

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.

A screenshot of the 'Bug Tracker' project page in the InfoCapture system. The page has a left-hand navigation menu with options like 'Project Summary', 'Edit project properties', 'Project permissions', 'Statuses', 'Conditions', 'Field condition sets', 'Triggers', 'Behaviour', 'Field visibility', 'SLA', and 'Automatic changes'. The main content area shows the project name 'Bug Tracker' with a red bug icon, the path '/forms/bugtracker', and a 'Testing' status. Below this are buttons for 'View Form', 'Checkout form', and 'Revision History'. A paragraph of text describes the bug tracking system. At the bottom, there are three buttons: 'Get external form', 'Export project', and 'Export & Import from CSV', with the last one highlighted by a red box.

A screenshot of the 'Bulk Update CSV' page in the InfoCapture system. The page has a left-hand navigation menu similar to the previous screenshot. The main content area shows the path 'Admin / Infocapture / Bug Tracker / Bulk Update CSV' and tabs for 'Bulk Import', 'Bulk Update', and 'Export Data'. Below the tabs, there is a section titled 'Export all issue data to CSV' with a checked checkbox for 'Download ZIP archive (faster)' and a button labeled '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 [not assigned]

Change status to Resolved

Submit

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

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

InfoCapture / Delete bug

Ticket Jump Search Switch to Bug Tracker

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:

Admin / Audit / View logs

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:

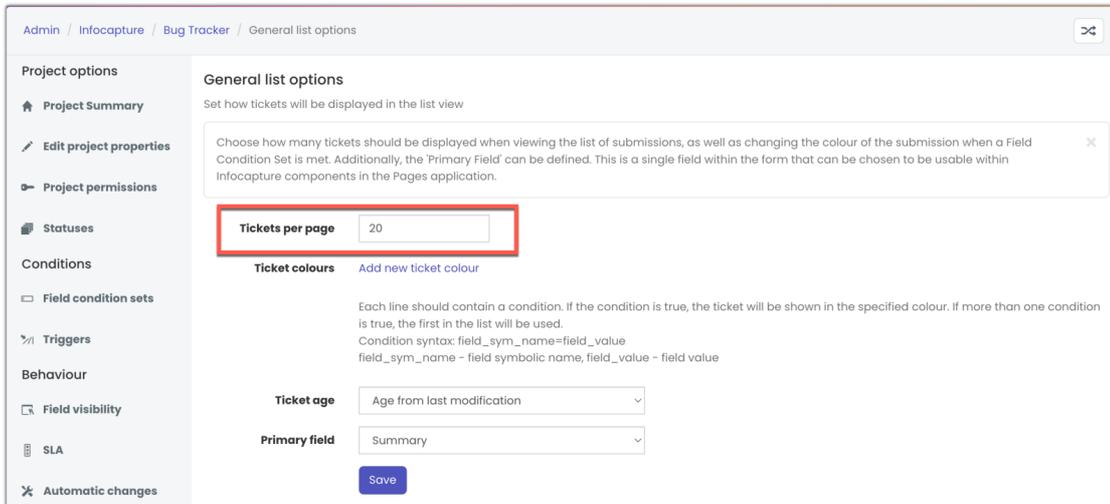
<input checked="" type="checkbox"/>	BT0038	Claromentis Administrator	Urgent	dfigdgd		New	04-10-2023 10:09	
<input checked="" type="checkbox"/>	BT0037	Alan Metcalfe	Urgent	efweafwef	Nigel Davies	Pending Testing	12-09-2023 11:32	
<input checked="" type="checkbox"/>	BT0035	Claromentis Administrator	High	dsgsvsdg	Rose Sharp	Pending Reporter Feedback	06-07-2023 17:20	
<input checked="" type="checkbox"/>	BT0034	Claromentis Administrator	Normal	dfchbdfbh	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	Low	Remove the renew button	Simon Walker	Resolved	12-05-2023 17:28	
<input checked="" type="checkbox"/>	BT0003	1 John Vance	Normal	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

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.

