

# **SysAid™**

# **Database**

# **Documentation**

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## Preface

This guide documents the structure of the database SysAid uses.

Various tables exist in the database. This guide will describe the main tables and their main columns.

In addition, instructions for how to install SysAid with an external database are provided at the end of this guide.

You may contact SysAid with any questions.

## Field Types in the Database

- String/Varchar- provides for variable-length storage of strings. Length is an unsigned integer constant, and it must not be greater than the constraint of the integer used to specify the length, the value `java.lang.Integer.MAX_VALUE`.
- Timestamp- stores a combined date and time value to be stored. It permits a fractional-seconds value of up to nine digits
- Integer- provides four bytes of storage for integer values.
- CLOB- (character large object) value can be up to 2,147,483,647 characters long. A CLOB is used to store Unicode character-based data, such as large documents in any character set.
- BLOB- (binary large object) is a varying-length binary string that can be up to 2,147,483,647 characters long. Like other binary types, BLOB strings are not associated with a code page. In addition, BLOB strings do not hold character data.

- `BigInt/Int64`- provides eight bytes of storage for integer values. The length is given in bytes for BLOB unless one of the suffixes K, M, or G is given, relating to the multiples of 1024, 1024\*1024, 1024\*1024\*1024 respectively.
- `Char/Char1`- data type used to store fixed-length character data. A char value can contain up to 2000 bytes of data. The only limit on the length of Char data types is the value `java.lang.Integer.MAX_VALUE`

## I Assets

This section discusses where in the database you can find information about assets.

### Table “asset\_catalog”

This table contains the asset catalog, used for displaying the catalog in SysAid (CatalogList.jsp).

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
catalog_Integer	String	Used for the primary key.	*
name	String	The name of the asset item.	
model	String	The model of this item.	
manufacturer	String	The manufacturer of the item.	
supplier_id	String	The supplier of the item.	
notes	CLOB	Any notes can be added.	

## Table “asset\_types”

This table contains the types of the different assets of your network.

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
computer_type	String	The type of the computer.	*
caption	String	The type of the asset. For example: Server, Printer, Laptop, etc.	
file_name	String	The name of the file.	
default_file_name	String	The name of the file, given as a default.	

## Table “computer”

The table “computer” contains information about assets SysAid views. The table below provides information about the fields. The fields that form the primary key are marked with an asterisk.

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
computer_id	String	The asset ID.	*
computer_name	String	The name of the asset.	
computer_type	String	The type of the asset (e.g. laptop, workstation, and so on).	
parent_group	String	The group the asset belongs to.	
inventory_XML	CLOB	The inventory of the computer	
inventory_time	Timestamp	Last time the inventory was updated	

update_time	Timestamp	Last time any update was performed	
ip_address	IP Address	The IP address of the asset	
description	String	Description of the asset	
username	String	The user the asset belongs to	
location	String	obsolete	
location_idx	Integer	A number representing the location of the asset, as selected from a list.	
building	String	The building the asset is in.	
floor	String	The floor the asset is on.	
cubic	String	The office or cubicle the asset is in.	
catalog_number	String	The number of a catalog item (see table asset_catalog).	
supplier	Integer	A number that defines the supplier, chosen from a list.	
maintenance_supplier	Integer	A number that defines the maintenance supplier, chosen from a list.	
company_serial	String	The serial number of the company	
external_serial	String	For internal use.	
Monitor	String	The monitor of the computer.	
monitor_serial	String	The serial number of the monitor.	
collection_type	Integer	A number that defines the type of collection, chosen from a list.	
collection_params	CLOB	The parameters of the collection.	
cust_list1	Integer	A customized list that allows integer values. The numbers represent items in a list, which appears as a dropdown menu.	

cust_list12	Integer	A customized list that allows integer values. The numbers represent items in a list, which appears as a dropdown menu.	
cust_text1	String	A customized field that allows character values, and includes information associated with the computer.	
cust_text2	String	A customized field that allows character values, and includes information associated with the computer.	
cust_notes	CLOB	Notes that were added, regarding the computer.	
Cust_int1	Integer	A customized field that allows integer values, and includes information associated with the computer.	
Cust_int2	Integer	A customized field that allows integer values, and includes information associated with the computer.	
parent_asset	String	The name of the parent asset.	
department	Integer	A number signifying the department the computer belongs too, as selected from a list.	
company	Integer	A number signifying the company the computer belongs too, as selected from a list.	
disable	Char	The computer can be either enabled or disabled.	
Manual_asset	Char	The asset was either added	

		manually or added from an imported list.	
purchase_cost	Integer		
purchase_currency	Integer		
agent_version	String		
Snmp_cust_text 1-20	String	A customized field that allows character values, and includes information associated with the SNMP scan.	
Mac_address	String	The Mac address of the network interfaces of the computer	
Last_boot	Timestamp	The date of the last boot of the computer	

### Table “computer\_attributes”

This table contains information about an asset.

