

EurekaLog 7

Viewer

user manual

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Part

I

1 Introduction

This is a EurekaLog Viewer help file.

Select topic:

- [What is EurekaLog Viewer?](#) [2]
- [What is new in this version?](#) [3]
- [How do I...?](#) [6] (FAQ)
- [EurekaLog Viewer interface](#) [17] (includes [configuration](#) [26])
- [Grid manual](#) [35]
- [Command line options](#) [46]
- [Other advanced topics](#) [38]

1.1 What is Eureka Log Viewer?

EurekaLog Viewer is an application that allows you to view bug reports from your customers generated by [EurekaLog](#).

Aside from viewer functionality it also stores all reports in one database, allows you to manage reports, filter them, etc.

Although EurekaLog bug reports are simple text files that can be viewed with Notepad or any other text editor, EurekaLog Viewer displays the reports in a more convenient way:

The screenshot shows the EurekaLog Viewer interface. At the top, there's a menu bar with icons for Import, Export, Delete, Clear, Print, Configure, Feedback, Help, List, and Report. The 'List' button is highlighted. Below the menu is a toolbar with similar buttons. The main area has a title 'Drag a column header here to group by that column'. A table displays bug log entries:

Applic...	Bug ID	Count	Status	Note	Date	Error type	Error message	Module
EurekaLog...	977D	5	New	<input type="button" value="▼"/>	2009-02-18 18:20:29	EAccessViolation	Access violation at address 009...	Eureka...
EurekaLog...	1065	1	New	<input type="button" value="▼"/>	2009-03-09 15:41:32	EAccessViolation	Access violation at address 004...	Eureka...
EurekaLog	1BFD	1	Fixed	<input type="button" value="▼"/>	2009-03-09 15:41:37	EAccessViolation	Access violation at address 004	Eureka...
EurekaLog	191D	2	New	<input type="button" value="▼"/>	2009-03-10 15:27:25	Exception	Test.	Eureka...

Below the table is a navigation bar with tabs: General, Call Stack, Modules, Processes, Assembler, CPU, Screenshot, and Files. The 'General' tab is selected. To the right of the table is a detailed view of the first bug entry:

Name	Value
+ Application	
- Exception	
Date	Wed, 18 Feb 2009 17:20:29 +0300
Address	0090C89D
Module Name	EurekaLog_Viewer.exe
Module Version	4.0.1.0
Type	EAccessViolation
Message	Access violation at address 0090C89D in module 'EurekaLog_...
ID	977D
Count	5
Status	New
Note	
+ User	

See also:

- [What is new in this version of Viewer](#) [3].
- [Common tasks](#) [6].
- [Working with grids in Viewer](#) [35].
- [Configure Viewer](#) [26].
- [Command line options](#) [46].

1.2 What is new?

Please, note that version of EurekaLog Viewer may be not the same as version of EurekaLog. For example, EurekaLog Viewer v3 was included in the EurekaLog v6. This help file describes version of EurekaLog Viewer v7 which comes with EurekaLog v7.

New in version 7 of Viewer (in random order):

- Now Viewer has its own help file (you are reading it now).
- Viewer now [supports a FireBird based database](#) [28] on local file or remote server.
- You can have more than one [user account](#) [25] for FireBird based database.
- Viewer now can be launched in View mode (Viewer can be configured to any [DB or View mode](#) [40], see also: [Settings](#) [28]).
- Viewer's database now supports storing files, associated with the report ([you can also add and remove files manually](#) [13]).

- Viewer supports "Import" and "View" commands for report files (see also [command line switches](#)^[46]).
- Extended support for [more log formats](#)^[45] (XML, packed ELF, etc).
- Columns in report's list now can be configured ([you can hide and show them](#)^[23]).
- There are a plenty of [new columns](#)^[23] added to report's list.
- Added ability of [auto-download reports from e-mail account](#)^[46].
- [Improved printing](#)^[32]: now you can print the entire report (including screenshots). Old behaviour of printing just one tab (call stack only, for example) also remains.
- Viewer can now have more than one run-time instance (see also [command line switches](#)^[46]).
- File import status dialog [is now configurable](#)^[30] (you can disable it, if you want to).
- There is a preview area for screenshots, available in reports.
- Now Viewer is more Vista-friendly (i.e. file associations are managed in HKCU, rather than in HKLM, storing configuration in user's Application Data, etc, etc).
- Report's list now supports multi-select, so operations can be performed on many reports at time.
- There are plenty of new command line abilities, like specifying several files and new switches (see also [command line switches](#)^[46]).
- Bunch of minor changes and improvements ;)

1.3 Defaults

EurekaLog Viewer comes with ready to use FireBird database (see also: [DB mode vs View mode](#)^[40]).

Default location for database is %APPDATA%\Neos Eureka S.r.l\EurekaLog\Viewer\Eureka.fdb file. For example: C:\Users\UserName\AppData\Roaming\Neos Eureka S.r.l\EurekaLog\Viewer\Eureka.fdb

The default database account for the database itself is:

DB login: SYSDBA
DB password: masterkey

The default EurekaLog account on this database is:

EurekaLog login: admin
EurekaLog password: admin

You can change database account by using any database managing tool, that supports FireBird databases.

You can change EurekaLog account by using usual [configure user's accounts command](#)^[25].

If you forgot EurekaLog's account (and you do know the database's one) - then you can use any database tool to reset password manually. [Contact EurekaLog's support](#) on this issue.

If you forgot database's account - then you lose your database. You can reinstall EurekaLog to get clean copy of default FireBird's database (make sure to delete old database to ensure installation of a new copy).

Please note, that not all database modes supports user's accounts.

Part



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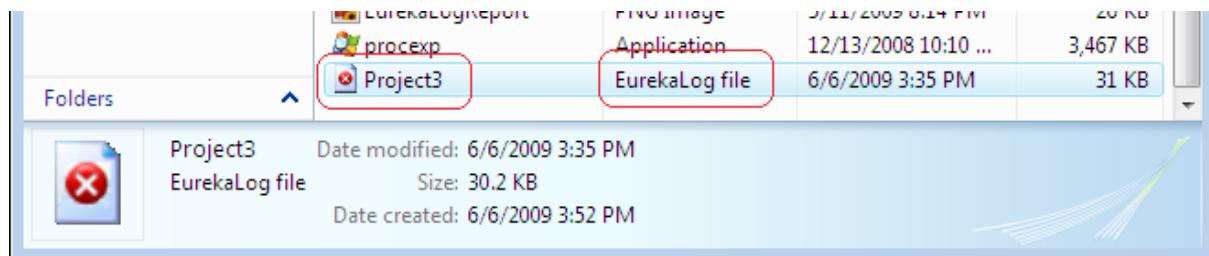
2 How do I...?

- [...view a report? \[6\]](#)
- [...view a report without importing? \[7\]](#)
- [...view an encrypted report? \[9\]](#)
- [...view a report inside archive? \[8\]](#)
- [...add or remove the column? \[9\]](#)
- [...sort reports by date or error? \[10\]](#)
- [...view only new or fixed reports? \[11\]](#)
- [...hide or show report's list or report's view? \[12\]](#)
- [...print report? \[12\]](#)
- [...delete unused files from reports? \[13\]](#)
- [...configure toolbar? \[14\]](#)

2.1 ...view a report?

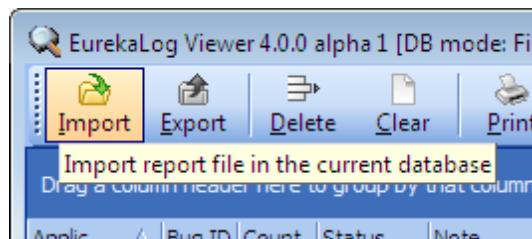
To view a report you can:

- if you have elf-file (or [any other supported file](#) [45]) - just double-click it. It will be opened in the EurekaLog Viewer:



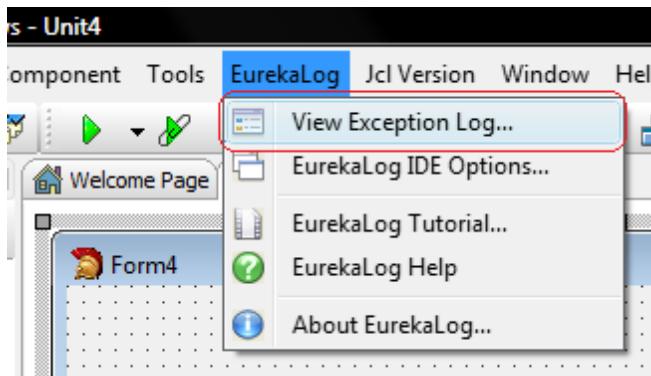
Note: exact default action for double-click depends on [your settings](#) [29].

- you also can open report file from EurekaLog Viewer manually: just click the "Import"/"Open" button and select the desired file or files (use Ctrl or Shift to select multiple files):



Notes:

- The toolbar is configurable, if you can't see this button - then you need to [reconfigure toolbar](#) [14] and add this button);
- Exact button ("View" or "Import") depends on current [work mode](#) [40].
- if Delphi/C++ Builder is running and there is a project opened - you can use "View Exception Log..." command to view locally saved bug report file:



This command will open Viewer for viewing locally saved bug report file (e.g. usually this is something like C:\Users\YourUser\AppData\Neos Eureka S.r.l\Bug Reports\YourApp\YourProject.el). If there is no such file - nothing happens.

Notes:

- Only locally saved file is displayed. If you have disabled locally saved bug report file - nothing will happen;
- Any files for sending (such as modified bug report file, screenshot and other attached files) do not affect this command;
- Complex environment variables (such as current date-time) may prevent this option from working.

See also:

- [How to view report without importing](#)⁷
- [How to import report](#)⁷
- [How to view report inside archive](#)⁸
- [How to view encrypted report](#)⁹

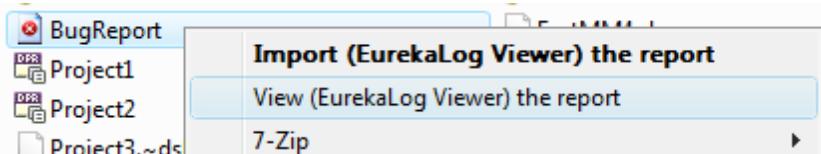
2.1.1 ...view a report without importing?

You can:

- [Set your default action to view](#)²⁹.

OR

- Right click on the report file and select "View report" action from popup menu:



See also:

- [How to import report into error database?](#)⁷
- [Selecting default action for bug report files](#)²⁹
- [Differences between DB mode and View mode](#)⁴⁰

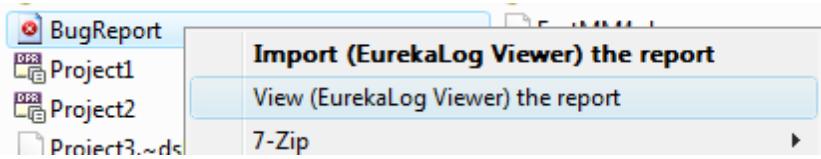
2.1.2 ...import report into error database?

You can:

- [Set your default action to import](#)²⁹.

OR

- Right click on the report file and select "Import report" action from popup menu:



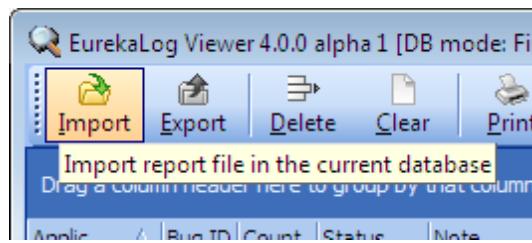
See also:

- [How to view report without importing?](#)^[6]
- [Selecting default action for bug report files](#)^[29]
- [Differences between DB mode and View mode](#)^[40]

2.1.3 ...view a report inside archive?

EurekaLog v7 generates a packed reports with [special file extension "elp"](#)^[45]. Files of this type are associated with EurekaLog Viewer. [To view them - just double-click them](#)^[6].

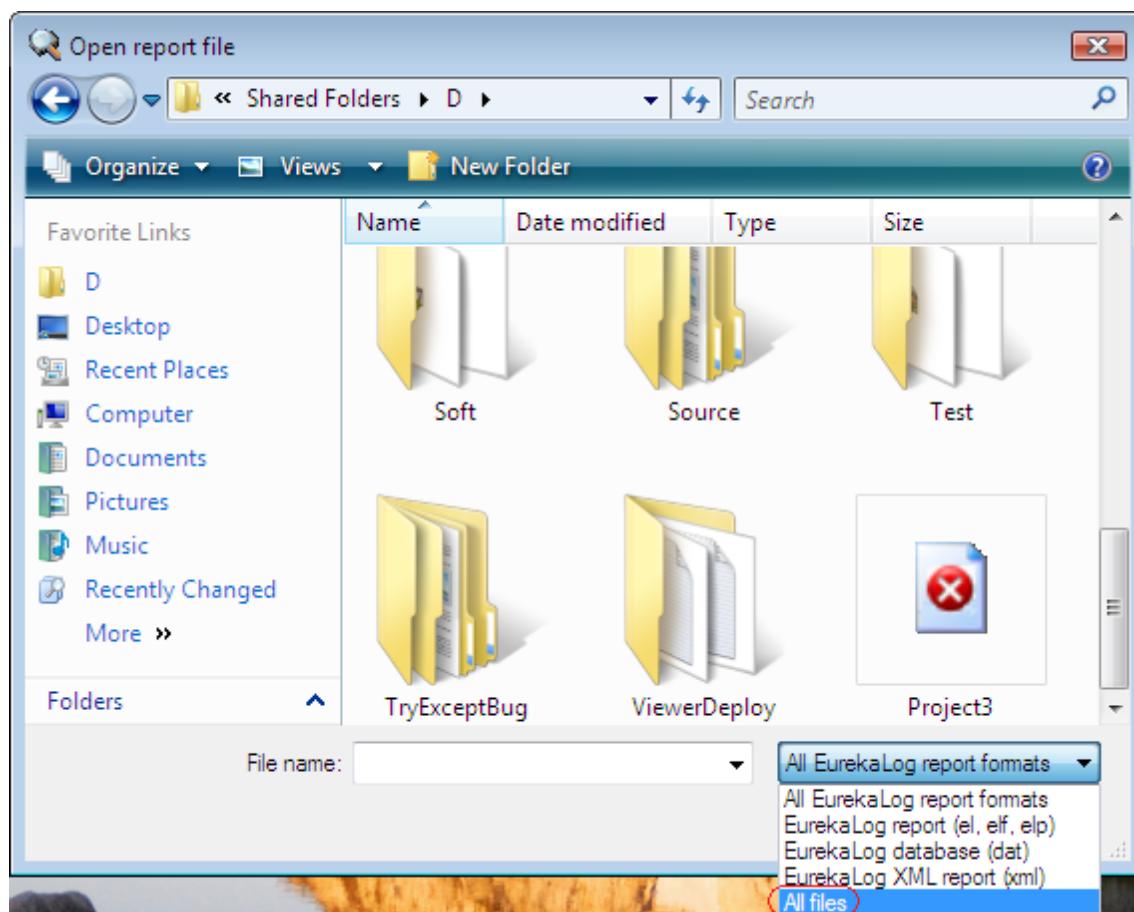
If you want to import/view report from usual ZIP-file (generated by previous versions of EurekaLog) - just use the "Import"/"Open" button:



Notes:

- The toolbar is configurable, if you can't see this button - then you need to [reconfigure toolbar](#)^[14] and add this button);
- Exact button ("View" or "Import") depends on current [work mode](#)^[40].

