



Getting Started

IBM Rational DOORS

Getting Started with Rational DOORS

Release 9.2

Before using this information, be sure to read the general information under the "Notices" chapter on page 27.

This edition applies to **IBM Rational DOORS, VERSION 9.2**, and to all subsequent releases and modifications until otherwise indicated in new editions.

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About this manual

Welcome to IBM® Rational® DOORS® 9.2, the world's leading requirements management application.

This manual introduces you to IBM Rational DOORS (Rational DOORS) concepts to help you get started with Rational DOORS.

Typographical Conventions

The following typographical conventions are used in this manual:

Typeface or Symbol	Meaning
Bold	Important items, and items that you can select, including buttons and menus: “Click Yes to continue”.
<i>Italics</i>	Book titles.
Courier	Commands, files, and directories; computer output: “Edit your <code>.properties</code> file”.
>	A menu choice: “Select File > Open ”. This means select the File menu, and then select the Open option.

Related Documentation

The following table describes where to find information in the Rational DOORS documentation set:

For information on	See
What's new in version 9.2 of Rational DOORS	The Rational DOORS readme file
How to install Rational DOORS	<i>Rational DOORS Installation Guide</i>
How to set up licenses to use Rational DOORS	<i>Rational License TL Guide</i>

For information on	See
How to use Rational DOORS	<i>Getting Started with Rational DOORS Using Rational DOORS</i>
How to write requirements	<i>Get It Right the First Time</i>
How to set up and manage Rational DOORS	<i>Managing Rational DOORS</i>
The DXL programming language	<i>DXL Reference Manual</i>
How to integrate Rational DOORS with other applications	<i>Rational DOORS API manual</i>

These documents are on the Rational Information Center at <http://publib.boulder.ibm.com/infocenter/rsdp/v1r0m0/index.jsp>.

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Introducing Rational DOORS

This chapter describes the concepts you need to understand before you use Rational DOORS:

- About Rational DOORS
- About requirements
- About modules
- About objects and attributes
- About traceability
- About views
- About folders and projects
- About tracking changes
- About baselines
- About edit modes
- About the Change Proposal System
- About partitions
- About user types
- About discussions

About Rational DOORS

Rational DOORS is a requirements management application that contains features for capturing, tracking, and managing user requirements.

Use the word processor style interface to manually enter your requirements. You can also import your requirements into Rational DOORS from the following file formats:

- Microsoft® applications, including Word, Excel, and PowerPoint
- Plain (ASCII) text
- Rich Text Format (RTF)
- FrameMaker

After you have captured your requirements, you can track and manage them throughout the project life cycle by using various features such as views, links, and traceability analyses.

About requirements

Requirements describe what users want from a product or service.

For example, if you are planning to buy a new car for your family, you might make a list of the things that you need from the car. Your list might include the following features:

- Must be able to carry at least five people
- Must have fuel consumption of over 35 miles per gallon
- Must cost no more than X

Less important features that you would like, such as a particular color, would be further down your list. At the end of the exercise, you have a list of **user requirements**, which specify the car you want to buy.

The exercise of listing requirements for buying a car is fairly straightforward. However, the designers of that car need more.

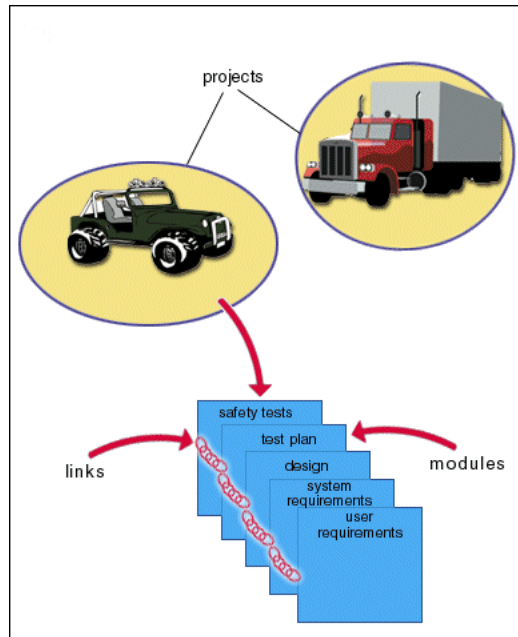
The designers need **system requirements**, which describe the features the car must provide. From the requirements, they can prepare detailed design documents. Each part of the design must be tested; therefore, tests are specified in a separate document.

well-defined requirements ensure that your customers get what they want and show you what product you have to build or what service you have to provide. For information about writing requirements, see *Get it Right the First Time*.

