign a user to role, which he can find in all groups, he is part of.

> *Tip: the access rights of a user will be limited due to role- users without a role can read and write in all modules!*

The administration of a role is simple. After creating a role, you have to define the access mode for each module. A module can be

- completely inaccessible ('no access')
- be only readable (read access')
- or can be readable and writable ('read and write access').

Afterwards you can assign this role to any user with 'change/edit user'.

> *Tip: In some modules it makes no sense to give only read access, as e.g. in the time card or mail client.*

[Content]

5.5 resources-administration

Similar to the project administration resources can be created, modified or deleted.

Beside the name of the resource, the resource can be provided with a category and note.

[Content]

5.6 help desk categories -administration

For the 'request tracking system' categories can be created and assigned to users or groups. If a request is labelled by the customer with a category, it will be assigned automatically to a group or user with this category.

[Content]

5.7 bookmarks-administration

Beside the standard options, which every user can execute in the menu 'options', you can delete bookmarks (multi selection via pressed 'CRTL' key) or check the reachability of the links of bookmarks. In the list of broken links, they can be selected to delete them.

[Content]

5.8 forum

Over aged articles can be deleted here (maybe a backup might be useful!)

Attention: interim no complete threads will be deleted, but each date of all article will be tested.

[Content]

5.9 chat

Back up of chat script: Via this option you can save the actual chat to analyse the data later on. Due to the maximum number defined in chat.php (presetting: 2000) this number of entries will be stored.

Delete chat scrap: If a user does not exit the chat via logout link, the alive-file and chat-file remain. They will be initialized due to a new start of chat, but can be deleted with this button.

> *Tip: attention: The Chat scrap shall be only deleted, when no chat is active!*

[Content]

6 rights management

In PHProjekt there are 3 types of users:

- Standard user
- User with chief status
- Administrators

Additional administrators can create roles and assign them to users (of the same type) to limit the access and control the type of access to a module.

6.1 Normal/ standard user

A standard user can access to all modules except admin module Which is only for admin users).

6.2 user with chief status

A user with chief status has all rights of a standard user, but has also the following additional rights:

- To create appointments in a calender of a coworker
- To create new projects and see detailed information about projects.
- To see the statistics of projects
- To see all booked resources of all users
- To assign requests to users
- To receive er notification mails, if a user make supplementary changes in the time card.

The chief status will be assigned by administrators and is valid for all groups the user is member of. Furthermore a group leader can be assigned for every group. This user has chief status in the group, but is a standard user in other groups.

In the project module every project can (and should) have a project manager. The project manager can change and supplement his project and can created sub projects. He alone is able to evaluate the status of the project.

[Content]

6.3 Administrator

The privileges of administrators are

- access to setup routines and
- access to the administration module.

> *Tip: In PHProjekt an administrator shall maintain only technical parts of the system without interfering the work in a project and its contents. (Optimum administrators work ONLY with the administration module). Therefore an administrator has not a chief status.*

There are two types of administrators defined:

- Independent of a group, e.g. the user 'root'. A 'root' user can create, change and delete groups and allocate users to one ore more groups. This user is part of no group.
- An group administrator has administrative rights just for a certain group (E.g. He can create only user within the group).

[Content]

6.4 Roles

Independent of the user types described above the access of any user to particular modules can be limited separately. In this case the administrator has to create a certain role and define the access to the particular modules (access generally, read, write). This role can be used for multiple users as well as for all groups.

[Content]

7 The module designer

In order to let a team customize the elements of a module we created the 'module designer'.

With this designer a super admin (like the root user) can easily add new fields of a chosen type to the module, modify or deactivate an existing field.

For the version 4.1 we applied this feature only for the contact manager but in version 4.2 it will be applicable to the following modules as well: projects, notes and help desk. According to the needs of the users applying it to further modules is possible. In the future it will be possible to create complete own customized modules as well.

Super administrator reach the module designer via a link in the upper left corner of the admin menu. In a new window you will see a list of all entries managed by the designer (some properties like the access or parent objects are left out).

The last column in the list indicates whether a field is set to active. You can deactivate or reactivate a field simply by clicking on the link at the right side. Since the field will not be physically deleted from the table but just marked as inactive you can perform this action several times without any harm.

A click on the name of a fields leads you to the 'edit' mask – if you need to create a new field click on the link 'new' above the table. Each fields has several properties:

- **Module:** Select the module where the new field should be placed. This is only possible at the creation and you cannot move a field between modules.
- **Name in database:** give the new field a name in the database. It must be a simple word, only normal characters, numbers and the underscore sign are allowed but no special characters like $; # etc. and no space in the name.

  Please note: Each RDBM (database system) has its list of reserved words. Using such a word will cause a permanent error in the database handling. Typical examples for reserved words would be: 'create', 'table', 'where' etc. If you don't have this list available and intend to use a common English word as the name of the field you should add a number or an underscore to your name, e.g. 'row1'.

  Once this name is set you cannot change it afterwards.
- **Name in the form:** Enter the name of the field in the form, it will be displayed on the left side of the input element. Here you are free to use special character, spaces etc. but you should limit the name to e.g. 40 characters in order not to break the html

table layout. You can change this value at any time.

- **Element type:**
  You can choose one of the following field types for an element of a form:

    - **text**: single text line up to max 255 characters
    - **text area**: text with several lines, up 64000 characters (could be limited by some settings to 4000)
    - **select fixed values**: the user can select a value of a fixed series. All values have to be written in the field 'form select', separated by the 'pipe' sign ("|").
    - **select_sql:** this will also be listed in a drop down box but this time the values are the result of a SQL query. Please insert the SQL query in the field 'form select'. The parser understands variables (like $user_group or $user_ID) and converts them into the current value before giving it to the SQL query.
    - **Multiple select:** the user can define several values within the drop down menu.
    - **Check box:** well ... it works like a check box :-)
    - **Hidden:** the field will be transported with a hidden html mark and the user won't see this in the form. Often used in combination with a default value.
    - **File:** the user can upload a file like a document of image
    - **email:** This field is used for email addresses. In the list view the value of the field turns into a click able link either to your preferred mail client or to the generic mail module of PHProjekt. In the form the name of the field (the string beside the input field) will be click able.
    - **URL:** similar as the email address, the name will turn into a link which opens the url in a new window.
- **Tool tip:** You can define a short text for an explanation of this field. This tool tip will be shown if you move the mouse over the input form. If you use a regular expression to check the content of this field it is strongly recommended to to explain the limit and to give examples (good/bad).
- **Position in form:** Add an integer value for the position of this element inside the form.
  Note: if you defined a screen resolution in the settings more than 1000 pixels width you get three columns of elements on your screen, with a value > 1250 pixels even four columns.
- **Span element:** To enlarge an element (like a text area) you can span it over several table cells - similar to the colspan / rowspan argument.
- **Regular expression:** You can check the given input of a field right after the

submission of this form by a regular expression. If the value is out of the bounds given by the regexp an alert box will appear and show a more or less general message. Please give hints in the tool tip how to use the field to avoid a message by this check.

- **Default value:** If you want to predefine a value for this field when a user create a news record you can insert the value here. Even variables used in the system like $user_ID or $user_name are allowed. This default value could be e.g. used in combination with a hidden field type to see who created this record.
- **Position in list:** Additionally you can choose that the value of this element should appear in the list view, insert an integer number for the position from left to right. Elements with no value (or 0) will not appear in the list view.
- **Alternative view:** If there is not enough space in the list view for more fields and you want to have more information in the list view you can show more values in the alternative view: it's the mouse over effect on the blue button at the left side. Several fields could be displayed.
- **Filter show:** Here you can define whether this field shows up in the filter select box of the list view.

8 Internal

8.1 Database structure

The following tables shows the database structue:

- the structure and meanings of all tables,
- the attributes and meanings of all fields in the tables as well as
- the links of the tables with themselves

contacts

Contact Manager - Address book

Name	**Comment**	**Type**	**Len**	**Link**
ID		int	8	
vorname	first name	string	20	
nachname	last name	string	40	
gruppe	link to group ID	string	40	gruppen -> ID
firma	company	string	60	
email	email string	string	60	
tel1	phone number	string	40	
tel2	phone number	string	40	
fax	fax number	string	40	

strasse	street	string	40	
stadt	city, town	string	40	
plz	zip code	string	10	
land	country	string	20	
kategorie	category	string	40	
bemerkung	remark	text	65535	
von	author of this record	int	4	users -> ID
acc	value a = open to the whole group	string	4	
email2	another email string	string	60	
mobil	mobile phone - handy	string	40	
url	url of the homepage	string	40	
div1	user defined field 1 (name set in config.inc.php)	string	40	
div2	user defined field 1 (name set in config.inc.php)	string	40	
anrede	title (e.g. Dr.)	string	10	
state	state, region ,Bundesland, department	string	20	
import	temporary flag until imports are approved	string	1	
parent	Refers to a parent record in this table	int	8	Contacts->ID
sync1	Open field for synchronisation data	string	20	
sync2	Open field for synchronisation data	string	20	

contacts_prof_rel

Stores the relation profileID – contactID from the tables contacts and contacts_profiles