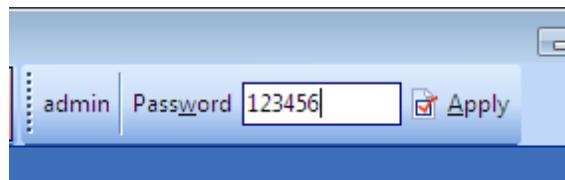
And select appropriate filter in open dialog:



Viewer will try to detect main bug-report elf file and import it. All other files in the archive will be imported as associated files.

2.1.4 ...view an encrypted report?

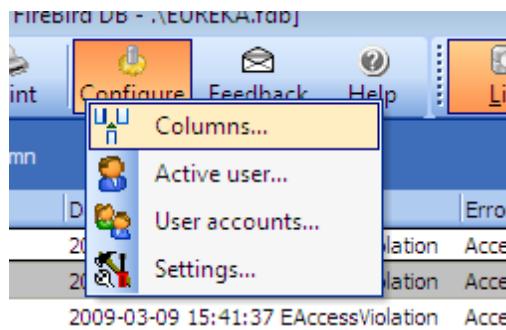
[Open report](#) in the EurekaLog Viewer. Then type password in the "Password" edit:



...and click "Apply".

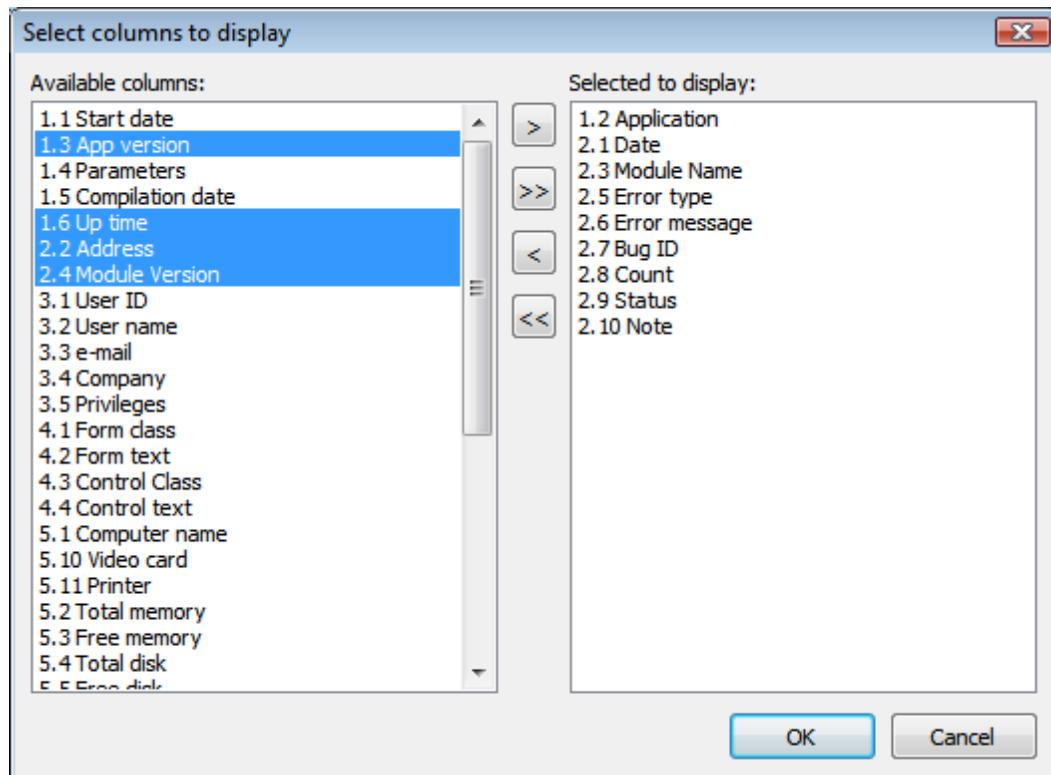
2.2 ...add or remove the column?

Left click on "Configure" button and select "Configure columns" command:



Note: the toolbar is configurable, if you can't see this button - then you need to [reconfigure toolbar](#) and add this button).

The column configuration dialog will appear:



Drag&drop columns between lists or use appropriate buttons.

See also: [Columns configuration dialog](#).

2.3 ...sort reports by date or error type?

You can sort list of reports by any visible column. To do that, just click on the center of column header in the list - the report's list will be sorted by that column. Click again to reverse sort order. Click on the other column to change sort column.

The small up or down arrow will appear at the right corner of the column, indicating that report's list is sorted by this column. In the example below list is sorted by the "Date" column:

Drag a column header here to group by that column

Bug ID	Status	Error Type	Date	Count
7A3A	New	Exception	2009-01-16 18:33:22	1
00C0	Fixed	Exception	2009-01-16 18:33:27	1
115C	New	Exception	2009-01-16 18:47:52	1
8D00	New	Exception	2009-01-16 18:47:58	1
7B80	New	Exception	2009-01-16 18:48:32	1
24EF	New	Exception	2009-01-16 19:40:58	1
D20E	New	EAccessViolation	2009-01-05 12:59:11	1
F027	New	EFCreateError	2009-01-07 10:58:12	1

If you don't see the desired column - [add it](#) .

See also:

- [Using grids](#) .

2.4 ...view only new or fixed reports?

You can filter list of reports by clicking on the right corner of the column header:

Drag a column header here to group by that column

Bug ID	Status	Error Type	Date	Count
7A3A	(All)	Exception	2009-01-16 18:33:22	1
00C0	(Custom...)	Exception	2009-01-16 18:33:27	1
115C	<input type="checkbox"/> Fixed	Exception	2009-01-16 18:47:52	1
8D00	<input type="checkbox"/> New	Exception	2009-01-16 18:47:58	1
7B80	New	Exception	2009-01-16 18:48:32	1
24EF	New	Exception	2009-01-16 19:40:58	1
D20E	New	EAccessViolation	2009-01-05 12:59:11	1
F027	New	EFCreateError	2009-01-07 10:58:12	1

The popup list with all available values will be displayed. In the example above report's list contains reports with "New" and "Fixed" status. Suppose that we want to view only fixed reports. To do so just click on the "Fixed" item:

Drag a column header here to group by that column

Bug ID	Status	Error Type	Date	Count
00C0	(All)	Exception	2009-01-16 18:33:27	1

Fixed New

(Status = Fixed)

As you can see, the report's list now displays only fixed reports. The "Fixed" check box is now

marked and at the bottom of the list there is a filtering condition.

To show all entries - just open this filtering popup list again and select first "(All)" item.

You can filter report's list by any visible column. If you don't see desired column - just [add it](#)¹¹.

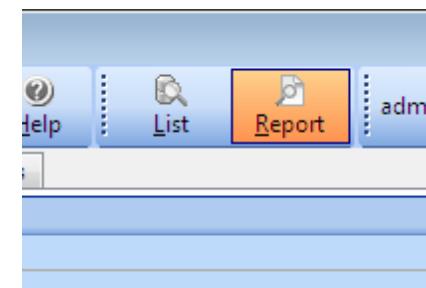
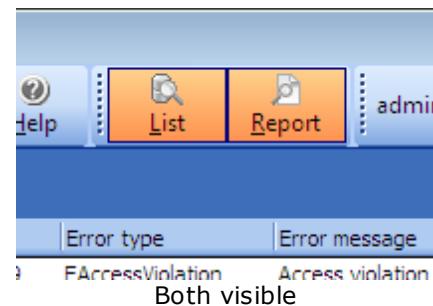
Note that you can also [define more complex filtering conditions](#)¹².

See also:

- [Using grids](#)³⁵.

2.5 ...hide or show report's list or report's view?

You can use appropriate buttons on the toolbar:



Only report's view visible

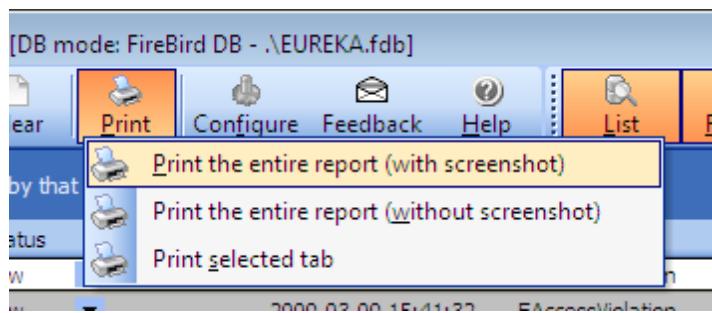
(note that toolbar is configurable, if you can't see this button - then you need to [reconfigure toolbar](#)¹³ and add this button)

You can not hide both elements. If you click to hide, say, report's list while report's view is hidden, then report's list will hide, but report's view will appear.

2.6 ...print report?

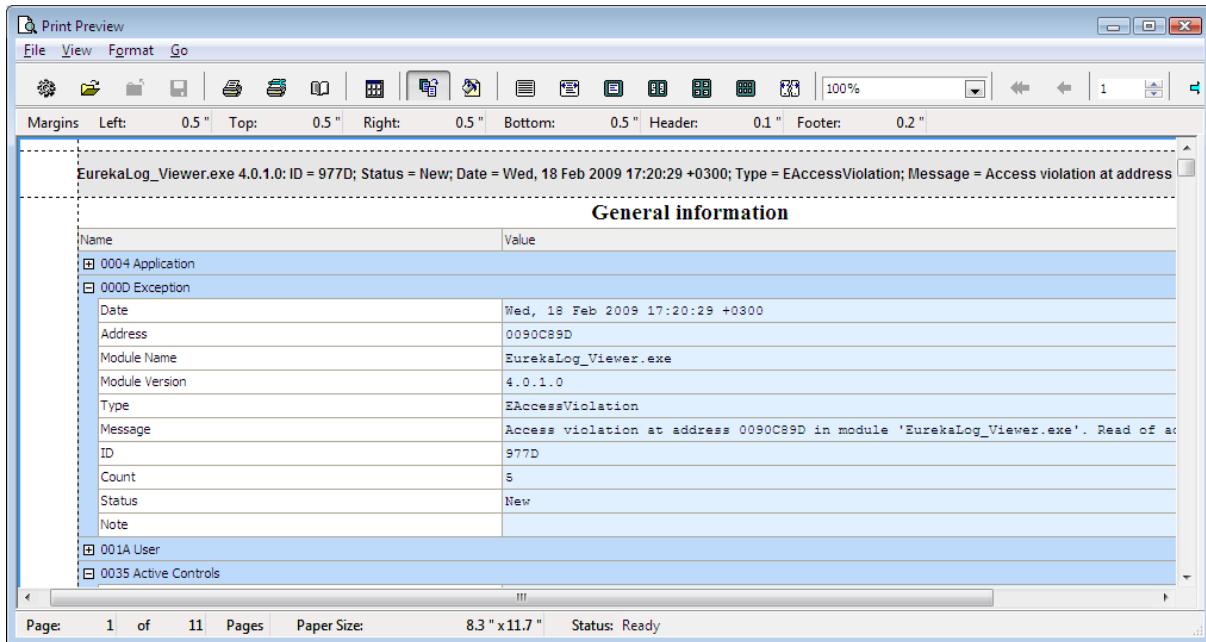
You can print either one report tab at once or the entire report with or without the report.

- To print just one tab - select it and then select the desired tab ("General", "Call Stack", etc) and press the "Print" button.
- To print the entire report - select it and press the "Print" button.



(note that toolbar is configurable, if you can't see this button - then you need to [reconfigure toolbar](#)^[14] and add this button)

The print preview dialog will appear:

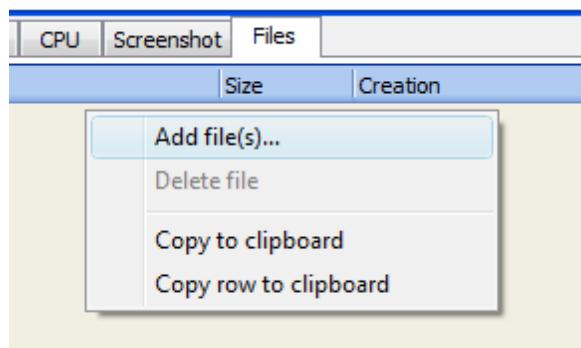


See also:

- [Print preview dialog](#)^[32].

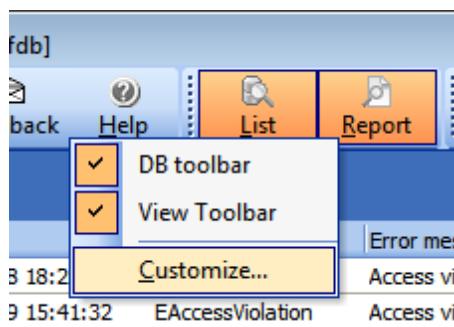
2.7 ...delete unused files from reports?

To manage (add or delete) associated files, just open a report, go to "Files" tab and right click on the file or empty place and select an appropriate command:

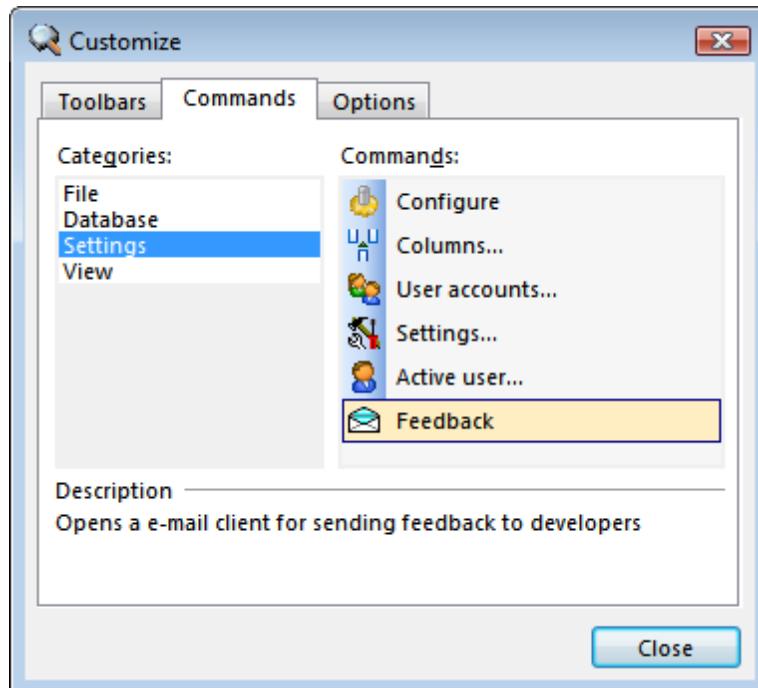


2.8 ...configure toolbar?

You can invoke toolbar configuration dialog by right-clicking at any place on toolbar:



You can either switch on/off two additional toolbar panels or select "Customize" item to invoke configuration dialog:



This is a standard toolbar configuration dialog. You can manage toolbar panels (first tab), modify buttons on panel via drag&drop (second tab) or change toolbar options (third tab).

