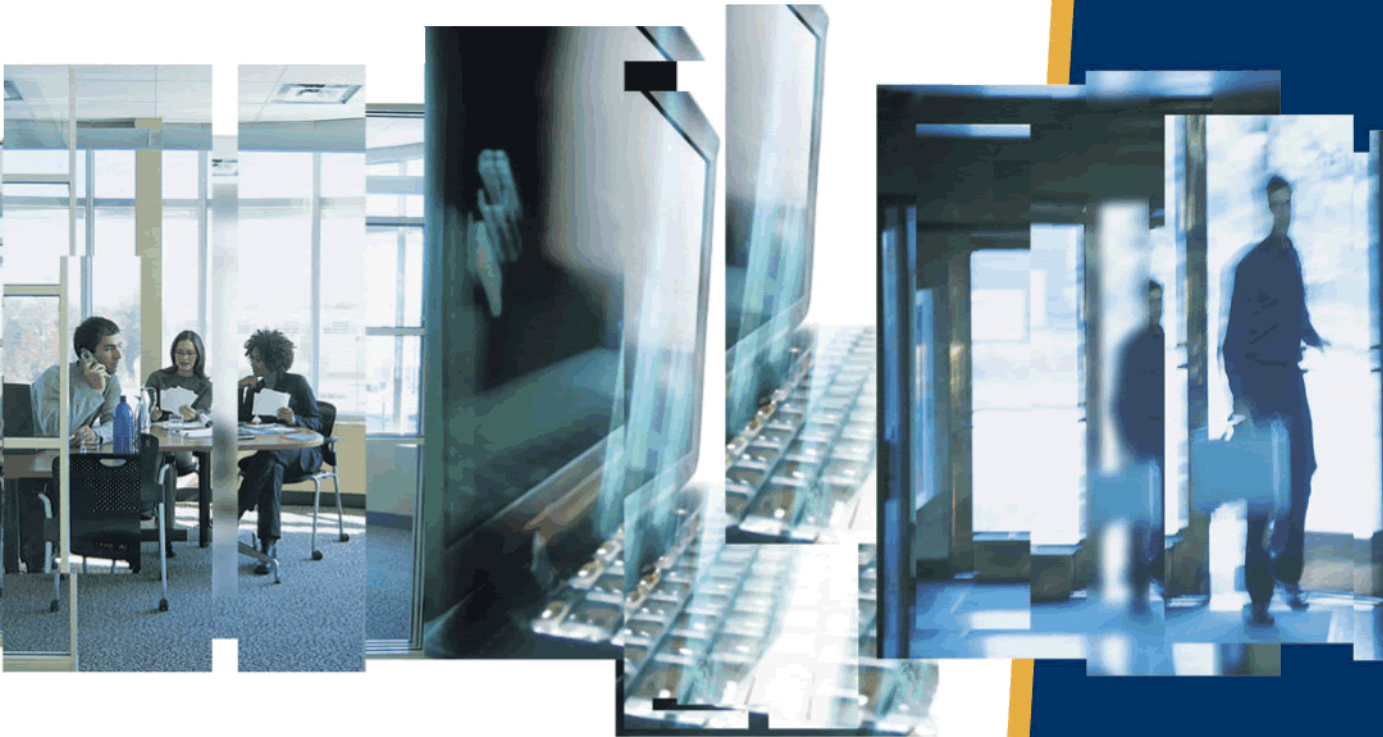


Telelogic D00RS

Using Telelogic D00RS for ClearQuest Interface



Telelogic DOORS for ClearQuest Interface
Using Telelogic DOORS for ClearQuest
Interface

Release 2.2

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

This edition applies to **VERSION 2.2, Telelogic DOORS for ClearQuest Interface** and to all subsequent releases and modifications until otherwise indicated in new editions.

© **Copyright IBM Corporation 1993, 2008**

US Government Users Restricted Rights—Use, duplication or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

Table of contents

Chapter 1: About this manual	1
Typographical conventions	1
Related documentation	1
Chapter 2: Concepts	3
About Telelogic DOORS for ClearQuest Interface	3
About Telelogic DOORS for ClearQuest Interface functions	3
Configuring Telelogic DOORS for ClearQuest Interface	3
Chapter 3: Configuring Telelogic DOORS for ClearQuest Interface	5
Configuring projects	5
Configuring forms	9
Chapter 4: Using Telelogic DOORS for ClearQuest Interface	15
Querying the ClearQuest database	15
Viewing query results	17
Editing a ClearQuest record	17
Linking a ClearQuest record to a DOORS object	18
Displaying link information in a DOORS module	18
Finding DOORS objects linked to a ClearQuest record	19
Finding ClearQuest records linked to a DOORS object	20
Deleting links	21
Chapter 5: Contacting support	23
Contacting IBM Rational Software Support	23
Product support	23
What to do before you contact Support	23
Sending an automated problem report form	24
Guidelines for writing a problem report	25
Automatic responses and recording defects	25

Automatically generated problem reports	26
Changing the email address of the problem report	26
Other information	26
Chapter 6: Notices	27
Trademarks	29

1

About this manual

Welcome to Telelogic® DOORS for ClearQuest Interface™.

This manual describes how to use version 2.2 of Telelogic DOORS for ClearQuest Interface. It assumes that you know how to use both Telelogic® DOORS® and ClearQuest®.

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. For example: Click Yes to continue.
<i>Italics</i>	Book titles
Courier	Commands, files, and directories; computer output. For example: Edit your <code>.properties</code> file.
>	A menu choice. For example: Select File > Open . This means select the File menu, then select the Open command from it.

Related documentation

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

For information on	See
How to use DOORS	The Telelogic DOORS documentation set
How to use ClearQuest	The ClearQuest documentation set
How to install Telelogic DOORS for ClearQuest Interface	<i>Telelogic DOORS Installation Guide</i>

You'll also find PDF versions of the DOORS manuals on:

- The Telelogic Lifecycle Solutions DVD
- The support website at <https://www.support.telelogic.com>

2

Concepts

This chapter introduces Telelogic DOORS for ClearQuest Interface and explains the concepts you need to understand before you use it:

- About Telelogic DOORS for ClearQuest Interface
- About Telelogic DOORS for ClearQuest Interface functions
- Configuring Telelogic DOORS for ClearQuest Interface

About Telelogic DOORS for ClearQuest Interface

DOORS is the world's leading tool for creating, structuring, and managing complex sets of requirements, such as those for a typical software development project. ClearQuest is a defect and change tracking tool.