Name	Comment	Type	Len	Link
ID		int	8	
contact_ID	Refers to a contact	int	8	contacts->ID
contacts_profiles_ID	Refers to a contact profile	int	8	contacts_profiles_ID

contacts_profiles

Stores the individual profiles created by each user

Name	Comment	Type	Len	Link
ID		int	8	
von		int	8	users -> ID
name	Name of this profile	string	128	
remark	Remark for this profile	text	65535	
Kategorie	Not yet used	string	20	
acc	Not yet used	string	4	

dateien

File manager - Dateiablage

Name	Comment	Type	Len	Link
ID		int	8	
von	from - author or uploaded	string	20	users -> ID
filename	name of the file	string	60	
remark	remark	string	255	
kat	category	string	40	
acc	controls the access for users in this group (options: see script filemanager_forms.php)	text	65535	
datum	date of creation	string	20	
filesize	bytes	int	11	
gruppe	group ID	string	40	gruppen -> ID
tempname	name of file on the server during storage	string	60	
typ	f = file, d = directory, l = link.An additional 'v' flag allows that this file could be taken for versioning	string	40	
div1	parent directory	string	40	
div2	link to a project	string	40	projekte -> ID
pw	contains encrypted password for protected files	string	255	
acc_write	Sets a flag whether these users who are allowed to see the file also can update it.	text	65535	
version	Keeps a version number	int	4	
lock_user	Indicates which user locked this file	string	10	users -> ID
contact	Refers to a contact	int	6	contacts -> ID

forum

Forum

Name	Comment	Type	Len	Link
ID		int	8	
antwort	parent posting, 0 = first posting of a thread.	int	8	forum -> ID
von	author	string	20	users -> ID
titel	title of the posting	string	80	
remark	content of the posting	text	65535	
kat	category (not used yet)	string	20	
datum	date of creation	string	20	
gruppe	group	string	40	gruppen -> ID

lastchange	If this record is a root posting then it stores when the last posting in this thread has been added.	string	20	
notify	Sets a flag if the user wants to be notified when a comment to this record has been posted	string	2	

grup_user

handles the membership of the users. connects the userID with the group ID

Name	Comment	Type	Len	Link
ID		int	8	
grup_ID	link to a group	int	8	gruppen -> ID
user_ID	link to the user	int	8	users -> ID

gruppen

Group table

Name	Comment	Type	Len	Link
ID		int	8	
name	name of the group	string	255	
kurz	short name for the group	string	10	
kategorie	not yet used :-)	string	255	
bemerkung	remark	string	255	
chef	sets the group leader. The target user has in this group	int	6	users -> ID
div1	IMO not yet used	string	255	
div2	IMO not yet used	string	255	

lesezeichen

bookmarks - Lesezeichen: manages bookmarks accessible for the whole group. No private bookmark yet possible

Name	Comment	Type	Len	Link
ID		int	8	
datum	date of creation	string	20	
von	author	string	255	users -> ID
url	url of the mentioned homepage	string	255	
bezeichnung	name for this url	string	40	
bemerkung	remark	string	255	
gruppe	group	string	40	gruppen -> ID

Logs

Stores the login and logout timestamps of the users

ID		int	8	
von	Stores the user ID	int	8	users -> ID
login	Stores the time stamp of the login	string	20	
logout	Stores the time stamp of the logout	string	20	

mail_account

This table contains the mail accounts of the users - each user can have several ones.

Name	Comment	Type	Len	Link
ID		int	8	
von	author, owner of this account	int	8	users -> ID
accountname	name of the account	string	40	
hostname	host name	string	80	
type	pop3, pop3, imap, imaps	string	10	
username	login name of this account	string	60	
password	password - not encrypted	string	60	

mail_attach

Since attachments of emails are stored in the folder 'attach', this table links between the attachments and respective email

Name	Comment	Type	Len	Link
ID		int	8	
parent	mail ID to which the attachment belongs	int	8	mail_client -> ID
filename	original name of the attachment	string	255	
tempname	temporary name during storage	string	255	
filesize	size of the attachment [bytes]	int	11	

mail_client

Contains the incoming and outgoing emails (but not the attachments)

Name	Comment	Type	Len	Link
ID		int	8	
von	owner of the email	int	8	users -> ID
subject	subject of the email	string	255	
body	email body	text	65535	
sender	sender of the email ('from:')	string	128	
recipient	receiver of the email ('to:')	text	65535	

cc	list of the carbon copy receivers	text	65535	
kat	category of the email (can be set in the form)	string	40	
remark	additional remark to this email	text	65535	
date_received	date and time when the email was received	string	20	
touched	flag whether this email has been red	int	1	
typ	d = directory, s = sent, m = mail	string	1	
parent	parent directory (root object: NULL)	string	40	
date_sent	date and time the email was sent	string	20	
header	header of the email	text	65535	
replyto	reply to address	string	128	
acc	yet not used	text	65535	
body_html	field to store the html body	text	65535	

mail_rules

List of all rules for automatic sorting of incoming and outgoing mails into directories

Name	Comment	Type	Len	Link
ID		int	8	
von	owner of the rule	int	8	users -> ID
title	title of the rule	string	80	
phrase	keyword to search for	string	60	
type	field where the keyword should be scanned, e.g. 'subject', 'body' etc.	string	60	
is_not	flag whether the keyword should be contained or not	string	3	
parent	directory ID where the email should be sorted in	int	8	mail_client -> ID
action	move or copy the object	string	10	

mail_sender

Keeps all identities and corresponding signatures of the users. Each user can have several entries

Name	Comment	Type	Len	Link
ID		int	8	
von	Owner of the identity	int	8	users -> ID
title	Name of the identity chosen by the owner	string	80	
sender	sender mail address	string	255	
signature	Signature related to this identity	text	65535	

notes

notes - Notizblock. Notes can be set open to all members of the group, can be copied or mailed to another member of the group and optionally a link to a project or a contact for a history function

Name	Comment	Type	Len	Link
ID		int	8	
von	author	int	4	users -> ID
name	the title of the note	string	255	
remark	the content of the note	text	65535	
contact	link to contacts	int	4	contacts -> ID
ext	contains the group number to which this record should be accessible	int	4	
div1	date of creation	string	40	
div2	date of last change	string	40	
projekt	link to a project	int	6	projekte -> ID
sync1	Open field for synchronisation data	string	20	
sync2	Open field for synchronisation data	string	20	

profile

Profiles - profile. If an user has a frequently used combination of colleagues (e.g. for the group view of the calendar), then he can store this combination in a profile with a name

Name	Comment	Type	Len	Link
ID		int	8	
von	author	string	20	users -> ID
bezeichnung	name of the profile	string	10	
personen	serialized string of the short names of the concerned users	text	65535	

projekte

Project management - basic tool to manage and control your projects. includes sub projects, statistics and Gantt diagrams

Name	Comment	Type	Len	Link
ID		int	8	
name	name of the project	string	20	
ende	end time yyyy-mm-dd	string	10	
personen	serialized string of the short name of the participants	text	65535	
wichtung	priority	string	20	
status	status of the project in percent	int	3	
statuseintrag	last change of the status	string	10	

anfang	start time yyy-mm-dd	string	10	
gruppe	group	string	40	gruppen -> ID
chef	leader of the project. All users with chief status and the leader of the project have access to this record	string	20	
typ	not yet used	string	40	
parent	ID of the parent project gruppen -> ID	int	4	
ziel	aim of the project as a phrase	string	255	
note	remark	text	65535	
kategorie	options: ordered, opened, at work, finished, stopped etc.	string	40	
contact	link to a contact (mostly the customer)	int	8	contacts -> ID
stundensatz	hourly rate. Will be used to calculate the actual costs (booked working hours * hourly rate)	int	8	
budget	Planned budget. Will be compared with the actual cost and the current status.	int	11	
div1	not used yet	string	40	
div2	not used yet	string	40	
depend_mode	Sets the mode where the record given in the next field should be displayed: 1 = before, 2 = after the current record.	int	2	
depend_proj	Project ID of the record which will be displayed before or after the current record	int	6	projekte->ID
next_mode	Sets the type of dependency related to the current project: 2 = this project cannot start before the end of project ... (see ID in next field) 3 = this project cannot start before the start of project ... (see ID in next field) 4 = this project cannot end before the start of project ... (see ID in next field) 5 = this project cannot end before the end of project ... (see ID in next field)	int	2	
next_proj	Project ID of the record with the dependency	int	6	projekte->ID

resourcen

Resources - resourcen: Resource table to manage the booked resources (together with an event)

Name	Comment	Typ	Len	Link
ID		int	8	
name	name of the resource: beamer, car, PC	string	20	

bemerkung	remark	string	255
kategorie	not used yet	string	20
typ	not used yet	string	40
div1	not used yet	string	40
div2	not used yet	string	40

roles

Stores the access privilege for each module for a single role. This role set will be assigned to any user of the system. Possible values for each module are: 0 = no access at all, 1 = read access, 2 = write access.

The relation user <-> role will be stored in the field 'role' in the table users

Name	Comment	Type	Len	Link
ID				
von	Not sure about the meaning of this field			
title	Title of this role			
remark	Remark for this role			
summary	Access flag for the summary page	int	1	
calendar	Access flag for the calendar	int	1	
contacts	Access flag for the contacts module	int	1	
forum	Access flag for the forum	int	1	
chat	Access flag for the chat	int	1	
filemanager	Access flag for the file manager	int	1	
bookmarks	Access flag for the bookmark module	int	1	
votum	Access flag for the votes section	int	1	
mail	Access flag for the mail client	int	1	
notes	Access flag for the notes	int	1	
help desk	Access flag for the help desk	int	1	
projects	Access flag for the project module	int	1	
timecard	Access flag for the time card	int	1	
todo	Access flag for the to-do's	int	1	
news	Not yet used since this module doesn't exist	int	1	

rts

request tracker system, aka help desk, support centre, trouble ticket system.

