

## Deleting tickets in InfoCapture

Infocapture tickets can be deleted individually, in batches using the built-in facility or in bulk via CSV.

Vigilance around any deletions is required by the team member performing them as once deleted data is permanently removed and cannot be restored.

If you are going to be deleting Infocapture tickets:

1. Confirm with your team the deletions are appropriate and approved before proceeding.
2. Consider exporting all the project ticket data to a CSV so that this is on file in case any deletions are made in error. Tickets can be re-imported to the system from this CSV.

Admin / Infocapture / Bug Tracker

**Bug Tracker**  
/forms/bugtracker  
Testing

**Project options**

- Project Summary
- Edit project properties
- Project permissions
- Statuses
- Conditions
- Field condition sets
- Triggers
- Behaviour
- Field visibility
- SLA
- Automatic changes

**Bug Tracker**  
/forms/bugtracker  
Testing

View Form  Checkout form  Revision History

A major component of a bug tracking system is the database it creates, containing facts about known bugs. Facts include reproducibility, severity and priority, a summary of the bug and details on how to replicate the issue. The person who reported the bug and the programmer or tester who is currently working on it, is also recorded.

This bug tracking system supports the concept of the life cycle of bugs, tracked and monitored using statuses. Interested parties, including the reporter, the development team and the testing team, are notified at appropriate stages.

The main benefit of a bug tracking system is to provide a clear, centralised overview of development requests, including both bugs and enhancements (of which the boundary is often hazy) and their current state. The prioritised list of pending bugs (often called the backlog) provides valuable input when defining the product road map or even the next release.

For more information on this process, please see [here](#).

Get external form  Export project  Export & Import from CSV

Admin / Infocapture / Bug Tracker / Bulk Update CSV

**Bulk Import** **Bulk Update** **Export Data**

Project options

- Project Summary
- Edit project properties
- Project permissions
- Statuses
- Conditions

Export all issue data to CSV  Download ZIP archive (faster)  Export all data to CSV

### Delete tickets individually

Only users with the 'Manage tickets' [project permission](#) will see the **Delete** option when in a ticket.

**Assign to**

**Change status to**

**Submit**

**Edit**
**Monitor**
**Clone**
**Delete**

This will take the user to another screen to confirm they wish to delete the ticket:

ID: BT0009

Project: Bug Tracker

Submitted by: Joshua Tucker

Date of report: 02-05-2023 10:07

**Delete**

Clicking **Delete** will remove the ticket permanently and an on-screen message will confirm the ticket is removed.

The [audit log](#) will record the deletion and specify the ticket removed as below:

From: 21-12-2023 00:00 To: 21-12-2023 11:29

User name:

Category: InfoCapture Delete issue

CSV delimiter: Comma (,) Semicolon (,) Get CSV file

**View**

| Date/Time        | User name                 | Impersonated user | IP address / Proxy IP | Type    | Category    | Subcategory  | Object             | Details                                                |
|------------------|---------------------------|-------------------|-----------------------|---------|-------------|--------------|--------------------|--------------------------------------------------------|
| 21-12-2023 11:27 | Claromentis Administrator |                   | 161.35.160.204        | SUCCESS | InfoCapture | Delete issue | ~ (Object ID: 339) | Issue (BT0009) deleted from project 'Bug Tracker' (12) |

## Delete tickets in batches

The built-in facility appears on the front end of a project in the ticket list:

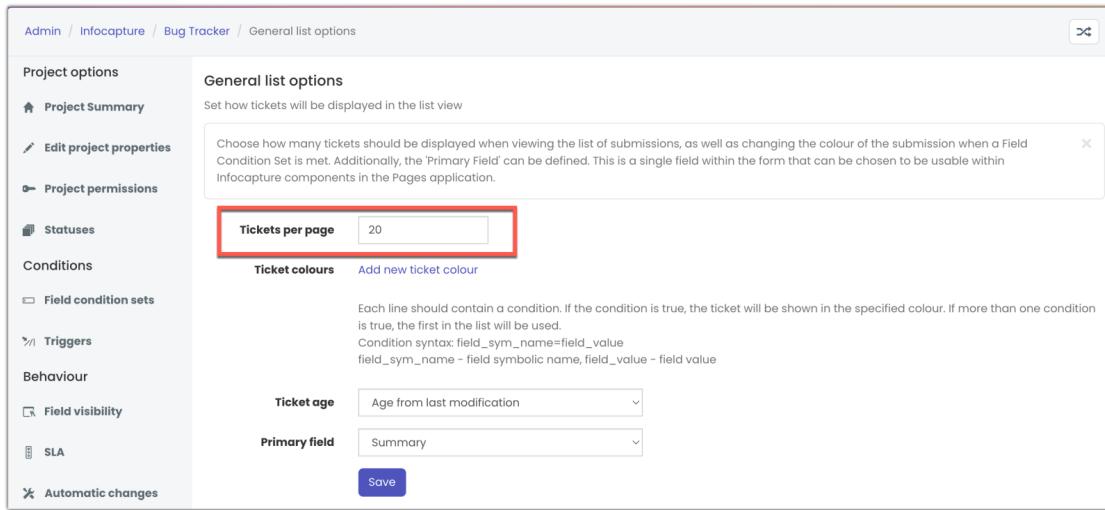
| checkbox                            | Ticket ID | User                      | Priority      | Description                                 |  |  | Status        | Last Update               | Actions          |  |
|-------------------------------------|-----------|---------------------------|---------------|---------------------------------------------|--|--|---------------|---------------------------|------------------|--|
| <input checked="" type="checkbox"/> | BT0038    | Claromentis Administrator | Urgent        | dfgdgdf                                     |  |  | New           | 04-10-2023 10:09          |                  |  |
| <input checked="" type="checkbox"/> | BT0037    | Alan Metcalfe             | Urgent        | efweatwef                                   |  |  | Nigel Davies  | Pending Testing           | 12-09-2023 11:32 |  |
| <input checked="" type="checkbox"/> | BT0035    | Claromentis Administrator | High          | dsgvsvsdg                                   |  |  | Rose Sharp    | Pending Reporter Feedback | 06-07-2023 17:20 |  |
| <input checked="" type="checkbox"/> | BT0034    | Claromentis Administrator | Normal        | dfchbhdfbh                                  |  |  | Rose Sharp    | Pending Reporter Feedback | 06-07-2023 17:17 |  |
| <input checked="" type="checkbox"/> | BT0033    | Claromentis Administrator | High          | test567                                     |  |  | Nigel Davies  | Pending Reporter Feedback | 06-07-2023 17:11 |  |
| <input checked="" type="checkbox"/> | BT0008    | John Vance                | Normal        | Add titles to report wizard steps           |  |  | Simon Walker  | Pending Testing           | 05-05-2023 10:58 |  |
| <input checked="" type="checkbox"/> | BT0007    |                           | Low           | Spelling error in tool tip                  |  |  | Phil Lawrence | Resolved                  | 05-05-2023 10:56 |  |
| <input checked="" type="checkbox"/> | BT0006    |                           | High          | Document preview IE9 issues                 |  |  | Claire Bond   | Pending Testing           | 05-05-2023 10:53 |  |
| <input checked="" type="checkbox"/> | BT0005    | Claire Bond               | High          | Search results do not load                  |  |  | Claire Bond   | Resolved                  | 12-05-2023 17:29 |  |
| <input checked="" type="checkbox"/> | BT0004    | 1                         | Victor McLean | Remove the renew button                     |  |  | Simon Walker  | Resolved                  | 12-05-2023 17:28 |  |
| <input checked="" type="checkbox"/> | BT0003    | 1                         | John Vance    | Mark mandatory fields with an asterisk      |  |  | Phil Lawrence | Resolved                  | 12-05-2023 17:26 |  |
| <input checked="" type="checkbox"/> | BT0002    |                           | Urgent        | Browser crashes when uploading a large file |  |  | Victor McLean | Resolved                  | 12-05-2023 17:26 |  |
| <input checked="" type="checkbox"/> | BT0001    |                           | Low           | Status message is incorrect                 |  |  | Jacob Black   | Resolved                  | 12-05-2023 17:25 |  |

**Update** **OK** **Delete**

The **Delete** option will only be able to be used by users with the 'Manage tickets' project permission.

