



Understanding InfoCapture Database Tables

Overview

Infocapture projects and tickets are stored within the Claromentis database, this guide is designed to help you navigate around both MySQL and MS SQL tables should you need to access Infocapture data.

IMPORTANT: this guide only works if you have direct access to the database in an on-premise deployment and must be carried out by a trained Database Administrator (DBA). Please be aware querying a database directly carries some risk to the data. It is advisable to make a backup and create a custom database view of the existing tables to query data in order to maintain database integrity.

Tables

All Infocapture projects and tickets are stored in a table with prefix **"hd"** and **"fb"**

id	name	description	status	_tbl_form_fields	_tbl_form_fields
1	Project A	admin description	1	NULL	NULL
2	Project B	NULL	1	NULL	NULL
3	Purchase order form	items	2	date_field_id_1_yyyy_and_time(a...	NULL
5	Project with 30+ Roles	Just so you know	1	NULL	NULL
6	po request	req	1	NULL	NULL
7	Research & Development	Admin desc Cubilia dicta, adipisci...	1	project_name department type...	NULL
8	Renewal	renew	1	NULL	NULL
9	Support Tickets	NULL	1	_reporter department ticket_typ...	_status _created _last_modif
10	error	ree	1	NULL	NULL

TABLE INFORMATION

created: 03/04/2018
engine: InnoDB
rows: 9
size: 16.0 KiB
encoding: utf8mb4

Tables

Here is an example of a ticket submitted under [Research & Development Project \(Form ID: 11\)](#)

We're currently looking at a **Ticket with ID: 4**

InfoCapture / Research & Development / View ticket: 000004

Ticket # Jump [icon] [icon] [icon]

+ Submit ticket [icon] [icon] [icon] [icon] [icon]

ID 000004 Submitted by Administrator, Clarentis

Status New Assigned

Date of report 7/4/2018 06:43 Last modified

SLA

View ticket FlowChart Notes Files History History diagram All

Department* Product

Project Name* Mars Lander

Project Purpose* Land in Mars for the year 2050

Type of Improvement Process

Start Date 7/4/2018

End Date 7/4/2020

Relevant URL <https://www.mars-one.com/>

Challenges or Technological Uncertainty* Mars One aims to establish a permanent human settlement on Mars. Several unmanned missions will be completed, establishing a habitable settlement before carefully selected and trained crews will depart to Mars. Funding and implementing this plan will not be easy, it will be hard.

Employee's name* Christian, Michael

Hours spent 31

Form ID: 11

Ticket ID: 4

field label : field value
field label : field value
field label : field value

Ticket ID: 2

field label : field value
field label : field value
field label : field value

fb_field_data : table containing the value of each field from multiple form data

fb_field_data				
Search: form_data_id = Q: 4				
form_data_id	value	value_text	field_sym_name	value_int
4 2	NULL	NULL	department	NULL
4 NULL	NULL	NULL	employee_s_name	2
4 NULL	NULL	NULL	end_date	20200704
4 31	NULL	NULL	hours_spent	NULL
4 Mars Lander	NULL	NULL	project_name	NULL
4 Land in Mars for the year 2050	Land in Mars for the year 2050	project_purpose	NULL	NULL
4 https://www.mars-one.com/	NULL	relevant_url	NULL	NULL
4 NULL	NULL	start_date	20180704	NULL
4 1	NULL	type_of_improvement	NULL	NULL
4 Mars One aims to establish a perman...	Mars One aims to establish a per...	uncertainty	NULL	NULL

fb_form_data: a table containing each submission of the form including the date submitted and by whom (user ID) with reference to form ID.

fb_form_data				
id	form_id	date_filled	filled_by	
1	9	20180413094206	1	
2	11	20180416100248	1	
3	16	0	0	
4	11	20180704134324	1	

hd_issue: a table containing a list of each individual ticket with its status and reference to which InfoCapture project and form_data_id.