Name	Comment	Type	Len	Link
ID		int	8	
contact	link to the contact ID if the customer is known to the system (see config)	int	4	contacts -> ID

email	email of the customer	string	80	
submit	date of the submission	string	20	
recorded	date of the creation	int	6	
name	name of the request	string	255	
note	remark of the customer	text	65535	
due_date	due date: a deadline the customer can set (if allowed by the system, see config)	string	20	
status		string	20	
assigned	assigned to a group or an user	string	20	users -> ID
priority	priority: 1-10 (only used to sort the listing)	int	1	
remark	remark of the users in the group	text	65535	
solution	solution mailed to the customer	text	65535	
solved	user ID of the one who solved the request	int	4	users -> ID
solve_time	date of the solution sent	string	20	
acc	options: internal, open (if open and solved, it appears in the knowledge database)	int	1	
div1	not yet used	string	255	
div2	not yet used	string	255	
proj	link to a project	int	6	projekte -> ID

rts_cat

rts categories: connects the categories with an user or a group. If the customers selects a category in the request form, the request is automatically assigned to this user or group (and shows up in the list of pending requests in the main windows in the right frame)

Name	Comment	Type	Len	Link
ID		int	8	
name	name of the category (e.g. 'printer' or 'Linux')	string	60	
users	to whom requests of this category should be assigned	string	10	users -> ID
gruppe	to which group requests of this category should be assigned	string	10	gruppen -> ID

termine

calendar/scheduler: manages the event of all users.

Name	Comment	Type	Len	Link
ID		int	8	
von	author of the event (if not the user itself - his chief :-)	string	20	users -> ID
an	to whom the event concerns	string	20	users -> ID

event	name of the event	string	80	
note	private remark (shows only up in the daily view under a blue button)	string	128	
projekt	link to project	string	20	projekte -> ID
erstellt	date of creation	string	20	
datum	date yyy-mm-dd	string	10	
anfang	start time hhmm	string	4	
ende	end time hhmm	string	4	
resource	link to a booked resource	string	4	resourcen -> ID
ort	additional information: a place	string	40	
contact	link to a contact	string	255	contacts -> ID
note2	remark field	text	65535	
div1	not yet used	string	40	
div2	not yet used	string	40	
remind	minutes before a reminder calls via mail or sms	int	4	
visi	visibility: private, normal, open to public	string	1	
sync1	Open field for synchronisation data	string	20	
sync2	Open field for synchronisation data	string	20	

termine_res_rel

relation between one event and one or several resources

Name	Comment	Type	Len	Link
ID		int	8	
termin_ID	Link to record in table termine (events)	int	8	termine -> ID
res_ID	Link to record in table resources	int	8	resourcen->ID

timecard

timecard/timesheet - zeitkarte

Name	Comment	Type	Len	Link
ID		int	8	
users	author / user	string	255	
datum	date yyyy-mm-dd	string	10	
projekt	link to a project (not used any more)	string	20	
anfang	start time hhmm	string	4	
ende	end time hhmm	string	4	
out_begin	begin lunch time/customer visit	string	4	
out_end	end lunch time/customer visit	string	4	

out_begin2	not yet used	string	4
out_end2	not yet used	string	4
note	remark	string	40
div1		string	40
div2		string	40

timeproj

assigns working time to projects

Name	Comment	Type	Len	Link
ID		int	8	
users	author /user	int	4	users -> ID
projekt	link to a project	int	4	projekte -> ID
datum	date yyyy-mm-dd	string	10	
h	hours	int	2	
m	minutes	int	2	
kat	not used yet	string	255	
note	remark	string	40	
ext	not used yet	int	2	
div1	not used yet	string	40	
div2	not used yet	string	40	

todo

Task management

Name	Comment	Type	Len	Link
ID		int	8	
von	author	string	4	users -> ID
remark	the remark itself	string	40	
ext	not used yet	int	8	
div1	not used yet	text	65535	
div2	not user yet	string	40	
note	Remark to this task	text	65535	
deadline	Deadline of this to-do (time stamp)	string	20	
datum	Time stamp when the to-do has been created	string	20	
status	Mode of this to-do. Possible values: 1=waiting, 2=pending/open, 3=accepted, 4=rejected, 5=done	int	1	
priority	Priority (1-10) set by the author	int	1	

progress	Progress in % set by the receiver	int	3	
project	Link to a project	int	6	projekte -> ID
contact	Link to a contact	int	8	contacts -> ID
sync1	Open field for synchronisation data	string	20	
sync2	Open field for synchronisation data	string	20	
comment1	Comment by the author	text	65535	
comment2	Comment by the receiver	text	65535	

users

user table - manages the data of the user of the system

Name	**Comment**	**Type**	**Len**	**Link**
ID		int	8	
vorname	first name	string	40	
nachname	last name	string	40	
kurz	short name	string	10	
pw	password	string	40	
firma	company	string	40	
gruppe	default group	string	40	gruppen -> ID
email	email	string	60	
acc	combined string of status (u = normal user, c 0 chief, a = admin) and the visibility of the calendar	string	4	
tel1	phone 1	string	40	
tel2	phone 2	string	40	
fax	fax	string	40	
strasse	street and house number	string	40	
stadt	city	string	40	
plz	zip code	string	10	
land	country	string	40	
sprache	language abbreviation, like en, fr, pt, hu, ...	string	2	
mobil	mobile phone - handy	string	40	
loginname	special login name	string	40	
ldap_name		string	40	
anrede	Title (Mr. Mrs., Herr, Frau, Ms. ...)	string	10	
sms	sms phone number	string	60	
role	Link to the role which controls the access to the modules	int	4	Roles->ID

proxy	Stores which users have access to his calendar	text	65535
settings	Stores the parameters set in the settings module by the user.	text	65535

votum

Polls - Umfragen: handles polls in the group

Name	Comment	Type	Len	Link
ID		int	8	
datum	date of creation	string	20	
von	ID of the author	string	255	users -> ID
thema	name of the poll	string	255	
modus	several [c] or just one [r] answer possible	string	1	
an	serialized string of the chosen participants short name	text	65535	
fertig	same as field 'an', but only those who already have voted	text	65535	
text1	first option (string)	string	60	
text2	second option (string)	string	60	
text3	third option (string)	string	60	
zahl1	Number of votes for option 1	int	4	
zahl2	Number of votes for option 2	int	4	
zahl3	Number of votes for option 3	int	4	
kein	Number of votes with no option	int	4	

[Content]

8.2 installation of add-ons

Please follow the installation instuctions of the readme-file or any similar file coming with the downloaden package (as zip-file or tarball format).

In case these instruction are missing as an exception, so follow the normal installation procedure: Unpack the whole package as a folder into to the folder 'add-ons' of the PHProjekt directory. Now in this folder, there should be at least a file named 'index.php'. The name of the folder will be the shown name on the navigation bar.

[Content]

8.3 Skin administration

8.3.1 Installation of new skins

To install new skins unpack the zip- or the tarball- package as is (with the set structure) in to the folder 'Layout'. Within this folder only one file has to exist, with exactly the same name of the folder. All users are now able to select this skin at the settings of the system.

> *Attention: Please ensure not to delete any skin, not knowing if it is used or not. In case a user runs a skin in his settings which is not available any more, this will drop the layout of the display and a lot of other unkind stuff can happen.!*

[Content]

8.3.2 Configuring a skin

You even can modify the display of a skin by its parameters. A skin consists of a configuration file named identical with the skin and located in the referring skin directory (e.g. neptun.php in the directory neptun). You can modify following settings:

- backgroundcolor: In case the background colors of the system, as set in configuration file config.inc.php do not fit for you, you can set $bgcolor1, $bgcolor2 and $bgcolor3 again for your convenience.
- configure the navigation bar and the tabs: These settings are handled with the parameters $startstring, $endstring, $tab_sel and $tab_notsel. You should only work on these parameters, if you are familiar with modifying skins.
- The parameter $nav_pos sets the position of the navigation bar on top (0) or left (1). $nav_space sets the width of the navigation bar.
- In case the parameter $nav_searchbox is set to 1, the field for the fulltextsearch will be displayed.
- Same to that the button for logging in or off to the the time card will be displayed on the navigation bar if the parameter $nav_timecard is set to 1.
- $tab_type sets the tabs displayed on the navigation bar as text or as icons. This parameter should not be changed for existing skins.

Additional you have following directories for skin directory:

- the CSS directory contains the cascaded style sheet files for covering the various operatingsystems, as follows:
    - win.css for various operating system versions of this well-known company
    - nn4.css a stylesheet for the Netscape Navigator for version 4 and advanced
    - mac.css for computers having an apple as logo
    - common.css aims to cover most of the various browser systems

- Does the navigation bar have icons you will have a directory called 'img', too. For every module and tab it contains one single icon.

[Content]

8.4 Debugging

PHProjekt includes a built-in mode to resolve maybe errors of the script rather quick:

Set the value of the variable $error_reporting_level in the configurations file config.inc.php to 1. From now on script- or database- errors will be displayed on start and not suppressed.

In case it is bug of the provided program, so please post the bug with the form on the bug tracker page of PHProjekt. You will find this page on the PHProjekt website on the internet at www.phprojekt.com

If you are not sure, that the observed behaviour is an error of the program or is referring to miss use of an user, please read the FAQ´s for to see if a similar entry to this problem exists. If not, please search the forum systems on the PHProjekt website or post an article with the substantial error message.