About modules

In Rational DOORS databases, information is stored in **modules**.

For example, a vehicle manufacturer is building a car and a truck.



The information for the car project is stored in the following modules:

- A user requirements module, which contains information about the features that users want in the car.
- A design module, which describes the engineering design of the car.
- A safety tests module, which describes the safety tests that must be carried out on the car.

About objects and attributes

Information in each module is divided into **objects** and **attributes**.

There are default attributes, such as **Created By** and **Modified On**, and you can create your own attributes to store other information, such as priority and status.

The objects are organized with numbered headings in a hierarchical structure. You can use the Module Explorer pane on the left to quickly navigate the structure by clicking the plus (+) and minus (-) signs.

The heading numbers work in the same way as automatic heading numbers in a word processor, like Microsoft Word. They let you see the structure of the information in the module, and they automatically change if you change the structure of the information, for example, if you insert or delete objects.

Object Heading and Object Text attributes

The **main column** is displayed in the standard view of the module. Unlike other columns, which contain only one attribute, the main column can display two attributes, **Object Heading** and **Object Text**.

The following table describes the main column attributes.

Attributes in the main column	Description
Object Heading	<p>This attribute is shown in bold, and has a heading number that is automatically generated by Rational DOORS.</p> <p>For example, look at the object at the top of the previous picture. Its Object Heading attribute is Fuel economy, and its heading number is 4.1.4.</p>
Object Text	<p>This attribute is shown in normal font.</p> <p>For example, look at the object at the bottom of the previous picture. Its Object Text attribute starts with Users shall be able to travel at the same level.</p>

About traceability

Rational DOORS lets you **link** together related information.

For example, you can link a user requirement to the design features that fulfill that requirement. You can also link the design features to the verification tests for the feature.

Links give you traceability. You can check that what you are building satisfies your user requirements.

You can follow links in both directions. For example, if a test fails, you can find out which requirements are affected by tracing the links from the test back to the design features, and from the design features back to the requirements.

Links allow you to manage change. You can quickly trace the impact of a change to a single piece of data on the rest of your system.

For example, the engineering department tells you that they cannot deliver the solar-powered battery that you were expecting. You can trace the links from the battery object back to the requirements that depend on it, and forward to the other features of the car that depend on having a solar-powered battery. You can quickly see the full impact of not having a solar-powered battery. You can make

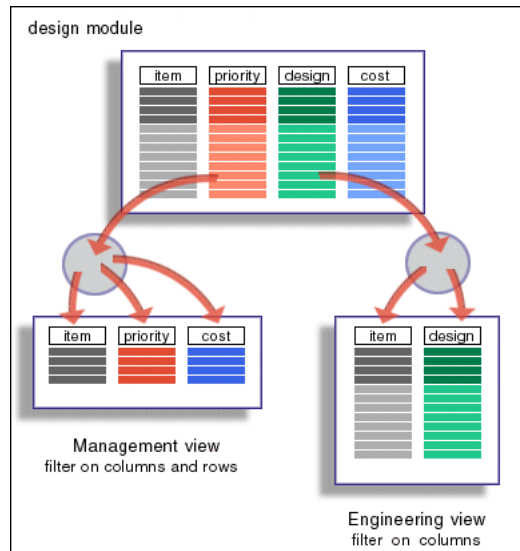
an informed decision about whether to use a conventional battery or whether to invest more money, time, and resources to help deliver a solar-powered battery.

About views

Different people need to see different information. Consider the following examples:

- Managers are interested in scheduling and cost information.
- Engineers are interested in technical design information.

