

Configuring SoloSubmit

SoloSubmit allows an unlimited number of customers and external users to submit bug reports and feature requests to TestTrack projects from a web browser. It eliminates data entry of bug reports by automatically importing bug reports.

SoloSubmit includes the following features:

- Customers can attach files to bug reports.
- SoloSubmit automatically uses the reporting terminology you define for your projects. For example, SoloSubmit uses any customized product names.
- Customers can access SoloSubmit from any platform that supports a web browser.
- SoloSubmit uses cookies to store contact information. Cookies can be turned off. See [Turning Off SoloSubmit Cookies](#), page 5.
- The SoloSubmit web page can be customized to match the look of your web site.

Installing SoloSubmit

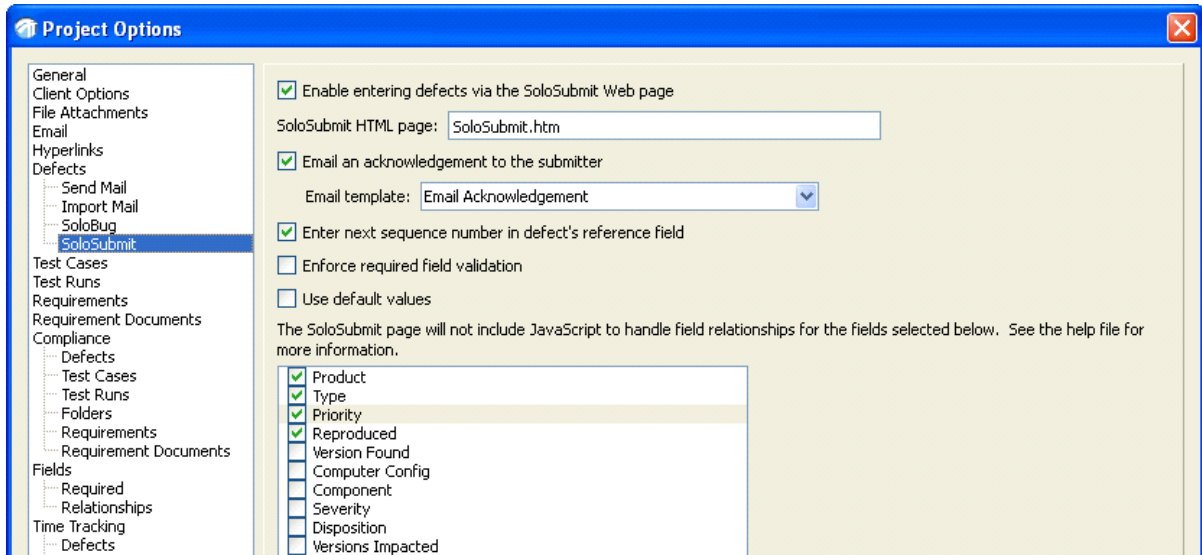
SoloSubmit ships with TestTrack Pro and is installed during the installation.

1. Start the installation program.
2. The Welcome dialog box opens. Click **Next**.
3. Accept the license terms and click **Next**.
4. Choose the installation type and click **Next**.
Select **Server installation with Web components** or **Custom installation** to install SoloSubmit.
5. Click **Next** to complete the installation.

Enabling SoloSubmit

Note: SoloSubmit must be enabled for each project.

1. Start TestTrack and open the project you want to enable SoloSubmit for.
 - If you are using the TestTrack Client, choose **Tools > Administration > Project Options** then select the SoloSubmit category.
 - If you are using TestTrack Web, click **Configure > Project Options** then click the SoloSubmit tab.



2. Select **Enable entering defects via the SoloSubmit web page** to enable SoloSubmit.
This option is project-specific. SoloSubmit must be enabled for each project.
3. The SoloSubmit HTML page field defaults to **solosubmit.htm**.
If you use a customized SoloSubmit HTML page, enter the file name. Make sure the HTML file is in the correct TestTrack directory on your web server.
4. Select **Email an acknowledgement to the submitter** to automatically send an acknowledgement.
Select the email template you want to use.
5. Select **Enter next sequence number in defect's reference field** to automatically enter the next available number.
6. Select **Enforce required field validation** to ensure that values are entered for all required fields.
The required field validation is **not** enforced for the **Entered By** field because users do not log into SoloSubmit. If **Entered By** is a required field, defects entered via SoloSubmit cannot pass the required field validation check.