> *Tip: Please don´t forget to put the value back to 0, before your colleagues start system again.*

[Content]

9 FAQ

This FAQ lists give a helpful Addition to the units of this manual. In case you might have an additional entry for one of the FAQ lists, please put it on the FAQ page on the Website.

9.1 FAQ about installation

Q: How can I include own modules?
A: This is quite easy: take the folder with all files (including an 'index.php') and place it into the folder 'add-ons' in the PHProjekt root directory. The name of your folder will appear in the navigation bar.

Q: I have installed PHProjekt, but how do I get the languages set?
A: Go to the admin page to the 'modify user' screen: you can choose the language in the last select box.

Q: I want to use the LDAP access. What do I have to do?
A: First of all you have to have the LDAP extensions of PHP activated. Then the check box in the setup appears. After this you have to:
- Activate LDAP by setting the LDAP-field in setup.php to 1.
- Edit ldapconf.php according to your needs. (You can create as many ldap-

configurations as you want to, you just have to copy the configuration array and increase its index number by one -e.g. change the index to '2' for the 2nd configuration).
-Create your new users by choosing 'create user' in the admin module. You have to select one LDAP-configuration and to enter user-data that can't be retrieved via LDAP. The loginname has to be equivalent to the LDAP UID (you can change this in ldapconf.php by changing the 'uid'-field to the field you want to, but this has not been tested).

Q: Is there a way to limit the session time automatically?
A: Yes, raise the value of $session_time_limit in the config to the desired value [minutes]

Q: There are some unexpected problems with some users, their records get mixed!
A: Please have a look whether the short name has a blank in it - this could be the reason.

Q: After running the setup.php from the terminal line, I get errors like: "Unexpected token on line 6" ... etc.
A: You need to have a working LAMP (or similar) configuration. Place PHProjekt in a subdirectory of your e.g.htdocs dir Then call the 'localhost' in your browser, search the PHProjekt directory and run setup.php

Q: After the login screen I get several screens, each with the login dialogue :-((Problem also known as 'four login screens')
A: Reason: The browser looses his session and therefore the server can't remember that you already logged in: - Because of security reasons You have to enable cookies. - Your php version is 4.0.0 or lower - the session management doesn't work properly here. - The session are not properly stored on the server. (make sure that a session.save_path in the php.ini is defined and the web server has read and write permissions for this folder) An user reported this solution here: "set in the php.ini 'session.use_cookies' to 'On' and 'session.auto_start' to 'Off', vice versa you get stuck!"

Q: Everything is working except if you put a single quote in any of the fields I get an unclosed quotation mark before the character string ')'. error.
A: Please change in the php.ini magic_quotes_gpc to 'on'

Q: I installed PHProjekt but when I call the index.php, the following error message appears: "Warning: open_basedir restriction in effect. File is in wrong directory...
A: This is a security measure of PHP to prevent that any file from a directory which is not listed in the open_basedir parameter in the php.ini can be included. Solution: Delete the value of the parameter open_basedir in the php.ini

Q: Is there somewhere I can download a config.inc.php? I still haven't successfully created one due to some weird error.
A: yes, here: www.phprojekt.com/files/sql_dump.tar.gz There you will find a dump of the database and a default config.inc.php

Q: Running index.php I get the following: "Warning: stat failed for ../../../config.inc.php (errno=2 - No ..." what happens here?

A: Just edit the lib.inc.php and change

```
if (is_readable("../../../config.inc.php"))
include_once("../../../config.inc.php");
elseif (is_readable("../config.inc.php"))
include_once("../config.inc.php");
```

to

```
if (is_readable("../config.inc.php"))
include_once("../config.inc.php");
```

Q: The setup is done but it tells me that it still misses the file config.inc.php

A: The web server did not have the right to write this file at the end of the setup routine. chmod 777 for the directory, delete all tables and try again.

Q: Warning: crypt() is not supported in this PHP build in lib.inc.php on line 174

A: You have a windows PHP version which does not support the command crypt. -> take any other PHP version than 4.0.5

Q: when I call the setup.php file from a browser I get the following error message: Warning: Failed opening '/usr/local/hec/setup.php' for inclusion (include_path='.:/usr/share/php') in Unknown on line 0

A: The script is not allowed to include any files. This is essential to the function of PHProjekt -> Have a look into the php.ini weather the safe_mode is turned on or the variable include_path has a specific value (should be empty)

Q: My chat doesn't work!

A: The reason could be that your web server does not have the privilege to write files in this folder. Try i.e. 'chmod -R 777 'your phprojekt directory' - means, the web server must have read and write privileges for the /chat directory (Attention: this value will work in most of the cases but this mode also allows everyone else to access this directory).

Q: The chat don´t send msg in the installed Version on my machine? any idea?

A: The web server (UID 'httpd' or 'nobody' or so) needs to have write permissions for the file 'chat.txt'.

Q: After choosing Oracle as the preferred RDBM and after filling out the form with the required access parameter, the system hangs! What could it be?

A: I could solve the problem - an entry in PHP.ini like that was need. extension=php_oci8.dll

Q: After I run setup I get the next page with "Seems that you have a valid database connection!" but after I submit I get errors, can't create table.

A: sorry but this check with the following message just covers a part of the conncetion test. So it seems that it still cannot write the tables. 1. because no new database exists. 2. the webserver is not allowed to write tables into the db 3. the connection parameters are still not correct.

Q: After updating PHProjekt the following error raises on contacts and todo:
Column count doesn't match value count at row 1

A: By using add-ons like birthday and todo this error could raise.

Q: Do I really need an empty database to install phprojekt. Can't i use an existing one.
A: If you are sure that the tables which will be written do not have the same name as the existing tables, then you can use your existing database.

Q: Do you have any hints for the installation with oracle?
A: First the compiling:

cd apache ./configure --prefix=/usr/local/apache –activate module=src/modules/php4/libphp4.a
cd ../php $ ./configure --with-apache=../apache --with-oci8=$ORACLE_HOME --enable-sigchild
make
make install
cd ../apache # need to do it again.. ./configure --prefix=/usr/local/apache --activate-module=src/modules/php4/libphp4.a
make
make install

Second the configuring:
Set the following variables before you start your Apache (Useful to insert the into the /etc/init.d/httpd script or /usr/local/apache/bin/apachectl:)
ORACLE_HOME=/opt/orabin/oracle/OraHome1
NLS_LANG=HUNGARIAN_HUNGARY.EE8MSWIN1250 <- replace your country's settings! ORACLE_SID=ORACLE export ORACLE_HOME NLS_LANG ORACLE_SID
With these settings phprojekt should work on Oracle 8.x or higher.
An admin reported that he got problems with long trigger names, resulting in an error for the auto_increment function. he recommend to shorten the trigger names to e.g. *auto_inc

Q: Fatal error: Call to undefined function: ocilogon() in ...
A: Your actual PHP does not support oracle. Solution: Linux: compile your PHP --with-oci8, Windows: get php_oci8.dll - and don't forget to uncomment the respective line in the php.ini

Q: I could install the tool with MS-SQL but after the login the system seems to hang!
A: Change in the lib.inc.php
"$link = mssql_connect($db ..."
to
"$link = mssql_pconnect($db_host ..."

Q: I get this message: "Fatal error: call to undefined function pg_connect
A: You forgot to compile PHP with postgres support!

Q: I have a MySQL-DB on my providers host which already has a table named users.

A: There is an article on the homepage about a patch named 'prefix' which you can use.

Q: I run setup, entered all my info, and what i got back was: Sorry, it did not work! Please fix it and restart the installation.
A: This message wants to tell you that your parameters are not set properly. This could have several reasons Typical db access parameters are: host: localhost user: root password: [no password] database: [name of new blank db]

Q: I tried an installation with postgres keeping in mind the above hints and it still doesn't work!
A: A user reported that in his case the postgres installation itself was bad! After fixing this everything worked out fine ...

Q: I tried to install PHProjekt on RedHat 8.0 but I encounter problems! Can anybody help me?
A: An administrator reported that probably the system installs itself without the MySQL package by default. Have a look into the rpm list and -in case the entry is missing and you want to run PHProjekt with MySQL- install the MySQL rpm package here is a posting in the forum which might help you as well:
http://www.phprojekt.com/modules.php?op=modload&name=forum&file=index&kat=1&id=18779&action=writetext

Q: I'm still facing connection errors with postgres!
A: Modify the files "lib/lib.inc.php" line 110 and "setup/step2a.php" lines 43, 51 and 53 from:
$link = pg_connect((($db_host == "") ......
to
$link = pg_connect((($db_host == "" || $db_host == "localhost") .....
Postgres requires in case of "localhost" the host simply unmentioned in the connect-string. another hint from an user: Basically you must not enter a hostname if the database is on localhost. Seems to be a bug in php. After I tried that I was prompted with a javascript error, which told me I had to enter a hostname so I opened the file lib/chkform.js and commented out the complete body of the function chkForm and added the line "return true;" Now I was able to install phprojekt.

Q: Interbase/Firebird: I observe problems with a charset!
A: An admin reported that one should avoid to define a charset definition within the database. He observed problems with the win1252 charset.

Q: The installation on my oracle failed! the tables have been created but no default user
A: The reason could be that the triggers haven't been created. Please check whether the Server has the right to create triggers.