Telelogic DOORS for ClearQuest Interface is a bridge between these two products, enabling users to co-ordinate defect tracking and requirements management. This integration is not supported on a ClearQuest MultiSite configuration.

About Telelogic DOORS for ClearQuest Interface functions

Telelogic DOORS for ClearQuest Interface allows you to:

- Query a ClearQuest database from a DOORS project
- Edit ClearQuest records
- Link ClearQuest records to DOORS objects, and track these links
- Attach files to a ClearQuest record using Telelogic DOORS for ClearQuest Interface

Configuring Telelogic DOORS for ClearQuest Interface

You can configure Telelogic DOORS for ClearQuest Interface so that a different ClearQuest database is used for each DOORS project. This means that different ClearQuest databases and different form settings can be used on different DOORS projects.

You can configure:

- **Database**

ClearQuest supports multiple databases. A ClearQuest database must be associated with each DOORS Project that uses Telelogic DOORS for ClearQuest Interface.

- **Type Selection**

ClearQuest supports many different types and schemas. You can select the ClearQuest types that you want to make available to Telelogic DOORS for ClearQuest Interface for each DOORS project. You make a ClearQuest type available by associating it with a Telelogic DOORS for ClearQuest Interface type. There are two Telelogic DOORS for ClearQuest Interface types: **Enhancement Request (ER)** and **Defect**, which can be associated with any available ClearQuest types.

- **Query**

You can configure Telelogic DOORS for ClearQuest Interface to display selected ClearQuest fields on the Query tab of the integration form. You can query the ClearQuest database on a single ClearQuest field, or on multiple ClearQuest fields. Telelogic DOORS for ClearQuest Interface supports the use of **And** or **Or** logic when querying on multiple fields.

- **Report Details**

The results of a query are displayed on the Reports/Details tab of the integration form. You can configure Telelogic DOORS for ClearQuest Interface to display selected ClearQuest fields on the Report/Details tab of the integration form. ClearQuest records are displayed in a list in the top section of the tab. When a record is selected in the list, the details of that record are displayed in the lower section of the tab. You can control which of the fields in the bottom section of the tab you want users to be able to edit. ClearQuest system fields, for example **id** or **Submitter** cannot be edited.

- **Edit Records**

You can configure Telelogic DOORS for ClearQuest Interface to display selected ClearQuest fields on the **Edit Record** tab of the integration form. You can control which of these fields you want users to be able to edit. ClearQuest system fields, for example **id** or **Submitter** cannot be edited.

3

Configuring Telelogic DOORS for ClearQuest Interface

This chapter describes:

- Configuring projects
- Configuring forms

Configuring projects

When you configure a DOORS project to use Telelogic DOORS for ClearQuest Interface, you select the ClearQuest database you want to associate with the DOORS project. You can then select the ClearQuest types that you want to make available to Telelogic DOORS for ClearQuest Interface for that project.

You make a ClearQuest type available by associating it with a Telelogic DOORS for ClearQuest Interface type. There are two Telelogic DOORS for ClearQuest Interface types: **Enhancement Request (ER)** and **Defect**, which can be associated with any available ClearQuest types. The ClearQuest types will be referred to in Telelogic DOORS for ClearQuest Interface by their Telelogic DOORS for ClearQuest Interface labels, i.e. Enhancement Request and Defect.

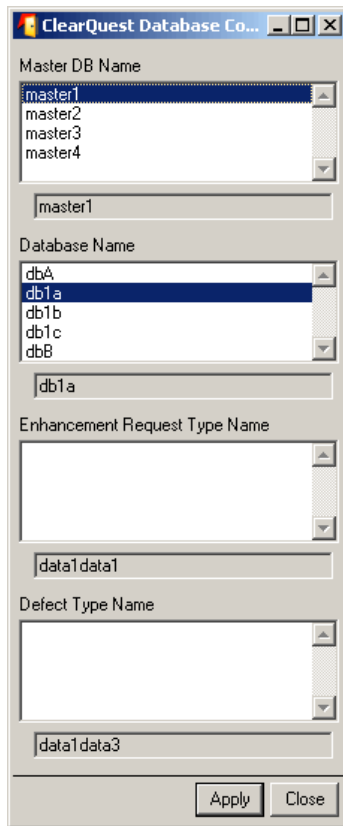
To configure a project you must be one of the following DOORS users:

- **Administrator** user
- **Database Manager**
- **Project Manager**

Once you have configured Telelogic DOORS for ClearQuest Interface, any DOORS users with access to the associated ClearQuest database will be able to use Telelogic DOORS for ClearQuest Interface.

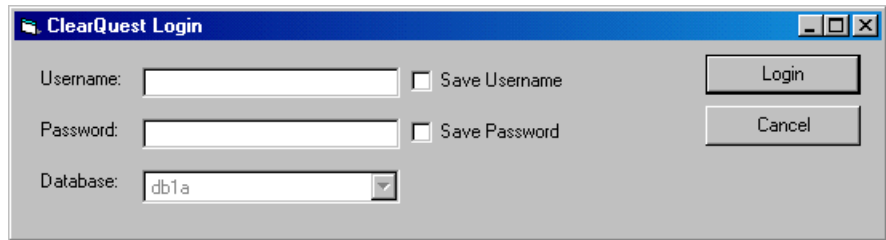
1. Select the correct DOORS Project in the left pane of the DOORS Explorer.
2. Select **ClearQuest > Configure Project**.

The **ClearQuest Database Configuration** dialog box opens, displaying the names of the available ClearQuest schema repositories in the top pane.



3. In the top pane of the dialog box, select the ClearQuest schema repository that contains the database you want to use.
A list of the databases that are available for that schema repository is displayed in the **Database Name** pane.
4. Select the ClearQuest database that is to be associated with the DOORS project selected in the DOORS explorer.

The ClearQuest login dialog box is displayed.



