TROUBLESHOOTING & KNOWN ISSUES FOR VERSION 3.+

'Php Web Based Timesheet And Project Tracking Software'
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1. *MySQL 5*

We have tested the system successfully on MySQL 5.X. However, if your MySQL 5.X failed to work with Socket Timesheet (Ex: A lot of Warning Messages from MySQL, Failed to Update data etc), the MySQL settings need to be updated:

a. Locate the MySQL configuration file (usually **my.ini** file in the MySQL Folder) and search for the **sql-mode** parameter.

b. Change the **sql-mode=""** and save the file

c. Restart your MySQL server and try again

The solution above will not break your server in any way. It's just to make it compatible with the previous versions of MySQL code.

2. *Zend Optimizer*

Zend Optimizer is needed to protect our Code for all Trial Versions. Without Zend Optimizer installed in your server, Trial Versions of Socket Timesheet will not work. However, Zend Optimizer is not needed for the Full Version as it's not encrypted.

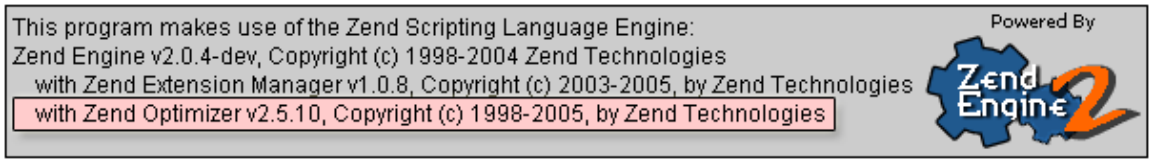

Figure 1: Zend Optimizer confirmation from phpinfo Output

3. *IE 7.X*

There are a few known anomalies with IE 7.X due to code changes in its browser. Listed below are the anomalies and its proposed rectification:

