Telelogic DOORS

Telelogic DOORS Installation Guide

IBM

Telelogic DOORS

Telelogic DOORS Installation Guide

Release 9.1

Telelogic DOORS

Telelogic DOORS Integration Products

Before using this information, be sure to read the general information under the "Notices" chapter on page 53.

This edition applies to **VERSION 9.1, Telelogic DOORS** 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

Chapter 2: Introduction 3

What is DOORS? . . . 3
What types of DOORS installation can I have? . . . 4
What are the licensing options? . . . 5
What next? . . . 5

Chapter 3: New installation of DOORS on Windows 7

Installing the DOORS database server . . . 7
Installing the DOORS client . . . 9
Installing the Telelogic License Server . . . 11
Silent installation . . . 12
Starting DOORS . . . 12
    For installations that point to an empty data folder . . . 12
    For installations that point to existing DOORS data . . . 14
TDS, the DOORS database and UUIDs . . . 15
    tds_valid_id.txt . . . 15
    tds_registered.txt . . . 15
Installing the DOORS Example Data . . . 15
Uninstalling DOORS . . . 16

Chapter 4: Upgrading to DOORS 9.1 from DOORS 9.0 17

Information for users upgrading to DOORS 9.1 from 9.0 . . . 17
    Data migration . . . 17
    Licensing . . . 17
    Directory names and menu options . . . 17
    Default directories when upgrading to DOORS 9.1 . . . 18
    Compatibility between DOORS 9.0 and DOORS 9.1 . . . 18
What happens to my integrations? . . . 18

Migrating data to DOORS 9.1 18
Installing DOORS. 20
Checking your installation. 20
For installations that point to an empty data folder 20
For installations that point to existing DOORS 9 data 21

Chapter 5: Upgrading to DOORS 9.1 from DOORS 5.x, 6.x, 7.x or 8.x 23

Migration paths 23
Can I migrate directly to DOORS 9.1 from DOORS 5.x? 23
Can I migrate directly to DOORS 9.1 from DOORS 6.x? 24
Can I migrate directly to DOORS 9.1 from DOORS 7.x? 24
Can I migrate directly to DOORS 9.1 from DOORS 8.x? 24
Does DOORS 9.1 overwrite DOORS 8.x or 7.x? 25
What do I do with my existing DOORS data? 25
How does licensing change? 27
What happens to my integrations? 27
Can I install and set up DOORS 9.1 in phases? 28
What do the new installation options mean? 28
Upgrading and migrating data to DOORS 9.1 28
Migrating data to DOORS 9.1. 29
Installing DOORS. 30

Chapter 6: Installing and using DOORS on Citrix 31

Supported platforms 31
Installation guidelines 31
Environment specifications 32
Configuring external links. 32

Chapter 7: Installing the DOORS server on UNIX 33

Understanding UNIX installations. 33
Installing the DOORS database server 33

Chapter 8: Installing Telelogic DOORS for ClearCase Interface on Windows 37

Check that you meet the system requirements 37
Installing Telelogic DOORS for ClearCase Interface 37
Uninstalling Telelogic DOORS for ClearCase Interface 38

Chapter 9: Installing Telelogic DOORS for ClearQuest Interface on Windows 39

Check that you meet the system requirements 39
Installing Telelogic DOORS for ClearQuest Interface 39
Uninstalling Telelogic DOORS for ClearQuest Interface 40

Chapter 10: Installing Telelogic DOORS for Rose Interface on Windows 41

Check that you meet the system requirements 41
Installing Telelogic DOORS for Rose Interface 41
Uninstalling Telelogic DOORS for Rose Interface 42

Chapter 11: Installing Telelogic DOORS for Serena Version Manager Interface on Windows 43

Check that you meet the system requirements 43
Installing Telelogic DOORS for Serena Version Manager Interface 43
Setting up licences 44
Uninstalling Telelogic DOORS for Serena Version Manager Interface 44

Chapter 12: Troubleshooting 45

Installing DOORS as a non-admin user 45
Problems installing the software 46
If you have no Export to DOORS button in Word 46
Using the DOORS API 47
Colors 47
DISPLAY variables on Solaris 47

DISPLAY variables—all UNIX installations 47
Dual Boot Machines 47

Chapter 13: Contacting support 49

Contacting IBM Rational Software Support 49
Product support 49
What to do before you contact Support 49
Sending an automated problem report form 50
Guidelines for writing a problem report 51
Automatic responses and recording defects 51
Automatically generated problem reports 52
Changing the email address of the problem report 52
Other information 52

Chapter 14: Notices 53

Trademarks 55

1 About this manual

Welcome to the Telelogic® DOORS® (DOORS) product family, a powerful set of tools that help you capture, track and manage your user requirements.

This document contains information on installing and setting up your DOORS products.

For information on	See
What's new in DOORS	The Telelogic DOORS readme file
How to set up licenses to use DOORS	*Telelogic Lifecycle Solutions Licensing Guide*
How to use DOORS	*Getting Started with Telelogic DOORS* *Using Telelogic DOORS*
How to use the DOORS integrations	*Using Telelogic DOORS for ClearCase Interface* *Using Telelogic DOORS for ClearQuest Interface* *Using Telelogic DOORS for Rose Interface* *Using Telelogic DOORS for Serena Version Manager Interface*
How to set up and manage DOORS	*Managing Telelogic DOORS*
How to write requirements	*Get It Right the First Time*
The DXL programming language	*DXL Reference Manual*
How to integrate DOORS with other applications	*Telelogic DOORS API Manual*

You'll find PDF versions of these manuals on the support website at https://support.telelogic.com.

2 Introduction

- What is DOORS?
- What types of DOORS installation can I have?
- What are the licensing options?
- What next?

What is DOORS?

The DOORS product family is a package of requirements management tools designed to help enterprises take control of and effectively manage projects from the concepts phase right through to completion.

The products in the DOORS family allow everyone in your organization to participate in and contribute to the requirements management process.

Product name	Description
Telelogic® DOORS®	At the heart of the family is DOORS, an application that runs on Windows® and UNIX® systems. With its own built-in database, DOORS provides a rich set of features to help you capture and manage requirements.
Telelogic® DOORS Analyst™	Telelogic DOORS Analyst is a modeling environment available inside DOORS. Telelogic DOORS Analyst enables users to augment and visualize requirements using diagrams, symbols and pictures based on the standardized, visual modeling language UML 2.0, which are embedded directly within your DOORS modules. Telelogic DOORS Analyst is a natural extension to the rich capabilities already available in DOORS. With its powerful, yet easy-to-learn visual modeling features, Telelogic DOORS Analyst provides complete freedom of expression when defining requirements. With Telelogic DOORS Analyst you can easily augment your requirements descriptions with pictures, diagrams and models, to give extra life to and simplify understanding of requirements.

Product name	Description
Telelogic® DOORS for ClearCase Interface™	Telelogic DOORS for ClearCase Interface is one of the DOORS integration products. It lets you transfer data between DOORS and ClearCase®, so you can synchronize configuration management regimes and establish traceability between information managed in DOORS and versions managed by ClearCase.
Telelogic® DOORS for ClearQuest Interface™	Telelogic DOORS for ClearQuest Interface is one of the DOORS integration products. It lets you transfer data between DOORS and ClearQuest®. The integration tracks a CR through its entire life-cycle providing status information on DOORS artefacts impacted by their implementation such as requirements and tests
Telelogic® DOORS for Rose Interface™	Telelogic DOORS for Rose Interface is one of the DOORS integration products. It lets you transfer data between DOORS and Rational Rose®, so you can add traceability to your software design process.
Telelogic® DOORS for Serena Version Manager Interface™	Telelogic DOORS for Serena Version Manager Interface is one of the DOORS integration products. It lets you transfer data between DOORS and Version Manager™. It allows complete life cycle traceability from requirements through to configuration management.

What types of DOORS installation can I have?

There are three types of DOORS installations:

Setup type	Description
DOORS Client	Installs DOORS client application files on a local machine. The client can either access a database on the local machine, or on a networked machine. Licensing may be set up for local or remote access.
DOORS Server	Installs the DOORS database server on a local machine. Licensing may be set up for local or network access.

Setup type	Description
DOORS Example Data	Installs the DOORS example database on a local machine. Users can familiarize themselves with DOORS without accessing production data or installing a local DOORS database server.

What are the licensing options?

You must have either a software or hardware license to run any of the DOORS products.