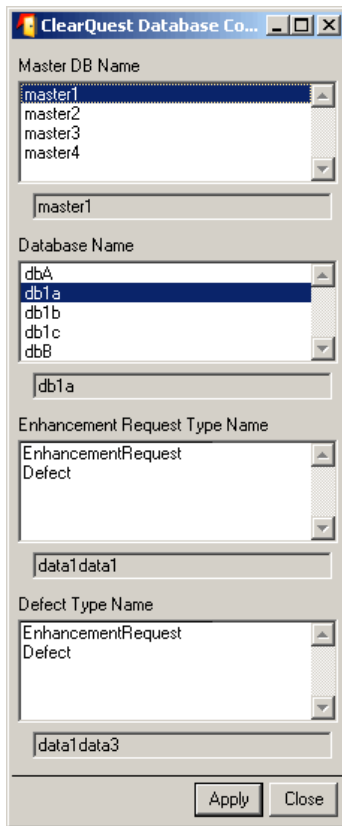
5. Enter your ClearQuest username and password and click **Login**.

You can configure the ClearQuest login to save your ClearQuest username and/or password by selecting the appropriate checkboxes:

- If you save your username, you will be prompted for your password each time Telelogic DOORS for ClearQuest Interface accesses the ClearQuest database.
- If you save your username and password, you will not be prompted to login again, unless the login fails.
- You can login again during a session, or change your login options by selecting **ClearQuest > Login** from the DOORS explorer, or from the right click menu in a DOORS module.

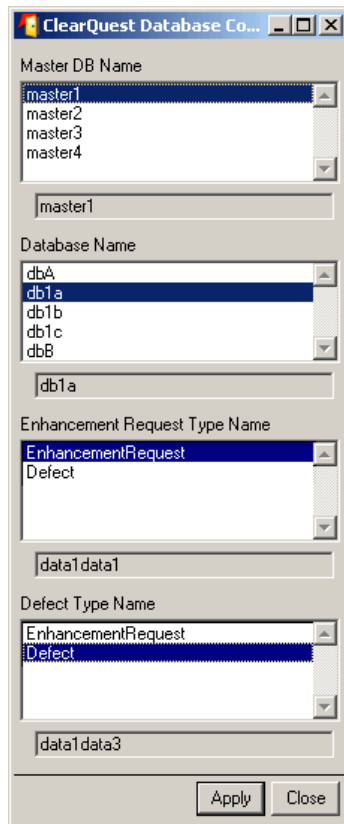
Telelogic DOORS for ClearQuest Interface retrieves the available ClearQuest database types for the current database and displays them in the lower panes of the dialog box. You use the **Enhancement Request Type Name** pane to associate a ClearQuest type with the Telelogic DOORS for ClearQuest Interface type **ER**, and the **Defect Type Name** pane to

associate a ClearQuest type with the Telelogic DOORS for ClearQuest Interface type **Defect**.



6. Associate a ClearQuest Database type with the Telelogic DOORS for ClearQuest Interface type ER by selecting the ClearQuest database type from the list in the **Enhancement Request Type Name** pane. Associate a ClearQuest database type with the Telelogic DOORS for ClearQuest Interface type Defect by selecting the ClearQuest database type from the list in the **Defect Type Name** pane. You can create associations for either or both of the Telelogic DOORS for ClearQuest Interface types.

7. Click **Apply** to save the configuration information.



Configuring forms

You can configure a form for each ClearQuest type that is associated with a Telelogic DOORS for ClearQuest Interface type. When the form is configured it provides the interface between the DOORS project and the associated ClearQuest database. For information on associating a ClearQuest type with a Telelogic DOORS for ClearQuest Interface type, see “Configuring projects,” on page 5.

To configure a form you must be one of the following DOORS users:

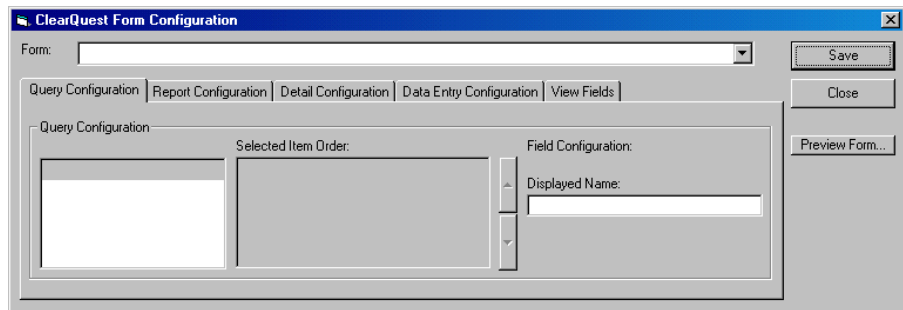
- **Administrator** user
- **Database Manager**
- **Project Manager**

Once you have configured Telelogic DOORS for ClearQuest Interface, any DOORS users with access to the associated ClearQuest database will be able to use Telelogic DOORS for ClearQuest Interface.

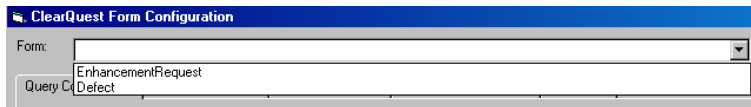
1. Select **ClearQuest > Configure Forms** in the DOORS Explorer.

The **ClearQuest Forms Configuration** dialog box is displayed. There are five tabs in the dialog box:

- **Query Configuration**
- **Report Configuration**
- **Detail Configuration**
- **Data Entry Configuration**
- **View Fields**



2. Click to display the drop down **Form** list at the top of the ClearQuest Form Configuration dialog box. The ClearQuest types that were associated with Telelogic DOORS for ClearQuest Interface types during the Project Configuration are displayed. In this example they are EnhancementRequest and Defect.