Part



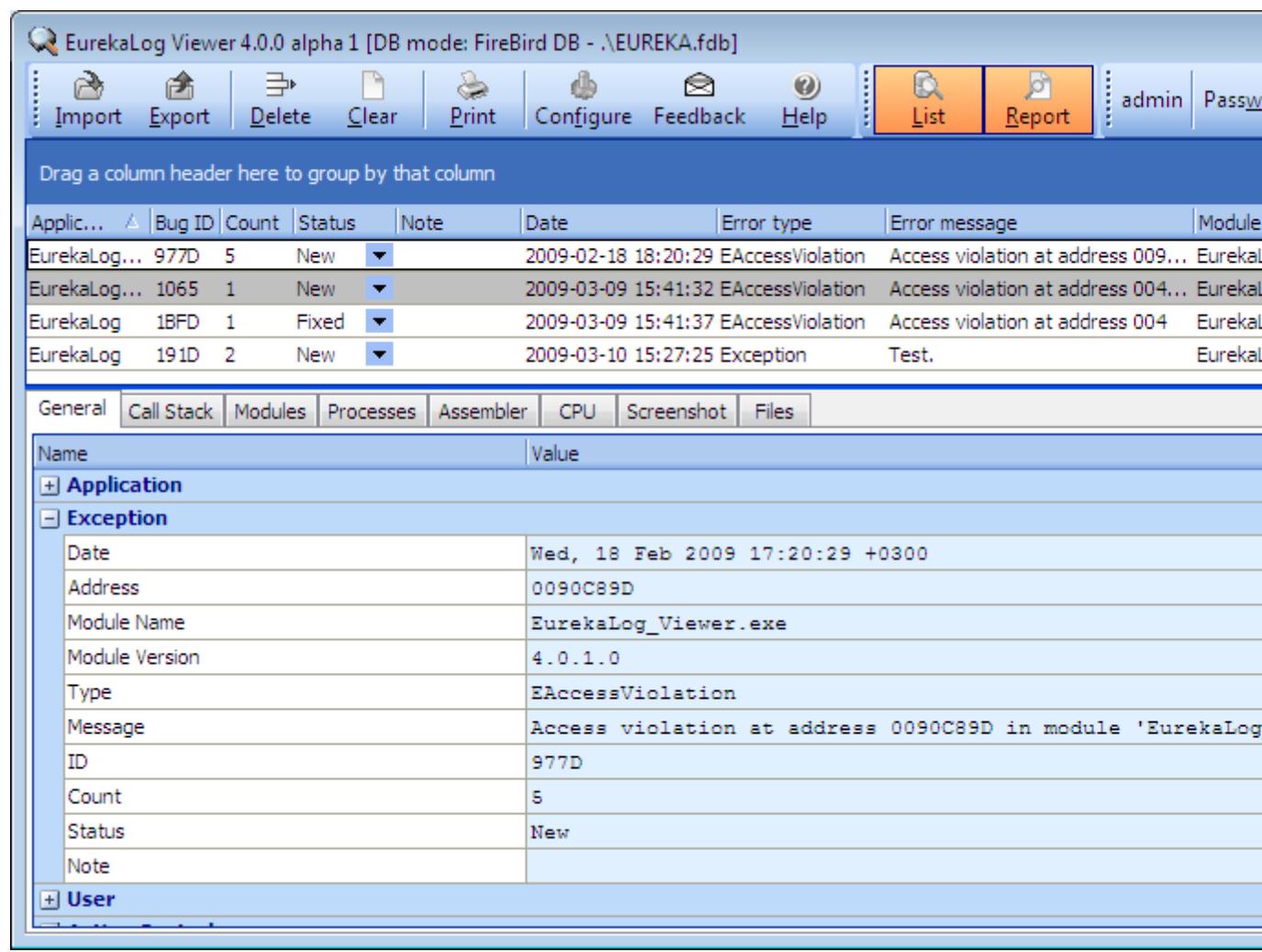
III

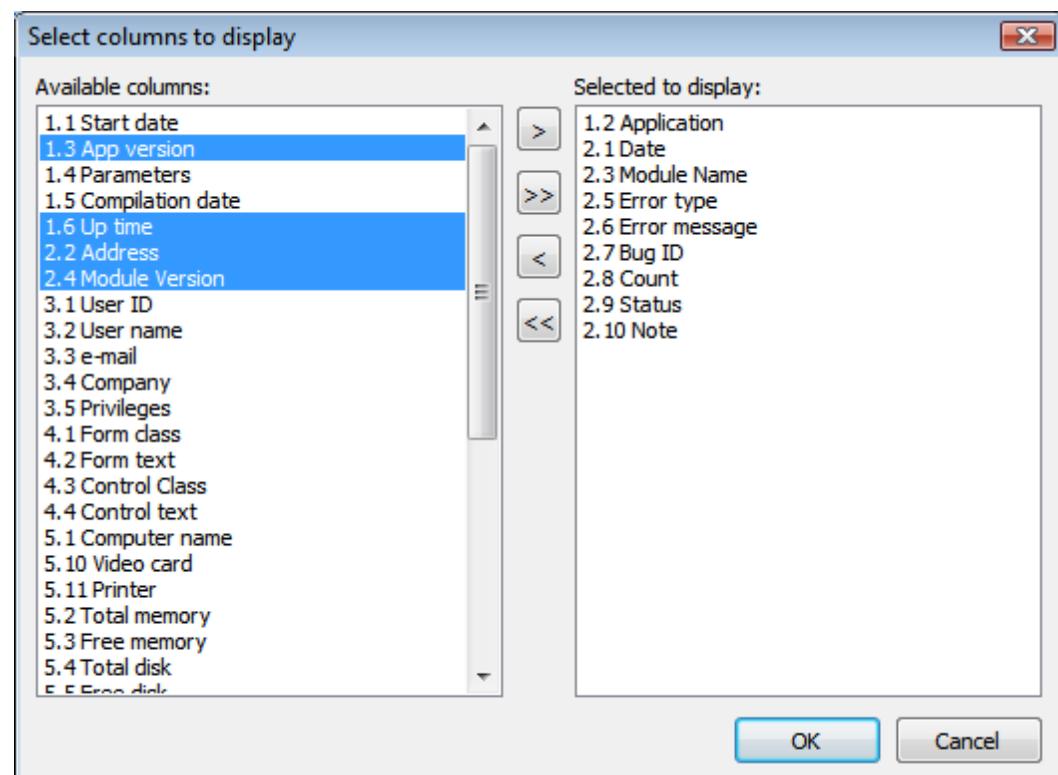
3 Interface

By default, EurekaLog Viewer is run in GUI mode. That means that you can see a [main window](#) right after its launch.

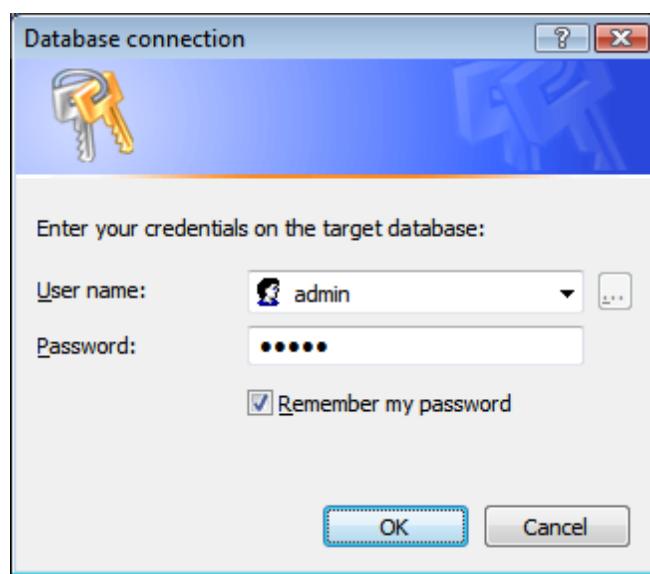
Optionally, you can invoke Viewer in console mode to perform background utility tasks. See [command line options](#) for more information.

Select any of the Viewer's window to get more information on it:

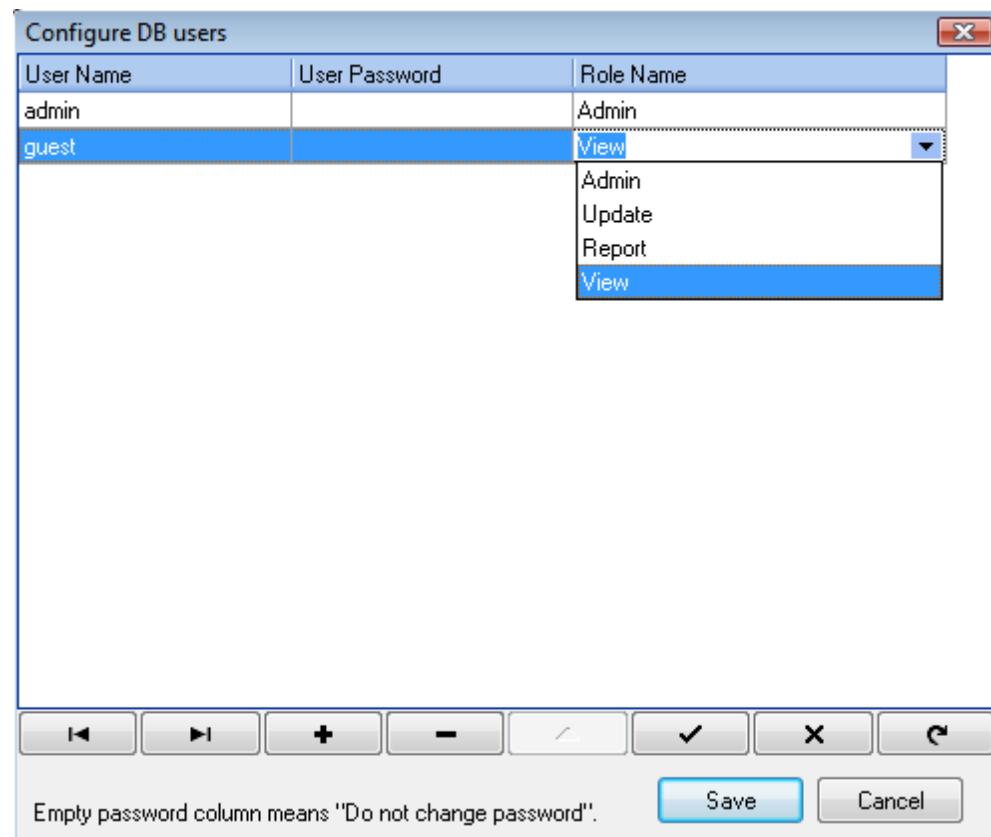




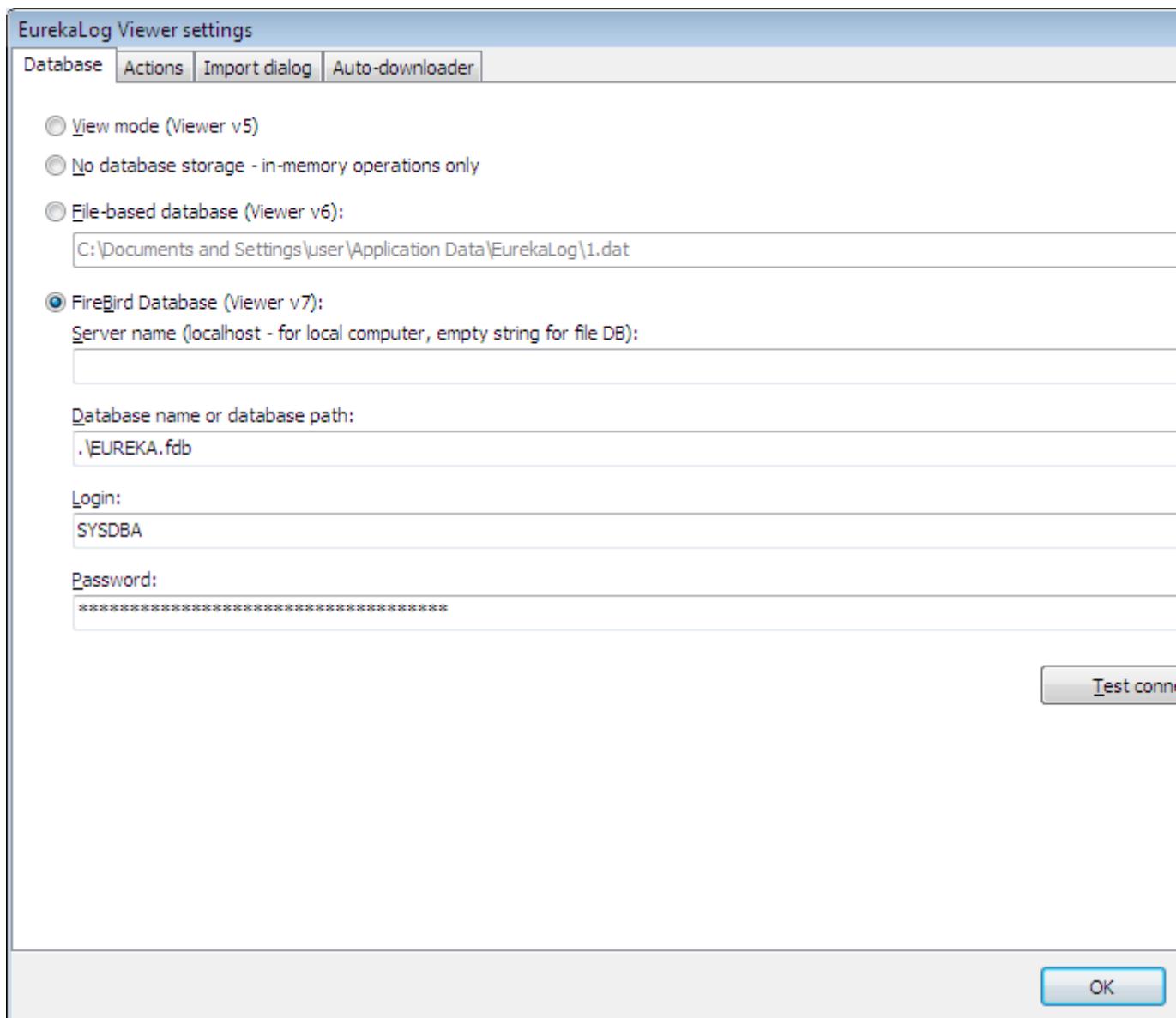
Configure columns window

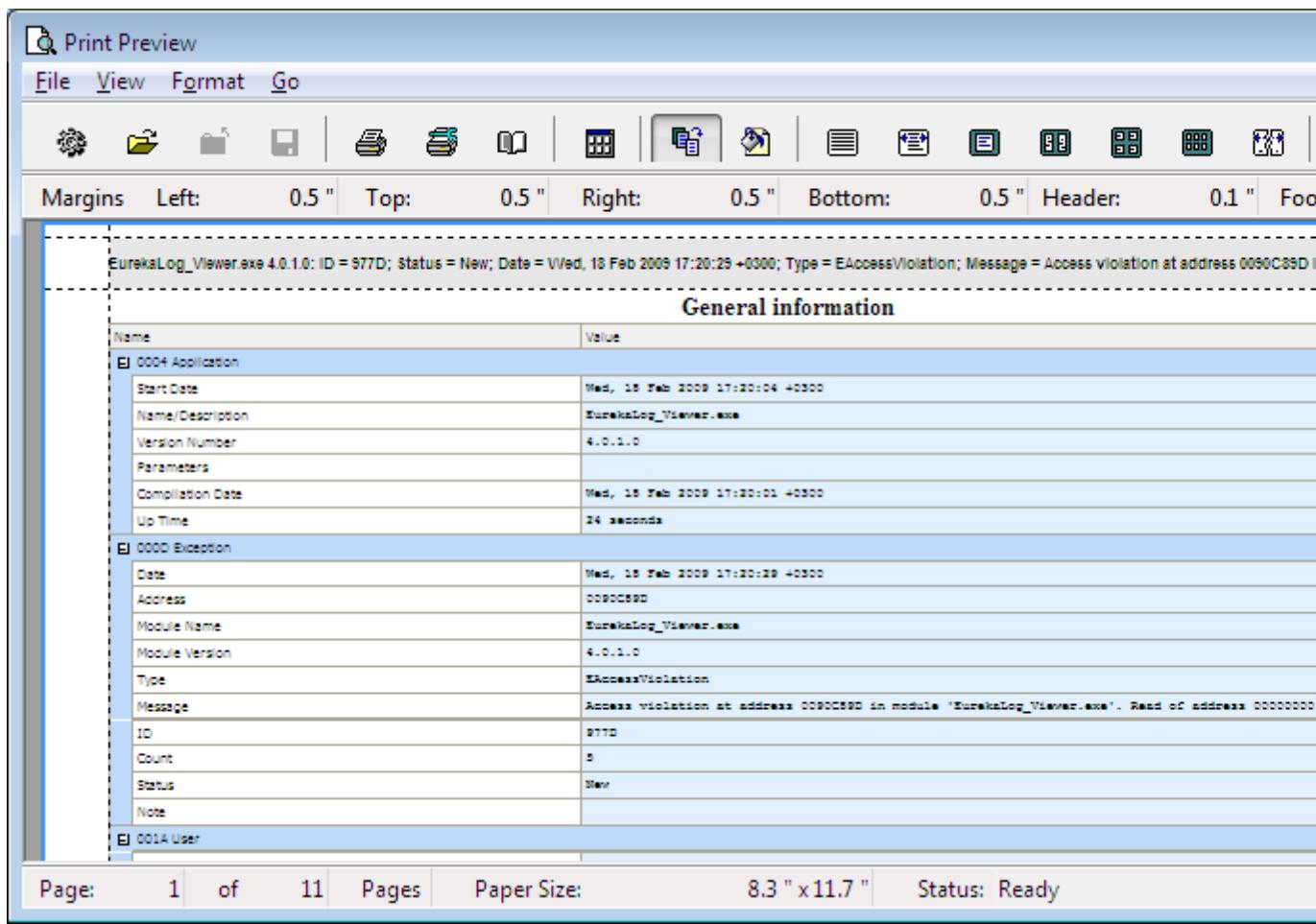


Change active user window



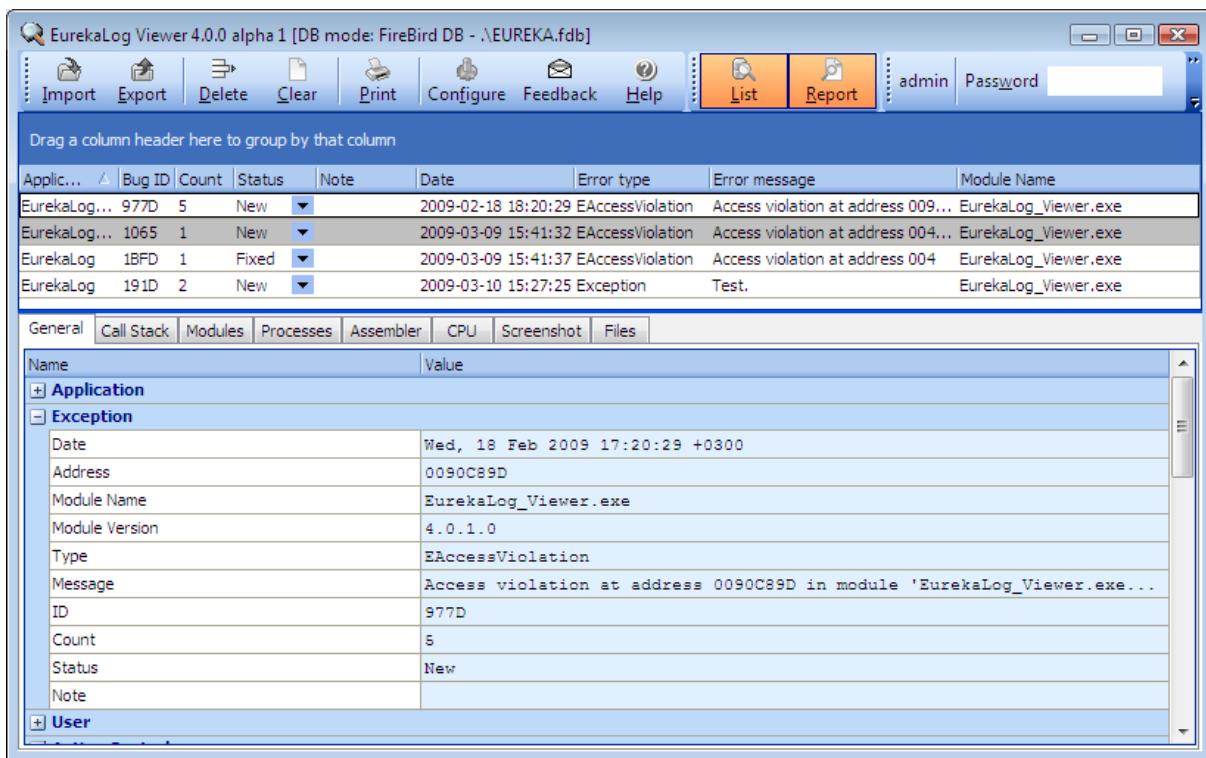
Configure users window

**Settings window**



3.1 Main window

EurekaLog Viewer's main window:



Main window is divided into three areas (from top to bottom):

- Toolbar
- Reports list
- Report view

Note, that style of main window changes depending on current work mode ^[40]. It helps to more easily recognize current mode to avoid confusion. See: [DB mode vs View mode](#) ^[40] to more information.

Toolbar

The top area of main window contains main menu of Viewer. There are buttons for managing reports ("Import", "Delete", "Clear", "XML" and "Print"), general purpose buttons ("Help", "Configure" and "Stats") and additional edits for managing projects. For more information on usage of these controls see [common tasks](#) ^[6].

Note, that you can [change button's configuration](#) ^[14].

Reports list

This list displays reports that stored in the [report's database](#) ^[40] (DB Mode) or in the single bug-report file (View Mode). See also: [DB mode vs View mode](#) ^[40].

This list can be hidden by using appropriate button. It is also hidden automatically in View mode if bug report's file contains only one report (some bug report file formats can contain more than one report).

By default it contains only few of available columns - you can [add or remove any column manually](#) ^[9]. You can change columns' order by dragging columns' headers around.

If "Status" column is visible - then you can change status of the report to "New", "Fixed", "Postponed" or "Rejected".

If "Note" column is visible - then you can add or edit additional description of error by simply

typing it. The note is simple text that you can add to any report. It can be reason for rejection, for example.

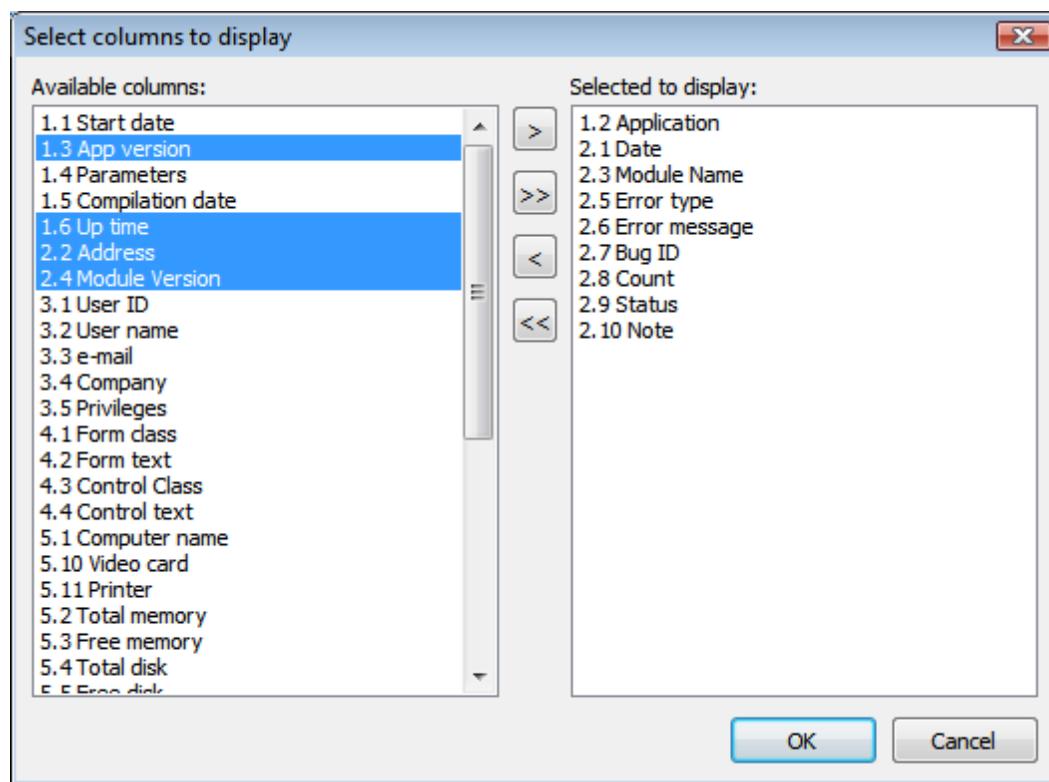
There are some powerful ability to sort, group and filter reports in this list. For example: you can view only new reports. Or reports from specific application. Please, see [grid usage manual](#)^[35] for more information.

Report view

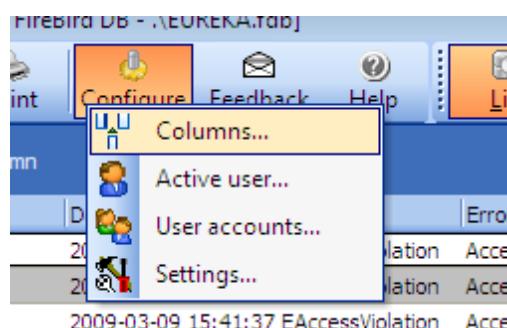
The bottom area of main window displays currently selected report. This panel is complete analog of EurekaLog error dialog's detailed view. It displays content of EurekaLog's text bug report in convenient way. See also: [common tasks](#)^[6].

3.2 Configure columns window

EurekaLog Viewer's Configure columns window:



This window is invoked from [main window](#)^[27] by selecting "Configure"/"Columns" command from toolbar:



Note: the toolbar is configurable, if you can't see this button - then you need to [reconfigure toolbar](#) and add this button).

Right after invoking, the right column contains all columns that were displayed in report's list at main window.

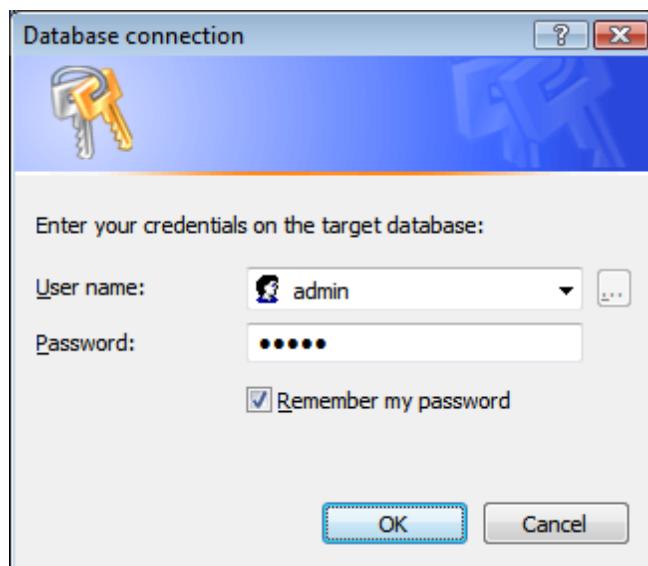
The left column always contains list of all available columns.

You can use buttons with arrows to change visibility of columns or just simple drag&drop columns from one list to another. ">" and "<" buttons move only selected columns around. ">>" and "<<" buttons move all columns from one list to another.

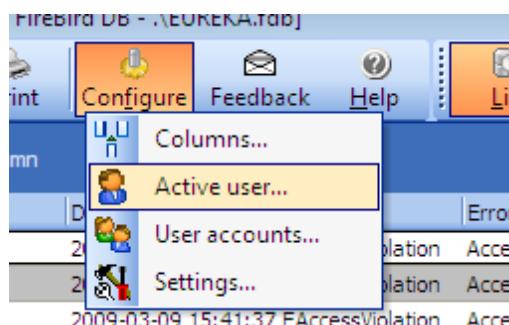
You can also use Shift or Ctrl keyboard's buttons to select multiple columns.

3.3 Change active user window

EurekaLog Viewer's Login window:



This window is invoked from [main window](#) by selecting "Configure"/"Active user" command from toolbar:



Note: the toolbar is configurable, if you can't see this button - then you need to [reconfigure toolbar](#) and add this button).

This command is only available for certain types of databases, which supports different user's accounts. There is only FireBird database with these capabilities in initial release of EurekaLog Viewer from EurekaLog 7. This command is disabled for [view mode](#). In-memory and file-

based databases do not support user's accounts. You always log as administrator in such cases.

You need to specify a valid user name (login) and password on current database. You can change current database in [EurekaLog Viewer's settings](#)^[26]. Or you can [configure user's accounts](#)^[25] (if you have rights to do it).

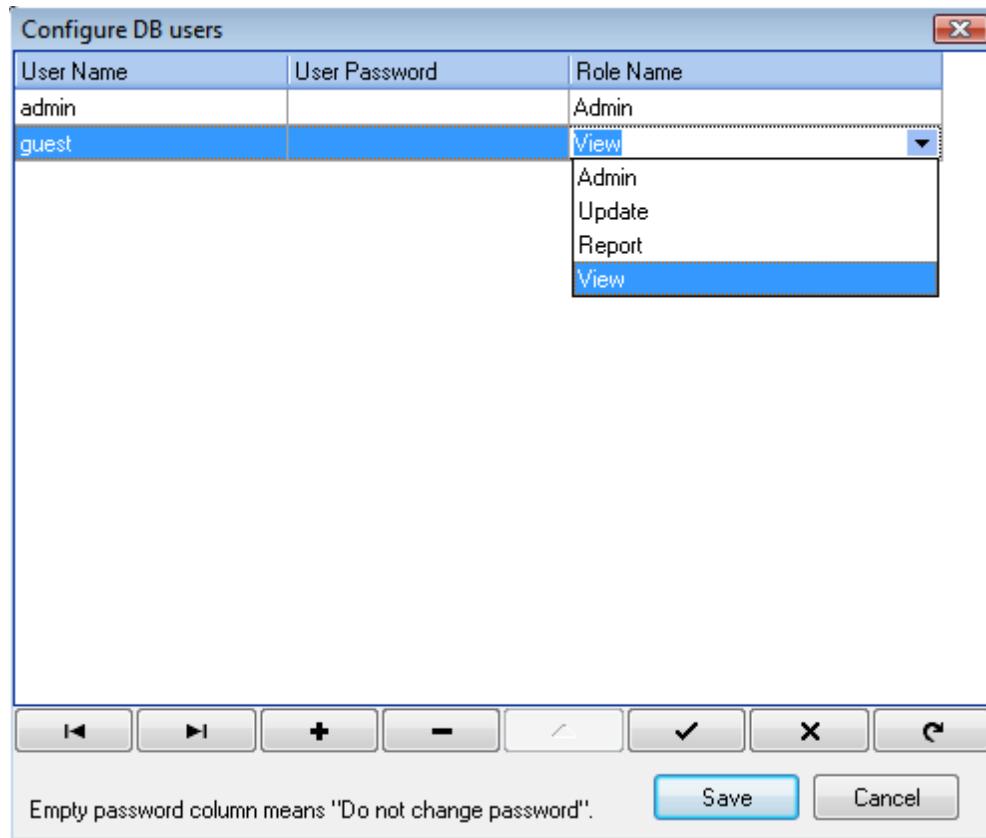
Remark: this dialog is a system one, so you can see few strings localized, even if EurekaLog Viewer is in English.