Unless you are running DOORS 8.2 or DOORS 8.3, and have a valid maintenance agreement, you must request a new software license for DOORS 9.1. Software licenses for all versions of DOORS 8.1 and earlier are not compatible with DOORS 9.1.

Rainbow dongles are no longer supported by DOORS. Customers who have previously used Rainbow dongles to run DOORS must contact their local Support department. Other existing hardware licenses do not need to be replaced.

For more information on licensing, see the *Telelogic Lifecycle Solutions Licensing Guide*, which is available from the **Telelogic Lifecycle Solutions DVD**, and from our web site at https://support.telelogic.com.

What next?

The following table describes the different DOORS installation options that are covered in this manual.

If you are installing DOORS 9.1 on	Go to
A Windows machine that does not have a previous version of DOORS installed	"New installation of DOORS on Windows," on page 7
A Windows machine that is currently running a previous version of DOORS	"Upgrading to DOORS 9.1 from DOORS 5.x, 6.x, 7.x or 8.x," on page 23
A UNIX machine	"Installing the DOORS server on UNIX," on page 33
A Citrix machine	"Installing and using DOORS on Citrix," on page 31

3 New installation of DOORS on Windows

This chapter describes how to install and set up DOORS 9.1 on a machine that does not have previous versions of DOORS installed. If you want to install DOORS and use data from previous versions of DOORS you should follow the instructions in "Upgrading to DOORS 9.1 from DOORS 5.x, 6.x, 7.x or 8.x," on page 23.

This chapter contains the following:

- Installing the DOORS database server
- Installing the DOORS client
- Installing the Telelogic License Server
- Silent installation
- Starting DOORS
- TDS, the DOORS database and UUIDs
- Installing the DOORS Example Data
- Uninstalling DOORS

Installing the DOORS database server

If you are installing both the DOORS client and the DOORS database server on the same machine, we advise you to install the DOORS client first. The DOORS database server and the DOORS client share components, and if you install the server before the client, you may need to restart your machine during the client installation. For information on the client installation, see, "Installing the DOORS client," on page 9. When you have installed the DOORS client, follow the steps below to install the DOORS database server.

1. Check that you meet the system requirements for installing and running the DOORS database server. Details of system requirements can be found in the readme file, and on the website at https://support.telelogic.com.
2. Make sure you're logged onto your computer as the local Administrator, and not a user with Administrator privileges.
3. Shut down all other applications. In particular, shut down Microsoft Office applications, including the Microsoft Office toolbar.
4. You can either install from the Telelogic Solutions DVD or from DOORS software downloaded from the Telelogic website.

If you're installing from DVD, put the **Telelogic Lifecycle Solutions DVD** into your DVD-ROM drive, browse to the DOORS server software and click to install. The DOORS database server installer runs, and the **Welcome** screen is displayed.

If you downloaded the DOORS database server software from the website, navigate to the file you downloaded, and double-click it. The DOORS database server installer runs, and the **Welcome** screen is displayed.

5. Click **Next**.

   The **License Agreement** screen is displayed.

6. If you accept the terms of the license agreement, select the **I accept...** option and click **Next**.

   If you do not have a DOORS client installed on your machine, the **Destination Folder** screen is displayed. If you have a DOORS client installed the **DOORS Database Server Settings** screen is displayed. Go to Step 8.

7. Enter the path to the folder you want to use for your DOORS installation, or leave the default. DOORS is installed to a new folder named DOORS 9.1, which is created in this location.

   For example, the default installation folder is `C:\Program Files\Telelogic\`. If you install to this location, a folder called DOORS 9.1 is created in the Telelogic folder, and all the files your computer needs to run the DOORS database server are installed in the DOORS 9.1 folder.

   If you want to change the directory:

   a. Click the **Change** button.

   b. Browse to the directory you want to install to.

   c. Click **OK**.

   The **DOORS Database Server Settings** screen is displayed.

8. Enter the Port Number and the Data Directory.

   a. In **Port Number**, type the port number to be used by your DOORS database server. We recommend you do not use a number lower than 1000. The default port used by DOORS is 36677.

   b. In **Data Directory**, type the path to the directory you want to use for your DOORS database. This directory must be on the local machine

and is where your data and user information will be stored. DOORS does not support mapped drives for data.

c. Click **Next**.

Note If the port you specified is already being used by another application, a message is displayed. Click **OK**, type a different port number and click **Next.**

The **Ready to Install the Program** screen is displayed.

The settings you defined in the previous steps are displayed. Use the **Back** button if you want to change any of your settings.

9. Click **Install**.
10. When all the files are installed, the **Finish** screen is displayed. Click **Finish** to complete the installation.

Installing the DOORS client

If you are installing both the DOORS client and the DOORS database server on the same machine, we advise you to install the DOORS client first.

1. Ensure you have a DOORS 9.1 license. For more information on licensing, see the *Telelogic Lifecycle Solutions Licensing Guide*, which is available from the **Telelogic Lifecycle Solutions DVD**, and from our web site at https://support.telelogic.com.
2. Check that you meet the system requirements for installing and running the DOORS client. Details of system requirements can be found in the readme file, and on the website at https://support.telelogic.com.
3. Make sure you're logged onto your computer as the local Administrator, and not a user with Administrator privileges.

   If you can't log onto your computer as the local Administrator, see "Installing DOORS as a non-admin user," on page 45.
4. Shut down all other applications. In particular, shut down Microsoft Office applications, including the Microsoft Office toolbar.
5. You can either install from the Telelogic Solutions DVD or from DOORS software downloaded from the Telelogic website.

   If you're installing from DVD:

   a. Put the **Telelogic Lifecycle Solutions DVD** into your DVD-ROM drive, browse to **Telelogic Lifecycle Solutions Clients**, and click to install.

The **Telelogic Lifecycle Solutions Setup** runs, and the **Welcome** screen is displayed.

b. Click **Next**.

The **License Agreement** screen is displayed.

c. If you accept the terms of the license agreement, select the **I accept...** option and click **Next**.

The **Select Products** screen is displayed.

d. If you only want to install DOORS, clear all the other options and click **Next**. Go to step 8.

For information on installing products other than DOORS, see the appropriate installation manual, which is available from the **Telelogic Lifecycle Solutions DVD**.

If you downloaded the DOORS client software from the website, navigate to the file you downloaded, and double-click it.

The **Welcome** screen is displayed.

6. Click **Next**.

The **License Agreement** screen is displayed.

7. If you accept the terms of the license agreement, select the **I accept...** option and click **Next**.

8. The **Destination Folder** screen is displayed.

Enter the path to the folder you want to use for your DOORS installation, or leave the default. DOORS is installed to a new folder named DOORS 9.1, which is created in this location.

For example, the default installation folder is `C:\Program Files\Telelogic\`. If you install to this location, a folder called DOORS 9.1 is created in the Telelogic folder, and all the files your computer needs to run the DOORS client are installed in the DOORS 9.1 folder.

If you want to change the directory:

a. Click the **Change** button.

b. Browse to the directory you want to install to.

c. Click **OK**.

9. Click **Next**.

The **DOORS database settings** screen is displayed.

10. Type the port number the DOORS database server is using in the **Database Port** field, and the name of the DOORS database server machine in the **Database Host** field.
11. Click **Next**.

    The **License Information** screen is displayed.
12. If you do not have details of your license, select **Supply license information later**.

    If you know the location of your DOORS license, type the information in the appropriate field.

    - Telelogic® License Server™

      If you are using a floating license, enter the location of the license server in the form *port@host*, for example `19353@licenseserver`.

    - Local License File

      If you have a node-locked license, copy it to a folder on your machine and type the path to the file.

    Note If you are installing as a non-admin user you must supply license information on this screen.
13. Click **Next**.

    The **Ready to Install the Program** screen is displayed.

    The settings you defined in the previous steps are displayed. Use the **Back** button if you want to change any of your settings.
14. Click **Install**.
15. When all the files are copied, the **Finish** screen is displayed.

    If you want to create a shortcut to DOORS on the desktop, select the check box, then click **Finish** to complete the installation.

Installing the Telelogic License Server

For information on installing the Telelogic License Server, see the *Telelogic Lifecycle Solutions Licensing Guide*, which is available from the **Telelogic Lifecycle Solutions DVD**, and from our website at https://support.telelogic.com.

Silent installation

Installshield silent installation is supported with DOORS 9.1. This means that rather than having to install DOORS from scratch, choosing the same options time and time again, you can create an installer that will record your preferred settings once and then allow you to install in a more cost efficient and timely manner.