Field	Type	Description	Primary Key
account_id	String	The name of the asset	*
computer_id	String	The asset ID	*
cpu_vendor	String	The vendor of a CPU (for assets with CPUs)	
cpu_model	String	A CPU model	
cpu_speed	Integer	The speed of the CPU	
bios_type	String	A type of BIOS	
display_adapter	String	A display adapter model	
display_memory	Integer	The display memory of an asset	
display_resolution	String	The display resolution of an asset	
os_type	String	The type of operating system	
os_version	String	The version of the operating	

		system	
os_service_pack	String	The service pack of the operating system	
memory_physical	Integer	The amount of physical memory of an asset	
serial	String	The serial Integer of an asset	
model	String	The model of an asset	
manufacturer	String	The manufacturer of an asset	
purchase_date	Time	The date the asset was purchased	
warranty_expiration	Timestamp	The date the warranty of an asset expires	
last_maintenance	Timestamp	The date of the latest maintenance	
last_page_count	Integer	For printers, the latest page count	
maintenance_page_count	Integer	For printers, the page count at the latest maintenance test	
disks_size	Integer	A number that defines the disk size of the computer.	
disks_count	Integer	The number of disks on the computer.	
mem_banks	Integer	The number of memory banks the computer has.	
occupied_mem_banks	Integer	The number of occupied memory banks on the computer.	
free_mem_banks	Integer	The number of free memory banks on the computer.	
cpu_count	Integer	The number of CPUs on the computer.	
os_name	String	The name of the operating system.	
os_platform	String	The platform of the operating	

		system.	
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### Table “computer\_changes”

Table “computer\_changes” contains information about changes an asset went through. This table has no primary key.

Field	Type	Description
account_id	String	The name of the account.
computer_id	String	The name of the asset.
change_time	Timestamp	The time the change was made.
change_type	String	The type of change, for example, “Software”.
change_sub_type	String	The sub-type, for example, “MachineName”.
change_description	String	A description of the change, for example, “Inventory Details added to database”.
log_id	Integer	The ID Integer of the log.

### Table “computer\_group”

This table contains information about the group a computer is in.

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
Group_name	String	The name of the group.	*
parent_group_name	String	Groups can have parent groups. If a group has a parent, the parent’s name is written in this	

		field. Otherwise, this field contains the value NULL.	
Group_description	String	A description of the group.	
Group_level	Integer	The depth of the group in the hierarchy of groups.	

### Table “computer\_lists”

This table stores different components on an asset. This table has no primary key.

Field	Type	Description
account_id	String	The name of the account.
computer_id	String	The name of the asset.
list_type	String	The type of component.
value	String	The name of the component.
list_display	String	
version	String	
license	String	

Example:

account_id	computer_id	list_type	value
demo	00:08:DC:33:45:AB	software	Sys Aid version 0.9

### Table “computer\_log”

This table keeps a log of activities performed on a computer. It forms a header/details relationship with the table “computer\_changes”.

Field	Type	Description	Primary Key
log_id	Integer	An ID Integer of the log.	*
account_id	String	The name of the asset.	
Computer_id	String	The asset ID.	
log_time	Timestamp	The time the activity was performed.	
log_type	String	The type of log, for example, “Inventory”.	
log_sub_type	String	The sub-type of log, for example, “Inventory Change”.	
log_description	<b>CLOB</b>	The description of the activity, for example, “2 inventory changes detected”.	
ext_reference	Integer	For internal use.	
user_name	String	The name of the user who operates the particular computer.	
ext_reference2	Integer	For internal use.	

The fields “ext\_reference” and “ext\_reference2” exist for internal SysAid use. In general, they help direct SysAid to a new page when a user clicks on “More info” in an asset’s activity log.