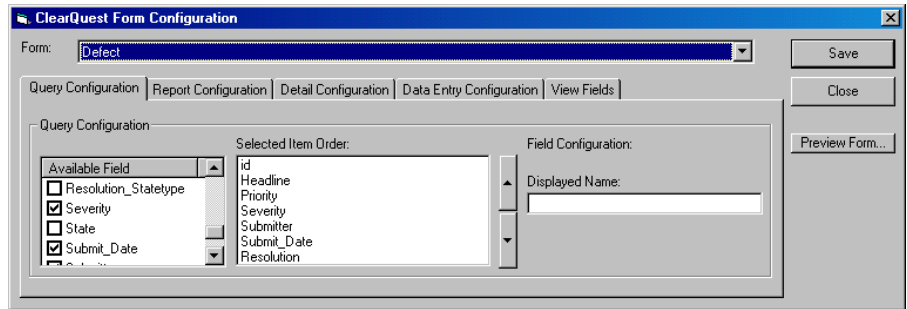


3. Select the ClearQuest type you want to configure.

Telelogic DOORS for ClearQuest Interface retrieves the field list for the selected ClearQuest type from the ClearQuest database. The field list is displayed in the **Available Field** list on each of the tabs in the ClearQuest Form Configuration dialog box. You can select which of these fields you want to be displayed on the Telelogic DOORS for ClearQuest Interface form.

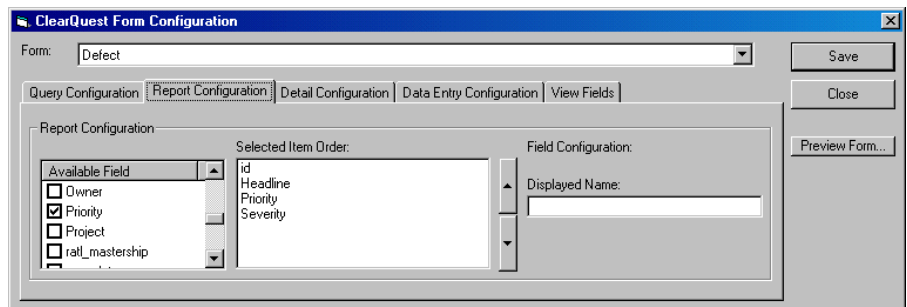
4. Select the **Query Configuration** tab.

You use the Query Configuration tab to define what ClearQuest fields are available to users when they use Telelogic DOORS for ClearQuest Interface to query the ClearQuest database. These fields are displayed on the **Query** tab of the Telelogic DOORS for ClearQuest Interface form.



- In the left pane, select the checkboxes of the ClearQuest fields you want to make available in Telelogic DOORS for ClearQuest Interface. They are displayed in the **Selected Item Order** list.
- The fields are displayed on the Telelogic DOORS for ClearQuest Interface form in the same order that they are displayed in the **Selected Item Order** list. To reorder the list, select a field and move it using the up and down arrows.
- The fields are displayed on the Telelogic DOORS for ClearQuest Interface form with their ClearQuest labels. To give a ClearQuest field a different label, select it in the **Selected Item Order** list and enter a new name in the **Displayed Name** field.
- Select the **Report Configuration** tab.

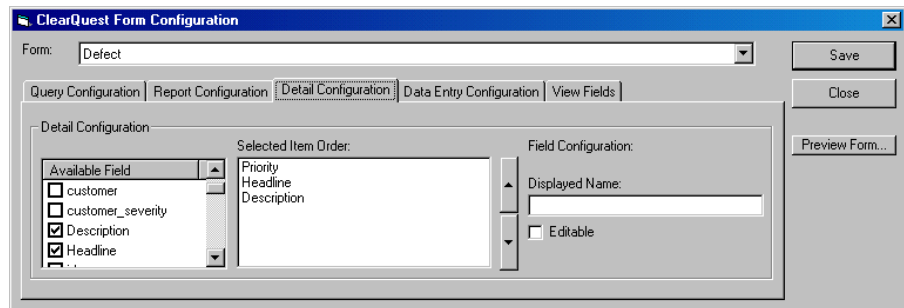
You can define what ClearQuest fields will be available in Telelogic DOORS for ClearQuest Interface as a result of a query. These are displayed as column headers in the upper pane of the **Report/Details** tab of the Telelogic DOORS for ClearQuest Interface form



- In the left pane, select the checkboxes of the ClearQuest fields you want to make available in Telelogic DOORS for ClearQuest Interface. They are displayed in the **Selected Item Order** list.
- The fields are displayed on the Telelogic DOORS for ClearQuest Interface form in the same order as they are displayed in the **Selected Item Order** list. To reorder the list, select a field and move it using the up and down arrows.
- The fields are displayed on the Telelogic DOORS for ClearQuest Interface form with their ClearQuest labels. To give a ClearQuest field a different label, select it in the **Selected Item Order** list and enter a new name in the **Displayed Name** field.

5. Select the **Detail Configuration** tab.

You can define what additional ClearQuest fields are available in Telelogic DOORS for ClearQuest Interface as a result of a query. These fields are displayed in the lower pane of the **Reports/Details** tab of the Integration form, and show the values of the record that is selected in the upper pane.



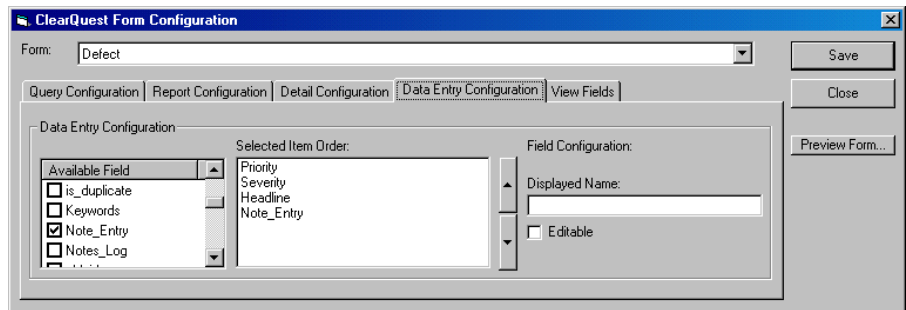
- In the left pane, select the checkboxes of the ClearQuest fields you want to make available in Telelogic DOORS for ClearQuest Interface. They are displayed in the **Selected Item Order** list.
- The fields are displayed on the Telelogic DOORS for ClearQuest Interface form in the same order as they appear in the **Selected Item Order** list. To reorder the list, select a field and move it using the up and down arrows.
- The fields are displayed on the Telelogic DOORS for ClearQuest Interface form with their ClearQuest labels. To give a ClearQuest field a different label, select it in the **Selected Item Order** list and enter a new name in the **Displayed Name** field.
- By default, the ClearQuest fields in the **Details** section of the Telelogic DOORS for ClearQuest Interface form are editable. To disallow edits to

a ClearQuest field select it in the **Selected Item Order** list and clear the **Editable** checkbox.