To do this, run each product installer from the command line. For the DOORS database server, enter a command in the following format:

```
C:\doors_server\setup.exe /s /v"/l*v
\"C:\doors_server\install.log\" /qn
PORTNUMBER=\"36677\"
DATABASEDIR=\"C:\Program Files\Telelogic\DOORS 9.1\data\"
INSTALLDIR=\"C:\Program Files\Telelogic\DOORS 9.1\""
```

For the DOORS client, enter a command in the following format:

```
msiexec.exe /l*v
"C:\doors_client\install.log" /qn /i
"C:\doors_client\Telelogic DOORS 9.1.msi"
INSTALLDIR="C:\Program Files\Telelogic\"
CLIENTDATA="36677@server_machine"
TLLICENSESERVER="19353@license_server"
```

Note If you are running silent installation on Windows Vista, you need to make sure that User Account Control is switched off.

When you script Telelogic product installations, you must do so in the following order:

First, any of Telelogic DOORS, Telelogic® Synergy™, Telelogic® Change™, and Telelogic® Tau®. Next, Telelogic DOORS Analyst and Telelogic® DocExpress®. Finally, all other products and integrations.

In the event of an error, a silent installation program does not display any dialog boxes. Instead, status information for the silent installation is recorded in a log file called **install.log** created in the command lines. You can specify any name and location you want.

Starting DOORS

For installations that point to an empty data folder

1. Click **Start > All Programs > Telelogic > Telelogic DOORS 9.1**.

The following dialog box is displayed:

2. Click **OK**.

   The Change Password dialog box is displayed.

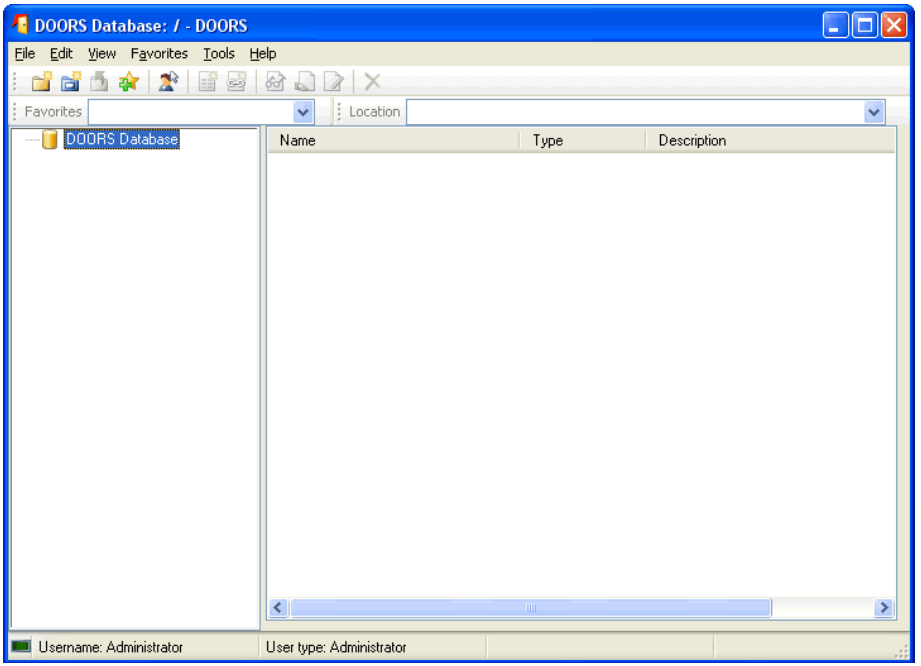
3. Type the password you want to use for the Administrator user into the **New password** and **Confirm new password** fields. The password must be at least six characters long.

4. Click **OK**.

   Note Make a note of this password. If you forget it, you will have to contact Support.

5. The DOORS Explorer, and the Welcome Screen are displayed.

6. Click **Close** to dismiss the Welcome Screen.



7. You should only use the Administrator account in emergencies, so create a new user account, which you can use next time you log on to DOORS:
   a. Click **Tools > Manage Users**.
   b. On the **Users** tab, click **New**.
   c. Type a username in the **Username** box.
   d. Click the **Database Manager** user type.
   e. Click **OK**.
   f. Click **OK**.
8. Exit DOORS (click **File > Exit**).

   Don't remain logged on as the Administrator user.

For installations that point to existing DOORS data

1. Click **Start > All Programs >Telelogic > Telelogic DOORS 9.1**.

   DOORS is loaded and the DOORS login screen is displayed.
2. Type your DOORS username and password and click **OK**. If you do not have a DOORS username, contact your DOORS administrator.

3. The DOORS explorer is displayed.

TDS, the DOORS database and UUIDs

When you use the Telelogic® Directory Server™ (TDS), two files are created in the data subfolder (for example, `c:\program files\telelogic\doors 9.1\data\`):

- tds_valid_id.txt
- tds_registered.txt

These files are used to associate the database with a Universally Unique Identifier (UUID).

tds_valid_id.txt

This file indicates that the repository identifier stored in the database is a valid UUID obtained from TDS. As long as this file is present, the database cannot be registered with a different UUID.

If you want to deploy a copy of a database as a new database with a different UUID, you need to delete this file. If you want to retain the current UUID, you mustn't delete this file.

tds_registered.txt

This file indicates that the repository identifier stored in the database is a valid UUID that is recognized by the currently configured TDS. As long as this file is present, the database server will not run unless the UUID is found in the TDS registry.

If you want to redeploy a database with its existing UUID on a new TDS server, you need to delete this file. You must also make sure that the tds_valid_id.txt file is not deleted.

Installing the DOORS Example Data

Telelogic supplies an example database that is already populated with data.

The example database is used to give new DOORS users the opportunity to familiarize themselves with DOORS without having to access any of your company's production data or the need to install a local DOORS database server.

To install the Example Data:

1. Ensure you have the DOORS client already installed on your machine.

2. If you have the training database for a previous version of DOORS installed on your machine, remove it.
3. The DOORS Example Data uses port 29998. If you have a DOORS database server already using this port on your machine, the Example Data will not install correctly.
4. Shut down all other applications. In particular, shut down Microsoft Office applications, including the Microsoft Office toolbar.
5. Download the DOORS Example Data software from the website, navigate to the file you downloaded, and double-click it.

   The **Welcome** screen is displayed.
6. Click **Next**.

   The **License Agreement** screen is displayed.
7. 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.
8. Click **Install**.

   When all the files are copied, the **Finish** screen is displayed.
9. Click **Finish**.
10. Run the example database to make sure it has installed correctly.

    Click **Start > All Programs > Telelogic > Telelogic DOORS 9.1 Example Data**.

Uninstalling DOORS

Use **Add/Remove Programs** in the Windows Control Panel to remove version 9.1 of the DOORS database server, the DOORS client, or the DOORS Example Data.

Note If you uninstall the DOORS Example Data on Windows Vista, a warning dialog will be displayed. Click **Automatically close application**. The software will uninstall as normal.

4 Upgrading to DOORS 9.1 from DOORS 9.0

This chapter describes how to upgrade to DOORS 9.1 from 9.0.

- Information for users upgrading to DOORS 9.1 from 9.0
- What happens to my integrations?
- Migrating data to DOORS 9.1
- Installing DOORS
- Checking your installation

Information for users upgrading to DOORS 9.1 from 9.0

In all cases DOORS 9.1 is installed into a new directory named DOORS_9.1 by default, and after successful installation DOORS 9.0 is removed.

You cannot install DOORS 9.1 into the same directory as your current 9.0 installation. If you try to do this the installation will fail.

Data migration

Either:

- Install DOORS 9.1, then copy your 9.0 data to the 9.1 data folder
- Enter the path to your DOORS 9.0 data folder in the Database Settings screen when you install the DOORS 9.1 database server.

Licensing

You do not need a new software license for DOORS 9.1 if you are already running DOORS 9.0, and have a valid maintenance agreement.

Directory names and menu options

DOORS 9.1 is installed by default to a new directory named **DOORS 9.1**. You cannot install DOORS 9.1 to the same directory as your DOORS 9.0 installation.

The **Start > All Program > Telelogic** menu displays **Telelogic DOORS 9.1** after the successful installation of DOORS 9.1.

Default directories when upgrading to DOORS 9.1

DOORS 9.1 is installed to `C:\Program Files\Telelogic\DOORS 9.1` by default. You can choose to install into this directory or modify this path to install into a new directory. However, you cannot install into the directory in which 9.0 is currently installed.