Q: There is a problem at the installation on an oracle db: none of the triggers in the database seems to work ! They all show as INVALID through the Schema Manager ...
A: Add 'declare' before 'BEGIN ... for each one of the triggers.

Q: Warning: MySQL Connection Failed: Can't connect to MySQL server on '10.100.1.4' (111) in ...
A: Your web server can't establish a connection to the MySQL database Reasons: the database or the connection to it is down or broken, or you have the wrong parameters.

Q: Warning: OCIStmtExecute: ORA-00910: specified length too long for its data type in...
A: PHProjekt does not support oracle version 7 or lower.

Q: What should I prepare for an installation with postgres?
A: 1. create a database: createdb phprojekt This must be done as user postgres (su - postgres) If this fails, it's very likely that postgres is not running properly. (/etc/rc.d/postgres restart for postgres restart) 2. create a user who also has a UNIX account, he must be identical with the web server (often wwwrun or nobody) - createuser wwwrun Give him the privilege to create tables 3. now insert the fields below with db_name = phprojekt and db_user wwwrun, mostly no password required.

Q: After the upload, the uploaded file exists in /tmp but the copy routine fails!
A: Have a look into the php.ini whether the /tmp dir is indeed the upload dir! Otherwise you have to adjust this or create another upload dir with the path mentioned in the php.ini.

Q: Download of a file results in a 0 byte file! In the upload dir the file size is ok.
A: An user reported that it worked after turning off the 'safe_mode' restriction in the php.ini. Q: I get the message: "Oops - can't find my session". What do I have to do? A: a) session.save_path (in php.ini) has to point to a valid and existing directory like : "C:PHPsessiondata" b) php must have access to the session.save_path. under winnt/iisthe user "iusr_host" must have rwxd-rights to - lets say - "C:PHPsessiondata" c) a user reported that in his case register_globals (in php.ini) has to be "on".

Q: How can I upload different files with the same name in multiple directories?
A: Activate the file name encryption via setup/configure.

Q: I cannot up- and download files! The system tells me: SAFE MODE Restriction in effect. The script whose uid is 911 is not allowed to access /var/tmp/gfd8sa owned by uid 3 in /www/htdocs/phprojekt/dateien.inc.php on line 25
A: Your system does not allow that the web server copies files from the tmp directory to the file directory specified in the config. -> ask your provider to turn off the safe_mode.

Q: I have problems opening and saving pdf files!
A: An user reported that after changing the string 'content disposition in the line 'header("Content-Disposition: attachment; filename=$name");' in the file filemanager_down.php from 'attachment' to 'inline', he was able to open them in the browser itself.

Q: I installed PHProjekt on an e-smith, but the file upload doesn't seem to work.
A: This hint here was posted on an e-smith forum (http://www.e-smith.org/bboard/read.php?f=3&i=12704&t=12702) "Have you disabled the PHP sandbox security that was introduced in SME 5.1.2. This security feature does not allow a PHP script in an ibay to access files outside of the ibay e.g your /tmp directory."

Q: I'm trying to configure the file system of PHProjekt. The MySQL server and the server with the PHProjekt files on it aren't the same.
A: Right, this works only with relative local paths, not with remote access.

Q: Is it possible to change the max_filesize given in the upload form?
A: Change the parameter 'upload_max_filesize' in the php.ini to the desired value

Q: Running PHProjekt with SSL I cannot download any file!
A: A hint from an user: use these headers in filemanager_down.php as IE gets confused with the default headers:
header ("Cache-Control: must-revalidate, post-check=0, pre-check=0");
header ("Pragma: public");

Q: Since I activated SSL, I cannot download files from the file manager!
A: [From, the forum]: you can solve the problem by editing three PHProjekt(3.2) files: filemanager_down.php, in the section "//set headers ..." uncomment the two lines containing "no-cache" and add the following line:
// header ("Cache-Control: no-cache, must-revalidate");
// header ("Pragma: no-cache");
header ("Cache-Control: must-revalidate, post-check=0,pre-check=0");
header ("Pragma: public")
vcard_ex.php should look like this:
session_start(); // remove the # in the
original file header("Content-type: text");
header("Content-disposition: inline; filename=$name.vcf");
header ("Pragma: private"); //add this line csv_ex.php add the "private" line to the header section:
header("Content-type: text/csv");
header("Content-disposition: inline; filename=$file.csv");
header ("Pragma: private"); //add this line

Q: The file module doesn't work at all!
A: Two users reported that they got the file module working after they updated to PHP 4.0.4 or higher. Another user changed the copy function copy($userfile, "$dateien/$filenewname"); with the function move_uploaded_file($userfile, "$dateien/$filenewname"); Maybe this does the trick. Another user reported that he had to empty the value of 'open_basedir' in the php.ini to get the file manager work.

Q: Though the uploaded files are in the upload directory, I still cannot download them!
A: Turn off the mod_gzip compression, this can cause troubles during the file download.

Q: Upload works perfect using Files smaller than approx. 2MB. Using bigger files leads to an error message.
A: Raise the value of 'upload_max_filesize' and 'post_max_size' in the php.ini to the desired maximum upload size. If it still doesn't work, ask your system administrator whether he limited the size for file transfer

Q: When I try to upload a file, I get an error: "Oops! Something went wrong ...
A: Please check whether this directory exists and make sure the web server is allowed to copy the files from the tmp directory to this directory. (e.g. the variable 'file_uploads' in the php.ini must be set to on and the variable upload_tmp_dir has to point to a directory where the web server has write access)) Typical values for the variables $dateien and $dat_rel are: $dateien = "/usr/local/httpd/phprojekt/file"; and $dat_rel = "file"; for Linux or $dateien = "c:htdocs/phprojekt/file"; and $dat_rel = "file"; for windows Also make sure that the value of upload_tmp_dir in the php.ini points to an existing path where the web server has read and write permission. Some users reported that the download only worked after they changed the path in the variable $dat_rel from relative to absolute. Another reason could be that in the php.ini the value for 'file upload' is not set to 'on'. In this case change the value to 'on' :)

Q: I changed the value of $quickmail in the config from 1 to 2 in order to receive mails as well,but I get a sql error message saying that some tables do not exist. What happened?
A: Changing this value is not enough, some database tables have to be created as well! -> change the value back to 1 and run setup.php with the configure option. If the remark next to the mail module shows you a '2' to insert, then you are able to install the full mail client, otherwise your provider has to add the imap library to his php installation.

Q: I don't see any body from a mail
A: Users reported this behaviour and said they solved the problem by commenting the line with $body = eregi_replace("<script","<script",$body); in mail_view.php

Q: I have a problem with email-Client and the file download. When I get an email with an attachment,I get a white screen when I try to open the attachment.
A: I had a similar problem with email attachments - the mail would appear with the name of the attachment , but clicking on the attachment produced an error along the lines of ' panic - file not found ' or something like that. The problem was resolved by changing permissions on the attachment directory (under the phprojekt directory) to give read/write access by the web server - in my case this is the user 'nobody', group 'nogroup'.

Q: I have a WAMP configuration (with windows). How can I activate the mail module?
A: For windows you need a smtp server (e.g. hamster) to get the mail function of PHP running. Other hint from an user: insert the mailbox account of your provider in the SMTP variable in the php.ini and your email address in the line below.

Q: I make my installation without any problem but in the mail module all I get is a simple form to send a mail. What's wrong...?
A: In order to run the full mail client, your php must have the imap extension of php

active. Your php does not have this library included, so the setup routine offered you only the module to send mails :-(

Q: I only can send small attachments (e.g. smaller 1MB). How can I change this?
A: Maybe the php parser has not enough memory to build the whole mail with the attachment. Try to raise the value of 'memory_limit' in the php.ini.

Q: I sent a mail via the mail module and I didn't get any error, but the recipient never received any mail. What happened?
A: PHProjekt uses the built-in mail() function of PHP which accesses the mail server of your system (for Linux e.g. sendmail). Maybe this connection doesn't work.

Q: I want to use the full mail client, but I cannot find him!
A: You have to have the IMAP extensions of php activated. Then you get the option to choose the installation of the full mail client in the setup.

Q: In the On-line Demo i see a frame with folders, the possibility of new folders and so on. In my PHProjekt installation I see only the window for new Mails. Why?
A: Your php does not have the IMAP extension, that's why the setup didn't offer you this option. Required steps: 1. Activate the IMAP extension in your php (php_imap.dll) and check it via the phpinfo() function (One section in the output must deal with the IMAP extension) 2. set $quickmail = 1 in the config.inc.php 3. run setup/configure and set in the mail option a '2' - the system will install the required db tables. 4. create a mail account and test the full mail client

Q: Is it possible to send mail from a windows system without an own mail server?
A: Do the following settings in php.ini (example for t-online): [mail function] SMTP=mail.btx.dtag.de ;for win32 only sendmail_from=my_mail_name@t-online.de ; for win32 only Be on-line! Than start the mail module (Caution: php.exe will hang if you are offline!!)

Q: Is there a module that will allow receiving mail on standard POP (non-IMAP) servers?
A: Often misunderstood: you need the PHP-extension (library) called IMAP. The module itself works with pop and IMAP accounts.

Q: The email client of phprojekt has no feature to store which emails are already loaded. So every time you ask for new Mails, the client gets all Mails on the POP Server.
A: Be aware that there are two links in the navigation bar. One link is called 'receive ...: and the button next to '... and leave on the server'. To delete mails which are already downloaded you have to use the first button

Q: Everything went perfect but I can't log in with root/root.
A: Look into the config: if the variable $login_kurz =0, use the last name (field 'nachname' in the database) =1 use the short name (kurz) =2 use the login name (loginname) together with the password should work.

