



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' interface within the Infocapture system. The breadcrumb trail at the top reads 'Admin / Infocapture / Bug Tracker'. On the left, a sidebar lists 'Project options' including 'Project Summary' (selected), 'Edit project properties', 'Project permissions', 'Statuses', 'Conditions', 'Field condition sets', 'Triggers', 'Behaviour', 'Field visibility', 'SLA', and 'Automatic changes'. The main content area features a red bug icon, the title 'Bug Tracker', and a '/forms/bugtracker' link with a 'Testing' tag. Below these are buttons for 'View Form', 'Checkout form', and 'Revision History'. A descriptive paragraph explains the bug tracking system's purpose. At the bottom, there are three buttons: 'Get external form', 'Export project', and 'Export & Import from CSV', with the latter being highlighted by a red rectangular box.

A screenshot of the 'Bulk Update CSV' interface. The breadcrumb trail at the top reads 'Admin / Infocapture / Bug Tracker / Bulk Update CSV'. The left sidebar is identical to the previous screenshot. The main content area has tabs for 'Bulk Import', 'Bulk Update', and 'Export Data', with 'Export Data' being the active tab. Below the tabs, it says 'Export all issue data to CSV' and provides two options: 'Download ZIP archive (faster)' (which is selected with a blue checkbox) and 'Export all data to CSV' (with a button icon). A button labeled 'Export data to CSV' is at the bottom.

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

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	Claroments 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	Claroments Administrator	Urgent	difgdgdf		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	Claroments Administrator	High	dsgsvsdg	Rose Sharp	Pending Reporter Feedback	06-07-2023 17:20	✎
<input checked="" type="checkbox"/>	BT0034	Claroments Administrator	Normal	dfchbhdftb	Rose Sharp	Pending Reporter Feedback	06-07-2023 17:17	✎
<input checked="" type="checkbox"/>	BT0033	Claroments 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

Delete

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)

Admin / Infocapture / Bug Tracker / General list options

Project options

Project Summary

Edit project properties

Project permissions

Statuses

Conditions

Field condition sets

Triggers

Behaviour

Field visibility

SLA

Automatic changes

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 usable within Infocapture components in the Pages application.

Tickets per page

20

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

Age from last modification

Primary field

Summary

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

What are you looking for?

11:34

Home Company Department Dashboards Compliance Forms Learning Projects Course 1 How Do I...

InfoCapture / Bug Tracker / List Of Bugs

Ticket Jump

Switch to Bug Tracker

+ Submit Bug

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

Keywords

Enter your search words...

Advanced search

Apply filter

Reset to default

Clear filter

Permalink to this list

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	dfdsfsdf		New	04-10-2023 11:10

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 (;)

Get CSV file

View

Date/Time	User name	Impersonated user	IP address / Proxy IP	Type	Category	Subcategory	Object	Details
21-12-2023 11:34	Claromendis 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	Claromendis 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	Claromendis 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	Claromendis 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	Claromendis 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	Claromendis 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	Claromendis 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	Claromendis 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	Claromendis 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	Claromendis 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	Claromendis Administrator		161.35.160.204	SUCCESS	InfoCapture	Delete issue	" (Object ID: 612)	Issue (BT0034) deleted from project 'Bug Tracker (12)'

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.

Field condition sets

Triggers

Behaviour

Field visibility

SLA

Automatic changes

Workflow

Notification

Notifications

Default notification fields

List options

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	PR0011	DELETED
000383	PR0012	DELETED
000384	PR0013	DELETED
000385	PR0014	DELETED
000386	PR0015	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.