In certain cases (namely, when there are inventory changes), clicking “More info” in the activity log will lead to an “Inventory Changes” page, which uses the database’s table “computer\_changes” (discussed next).

### Table “computer\_users”

Here information about the users of the computer is stored.

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
computer_id	String	The name of the asset.	*
user_name	String	The name of the user.	*
Full_name	String	The full name of the user.	
Email_address	String	The email address of the user	

### Table “event”

Field	Type	Description	Primary Key
account_id	String		*
computer_id	String		*
log_type	String		*
event_time	Timestamp		*
record_number	Integer		*
event_id	Integer		
event_type	String		
event_source	String		
event_category	String		
event_username	String		
event_domain	String		
event_computer	String		
event_description	String		

event_binary	String		
event_char_data	CLOB		

### Table “Software”

This table contains information for the organization’s software products. The software products are displayed on the Software Products page (under System).

Field	Type	Description	Primary Key
account_id	String	The name of the account.	
software_id	Integer	An ID number for the software.	*
product_name	String	The name of the software product.	
version	String	The version of the software.	
vendor	String	The vendor of the software.	
licenses	Integer	The number of licenses owned for this software.	
purchase_date	Timestamp	The date the software was purchased.	
support_expiration	Timestamp	The date the support of the software expires.	
notes	CLOB	Notes that were entered about the software product.	
company	Integer	A number representing the company that uses the software, chosen from a list that was set in the User Management preferences.	
supplier	Integer		
cust_list1	Integer		
cust_list2	Integer		
cust_text1	String		
cust_text2	String		

cust_notes	CLOB		
cust_int1	Integer		
cust_int2	Integer		

### Table “Software2install”

This table contains information for the software products that were installed for a particular account.

Field	Type	Description	Primary Key
software_id	Integer	The ID number of the software.	*
install_name	String	The name of the installation.	*
account_id	String	The name of the account.	

### Table “Supplier”

Here the information about the suppliers of the different software and hardware products of your network is stored.

Field	Type	Description	Primary Key
supplier_id	Integer	The ID number of the supplier.	*
account_id	String	The ID of the account.	
name	String	The name of the account.	
address	CLOB	The address of the supplier.	
phone	String	The phone number of the supplier.	
fax	String	The fax number of the supplier.	
email_address	String	The email address of the	

		supplier.	
notes	CLOB	Notes that were added about the supplier.	
mobile	String		
Phone2	String		
contact_name	String		
account_number	String		
cust_list1	Integer		
cust_list2	Integer		
cust_text1	String		
cust_text2	String		
cust_notes	CLOB		
cust_int1	Integer		
cust_int2	Integer		

## II Help Desk

This section discusses where in the database you can find the service requests and information about them.

### Table "problem\_type"

The table stores all the category types and sub-types in an account and who (if anybody) service requests of said type should be routed to.

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
problem_type	String	A service request category, for example, "Hardware".	*
problem_sub_type	String	A service request subcategory, for example, "Keyboard" or "Mouse".	*
third_level_category	String	A third-level category, such as "Cleaning my keyboard".	*
route	String	If problems of a certain type and subtype should be automatically routed to an administrator, his or her name is stored in the field "route". Otherwise, this field contains NULL.	
desc_template	CLOB	This field stores templates users can create that will fit into the descriptions of service requests of the category and subcategory of the row.	

## Table “service\_req”

This table contains the service requests. To understand the components of a service request, consult SysAid’s Help.

Field	Type	Description	Primary Key
id	Integer	The ID of the service request.	*
account_id	String	The name of the account.	
computer_id	String	The name of the asset.	
ci_id	Integer	The ID of the configuration item	
problem_type	String	The category of the service request.	
problem_sub_type	String	The service request’s sub-category.	
third_level_category	String	A third-level category, such as “Cleaning my keyboard”.	
title	String	The title of the service request.	
description	CLOB	The description of the service request.	
status	Integer	A number representing the status of the service request.	
contact	CLOB	Obsolete.	
responsibility	String	The name of the administrator the service request is assigned to.	
urgency	Integer	A number representing the urgency of the service request. Corresponds to the value keys stored in table “cust_values”	