So you can create different views of modules for different users. Each view contains a subset of the objects or attributes in the module.





This picture shows two views of the design module for the car project.

The Management view contains only high priority items and shows **priority** and **cost** attributes, and the Engineering view contains all items and shows the design attribute.

Views let you see exactly what you need without being overwhelmed by too much information. You can filter out the data that you do not want to see. Views can filter out objects or attributes or both.

About folders and projects

Use **folders**  to organize the modules in your Rational DOORS database in the same way that you use folders to organize the files on your computer.

A **project**  is a special kind of folder that contains all the data for a particular project. For example, all the information for the new car is in the project called **Sports utility vehicle 4x2**.

Navigate the database hierarchy by clicking the plus and minus signs in the Database Explorer, in the same way as you navigate the explorer on Windows®.

Note Projects can contain folders and folders can contain projects.

Both folders and projects can contain modules.

About tracking changes





Rational DOORS tracks the changes that are made to the database.



It records the history of changes to the database. For example, when you edit the attributes of an object, it records both the old value and the new value.

You can see who has made what changes and when they made them. You can look at the history of a module, a particular object, or the user sessions for a module.

Rational DOORS also provides change bars so you can see at a glance what has changed.

The color of the change bar, a symbol, and Hover Help tell you the status of an object.

Change bar	Example Hover Help	Description
	New Object	You have created the object during the current session and have not yet saved the changes.
	Unsaved changes	You have edited the object during the current session and have not yet saved the changes.
	Last modified by Administrator on 15/03/2009 16:16:48	The object has been changed since the module was last baselined, and the changes have been saved.
	Baselined	The object has not been changed since the module was last baselined.

Change bar	Example Hover Help	Description
	Deleted	Either the object was deleted before the module was last baselined or history has not been loaded.
	Deleted by Administrator on 15/08/2009 16:18:06	The object was deleted after the module was last baselined and history has been loaded.

Note You can control what edits are tracked with change bars and recorded in the database history. If you do not want to know when users edit a particular attribute, you can turn off change bars for that attribute.

About baselines

A **baseline** is a read-only version of a module. It captures and preserves a moment in time.

When you create a baseline of a module, you create a copy of the module that nobody can edit.

The baseline includes the following history about the module:

- All the attribute definitions and types that have been created, deleted, or edited since the most recent baseline of the module.
- All the objects that have been created, deleted, or edited since the most recent baseline of the module.
- Every module session (every time the module has been opened) since it was first created.

About edit modes

When you work with modules, you can use one of three **edit modes**, described in the following table:

Edit mode	Description
Read-only	You can view the module, but you cannot edit it.
Exclusive	You can edit the module, but other users can only view it.

Edit mode	Description
Shareable	You and other users can edit the module at the same time. While you are editing one section, another user can edit another section of the module.

The status bar at the bottom of the module window displays the edit mode that you are currently using.

After you open a module, you can change its edit mode.

For more information, see the online help and *Using Rational DOORS*.

About the Change Proposal System

The **Change Proposal System** lets people review modules and suggest changes to them. It lets you obtain feedback and change the data in a controlled way.

Users throughout your organization can look at the information that is stored in Rational DOORS and make comments about it, but they cannot edit it.

Change proposal managers set up the Change Proposal System and they control which data is made available for review and who can review it.

The reviewers can make two types of comments. We use the term **proposal** for both.

Proposal	Description
Suggestion	A high-level comment. For example, the suggestion that a project needs a test plan.
Change proposal	A detailed comment about a particular object in a particular module. For example, the proposal that you change the value of the Estimated Duration attribute for a particular object from 20 days to 30 days.

A team of change proposal reviewers (sometimes called a **Change Control Board**, or **CCB**) looks at each proposal and decides on the appropriate course of action. They decide whether to accept, reject, or defer the proposal.

Rational DOORS will automatically e-mail you if the status of one of your proposals changes, for example, if one of your proposals is accepted.

About partitions

Partitions are a means of allowing modules to be edited away from their normal location in the **home** database. The following example describes how to edit modules in partitions.