Compatibility between DOORS 9.0 and DOORS 9.1

- DOORS 9.0 clients can connect to a DOORS 9.1 database server.
- DOORS 9.1 clients can connect to a DOORS 9.0.
- DOORS 9.1 can read DOORS 9.0.
- DOORS 9.0 clients can read DOORS 9.1 project or module archives and partitions.

What happens to my integrations?

When you upgrade from 9.0 to 9.1, your integrations will still run with your previous version of DOORS. If you want to run your integrations with DOORS 9.1, you need to re-install them.

Migrating data to DOORS 9.1

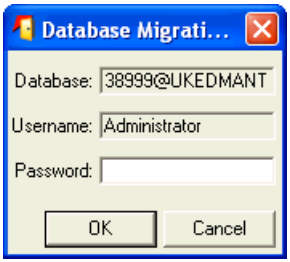
For safety, it is critical that you make a backup of your DOORS data before attempting to migrate. The recommended steps for migrating your data are given below.

1. Stop the DOORS database server and copy the DOORS data directory to the directory that your DOORS 9.1 database server is using.
2. Start the DOORS 9.1 database server.

   To initiate the migration, the DOORS Administrator must log on from a DOORS 9.1 client and confirm that the data is to be migrated. No-one can use DOORS until migration is completed. The DOORS client can be on the DOORS database server machine, or on a different machine.

   If the Administrator does not successfully log on, or does not confirm that migration is required, then no migration will be performed.
3. Select **Start > Program Files > Telelogic > Telelogic DOORS 9.1**.

The DOORS login screen is displayed.

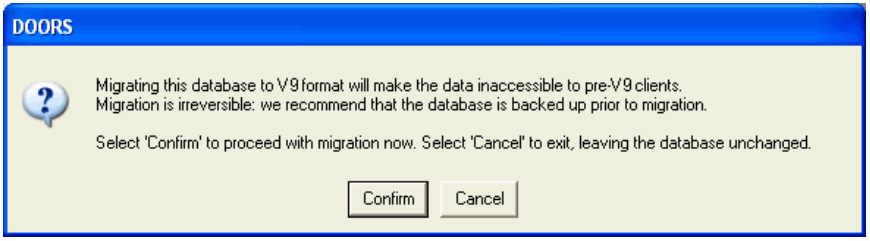


Note If the DOORS login screen is not displayed, you have not copied your existing DOORS data to the correct directory. If you chose to migrate your data using archive and restore, the dialog above is not displayed.

4. Type the Administrator password. No other DOORS user can log onto the unmigrated database.

   If you don't know your Administrator password, contact your local Support department

   After successful login, the following dialog is displayed:



5. Click **Confirm** to begin the migration.

   Note This may only take a few seconds to complete, depending on the size of your data.

   When the migration is complete, the DOORS database explorer is displayed.

   If you have a dbadmin password, you need to perform these additional steps:

   a. Log off and stop the DOORS database server.

   b. Reset the dbadmin password:

   Open a DOS command prompt, navigate to the `bin` directory and enter a command in the following format:

```
doorsd -R <newpassword> -s <datadirectory>
```

c. Restart the DOORS database server.

You can now access the data and other DOORS users can log onto DOORS 9.1.

Installing DOORS

For information on installing DOORS, see the appropriate chapter.

- "New installation of DOORS on Windows," on page 7
- "Installing the DOORS server on UNIX," on page 33

Checking your installation

For installations that point to an empty data folder

1. Click **Start > Programs > Telelogic > Telelogic DOORS 9.1**

   The following dialog box is displayed:

2. Click **OK**.

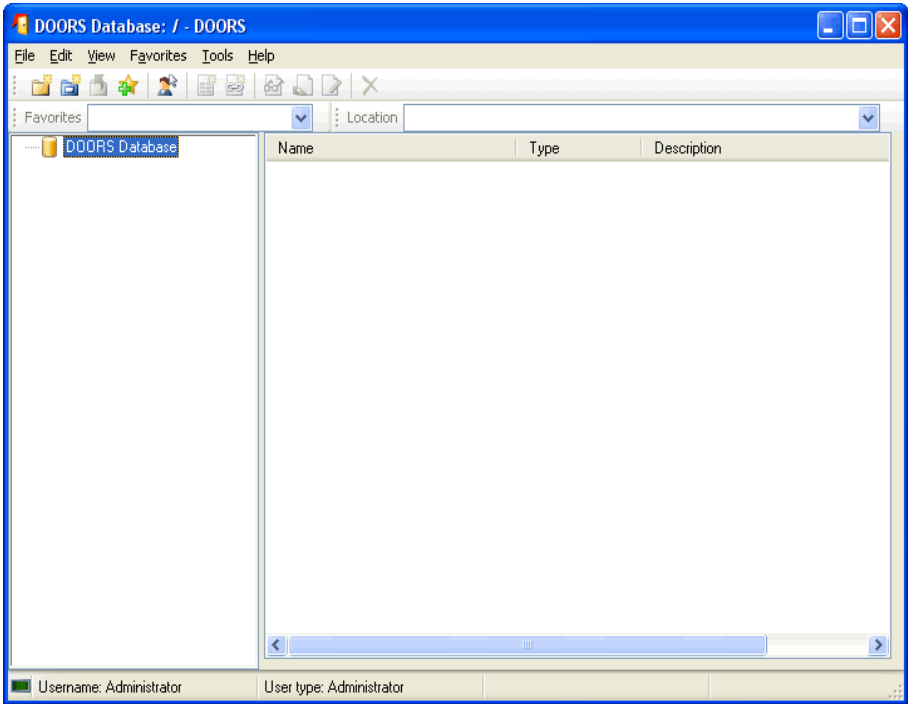
   The Change Password dialog box is displayed.

3. Type the password you want to use for the Administrator user into the **New password** and **Confirm new password** fields. The password must be at least six characters long.

4. Click **OK**.

   Note Make a note of this password. If you forget it, you will have to contact Support.

5. The DOORS Explorer, and the Tip of the Day are displayed.
6. Click **OK** to dismiss the Tip of the Day screen.



7. You should only use the Administrator account in emergencies, so create a new user account, which you can use next time you log in to DOORS:
   a. Click **Tools > Manage Users**
   b. On the **Users** tab, click **New**
   c. Type a username in the **Username** box
   d. Click the **Database Manager** user type
   e. Click **OK**
8. Exit DOORS (click **File > Exit**).

   Don't remain logged in as an Administrator user

For installations that point to existing DOORS 9 data

1. Click **Start > Programs > Telelogic > Telelogic DOORS 9.1**

   DOORS is loaded and the DOORS login screen is displayed.

2. Type your DOORS username and password and click **OK**. If you do not have a DOORS username, contact your DOORS administrator.
3. The DOORS explorer is displayed.

5 Upgrading to DOORS 9.1 from DOORS 5.x, 6.x, 7.x or 8.x

This chapter discusses what you need to take into consideration when you are upgrading to DOORS 9.1 from version 5.x, 6.x, 7.x or 8.x.

It contains information on update paths, licensing and migrating your data.

The installation procedure is the same whether you are upgrading to DOORS 9.1 or installing it from scratch. For information on the installation procedure, follow the appropriate links in the text.

- Migration paths
- Does DOORS 9.1 overwrite DOORS 8.x or 7.x?
- What do I do with my existing DOORS data?
- How does licensing change?
- What happens to my integrations?
- Can I install and set up DOORS 9.1 in phases?
- What do the new installation options mean?
- Upgrading and migrating data to DOORS 9.1
- Installing DOORS

Migration paths

This section answers the following questions:

- Can I migrate directly to DOORS 9.1 from DOORS 5.x?
- Can I migrate directly to DOORS 9.1 from DOORS 6.x?
- Can I migrate directly to DOORS 9.1 from DOORS 7.x?
- Can I migrate directly to DOORS 9.1 from DOORS 8.x?

Can I migrate directly to DOORS 9.1 from DOORS 5.x?

You cannot migrate data directly to DOORS 9.1 from DOORS 5.x. Data must first be migrated to DOORS 6.0 SR1 format. It can then be migrated to DOORS 9.1. You do not have to upgrade all of your DOORS 5.x clients to DOORS 6.0 SR1. Only the DOORS 5.x database needs to be migrated.

Telelogic recommends you migrate your data in the following way:

1. Install a DOORS 6.0 SR1 Complete Server Installation, accepting the default data directory.
2. Copy your DOORS 5.x database to this default directory.
3. Run DOORS 6.0 SR1.
4. Log on as Administrator.
5. Click **Confirm** to migrate your data.