3.1. Warning Message when Renaming Documents in Projects

Figure 2: Warning Message in IE 7.X

3.1. Solution

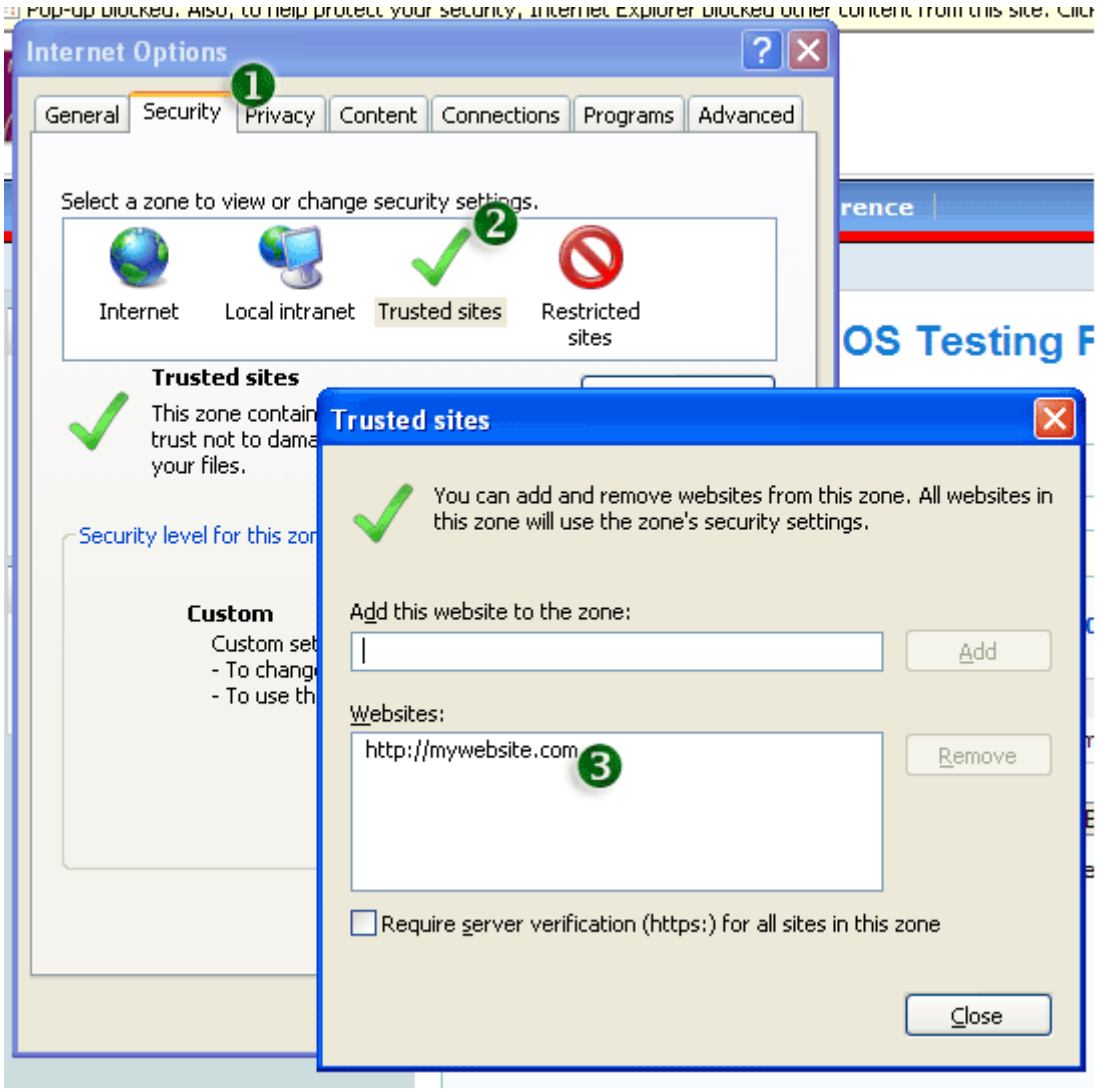

Figure 3: Remove Warning Messages For Specific Site

1. **SELECT TOOLS AND SECURITY TAB**
2. **SELECT "TRUSTED SITES"**
3. **ADD YOUR SOCKETIMESHEET WEBSITE IN THE BOX AND PRESS ADD BUTTON**

