QGRIP

QGrip-UI
Getting Started
Overview

GRIP ON SQL

2024-04-14

Contents

1   Introduction

The QGrip-UI (User Interface) is an executable, QGrip.exe. The QGrip.ini contains the connection string to the QGrip Database and needs to be present in the same directory as the executable. Before you can start using QGrip you will need to ask your QGrip-Admin to arrange access for your AD account.

This document gives an outline of key aspects of the QGrip-UI, including: -
- standard button functionality options across the various windows;
- the main window and the message bar;
- how different types of windows work;
- a description of the File menu with "My Stuff";
- a description of the Help menu;
- explanation of error messages.

2   Standard Buttons & Toolbar

Standard Buttons

Depending on the current window, different buttons may be available. Buttons will only be enabled if they can be used on the current object.

| Button	Action
Refresh	Refresh the content of the current tab-page.
Details	Open a new window with the details of selected row(s) in the current tab-page. When Details button is present you can also double click on a row to show the details.
New	Open popup window to enter new object.
Delete	Delete selected rows in the current tab-page.
Save	Save changes in the window.
Save+Close	Save changes and close the window.
Close	Close the window, no questions asked about unsaved data.

Toolbar

The toolbar contains Items for New, Edit, Save, Delete, Close (Exit) and Refresh. The toolbar Items are only enabled if they can be used.

3   Main Window

The main window is only meant for browsing thru the components in the QGrip CMDB. No changes can be made in this window except that Notes can be added to various objects.

You can navigate to items you want to change or request by using the menu at the top of the window.

QGrip users will only see objects in the CMDB that are related to the Applications that they are authorised for. Applications that have been marked as "IsService" are only visible to the QGrip-Admin users.
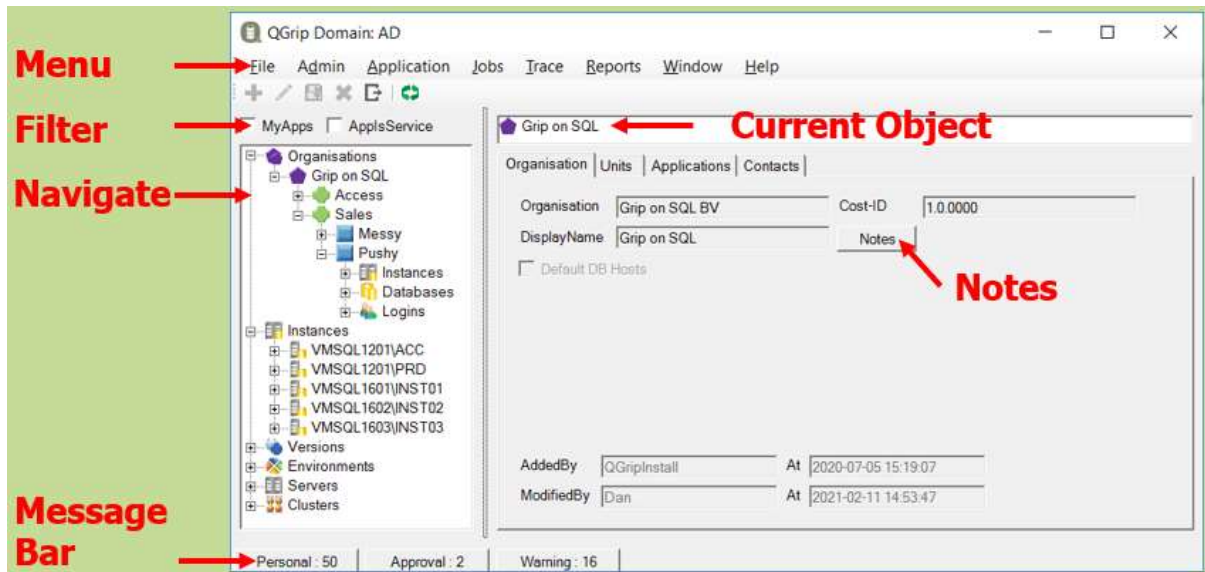
Menu Bar

You will only see the Menus you are authorised for. If you click on a Menu, only the Menu Items you are authorised for, will be enabled.

Details for the different Menus are outlined in the following documents:

| Doc-Tab	Title	Remark
QGrip-UI	Admin Menu Admin Menu-Config Admin Menu-Access to QGrip Admin Menu-Infra Admin Menu-Jobs	Only QGrip-Admin
QGrip-UI	Application Menu	
QGrip-UI	Jobs Menu	
QGrip-UI	Trace Menu	Only QGrip-Admin
QGrip-UI	Reports Menu	Only QGrip-Admin

Filter

If you only want to see applications that you have marked as MyApps (see MyApps section), check MyApps in the filter. QGrip saves this setting until you change it. The checkbox AppIsService will only be visible to QGrip-Admin users. If AppIsService is checked you will <u>also</u> see IsService Applications.

Explorer
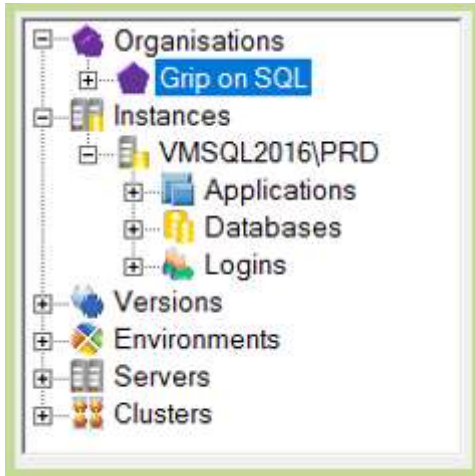
Use the Explorer to navigate to the Object you want to see. Use the most appropriate starting point and drill down as required. The data will be filtered according to the path. When you click on an object in the Explorer, the Current Object on the right part of the window will change and the appropriate tab-pages with information will change.