Caution You must complete the data migration from DOORS 5.x to DOORS 6.0 SR1 by running the Module Migrator DXL. This DXL can be obtained by contacting Support. If you do not run this DXL before you migrate the data to DOORS 9.1, your data migration will not be complete and some data may not display correctly.
If you are migrating a very large database, you can run the module migrator DXL on more than one DOORS client, as long as each client is running on a different machine. This allows you to migrate different sections of the data at the same time. Do not run more than on DOORS client on any one machine at the same time when running the Module Migrator DXL.

For more information refer to the DOORS 6.0 SR1 Installing and Setting Up Guide, which is available from the DOORS/ERS 6.0 SR1 documentation CD and from the website at https://support.telelogic.com.

When you have completed the data migration from DOORS 5.x to DOORS 6.0 SR1, you can migrate the data from DOORS 6.0 SR1 to DOORS 9.1. For information on how to do this, see "Upgrading and migrating data to DOORS 9.1," on page 28.

Can I migrate directly to DOORS 9.1 from DOORS 6.x?

You can migrate data directly to DOORS 9.1 from DOORS 6.x.

Can I migrate directly to DOORS 9.1 from DOORS 7.x?

You can migrate data directly to DOORS 9.1 from DOORS 7.x.

Can I migrate directly to DOORS 9.1 from DOORS 8.x?

You can migrate data directly to DOORS 9.1 from DOORS 8.x.

Does DOORS 9.1 overwrite DOORS 8.x or 7.x?

DOORS 9.1 does not overwrite DOORS 8.x or 7.x. The following defaults apply when you install DOORS 9.1 on Windows:

- DOORS 9.1 is installed to a new directory named **DOORS 9.1**.
- A new label, **Telelogic DOORS 9.1**, is added to the **Start > All Programs > Telelogic** menu.
- The DOORS database server service is called **DOORS DB Server 9.1**.

  Note You can install multiple database server services on your PC with DOORS 9.1. For more information see the *Managing DOORS* manual, which is available from the **Telelogic Lifecycle Solutions DVD** and from the website at https://support.telelogic.com.

- The DOORS database server port number defaults to 36677. This was also the default for previous versions of DOORS. If you want to be able to run your existing DOORS database server and a DOORS 9.1 database server from your machine, you should ensure that the 9.1 database server runs on a different port.
- By default, the DOORS 9.1 database server points to an empty data directory in the DOORS 9.1 directory. Telelogic recommends that you do not change this default path. This gives you more control over how and when you migrate your existing DOORS data. For information on the options available see "What do I do with my existing DOORS data?," on page 25.
- The DOORS 9.1 client installs to a new directory. By default, this is `C:\Program Files\Telelogic\DOORS 9.1`. This means that your previous DOORS is not overwritten, and you can run DOORS 7.x or 8.x and DOORS 9.1 in parallel on the same machine.

These defaults do not apply to UNIX. For information on upgrading to DOORS 9.1 on UNIX, see "Installing the DOORS database server," on page 33.

What do I do with my existing DOORS data?

Caution We strongly recommend that you make a copy of your data directory before installing DOORS 9.1, or migrating any data to DOORS 9.1. Once you have migrated your

data to DOORS 9.1 format, you cannot reverse the migration.

You have four options for migrating existing DOORS data to DOORS 9.1:

- Stop the DOORS database server, copy the DOORS data directory to the directory that your DOORS 9.1 database server is using, then restart the DOORS database server. Run a DOORS 9.1 client and log on as the Administrator user.

  This gives you the maximum amount of control over when you migrate your data. You can install your DOORS database server, and all the DOORS clients, pointing them all to the empty data directory. This means that none of your DOORS 9.1 clients can access your DOORS data and migrate it until you are ready to do so. When you are ready to migrate your data, you can copy it to the empty directory and run a DOORS client against it. When you log on as the Administrator user, your data is migrated to DOORS 9.1.

- Point the DOORS 9.1 database server at the DOORS data directory when you install DOORS 9.1, then run a DOORS client and log on as Administrator.

  We do not recommend you do this unless you have:

  a. Made a copy of the DOORS data directory.

  b. Ensured that the data is ready to migrate.

  You should bear in mind that any DOORS client using the DOORS 9.1 database server who has access to the Administrator password could migrate the data.

- Archive the projects you want to migrate, then restore them to DOORS 9.1.

  Telelogic recommends that you only use this option for initial testing of DOORS 9.1. Using archive and restore as a means of migrating data is time consuming. It also results in the loss of access controls and cross-project links.

- Make a copy of your current DOORS data directory. Access the copied data directory from a DOORS 7.x or 8.x client, and delete the projects and folders that you do not want to migrate to DOORS 9.1.

  This allows you to implement a phased migration of your DOORS data. However, after the initial data migration the remaining DOORS data must be migrated to DOORS 9.1 using archive restore. Using this method to migrate data is time consuming. If you archive and restore data from the

same master database that was migrated, then access controls and cross-project links are preserved.

How does licensing change?

The action you need to take depends on the version of DOORS you are running, and whether you have a valid maintenance agreement:

- If you are running DOORS 8.2 or 8.3, and you have a valid maintenance agreement, you do not need a new license to install and run DOORS 9.1.
- If you are running DOORS 8.2 or 8.3, and do not have a valid maintenance agreement, a message is displayed:

  ```
  The FEATURE name DOORS with version 2008.1101 cannot be found.
  License server does not support this version of the feature
  ```

  If this message is displayed, you need to obtain a new license.
- If you are running a version of DOORS earlier than 8.2, you need a new license to run DOORS, and you also need to install either version 1.3, 1.4 or 1.5 of the Telelogic License Server.

When Telelogic released DOORS 8.2, we upgraded the version of FLEXnet® to v11.5, and we changed all DOORS licenses to use the Telelogic vendor daemon instead of the DOORS daemon. This allowed you to merge all of your Telelogic licenses into one license key. The default port number used for licensing was changed to 19353; the previous port used for licensing was 7192.

Rainbow dongles are no longer supported with DOORS. Customers who have previously used Rainbow dongles to run DOORS must contact their local Support department. Other existing hardware licenses do not need to be replaced.

For more information about licensing, see the *Telelogic Lifecycle Solutions Licensing Guide*, which is available from the **Telelogic Lifecycle Solutions DVD** and from our website at https://support.telelogic.com.

What happens to my integrations?

When you upgrade to 9.1, you will need to upgrade your integrations too. New versions of all the integrations are being released, and will be available from the **Telelogic Lifecycle Solutions DVD** and from our website at https://support.telelogic.com.

Can I install and set up DOORS 9.1 in phases?

As DOORS 9.1 does not overwrite previous DOORS installations, you can install your DOORS database server and all your DOORS clients alongside the versions you are currently using. You can choose when to migrate your data. If you want some users to start using the new DOORS version while others continue using the old one, they can do so as long as you have made sure that the DOORS 9.1 database server is using a different port than your existing DOORS database server.

What do the new installation options mean?

The installation options changed after DOORS 8.0. This is in line with other Telelogic products.

9.x/8.x	7.1	6.0 SR1
DOORS Client Installation	DOORS Standard End User	DOORS Client Installation
DOORS Database Server Installation	DOORS/ERS Complete Server Installation	DOORS Complete Server Installation
	DOORS Laptop/Non-networked PC	DOORS Complete Server Installation
	Workstation Client	DOORS Remote Access Client

Upgrading and migrating data to DOORS 9.1

- DOORS 7.x and 8.x clients cannot connect to a DOORS 9.1 database server.
- DOORS 9.1 clients cannot connect to a DOORS 7.x database server.
- DOORS 9.1 can read DOORS 5.x, DOORS 6.0 SR1, DOORS 7.x or DOORS 8.x project and module archives.
- DOORS 7.x and DOORS 8.x clients cannot read DOORS 9.1 project or module archives, or partitions.
- DOORS 9.1 clients cannot read DOORS 7.x and DOORS 8.x partitions. Partitions must be rejoined or recovered before you migrate data to DOORS 9.1.

- CPS review cycles do not have to be completed before you migrate your data to DOORS 9.1.

If a DOORS 7.x or DOORS 8.x client tries to connect to the 9.1 server, it will not be allowed to connect and will receive a message that states **Cannot connect to server. The network is busy.**

Migrating data to DOORS 9.1

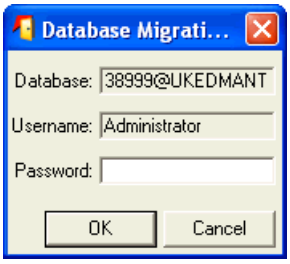
For safety, it is critical that you make a backup of your DOORS data before attempting to migrate. The recommended steps for migrating your data are given below.