		for “Urgency”.	
priority	Integer	A number representing the priority of the service request. Corresponds to the value keys stored in table “cust_values” for “Priority”.	
notes	CLOB	The notes written for a service request.	
resolution	CLOB	The resolution of a serviced request.	
solution	CLOB	The solution of a serviced request.	
insert_time	Timestamp	The time when the service request was submitted.	
update_time	Timestamp	The time when the service request was updated.	
close_time	Timestamp	The time when the service request was closed.	
update_user	String	The user who updated the service request.	
version	Integer	The version of the service request.	
knowledge_base	Integer	Tells us if the service request is stored in the knowledgebase. The values are binary. “1” means the service request belongs to the knowledgebase, “0” means it does not.	
submit_user	String	The name of the user who submitted the service request	

submit_user_type	Integer	A number signifying the type of the user who submitted the service request. See below.	
request_user	String	The name of the user who requested the service request	
request_user_type	Integer	A number signifying the type of the user who requested the service request. See below.	
due_date	Timestamp	The due date of the service request.	
location	Integer	A number representing the location of the service request. Corresponds to the value keys stored in table "cust_values" for "Location".	
parent_link	Integer	For internal use.	
escalation	Integer	Contains the value "1" if the service request has been escalated, and NULL otherwise.	
assigned_group	String	The group assigned to answer the service request.	
timers_update_time	Timestamp	The update time of the timers associated with the service request.	
timer1	Big Integer	A number which depicts a timer associated with the service request. For instance: "Time to Respond".	
timer2	Big Integer	A number which depicts a timer associated with the service request.	

timer3	Big Integer	A number which depicts a timer associated with the service request.	
timer4	Big Integer	A number which depicts a timer associated with the service request.	
timer5	Big Integer	A number which depicts a timer associated with the service request.	
cust_list1	Integer	A customized list that allows integer values. The numbers represent items in a list, which appears as a dropdown menu.	
cust_list2	Integer	A customized list that allows integer values. The numbers represent items in a list, which appears as a dropdown menu.	
cust_text1	String	A customized field that allows character values, associated with the service request.	
cust_text2	String	A customized field that allows character values, associated with the service request.	
cust_notes	CLOB	Notes that were added, regarding the service request.	
cust_int1	Integer	A customized field that allows integer values, associated with the service request.	
cust_int2	Integer	A customized field that allows integer values, associated with the service request.	
cc	String	Carbon copy.	

project_id	Integer	A number representing the ID of the project the SR is associated with.	
task_id	Integer	A number representing the ID of the task the SR is associated with.	
reopen_counter	Integer	The number of times the service request had been moved from a closed class status to an open class status.	
assign_counter	Integer	A count of the number of unique administrators to whom the SR had been assigned.	

The fields “submit\_user\_type” and “request\_user\_type” reveal the types of users that submitted or requested a service request. The possible values are:

- 1 - A computer user who is not associated with an end-user or administrator.
- 2 - An administrator.
- 3 - An end-user.

### Table “service\_req\_data”

In this table information about the data of the service request is stored.

Field	Type	Description	Primary Key
id	Integer	A number representing the ID of the service request.	*
account_id	String	The name of the account.	*
screen_capture	BLOB	A shot of the screen, enabled by SysAid agent in the End User portal.	

## Table “service\_req\_files”

In this table information about the files of the service request is stored.

Field	Type	Description	Primary Key
id	Integer	A number representing the ID of the service request.	*
account_id	String	The name of the account.	*
file_id	String	The ID of the file.	*
file_name	String	The name of the file.	
file_date	TIMESTAMP		
file_content	BLOB	The content of the file.	

## Table “service\_req\_history”

This table is built the same as table “service\_req”. The difference is, that it holds all past versions of the service request, while the table “service\_req” holds only the current version.

## Table “service\_req\_log”

The “service\_req\_log” table logs a service request’s history. Each log entry has a unique ID number.

Field	Type	Description	Primary Key
log_id	Integer	An ID for the log.	*
account_id	String	The name of the account.	
service_req_id	Integer	The ID Integer of the service request.	
log_time	Time	The time when the service request changed.	
log_type	String	Depicts what happened to the service request. Examples of values are “Service request changed” and “activity added”.	
log_description	String	What happened to the service request, for example, “Service Request #77 status has been changed to closed” or “Service Request #16 has been assigned to Daniel”.	
ext_reference	Integer	For internal use.	
user_name	String	The user who affected the service request, prompting the change to be logged.	