Current Object
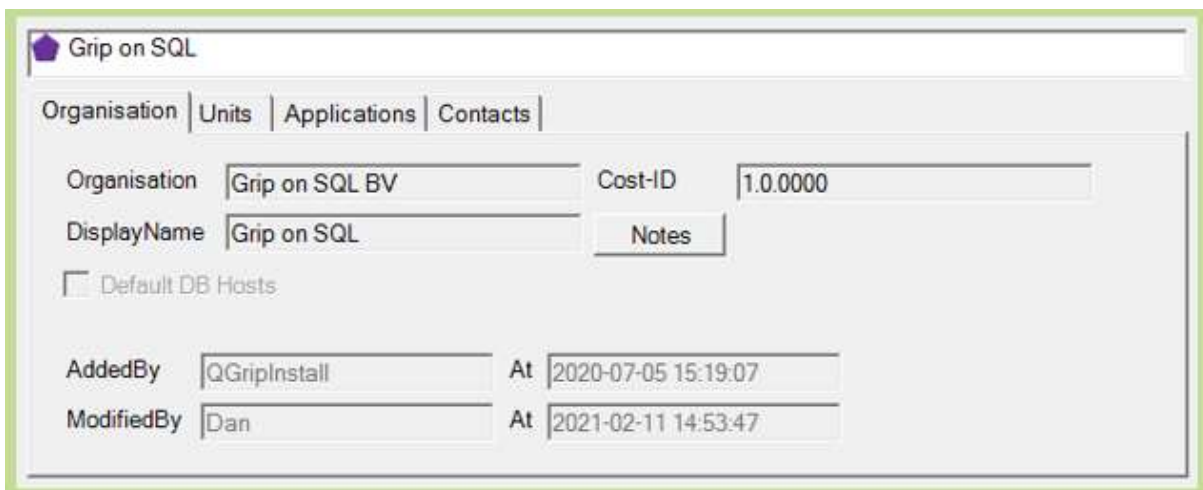
The header contains the name of the Current Object, the first tab-page the details of the Current Object and the rest of the tab-pages contain relevant children of the Current Object.
In this example, the Current Object is the Organisation Grip on SQL. The tab-page Units contains Grip on SQL's Units and the tab-page Applications its applications.
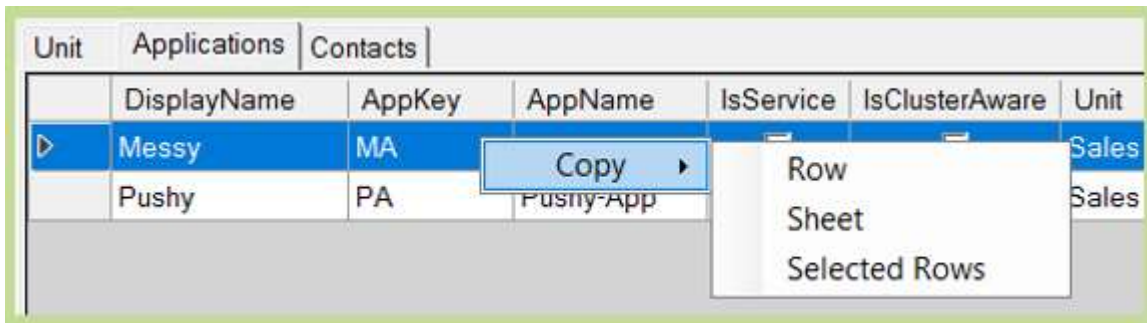
If the current tab is a list, you can Right-Click and copy Row, Sheet or Selected Rows to clipboard.

Message Bar
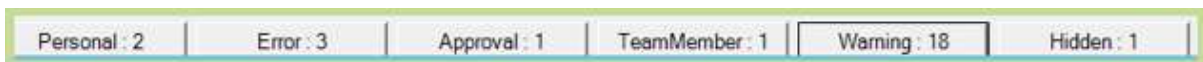
| Message Type	Description
Personal	Result of a job/action started by you
Error	Job/action failed.
Approval	Approval of a job Request is needed
TeamMember	Approval of a Team Membership request is needed.
Warning	Stuff that needs to be fixed because of Inconsistency, Incompleteness etc.
Hidden	Warnings that have been hidden.

The message bar is refreshed every 30 seconds and shows per Message Type the number of messages that concern you or you are authorised to do something about it. If you have no messages the message bar will be empty.
We advise you to remove/solve messages as soon as possible so you can see at once that there is a new message.
If a Warning can't or doesn't need to be actioned on straight away, you can hide it until a defined date – after which it will re-appear in Message Bar.
If you have Requested a job, you will always receive a Personal message when finished or Denied. No need to waste time in the Request window, just wait for the message. To see the actual messages, click on the Message Button.

4 List Windows
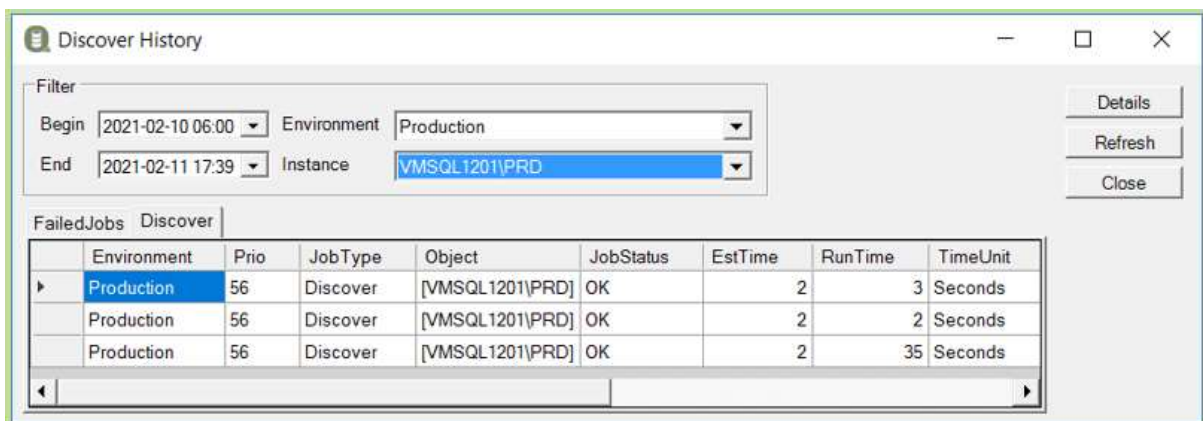
A list window is a window containing one or more tab-pages and the buttons are in the Upper Right Corner.