1. Stop the DOORS database server and copy the DOORS data directory to the directory that your DOORS 9.1 database server is using.
2. Start the DOORS 9.1 database server.

   To initiate the migration, the DOORS Administrator must log on from a DOORS 9.1 client and confirm that the data is to be migrated. No-one can use DOORS until migration is completed. The DOORS client can be on the DOORS database server machine, or on a different machine.

   If the Administrator does not successfully log on, or does not confirm that migration is required, then no migration will be performed.
3. Select **Start > Program Files > Telelogic > Telelogic DOORS 9.1**.

   The DOORS login screen is displayed.

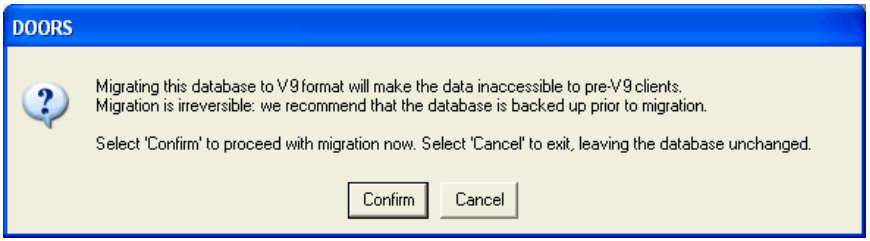


Note If the DOORS login screen is not displayed, you have not copied your existing DOORS data to the correct directory. If you chose to migrate your data using archive and restore, the dialog above is not displayed.

4. Type the Administrator password. No other DOORS user can log onto the unmigrated database.

If you don't know your Administrator password, contact your local Support department

After successful login, the following dialog is displayed:



5. Click **Confirm** to begin the migration.

   Note This may only take a few seconds to complete, depending on the size of your data.

When the migration is complete, the DOORS database explorer is displayed.

If you have a dbadmin password, you need to perform these additional steps:

a. Log off and stop the DOORS database server.

b. Reset the dbadmin password:

Open a DOS command prompt, navigate to the `bin` directory and enter a command in the following format:

```
doorsd -R <newpassword> -s <datadirectory>
```

c. Restart the DOORS database server.

You can now access the data and other DOORS users can log onto DOORS 9.1.

Installing DOORS

For information on installing DOORS, see the appropriate chapter.

- "New installation of DOORS on Windows," on page 7
- "Installing the DOORS server on UNIX," on page 33

6 Installing and using DOORS on Citrix

This chapter discusses describes how to install DOORS on Citrix. It contains the following:

- Supported platforms
- Installation guidelines
- Environment specifications
- Configuring external links

Supported platforms

DOORS 9.1 is supported on:

- Citrix Presentation Server v4.5 on Windows 2003 Server Standard and Enterprise Edition (32 bit and 64 bit), using the Citrix ICA client v 10.00.52110 on Windows XP.

Although it may be possible for DOORS 9.1 to work with other versions of Citrix on other supported DOORS platforms, they have not been tested and are not supported.

Installation guidelines

Terminal services must be activated on the host machine, then Citrix can be installed. These steps must take place before any applications are installed. At installation of Citrix, it is useful to rename the drives from A: C: D: etc., to M: N: & O:, for example. Doing this allows the Citrix clients to map their local drives (through redirection) to the drive letters of A: C: and D:. The swap file should also be increased, for example, to 2.5 times the amount of memory available. The registry file size should also be increased appropriately to accommodate the multiple **current_user_keys** required.

To install DOORS 9.1 on Citrix you must be in "install mode".

Telelogic recommends that you configure DOORS 9.1 to display in "Seamless mode". You may experience problems if you display in "Desktop mode".

As a result of product performance enhancements, the DOORS 9.1 client will only display colors correctly for text highlighting when using the 16 bit color depth resolution in the Citrix ICA client.

Environment specifications

For the best performance, install the DOORS database server on a different machine to the Citrix server. To optimize performance, place both machines as geographically close to one another as possible. The DOORS licence server can be located on either machine, or a separate machine.

No DOORS Integrations have been tested in a Citrix environment.

Configuring external links

You need to configure DOORS to allow external links to access locations in DOORS via Citrix.

To configure external links:

1. On the Citrix server, publish `protocolhandler.exe` to accept parameters:

   ```
   C:\Program Files\Telelogic\DOORS 9.1\bin\protocolhandler.exe %*
   ```

2. On the desktop where the Citrix DOORS client is accessed, copy the following to a `.reg` file and run it to add it to the registry:

   ```
   Windows Registry Editor Version 5.00
   [HKEY_CLASSES_ROOT\doors]
   @="URL:DOORS protocol"
   "URL Protocol"=""

   [HKEY_CLASSES_ROOT\doors\Default Icon]
   @=""

   [HKEY_CLASSES_ROOT\doors\shell]
   [HKEY_CLASSES_ROOT\doors\shell\open]
   [HKEY_CLASSES_ROOT\doors\shell\open\command]
   @="\"C:\\Program Files\\Citrix\\ICA Client\\pn.exe\" /
pn:DOORS_CITRIX /app:protocolhandler /param:\"-r 120 -url %1\""
   ```

- `DOORS_CITRIX` is the application set name containing the `protocolhandler` and the DOORS applications.
- `protocolhandler` is the application name as published in the Citrix server.
- `-r 120 -url %1` are the parameters that are passed to the protocolhander application in the Citrix server. When you click on a URL, `%1` is replaced by the URL string.

When you click on an external link, it will open.

7 Installing the DOORS server on UNIX

This chapter describes how to install and set up version 9.1 of DOORS on UNIX computers. It contains the following:

- Understanding UNIX installations
- Installing the DOORS database server

Understanding UNIX installations

The **Telelogic Lifecycle Solutions DVD** contains the files for installing DOORS servers on UNIX. These files can also be downloaded from our website at https://support.telelogic.com.

The following files are available.

- **solaris_server.zip**
- **hpux_server.zip**
- **linux_server.zip**

Installing the DOORS database server

To use the UNIX versions of the DOORS server in a traditional client-server configuration, install the DOORS database server first on the server machine and then install DOORS on Windows client machines but ensure that they are connecting to the database server on the port serving the DOORS data.

If you are upgrading from a previous version of DOORS, read the chapter entitled "Upgrading to DOORS 9.1 from DOORS 5.x, 6.x, 7.x or 8.x," on page 23.

To install the DOORS database server:

1. Check that you meet the system requirements for installing and running the DOORS database server. Details of system requirements can be found in the readme file, and on the website at https://support.telelogic.com.
2. If you're installing DOORS for the first time, go to Step 4.
3. If you're reinstalling, stop the DOORS database server.
   a. Change your working directory to `$DOORSHOME/bin`.
   b. Enter the following command:

      ```
      dbadmin -data port@computer -killserver [-password password]
      ```

See the following table for what each parameter means.

Where	Is
port	The port the server is using (by default, 36677).
computer	The name of the computer the server is running on.
password	The server's password (omit the `-password` switch if the password is currently blank).

4. Log on as `root`. The installation must be performed using the `root` account.
5. If you're installing DOORS for the first time, create a non-privileged user account to own the DOORS data and application files.

   Telelogic recommends that you create an account called **doors**. We call this user the **DOORS owner**.
6. Set up the directory you want to install DOORS in (the DOORS home directory):
   a. Create the DOORS home directory.
   b. Use the `chown` command to set the owner of the new directory to the DOORS owner.
   c. Set the `$DOORSHOME` environment variable to point to the new directory.
7. You can either install from the Telelogic Solutions DVD or from DOORS software downloaded from the Telelogic website.

   If you downloaded the software from the web, uncompress the archive to a temporary location on your computer, and go to Step 8.

   If you are installing DOORS from DVD:
   a. Put the **Telelogic Lifecycle Solutions DVD** into your DVD-ROM drive.
   b. Mount it.

   The following table describes how to mount your DVD-ROM drive:

Platform	Example command
Solaris	`mount -r -F hsfs /dev/sr0 /cdrom`
HP-UX	`mount -r -F cdfs /dev/dsk/c0t2d0 /cdrom`

Platform	Example command
Linux®	`mount /dev/cdrom`

Note On Sun Solaris and Linux, if the volume manager is configured, it automatically mounts the DVD-ROM.

c. Navigate to the DOORS UNIX server directory on the DVD, and uncompress the server zip you need to a temporary location on your computer.