See also:

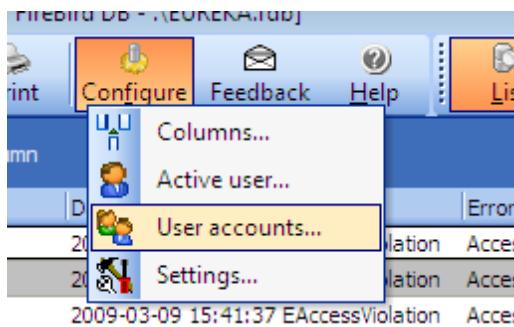
- [Defaults](#)^[4]
- [Database roles](#)^[46]
- [DB mode vs. View mode](#)^[40]
- [Setting up remote server](#)^[42]

3.4 Configure user accounts window

EurekaLog Viewer's Configure users window:



This window is invoked from [main window](#)^[24] by selecting "Configure"/"User accounts" command from toolbar:



Note: the toolbar is configurable, if you can't see this button - then you need to [reconfigure toolbar](#) and add this button).

This command is only available for certain types of databases, which supports different user's accounts. There is only FireBird database with these capabilities in initial release of EurekaLog Viewer from EurekaLog 7. This command is disabled for [view mode](#). In-memory and file-based databases do not support user's accounts.

This command also can be disabled, if you have insufficient rights on target database (you can [change current database](#) in settings). See also: [defaults](#).

You can use "+" or "-" buttons to add or delete user's account.

If you create a new account - then you must specify a password. If you leave "User Password" column's value empty - the account will have no password.

If you edit an existing account - then you must leave "User Password" column's value empty if you do not want to change password. Or you can enter new password. Note, that you can't reset password to empty one.

"Role Name" columns represents right, which you want to give to user. There are the following values available:

- Admin
- Update
- Report
- View

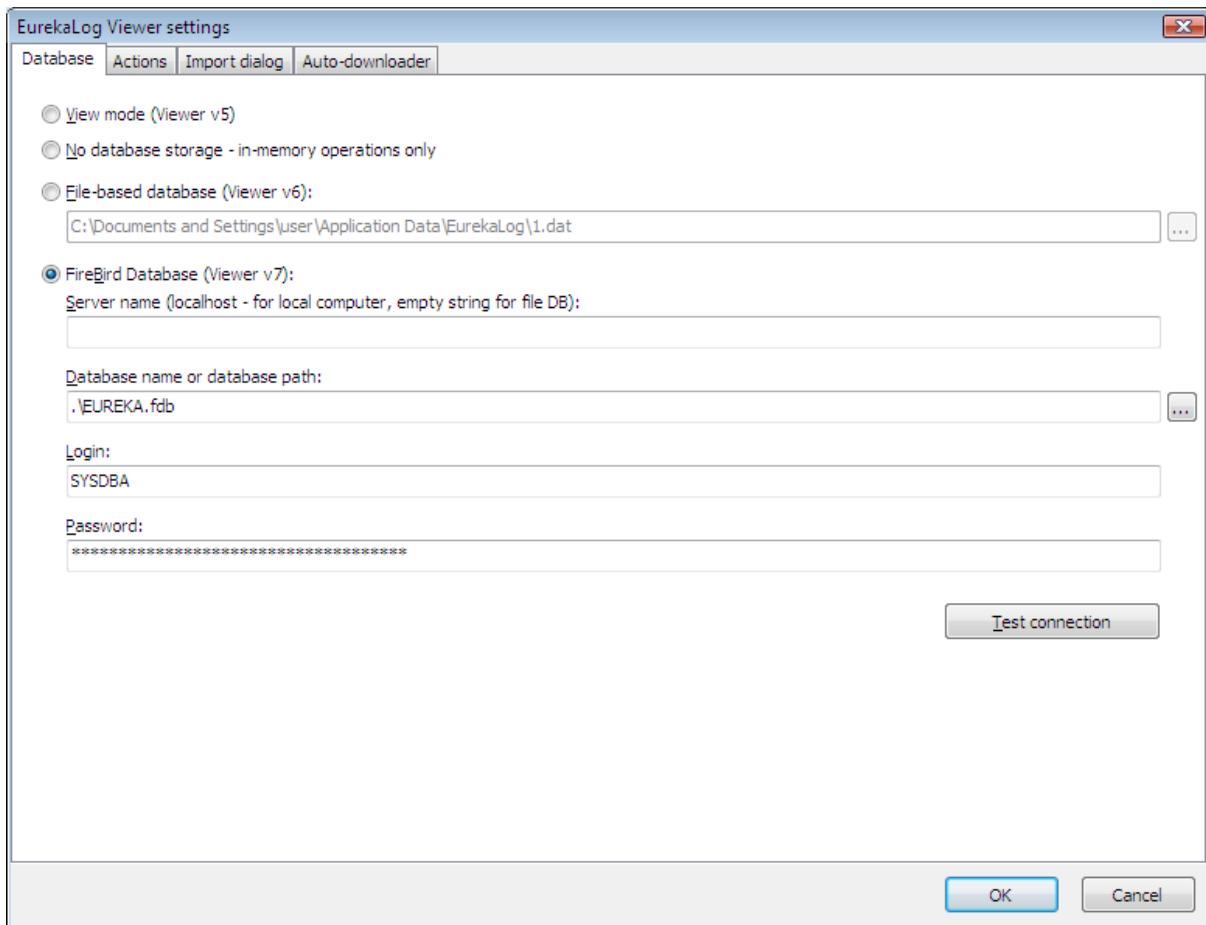
See [Database roles](#) to more information.

See also:

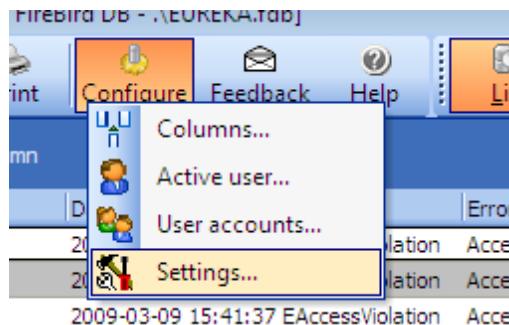
- [Defaults](#)
- [Database roles](#)
- [DB mode vs. View mode](#)
- [Setting up remote server](#)

3.5 Settings window

EurekaLog Viewer's Settings window:



This window is invoked from [main window](#) [21] by selecting "Configure"/"Settings" command from toolbar:



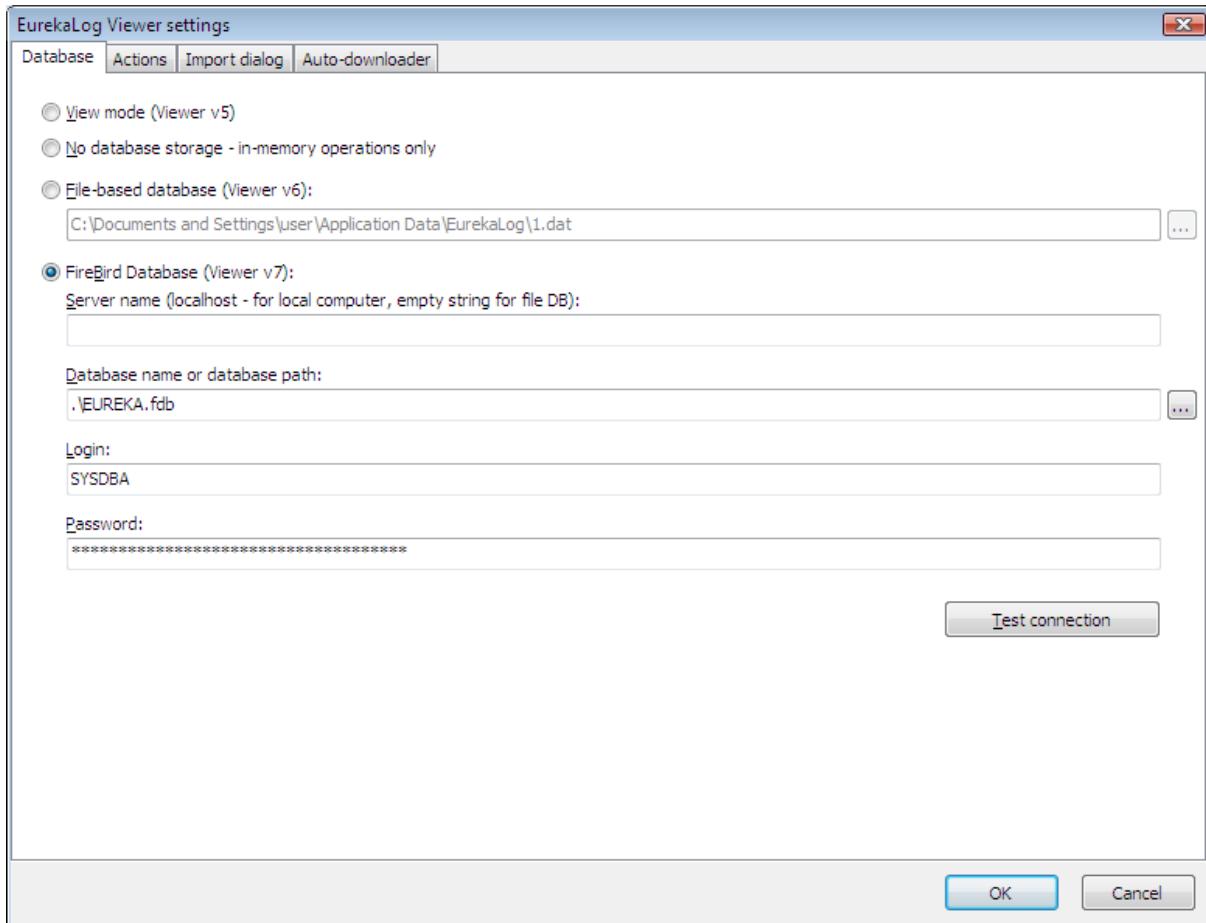
Note: the toolbar is configurable, if you can't see this button - then you need to [reconfigure toolbar](#) [14] and add this button).

This window consists of several tabs:

- [Database tab](#) [28]
- [Actions tab](#) [29]
- [Import dialog tab](#) [30]
- [Auto-downloader tab](#) [31]

3.5.1 Database tab

Database tab:



On this tab you can setup a [work mode](#)^[40] for EurekaLog Viewer. See [DB mode vs View mode](#)^[40] to get detailed description of work modes. This page setup default work mode for the Viewer (i.e. mode, when you simply run EurekaLog Viewer). Note, that you can select a special mode manually - by using [command line switches](#)^[40] or selecting a [special action command](#)^[29].

View mode

This is simple view mode. In this mode EurekaLog Viewer works as viewer only. I.e. there is no import command. Once you open a new file - report's list will be cleared and filled from file. In this mode report's list can automatically hide if there is only one report in file (some bug report file formats can contain more than one report).

This is mode from EurekaLog Viewer v2.

All other modes are database modes.

See [DB mode vs View mode](#)^[40] to get detailed description of work modes.

No database storage

This is special database mode, which do not save any data to disk. I.e. there is import command, but once you close the Viewer - the "database" will be cleared and will be empty on the next run. It is useful if you want to have multiple reports in one window, but do not want any database features.

This mode will be automatically used if you force-use "import" command (for example, via [command-line switches](#)⁴⁶ or [right-clicking on bug report file](#)⁷⁴) but database is not configured.

File-based database

Database in this mode is stored in usual elf-file, which usually has "dat" file extension.

Database's file can be stored on network path, but it is really better to use remote FireBird server in this case.

This is mode from EurekaLog Viewer v3.

FireBird database

Database in this mode is stored in FireBird database either on local file or on local/remote FireBird's server.

You should either leave the "Server name" field empty and specify a FireBird file on your machine (you can use "..." button for this task) OR you should set it to some string (machine's name or IP) to have database on remote server.

The "Login" and "Password" fields are the account params for the database itself. I.e. it is real FireBird's database account, which you can set or change by using any FireBird database management tool. This account differs from EurekaLog's account in database, which [you can manage by using Viewer itself](#)²⁸.

This is new mode for EurekaLog Viewer from EurekaLog 7.

This is the only database mode, which supports [user's accounts](#)²⁹ (for EurekaLog Viewer from EurekaLog 7). Note, that for working on local file ("Server name" field is empty) EurekaLog Viewer uses [embedded FireBird server](#), which doesn't support security database (refer to FireBird documentation for more information).

See also: [default database's parameters](#)⁴⁹.

Test connection button

This button is available for file-based and FireBird database modes. You can use it to check database availability before saving changes.

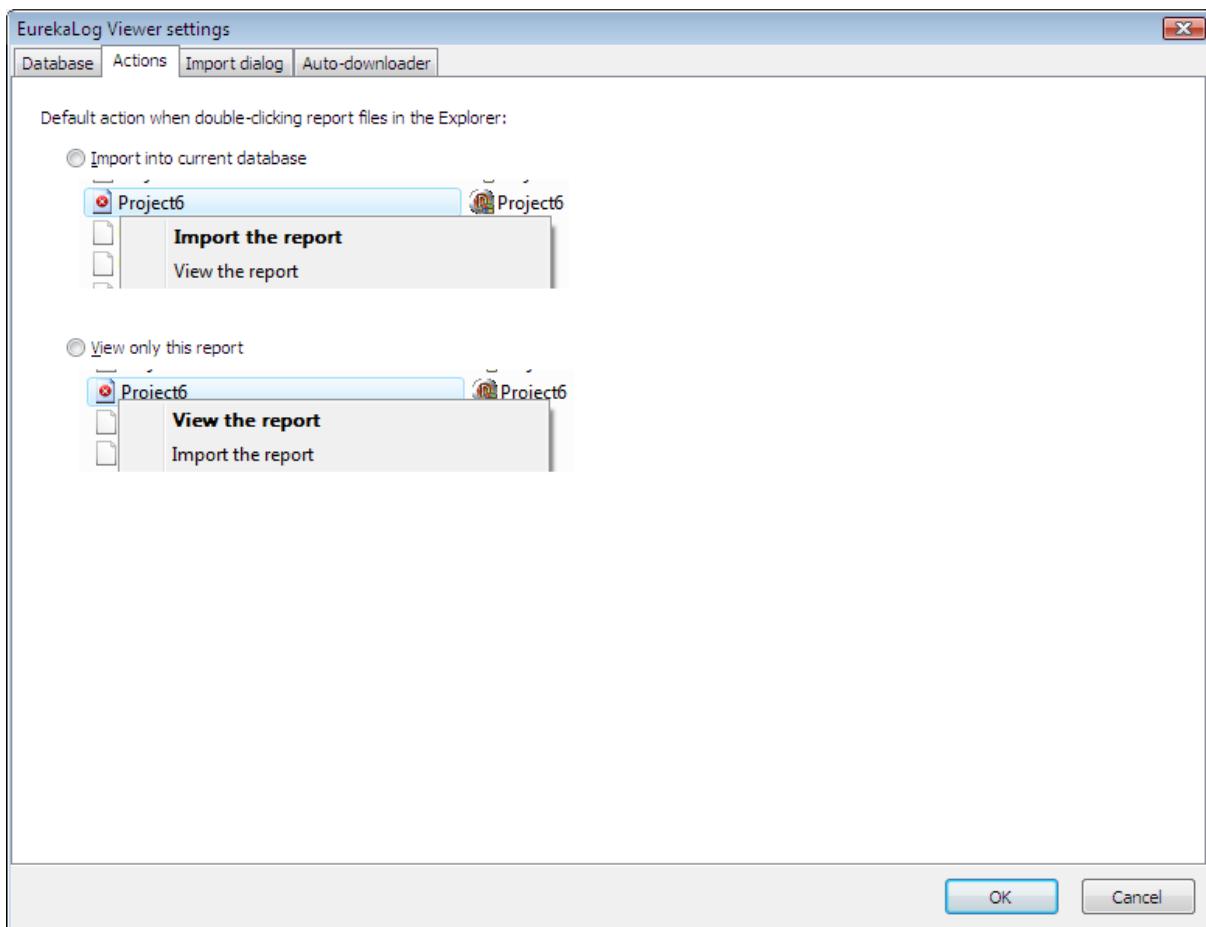
Note that if you use "Test connection" button on database, that is already in use by Viewer right now, you may get an error message as Viewer can not receive access to database's file.