Q: I always the message "Column count doesn't match value count at row 1" or "Unknown column 'nn' in 'field list'"
A: This fault is commonly caused by update PHProjekt without running the setup/update

routine.

Q: I get a parse error in line yxz in script yxz!
A: Several users reported that they did not unzip correctly the file from the distribution package, so maybe you should check this first.

Q: In the forum on the PHProjekt homepage someone told me to raise the error reporting level to get an error message displayed. How can I do this?
A: Put a comment before this line in the index.php and lib/lib.inc.php: error_reporting(0); by adding two slashes in the beginning of the line: // error_reporting(0); and remove these slashes in the next line: // error_reporting(E_ALL & ~E_NOTICE); to error_reporting(E_ALL & ~E_NOTICE);

Q: Needs phprojekt SAFEMODE=OFF?
A: No

Q: The FAQ often refers to a 'php.ini', but I don't have access to this file - how can I check the settings anyway?
A: Write a script with the following line: phpinfo(); and check the output of this script - it lists you all values of the php.ini

Q: The Mozilla tries to download the calendar first as x-httpd-calendar :-()
A: Along with installing the Mozilla 1.0rc3 i, for the first time, switched on the advanced option "http-pipelining". This doesn`t work nice with the phprojekt, when turned off everything works fine again!

Q: The system seems to hang but no error message appears!
A: Uncomment the line error_reporting(0); in the index.php and lib.inc.php, you may get several warnings or error messages. Please post the message in the forum on the homepage.

Q: After installation on 'Project' the button 'New' does not exist or all fields are greyed!
A: Only users with 'chief' status can create new projects. Please use the admin just for admin duties

Q: Can't find php.ini
A: By default on UNIX it should be in /usr/local/lib which is <install-path>/lib. Most people will want to change this at compile-time with the --with-config-file-path flag. You would, forexample, set it with something like: --with-config-file-path=/etc
And then you would copy php.ini-dist from the distribution to /etc/php.ini and edit it to make any local changes you want.
On Windows the default path for the php.ini file is the Windowsdirectory. If you're using the Apache webserver, php.ini is first searched in the Apaches install directory, e.g. c:program filesapache groupapache. This way you can have different php.ini files for different versions of Apache on the same machine.

Q: Do I have to setup the required tables in the database before the installation?
A: No, just create a new database, the setup routine will create the required tables

Q: Does PHProjekt work with PHP3?
A: No way, sorry :-(

Q: I have a question about PHP!
A: Probably the best place to start would be the homepage of the PHP group: php.net
German portals are: Dynamic webpages and PHP Center
You can find extensive FAQ's at php.net and koehntopp.de (german).

Q: I have downloaded the zip file and extracted but where is this config file?
A: Did you already run setup.php? This will install PHProjekt on your system and write the configuration file.

Q: I saw several bugfixes available for the current version - do I need to download them, too?
A: All bugfixes (until this moment of course) are included in the current download distribution, so you don't have to worry about older bugs and bugfixes. But in order to receive future bugfixes automatically you should subscribe to the bug fix newsletter of your version.

Q: Where can I find tutorials about installing a LAMP or WAMP system?
A: This page here has a list about available tutorials (German and English): http://www.dynamic-webpages.de/07.installation.php

Q: Which file and folder attributes (or:permissions) does the web server need?
A: <The web server needs read permissions for all directories inside the PHProjekt root and write permissions to the following: - a file named config.inc.php which will be written during the setup on the PHProjekt root level - the folders /chat, /attach and the upload directory (mostly named 'upload')

Q: During the setup I get this message: "Session error! Please set the correct temp path in the variable session.save_path at php.ini" But I don't know what to do!!
A: If you rent web space at a provider tell him that the sessions of php4 don't work correctly and ask him to fix this. If you host by yourself then you have to find the php.ini on your system and set the path in the session.save_path to a directory where the web server can read and write. Another user reported that setting the session data directory below the php directory for read and write permission for the web server solved his problem.

Q: During the setup I get this: "Session error! Please set the correct temp path in the variable session.save_path at php.ini" But there is a value in the php.ini!
A: Please ensure that: - this directory exists - the web server is able to read and write files there - you wrote the path correctly, especially windows can cause trouble here (try all combinations like c:tmp, C:/tmp etc.)

Q: Warning: open(/tmpsess_8e3f13497b89881b4f71e6beecadd6d3, O_RDWR) failed: m (2) in ...
A: The path where your sessions are stored is not set properly. Edit the variable session.save_path in the php.ini

Q: Warning: Wrong parameter count for session_register() in lib.inc.php on line 114
A: That's a bug in early PHP4 versions. -> use a PHP4 version 4.0.2 or higher

Q: Trying the database connection test in the test routine gives me a blank page! Any clues?
A: Many reasons could be responsible that the db test fails. this test simply checks whether there is an active connection to the given database. Please read the chapter 'database' in this FAQ for further hints. If the whole screen is blank then you should check whether your php has the support of your mentioned database system enabled at all. You can check this by running the phpinfo() function and see whether there is a section about your chosen db.

Q: After the installation failed and tried to install PHProjekt once again but it asks me for an admin and password now!
A: Seems that a config.inc.php is already on your system - the script assumes that you want to update or anything else and asks for your permission :-) -> delete the config.inc.php and try it again.

Q: After choosing the setup type (installation), language and db type on the first screen, I don't see any words on the next screen!
A: This behaviour could have various reasons: - the script tries to connect at this moment to the database - but if the db support misses, the script crashes - The script fails to include the file for the chosen language. Extend the include paths for the variable 'include_path' in the php.ini. (or leave the value blank) Another hint from a user: the variable magic_quotes_gpc in the php.ini must be set to 'on'

Q: During the installation the following error messages appear: user@linux:~/phprojekt-2.4 > setup.php ...
A: Since PHProjekt is a PHP4 tool, it does not work from the command line. The system requirements are a web server with a php parser and a SQL database. Then You have to extract the files into a directory of your web server and call the script setup.php via your browser.

Q: I get the following errors after selecting modules: An error occurred while creating table: 'dateien'
A: 1. You forgot to create a new, blank database
2. Your connection parameters do not work properly.
3. Your webserver does not have the right to create the tables
4. your database is not up and running
5. your RDBM (database system) is not compiled properly

Q: I get the message: "Oops - can't find my session". What do I have to do?
A: a) session.save_path (in php.ini) has to point to a valid and existing directory like :

"C:PHPsessiondata"
b) php must have access to the session.save_path. under winnt/iisthe user "iusr_host" must have rwxd-rights to - lets say - "C:PHPsessiondata" c) anuser reported that in his case register_globals (in php.ini) has to be "on".

Q: I get this error when i try to run setup.php Warning: Failed opening '/usr/www/webroot/go.geno.com/html/index.php' for inclusion (include_path='.:/usr/local/lib/php') in Unknown on line 0
A: solved it by giving ownership of all file and directories in the phprojekt directory to the wwwrun.nogroup , the user and group of Apache

Q: I try to setup the whole stuff, but I always get blank pages. What can I do?
A: I had a similar experience where I was able to use a new install of php4 and MySQL to run other php scripts including PHPMyAdmin, but PHProjekt would not establish a MySQL connection. I got a lot of blank pages! The problem was solved by issuing a command in MySQL granting global privileges to root: GRANT ALL ON *.* TO root; It was weird because I was already able to access all the databases as root and also as another user without any password.

Q: I'm having a little trouble setting it up: "Database connection failed! Call admin, please"
A: The php script cannot connect to the database system. Please check whether the access parameters are correct, the database interface in php is compiled/installed and active and the db is up and running, and the user of the database has the privilege to create tables.

Q: Running the file setup.php gives me this message: "Oops! Can't include or find the language files in the directory 'lang'! ..." But the file IS in it's right place! what can I do?
A: This is an incompatibility between php 4.2.x and Apache 2.x version. For a workaround see here http://www.phprojekt.com/modules.php?op=modload&name=forum&file=index&kat=1&id=16458&action=writetext

Q: Setup will always show me the first screen, I can't continue!
A: Have a look into the php.ini: the variable 'allow_call_time_pass_reference' must be set to 'on'.

Q: When I call setup.php from a browser I get "Document contains no data" in Netscape and a blank screen in IE
A: A hint from an user: "I had "session.save_handler = user" in my php.ini so that the web server could run Apache. Commenting that out and setup ran through correctly." Another user reported that he setup PHProjekt on a red hat and he found out that he first had to turn off mod_layout for the PHProjekt directory to get it running.

Q: When I click on setup.php, my Apache crashes with an error like: The instruction at "xxxkjk" referenced memory at "0xxx". The memory could not be read.
A: It could be that you forgot to set a valid path for the variable session.save_path in the php.ini

Q: I want to assign time to projects in the time card, but no project appears!
A: the projects will appear on that day if: - the project is set to 'working' - start and end date must include the chosen day - you must be a participant of this project - you must have an entry in your time card for this day (for $projekte = 3 in the config.inc.php the last condition doesn't matter)

Q: How do I perform an update?
A: PHProjekt has an automatic update routine. You have to distinct between maintenance updates (a change in the version number at the third position, e.g. 3.2.0 -> 3.2.1) or an update or upgrade with enhanced features (e.g. 3.2 -> 3.3 or 3.3 -> 4.0). In the first case you simply have to copy the files over the old ones, int the latter case you have to run setup.php with the 'update to new version' option, the setup routine will do the rest. Attention: always backup your system (= database and the whole directory) before an update! You can use the add-on 'PHProjekt backup system' to manage your backups.