One or more rows in the current tab-page can be selected and the buttons will work on the selected rows. Whenever appropriate, the window has a filter to narrow down the selection in the current tab-page. Changing of the filter items will cause an immediate refresh of the data in the tab-page.
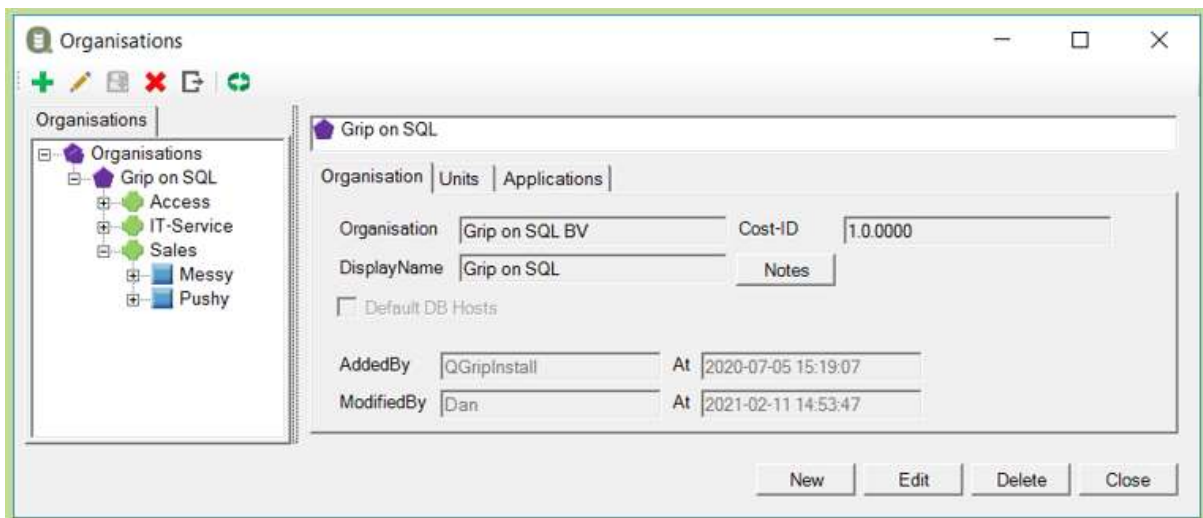
5 Select/De-Select Windows
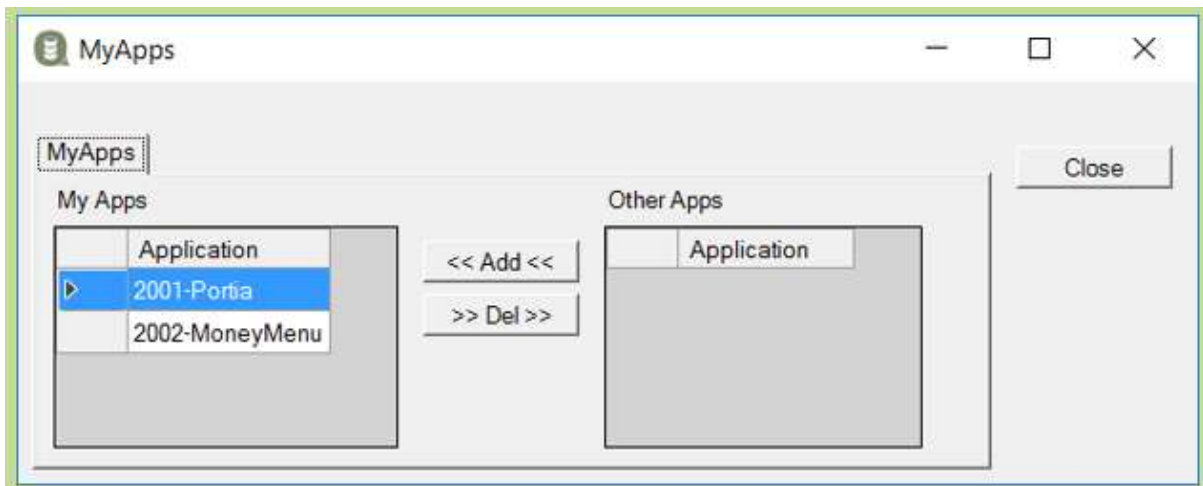
This window type does not have a Save button. Selecting (Add) or De-Selecting (Del) items will auto-save the action immediately.

The list of selected items is always on the left and the remaining candidates are on the right.

6 Edit browse Windows

This Window type has the same layout as the main window with an Explorer to navigate to the object or object type you want to change.

The header contains the name of the Current Object, the first tab-page the details of the Current Object and the rest of the tab-pages contain relevant children of the Current Object.
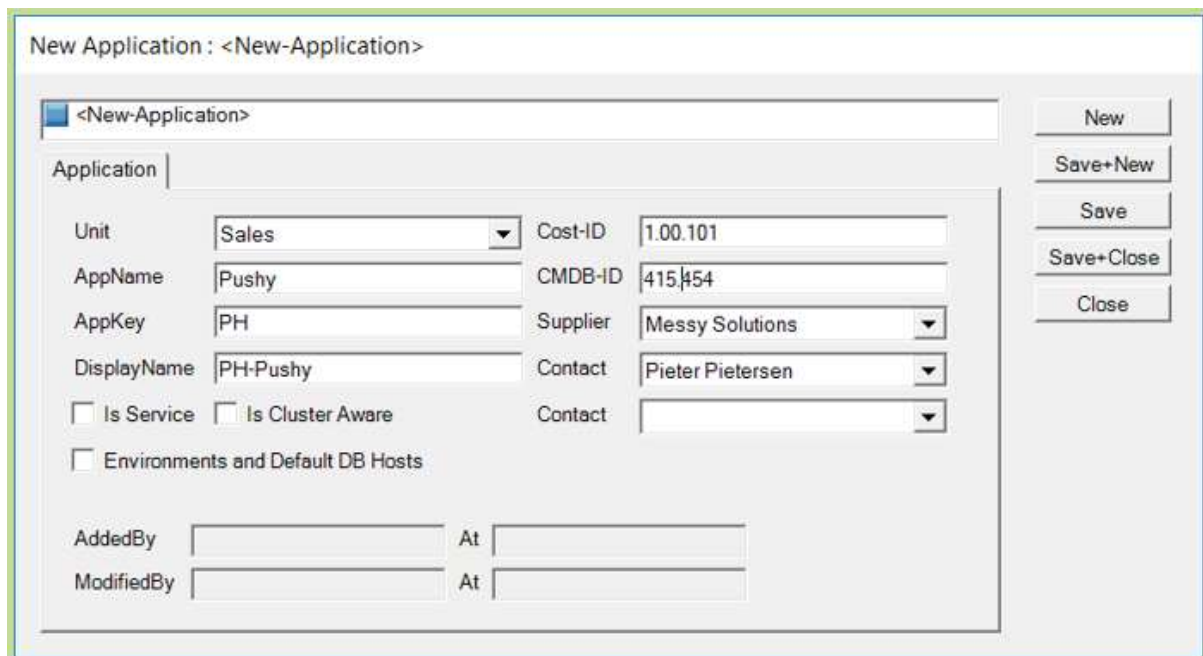The buttons and the items in the toolbar work on the current object(s) which is in the selected tab-page.