See also:

- [Setting up remote server](#)⁴²

3.5.2 Actions tab

Actions tab:



This tab is visible only if there are registered file associations for Viewer. See also [command line options](#)^[46] to repair broken file associations. This tab is also invisible for [mobile mode](#)^[42].

On this tab you can select a default action for bug-reports. I.e. when you [double-click on bug-report in Explorer's window](#)^[6] it can be either imported to database or just viewed. See also: [DB mode vs View mode](#)^[40].

If you select "**Import into current database**" option then report will be imported in the active database. If [you've set Viewer's mode to view only](#)^[28], then Viewer will switch to in-memory database mode.

If you select "**View only this report**" option then report will be always viewed, even if you've set a specific database mode.

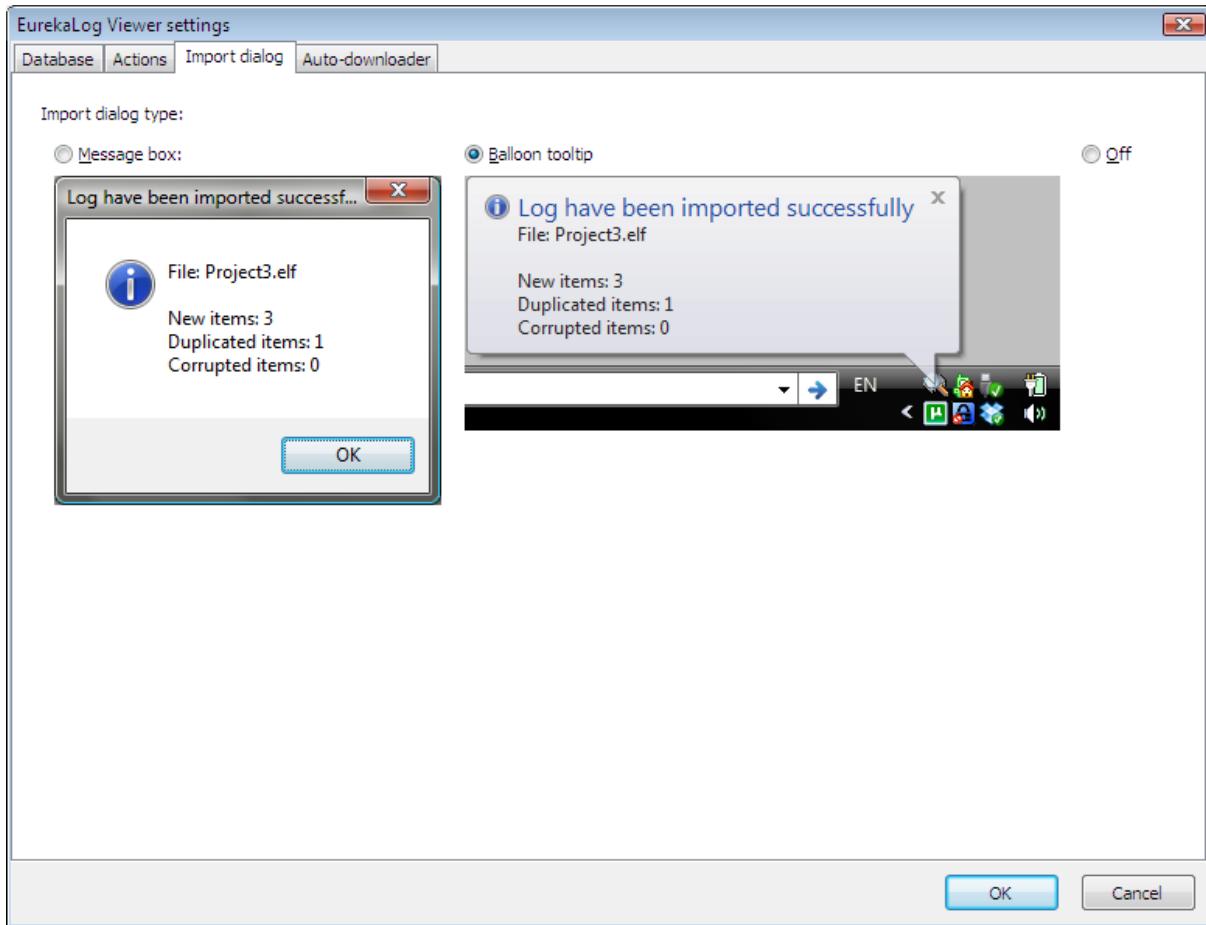
The default mode is "View".

Note, that this setting is per-user and it specifies only the default action (i.e. action on double-click on report's file). You can always [right-click on file to call popup menu and select any other command](#)^[7].

If Viewer needs to change its current mode (i.e. you are working in any database mode, but asking to view a report), then it will open a new instance, rather than change your settings. Your current's instance settings are never changed.

3.5.3 Import dialog tab

Import dialog tab:



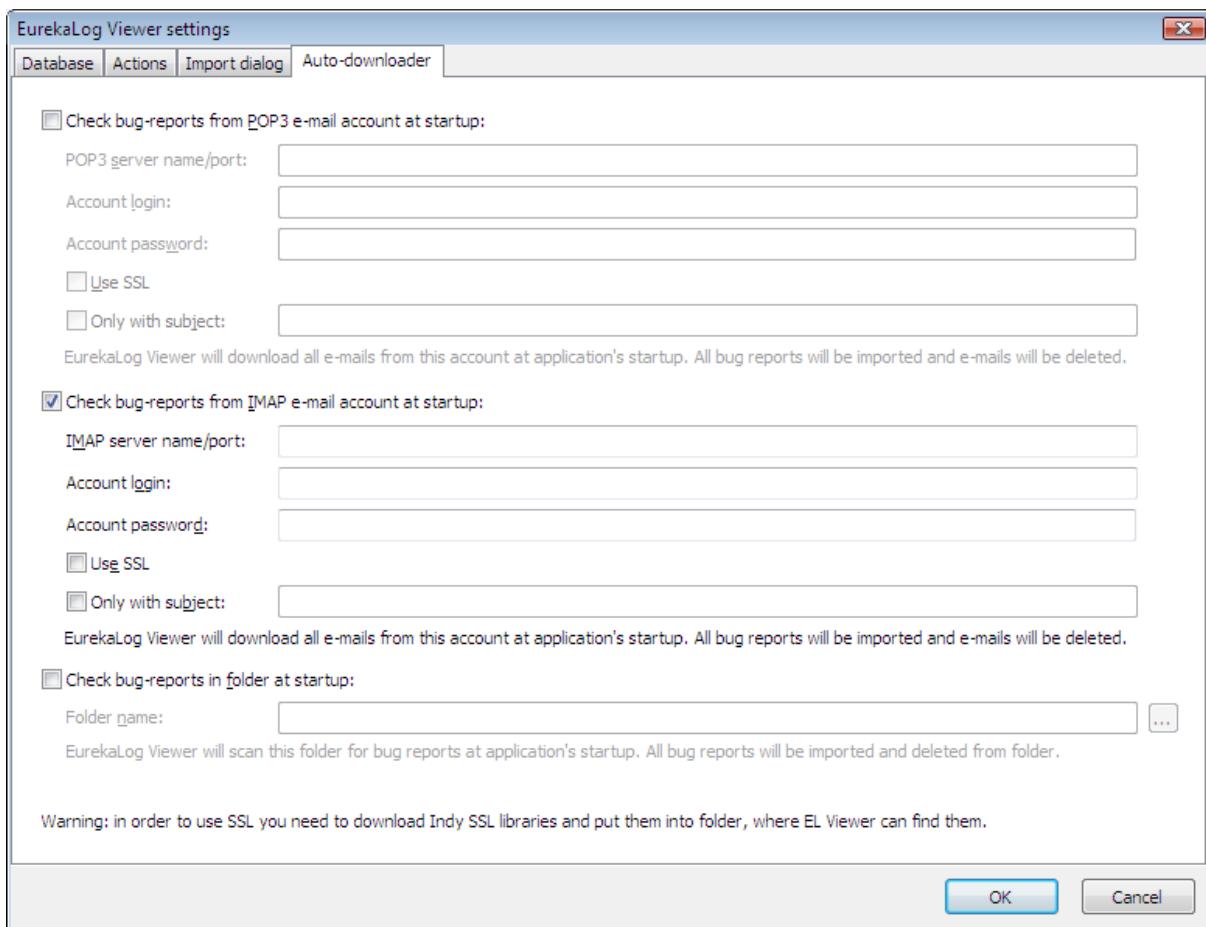
On this tab you can select one of three import status dialog types. The last one option disables dialog at all.

The default for EurekaLog Viewer from EurekaLog 7 is balloon tooltip style. The default (and the only) style for Viewer v3 is message box.

Note, that dialog appears only once (at the end of import), if you import few reports.

3.5.4 Auto-downloader tab

Auto-downloader tab:



On this tab you can configure the [Auto-Downloader feature](#) [46] of EurekaLog Viewer. This tab is not enabled if [you've set Viewer to view mode](#) [28].

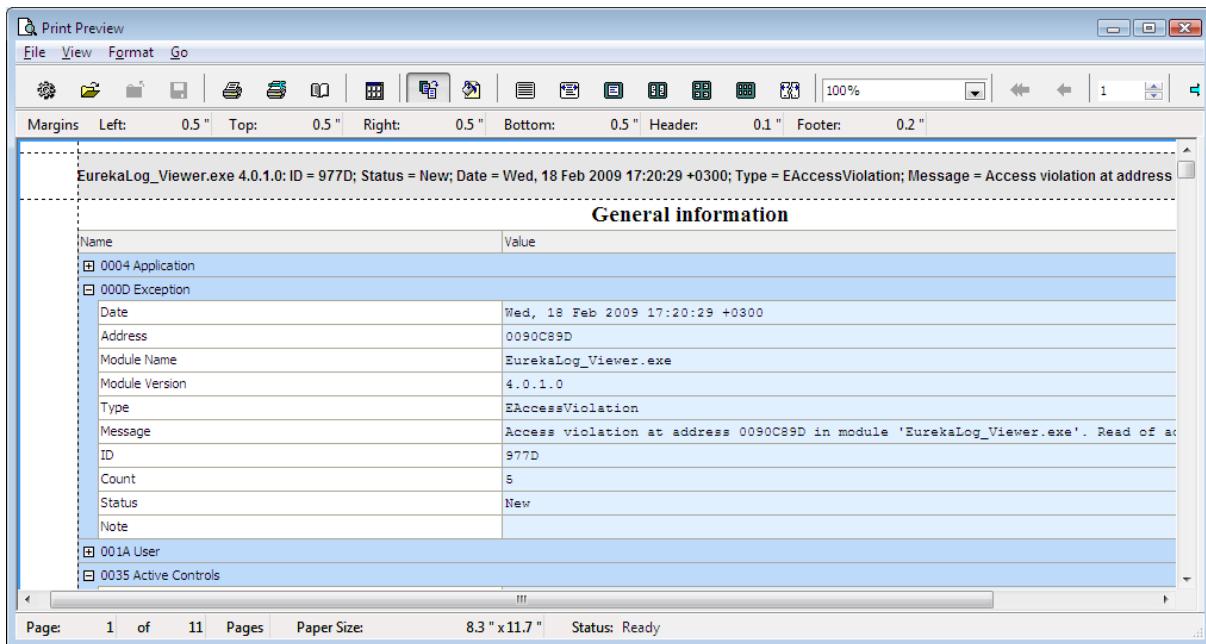
You can enable any type of auto-downloader (POP3, IMAP or file) or even few of them, set their settings and EurekaLog Viewer will automatically download and import bug-reports from these sources at every run.

Warning: note that EurekaLog Viewer **ERASES any e-mail or bug report after successful import.**

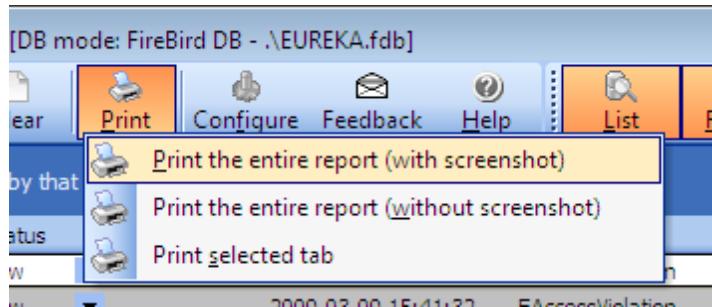
Be sure that you do not have any other information in these sources except for bug-reports. For e-mail accounts it means establishing a special account, that you'll use only for receiving bug reports.

3.6 Print report window

EurekaLog Viewer's Print preview window:



This window is invoked from [main window](#) [2] by selecting one of the "Print" sub-command from toolbar:



(note that toolbar is configurable, if you can't see this button - then you need to [reconfigure toolbar](#) [14] and add this button)

This command is not available if there is no active bug report. You need to [open or import report first](#) [6].

This is a standard [DevExpress's Printing System](#).

The header on each list contains short description of the selected report. The next thing is name of the selected tab ("General" in this example) and below is actual data.

To print these lists just press standard print button/command - the "Print" button (or "File"/"Print" menu item). You can also configure its view before printing - use button with gear on toolbar ("Design report", Ctrl + D).

There are many buttons to change zoom - so you can view all lists or only one (also available through "View" menu), navigation buttons (also available through "Go" menu) and many information fields.

Part



IV

4 Advanced topics

There are the following topics available:

- [Using grids](#)^[35].
- [DB mode vs View mode](#)^[40].
- [Stationary vs Mobile mode](#)^[42].
- [Setting up remote server](#)^[42].
- [Supported log file formats](#)^[43].
- [Database roles](#)^[46].
- [Auto-downloader](#)^[46].
- [Command line options](#)^[46].

4.1 Using grids

Select topic:

- [Sorting data](#)^[35]
- [Grouping data by column](#)^[36]
- [Filtering data](#)^[37]

4.1.1 Sorting data

Simple sorting

You can sort data [by clicking on the column's header center](#)^[10]. This will sort the entire list by this column in ascending or descending order. To switch sorting order just click the column's header again. The small arrow will appear above sorting column to indicate sort order.

Disable sorting

You can disable sorting by particular column either by clicking on the another column's header or by clicking on the same column's header while holding the Ctrl key.

Sorting by multiple columns

It is also possible to sort data by more than one column. To do that just click several column's header while holding Shift key. Clicking on the column's header again (while still holding Shift) will reverse sort order.