A service request’s history can be viewed in SysAid in its History page.

## Table “service\_req\_msg”

This table contains messages sent via service requests.

Field	Type	Description	Primary Key
id	Integer	The ID of the service request.	*
account_id	String	The name of the account.	*
msg_time	Timestamp	The time the message was sent.	*
from_user	String	User who sent the message.	
to_user	String	User the message is for.	
method	String	The method of sending the message (for example, email).	
subject	String	The subject of the message.	
msg_body	String	The body of the message.	
msgid	String	The ID number of the message.	

## Table “company”

This table contains information about the companies with an account.

Field	Type	Description	Primary Key
company_id	Integer	The ID number of the company.	*
account_id	String	The name of the account.	
company_name	String	The name of the company.	
address	String	The address of the company.	
address2	String	The address of the company.	
city	String	The city the company is located in.	
state	String	The state the company is located in.	
zip	String	The zip code of the company.	
country	String	The country the company belongs	

		to.	
phone	String	The phone number of the company.	
fax	String	The fax number of the company.	
notes	CLOB	Notes about the company that were added in XML	
cust_list1	Integer	A customized list that allows integer values. The numbers represent items in a list, which appears as a dropdown menu.	
cust_list2	Integer	A customized list that allows integer values. The numbers represent items in a list, which appears as a dropdown menu.	
cust_text1	String	A customized field that allows character values, and includes information associated with the company.	
cust_text2	String	A customized field that allows character values, and includes information associated with the company.	
cust_notes	CLOB	Notes that were added regarding the company.	
cust_int1	Integer	A customized field that allows integer values, and includes information associated with the company.	
cust_int2	Integer	A customized field that allows integer values, and includes information associated with the company.	

expiration_time	timestamp	The expiration date of the license for the company.	
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### Table “commands”

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
command	String	The content of the command.	*

### Table “work\_report”

This table contains information about work done on a service request. In SysAid, it is used for a service request’s Activities Page.

Field	Type	Description	Primary Key
id	Integer	The ID number of the work session.	*
service_req_id	Integer	The ID of the service request the work was done on.	
account_id	String	The name of the account.	
user_name	String	The name of the user who performed the work.	
from_time	Timestamp	The time the work session began.	
to_time	Timestamp	The time the work session ended.	
description	String	A description of the work done.	
cust_list1	Integer	A customized list that allows integer values. The numbers	

		represent items in a list, which appears as a dropdown menu.	
cust_list2	Integer	A customized list that allows integer values. The numbers represent items in a list, which appears as a dropdown menu.	
cust_text1	String	A customized field that allows character values, associated with the work report.	
cust_text2	String	A customized field that allows character values, associated with the work report.	
cust_notes	CLOB	Notes that were added regarding the work report.	
cust_int1	Integer	A customized field that allows integer values, associated with the work report.	
cust_int2	Integer	A customized field that allows integer values, associated with the work report.	
cust_int3	Integer	A customized field that allows integer values, associated with the work report.	
cust_int4	Integer	A customized field that allows integer values, associated with the work report.	
cust_date1	Timestamp	A customized date that was added as a column in the table.	
cust_date2	Timestamp	A customized date that was added as a column in the table.	

An example of how a row in this table might look:

id	service_req_id	account_id	user_name	from_time	to_time	Description
1	16	demo	Daniel	2003-02-04 14:00:00	2003-02-04 14:15:00	Wrote the resolution

### Table “cust\_values”

This table contains the customized values an account uses.

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
list_name	String	The type that values are stored for.	*
value_key	Integer	An integer that signifies the value.	*
value_caption	String	The name of the value.	
value_class	Integer	A number that represents the class of the value, chosen from a list.	
valid_for_user_group	String	The name of the user group the values are relevant for.	

An example of rows in this table:

account_id	list_name	value_key	value_caption
demo	priority	1	Low
demo	priority	2	High
demo	location	1	Sales Department

SysAid provides a form for updating this table.

### Table “list\_view”

This table contains information about the optional views of a list.

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
list_name	String	The name of the list.	*
list_view_name	String	The names of the different views of the list.	*
user_name	String	The name of the user.	*
list_conf	CLOB	Configurations of the list views.	

### Table “faq”

This table contains the FAQs end users can see in the End User Portal.