A company uses Rational DOORS to manage its projects. A subcontractor is designing part of a project, but does not have access to the home database.

The company creates a partition, which contains the modules that the subcontractor needs, and sends it to the subcontractor for editing. All the modules that were sent to the subcontractor in the away database are set to read-only in the home database.

Each module in the partition is either read-only at the home database or read-only at the away database. You cannot edit the same module at both databases.

The subcontractor edits the modules, and when they are finished, returns them to the home database. Now users at the home database can see the changes made at the away database, and the modules are no longer read-only at the home database.

Partitions do not include baselines or any history data.

For more information on partitions, see the Rational DOORS online help or *Managing Rational DOORS*.

About user types

Rational DOORS divides users into different types depending on what type of management tasks they can do.

Most Rational DOORS users are **Standard users**; they can work with data, but they cannot do any management tasks such as archiving data or creating new users.

Project Managers can perform a limited set of management tasks. They can partition and archive data, and create and manage groups. They cannot create new users, but they can create new groups, add users to groups, remove users from groups, and so on.

Database Managers can do every management task. They can do everything that Project Managers can do and they can create projects and users, and manage the database.

Finally, there are **Custom users**, who can have any combination of powers. For example, a Custom user might have the power to partition data. This user would have more power than a Standard user but less power than a Project Manager.

Database Managers and Custom users who have the power to create users can change the type of any user. If you are a Standard user today, it does not mean that you will always be a Standard user. For example, if you start to manage a new project, you can ask a Database Manager to change your user type from Standard user to Project Manager.

About discussions

Discussions is a mechanism for reviewers to exchange views about the content of a module or an object within the module.

Instead of setting up linked review documents, or adding new text attributes to the module under review, Rational DOORS allows you to maintain running discussions about objects and modules. The discussions are presented to you as part of the properties of the object or module.

You need to be using a Rational DOORS 9.2 or later Database Server, and the server must be configured to exclude Rational DOORS 9.0 clients to make the discussions functionality fully available.

You can create, view, and modify discussions for modules and for objects in modules.

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Quick tour

This chapter contains the following topics:

- About this tour
- Getting ready to start the tour
- Editing a module
- Changing your view
- Making a link
- Creating an attribute
- Sorting and filtering the data
- Finishing the tour

About this tour

This tour gives an overview of Rational DOORS. It should take about 15 minutes. If you want, you can follow the steps on your computer. Or you might prefer just to read through the tour without following the steps yourself.

Getting ready to start the tour

In this part of the tour, you install the Example Database, run Rational DOORS and then make a copy of an example project.

Throughout the rest of the tour you use the copy of the example project, so it does not matter if you make any mistakes during the tour. You still have the original copy.


Before you install the Example Database, you must install a Rational DOORS client. For instructions on how to install a Rational DOORS client, see the *Rational DOORS Installation Guide*, which is available from our website at <http://www.ibm.com/software/awdtools/doors/support/doc.html>.

Install and run the Example Database

To install and run the Example Database:

1. Install the Example Data:

- a. Get the Rational DOORS Example Data software from your system administrator. The file is called **IBM Rational DOORS 9.2 Example Data.msi**. Copy it to your machine.
 - b. Navigate to the file, and double-click it.
The **Welcome** screen is displayed.
 - c. Click **Next**.
The **License Agreement** screen is displayed.
 - d. If you accept the terms of the license agreement, select the **I accept...** option and click **Next**.
The **Ready to Install the Program** screen is displayed.
 - e. Click **Install**.
When all the files are copied, the **Finish** screen is displayed.
 - f. Click **Finish**.
2. Start the Example Database.
Click **Start > All Programs > IBM Rational > IBM Rational DOORS 9.2 Example Data**.
Rational DOORS opens with a **Login** window, prompting you for a user name and password.
 3. Type the user name **Eric McCall** and the password **Training**, with capitalization just as it appears here. User names and passwords are case-sensitive in Rational DOORS.
 4. Click **OK**.
 5. If you see the Welcome Screen, close it.
The Database Explorer is displayed.
You can now copy a Rational DOORS project.
 6. In the right pane, double-click the **Example Data** folder.
 7. Still in the right pane, double-click **Company Programs**, and then **Vehicle projects**, and then **Light Trucks**.
You see the **Sports utility vehicle 4x2** project in the right pane.
 8. Select the **Sports utility vehicle 4x2** project in the right pane then press **CTRL+C** to copy it to the Database Explorer clipboard.
 9. Double-click the **Prototypes** folder to open it.