1. Check the box next to each ticket you wish to delete (or 'Select all' on the current page) using the topmost checkbox.

(The number of tickets that show on one page of the ticket list can be changed temporarily to assist with larger batch deletions)



Admin / Infocapture / Bug Tracker / General list options

**Project options**

- Project Summary
- Edit project properties
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**General list options**

Set how tickets will be displayed in the list view

Choose how many tickets should be displayed when viewing the list of submissions, as well as changing the colour of the submission when a Field Condition Set is met. Additionally, the 'Primary Field' can be defined. This is a single field within the form that can be chosen to be used within Infocapture components in the Pages application.

**Tickets per page**  X

**Ticket colours** [Add new ticket colour](#)

Each line should contain a condition. If the condition is true, the ticket will be shown in the specified colour. If more than one condition is true, the first in the list will be used.

Condition syntax: field\_sym\_name=field\_value  
field\_sym\_name - field symbolic name, field\_value - field value

**Ticket age**  ▼

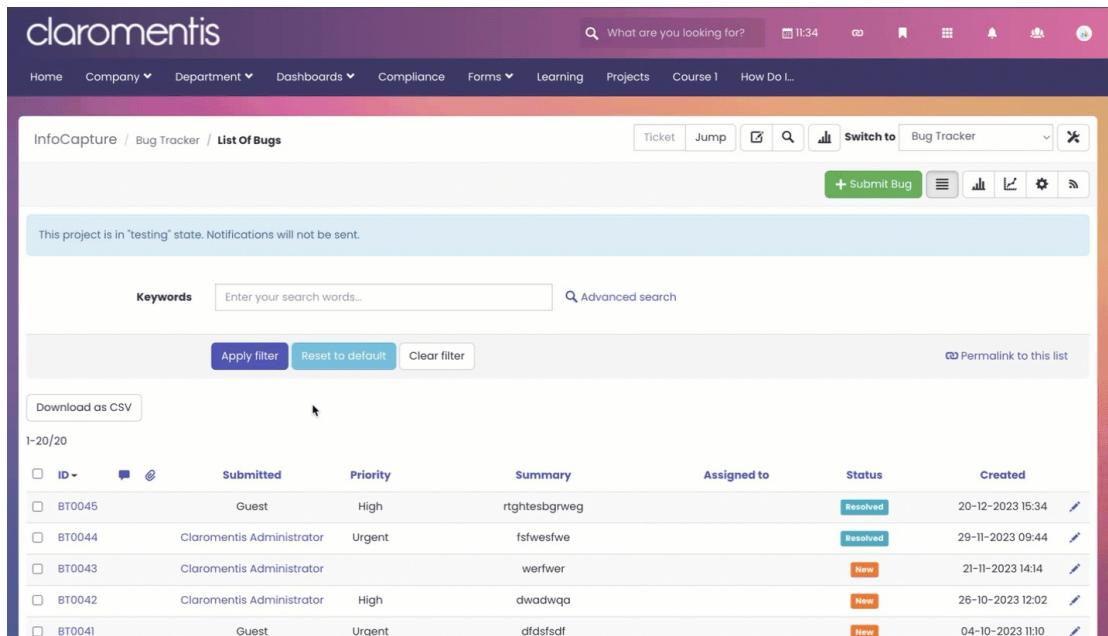
**Primary field**  ▼

**Save**

2. Scroll to the bottom of the screen select **Delete** and then click **OK**.

3. The screen will list all the tickets to be deleted, scroll to the end of the page and select **Delete** a final time to complete this.

4. An on-screen message will confirm how many were removed as shown here:



claromentis

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InfoCapture / Bug Tracker / List Of Bugs

What are you looking for? 11:34

Ticket Jump   X Switch to Bug Tracker X

+ Submit Bug ☰ Filter Print CSV Permalink to this list

This project is in "testing" state. Notifications will not be sent.