Note ClearQuest system generated fields, for example **id** or **Submitter** are not editable. The **Editable** checkbox is cleared and dimmed when fields of this type are selected.

6. Select the **Data Entry Configuration** tab.

You can define what ClearQuest fields are available for editing in Telelogic DOORS for ClearQuest Interface as a result of a query. These are displayed on the **Edit Record** tab of the Telelogic DOORS for ClearQuest Interface form

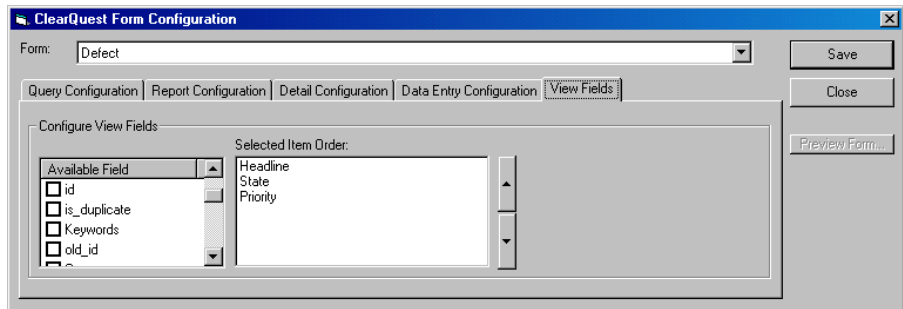


- In the left pane, select the checkboxes of the ClearQuest fields you want to make available in Telelogic DOORS for ClearQuest Interface. They are displayed in the **Selected Item Order** list.
- The fields are displayed on the Telelogic DOORS for ClearQuest Interface form in the same order as they appear in the **Selected Item Order** list. To reorder the list, select a field and move it using the up and down arrows.
- The fields are displayed on the Telelogic DOORS for ClearQuest Interface form with their ClearQuest labels. To give a ClearQuest field a different label, select it in the **Selected Item Order** list and enter a new name in the **Displayed Name** field.
- By default, the ClearQuest fields in the **Details** section of the Telelogic DOORS for ClearQuest Interface form are editable. To disallow edits to a ClearQuest field select it in the **Selected Item Order** list and clear the **Editable** checkbox.

Note ClearQuest system generated fields, for example **id** or **Submitter** are not editable. The editable checkbox is cleared and dimmed when fields of this type are selected.

7. Select the **View Fields** tab.

Users can create links between ClearQuest records and DOORS objects using Telelogic DOORS for ClearQuest Interface. The link information is stored in the DOORS module in an attribute called **CQ Links**. This attribute is created automatically the first time a user creates a link. You can define what ClearQuest fields you want to be stored in the **CQ Links** attribute for each link that is created. The default is the ClearQuest record's **id** if no fields are identified



- In the left pane, select the checkboxes of the ClearQuest fields you want to be stored in the **CQ Links** attribute for each link that is created.
- The fields are listed in the **CQ Links** attribute in the same order as they appear in the **Selected Item Order** list. To reorder the list, select a field and move it using the up and down arrows.

8. You can preview the form by clicking the **Preview Form** button.

The Telelogic DOORS for ClearQuest Interface form is generated, and the fields you specified during the configuration are displayed.

9. Click **Close** to close the Preview form.

Note You can query the ClearQuest database using the Preview form, and records matching the query will display. However, you cannot edit any fields when in Preview mode.

10. Click **Save**, then **Close** in the ClearQuest Form Configuration dialog box.

4

Using Telelogic DOORS for ClearQuest Interface

This chapter describes:

- Querying the ClearQuest database
- Viewing query results
- Editing a ClearQuest record
- Linking a ClearQuest record to a DOORS object
- Displaying link information in a DOORS module
- Finding DOORS objects linked to a ClearQuest record
- Finding ClearQuest records linked to a DOORS object
- Deleting links

Querying the ClearQuest database

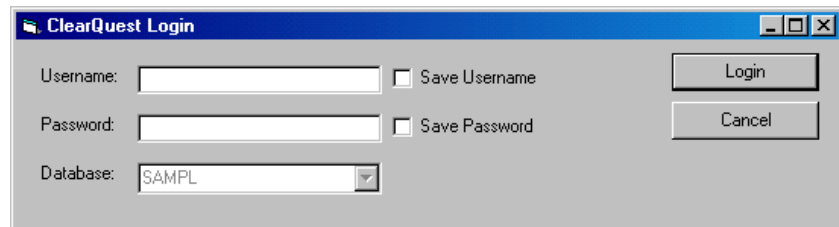
To use Telelogic DOORS for ClearQuest Interface you must have access to:

- The configured DOORS project
- The ClearQuest database that has been associated with that project

To query the ClearQuest database:

1. In a formal module, right click and select **ClearQuest > Reports > Show Defect Query Form** or **ClearQuest > Reports > Show Enhancement Request Query Form**.

The **ClearQuest Login** screen is displayed.



Note If the current DOORS project has not been configured for Telelogic DOORS for ClearQuest Interface, an error message is displayed. The DOORS Administrator user, a

DOORS Database Manager or DOORS Project Manager must run the **Configure Project** and **Configure Forms** options from the DOORS Explorer before Telelogic DOORS for ClearQuest Interface can be used.

2. Enter your ClearQuest username and password.

You will be prompted to log into the ClearQuest database each time Telelogic DOORS for ClearQuest Interface accesses the ClearQuest database. You can choose to save your ClearQuest username and/or password when you log in by ticking the appropriate checkbox on the login dialog box.

- If you save your username you will be prompted for your password each time Telelogic DOORS for ClearQuest Interface accesses the ClearQuest database.
- If you save your username and password you will not be prompted to login unless the login fails.
- You can login again during a session, or change your login options by selecting **ClearQuest > Login** from the DOORS explorer, or from the right click menu in a DOORS module.