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
id	Integer	The ID of the FAQ.	*
title	String	The title of the FAQ	
question	CLOB	The FAQ.	
answer	CLOB	The answer to the FAQ.	
category	String	The category of the question (this has nothing to do with the category of service requests).	
sub-category	String	The sub-category of the question.	
third_level_category	String	The third level category of the question.	
kb	Char		
faq	Char		

update_time	Timestamp	The time the FAQ was created or updated.	
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### Table “version”

Field	Type	Description	Primary Key
version	String	For internal use, states the version of the database.	

### III Users

This section discusses where in the database you can find information about registered SysAid users.

#### Table “account”

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
customer_name	String	The name of the customer.	
expiration_time	Timestamp	The date of expiration.	
serial_key	String	The serial number of the account.	
account_conf	CLOB	Various configurations in XML.	

#### Table “sysaid\_user”

This table contains SysAid’s users—both end-users and administrators.

Field	Type	Description	Primary Key
user_name	String	The user name.	*
account_id	String	The name of the account.	
user_password	String	The user’s password.	
first_name	String	The user’s first name.	
last_name	String	The user’s surname.	
main_user	Char	One user can be a main user. This user cannot be deleted, and will always be an	

		administrator. The field will contain the character “Y” if the user in the particular row is a main user, and “N” otherwise.	
email_address	String	The user’s email address.	
sms_Integer	String	The user’s SMS number.	
ip_address	IP Address	The user’s IP address.	
user_conf	CLOB	Various configurations in CLOB.	
phone	String	The user’s phone number.	
cell_phone		The user’s cell phone number.	
notes	String	Notes about a user.	
location	Integer	An integer representing the user’s location. Corresponds to the value keys stored in table “cust_values” for “Location”.	
car_number	String	The license Integer of the user’s car.	
building	String	The building the user works in.	
floor	String	The floor the user works on.	
cubic	String	The office or cubicle the user works in.	
administrator	Char	If the user is an administrator, this field stores “Y”. Otherwise, it stores “N”.	
Manager	Char		
Version	Integer		
cust_list1	Integer	A customized list that allows integer values. The numbers represent items in a list, which	

		appears as a dropdown menu.	
cust_list2	Integer	A customized list that allows integer values. The numbers represent items in a list, which appears as a dropdown menu.	
cust_text1	String	A customized field that allows character values, associated with the user.	
cust_text2	String	A customized field that allows character values, associated with the user.	
cust_notes	CLOB	Notes that were added, regarding the user.	
cust_int1	Integer	A customized field that allows integer values, associated with the user.	
cust_int2	Integer	A customized field that allows integer values, associated with the user.	
department	Integer	The number represents a department, selected from a list.	
company	Integer	The number represents a company, selected from a list of companies that was set in the User Management preferences.	
disable	Char	The user is either enabled or disabled	
expiration_time	Timestamp	Defines the time of expiration of the license of a particular user.	

chat_nick_name	String	The nickname the user chooses to appear in chat sessions.	
permissions_by_groups	String	The method of permission for the user groups, or individual permissions.	
user_manager_name	String	The manager responsible for the user.	

### Table “user\_groups”

This table stores the names and types of SysAid groups.

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
group_name	String	The name of the group.	*
group_type	Integer	A number signifying the type of the group (for example, a group of administrators, or of end users).	
permission	Clob	Various permissions for the user group. This is used when defining group permission to users.	

### Table “user2group”

This table lists the names of users, and the group each belongs to.

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
group_name	String	The name of the group.	*
user_name	String	The name of a user belonging to this group.	*

## Table “user2asset”

This table contains the information about connections between users and assets.

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
user_name	String	The name of the user.	*
computer_id	String	The name of the computer belonging to this user.	*

## Table “messages”

The table “messages” contains information about messages sent from user to user.

Field	Type	Description	Primary Key
account_id	String	The name of the account.	*
user_name	String	The user who received the message.	*
sent_time	Timestamp	The user who sent the message.	*
sender	String	The time the message was sent.	
recv_flag	“1” or “0”	A flag to tell whether the message has been received or not. “1” means the message has been received.	
msg	String	The message itself.	
msgid	String	The ID of the message.	

## Table “login\_log”

Here is the information of the user's login log.