For example, this is unsorted list of reports:

ID	Status	Note	Date (local)	Type	Message	Module
7A3A	New	▼	2009.01.16	Exception	uqwesdf.	Project3.exe
00C0	Postponed	▼	2009.01.16	Exception	sdjfksdfkjshf.	Project3.exe
D20E	New	▼ sdf	2009.01.05	EAccessViolation	Access violation at address ... Eurekalog_viewer.exe v. 3.0.7.0	
9209	New	▼ sdfsdfsdf	2009.01.07	EFCreateError	Cannot create file "C:\Lavor... Eurekalog_viewer.exe v. 3.0.7.0	
F027	New	▼	2009.01.07	EFCreateError	Cannot create file "C:\Lavor... Eurekalog_viewer.exe v. 3.0.7.0	
24EF	New	▼ sdfsd	2009.01.16	Exception	sdjfksdfkjshf.	Project3.exe
8D00	New	▼	2009.01.16	Exception	uqwesdf.	Project3.exe
7B80	New	▼	2009.01.16	Exception	skdhf jsdsjd.	Project3.exe

Let's click on "Status" column's header to sort list by status:

ID	Status	Note	Date (local)	Type	Message	Module
7A3A	New	sdf	2009.01.16	Exception	uqwesdf.	Project3.exe
D20E	New	sdf	2009.01.05	EAccessViolation	Access violation at address ... Eurekalog_viewer.exe v. 3.0.7.0	
9209	New	sdfsdfsdf	2009.01.07	EFCreateError	Cannot create file "C:\Lavor... Eurekalog_viewer.exe v. 3.0.7.0	
F027	New	sdfsdfsdf	2009.01.07	EFCreateError	Cannot create file "C:\Lavor... Eurekalog_viewer.exe v. 3.0.7.0	
24EF	New	sdfsdfsdf	2009.01.16	Exception	sdjfksdfkjdsdhf.	Project3.exe
8D00	New	sdfsdfsdf	2009.01.16	Exception	uqwesdf.	Project3.exe
7B80	New	sdfsdfsdf	2009.01.16	Exception	skdhf jsdjsjd.	Project3.exe
00C0	Postponed	sdfsdfsdf	2009.01.16	Exception	sdjfksdfkjdsdhf.	Project3.exe

Now press and hold the Shift key and click on "Type" column's header:

ID	Status	Note	Date (local)	Type	Message	Module
D20E	New	sdf	2009.01.05	EAccessViolation	Access violation at address ... Eurekalog_viewer.exe v. 3.0.7.0	
9209	New	sdfsdfsdf	2009.01.07	EFCreateError	Cannot create file "C:\Lavor... Eurekalog_viewer.exe v. 3.0.7.0	
F027	New	sdfsdfsdf	2009.01.07	EFCreateError	Cannot create file "C:\Lavor... Eurekalog_viewer.exe v. 3.0.7.0	
7A3A	New	sdfsdfsdf	2009.01.16	Exception	uqwesdf.	Project3.exe
24EF	New	sdfsdfsdf	2009.01.16	Exception	sdjfksdfkjdsdhf.	Project3.exe
8D00	New	sdfsdfsdf	2009.01.16	Exception	uqwesdf.	Project3.exe
7B80	New	sdfsdfsdf	2009.01.16	Exception	skdhf jsdjsjd.	Project3.exe
00C0	Postponed	sdfsdfsdf	2009.01.16	Exception	sdjfksdfkjdsdhf.	Project3.exe

The list is now sorted by "Status" and "Type" columns (in that order). You can change sort order by clicking on "Type" column's header again (while holding Shift):

ID	Status	Note	Date (local)	Type	Message	Module
7A3A	New	sdfsdfsdf	2009.01.16	Exception	uqwesdf.	Project3.exe
24EF	New	sdfsdfsdf	2009.01.16	Exception	sdjfksdfkjdsdhf.	Project3.exe
8D00	New	sdfsdfsdf	2009.01.16	Exception	uqwesdf.	Project3.exe
7B80	New	sdfsdfsdf	2009.01.16	Exception	skdhf jsdjsjd.	Project3.exe
9209	New	sdfsdfsdf	2009.01.07	EFCreateError	Cannot create file "C:\Lavor... Eurekalog_viewer.exe v. 3.0.7.0	
F027	New	sdfsdfsdf	2009.01.07	EFCreateError	Cannot create file "C:\Lavor... Eurekalog_viewer.exe v. 3.0.7.0	
D20E	New	sdf	2009.01.05	EAccessViolation	Access violation at address ... Eurekalog_viewer.exe v. 3.0.7.0	
00C0	Postponed	sdfsdfsdf	2009.01.16	Exception	sdjfksdfkjdsdhf.	Project3.exe

Once you done selecting columns for sorting data - release the Shift key. If you'll need to add more columns to sorting - just press Shift key again and start selecting new columns.

Note that instead of sorting by multiple columns you may prefer [grouping data by columns](#) .

4.1.2 Grouping by column

Grouping by one column

The area above report's list can be used for columns grouping:

Drag a column header here to group by that column						
ID	Status	Note	Date (local)	Type	Message	Module
7A3A	New	sdfsdfsdf	2009.01.16	Exception	uqwesdf.	Project3.exe

To group data by any column just drag this column's header into that area:

ID	Note	Date (local)	Type	Message	Module
Status : New					
+ Status : Postponed					

Dragging column to this special area will remove column's header from the report's list. Instead, it'll appear in the list itself as list of the values with "+" buttons. I.e. every each one value of the column now became the distinct category. You can expand any category to view reports inside it by clicking on the "+" sign:

ID	Note	Date (local)	Type	Message	Module
= Status : New					
7A3A		2009.01.16	Exception	uqwesdf.	Project3.exe
24EF	sdfsdf	2009.01.16	Exception	sdjfksdfkjsdhf.	Project3.exe
8D00		2009.01.16	Exception	uqwesdf.	Project3.exe
7B80		2009.01.16	Exception	skdhf jsdsjd.	Project3.exe
9209	sdfsdfsf	2009.01.07	EFCreateError	Cannot create file "C:\Lavoro\... Eurekalog_viewer.exe v. 3.0.7.0	
F027		2009.01.07	EFCreateError	Cannot create file "C:\Lavoro\... Eurekalog_viewer.exe v. 3.0.7.0	
D20E	sdf	2009.01.05	EAccessViolation	Access violation at address 00...	Eurekalog_viewer.exe v. 3.0.7.0
+ Status : Postponed					

Note, that column's header is still visible on the window - so you can still [sort data](#) by any visible column.

Disable grouping

To revert back to normal view - just drag columns back from special area to report's list.

Grouping by multiple columns

It is also possible to group data by more than one column. To do that just drag several columns in the special area:

ID	Note	Date (local)	Message	Module
= Status : New				
+ Type : Exception				
7A3A		2009.01.16	uqwesdf.	Project3.exe
24EF	sdfsdf	2009.01.16	sdjfksdfkjsdhf.	Project3.exe
8D00		2009.01.16	uqwesdf.	Project3.exe
7B80		2009.01.16	skdhf jsdsjd.	Project3.exe
+ Type : EFCreateError				
+ Type : EAccessViolation				
+ Status : Postponed				

You can pick any column and move it around to change grouping order - just like you move column's header in the list.

Note, that instead of grouping you may prefer [filtering data](#).

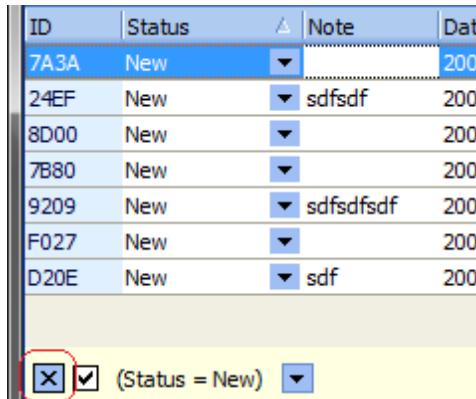
4.1.3 Filtering data

Simple filtering

To perform a simple filtering (for example, to show only new reports) [click at the right corner of the column's header and pick up a value to show](#). Any reports that have other value for the selected column will be hided. At the bottom of the list there will be list of conditions for filtering.

Disable filtering

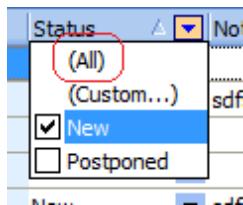
To disable filtering just click on the "X" button at the bottom left corner of the list (just to the left from the conditions bar):



ID	Status	Note	Date
7A3A	New	sdfsdf	200
24EF	New	sdfsdf	200
8D00	New	sdfsdf	200
7B80	New	sdfsdf	200
9209	New	sdfsdfsdf	200
F027	New	sdfsdf	200
D20E	New	sdf	200

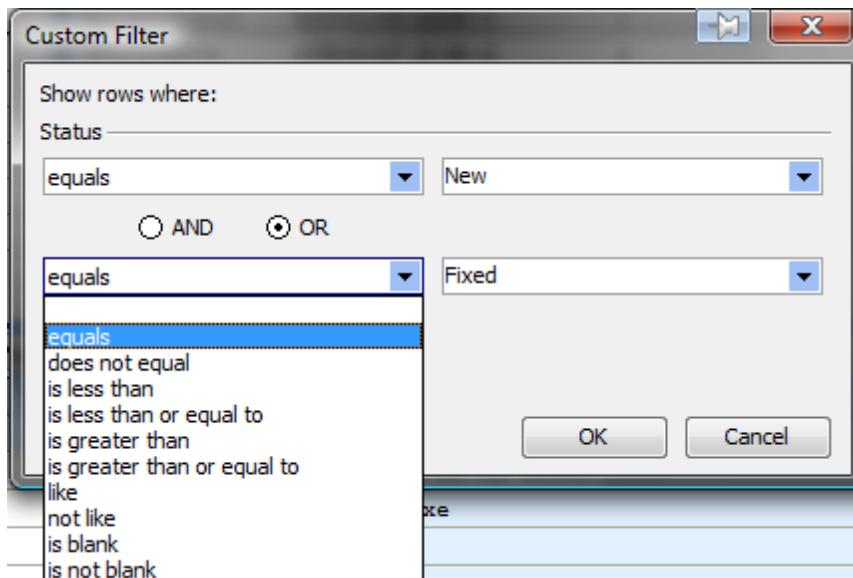
(Status = New)

You can also disable filtering by any particular column by selecting "(All)" from column's filter list:



Complex conditions

You can use arbitrary complex conditions to filter data. For example, you can not only filter data by specific value of the column (see simple filtering above), but also set any condition on the column. To do that just select "(Custom...)" value from popup filtering list instead of any particular value:



In this dialog you can set complex condition on one column:

Bug ID	Status	Error Type	Date	Count
00C0	Fixed	Exception	2009-01-16 18:33:27	1
D20E	New	EAccessViolation	2009-01-05 12:59:11	1
F027	New	EFCreateError	2009-01-07 10:58:12	1
7A3A	New	Exception	2009-01-16 18:33:22	1
24EF	New	Exception	2009-01-16 19:40:58	1
115C	New	Exception	2009-01-16 18:47:52	1
8D00	New	Exception	2009-01-16 18:47:58	1
7B80	New	Exception	2009-01-16 18:48:32	1

((Status = New) or (Status = Fixed)) Customize...

Conditions on multiple columns

After you've set filtering by one column, you can also add filtering of the resulting list by several more columns. Just click at the right corner of the any other column's header and select filtering condition from popup list. Condition bar now will contain condition on two columns and list will be filtered by these conditions. You can always add or remove more conditions on the other columns.

Arbitrary conditions

To set arbitrary complex condition click on the "Customize..." button at the bottom right corner of the report's list (this button appears only if filtering is set, so you must define filtering data on any column first):



There you can click on blue buttons to add more conditions or condition groups (there are two groups on the example above - the root "AND" and child "OR"). To remove condition or group just click on the corresponding "..." button and select "Remove Row" from popup menu.

To change conditions you can click on green, red and blue parts of conditions and select values from popup lists or typing them directly into the edits.

You can also use button "Save as..." to save all conditions to flt-file. You can load it later by

using the "Open..." button.

Other actions

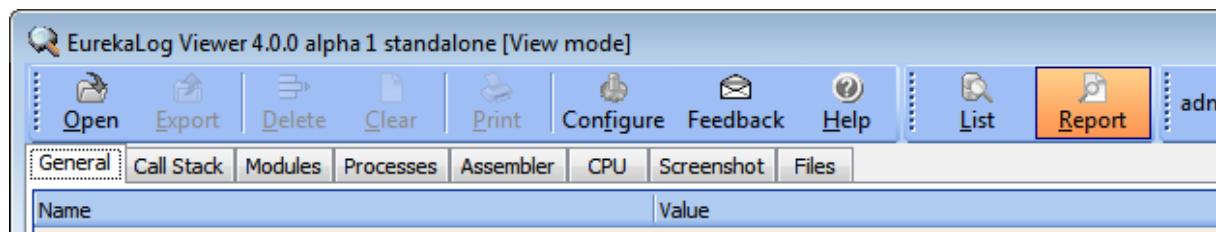
- You can click on the check box near the condition (bottom-left corner of the list) to temporary disable/enable filtering. Clicking on the "X" button near this check box will cancel filtering.
- You can click on the down arrow button near the condition (bottom-left corner of the list) to see recently used filters and fast-switch to any of them by selecting filter from popup list. The down arrow button is only displayed if you have already set more than one filter.

4.2 DB mode vs View mode

Starting with EurekaLog 7, EurekaLog Viewer now can work in different modes: **database mode** or **view mode**. Current working mode is indicated at title bar of main window. Also, EurekaLog Viewer changes the style of main window to indicate differences between View and DB modes.

View mode

View mode is the old mode from EurekaLog Viewer v3 (from EurekaLog 6). In this mode EurekaLog Viewer works like pure viewer with no database functionality. All reports from bug report file will be displayed - regardless of BugID property. I.e. no merging will occur, no "Count" field will be increased. Report list will be hidden if bug report file contain only single bug report.

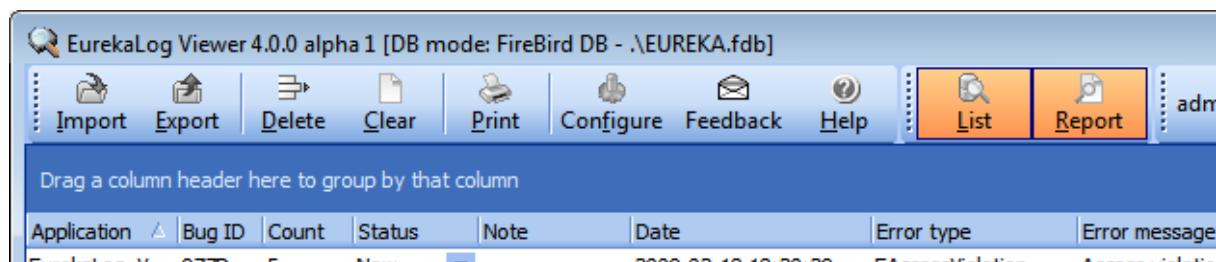


View mode

Note, that view mode is indicated by "[View mode]" postfix at title and flat coloring of the toolbar.

Database mode

Database mode was first introduced in EurekaLog Viewer v3 (was included in EurekaLog v6). In this mode EurekaLog Viewer adds every opened report to one global database. I.e. all once opened reports are stored in single place. You can manage them, delete, change, etc. All imported bug reports will be merged by BugID. Only first report with each particular BugID is stored in the database, all following reports with the same BugID will increase "Count" field of first report and will be discarded. If no database is [configured](#)^[28], in-memory database will be used. Imported reports are not deleted from disk after import.



DB mode

Note, that DB mode is indicated by "[DB mode: XXX]" postfix and gradient coloring of the toolbar. The "XXX" part displays additional information about current database: its type (it is

'FireBird DB' in this example) and location (it is local file '.\eureka.fdb' in this example).

By default, EurekaLog Viewer works in database mode. However, [default action for double-clicking](#)^[29] on reports is "View".