New and Edit
If the selected tab-page contains a list, the current object is the first selected row.

Delete
If the selected tab-page contains a list, all selected rows will be deleted. You will need to confirm the delete. A check will be performed to see if delete is possible.

7   New/Edit popup Windows

This is the window type where New objects are created or changes can be made.
When saving, verification will take place and the input fields will be validated.
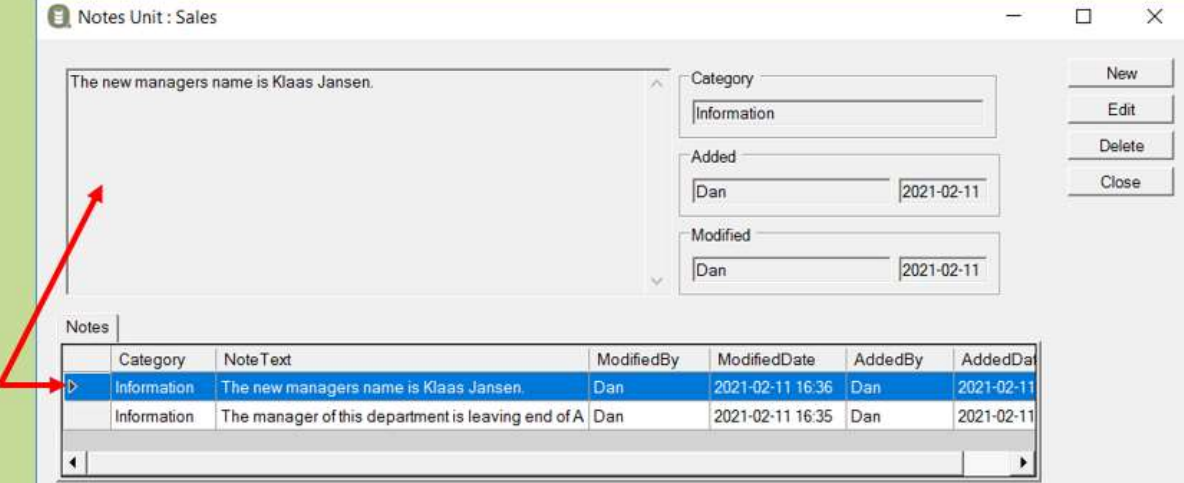
Button	Action
New	Reopen the window without saving changes, no questions asked about unsaved data.
Save+New	Save current data and reopen the window for adding new object.
Save	Save changes in the window.
Save+Close	Save changes in the window and close the window.
Close	Close the window, no questions asked about unsaved data.

8   Notes

- **Organisation**
- **Unit**
- **Application**
- **Instance**
- **Server**
- **Cluster**
- **Listener**
- **Availability Group**
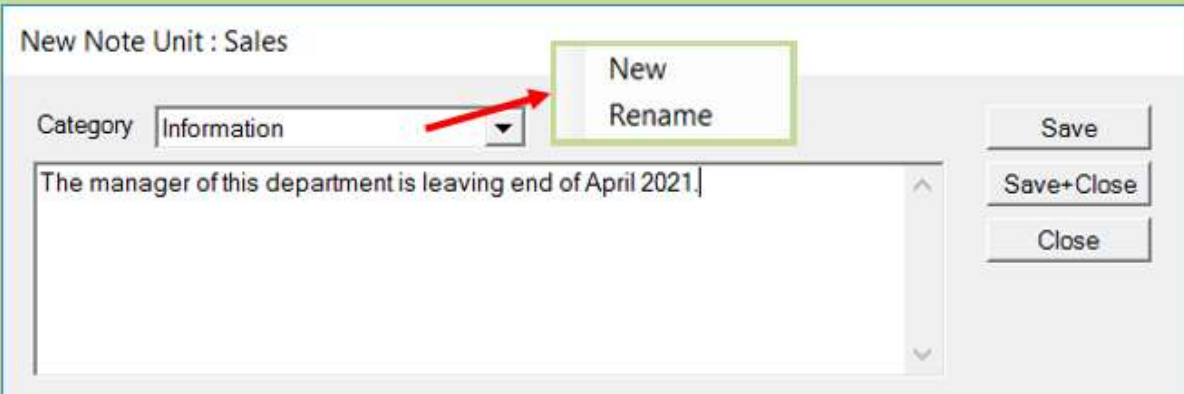
Simple notes can be added to the objects listed above.

Selecting a row in the Notes tab-page will show the entire note text.

A new Category can easily be added or renamed by Right-Click on the Category drop down. The Categories are global and renaming a Category will update the Category in all Notes.

9 Messages Windows (Clean-up)

How to clean up messages in the message bar.

9.1 Personal
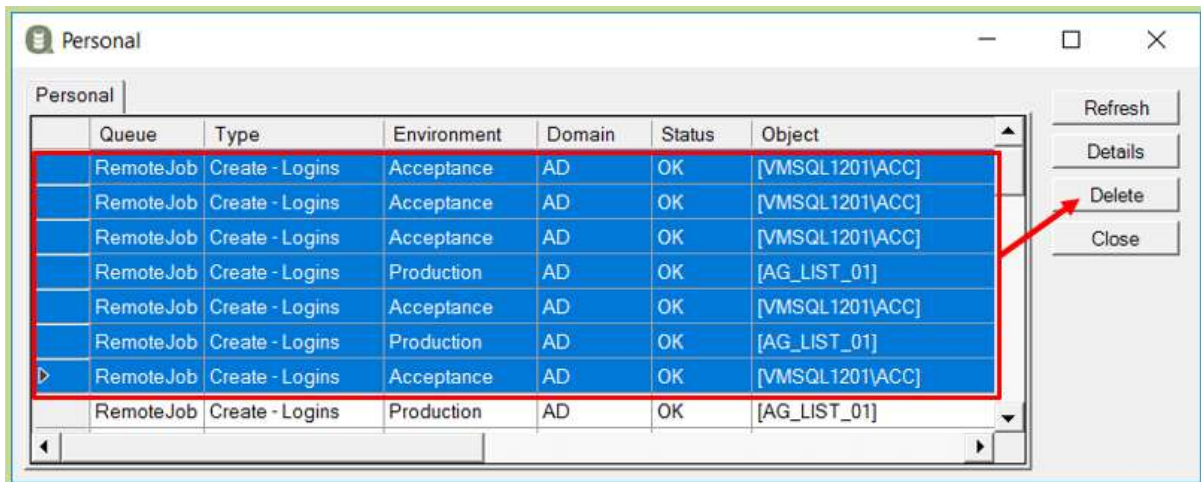
When you have seen a Personal message, you should try to note and/or action as applicable, and delete it as soon as possible. To delete, select the rows you want to delete and press Delete. If you have deleted all messages, the window will close automatically.