3.2. Warning Message when Downloading Documents in Projects

Figure 4: Warning During Document Downloads in IE 7.X

3.2. Solution

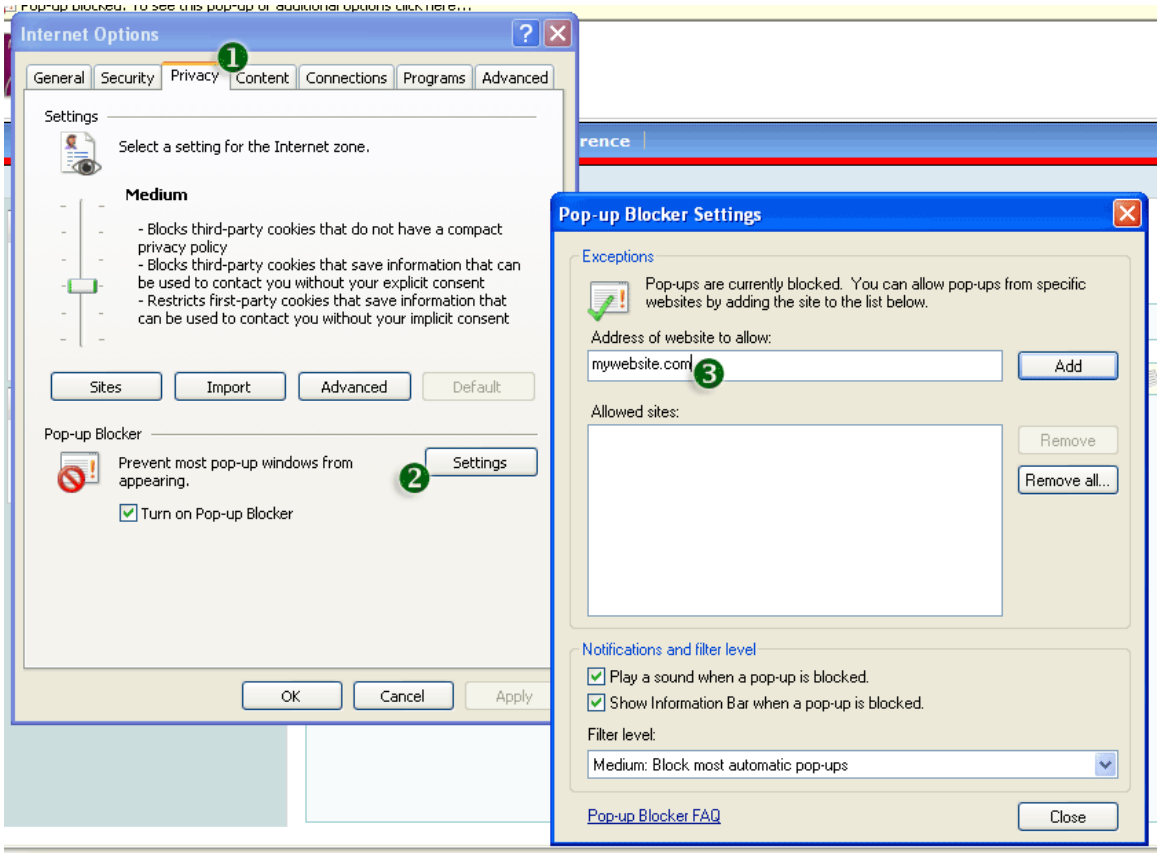

Figure 5: Removing Warning Messages in Document Downloads

1. **SELECT TOOLS AND PRIVACY TAB**
2. **SELECT "SETTINGS" AT THE POP-UP BLOCKER SEGMENT**
3. **ADD YOUR SOCKETIMESHEET WEBSITE IN THE BOX AND PRESS ADD BUTTON**

