Unblock Users
Configuration Options

User-Management
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Information about this document

CONTENTS

1 Introduction

When the Q-DAS software crashes or you close the software by mistake during an active session, the system blocks the respective licences or users. This document describes the options you have to release blocked users, licences and test plans.
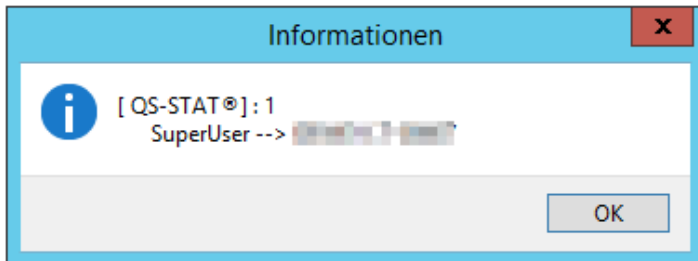
Furthermore, various automatic logoff mechanisms are explained.

You might lose some data when you apply one of the options described in this document.

2 Log out blocked users manually

If licences and users are blocked, we first recommend you check whether you may start the respective Q-DAS product on the computer the system indicates in the message.

- When you are able to start the software on this computer, the user is unblocked automatically.

- When you are not able to start the software on this computer, the basic configuration you adjusted might be incorrect. See "Sign off user automatically" for further information.

You may always access blocked users or licences in the user management. The settings of the user management are saved to the central configuration database and they apply to all products. If all licences of a specific Q-DAS product are in use, you can start any other Q-DAS product to access the user management all the same. We recommend you start any other Q-DAS product as SuperUser or ConfigurationUser and open the user management by selecting File | Configuration | User management.

Right-click on the blocked user to release the user as well as all associated licences and options. By using this option, you also release test plans locked by the respective user provided that the computer you use to unblock the user accesses the same data database as the user to be logged out.
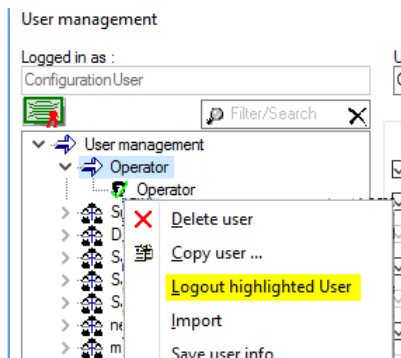
Applying this option might cause a loss of data! Check whether you solve the problem first before you just log out the highlighted user.

In case you do not have any further Q-DAS products or licences available to access the user management or if the procedure described above does not have any effect, please send your zipped QDAS_CONFIG.mdb and QDAS_LIC.mdb to hotline.qdas.mi@hexagon.com.

The next step is to check the settings described in the following chapters and to adjust them accordingly.

3 Sign off user automatically

Use this option to specify a time interval that first has to expire before a blocked user is able to log in again after the system crashed. As soon as the respective time interval expired, the user is listed again in the drop-down menu of the registration dialogue box. Set this option to "0" to release the user immediately after rebooting the computer.

This option does NOT have the purpose to log out users after a specified time, even if most of our users seem to assume this. Some users might rather consider this to be some punishment. Additionally, this option only applies to users who were blocked due to a system crash or because they closed the software by mistake.

This option generally affects all users in the configuration database except for inactive users or users blocked e.g. since they entered the wrong password or similar.

Sign off user every ... hours

`0`

OK   Cancel
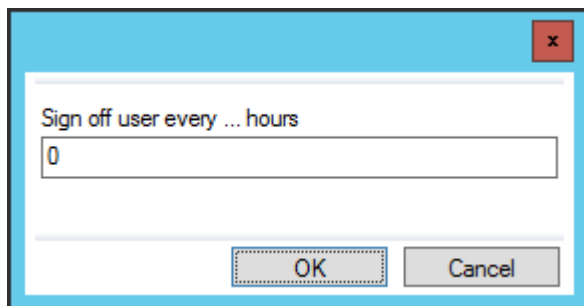
How this option works

When the Q-DAS software crashes or you close the software by mistake during an active session, the system blocks the respective licences or users. This is what the system checks when you relaunch the software on the same computer.

- Does the central database show an active user currently logged in on the software on this very computer?