9.2 Error

When you have acted on an Error message, you should try to delete it as soon as possible.

Ignored
If the messages are not really relevant, select the rows and press Ignored.

Solved
If you want to add a comment on how you solved the errors, select the rows and press Solved. A popup will appear where you can add the solution to the problem.

When all Error messages have been Ignored/Solved, the window will close automatically.

9.3 Approval

Approve
Select the rows and press Approve. The Job will start running when it is due.

Deny
Select the rows and press Deny. A popup will appear were you need to enter a reason. The Job will be removed from the Queue and the requester will receive a Personal message that the job has been Denied. The reason you entered will be visible to the Requester.

9.4 TeamMember

Approve

Select the rows and press Approve. The QGrip user will be added as Member of the Team. The Requester will receive a Personal message that his/her Request has been Approved.

Deny
Select the rows and press Deny. A popup will appear were you need to enter a reason. The requester will receive a Personal message that Team Membership has been Denied. The reason you entered will be visible to the Requester.
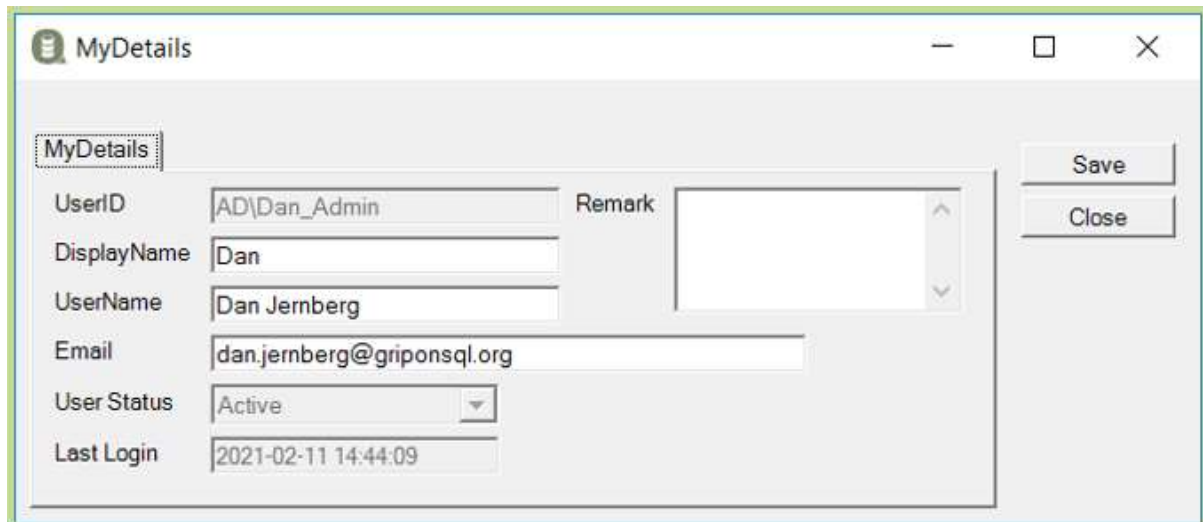
9.5 Warning

You cannot get rid of warnings by simply deleting them, the cause needs to be solved. However, you can hide a warning message until a later date if it is lower priority and you are confident that deferral will not impact your ability to resolve adequately. To do this you should select the row to be deferred and press HideUntil. You will then be asked for a hide until date. Hidden warnings can be unhidden at any time by selecting the rows and pressing UnHide.

Note that warning messages with 'Category Warning' are considered important and cannot be hidden.

10 Menu: File - My Stuff

10.1 MyDetails

Required QGrip Role	Menu
None – All users	File -> MyDetails

The first time you use QGrip you will need to complete your personal details. You can change these details at any time via the menu.

Display Name: What other users will see.
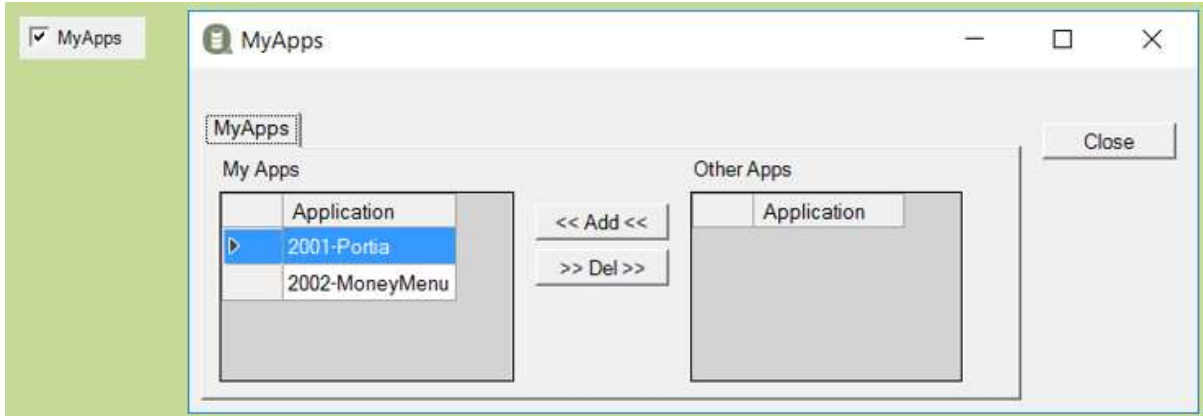User Name: Your name
Email: Your email address (*)
(*) If you are QGrip-Admin, this email address will be used to send reports on errors etc. if external monitoring has been activated.