The **Prototypes** folder is now displayed in the left pane with an open folder icon .

10. Press **CTRL+V** to paste the example project into the **Prototypes** folder.

Rational DOORS creates a project called **Copy of Sports utility vehicle 4x2**. This takes about 30 seconds.

Editing a module

In this part of the tour you edit the text in a module and create objects in the module:

1. Double-click first the copy of the project, and then the **Requirements** folder in it.

You see the **User Requirements** module in the right pane.

2. Double-click the **User Requirements** module to open it.
3. Double-click the requirement under the **User types** heading, and change **proposed vehicle** to **new vehicle**.

Double-clicking puts you in edit mode; you get a cursor at the start of the object. The cursor is a thin vertical bar that does not flash. Move the cursor by using the arrow keys or clicking your mouse, and then delete **proposed** and type **new**.

Notice the thin line above and below the object, which shows that it is the current object.

4. Scroll to the object with the pale gray background after the table, and try to edit it. You cannot; nothing happens when you type. The pale gray background indicates that you only have read access to the object. You are not allowed to edit it.
5. Now scroll to the end of the module, so that you can see the last object, **Expected further costs**.


Single-click this object (do not double-click it), and type **None**. Your text is added to the end of the object.


As soon as you start typing, Rational DOORS automatically puts you into edit mode and moves the cursor to the end of the object. This is a quick way to edit objects.

6. Now press **CTRL+RETURN** to create an object, and type some text into it.

7. Press **CTRL+RETURN** twice without typing anything, and notice that Rational DOORS gives the first new object a heading number (7.1). This is because you did not type any text, so Rational DOORS assumed it was a heading.

Pressing **CTRL+RETURN** creates an object at the same level in the hierarchy as the current object.

8. Now create an object one level below the current object by clicking **New object below**  on the **Object** toolbar.

Note If you start typing after you click the icon, the heading number disappears and the object is no longer a heading. If you want to type a heading, click **Edit Object Heading**  on the **Object Edit** toolbar before you start typing.

9. Delete the objects you created. Either click the right mouse button and select **Delete** from the pop-up menu, or press **DELETE**.
10. Scroll back to the top of the module and turn change bars on. Click **View > Show > Change Bars**.

You see colored change bars on the left.

- The red **Unsaved Changes** change bar shows you have edited the object during the current session but have not yet saved the module, so the changes are in memory. The changes are saved to the database when you save the module.
 - The yellow **Saved Changes** change bar shows the object has been edited since the module was baselined, and the changes have been saved.
11. Double-click the red **Unsaved Changes** change bar by the object you edited at the start of the tour to see the history of changes to the object.
Select the last entry to display details of your change.
You are looking at the properties sheet for the object, which you can use to find out information about access rights, attribute values, and links.
 12. Click **Next** or **Previous** to display the next or previous object. Notice that as you do this, the current object changes in the module window to match the one you are looking at on the properties sheet.
 13. Click **Cancel** to close the properties sheet.

Changing your view

In this part of the tour you look at different views of the module.

1. Select **Basic view with explorer** from the drop-down list of available views and scroll to the top of the module.

This view shows the Module Explorer, which shows you the structure of the object hierarchy and lets you quickly navigate it.

2. Click the plus signs in the left pane to display **4.1.4 Fuel economy**.
3. Click this object in the left pane to make it the current object in the right pane.
4. Turn the Module Explorer off. Click **View > Module Explorer**.
5. Look at another view. Select the **Budget** view.

This view has five columns. The column on the left shows the unique **object identifier** that Rational DOORS generates for each object. It has a **prefix** (SOW) and an **object number** (for example, 11).