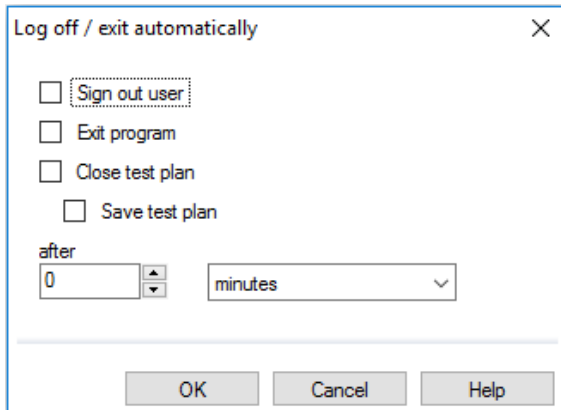- Are there any other Q-DAS products running on this computer?

When both conditions are met, the system checks whether the adjusted time has already expired since the user's last login on the software. If this is the case, the system logs out the user that was still logged in. We thus recommend you set this option to "0".

The system as well releases all locked options and test plans the user locked.

Any settings differing from 0 hours thus delay an automated logout of a user. Please just change these settings in reasonable cases. You may e.g. use it to find the computers in the system that the database permanently indicates to be crashed, either for technical reasons (bad connection when a central configuration database interacts with an Access database) or due to software mishandling (shutting down the computer even though the program is still open).

4 Log off/exit automatically

Select *File | Configuration | Additional settings | Log off/exit automatically* to define what happens after a user remain inactive for a specified period.

Use the corresponding dialogue box to define whether and when you want to sign out a user, exit the program and close the test plan provided that the user does not show any activity on his computer during the specified period.

The system checks any activity in the software the user is currently logged in. When the user remains inactive during the specified period, you can

- sign out the user

- exit the program

- just close and release the test plan

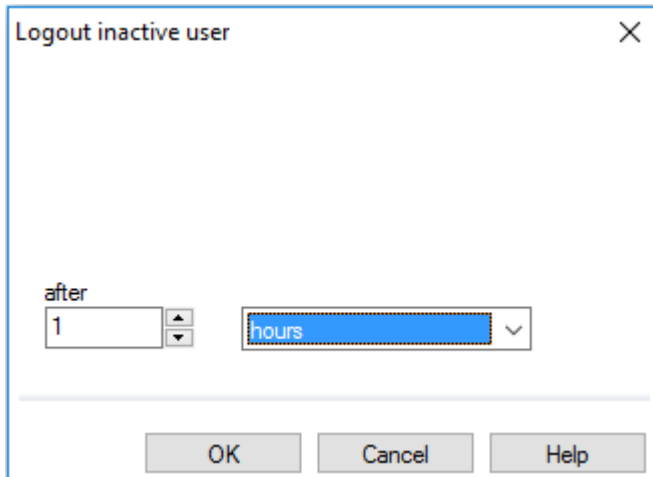- save the test plan before you close and release it.

When you only check the "Sign out user" and "Exit program" boxes but a test plan is open that was modified and needs to be saved, the user is NOT signed out and the Q-DAS software does NOT close. The dialogue box for saving the test plan opens instead.

