Link to article: https://discover.claromentis.com/knowledgebase/articles/963/deleting-tickets-in-infocapture



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 >C
Project options Project Summary Edit project properties	Bug Tracker
 Project permissions Statuses 	Wew Form Checkout form
Conditions Field condition sets	A major component of a bug tracking system is the database it creates, containing facts about known bugs. Facts include reproducibility, serving and priority, or summary of the bug and datalis on how to replicate the issue. The person who reported the bug and the programmer or tester who is currently working on I, is abor recorded.
3/1 Triggers	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.
Behaviour	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 hary) and their current state. The prioritised ist of pending bugs (often called the backlog) provides valuable input when defining the product rade may or even the next release.
SLA	For more information on this process, please see here.
🎉 Automatic changes	Call Get external form a Dxport project B Dxport & Import from CSV
Admin / Infocapture / Bug	Tracker / Bulk Update CSV 24
Project options	Bulk Import Bulk Update Export Data
🕈 Project Summary	Export all issue data to CSV
🖌 Edit project properties	Z Download ZP archive (faster)
 Project permissions 	Export all data to CSV
💋 Statuses	

Delete tickets individually

Only users with the 'Manage tickets' project permission will see the Delete option when in a ticket.

Assign to	[not assigned] V
Change status to	Resolved ~
	Submit
	Edit Monitor Clone

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



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:

21-12-2023 11:27	Claromentis Administrator		161.35.160.204	SUCCESS	InfoCapture	Delete issue	" (Object ID: 339)	Issue (810009) deleted from project Bug Tracker (12)
Date/Time	User name	Impersonated user	IP address / Proxy IP	Туре	Category	Subcategory	Object	Details
c	Category Info 3V delimiter Con View	iapture	Cet CSV file		v			
	2 From	21-12-2023 00	:00 To 21-12-	2023 11	29			
Admin / Audit	/ View logs							0

Delete tickets in batches

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

	BT0038		Claromentis Administrator	Urgent	dfgdgdf		New	04-10-2023 10:09	1
	BT0037		Alan Metcalfe	Urgent	efweafwef	Nigel Davies	Pending Testing	12-09-2023 11:32	1
	BT0035		Claromentis Administrator	High	dsgvsvsdg	Rose Sharp	Pending Reporter Feedback	06-07-2023 17:20	1
	BT0034		Claromentis Administrator	Normal	dfchbhdfbh	Rose Sharp	Pending Reporter Feedback	06-07-2023 17:17	1
	BT0033		Claromentis Administrator	High	test567	Nigel Davies	Pending Reporter Feedback	06-07-2023 17:11	1
	BT0008		John Vance	Normal	Add titles to report wizord steps	Simon Walker	Pending Testing	05-05-2023 10:58	1
	BT0007			Low	Spelling error in tool tip	Phil Lawrence	Resolved	05-05-2023 10:56	1
	BT0006			High	Document preview IE9 issues	Claire Bond	Pending Testing	05-05-2023 10.53	1
	BT0005		Claire Bond	High	Search results do not load	Claire Bond	Resolved	12-05-2023 17:29	1
	BT0004	1	Victor McLean	Low	Remove the renew button	Simon Walker	Resolved	12-05-2023 17:28	1
	BT0003	1	John Vance	Normal	Mark mandatory fields with an asterisk	Phil Lawrence	Resolved	12-05-2023 17:26	1
	BT0002			Urgent	Browser crashes when uploading a large file	Victor McLean	Resolved	12-05-2023 17:26	1
	BT0001			Low	Status message is incorrect	Jacob Black	Resolved	12-05-2023 17:25	1
Ľ	Update	OK							
	our g								_

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 option	s	*
Project options	General list options		
A Project Summary	Set how tickets will be disp	layed in the list view	
🖌 Edit project properties	Choose how many ticke Condition Set is met. Ad	ts should be displayed when viewing the list of submissions, as well as changing the colour of the submission when a Field ditionally, the "Primary Field" can be defined. This is a single field within the form that can be chosen to be usable within	×
 Project permissions 	Infocapture component	s in the Pages application.	
Statuses	Tickets per page	20	
Conditions	Ticket colours	Add new ticket colour	
Field condition sets		Each line should contain a condition. If the condition is true, the ticket will be shown in the specified colour. If more than one con is true the field in the field will be used.	ndition
M Triggers		is and una initial in the last wind a dest. Condition syntax: Field_sym_name=field_value field_sym_name - field symbolic name, field_value - field value	
Behaviour			
Field visibility	Ticket age	Age from last modification	
II SLA	Primary field	Summary ~	
⊁ Automatic changes		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 selectDelete a final time to complete this.

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

claromentis		Q What are y	ou looking for?	34 യ 📕	II 🔺 🕸 💿
InfoCapture / Bug Tracker / List of Bugs		Tick	et Jump 🗗 🔍	L Switch to B	ng Tracker
				+ Submit Bug	
This project is in "testing" state. Notifications will not be	sent.				
Keywords Enter your search w	ords	Q, Advanced sear	ch		
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							0
cs	User name Category V delimiter	From 21-12-2023	1130 To 21-12 V Delete issue () Get CSV file	-2023 1	·37			
Date/Time	User name	Impersonated user	IP address / Proxy IP	Туре	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		161.35.180.204	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 (BT003B) 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 <u>strongly recommend</u> 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 asupport 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.

Field condition sets	Step 2 - Select your	csv		
	Select the CSV you h	ave just populated with i	ssue data then click the import button to complete	
3/1 Triggers	Choose file No file of	chosen		
Behaviour	a Import			
🗔 Field visibility	IMPORT STARTED			
ii sla	38 rows, 38 import	ted, 0 errors		
⊁ Automatic changes	ID	ID in Project	Status	
⊮ Workflow	000382	PR0011	OILITCO	
Notification	000383	PR0012	OTUTED	0
Notifications	000384	PR0013	DELETED	
🖾 Default notification	000385	PR0014	DELETED	
fields	000386	PR0015	DILITED	
List options	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:

	/ view iogs								•
	•	From	21-12-2023 11:30	□ то 🖬 21-12-202	12:08				
	User name								
	Category	InfoCaptur	• ~	Import Issue		v			
c	V delimiter 🔋	Comma (,) 🔿 Semicolon (;)	Get CSV file					
		View							
Date/Time	User name	View	Impersonated user	IP address / Proxy IP	Туре	Category	Subcategory	Object	Details
Date/Time 21-12-2023 11:53	User name Claromentis Administrator	View	Impersonated user	IP address / Proxy IP 161.35.160.204	Type SUCCESS	Category InfoCapture	Subcategory Import Issue	Object 'Product Review' (Object ID: 26)	Details 1 issue was updated 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 byre-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.

Created on 21 December 2023 by Hannah Door. Last modified on 3 January 2024 Tags: delete, infocapture, tickets