Keywords  Advanced search

Apply filter Reset to default Clear filter Download as CSV

1-20/20

| ID     | Submitted                 | Priority | Summary       | Assigned to | Status   | Created          |
|--------|---------------------------|----------|---------------|-------------|----------|------------------|
| BT0045 | Guest                     | High     | rtghtesbgrweg |             | Resolved | 20-12-2023 15:34 |
| BT0044 | Claromentis Administrator | Urgent   | fsfwesfwe     |             | Resolved | 29-11-2023 09:44 |
| BT0043 | Claromentis Administrator |          | werfwer       |             | New      | 21-11-2023 14:14 |
| BT0042 | Claromentis Administrator | High     | dwadwqa       |             | New      | 26-10-2023 12:02 |
| BT0041 | Guest                     | Urgent   | dffdsfsdf     |             | New      | 04-10-2023 11:10 |

Batch deletions using this facility will also be recorded in the audit log as below:

| Audit / View logs    |                           |                                                                                                             |                       |         |             |              |                     |                                                        |  |  |  |  |  |
|----------------------|---------------------------|-------------------------------------------------------------------------------------------------------------|-----------------------|---------|-------------|--------------|---------------------|--------------------------------------------------------|--|--|--|--|--|
| From                 |                           | 21-12-2023                                                                                                  | 11:30                 | To      | 21-12-2023  | 11:37        |                     |                                                        |  |  |  |  |  |
| User name            |                           |                                                                                                             |                       |         |             |              |                     |                                                        |  |  |  |  |  |
| Category             |                           | InfoCapture                                                                                                 |                       |         |             | Delete issue |                     |                                                        |  |  |  |  |  |
| CSV delimiter        |                           | <input checked="" type="radio"/> Comma (,) <input type="radio"/> Semicolon (;) <a href="#">Get CSV file</a> |                       |         |             |              |                     |                                                        |  |  |  |  |  |
| <a href="#">View</a> |                           |                                                                                                             |                       |         |             |              |                     |                                                        |  |  |  |  |  |
| Date/Time            | User name                 | Impersonated user                                                                                           | IP address / Proxy IP | Type    | Category    | Subcategory  | Object              | Details                                                |  |  |  |  |  |
| 21-12-2023 11:34     | Claromentis Administrator |                                                                                                             | 161.35.160.204        | SUCCESS | InfoCapture | Delete issue | " (Object ID: 1867) | Issue (BT0045) deleted from project 'Bug Tracker (12)' |  |  |  |  |  |
| 21-12-2023 11:34     | Claromentis Administrator |                                                                                                             | 161.35.160.204        | SUCCESS | InfoCapture | Delete issue | " (Object ID: 1866) | Issue (BT0044) deleted from project 'Bug Tracker (12)' |  |  |  |  |  |
| 21-12-2023 11:34     | Claromentis Administrator |                                                                                                             | 161.35.160.204        | SUCCESS | InfoCapture | Delete issue | " (Object ID: 1863) | Issue (BT0043) deleted from project 'Bug Tracker (12)' |  |  |  |  |  |
| 21-12-2023 11:34     | Claromentis Administrator |                                                                                                             | 161.35.160.204        | SUCCESS | InfoCapture | Delete issue | " (Object ID: 1862) | Issue (BT0042) deleted from project 'Bug Tracker (12)' |  |  |  |  |  |
| 21-12-2023 11:34     | Claromentis Administrator |                                                                                                             | 161.35.160.204        | SUCCESS | InfoCapture | Delete issue | " (Object ID: 720)  | Issue (BT0041) deleted from project 'Bug Tracker (12)' |  |  |  |  |  |
| 21-12-2023 11:34     | Claromentis Administrator |                                                                                                             | 161.35.160.204        | SUCCESS | InfoCapture | Delete issue | " (Object ID: 719)  | Issue (BT0040) deleted from project 'Bug Tracker (12)' |  |  |  |  |  |
| 21-12-2023 11:34     | Claromentis Administrator |                                                                                                             | 161.35.160.204        | SUCCESS | InfoCapture | Delete issue | " (Object ID: 718)  | Issue (BT0039) deleted from project 'Bug Tracker (12)' |  |  |  |  |  |
| 21-12-2023 11:34     | Claromentis Administrator |                                                                                                             | 161.35.160.204        | SUCCESS | InfoCapture | Delete issue | " (Object ID: 717)  | Issue (BT0038) deleted from project 'Bug Tracker (12)' |  |  |  |  |  |
| 21-12-2023 11:34     | Claromentis Administrator |                                                                                                             | 161.35.160.204        | SUCCESS | InfoCapture | Delete issue | " (Object ID: 624)  | Issue (BT0037) deleted from project 'Bug Tracker (12)' |  |  |  |  |  |
| 21-12-2023 11:34     | Claromentis Administrator |                                                                                                             | 161.35.160.204        | SUCCESS | InfoCapture | Delete issue | " (Object ID: 613)  | Issue (BT0035) deleted from project 'Bug Tracker (12)' |  |  |  |  |  |
| 21-12-2023 11:34     | Claromentis Administrator |                                                                                                             | 161.35.160.204        | SUCCESS | InfoCapture | Delete issue | " (Object ID: 612)  | Issue (BT0034) deleted from project 'Bug Tracker (12)' |  |  |  |  |  |