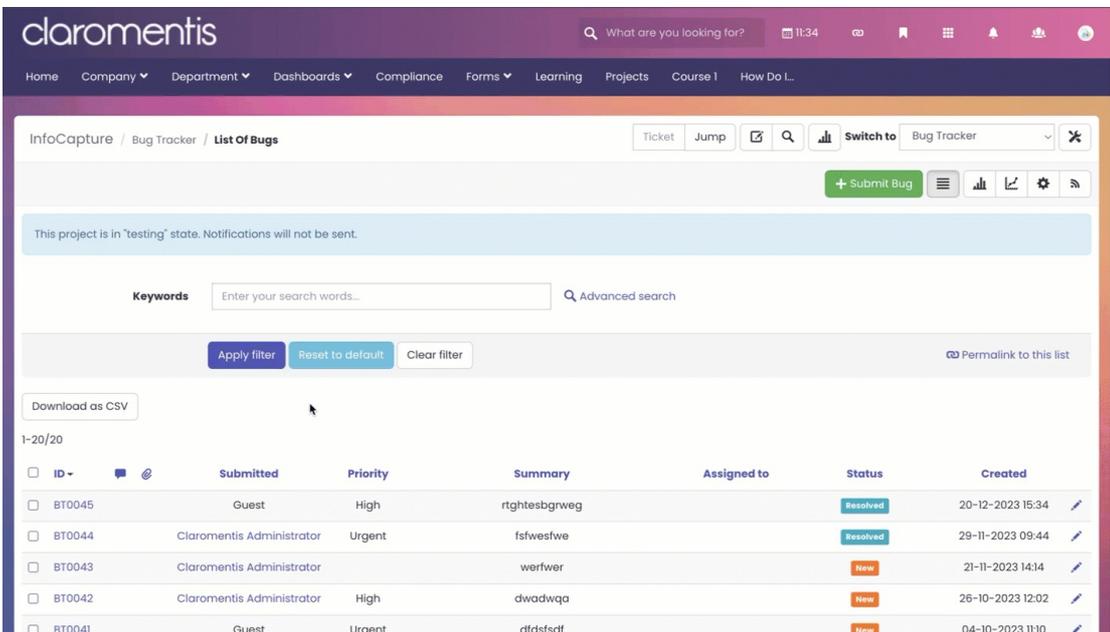
(The number of tickets that show on one page of the ticket list can be changed temporarily to assist with larger batch deletions)



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:



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

Admin / Audit / View logs 🔄

From 21-12-2023 11:30 To 21-12-2023 11:37

User name

Category InfoCapture Delete issue

CSV delimiter Comma (,) Semicolon (;)

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:



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.

The screenshot shows the 'Step 2 - Select your CSV' interface. It includes a sidebar with navigation options like 'Field condition sets', 'Triggers', 'Behaviour', 'Field visibility', 'SLA', 'Automatic changes', 'Workflow', 'Notification', 'Notifications', 'Default notification fields', and 'List options'. The main area displays 'Step 2 - Select your CSV' with instructions to select a CSV file. A 'Choose file' button is present, and an 'Import' button is visible. Below this, a green bar indicates 'IMPORT STARTED' with the message '38 rows, 38 imported, 0 errors'. A table shows the results of the import:

ID	ID in Project	Status
000382	PR0011	DELETED
000383	PR0012	DELETED
000384	PR0013	DELETED
000385	PR0014	DELETED
000386	PR0015	DELETED

At the bottom, it says '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:

The screenshot shows the 'Admin / Audit / View logs' interface. It includes filters for 'From' (21-12-2023 11:30) and 'To' (21-12-2023 12:08). The 'User name' is 'Claramentis Administrator', 'Category' is 'InfoCapture', and 'Subcategory' is 'Import issue'. The 'CSV delimiter' is set to 'Comma (,)'.

Date/Time	User name	Impersonated user	IP address / Proxy IP	Type	Category	Subcategory	Object	Details
21-12-2023 11:53	Claramentis 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	Claramentis 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.