The Telelogic DOORS for ClearQuest Interface form opens, displaying the ClearQuest fields you can use to query the ClearQuest database. The ClearQuest fields that are displayed on the Telelogic DOORS for ClearQuest Interface form are those that were specified when Telelogic DOORS for ClearQuest Interface was configured

The screenshot shows a window titled "Defect" with three tabs: "Query", "Report/Details", and "Edit Record". The "Query" tab is active. Under "Query Criteria", there are two radio buttons: "AND Criteria" (selected) and "OR Criteria". Below this are several rows of fields, each with a dropdown menu set to "Equals" and a text input field. The fields are: "id", "Headline", "Priority", "Severity", "Submitter", "Submit_Date", and "Resolution". The "Submit_Date" field has two date pickers set to "15/10/2002" and "16/10/2002". On the right side, there are "Perform Query" and "Close" buttons.

3. Select the Query tab.

Specify the criteria for your query. Telelogic DOORS for ClearQuest Interface only supports **And** or **Or** logic when you enter a value in more than one field.

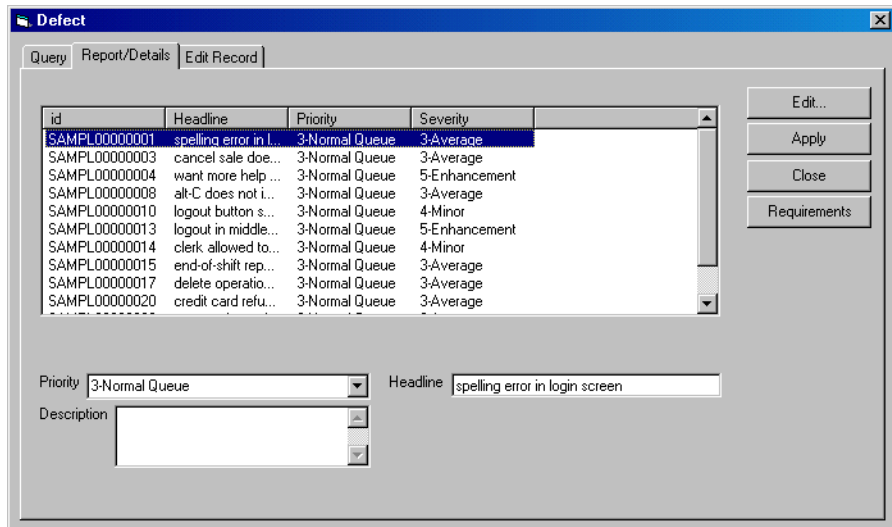
4. Click **Perform Query**.

Telelogic DOORS for ClearQuest Interface queries the ClearQuest database. When the information has been retrieved from the ClearQuest database, the Report/Details tab of the integration form is activated and the results of the query are displayed.

Viewing query results

The results of the query are listed in the upper section of the **Reports/Details** tab. When a record is selected in the list, the details of that record are displayed in the lower section of the tab.

Depending on how the Report/Details tab has been configured, you may be able to edit the fields in the lower section of the form. If a field in this section is read only, it is dimmed.



Editing a ClearQuest record

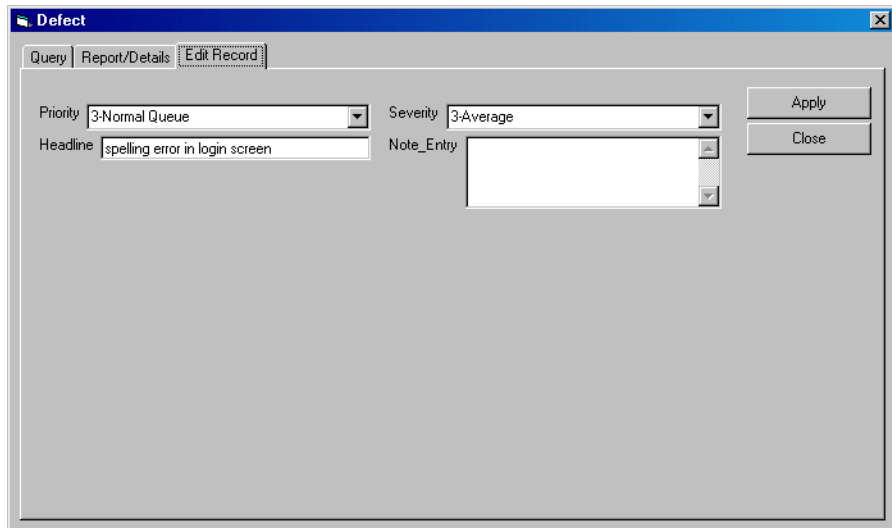
You can edit a ClearQuest record using the **Edit Record** tab on the integration form.

To edit a ClearQuest record:

1. Select the record you want to edit in the list on the **Report/Details** tab.
2. Select the **Edit Record** tab or click the **Edit** button.

The fields on the **Edit Record** tab are populated with values from the ClearQuest record you selected in the previous step. If a field on the **Edit Record** tab is read only, it is dimmed.

3. Make the required changes and click **Apply** to save them to the ClearQuest database.



The screenshot shows a window titled "Defect" with three tabs: "Query", "Report/Details", and "Edit Record". The "Edit Record" tab is active. It contains the following fields and controls:

- Priority:** A dropdown menu showing "3-Normal Queue".
- Severity:** A dropdown menu showing "3-Average".
- Headline:** A text input field containing "spelling error in login screen".
- Note_Entry:** A large text area with a vertical scrollbar, currently empty.
- Buttons:** "Apply" and "Close" buttons are located on the right side of the dialog.

Linking a ClearQuest record to a DOORS object

To link a ClearQuest record to a DOORS object:

1. Select the ClearQuest record on the **Report/Details** tab of the integration form dialog box.
2. In the formal module, select the DOORS object to which you want to link the record.
3. Right click in the DOORS formal module and select **ClearQuest > Linking > Create Link**.

The link is created.

Displaying link information in a DOORS module

ClearQuest link information is stored in the DOORS module in an attribute called **CQ Links**. This attribute is created automatically the first time a link is

created between a ClearQuest record and a DOORS object. The **CQ Links** attribute holds information about the ClearQuest record that is linked to the DOORS object. The information held in the attribute depends on the ClearQuest fields selected when Telelogic DOORS for ClearQuest Interface is configured.