EurekaLog Viewer from EurekaLog 7 supports [selecting a working mode](#)^[28]. You can select either **view mode** or one of 3 different **database modes**. Working mode can be also enforced by [using a certain command-line switch](#)^[46]. Or by [using an appropriate file's context command](#)^[7].

See also:

- [Setting up remote server](#)^[42]

4.3 Stationary vs Mobile mode

Starting with EurekaLog 7, EurekaLog Viewer now can work in different modes: **stationary mode** or **mobile mode**.

- **Stationary mode** is the default mode. It's usual mode, when Viewer is installed on HDD. It is associated with EurekaLog's files (bug reports). It stores configuration in the registry (which though can be altered via [command line options](#)^[46]). This mode is intended to be used for per-machine installations. You install Viewer on machine and use it on this machine.
- **Mobile mode** is intended to enable Viewer working on removable media (for example: USB stick/drive). Viewer doesn't store any data on the machine in this mode. And it can't be associated with EurekaLog's files (because hosting media can be removed). All configuration is stored in ini-file.

To enable mobile mode: copy Viewer.exe and accompanied DLL files (gds32.dll, icudt30.dll, icuin30.dll, icuuc30.dll, libeay32.dll, ssleay32.dll) on mobile media and create file "EurekaLog_Viewer.ini" (without quotes) in this folder. In other words, you should get this picture (F is flash drive):

```
F:\EurekaLog Viewer\Viewer.exe
F:\EurekaLog Viewer\gds32.dll
F:\EurekaLog Viewer\icudt30.dll
F:\EurekaLog Viewer\icuin30.dll
F:\EurekaLog Viewer\icuuc30.dll
F:\EurekaLog Viewer\libeay32.dll
F:\EurekaLog Viewer\ssleay32.dll
F:\EurekaLog Viewer\EurekaLog_Viewer.ini
```

Note that you can alter config file name by using [command line options](#)^[46].

4.4 Setting up remote server

EurekaLog Viewer 4 has feature of managing all of your bug reports in one central database. It supports Firebird databases. Viewer use local file database (embedded server) by default. However, you may want to set it up to use remote server.

Basic prerequisites

EurekaLog Viewer 4 is compiled against Firebird 2.1, default database is also created with Firebird 2.1. It's installed into %APPDATA%\Neos Eureka S.r.1\EurekaLog\Viewer\Eureka.fdb by default. This file is used for actual work. There is also a master copy of database (empty database) located in C:\Program Files\Neos Eureka S.r.1\EurekaLog 7\Bin\Default.fdb. You can use this file to restore fatally corrupted database file in %APPDATA% folder. You can also use this file to copy it on another machines.

[Database's default login/password](#)^[4] is **SYSDBA/masterkey**. Additionally, Viewer uses its own

additional roles. Default is **admin/admin**.

Setting up remote server

First you need to [download Firebird 2.1 installer](#) from the official web-site. You're interested in "Classic & Superserver Installer".

You should install it by following installation manual. No special steps are required. Installation with default settings is fine.

Copy Default.fdb file from machine with Viewer installed to machine with Firebird server. Make sure that Default.fdb file is placed to writable folder. You may rename file if you want (e.g. to something like Eureka.fdb).

(OPTIONAL) You may use any Firebird-client tool to test connection to Default.fdb, change default account password, and/or add more accounts. Use default isql.exe tool or any 3rd party tool (like IBExpert). EurekaLog Viewer do not have any database administration features.

Possible conflicts

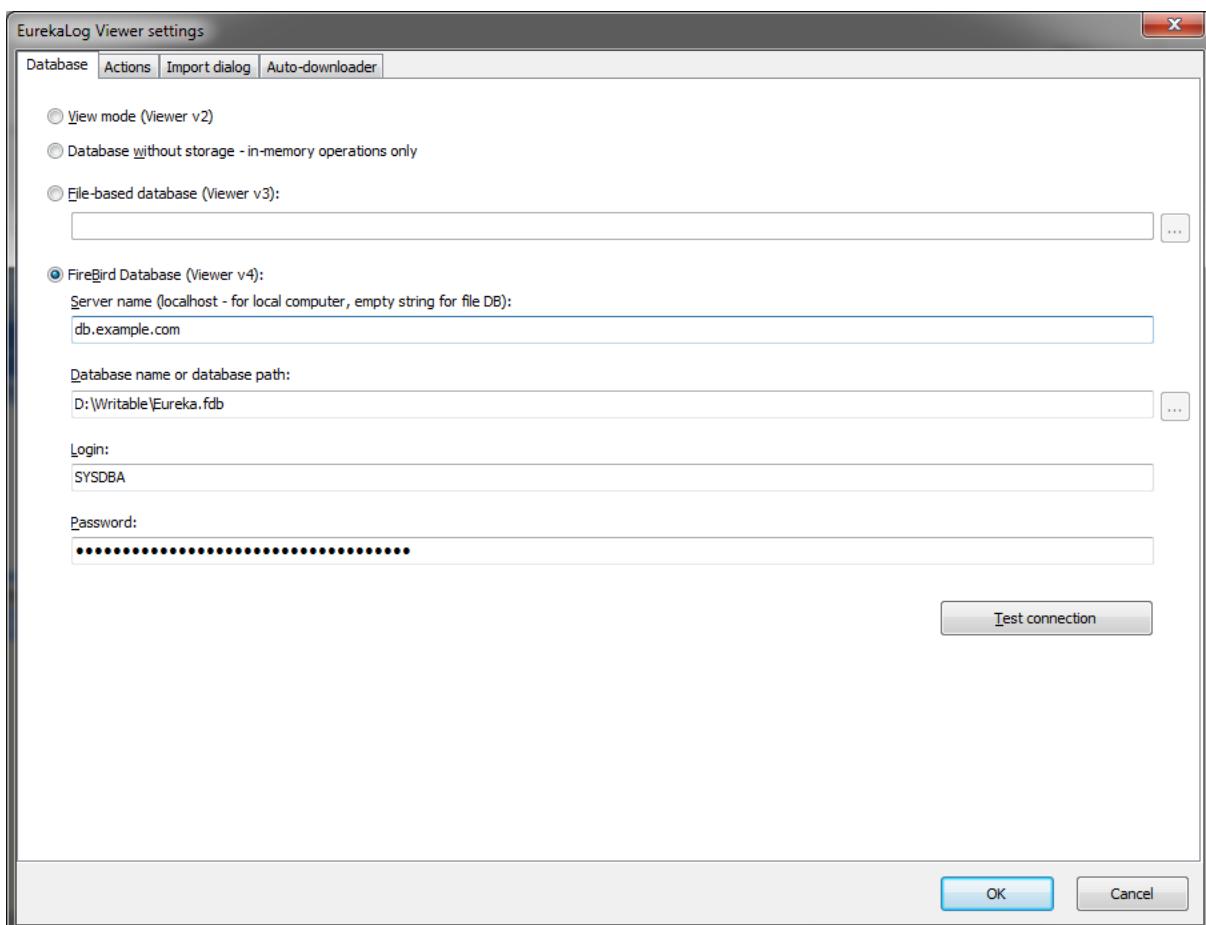
Please note that Firebird 2.1 installation may conflict with Interbase installation (which usually comes with Delphi/C++ Builder), and even with another Firebird installation (other version).

If possible - remove any other Firebird and Interbase installations before installing Firebird 2.1. If this is not possible - then you may get conflicts. Please refer to Firebird documentation/support to know more about resolving conflicts.

Typically conflicts manifest itself as error message "Unsupported on-disk structure for file xxx.fdb; found yyy, support zzz" when you test connection or load Viewer. When you see such message - make sure that Viewer connects to proper Firebird installation and it uses proper client libraries. Again, refer to Firebird's documentation for more info.

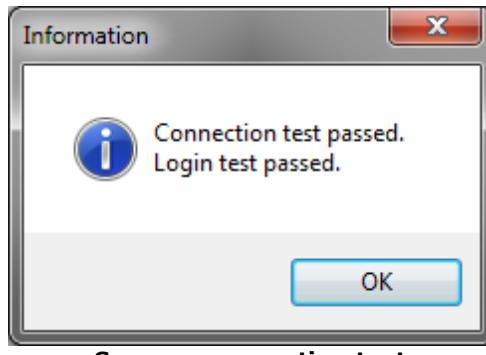
Configuring Viewer

Run Viewer and go to Configure/Settings. Enable "Firebird database" option on "Database" tab. Enter remote server's name or IP address, full path to database file (as it's placed on remote server), and user name and password (**SYSDBA/masterkey** by default):



Entering remote database details

Then click on "Test connection" button. If everything is set OK - then you should see OK message:



Success connection test

Otherwise (if there is error) - then solve it and re-test.

Please note: if you have already set up Viewer to use specific database file and try to test connection for the same file again - it will fail. That's because file is being used by Viewer itself. You first need to switch Viewer back to View mode and restart it. This will release database file. And then you may to reconfigure it.

Once database connection is established, you now may use Viewer. Optionally you may configure EurekaLog roles for more customizations. Please refer to Viewer's help for more

information.

Switching View mode to Database mode

EurekaLog uses local Firebird database when being launched from Start menu. It also runs in View mode when opening bug report file. This is default behaviour.

Since you've already set up a remote server - you may want to import bug reports, rather than just view them. This can be done by two ways - either you do this default action or you will specifically select it for each bug report.

To put it short there are the following ways:

1. Run Viewer from Start Menu or Tools menu (IDE). This will launch it in Database mode. Use "Import" command from toolbar and select bug report file to import.
2. Right click on any bug report file and choose "Import the report" command.
3. Run Viewer, go to Configure/Settings, switch to "Actions" tab and enable "Import into current database" option (note: this option is only available when you set up Database mode). Then close Viewer. Now double-clicking any bug report file will import it into database.

Please see also:

- [Database mode vs. View mode](#)^[40]
- [How to import report](#)^[71]

Using Firebird 2.5 or higher

EurekaLog Viewer uses Firebird 2.1. There is a new version of Firebird available right now (2.5). It's not directly supported by Viewer, because Firebird 2.5 uses slightly different format of database file than Firebird 2.1. However, you still can use Firebird 2.5. You just need to migrate database file for this.

Please refer to Firebird documentation/support for more information about versions compatibility and migration process. However, migration process typically goes like this:

1. Backup existing Firebird 2.1 database using Firebird 2.1 installation and tools
 2. Shutdown Firebird 2.1 server (optionally - uninstall it)
 3. Install Firebird 2.5 (if not installed) and run it
 4. Create new database file in Firebird 2.5 and restore it from the backup, resolve any possible import errors
 - 5.
- Sometimes you may also need to copy Firebird's client DLLs to C:\Program Files\Neos Eureka S.r.l\EurekaLog 7\Bin\ folder.

4.5 Supported log formats

This table displays list of supported bug report file format by EurekaLog Viewer:

Format name	Extension	Who creates it	Can hold multiple reports	Additional remarks
EurekaLog	.el	EurekaLog v7 and above	+	Default text bug report format of EurekaLog.
EurekaLog packed	.elp	EurekaLog v7 and above	+	This is zipped el-file with attached files. This is ZIP-file, which contains main .el file and attached files.
EurekaLog XML	.elx	EurekaLog Viewer from EurekaLog 7 and above	+	XML format of EurekaLog bug report.
EurekaLog	.dat	EurekaLog Viewer v3 (from	+	File extension for file-based database. See database mode ^[40] . It's the same format as

		EurekaLog 6) and earlier		.el/.elf.
EurekaLo g	elf	EurekaLog v6 and below	+	Obsolete extension. Now it's converted to .el.
EurekaLo g packed	zip	EurekaLog v6 and below	+	Obsolete, as EurekaLog Viewer need file association with unique type. Now it's converted to .elp.
EurekaLo g XML	xml	EurekaLog Viewer v3	+	Obsolete, as EurekaLog Viewer need file association with unique type. Now it's converted to .elx.

4.6 Database roles

There are four build-in roles for database EurekaLog accounts. The role defines access right for the user's account in the database. Every EurekaLog account must have the one and the only role.

- **Admin** - this is role for all-mighty administrator. User with this role can do anything (including configuration of user's accounts). There must be at least one database account with admin privileges.
- **Update** - this is role for developer, who can view, add, edit and delete reports.
- **Report** - this is role for tester, who can only add new reports, but can not edit or delete existing reports.
- **View** - this is role for guest. User with this right can only view existing bug reports in the database. He can not change, add or delete reports.

Note, that not all [database modes](#)^[28] supports user's accounts and its roles. In that case, the build-in "admin" pseudo-account is used by default.

4.7 Auto-downloader

Auto-downloader is a new handy feature of EurekaLog Viewer from EurekaLog 7. It is designed for those, who uses e-mail or HTTP/FTP bug sending, but not Bug Tracker sending.

Once enabled, auto-downloader will check an e-mail account or folder on every run of the EurekaLog Viewer and automatically pick up any new bug reports. So you can setup it once and then use only EurekaLog Viewer as your bug tracker tool.

Note, that we still recommend using a web-based bug tracker rather than other types of sending.

See also: [auto-downloader configuration](#)^[31].

4.8 Command line options

EurekaLog Viewer's command line:

Viewer.exe [/New] [/View] [/Import] [/RegisterFileTypes] [/Config=filename] [filename1] [filename2] [filename3] ... [filenameN]

- *filename1-N* - full or relative path of elf-file, which contains report (or any other of the [supported file formats](#)^[45]). If EurekaLog Viewer is already running - this command will open specified report in the running instance. Do not forget to enclose filename in quotes ("") if path contains spaces. For example:

Viewer.exe c:\Users\Alex\Documents\Report.el

Viewer.exe Report1.el "Report 2.el" "Report3.elp" "Last month report.elx"

- */New* - opens a new instance of Viewer, even if there is one instance already running. Can be used to run multiple windows of Viewer or implement "Open in new window" command. Please note, that if Viewer was configured to database mode, you may get an error message for the second instance, as database file will be busy by first instance (Viewer will switch to View mode). You should avoid this switch if you are using Viewer in file-based DB mode or FireBird on local file. Usually this command-line switch is used with "/View" switch. This option can be combined with any other option except *RegisterFileTypes*.
- */View* or */Import* - specifies a [mode](#)⁴⁰ to work: view or DB. If you specify this switch then EurekaLog Viewer will ignore its configuration and use the selected mode. Note, that DB mode still will be selected from Viewer configuration. If there is no settings for it - the in-memory DB mode will be selected. Also note, that you can change configuration by using /config switch. This option can be combined with any other option except *RegisterFileTypes*.
- */Config=filename* - specifies a special config file, instead of the default one. You can create a configuration file in any place and pass its name as parameter to force Viewer to work with it. Default config file is stored either in current folder or in %AppData%\EurekaLog path (the last one is a default). For example:

Viewer.exe "/config=c:\Users\Alexander Alexeev\Documents\ELViewerAlternativeDB.ini"

Please note that Viewer uses registry by default and do not save any configuration on disk. You can enable storing configuration in file either by using this option or by using [mobile mode](#)⁴². Also note that specifying this option will not switch Viewer into mobile mode. This option can be combined with any other option except *RegisterFileTypes*.

- */RegisterFileTypes* - registers EurekaLog Viewer to view EurekaLog file types. EurekaLog Viewer will exit after registration (thus it can not be combined with other options). Registration of file types requires administration rights and elevation (Vista and above). This command is intended to be used by EurekaLog installer. Do not run this command unless you want to repair broken file associations. This option is ignored in the [mobile mode](#)⁴².

Note, that all command line switches are case-insensitive on Windows. I.e. you can use '/new', '/NEW' or '/New' as the same command line switch.

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