Tip: If you configure required fields in TestTrack that you do not use on the SoloSubmit page, an error is returned when a defect is submitted. As a workaround, do one of the following: add the field so the user can enter the value, add the field as a hidden field, do not mark the field as required, do not enforce required field validation.
7. Select **Use default values** to initially populate the SoloSubmit web page with default values.
SoloSubmit cannot determine which time zone to use as default values for date/time custom fields. When a defect is submitted via SoloSubmit there is no associated user in the project, so there are no user options to check to determine the time zone. The current time of the computer the SoloSubmit CGI is running on when the SoloSubmit page is loaded is used as the default value for date/time custom fields. The date is also assumed to be in the server's time zone.
8. Select fields you do not want JavaScript to handle field relationships for on the SoloSubmit web page. You would choose not to include the JavaScript for one of the following reasons:

- The SoloSubmit web page includes hidden fields. For example, you comment out a field you do not want the customer to see. You can delete the HTML, but the field and its values are still displayed in the JavaScript if the customer chooses View Source on the SoloSubmit web page. Choosing not to include the JavaScript resolves this issue.
- The SoloSubmit web page is customized and you do not want to overwrite the customization. For example, you hard code a list of field values in the HTML. If you include the JavaScript your customization is overwritten. By ignoring JavaScript for the field, the hard coded list values are used

If neither reason applies and you select a field from the list it can result in unexpected behavior. For example, you ignore JavaScript for Component, which is a child field of Product. When SoloSubmit is accessed, Product and Component are populated with the initial values. If the user chooses a different Product, the Component values are not changed.

9. Click **OK** (Client) or **Save** (Web).

SoloSubmit is enabled for the project. You can customize the SoloSubmit web page or use the default page.

Note: Remember to provide users and customers with the URL. To submit bugs or feature requests, they open a browser and enter the SoloSubmit URL (e.g., www.acme.com/ttweb/loginSoloSubmit.htm).

Customizing SoloSubmit

Using a text editor or an HTML editor, you can customize SoloSubmit web pages to match your corporate web site. You can include all of your bug reporting fields or limit customers to just a few fields or create different web pages for feature requests and bug reports. See [Customizing SoloSubmit pages, page 4](#).

About SoloSubmit pages

- The login page is named loginSoloSubmit.htm
- The defect submittal page is named SoloSubmit.htm
- The errors page is named ss_errormsg.htm

Customization notes

- You need the ID of each project you are customizing SoloSubmit for. To find this value, start the TestTrack Server Admin Utility and click Projects. The ID value is listed in the first column.
- If you are using Windows NT, you must have permissions to save changes.
- If you change the default pages, we strongly recommend that you comment out the default HTML instead of deleting it. You can easily compare the modified and unmodified versions of a page if you experience problems.

Default SoloSubmit fields

- The default title is Report a Bug.
- Default pop-up menu values: product, component, type of problem, and severity.
- Default text fields: first name, last name, company, email address, phone number, version, computer model, operating system, description, and how to reproduce.

Customizing SoloSubmit pages

If you only want to change the appearance of the web pages, or add images and links, you can customize the pages that all customers access.

1. Copy and rename the SoloSubmit.htm file.
Use a unique file name such as YourCompanyNameSoloSubmit.htm.
2. Customize the file using a text editor or an HTML editor.
 - You can customize such things as the page title, background color, or fonts. You can also add graphics and links and customize the text on the page.
 - You can add JavaScript to SoloSubmit pages. Place the code inside the `<head>... </head>` statements in the HTML then modify the `<form ...>` statement to call the validation function.
 - SoloSubmit supports TestTrack field codes, which are codes that are replaced with information from the project. For a list of supported codes, and how to use field codes, see [SoloSubmit Field Codes, page 6](#).
3. Copy and rename the loginSoloSubmit.htm file to customize the login page.
4. Copy and rename the ss_errormsg.htm file to customize the errors page.

Customizing static SoloSubmit pages

Use static SoloSubmit pages to provide customized pages while restricting menu values. For example, you have one project and want to provide SoloSubmit access to customers who are competitors. Provide each customer with a static SoloSubmit page with customized product fields. When customers access the static SoloSubmit page, their product name is the only value in the product menu.

Note: If you use static pages, and menu values change in the TestTrack project, remember to update SoloSubmit with the changes.

1. Open SoloSubmit by browsing to the loginSoloSubmit.htm page.
2. Select a project and click **Continue**.
The Report a Bug page opens.
3. Right-click and select **View Source**.
The source code opens in Notepad or another text editor.
4. Select all of the source code. Copy and paste it into a new HTML document.
5. Save the HTML file using a unique file name such as YourCompanyNameSoloSubmit.htm.
This document is the starting point for your customized static SoloSubmit page.