You can use Telelogic DOORS for ClearQuest Interface to create a view called **ClearQuest Status View**. The **CQ Links** attribute is displayed in a column in the **ClearQuest Status View**. To create this view select **ClearQuest > Status View > Create Status View** from the right click menu within the module.

You can refresh the view to show new link information by selecting **ClearQuest > Status View > Update Status View** from the right click menu. The latest link information for the current DOORS project is retrieved from ClearQuest, and an information dialog is displayed stating that the CQ Status Files have been updated successfully.

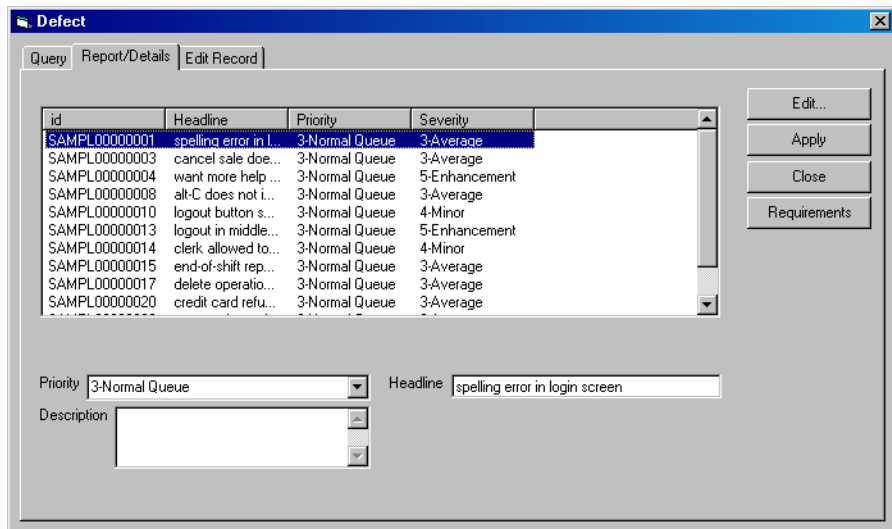
Note Telelogic DOORS for ClearQuest Interface has to access the ClearQuest database to retrieve this information. You may be prompted to log into the ClearQuest database.

Finding DOORS objects linked to a ClearQuest record

You can trace links from a ClearQuest record to a DOORS object using Telelogic DOORS for ClearQuest Interface.

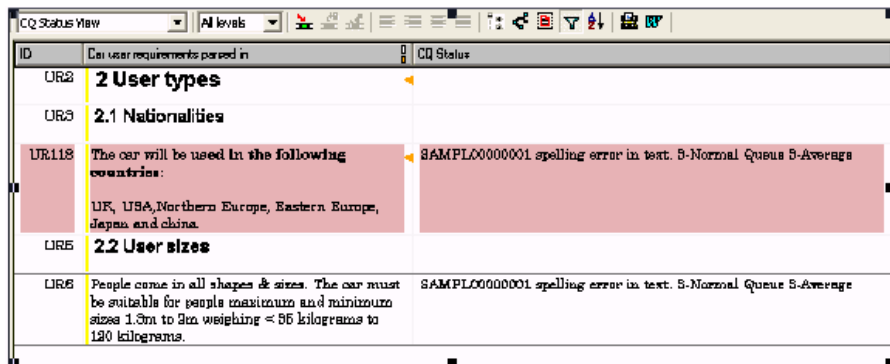
To trace linked DOORS objects:

1. On the **Report/Details** tab of the integration form, select the ClearQuest record you want to check for links.



2. Click the **Requirements** button.

Any DOORS modules that contain objects that are linked to the selected record are opened in read-only mode and filtered to display only the linked objects.



Finding ClearQuest records linked to a DOORS object

You can trace links from a DOORS object to a ClearQuest record using Telelogic DOORS for ClearQuest Interface.

To trace linked ClearQuest records:

1. In the DOORS formal module, select the **ClearQuest Status View** from the Views drop down list.

ClearQuest link information is displayed in the CQ Links attribute column in this view.

2. Right click on an object that has a link to a ClearQuest record and select **ClearQuest > Reports > Show Enhancement Requests** or **ClearQuest > Reports > Show Defects**.

The Telelogic DOORS for ClearQuest Interface form is opened. The **Report/Details** tab is displayed and ClearQuest records that are linked to the selected DOORS object are listed.

Deleting links

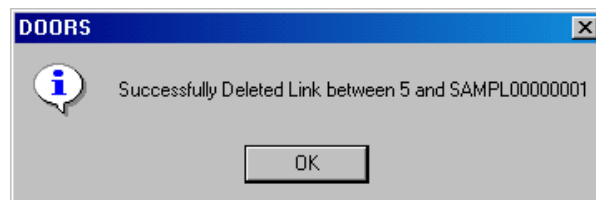
To delete links between DOORS objects and ClearQuest records:

1. Select the **ClearQuest Status View** from the drop down views list in the DOORS formal module
2. Select the DOORS object containing the link that you want to delete.
3. Right click and select **ClearQuest > Reports > Show Defects** or **ClearQuest > Reports > Show Enhancement Requests**.

The Telelogic DOORS for ClearQuest Interface form is opened. The **Report/Details** tab is displayed and ClearQuest records that are linked to the selected DOORS object are listed.

4. Select the ClearQuest record that is the target of the link you want to delete.
5. In the formal module right click on the DOORS object that was selected in Step 2 and select **ClearQuest > Linking > Delete Link**.

The link is deleted and the following dialog is displayed:



Note The deleted link is displayed in the ClearQuest Status View until you update the view. To update the status view select **ClearQuest > Status View > Update Status View** from the right click menu in the formal module.

5

Contacting support

This chapter contains the following topics:

- Contacting IBM Rational Software Support
- What to do before you contact Support
- Sending an automated problem report form
- Other information

Contacting IBM Rational Software Support

Support and information for Telelogic products is currently being transitioned from the Telelogic Support site to the IBM Rational Software Support site. During this transition phase, your product support location depends on your customer history.

Product support

- If you are a heritage customer, meaning you were a Telelogic customer prior to November 1, 2008, please visit the DOORS Support Web site on <https://support.telelogic.com/doors>.