Q: I want to upgrade to version 3.3 from 3.2 but I seem to have forgotten the root password. Is there a known way to recover this? Can I just go into the users table and delete the password entry for the root account?
A: if you disabled the password encryption - yes ($pw_crypt = 0; in the config.inc.php) In the case that the password encryption is enabled: Copy another known password in the database (table users, field pw) into the root record and then login with this password.

Q: While starting an update I get the infamous "PANIC! config.inc.php can't be written! ..." Changed the folder permission to 777. Nothing. What happened?
A: Changing the folder permission is not enough, the config.inc.php file itself has to have a mode which allows the web server to rewrite this file. -> do a "chmod" on the config.inc.php file directly

Q: Is it possible to use the Apache version 2.0.43 (or similar)?
A: Generally yes but we observed a lot problems with the combination php4/Apache 2.0.x at the moment (end 2002), so we strongly recommend to stick to the 1.3 version of Apache.

9.2 FAQ for administrators

Q: I think I found a bug! What should I do now?
A: Please post this bug in the forum 'general' on the homepage of PHProjekt to discuss it. If you are pretty sure that it is indeed a bug then send an email to bugs@phprojekt.com with a description of the bug. You will get an answer very soon.

Q: Seems that there is a bug in a module but I don't get any error message.
A: Change in the /lib/lib.inc.php and the index.php the line:
error_reporting(0);
to

// error_reporting(0);
and the line above
// error_reporting(E_ALL & ~E_NOTICE);
to
error_reporting(E_ALL & ~E_NOTICE);

This action raises the error report level in the php parser and then you get all error messages. Either it's something you can fix yourself, or you post the error message in the forum on the PHProjekt homepage.

Q: My chat is deleting itself automatically - i can not see any system when and why it does so. Does anybody know anything about this?
A: Your observation is correct - in the moment the last user leaves the chat the file will be deleted. This ensures that the next users of the chat have a clean, empty chat room :-)

Q: How can I enable the fax option
A: Insert the path to your fax application (Linux: e.g. sendfax) in the variable faxpath in the mail section of the config.inc.php.

Q: As can I with the File-Upload limit the file size e.g. on 3 MB?
A: You can limit this in the php.ini, value upload_max_filesize.

Q: I create directories and set a rwx in the system but they don't appear in the list! What goes wrong here?
A: PHProjekt can't see them because it works with virtual directories. You have to create them in the script directly.

Q: I've have problems using the 'Files' facility. It is not possible to upload files. The configuration: RedHat 7.3, Apache 1.3.23. PHP 4.1.2
A: Apache's "httpd.conf" file:

```
#In the related Directory specification
<Directory "/var/www/html">
 # Add the following:
 php_admin_value upload_tmp_dir "/tmp"
</Directory>
```

Even if there is an setting in php.ini stating:
upload_tmp_dir = /tmp
hint by 'sparky'

Q: Upload of large files (e.g. 10MB) fails!
A: Maybe your system ran into a time-out - please have a look to the variable max-execution_time in the php.ini and check whether the script terminates after this period.

Q: After changing the configuration file, phprojekt doesn't work.
A: Some editors changing the line end rn to n. Use an editor that supports Win32-Format (rn)

Q: How can I access the admin page?
A: Login as an user with admin status (like the default user 'root') Then click on the button 'admin' which appears on the right side in the navigation bar.

Q: I would like to change the logo.gif but than the script doesn't work.
A: You simply have to replace the logo with a file with the same name or to change the name and path in the config.inc.php

Q: I've problem with Mozilla (1.2.1 -linux, 1.4.-win98) after upgrade to v4.0.
When I click on any JavaScript event nothing work, or on self|group|...write - error found:
The requested URL /calendar/calendar_view.php was not found on this server.
A: Empty the cache of your Mozilla. It uses the OLD calendar.js

Q: We do not use the calendar. Is there a simple way to deactivate the calendar? I looked in the source code and saw a that index.php builds frame sets. But I didn't try to delete the calendar section.
A: Deleting (or commenting) the calender part in index.php is not enough. You also have to change in line 82 if (!$mode) {$mode = "1";} the 1 to the name of that module, you want to start with (chat, contacts, file manager, forum, mail, notes, projects, rts, timecard). Further you want to hide the calendar tab. Therefore you have to delete or comment the calendar section in layout/o.php. If it's not too bad to have the calendar view, change only the line 82 of index.php as described to choose another default view.

Q: When I access the admin page, no page appears! What happened?
A: The only way to access the admin module is to login on the main page (index.php) and then to click on 'admin' tab on the right side in the navigation bar.

Q: Which minimum permissions do I have to set in the PHProjekt directory?
A: The web server must have write permission to the following folders: /chat, /attach, /[upload directory] and read permissions to all other folders.

Q: I have a question about RTS, Version 3.2a. I don't understand why some normal users are able to open a RTS and some others not.
A: Please have a look to the variable 'rts_cust_acc' inthe config.inc.php. The help desk (AKA rts) has two modes - one where everyone is allowed to submit requests and another one where only users which are listed as contacts in the contact module have access to the help desk.

Q: If I delete a member from a group, what will happen to the contacts / projects they've added, and the files they uploaded? Will they be deleted too?
A: - membership in groups: yes,
- his profiles: yes,
- profiles where he/she is a member: taken out,
- his todos: yes,
- private contacts: yes,
- private notes: yes,

- participant in current polls: taken out,
- events: yes
- project membership: warning
- private files: yes you can assign 'orphan files' (these are public files from deleted users) to another user in the admin section.

Q: It possible to show as default when entering the help desk-Page ALL requests?
A: Add in the first lines of help desk_view.php: if (!$status) $status = "all";

Q: Can I change the colours of the installation according to the CI of my company?
A: Yes, modify the values of bgcolor1, bgcolor2 and bgcolor3 in the config.inc.php according to your needs

Q: I found are some user defined styles in the css file - how can I know for what purposes they exist?
A: Open the file win.css in the directory layout/default/css - you will see some information about each specific style

Q: I can't receive any email messages from my mail server. Sending works fine, and env_test.php did work as well.
A: If you are using the IMAP add-on, change your PORT specification in add-ons/AeroMail/config.inc.php
to
include notls like:
$IMAP_PORT = "143/imap/notls";
or
$IMAP_PORT = "143/imap/tls/novalidate-cert";
If you are using the built-in mail system, try adding /notls to the name of the mail server.

Q: I just tried to set up a POP3 account in the Mail section. But when I try to receive mail using this account is says " too many login failures".
A: The first field 'name' is just an word for you to distinguish you accounts You have to put your user name (or login name) in the field 'user name' to access to your mailbox account.

Q: I know that rarely mails with attachments come in but the attachments get lost. What happens?
A: A user reported that he solved problems with certain mails from GroupWise. Please read here:
http://www.phprojekt.com/modules.php?op=modload&name=forum&file=index&kat=4&id=18602&action=writetext

Q: My pop3 account tells me 'TLS/SSL failure for 172.16.1....' during the connect, what can I do?
A: Just add /notls at the end of your mail server domain name (or IP address) specification, in your case: 172.16.1..../notls

Q: I have placed the link to index.php in a frame immediately below a title / site menu.
The program them logs in and the summary correctly displays in the frame intended.

However as soon as I select any of the sub modules it immediately opens in the parent window and removes the menu to the rest of the site.

A: /lib/show_modules.inc.php
/layout/o.php
change all target directives from:
target='_top'
to
target='_parent'

Q: I modified the tool in functionality and/or design, where can I send the files so the modifications will be considered in the next version?
A: The PHProjekt development team often receive such packages - but it would be too much work for us to examine which modifications had been done, why and whether they are safe to work in the tool at all. If you have any proposals about improving the tool then please post them in the forum of the PHProjekt to discuss them in advance.

Q: Is it possible to modify some scripts to my needs and update them later to a new version?
A: Sorry no. It would be almost impossible for an update routine to recognize which modifications you have made and to patch them into the new versions. So better write protect the modified files so you don't overwrite them with the next update.

Q: PDF is great. How to add PDF functionality with no license required?
A: 1. Get the required pdf class from http://www.ros.co.nz/pdf
2. Unzip the archive and put both class. Files in the phprojekt/misc directory
3. The fonts dir from the archive is placed in phprojekt/lib (as new subdirectory)
4. in config.inc.php change $pdf_support = ""; to $pdf_support = "1";

Q: I installed and deactivated a module. Now I want to reactivate this module via the setup but I get an SQL error - what happens?
A: This is a limitation of the setup routine - it cannot recognize if a module has been previously installed and therefore the db tables already exist. Setup tries to create once but the RDBM refuses it ... Solution: change the config.inc.php and set the value of the mentioned module to '1' manually.

Q: I've activated the time card (set to 1 in setup.php). Now I get the error message "Table 'phprojekt.timeproj' doesn't >exist". What happened? (This question is applicable to other modules as well)
A: Wrong action - don't try to turn on the modules manually. Please always enable module via setup.php with the configure option. The script knows which database tables have to be written before activating the module.

Q: In installed PHProjekt successfully and everything works fine except I cannot create new projects!
- There is no button 'new' to create new projects
- All fields in this form are greyed out!
A: Only users with chief status (Like the default user 'test' can create new projects, but no admin (like root).