10.2 MyApps

Required QGrip Role	Menu
None – All users	File -> MyApps

This is a handy shortcut. Add the application you are momentarily working with as MyApps. When you need to select an application in QGrip, only a list of these applications will be shown in the selection. If you uncheck MyApps you will see all Applications you are authorised for.

Everywhere within QGrip where MyApps is available, you can right click on the Application to Add or Delete from MyApps.
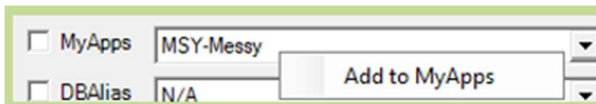
When MyApps is not checked, you can add the current Application to your MyApps.
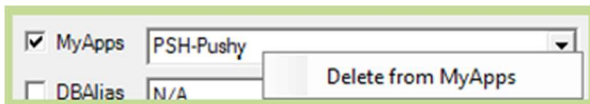
When MyApps is checked, you can delete the current Application from your MyApps.

10.3 MyAuthorisation

Required QGrip Role	Menu
None – All users	File -> MyAuthorisation

In this window you can see of which teams you are member and what you are authorised for within QGrip.
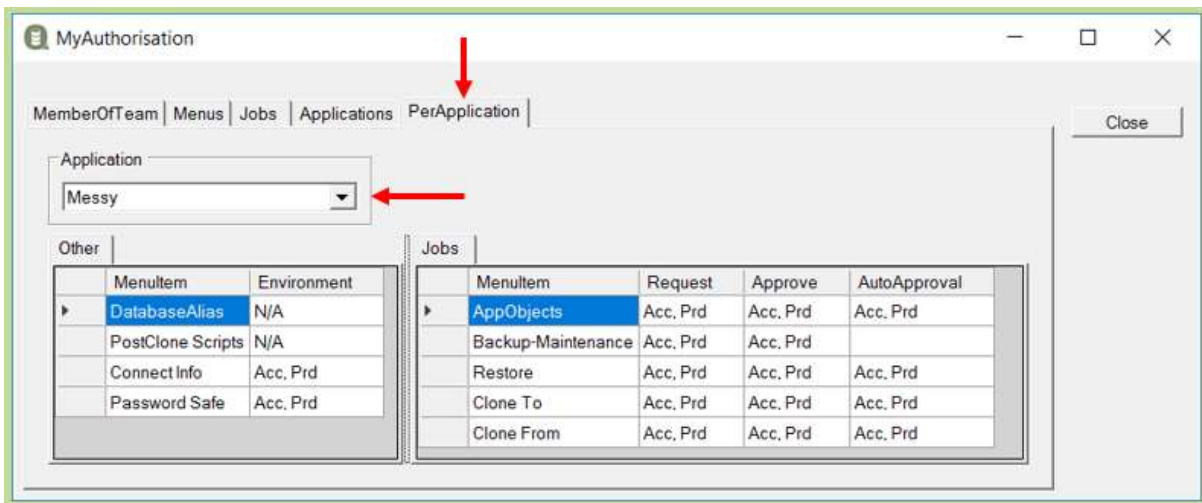
Under the tab PerApplication, you can select an application and see what your authorisations are for that specific Application.

10.4 MyTeams

Required QGrip Role	Menu
None – All users	File -> MyTeams

In this window you can manage the Teams you are member of. In the left top pane, you see the MyTeams (the Teams you are member of) and in the left bottom pane, you see Other Teams (the Teams you are NOT member of). By Clicking on a Team in one of these to panes, the Team details will be shown in the right pane.

To Terminate Membership of teams, select the Teams in the left top pane and press [Terminate Membership]. You will need to confirm the request before termination is executed.

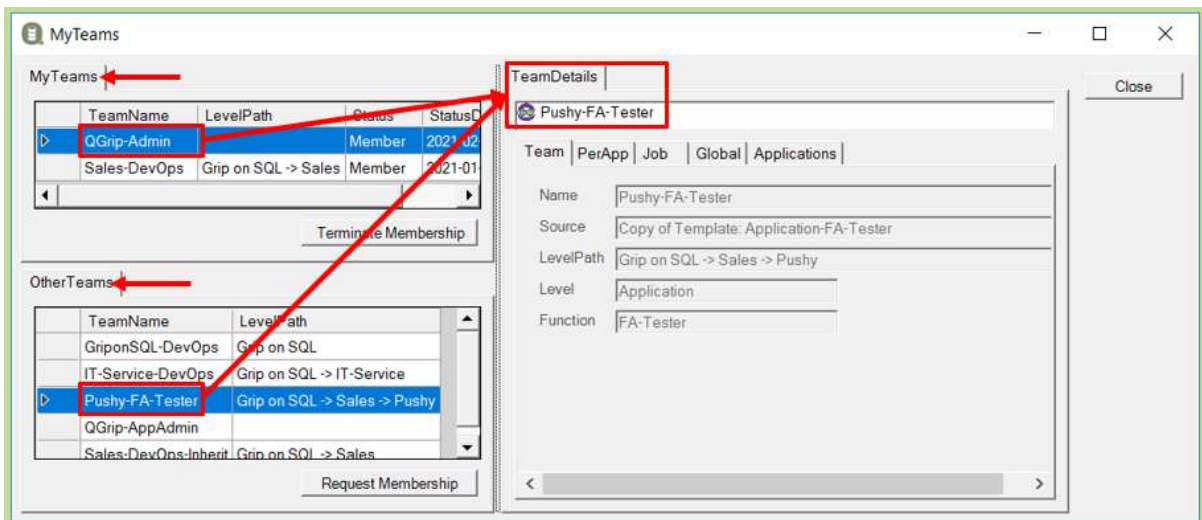To Request Membership of teams, select the Teams in the left bottom pane and press [Request Membership]. You will need to confirm the request before your request is filed.

	TeamName	LevelPath	Status	StatusDate
	Finance-DevOps	GripOnSQL -> Finance	Awaiting Approval	2018-12-26 17:17
	QGrip-Admin		Member	2018-03-18 17:46

As long as your Request has not yet been processed, your membership has Status "Awaiting Approval". When your Membership Request has been Approved or Denied, you will receive a Personal message.

