

PHProjekt Admin - F A Q

General

- When I access the admin page, no page appears! What happened?
- How can I access the admin page?
- Which minimum permissions do I have to set in the PHProjekt directory?

Module management

- I've activated the timecard (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)
- I installed and deactivated a module. Now I want to reactivate this module via the setup but I get an sql error - what happens?

Projects

- I 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!

Bug

- Seems that there is a bug in a module but I don't get any error message.
- I think I found a bug! What should I do now?

File Manager

- As can I with the File-Upload limit the file size e.g. on 3 MB?
- Upload of large files (e.g. 10MB) fails!
- I create directories and set a rwx in the system but they don't appear in the list! What goes wrong here?

Modifications

- Is it possible to modify some scripts to my needs and update them later to a new version?
- 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?

User management

- Is it possible that an user changes his own user data?
- How can I restrict the access to a module for some users?

- Where is the difference between the 'root' user and a group administrator?
- Where can I change the user data of the root user?
- We would like to see pictures of our colleagues in the userprofile
- Is it possible to have an user as chief in the first group and normal user in the other groups?
- Some of my users would modify their short name, but this is not allowed in admin.php. Someone knows why ?

Mail

- I just tried to set up a POP3 account in the Mail section. But when I try to receive mail using this account it says " too many login failures".
- My pop3 account tells me 'TLS/SSL failure for 172.16.1....' during the connect, what can I do?
- I can't receive any email messages from my mail server. Sending works fine, and env_test.php did work as well.
- I know that rarely mails with attachments come in but the attachments get lost. What happens?

Fax

- How can I enable the fax option

Helpdesk

- 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.
- It possible to show as default when entering the Helpdesk-Page ALL requests?
- 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?

Chat

- My chat is deleting itself automatically - i can not see any system when and why ist does so. Does anybody know anything about this?
- Is it possible to save a chat?

Layout

- Can I change the colours of the installation according to the CI of my company?
- I found are some user defined styles in the css file - how can I know for what purposes they exist?

Q:In installed PHProjekt succefully 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).

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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.

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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.

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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.

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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.

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Q:Upload of large files (e.g. 10MB) fails!

A:Maybe your system ran into a timeout - please have a look to the variable max-execution_time in the php.ini and check whether the script terminates after this period.

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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.

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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.

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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.

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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.

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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 is a member of.

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Q:Where can I change the user data of the root user?

A:You have to edit them directly in the database, it is the first entry in the table users.

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Q:I just tried to set up a POP3 account in the Mail section. But when I try to receive mail using this account it says " too many login failures".

A:The first field 'name' is just a word for you to distinguish your accounts. You have to put your username (or loginname) in the field 'username' to access to your mailbox account.

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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.

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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' in the config.inc.php. The helpdesk (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 helpdesk.

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Q:Is it possible to show as default when entering the Helpdesk-Page ALL requests?

A:Add in the first lines of helpdesk_view.php: if (!\$status) \$status = "all";

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Q:Is it possible to show as default when entering the Helpdesk-Page ALL requests?

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

Q:you can assign 'orphan files' (these are public files from deleted users) to another user in the admin section.

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Q:My chat is deleting itself automatically - i can not see any system when and why ist 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 :-)

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Q:We would like to see pictures of our colleagues in the userprofile?

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. Klick on this button and the picture of this colleague appear.

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Q:I've activated the timecard (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.

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Q:Is it possible to save a chat session?

A:Yes - If users of your group use the chatroom you 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!

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Q:My pop3 account tells me 'TLS/SSL failure for 172.16.1....' during the connect, waht can I do?

A:Just add /notls at the end of your mailserver domain name (or IP address) specification, in your case: 172.16.1..../notls

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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.

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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.

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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

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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.

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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 Addon, change your PORT specification in addons/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.

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Q:I found 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

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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.

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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 filemanager/access). If you change the short name the reference will get lost.

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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>

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Q:Which minimum permissions do I have to set in the PHProjekt directory?

A:The webserver must have write permission to the following folders: /chat, /attach, /[upload directory] and read permissions to all other folders.

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