The next column is the **main column**, and displays the **Object Heading** and **Object Text** attributes.

Notice that the current object is not the first object in the module. When you create a view you can control every aspect of what the screen looks like when the view is first loaded, including which object is the current object.

6. Use the drop-down list of views to select other views and see how views can totally alter your view of the same data. Views let you hide or show whatever information you want.
7. Now turn off the display of change bars. Click **View > Show > Change Bars**.
8. Use the **Display to level** drop-down list, which you will find to the right of the **View** drop-down list, to select **Level 1**.

Now you see only the seven top-level objects in the module. The > symbol shows that lower level objects are hidden.

9. Select **All levels** in the drop-down list to display all the objects again.
10. Click **View > Outline**.

Outlining is turned on. Now you see only objects that have headings.

11. Click the **Requirements** heading to make it the current object, as shown in the previous example. Now compress it by clicking **View > Compress**.

The plus sign shows that section 4 is compressed.

12. Decompress section 4.

Make sure it is the current object, and then click **View > Compress**.

13. Turn outlining off.

Click **View > Outline**.

Making a link

In this part of the tour you follow and create links:

1. Use the drop-down list of available views to select the Basic view again.

2. Scroll to the top of the module.

3. Turn the display of link arrows on by clicking **View > Show > Link Arrows**.

Red and yellow link arrows are displayed.

Roll over the red arrow to see how many out-links the object has. For the second object in the module, there is one out-link:

4. Right-click the red link arrow to display a pop-up menu that shows information about the target object.

The target object is in the **Functional Requirements** module. The module is not open, so you see **<unloaded>** preceded by the object number, **145**.

5. Select **145 <unloaded>** from the pop-up menu to open the module, with that object as the current object.

The target object has an yellow in-link arrow. Right-click it and use the pop-up menu to go back to the **User Requirements** module.

6. Now make a link. In the **User Requirements** module:

a. Scroll to the top of the module and single-click the second object to make it the current object.

Note Make sure you single-click the object to select it. If you double-click, you go into edit mode and see the edit mode pop-up menu.

b. Right-click **Link > Start Link**.

The object turns pink showing it is the link start.

7. Now select any object in the Functional Requirements module, and right-click **Link > Make Link from Start**.

If you see messages asking if you want to create link modules and linksets, click **Yes**.

The link is created. In the User Requirements module, the red link arrow now says the object has two out-links.

8. The object is still pink so you can repeat Step 7 to create more links that have that object as the source.

When you have finished, clear the link start by clicking **Link > Clear Start**. The object is no longer pink.

Notice that the right-click link options you used earlier are also on the **Link** menu.

9. Finally, look at the Traceability Explorer, which provides another way of showing and navigating links.

In the **User Requirements** module window, click **Analysis > Traceability Explorer**.

The **Traceability Explorer** is displayed, showing a flat list of all the objects in the module.

10. Click **View > Out-links** to see which objects have out-links.

Objects that have links have a plus sign (+) beside them.

Note If you do not see any plus signs in the Traceability Explorer, it could be because the target modules are not open. Click **View > All Modules** to show information about all links, regardless of whether the target modules are open.

11. Click the plus sign beside object **1.0-1** to show information about its links.
12. Select the linked object **1.0-1**, and notice that the status bar shows which module it is in (Object FR-145 in /Copy of Sports utility vehicle 4x2/Requirements/Functional Requirements).
13. Right-click the linked object and select **Show Object** to open the target module with the object as the current object.
14. Go back to the Traceability Explorer, and click **View > In-links**. Click **View > All Modules** to display in-links from all modules, instead of only modules that are currently open.

Now you can see which objects have in-links.

Notice that there is now an in-link arrow. The direction of the arrows in the Traceability Explorer shows whether you are looking at in-links or out-links.

15. In the **Traceability Explorer** window, click **File > Exit**.

Creating an attribute

In this part of the tour you create an attribute, add a column to display it, and then change the position of the column.


1. In the **User Requirements** module, click **Edit > Attributes**.

The **Columns and Attributes** dialog box is displayed, with the **Attributes** tab selected.