Field	Type	Description	Primary Key
Log_time	Timestamp	The login time.	
account_id	String	The name of the account.	*
User_name		The name of the user.	
status	String	The status of the log.	
Ip_address	String	The user's IP address.	

## IV Task Management

This section discusses where in the database you can find information about projects and tasks.

## Table “project”

This table contains information about a project.

Field	Type	Description	Primary Key
account_id	String	The name of the account.	
id	Integer	A number used to identify the project.	*
version	Integer	The version of the project.	
category	Integer	A number signifying the category of the project.	
title	String	The title given to the project.	

description	CLOB	A description of the project.	
status	Integer	A number signifying the status of the project.	
notes	CLOB	Notes added to the project.	
start_time	Timestamp	The time the project was started.	
end_time	Timestamp	The time the project ended.	
raw_estimation	Integer	The initial estimation of how many hours of work the project will require.	
request_group	String	The group that requested the project.	
manager	String	The project manager.	
assigned_group	String	The group the project is assigned to.	
CUST_LIST1	Integer	A customized list that allows integer values. The numbers represent items in a list, which appears as a dropdown menu.	
CUST_LIST2	Integer	A customized list that allows integer values. The numbers represent items in a list, which appears as a dropdown menu.	
CUST_TEXT1	String	A customized field that allows character values, associated with the project.	
CUST_TEXT2	String	A customized field that allows character values, associated with the project.	
CUST_NOTES	CLOB	Notes that were added regarding the project.	

CUST_INT1	Integer	A customized field that allows integer values, associated with the project.	
CUST_INT2	Integer	A customized field that allows integer values, associated with the project.	
COMPANY	Integer	A number that defines the name of the company that is associated with the project.	
incidentTitle	String		

### Table “project\_files”

Here is stored information on files used in a project.

Field	Type	Description	Primary Key
id	Integer	The project’s ID Integer.	*
account_id	String	The name of the account.	*
file_id	String	A unique ID for the file.	*
file_name	String	Name of the file.	
file_content	String	Contents of the file.	
<b>File_date</b>	Timestamp		

### Table “project\_history”

This table is built the same as table “project”. The difference is that it holds all past versions of the project, while the table “project” holds only the current version.

### Table “project\_log”

This table contains the information about the project logs.

Field	Type	Description	Primary Key
log_id	Integer	A unique identification number for the log.	*
account_id	String	The name of the account.	
project_id	Integer	The ID of the project.	
log_time	Timestamp	The time of the log entry.	
log_type	String	The type of log, for example, “Project changed”.	
log_description	CLOB	A description of the log entry.	
EXT_REFERENCE	Integer	For internal use.	
user_name	String	The user who prompted the entry.	

### Table “project\_users”

This table stores information on users assigned to a project.

Field	Type	Description	Primary Key
Id	Integer	The ID number of the project.	*
account_id	String	The name of the account.	*

user_name	String	A user assigned to the project.	*
user_role	String	The user's role in the project.	

## Table "task"

This table contains information about a task.

Field	Type	Description	Primary Key
account_id	String	The name of the account.	
Id	Integer	A number used to identify the task.	*
version	Integer	The version of the task.	
project_id	Integer	The ID of the project this task belongs to.	
category	Integer	A number signifying the category of the task.	
Title	String	The title given to the task.	
description	CLOB	A description of the task.	
status	Integer	A number signifying the status of the task.	
notes	CLOB	Notes added to the task.	
progress	Integer	Number of hours spent working on the task.	
start_time	Timestamp	The time the task was started.	
end_time	Timestamp	The time the task was ended.	
estimation	Integer	The initial estimation of how many hours of work the task will require.	
cust_list1	Integer	A customized list that allows integer values. The numbers represent items in a list, which appears as a dropdown menu.	

cust_list2	Integer	A customized list that allows integer values. The numbers represent items in a list, which appears as a dropdown menu.	
cust_text1	String	A customized field that allows character values, associated with the task.	
cust_text2	String	A customized field that allows character values, associated with the task.	
cust_notes	CLOB	Notes that were added, regarding the task.	
cust_int1	Integer	A customized field that allows integer values, associated with the task.	
cust_int2	Integer	A customized field that allows integer values, associated with the task.	
Task_order	Integer		
Notification	String	Notification related to the task.	
ci_id	Integer	The ID number of a configuration item	

### Table “task\_history”

This table is built the same as table “task”. The difference is, that it holds all past versions of the task, while the table “task” holds only the current version.