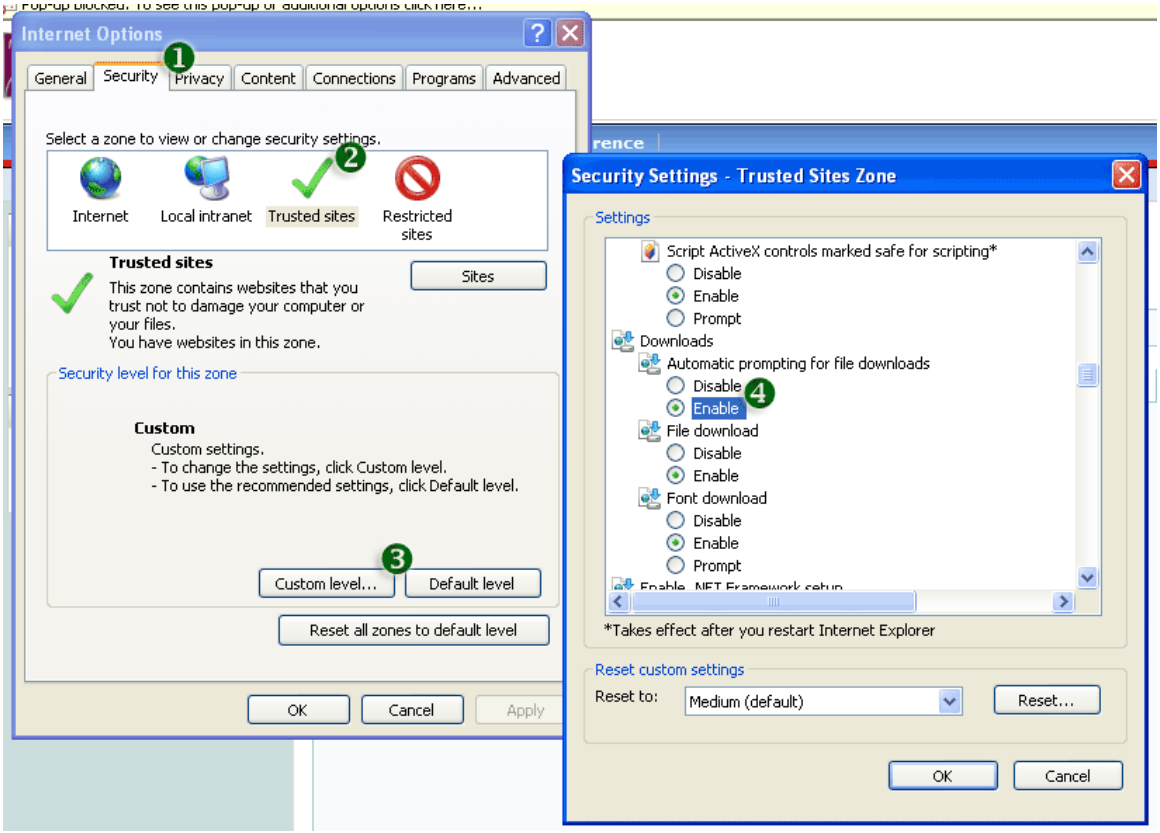

Figure 6: Removing Warning Messages in Document Downloads

1. SELECT TOOLS AND SECURITY TAB

2. SELECT "TRUSTED SITES"

3. SELECT "CUSTOM LEVEL"

4. LOCATE DOWNLOADS SECTION AND SELECT "ENABLE" AT THE "AUTOMATION PROMPTING FOR FILE DOWNLOADS" TITLE AND PRESS OK

3.3. Exporting Report to File Warning

3.3. Solution

Solution similar to "**2. Warning Message when Downloading Documents in Projects**"

4. Non Internet Explorer Browser

d. Currently, support for non IE browsers is available for Firefox 2+ and Netscape 8+ only. You can still use your other favourite browsers but Support will only be available for the above-listed browsers.

5. *Known Issue With Non-IE Browser*

e. One minor issue identified with Non-IE browser is the ability to expand and collapse the Projects and Tasks (Project and Timesheet Features). We have decided to Release Socket Timesheet with this minor issue until fix is available. Once available, it will be uploaded in the customer directory.

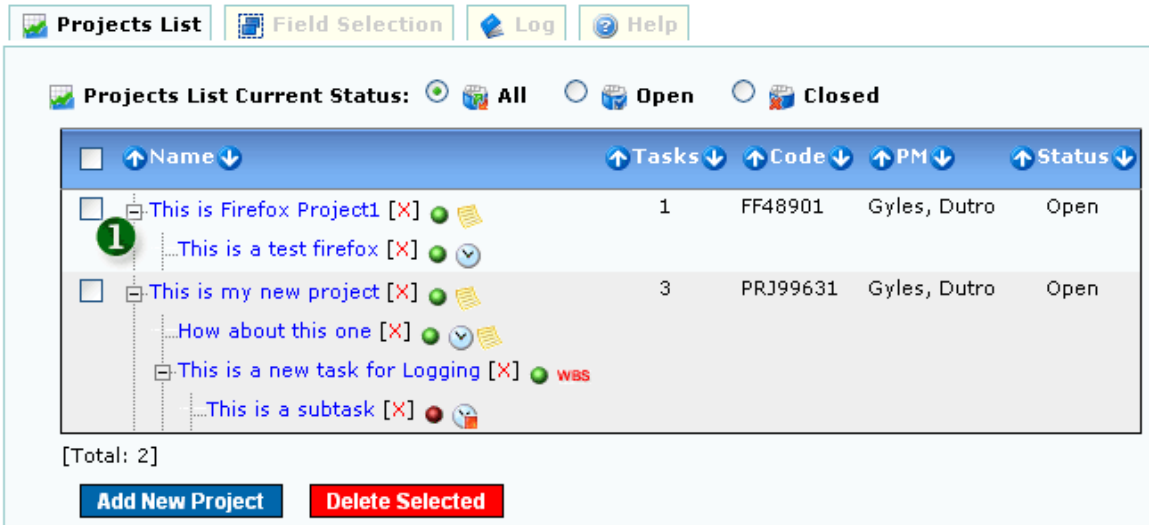

Figure 7: Cannot collapse tasks in projects for Non-IE Browsers

1. ALL TASKS IN PROJECTS WILL BE EXPANDED BY DEFAULT REGARDLESS OF USER PREFERENCE

6. *PHP Warning Messages*

f. If you see Warning or Notify messages from the System, this means that your Php configuration is not fully completed:

i. Locate **php.ini** file and update **error_reporting** parameter to **error_reporting = E_ALL & ~E_NOTICE**.

ii. Save **php.ini**

iii. Restart your web server and try again

7. *OTHERS*

Contact support@sockettimesheet.com or go to www.sockettimesheet.com for latest updates