10.5 MyDatabases (Local)

Required Authorisation	Menu
PostClone Script	File -> MyDatabases (Local)
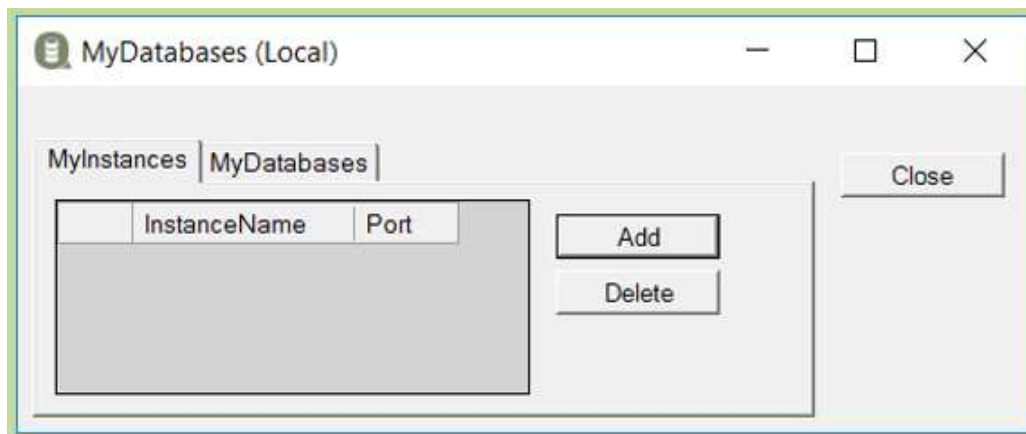
This menu item will only be enabled for QGrip users that are authorised to Edit PostClone scripts for one or more Applications.

When a PostClone script has been edited it should be tested. To prevent that you accidentally test it on the wrong database, you will only be able to select a database you have defined here. We recommend that the database is a local database that is not part of the QGrip configuration but it is not a restriction. Just make sure it is not a production database. You need to first add the Instance and then the database.

11 Menu: Help
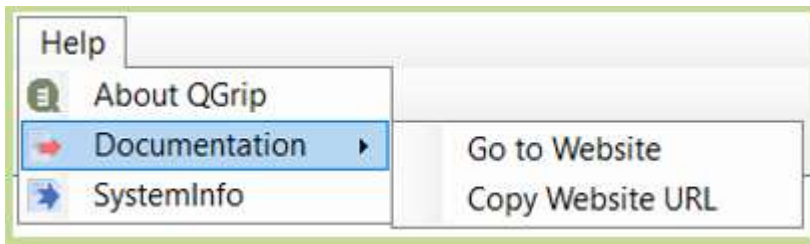
The help menu is available to all users except for SystemInfo that is only available to QGrip-Admin.

11.1 About QGrip
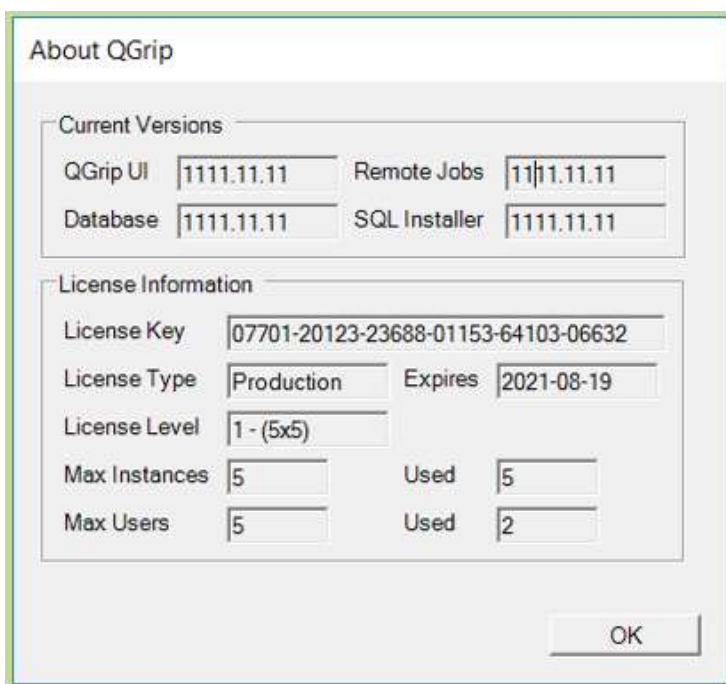
Shows information about your QGrip configuration.

The Current version of the QGrip-UI, Database, Remote Jobs executables that run on the QGrip Servers and the SQL Installer.

License Information with the License Key and the type of License key you are using, when it expires and Level, the Max Instances and Max Users you are allowed to add and what you are currently using.

Updating the License Key can only be done from the QGrip Setup on one of the QGrip Servers.

11.2 Documentation

When 'Go to Website' is selected, a browser will be opened and take you to the Documentation page on our website:
- https://griponsql.org/qgrip/documentation

Use 'Copy Website URL' to copy to Clipboard instead.
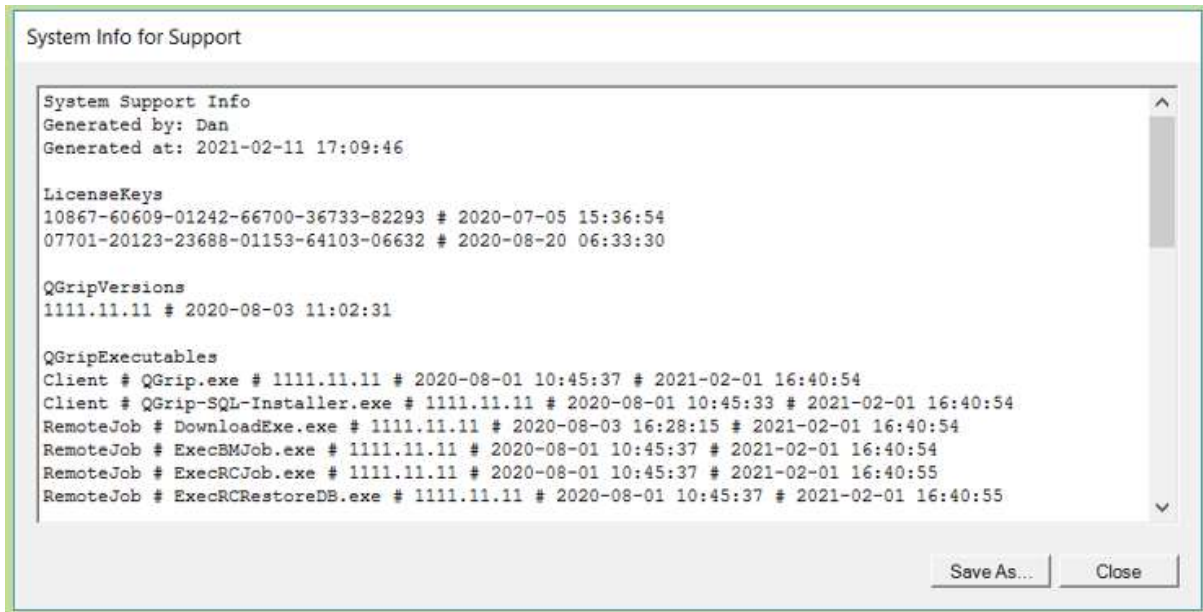
11.3 System Info