### Table “task\_log”

This table contains the information about the task logs.

Field	Type	Description	Primary Key
log_id	Integer	A unique identification number for the log.	*
account_id	String	The name of the account.	
task_id	Integer	The ID of the task	
log_time	Timestamp	The time of the log entry	
log_type	String	The type of log, for example, "Project changed".	
log_description	CLOB	A description of the log entry.	
user_name	String	The user who prompted the entry.	
ext_reference	Integer	For internal use.	

### Table "task\_users"

This table stores information on users assigned to a task.

Field	Type	Description	Primary Key
id	Integer	The ID number of the task.	*
account_id	String	The name of the account.	*
user_name	String	A user assigned to the task.	*
user_role	String	The user's role in the task.	

## Table “task\_activities”

This table contains information about activities performed on a task.

Field	Type	Description	Primary Key
id	Integer	The ID number of the task activity.	*
task_id	Integer	The ID number of the task.	
account_id	String	The name of the account.	
user_name	String	The user who performed the activity.	
from_time	Timestamp	The time the activity began.	
to_time	Timestamp	The time the activity ended.	
description	String	Description of the activity.	
activity_statuses	Integer	A number signifying the statuses of the activity, as chosen from a list.	

## Table “task\_files”

Here is stored information on files used in a task.

Field	Type	Description	Primary Key
id	Integer	The ID number of the task.	*
account_id	String	The name of the account.	*
file_id	String	A unique ID for the file.	*
file_name	String	Name of the file.	
file_content	String	Contents of the file.	
File_date	Timestamp		



## Installing SysAid with External databases

SysAid can be installed with one of the following databases: Oracle, MySQL, and Microsoft SQL Server.

When using an external database, we recommend using a new (“clean”) database.

During the installation of SysAid, in the database settings dialog, specify the JDBC URL of your empty database. Replace localhost with the SQL server hostname or IP address, and replace SYSAID with the name of your database.

To check that the connection to the database is successful, click on the Check Connection button.

From this point SysAid will store its data in the selected database.

Yet, yet, there are a few exceptions to these general instructions, specific for each type of the external databases.

## Installing SysAid with MySQL Database

SysAid installation contains drivers that can be integrated with MySQL starting from version 4.0 and lower. In order to allow installation of SysAid with MySQL 4.1 and higher, the driver used to connect to the database needs to be replaced:

1. Please download the newer driver from the attached link:

<http://dev.mysql.com/downloads/connector/j/3.1.html>

2. Extract the files and look for the file: `mysql-connector-java-3.1.12-bin.jar`

3. Rename this file `mysql.jar`

4. Now, you can start installing SysAid. In the database selection on the installation wizard, replace the `...\SysAidServer\root\WEB-INF\lib\mysql.jar` with the new database, and resume the installation.

5. Use the Check Settings button to confirm the connection to the database is successful.

## Installing SysAid with MS-SQL database

Only in the full version can SysAid be installed with MS-SQL database.

1. Create an empty database in your server.
2. During the installation, in the database settings dialog, specify the JDBC URL of your empty database. Replace localhost with the SQL server hostname or IP address, and replace SYSAID with the name of your database.
3. Specify a username and a password which have sufficient privileges on that database (DBO). Alternately, you can use the SA account.
4. Click on the Check Setting button to verify successful connection.

## Installing SysAid with Oracle database

To Install SysAid with Oracle please follow the usual instructions for installing external databases.

However, if you would like to connect to an Oracle 9i database, please follow the instructions below:

1. Download the new driver for the Oracle 9i the attached link:

<http://www.ilient.com/down/oracle.jar>

2. Create a New User in your Oracle server.

3. During installation, in the database settings dialog, specify the JDBC URL to your empty database.

4. Replace localhost with the host name where the Oracle database is located, or with replace it with its IP address. Replace SYSAID with the instance name.

5. Put in the oracle.jar you have downloaded instead of

`c:\Program Files\SysAidServer\root\WEB-INF\lib\oracle.jar`

6. Enter your username and your password.

7. Click on the Check Setting button to verify successful connection.

If you are still encountering problems with installing SysAid with an external database, please contact our support team.

If you have any questions about the database structure, or any other question about SysAid, feel free to contact us.