Telelogic customers will be redirected automatically to the IBM Rational Software Support site after the product information has been migrated.

- If you are a new Rational customer, meaning you did not have Telelogic-licensed products prior to November 1, 2008, please visit the IBM Rational Software Support site on <http://www.ibm.com/software/rational/support/>.

What to do before you contact Support

If your site has a designated on-site support person, please contact that person before you contact our Support team.

To help our Support team solve your problem, please have the following information available:

- Your name, title, company name, e-mail address, fax number and telephone number.
- Your support ID and support password.
- The version and build number of DOORS that you're running.

To get this information, run DOORS, and click **Help > About DOORS**.

- The operating system you're running DOORS on.
- What operating system your DOORS database is running on, if different.
- If you are reporting a new problem, please have a clear statement of the problem, including the exact text of any error messages produced by DOORS, your operating system, or any other tools that were running when the problem occurred.
- If you are calling about a problem you reported earlier, you need the original tracking number the Support team assigned to your problem.
- If you want, you can use the automated problem report form. For information, see "Sending an automated problem report form," on page 24.

The support center on our web site is at <https://support.telelogic.com>.

Sending an automated problem report form

To send an automated problem report to Support:

1. Select **Help > Generate Support Request**.

The **Telelogic Support Information** dialog box is displayed with some of your product information automatically included.

Review the information to make sure it's accurate.

2. From the **Impact** drop down list box, select the severity of the problem.
3. In the **Summary** box, summarize the problem.
4. In the **Problem** box, type a detailed description of the problem.
5. If available, attach a snapshot.

Click either **DOORS Window Snapshot** or **Screen Snapshot**, whichever is applicable, and select the snapshot from your machine.

6. If possible, use the buttons in the **Attachment Information** area to add video capture, system details and files.

Note The **Add Product Files** button is unavailable in DOORS. Product information is collected and added automatically.

Add any relevant information to help Support resolve the problem.

7. You can either:

- Display the information you've entered in a new window so that you can copy it. For example, you may want to add this information to someone else's information.
Click **Just Text (No Email)**.
- Open the email to edit it before sending it to Support.
Click **Preview and Send** to submit the report.

Guidelines for writing a problem report

- Be as specific as possible when you summarize the problem in the **Summary** box and when you explain the situation and provide details in the **Problem** box. For example, "The system crashed when I tried to add an attribute" is more helpful than "It crashed."
- Indicate if there were any system changes, such as customizations or upgrades, before the problem occurred.
- If the problem is reproducible, list the specific steps to be followed in order to demonstrate the problem and also indicate the model you are using to perform the steps.
- In the problem description, include anything different or unusual that you observed before the problem happened.
- Make screen captures of anything that you feel will help and attach them to the problem report.
- Include any error messages and code samples you have related to the problem.
- If you have multiple unrelated questions or issues, please submit them separately.

Automatic responses and recording defects

When you send the online form to Support, the customer service system immediately searches the Knowledge Base based on the **Summary** and **Problem** descriptions you entered. If there is an exact match of your problem in the knowledge base, the system automatically sends an email to you with a pointer to the most likely solution.

The problem is also automatically recorded in the defect tracking system as assigned to a support representative. This representative works with you to be certain that your problem is solved. The defect tracking system also records new problems with their solutions in the Knowledge Base to provide rapid assistance for other customers.

Automatically generated problem reports

If your DOORS system crashes, it displays a message asking if you want to send a problem report about the crash to DOORS Support.

If you decide to send this generated report, the system displays the same online form that is available from **Help > Generate Support Request**. In this case, the form contains information about the crash condition, in addition to the information that is usually filled in describing your system.

Add any more information that you can to help the Support staff identify the problem before you click the **Preview and Send** button.

Changing the email address of the problem report

If you want to send the problem to someone other than DOORS Support, for example to your internal support, you can change the default email address of the problem report.

To change the email address of the problem report:

1. Open **System** in the **Control Panel**.
2. On the **Advanced** tab, click **Environment Variables**, then click **New** under **variables**.

The **New User Variable** window is displayed

3. In **Variable Name** enter **ILX_RECIP**, the variable that controls the address used by the problem report.
4. In **Variable Value** enter the email address you want to use.
5. Click **OK** to add the value.
6. Click **OK** to save the value in the environment variables.
7. Click **OK** to save the value in the system properties.

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/>.

6

Notices

This information was developed for products and services offered in the U.S.A. IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send written license inquiries to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785
U.S.A.

For license inquiries regarding double-byte character set (DBCS) information, contact the IBM Intellectual Property Department in your country or send written inquiries to:

IBM World Trade Asia Corporation
Licensing
2-31 Roppongi 3-chome, Minato-ku
Tokyo 106-0032, Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law:

INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Some states do not allow disclaimer of express or implied warranties in certain transactions. Therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

Intellectual Property Dept. for Rational Software
IBM Corporation
1 Rogers Street
Cambridge, Massachusetts 02142
U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of

performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

Additional legal notices are described in the `legal_information.html` file that is included in your software installation.

Trademarks

IBM, the IBM logo, `ibm.com`, Telelogic, Telelogic DOORS, and Telelogic DOORS for ClearQuest Interface are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. These and other IBM trademarked terms are marked on their first occurrence in this information with the appropriate symbol (® or ™), indicating US registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of IBM trademarks is available on the Web at www.ibm.com/legal/copytrade.html.

FLEXnet is a registered trademark or trademark of Macrovision Corporation.

Microsoft, Windows, Windows 2003, Windows XP, Windows Vista and/or other Microsoft products referenced herein are either trademarks or registered trademarks of Microsoft Corporation.

Other company, product or service names may be trademarks or service marks of others.

Index

A

automated problem report form, 24

C

ClearQuest

 editing, 17

 finding records linked to DOORS, 20

 linking to DOORS, 18

 query results, 17

 querying, 15

configuring

 forms, 9

 projects, 5

F

forms, configuring, 9

I

IBM Customer Support, 23

ILX_RECIP, 26

integration types, 5

L

links

 deleting, 21

 displaying, 18

 finding, 19

P

projects, configuring, 5

S

support, 24

T

Telelogic DOORS for ClearQuest

 Interface

 configurations, 3

 functions, 3

 introduction, 3