2. Click **New** to create an attribute.
3. Fill in the following details for the new attribute:
 - a. In the **Name** box, type **Approved**.
 - b. In the **Description** box, type **An attribute to record whether an object is approved**.
 - c. In the **Type** box, select **Yes or No**.
 - d. Select the **Default value** box, and then select **No** as the default value.
 - e. At the bottom left of the window, select the **Add new attribute to current view** box.
 - f. Click **OK**.
 - g. Click **Close** to close the **Columns and Attributes** dialog box.

The module now has an **Approved** column. You set the default value to be **No**, so every object has the value **No**.

4. Change the value to **Yes** for the second object:
 - a. Double-click the current value (**No**).

You see a drop-down list of the values the attribute can have (**Yes**, **No**, or **Reset to Default**). In this case the default is **No**.
 - b. Pick **Yes** from this list.
 - c. Either click **Accept changes**  on the **Commit** toolbar, or click any other object to accept the new value.
5. Now center the text in the **Approved** column. Right-click the column title then select **Center** from the pop-up menu.

Notice that the background color of the column title turns a paler shade of gray, showing that it is selected.

6. Drag the column title to the left. The whole column moves when you release the mouse button.

Sorting and filtering the data


In this part of the tour you sort the data and then apply a filter to it:

1. Sort the data using the **Approved** attribute. Click **Tools > Sort**.
2. Select **Approved** and **Ascending**, and then click **Add**. The sort is added to the Sort list.
3. Click **OK**.

You see all the approved items, followed by all the items that have not yet been approved.


4. Scroll down to where the table was. Notice that it is replaced by a single object with **>> Table**. This is a table marker object.

Tables are hidden when you apply a sort.

5. Click **Turn sorting on or off**  on the **Display** toolbar. The sort is turned off and the table is no longer hidden. Scroll to the table to check you can see it.
6. Now filter the view and display only the objects that contains the word safety. Click **Tools > Filter > Define** and type **safety** in the third box.
7. Click **OK**.

You see only objects that contain the word **safety**.





This is a simple filter. You can set up advanced filters that let you define much more complex filtering criteria.

8. Turn the filter off. Click **Turn filtering on or off**  on the **Display** toolbar.

Finishing the tour

In the final part of the tour you go back to the Database Explorer, look at Project view, delete then purge the copied project you have been using, and then exit Rational DOORS.

1. Close the modules you opened. In each module window, click **File > Close**.
2. If you see messages asking if you want to save the changes you made to the modules, click **No**.

3. In the Database Explorer, you see the database  at the top level in the left pane. You are in Database view.
4. Switch to Project view by clicking **View > Project View**.
Now the top-level items are projects. You see all the projects you are allowed to access. Project view is useful if you have a deep database hierarchy, because in Project view you do not have to navigate the hierarchy to find the projects you work on.
5. Switch back to Database view. Click **View > Database View**.
6. Double-click the **Prototypes** folder in the left pane to make it your current folder. It has an open folder icon .
7. In the right pane, select the copied project you created at the start of the tour then click **File > Delete**. The project disappears.
8. Turn on the display of deleted items. Click **View > Show Deleted Items**.
You see the deleted project . It has a red cross in the corner of the icon.
9. Select the deleted project , and then click **File > Purge**.
You see a message asking if you really want to purge the project.
10. Click **Yes**.
The project is permanently removed from the database.
11. Exit Rational DOORS. Click **File > Exit**.

4

Contacting support

This chapter contains the following topics:

- Contacting IBM Rational Software Support
- Prerequisites
- Submitting problems
- Other information

Contacting IBM Rational Software Support

If the self-help resources have not provided a resolution to your problem, you can contact IBM Rational Software Support for assistance in resolving product issues.