## Delete tickets in bulk via CSV

The **Bulk update** option can be used to delete tickets en masse.

For this method, we strongly recommend exporting all tickets to a CSV ahead of any deletions to ensure these are on file in case any removals made are in error, needed tickets can be restored from this CSV.

If you are concerned about performing the bulk deletions yourself or would like some advice before proceeding, please raise a [support ticket](#) and we can assist you with this.

Here is a bulk deletion of tickets being carried out for a project:

Your browser doesn't support video.  
Please download the file [video/mp4](#)

1. Export all data to a CSV using the option and then open the file locally.
2. Scroll to the right and locate the last column which will be titled 'input-delete'.

This will have a zero in each row which denotes 'retain' for that ticket.

3. For any ticket you wish to delete update this to a '1' which means 'delete'.

### Optional step but recommended for deletions of large numbers of tickets

Remove any ticket being retained (where zero is in the 'input-delete' column) from the CSV so the file only contains tickets to be deleted ('1' in the 'input-delete' column). This means when importing the file deletions those left out will not be referenced.

Even if you leave those being retained in the CSV they will simply be referenced as 'imported' when they are effectively unchanged.

Whereas taking those being retained out of the CSV is beneficial because it makes the file the system has to process smaller, which is necessary if you wish to delete large numbers of tickets.

If you're deleting less than tickets this likely is negligible.

If you are, however, deleting between 200 and 1000 tickets we recommend ensuring the CSV only includes tickets to be deleted to guarantee this completes successfully.

If you need to delete more than 1000 tickets you will need to perform the deletions in batches and we would recommend using CSVs that only contain deletions for this.

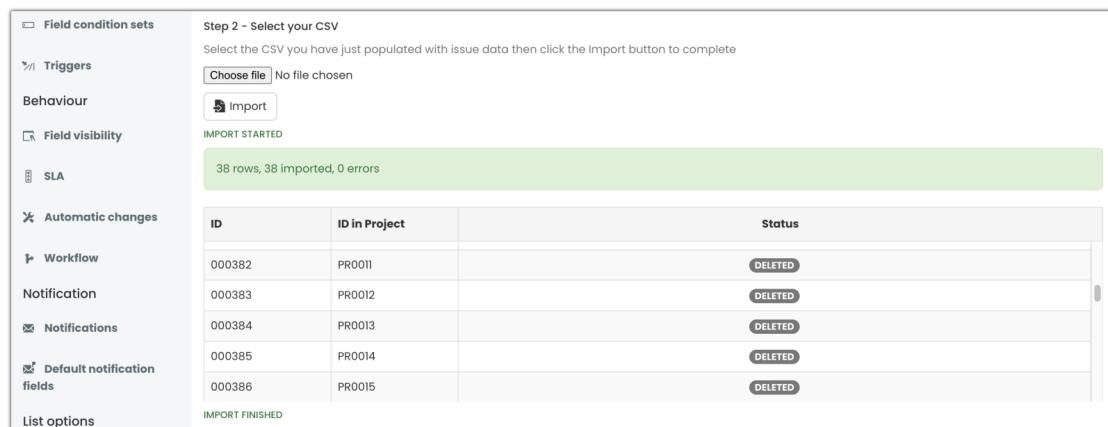
4. Once complete, save the file as a CSV.