id	project_id	form_data_id	id_in_project	reporter	created	last_modified	status	assigned	archived	crm_app_id	crm_contact_id	crm_company_id	traffic_light	search_data
1	3	1	1	1	20180413094206	20180524072959	new		0	0	0	0	0	2 NULL
2	7	2	1	1	20180416100248	20180416100248	NULL		0	0	0	0	0	0 NULL
3	9	3	1	1	20180504095637	20180523165854	submitted		0	0	0	0	0	4 NULL
4	7	4	2	1	20180704134324	20180704134324	new		0	0	0	0	0	0 NULL

fb_form: a table containing a list of all forms including version, date created, modified and its properties

fb_form													
id	name	description	created	owner	last_modified	last_modified_by	version_comment	primary_version_id	version	status	perm_id	id	
1	Project A	HelpDesk form	1523091911	1	1523091911	1	Initial version	2	0	0	NULL		
2	Project A	HelpDesk form	1523091911	1	1523316400	1	NULL	2	1	0	NULL		
3	Project B	HelpDesk form	1523316443	1	1523316443	1	Initial version	3	0	0	NULL		
4	Purchase order form	HelpDesk form	1523317053	1	1523317053	1	Initial version	12	0	0	NULL		
6	Project with 30+ Roles	HelpDesk form	1523317202	1	1523317202	1	Initial version	6	0	1	NULL		
7	Purchase order form	HelpDesk form	1523317053	1	1523609673	1	NULL	12	1	0	NULL		
8	po request	HelpDesk form	1523609790	1	1523609790	1	Initial version	8	0	0	NULL		
9	Purchase order form	HelpDesk form	1523317053	1	1523612514	1	NULL	12	2	0	NULL		
10	Research & Development	HelpDesk form	1483444088	1	1484034430	1	NULL	11	3	0	0		
11	Research & Development	HelpDesk form	1483444088	1	1523872876	1	NULL	11	4	1	0		
12	Purchase order form	HelpDesk form	1523317053	1	1525149945	1	NULL	12	3	0	NULL		
13	Project with 30+ Roles	HelpDesk form	1523317202	1	1523317202	1	Initial version	6	-1	0	NULL		
14	Research & Development	HelpDesk form	1483444088	1	1523872876	1	NULL	11	-1	0	0		
15	terterere	HelpDesk form	1525094415	1	1525094415	1	Initial version	15	0	0	NULL		
16	Support Tickets	HelpDesk form	1412586000	1	1412586000	1	Form created	16	1	0	0		
17	erere	HelpDesk form	1525428428	1	1525428428	1	Initial version	18	0	0	NULL		
18	erere	HelpDesk form	1525428428	1	1525428447	1	NULL	18	1	1	NULL		
19	erere	HelpDesk form	1525428428	1	1525428447	1	NULL	18	-1	0	NULL		

hd_project: a table containing the current InfoCapture project including the description and its status

id	name	description	status	list_form_fields	send_form_fields
1	Project A	admin description	1	NULL	NULL
2	Project B	NULL	1	NULL	NULL
3	Purchase order form	items	2	date_field_dd_II_yyyy_and_time%a...	NULL
5	Project with 30+ Roles	just so you know	1	NULL	NULL
6	po request	rere	1	NULL	NULL
7	Research & Development	Admin desc Cubilia dicta, adipisici...	1	project_name%department%type.o...	NULL
8	terterere	rerere	1	NULL	NULL
9	Support Tickets	NULL	1	_reporter_%department%ticket_typ...	_status_%_created_%_last_r
10	erere	ree	1	NULL	NULL

Related Article

[Infocapture Database Structure Explained and How to use BI Business Intelligence \(BI Tool\)](#)

Last modified on 30 November 2023 by [Hannah Door](#)

Created on 4 July 2018 by [Michael Christian](#)

Tags: [database](#), [infocapture](#), [table](#)