8. Run the installation script, giving the full path including the disk device. For example, if you unzipped the archive to `/mydisk/temp`, enter:

```
/mydisk/temp/doors_9/unix/bin/instdoor.sh
```

9. Follow the instructions on your screen to install DOORS.

10. Answer the prompts on the screen:

a. Enter path to DVD-ROM device or DOORS distribution:

```
[/cdrom]
```

b. Enter `y` at the second prompt, to install the DOORS database server:

```
Install package DOORS_SERVER [ y ]: y
```

c. Enter the path to the DOORS home directory you created in Step 6

d. Enter the name of the DOORS owner (by default, `doors`).

e. Confirm that you want to install the server.

f. The installation script then confirms all the installation options and installs the files. Press **ENTER** when the installation finishes.

11. Edit the startup file of the DOORS owner.

The following table shows the lines you must add or edit:

Startup file	Code

Bourne or K shell
`.profile`
	`DOORSHOME=doors-home-path`
	`SERVERDATA=datapath`
	`PATH=$DOORSHOME/bin:$PATH`
	`PORTNUMBER=database-server-port-number`
	`export DOORSHOME SERVERDATA PATH PORTNUMBER DOORSDATA`

Startup file	Code

C shell `.login`	`setenv DOORSHOME doors-home-path`
	`setenv SERVERDATA datapath`
	`set path=($DOORSHOME/bin $path)`
	`setenv PORTNUMBER database-server-port-number`

12. Start the DOORS database server:
    a. Log on as the DOORS owner user.
    b. Change your working directory to `$DOORSHOME/bin`.
    c. Enter the following command:

    ```
    ./doorsd &
    ```

    Note If you use the Korn shell and do not use "`doorsd &`" in a system startup script then you should execute the following command instead:

    ```
    "nohup doorsd &"
    ```

8 Installing Telelogic DOORS for ClearCase Interface on Windows

This chapter describes how to install and set up version 2.1 of Telelogic DOORS for ClearCase Interface to integrate with DOORS 9.1. It contains the following:

- Check that you meet the system requirements
- Installing Telelogic DOORS for ClearCase Interface
- Uninstalling Telelogic DOORS for ClearCase Interface

Check that you meet the system requirements

The system requirements for running version 2.1 of Telelogic DOORS for ClearCase Interface on Windows are:

- Your computer must be running Windows XP

  For information on minimum and recommended system requirements (RAM, processor power and so on), visit the support center on our web site at https://support.telelogic.com.

- DOORS 9.1

  Note Do not choose Remote Client Installation when you install DOORS.

- ClearCase 2003.06.xx (International English edition) or IBM Rational ClearCase 7.0.0.0

Installing Telelogic DOORS for ClearCase Interface

Follow these steps to install Telelogic DOORS for ClearCase Interface:

1. Download the Telelogic DOORS for ClearCase Interface software from the Telelogic web site.
2. Make sure you're logged onto your computer as the local Administrator, and not a user with Administrator privileges.
3. Shut down all other applications. In particular, shut down DOORS and ClearCase.
4. Using Windows Explorer, double-click the file you downloaded.

5. You see the Telelogic DOORS for ClearCase Interface welcome screen.
6. Run the installation, following the instructions on screen.
7. When the installation is complete, the setup complete screen is displayed.
8. Click **Finish** to complete setup.

For information on how the integration works see the Using Telelogic DOORS for ClearCase Interface manual. This is available from our website at https://support.telelogic.com.

Uninstalling Telelogic DOORS for ClearCase Interface

Use **Add/Remove Programs** in the Windows Control Panel to remove version 2.1 of Telelogic DOORS for ClearCase Interface.

9 Installing Telelogic DOORS for ClearQuest Interface on Windows

This chapter describes how to install and set up version 2.2 of Telelogic DOORS for ClearQuest Interface to integrate with DOORS 9.1. It contains the following:

- Check that you meet the system requirements
- Installing Telelogic DOORS for ClearQuest Interface
- Uninstalling Telelogic DOORS for ClearQuest Interface

Check that you meet the system requirements

The system requirements for running version 2.2 of Telelogic DOORS for ClearQuest Interface on Windows are:

- Your computer must be running Windows XP

  For information on minimum and recommended system requirements (RAM, processor power, and so on), visit the support center on our website at http://www.support.telelogic.com.

- DOORS 9.1
- ClearQuest 2003.06.xx (International English edition) or IBM Rational ClearQuest 7.0.0.0

Installing Telelogic DOORS for ClearQuest Interface

Follow these steps to install Telelogic DOORS for ClearQuest Interface:

1. Download the Telelogic DOORS for ClearQuest Interface software from the Telelogic web site.
2. Make sure you are logged onto your computer as the local Administrator, and not a user with Administrator privileges.
3. Shut down all other applications. In particular, shut down DOORS and ClearQuest.
4. Using Windows Explorer, double-click the file you downloaded.
5. You see the Telelogic DOORS for ClearQuest Interface welcome screen.

   Run the installation, following the instructions on screen.

6. When the installation is complete, the setup complete screen is displayed.
7. Click **Finish** to complete setup.

For information on how the integration works see the Using Telelogic DOORS for ClearQuest Interface manual. This is available from our website at https://support.telelogic.com.

Uninstalling Telelogic DOORS for ClearQuest Interface

Use **Add/Remove Programs** in the Windows Control Panel to uninstall version 2.2 of Telelogic DOORS for ClearQuest Interface.

10 Installing Telelogic DOORS for Rose Interface on Windows

This chapter describes how to install and set up version 2.10 of Telelogic DOORS for Rose Interface to integrate with DOORS 9.1. It contains the following:

- Check that you meet the system requirements
- Installing Telelogic DOORS for Rose Interface
- Uninstalling Telelogic DOORS for Rose Interface

Check that you meet the system requirements

The system requirements for running version 2.10 of Telelogic DOORS for Rose Interface are:

- Your computer must be running Windows XP

  For information on minimum and recommended system requirements (RAM, processor power, and so on), visit the support center on our web site at https://support.telelogic.com.
- DOORS 9.1
- Rational Rose 2003.06.xx or 7.0.0.0

Installing Telelogic DOORS for Rose Interface

Follow these steps to install Telelogic DOORS for Rose Interface:

1. Download the Telelogic DOORS for Rose Interface software from the Telelogic web site.
2. Make sure you are logged onto your computer as the local Administrator, and not a user with Administrator privileges.
3. Shut down all other applications. In particular, shut down DOORS and Rational Rose.
4. Using Windows Explorer, double-click the file you downloaded.
5. You see the Telelogic DOORS for Rose Interface welcome screen.

   Run the installation, following the instructions on screen.

6. When the installation is complete, the setup complete screen is displayed.
7. Click **Finish** to complete setup.

For information on how the integration works see the Using Telelogic DOORS for Rose Interface manual. This is available from our website at https://support.telelogic.com.

Uninstalling Telelogic DOORS for Rose Interface

Use **Add/Remove Programs** in the Windows Control Panel to remove version 2.10 of Telelogic DOORS for Rose Interface.

11 Installing Telelogic DOORS for Serena Version Manager Interface on Windows

This chapter describes how to install and set up version 1.4 of Telelogic DOORS for Serena Version Manager Interface to integrate with DOORS 9.1. It contains the following topics:

- Check that you meet the system requirements
- Installing Telelogic DOORS for Serena Version Manager Interface
- Setting up licences
- Uninstalling Telelogic DOORS for Serena Version Manager Interface

Check that you meet the system requirements

The system requirements for running version 1.4 of Telelogic DOORS for Serena Version Manager Interface are:

- Your computer must be running Windows XP

  For information on minimum and recommended system requirements (RAM, processor power, and so on), visit the support center on our web site at https://support.telelogic.com.

- DOORS 9.1
- Version Manager 8.0.0.3 or 8.1.3

Note As a new feature, PVCS Version Manager 8.0 provides support for a file server system, in the form of a `port@host` setting. Telelogic DOORS for Serena Version Manager Interface 1.4 does not support the file server system. You can only use Telelogic DOORS for Serena Version Manager Interface 1.4 on mapped data.

Installing Telelogic DOORS for Serena Version Manager Interface

Follow these steps to install Telelogic DOORS for Serena Version Manager Interface:

1. Download the Telelogic DOORS for Serena Version Manager Interface software from the Telelogic web site.

2. Make sure you are logged onto your computer as the local Administrator, and not a user with Administrator privileges.
3. Shut down all other applications. In particular, shut down DOORS and PVCS Version Manager.
4. Using Windows Explorer, double-click the file you downloaded.
5. You see the Telelogic DOORS for Serena Version Manager Interface welcome screen.