Check the "Log off automatically" box under *File | General setting | Desktop | Status line* to show the time that expires in the status line of the Q-DAS software.
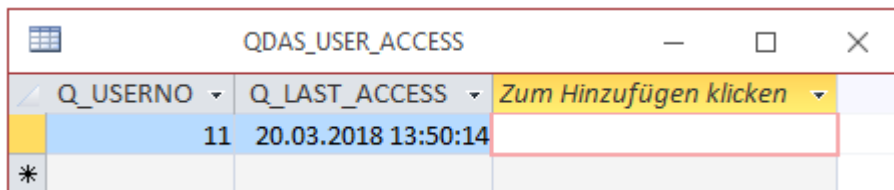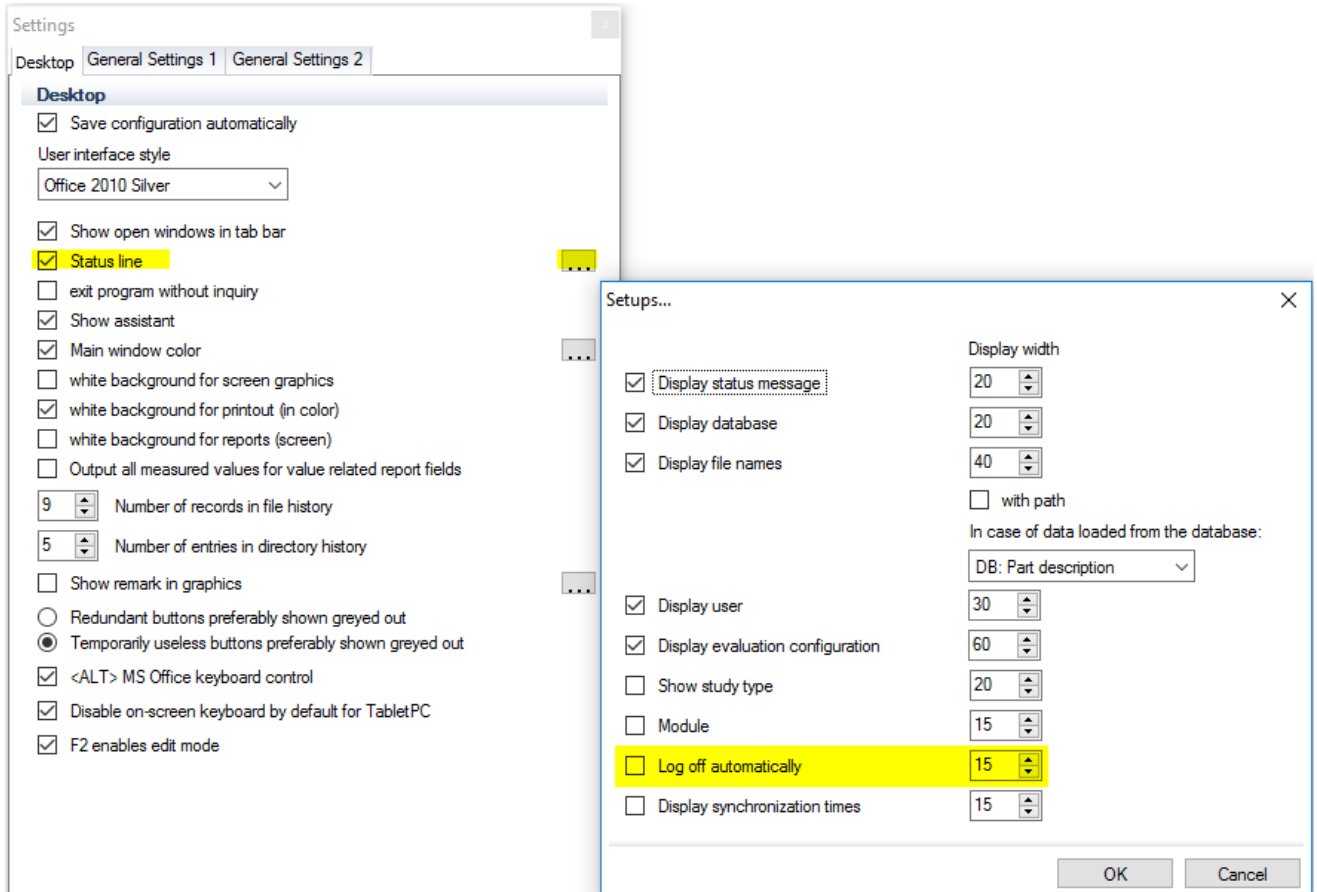
5 Logout inactive user

Use this option to specify a time that has to expire before you log out an inactive user. This option applies to all users in the configuration database.

The software records every time a user starts the software in the QDAS_USER_ACCESS table of the configuration database and updates the information at regular intervals amounting to one-tenth of the time you adjusted.

For example, when you adjust a time of an hour, the system updates this entry every "60 / 10" minutes, i.e. every 6 minutes. The system is thus still "active" in the configuration database. However, when a Q-DAS application was closed by mistake or crashes, the software will not send any information to the configuration database. The factor of one-tenth was chosen for reasons of data security.

As soon as a user signs off "normally", the database deletes the line of the respective user.

Every time you start Q-DAS software connected to the configuration database in a server-client environment, the system checks whether the QDAS_USER_ACCESS table contains entries that are older than the adjusted time. If this is the case, the system releases the associated licence and any option that is currently blocked. Even the locked test plans of the signed off user are released provided that the respective computer accesses the same data database as the user to be logged out.