If you need to open a support ticket to report a bug or malfunction, Grip on SQL need some minimal information about your configuration.

```
System Info for Support

System Support Info
Generated by: Dan
Generated at: 2021-02-11 17:09:46

LicenseKeys
10867-60609-01242-66700-36733-82293 # 2020-07-05 15:36:54
07701-20123-23688-01153-64103-06632 # 2020-08-20 06:33:30

QGripVersions
1111.11.11 # 2020-08-03 11:02:31

QGripExecutables
Client # QGrip.exe # 1111.11.11 # 2020-08-01 10:45:37 # 2021-02-01 16:40:54
Client # QGrip-SQL-Installer.exe # 1111.11.11 # 2020-08-01 10:45:33 # 2021-02-01 16:40:54
RemoteJob # DownloadExe.exe # 1111.11.11 # 2020-08-01 10:45:37 # 2021-02-01 16:40:54
RemoteJob # ExecBMJob.exe # 1111.11.11 # 2020-08-03 16:28:15 # 2021-02-01 16:40:54
RemoteJob # ExecRCJob.exe # 1111.11.11 # 2020-08-01 10:45:37 # 2021-02-01 16:40:55
RemoteJob # ExecRCRestoreDB.exe # 1111.11.11 # 2020-08-01 10:45:37 # 2021-02-01 16:40:55
```

Save As...   Close

Save this information to a file and add it to your support request.

12 Error Messages

Various error messages may appear in a pop-up window when you are starting up and/or working in the QGrip-UI. In most cases the user will not be able to resolve these and so should contact the designated QGrip Administrators.

12.1 Error messages on start-up

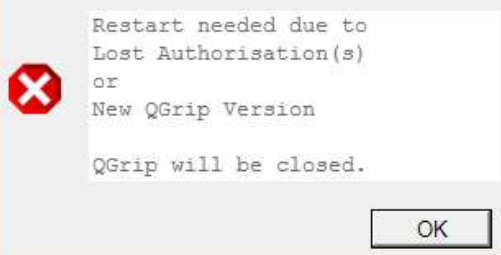When starting QGrip, you can encounter one of the following Error Messages:

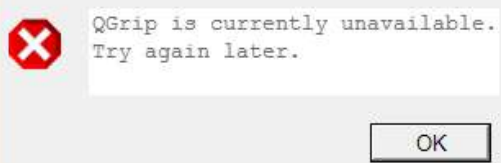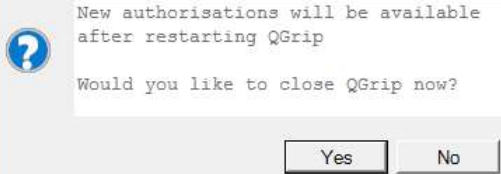| Message		Reason	Solution
No Access ✕ ❌ Number of Licensed Users has been reached. Contact your QGrip adminstrator OK		The entitled number of users according to existing License Key has been reached and you cannot be added as a QGrip user.	Extend the license or set another user in QGrip as InActive and Activate this user.

Message (image)	Reason	Solution
No Access — Your QGrip account has status InActive. Contact your QGrip administrator	Your account in QGrip has been set as InActive.	Activate this user.
QGrip Versions Not Compliant — QGrip UI Version incompliant Needed Version : 1.1.09 Used Version : 1.1.06 Download latest version now?	The current version is not compliant.	You will need to download the latest version from the Database, click OK.
PowerShell-Version — Needed Version: 5.1.xxxx.yyyy Your Version: 4.0.12345.6789	The PowerShell version on your Workstation is not compliant and needs to be updated.	Workstation update with correct PowerShell version.
QGrip.exe - .NET Framework Initialization Error — To run this application, you first must install one of the following versions of the .NET Framework: v4.0.30319 Contact your application publisher for instructions about obtaining the appropriate version of the .NET Framework.	The DOT-Net version on your Workstation is not compliant and needs to be updated.	Workstation update with correct DOT-Net version.
Login Failed — Instance: VMSQL2015\PRD,1460 Database: QGrip UserName: AD\Dan Message: Exception calling "Open" with "0" argument(s): "A network-related or instance-specific error occurred while establishing a connection to SQL Server. The server was not found or was not accessible. Verify that the instance name is correct and that SQL Server is configured to allow remote connections. (provider: TCP Provider, error: 0 - No such host is known.)"	QGrip database according to QGrip.ini file is not available.	Is QGrip DBHost / Database up and running? Is the connection string in the used QGrip.ini file correct? Does the User have access to the QGrip DBHost / Database direct or via AD-Group?

12.2 Error messages during use of QGrip-UI

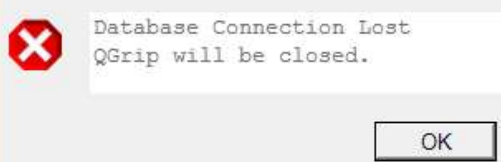Whilst using QGrip, you can encounter one of the following Error Messages:

Message	Reason	Solution

Restart QGrip ❌ Restart needed due to Lost Authorisation(s) or New QGrip Version QGrip will be closed. OK	• Authorisations have been revoked. • Your QGrip account has been de-activated. • QGrip has been updated with a new version.	Re-Start QGrip.
QGrip unavailable ❌ QGrip is currently unavailable. Try again later. OK	The QGrip Database is probably being upgraded with a newer version.	Wait a while and Re-Start QGrip.
Authorisation extended ❓ New authorisations will be available after restarting QGrip Would you like to close QGrip now? Yes No	You have become more Authorisation that will take effect when you login again.	Re-Start QGrip.
Database Connection Lost ❌ Database Connection Lost QGrip will be closed. OK	The QGrip DBHost / Database is not available any more.	Re-Start QGrip.