Q: How can I restrict the access to a module for some users?

A: At the moment this is not possible, but it will be included from version 4 on.

Q: How do you duplicate the permissions of root and test? It looks like only root can add new groups and only test can add new projects.

A: All users with chief status can create new projects and all admins which are not assigned to a group are super admins (like root) and can create groups.

Q: Is it possible that an user changes his own user data?
A: Yes, each user can modify his own data in the contact manager, section internal users.

Q: Is it possible to have an user as chief in the first group and normal user in the other groups?
A: Yes, go to the admin page, section 'modify groups' and select this user as the chief of this group.

Q: Some of my users would modify their short name, but this is not allowed in admin.php. Someone knows why ?
A: Yes - in some modules the short name is used as a reference to the user (e.g. project management/participants or file manager/access). If you change the short name the reference will get lost.

Q: We would like to see pictures of our colleagues in the user profile
A: There is an undocumented feature in the contact manager: create a folder in the folder /contacts with the name "file". In this one create other folders with the short name of the groups. Add pictures of the users like this: firstname.lastname.jpg and put them in the folder of their group. Once the script find this picture, a blue button will appear on the left side of an entry in the list view. Click on this button and the picture of this colleague appear.

Q: Where can I change the user data of the root user?
A: You have to edit them directly in the database, it the first entry in the table users.
Q: Where is the difference between the 'root' user and a group administrator?
A: The root user is a super admin, he is not a member in any group but has access to all groups! He is the only one who can assign users into any group. An admin who is a member of at least one group is a group administrator. His capabilities are limited to these group where he a member of.

9.3 FAQ for normal users

Q: how can i create a calendar event over several days?
A: Choose the beginning 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 click on the button 'create'.

Q: how can I search for an event?
A: Click on the link 'event list' and use the filter in the navigation bar. Don't forget to select 'all events' to receive past events as well.

Q: How to delete or change group events?
A: A group event is a set of independent single events.
To delete a group event you can use the "Extended" form. Fill in the day, begin, end, the resource and the invited people indentic to its creation and click "delete".

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.

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 in the config.inc.php (variables $tagesanfang and $tagesende), from version 4.0 in the module settings for each user separately.

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.

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.

Q: Is it possible to save a chat session?
A: Yes - If users of your group use the chat room 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!

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 ",<newline>" 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

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.

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 required field number as explained in the text. You have to have exactly 18 columns in your list.

Q: Everything work nice, except that my file download doesn't work(any more). The browser tries to type the content of the file in the window. If I try to force a download using a 'save target as' function, then it shows a file name like "filemanager_down.htm" or "filemanager_down.php.html".
A: Try to switch to using another language, using the '!' menu, preferably to German or English.
Then restart the browser and try again. If it is possible to download files now, then the problem is probably in your current (local) language file on the server.

Q: How can I lock files?
A: Set write access to other users of your group. Then the check box '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.

Q: My system administrator 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 detailed 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

Q: I want to notify 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 check box will appear below the input form.

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

Q: I use another format for date and time, where can I change this?
A: PHProjekt supports ISO date format only

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

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

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 help desk_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.

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

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!

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).

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 select box there then your admin disabled this feature for common users, only users with chief status are allowed to assign requests.

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

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.

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.

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.

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

Q: If a user adds a signature to a mail the address is: Name.Name@localhost.localdomain<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.

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

Q: Sometimes a received mail from a mac 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.

Q: We are using the full mail client but we are still having problems in sending mail to some email addresses.
A: Try the mail send test in the env_test.php script - it executes the simple php mail() function, nothing else

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 language (look into the folder /lang) and change the variables to your wording.

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 - did you really activated iso-8859-2 instead of iso-8859-1?
A: Yes, but it could be that your sysadmin forgot to switch the web server character set as well!

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.

Q: How can i assign working days to several projects?

A: 1. project mus 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

Q: I have newly installed the PHProjekt and I see that some functions (new project) is missing and there are some columns in the list view missing
A: It's not a bug, it's a feature: normal users do not have the right to create new projects and they also see only a limited number of properties of a project (e.g. they are not allowed to see the how many hours already are booked on this project)

Q: 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 time line form.
A: You can choose the start and end month in the navigation bar on this page. choose an end date which is behind the last project.

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

Q: I have an error when I confirm my work timetable. PHProjekt works on a LAMP Server. I made the work timetable settings and is show correctly. But the error appears 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.

Q: I know the time card 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.

Q: I've scheduled a couple of hours for this project but the project budget doesn't 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.

[Content]

10 glossary

administrator

User type, running the technical service of the group or the entire system. Only user with the status 'Administrator‘ do have access to the administration module.

It is to differ between:

- Super Administrator (the user root is one), is not related to a group and has access to every group. e.g. the administrator is allowed to assign users to various groups.
- Group administrator, is member of at least one group. The group administrators rights are limited to groups he is member of..

Apache

Well known web server, running under a Open Source Licence. For further information please refer to http://www.apache.org. Apache is part of the LAMP system, a typical combination of environment running PHProjekt.

chief

Status of a users in PHProjekt. This status is assigned from the administrator and takes effect for groups the chief is member of. A user owning chief status has all rights of a normal user and additional rights like creating projects.

CSV- format

CSV is the abbreviation for ‘comma separated values’ and is the most used format exchanging data. PHProjekt is able to read and write CSV data via the links to the Import/Export function

customizing

Customizing is used to fit the program to the wishes of the customer per configuration. This will change the configurations file (config.inc.php). The customizing is set during the installation process by running the setup.php with its configurations options or modifying the file config.inc.php directly at any time. This affects the configuration settings immediately

absent on business

Starting the absent times. The related button is in the time card module. Depending on the setting of the configuration file the time gap between absent on business and on duty will be assigned as working time or leisure time. (Attention: Since version 4.0 is released, this feature does not exist anymore, it has been replaced with the option for multiple come and go the day)

on duty

Ending the absent times. The related button is in the time card module. (Attention: Since version 4.0 is released, this feature does not exist anymore, it has been replaced with the option for multiple come and go the day)

Filter

Function to reduce an amount of displayed records within a list. For example: Input a search term in the field in navigation bar and select with the drop down menu in which field the search term should be searched and only records of fields containing the search term will be displayed.

enabled/public

Status for a database record. An enabled record is able to be seen by other users of the group (like the contact manager) or even be modified (like in the notes module). The permission, to enable a record, is up to the author.

Even a calendar of a user can b e set to public by the administrator.

GPL

Abbreviation for ‘GNU General Public Licence’, the licence form of PHProjekt. The GPL is an Open Source licence. For further informations please refer to www.gnu.org

groupadministrator

A special kind of administrators. The permissions of the group administrator are limited to its group, therefore the group adminstrator is not able to assign users to various groups.

groupviews

The calendar module give the ability to view user specific calendars (the calendars have to be set public) parallel within the group and it is possible to view within the group view the bookings of all available resources.

contact

A record in the contact manager, normally die data of a customer or partner. In some modules there are links between these records and the contacts (e.g. notes, events, projects)

customer

A customer is a person sending a request via the help desk. Depending on the configuration the customer must be recorded in the contact manager or has to leave a valid emailaddress.

LAMP

Abbreviation for 'Linux/Apache/MySQL/PHP'. These four software components (all under Open Source licence) are the typical environment, in which PHProjekt will be run. Never the less any other operatingsystem, webserver or databasesystem will do. Please refer to the chapter system requirements.

bookmarks

Module part of the system, to store bookmarks and publish them to all group members.

colleague

Colleague is a member of the support in the module help desk. The colleague is set as user of PHProjekt and is member of the group.

modules

According to the structure of PHProjekt it is possible to use multiple applications like the calendar or the file storage together, and to add or switch off various components. An application is called module.

MySQL

A relational database system under Open Source Licence. For further information please refer to http://www.mysql.com. P -> MySQL is part of the LAMP configuration.

Note

Element of an event. In this field you can put notes to the event, which are shown only to you in the day view. You find the notes under ‚alt‘ as text under the blue button.

Open Source

A type of licence focusing on the freedom of the user. For example the source code is available for the user. PHProjekt is licenced under 'GNU General Public Licence‘ (GPL), an Open Source licence.

PHP

Script language, in which the source code of PHProjekt is written in. For further informations please refer to http://www.php.net

profiles

A tool to get organized within a group. For often used selections of users or contacts it is helpful to set profiles.

project manager

For every project you should have a project manager. The project manager is due to change project details, create sub projects or list the statistics of the project. Any way only the project manager is allowed to changed a projects status.

request tracking system (RTS)

Description of the help desk in older versions of PHProjekt.

resources

These are all objects, which can be booked to every event like the coffee machine, a conference room or the company´s Ferrari :-) At any conflict within the booking you will receive an alert.

roles

A template of the administrator to define access rights to modules. The administrator creates a role and defines for every module a general access and/or gives read and/or write access. After creating the roll, the administrator can assign this role on to multiple users of groups.

user

A normal user of the system, who can start all modules, except the admin-module and depending which modules are installed.

For the group system is activated a user can be member of multiple groups, but is art least member of one group.

vCard

Data format for exchanging informations of personal interest. (ref. business card)

knowledge base

The knowledge base is the collection off all resolved and as public marked requests of the help desk. Customers can view the knowledge base and search it in the hope, for their problem and its soluiton is already listed :-)

time line

Also known as Gantt-Diagram, is a function within the project module and shows the lapse of the projects.

[Content]

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