5. Now in the 'Bulk import' tab of the project, upload the edited CSV that contains your deletions to the 'Step 2' area.

**THIS IS THE POINT OF NO RETURN - TICKETS WILL BE PERMANENTLY ERASED WITH THE NEXT STEP**

6. Select **Import** and the system will process the deletions, displaying this in a table on the screen.

7. Once it completes, all the tickets with '1' against them in the CSV will have been permanently deleted.



Step 2 - Select your CSV

Select the CSV you have just populated with issue data then click the Import button to complete

Choose file No file chosen

Import

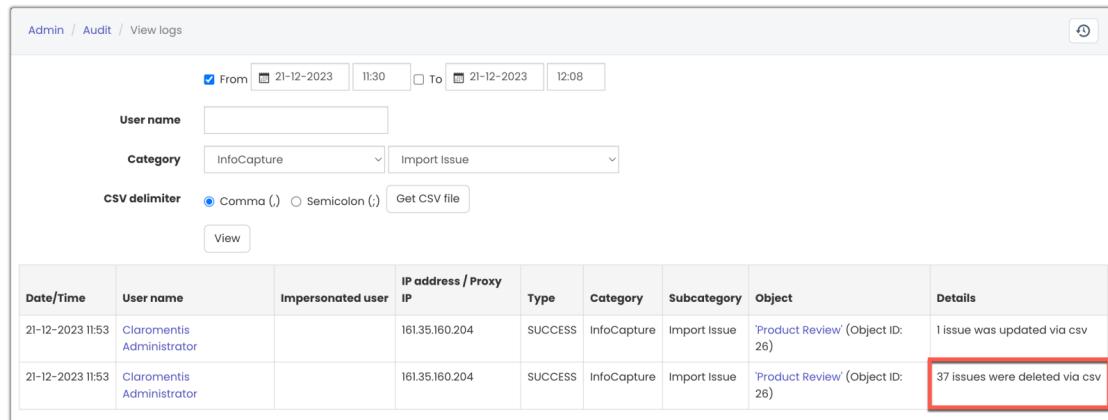
IMPORT STARTED

38 rows, 38 imported, 0 errors

| ID     | ID in Project | Status  |
|--------|---------------|---------|
| 000382 | PRO0011       | DELETED |
| 000383 | PRO0012       | DELETED |
| 000384 | PRO0013       | DELETED |
| 000385 | PRO0014       | DELETED |
| 000386 | PRO0015       | DELETED |

IMPORT FINISHED

The audit log will reflect the bulk deletion via CSV - it will specify how many were deleted but it will not list these individually:



Admin / Audit / View logs

From 21-12-2023 11:30 To 21-12-2023 12:08

User name

Category InfoCapture Import Issue

CSV delimiter Comma (,) Semicolon (;) Get CSV file

View

| Date/Time        | User name                 | Impersonated user | IP address / Proxy IP | Type    | Category    | Subcategory  | Object                           | Details                        |
|------------------|---------------------------|-------------------|-----------------------|---------|-------------|--------------|----------------------------------|--------------------------------|
| 21-12-2023 11:53 | Claromentis Administrator |                   | 161.35.160.204        | SUCCESS | InfoCapture | Import Issue | 'Product Review' (Object ID: 26) | 1 issue was updated via csv    |
| 21-12-2023 11:53 | Claromentis Administrator |                   | 161.35.160.204        | SUCCESS | InfoCapture | Import Issue | 'Product Review' (Object ID: 26) | 37 issues were deleted via csv |

If tickets are deleted in error using the bulk CSV method it is NOT possible to tell which tickets were included when the deletions took place - another reason for vigilance ahead of deletions as the losses for this method cannot be tracked.

However, if you exported all ticket data from the project before proceeding with the deletions any tickets now needed can be restored by re-importing them in the 'Bulk import' area.

For this to be successful remove the 'ID' and 'ID in project' columns from the file you exported with all the tickets and save this, it will now allow the tickets within it to be imported back into the project successfully.