Note If you are a heritage Telelogic customer, you can go to <http://support.telelogic.com/toolbar> and download the IBM Rational Telelogic Software Support browser toolbar. This toolbar helps simplify the transition to the IBM Rational Telelogic product online resources. Also, a single reference site for all IBM Rational Telelogic support resources is located at <http://www.ibm.com/software/rational/support/telelogic/>

Prerequisites

To submit your problem to IBM Rational Software Support, you must have an active Passport Advantage® software maintenance agreement. Passport Advantage is the IBM comprehensive software licensing and software maintenance (product upgrades and technical support) offering. You can enroll online in Passport Advantage from <http://www.ibm.com/software/lotus/passportadvantage/howtoenroll.html>.

- To learn more about Passport Advantage, visit the Passport Advantage FAQs at http://www.ibm.com/software/lotus/passportadvantage/brochures_faqs_quickguides.html.
- For further assistance, contact your IBM representative.

To submit your problem online (from the IBM Web site) to IBM Rational Software Support, you must additionally:

- Be a registered user on the IBM Rational Software Support Web site. For details about registering, go to <http://www-01.ibm.com/software/support/>.
- Be listed as an authorized caller in the service request tool.

Submitting problems

To submit your problem to IBM Rational Software Support:

1. Determine the business impact of your problem. When you report a problem to IBM, you are asked to supply a severity level. Therefore, you need to understand and assess the business impact of the problem that you are reporting.

Use the following table to determine the severity level.

Severity	Description
1	The problem has a <i>critical</i> business impact: You are unable to use the program, resulting in a critical impact on operations. This condition requires an immediate solution.
2	This problem has a <i>significant</i> business impact: The program is usable, but it is severely limited.
3	The problem has <i>some</i> business impact: The program is usable, but less significant features (not critical to operations) are unavailable.
4	The problem has <i>minimal</i> business impact: The problem causes little impact on operations or a reasonable circumvention to the problem was implemented.

2. Describe your problem and gather background information, When describing a problem to IBM, be as specific as possible. Include all relevant background information so that IBM Rational Software Support specialists can help you solve the problem efficiently. To save time, know the answers to these questions:
 - What software versions were you running when the problem occurred?
To determine the exact product name and version, use the option applicable to you:

- Start the IBM Installation Manager and select **File > View Installed Packages**. Expand a package group and select a package to see the package name and version number.
 - Start your product, and click **Help > About** to see the offering name and version number.
 - What is your operating system and version number (including any service packs or patches)?
 - Do you have logs, traces, and messages that are related to the problem symptoms?
 - Can you recreate the problem? If so, what steps do you perform to recreate the problem?
 - Did you make any changes to the system? For example, did you make changes to the hardware, operating system, networking software, or other system components?
 - Are you currently using a workaround for the problem? If so, be prepared to describe the workaround when you report the problem.
3. Submit your problem to IBM Rational Software Support. You can submit your problem to IBM Rational Software Support in the following ways:
- **Online:** Go to the IBM Rational Software Support Web site at <https://www.ibm.com/software/rational/support/> and in the Rational support task navigator, click **Open Service Request**. Select the electronic problem reporting tool, and open a Problem Management Record (PMR), describing the problem accurately in your own words.
For more information about opening a service request, go to <http://www.ibm.com/software/support/help.html>
You can also open an online service request using the IBM Support Assistant. For more information, go to <http://www-01.ibm.com/software/support/isa/faq.html>.
 - **By phone:** For the phone number to call in your country or region, go to the IBM directory of worldwide contacts at <http://www.ibm.com/planetwide/> and click the name of your country or geographic region.
 - **Through your IBM Representative:** If you cannot access IBM Rational Software Support online or by phone, contact your IBM Representative. If necessary, your IBM Representative can open a service request for you. You can find complete contact information for each country at <http://www.ibm.com/planetwide/>.

If the problem you submit is for a software defect or for missing or inaccurate documentation, IBM Rational Software Support creates an Authorized Program Analysis Report (APAR). The APAR describes the problem in detail. Whenever possible, IBM Rational Software Support provides a workaround that you can implement until the APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the IBM Rational Software Support Web site daily, so that other users who experience the same problem can benefit from the same resolution.

Other information

For Rational software product news, events, and other information, visit the IBM Rational Software Web site on <http://www.ibm.com/software/rational/>.

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