   Run the installation, following the instructions on screen.
6. When the installation is complete, the setup complete screen is displayed.
7. Click **Finish** to complete setup.

For information on how the integration works see the Using Telelogic DOORS for Serena Version Manager Interface manual. This is available from our website at https://support.telelogic.com.

Setting up licences

If you are installing Telelogic DOORS for Serena Version Manager Interface for the first time or reinstalling or upgrading from an earlier version of the integration, you have to request and setup a new license before you can use it. For information about licensing, see the *Telelogic Lifecycle Solutions Licensing Guide*, which is available from the **Telelogic Lifecycle Solutions DVD**.

Uninstalling Telelogic DOORS for Serena Version Manager Interface

Use **Add/Remove Programs** in the Windows Control Panel to remove version 1.4 of PVCS Version Manager.

12 Troubleshooting

This chapter contains the following:

- Installing DOORS as a non-admin user
- Problems installing the software
- If you have no Export to DOORS button in Word
- Using the DOORS API
- Colors
- DISPLAY variables on Solaris
- DISPLAY variables—all UNIX installations
- Dual Boot Machines

Note Go to the support center on our website at http://www.support.telelogic.com for the latest information on problems you may encounter when you install and set up DOORS, and how to work around the problems.

Installing DOORS as a non-admin user

When you install the DOORS database server, you must be logged onto the machine as a user with administrator privileges. However, you can install the DOORS client as a non-admin user providing the system administrator has set the non-admin user up with the following options.

- On Windows 2003 systems the user that launches the installation must have been granted the impersonate privilege. To do this:
  a. Click **Start > All Programs > Administrative Tools > Local Security Policy**.
  b. Expand **Local Policies**, and then click **User Rights Assignment**.
  c. In the right pane, double-click **Impersonate a client after authentication**.
  d. In the **Local Security Policy Setting** dialog box, click **Add**.
  e. In the **Select Users or Group** dialog box, click the user account that you want to add, click **Add**, and then click **OK**.
  f. Click **OK**.

- The **Always install with elevated privileges** policy must be enabled in the group policy for non-admin users who need to install the DOORS client.

  Caution When the DOORS client is installed by a non-admin user, the **Client License Setup Utility** is not installed. This is because a user must have administrator privileges to run it. You must set up your license when prompted during the installation.

- If you are upgrading from a previous version of DOORS, you must remove it using Add/Remove Programs in the Windows Control Panel before you install DOORS 9.1.

Problems installing the software

If you have problems installing any of the products in the DOORS product family, try the following before you contact our Support team for help:

- Stop all applications before you install the software.

  Shut down all the applications running on your computer.

- Turn off virus protection software.

  When virus protection software is running in the background, it can interfere with the installation of any software product because of the way installers decompress files when they install them on your computer.

- Make sure you meet the system requirements for the product you're trying to install.

  For each product, the chapter in this book that describes how to install the product starts by listing the system requirements for the product. Make sure you meet the system requirements before you try to install the product.

- Restart your computer, and then try installing the DOORS product again.

If you have no Export to DOORS button in Word

If you have no **Export to DOORS** button, it may be because you've modified the location of your Word startup folder.

To change or check this folder:

1. In Word, click **Tools > Options**.
2. Select the **File Locations** tab.

   The **Startup** entry shows the location of your Word startup folder.

3. If there is no copy of the DOORS template file, copy `doors.dot` from the `\lib\word` folder in the DOORS home folder (for example, `c:\program files\telelogic\doors 9.1\lib\word`) to your Word startup folder.
4. Staying in Word, click **Tools > Templates and Add ins**, and make sure `doors.dot` is selected in the list of items that are currently loaded.
5. Right-click the Word toolbar and select DOORS.

The **Export to DOORS** button is displayed on the Word toolbar.

Using the DOORS API

The DOORS API will only work with TCP/IP communication. Socket-based communication in UNIX is not supported.

Colors

If your display card supports only 256 colors, you may experience unusual color effects. This will not affect underlying data, but Telelogic recommends you use a display that supports more than 256 colors.

DISPLAY variables on Solaris

A Solaris DOORS client can now run in batch mode without a `DISPLAY` environment variable being set.

If the batch-mode DXL attempts to use the GUI and `DISPLAY` has not been defined, DOORS will exit.

If `DISPLAY` has been defined, DOORS will attempt to connect to the specified X display, even if the batch-mode DXL doesn't use a GUI. As a result, `DISPLAY` must refer to a valid X display that you are authorized to connect to.

DISPLAY variables—all UNIX installations

The X display must be specified with the DISPLAY environment variable; using the standard `-display` or `-d` options does not work.

Dual Boot Machines

If you have a dual boot machine and DOORS 9.1 is installed on one of the operating systems you cannot install it on the other operating system as well.

13 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.

  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.

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, for example Windows XP.
- 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 50.

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.

14 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, Telelogic Synergy, Telelogic Change, Telelogic Tau, Telelogic DocExpress, Telelogic License Server, Telelogic DOORS for ClearCase Interface, Telelogic DOORS for ClearQuest Interface, Telelogic DOORS for Rose Interface, Telelogic DOORS for Serena Version Manager 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.

Linux is a registered trademark of Linus Torvalds in the United States, other countries, or both.

FLEXnet is a registered trademark or trademark of Macrovision Corporation.

Microsoft and Windows are trademarks of Microsoft Corporation in the United States, other countries, or both.

UNIX is a registered trademark of The Open Group in the United States and other countries.

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

Index

Symbols

.login, 36
.profile, 35

A

automated problem report form, 50

C

Citrix and external links, 32

D

data migration
    from 5.x, 23
    from 6.x, 24
    from 7.x, 24
    from 8.x, 24
DOORS
    installation types, 4
    installing client, 9
    installing database server on UNIX, 33
    installing database server on Windows, 7
    installing on Citrix, 31
    starting, 12
    uninstalling on Windows, 16
DOORS product family
    DOORS, 3
    Telelogic DOORS Analyst, 3
    Telelogic DOORS for ClearCase Interface, 4
    Telelogic DOORS for ClearQuest Interface, 4
    Telelogic DOORS for Rose Interface, 4
    Telelogic DOORS for Serena Version Manager Interface, 4

E

environment variables
    $DOORSHOME, 34
    DISPLAY, 47
Example Data
    installing, 15
    uninstalling, 16

I

IBM Customer Support, 49
ILX_RECIP, 52
installation type
    DOORS, 4
    DOORS Client, 4
    DOORS Server, 4
    Example Data, 5
installing
    DOORS client, 9
    DOORS database server on UNIX, 33
    DOORS database server on Windows, 7
    Example Data, 15
    non-admin user, 45
    silent, 12
    Telelogic DOORS for ClearCase Interface, 37
    Telelogic DOORS for ClearQuest Interface, 39
    Telelogic DOORS for Rose Interface, 41
    Telelogic DOORS for Serena Version Manager Interface, 43

L

licensing options, 5

M

migrating data
from 5.x, 23
from 6.x, 24
from 7.x, 24
from 8.x, 24

P

protocolhandler.exe, 32

S

silent installation, 12
starting DOORS, 12
support, 50
system requirements
Telelogic DOORS for ClearCase Interface, 37
Telelogic DOORS for ClearQuest Interface, 39
Telelogic DOORS for Rose Interface, 41
Telelogic DOORS for Serena Version Manager Interface, 43

T

tds_registered.txt, 15
tds_valid_id.txt, 15
Telelogic DOORS for ClearCase Interface system requirements, 37
Telelogic DOORS for ClearQuest Interface system requirements, 39
Telelogic DOORS for Rose Interface system requirements, 41
Telelogic DOORS for Serena Version Manager Interface system requirements, 43
troubleshooting, 45

U

uninstalling
DOORS on Windows, 16
Telelogic DOORS for ClearCase Interface, 38
Telelogic DOORS for ClearQuest Interface, 40
Telelogic DOORS for Rose Interface, 42
Telelogic DOORS for Serena Version Manager Interface, 44
UNIX
installing DOORS database server, 33
understanding UNIX installations, 33
upgrading
from DOORS 9.x, 17
from DOORS pre-9.0, 23
UUIDs, 15

W

Windows
installing DOORS client, 9
installing DOORS database server, 7