6. Customize the file using a text editor or an HTML editor.
 - You can customize such things as the page title, background color, or fonts. You can also add graphics and links and customize the text on the page.
 - Customize this file to include your products, components, versions, etc. All fields are optional.
 - You can add JavaScript to SoloSubmit pages. Place the code inside the `<head>... </head>` statements in your HTML then modify the `<form ...>` statement to call the validation function.
 - SoloSubmit supports field codes, which are codes that are replaced with information from the project. For a list of supported codes, and how to use field codes, see [SoloSubmit Field Codes, page 6](#).
7. Copy and rename the `loginSoloSubmit.htm` file to customize the login page.
8. Copy and rename the `ss_errormsg.htm` file to customize the errors page.
9. When you finish customizing the web pages, edit the SoloSubmit settings in the project. See [Setting SoloSubmit options, page 1](#).

Static SoloSubmit pages can be hosted from any location because they do not need a direct server connection to spool field values. SoloSubmit pages require access to the TestTrack CGI. If you move the SoloSubmit pages, make sure the CGI can be accessed.

Turning Off SoloSubmit Cookies

SoloSubmit uses cookies to store contact information. Customers do not have to keep entering this information. Cookies can be turned off.

1. Edit the `SoloSubmit.htm` page in Notepad or another editor.
2. Find the following function.

```
function writeCookies()
{
var expdate = new Date ();
expdate.setTime (expdate.getTime() + (365 * 24 * 60 * 60 * 1000)); //
365 days from now
with(document.theForm)
{
```

3. Comment the function `writeCookies` code.

```
//function writeCookies()
//{
// var expdate = new Date ();
// expdate.setTime (expdate.getTime() + (365 * 24 * 60 * 60 * 1000));
// 365 days from now
// with(document.theForm)
// {
```

4. Cookies are now turned off.

Customers' contact information is not stored.

SoloSubmit Field Codes

SoloSubmit field codes can be used with drop-down and text fields to customize SoloSubmit.

- The control name code, label code, and value code are all used with dynamic SoloSubmit web pages.
- Static field numbers are only used with static SoloSubmit web pages. The TestTrack Server uses this information to identify the field and return the corresponding value.
- If you use the reference field code, make sure the enter next sequence number option is disabled. If this option is enabled, the reference field is overwritten.
- The other hardware and software field (%HWSW%) is populated with its own entry and most user field code data, with the following exceptions: company, email, first name, last name, and phone number.

SoloSubmit drop-down fields

Control Name Code	Value Code	Label Code	Static Field Number	Description
%COMP_CN%	%COMP_V%	%COMP_L%	24	Component that contains the defect
%DISP_CN%	%DISP_V%	%DISP_L%	43	Disposition
%FNDV_CN%	%FNDV_V%	%FNDV_L%	12	Found in version (used with drop-down and text fields)
%PRIO_CN%	%PRIO_V%	%PRIO_L%	5	Priority
%PROD_CN%	%PROD_V%	%PROD_L%	3	Product
%REPR_CN%	%REPR_V%	%REPR_L%	11	Reproduced?
%SEVR_CN%	%SEVR_V%	%SEVR_L%	33	Severity
%TCFG_CN%	%TCFG_V%	%TCFG_L%	13	Test configuration name
%TYPE_CN%	%TYPE_V%	%TYPE_L%	4	Type

SoloSubmit text fields

Control Name Code	Value Code	Label Code	Static Field Number	Description
%DESC_CN%	%DESC_V%	%DESC_L%	54	Description
%FNDD_CN%	%FNDD_V%	%FNDD_L%	8	Found date
%FNDV_CN%	%FNDV_V%	%FNDV_L%	12	Found in version (used with drop-down and text fields)
%HWSW_CN%	%HWSW_V%	%HWSW_L%	64	Other hardware and software
%REFR_CN%	%REFR_V%	%REFR_L%	25	Reference
%STEP_CN%	%STEP_V%	%STEP_L%	58	Steps to reproduce
%SUMM_CN%	%SUMM_V%	%SUMM_L%	2	Summary
%WORK_CN%	%WORK_V%	%WORK_L%	55	Workaround

SoloSubmit User Field Codes

SoloSubmit user information is added to the corresponding record in TestTrack Pro. This information is also added to the Other Hardware and Software area of the Defect Detail tab, with the following exceptions: company, email, first name, last name, and phone number.

Note: Do not include the percent signs if you are using the user field codes with static SoloSubmit web pages.

Field Code	Description
%ADHW%	Additional hardware and software
%BRND%	Computer brand
%CDMD%	CD-ROM type
%CMPY%	Company name
%CPUS%	CPU speed

Field Code	Description
%CPUT%	CPU type
%EMAL%	Email address
%FNAM%	First name
%HDSZ%	Hard disk size
%HDTP%	Hard disk type
%LNAM%	Last name
%MDMD%	Modem type
%MMON%	Multiple monitors?
%MODL%	Computer model
%OTYP%	Operating system
%OSVR%	Operating system version
%PHON%	Phone number
%PRMD%	Printer type
%RAMS%	RAM
%ROMS%	ROM
%SCMD%	Scanner type
%VIDC%	Video controller type