Rational Solutions for Windows v2001A
Quick Reference for Upgrade Installations

Please review this entire document BEFORE installing your new software!
NOTE: This document is meant to act as a supplement to the complete installation documentation!

1. What's New in Rational Products – A document describing the major new features in this release is included in this upgrade media kit. An electronic version for each product may also be found on our web site at http://www.rational.com.

2. Operating System Support - The software included in this package is for the following operating systems:
   - Windows 2000
   - Windows NT 4.0, Service Pack 6a
   - Windows 95, Service Release 2 and updates*
   - Windows 98 2nd Edition
   - Windows Millennium Edition

   * Rational® TeamTest and Rational® Robot are the only products supported on this platform. Check your product's installation guide for specific requirements.

3. Before You Install
   1) It is **highly** recommend that you review your product's installation manual prior to beginning installation.
      - Most installation manuals are located on the Rational Solutions for Windows Online Documentation CD-ROM. Rational Rose® RealTime Edition manuals may be found on the Rational Solutions for Windows Disc 2 CD-ROM. Rational Suite®, Rational® ClearCase® LT, Rational® ClearQuest®, Rational® RequisitePro®, Rational Rose®, Rational Testing products, and Rational Unified Process^{TM} installations have special installation requirements. See *Installing Rational Suite*, Chapter 2, "Before you Install", or the product's own installation manual.
      - Make certain your system meets the minimum system requirements documented in the product's installation guide.
      - Refer to the "Upgrading Rational Suite" chapter in Installing *Rational Suite* for instructions on how to migrate existing datastores and databases for use in this release.
   2) BACK UP YOUR DATA. Backing up your data, prior to installing any new software, should be a regular practice.
   3) If you are using multiple products from the Rational Suite, all products must be the same version.
   4) In general, when you upgrade to Rational Suite v2001A from v2000 or v2001, you do not need to uninstall the existing software first. There are some exceptions for which you do need to uninstall; for more information, carefully read the chapter, "Upgrading Rational Suite" in the manual, *Installing Rational Suite*. Uninstalling IS required for administrator and network installs.
   5) Make sure you have local administrator privileges if you are installing on Windows NT or Windows 2000.
   6) Disable any virus protection software.

4. Installing Your New Software
    1) Exit all other applications before you begin the installation.
    2) There are 2 CD's in this Upgrade Media Kit. Please verify that the CD you are installing includes the product that you wish to install.
    3) Some products may require a reboot in order to complete the installation. If a reboot is required, login as the same user.

5. After You Install
    Rational ClearCase LT, Rational ClearQuest, Rational RequisitePro, and Rational Testing products have post-install requirements – please see the product's own installation manual for instruction.

6. Licensing Notes
    1) Version 2001A software will run with version 2001 license keys. If you are an existing customer and are using version 2001 of a Rational product, you do not need to obtain new license keys in order to run version 2001A of the same product.
    2) **Rational Process Workbench**^{TM} – Existing Rational Process Workbench customers have been upgraded to Rational Suite Enterprise v2001A. Rational has sent eligible customers a letter informing them of the upgrade path and how to obtain their license keys for Rational Suite Enterprise. Please use Rational AccountLink (http://www.rational.com/accountlink) to obtain your new Rational Suite Enterprise licenses.
    3) **Rational ClearQuest/TeamTest** – Existing Rational ClearQuest/TeamTest customers have been upgraded to Rational ClearQuest v2001A. Rational has sent eligible customers a letter informing them of the upgrade path and how to obtain their license keys for ClearQuest. Customers on active support will have appropriate ClearQuest licenses and support records added to their accounts.

7. Frequently Asked Questions
    1) **What happens to my existing databases, repositories and data during an uninstall?**
    Removing an earlier version of a product does not delete any of your databases, license files and license server software. Directories containing files you created while using Rational products are not deleted.

    2) **Do I have to upgrade all of the machines and products my company uses at once?**
    Yes. Rational products share many components. If you choose to upgrade only a subset of the products on your workstation, the setup program will upgrade all shared components and some of the other products will no longer work. To prevent any such problems, either run the setup program and upgrade all the products, or remove them.

    3) **Can I still use my old licenses keys or do I need new ones?**
    The license keys you currently have installed will continue to work with v2001A. However, customers currently running Rational Process Workbench have been upgraded to Rational Suite Enterprise. And customers currently running Rational ClearQuest/TeamTest have been upgraded to Rational ClearQuest. If this applies to you, it is necessary for you to request new license keys for these products. Please refer to the Licensing Notes section of this document for more information.

    4) **If I choose to install the software on drive D: why does the product still need room on drive C: as well?**
    Even if you have specified an alternate drive for installation, the setup program needs room on the same drive as the operating system (usually the C:\ drive) to install and modify various

system .dll files, as well as to install a small amount of information in the C:\flexlm directory.

5) **Will I have to perform a separate data upgrade to use version 2001A products?**
This release of Rational Suite uses a project, instead of a repository, to store Rational Test datastores, RequisitePro projects, ClearQuest databases and Rose models. Please refer to the "Upgrading Rational Suite" chapter in *Installing Rational Suite,* for instructions on how to migrate your data for use in this release.

6) **What is a "network installation" and how do I do it?**
A network installation allows you to install the files needed to run Rational products from a network location. Check with your administrator about the proper network location. If you are the administrator, the procedure for setting up a network installation is documented in *Installing Rational Suite*, "Silent and Network Installations". As the administrator, you must have write permissions to set up the network installation area, but client users do not need write permissions to run the network installation.

7) **Will I have to reboot the machine after installation?**
In many cases, a reboot is required after installing the new software. The setup program will inform you to reboot your machine, as necessary. Remember to use the same login as that which was used during the installation to allow the software configuration to complete. Once the login successfully completes, you can logout and login as another user.

8) **What is new in this version of the software?**
Major new features in version 2001A are presented in the What's New in Rational Solutions for Windows document included in this media kit. More information about Rational products may be obtained from our web site http://www.rational.com/products.

9) **I get .dll error messages during the installation. Why do I get these?**
There are various reasons these messages are displayed:
- When the message indicates that the setup cannot register a .dll, these should not be ignored. Typically, these messages are caused by 1) improper write or administrator permissions to the workstation, or 2) incorrect versions of the minimum software requirements for installation, such as Internet Explorer or the operating system.
- Some messages are merely informational; telling you that the program updated a .dll, or did not update a .dll because the one you have is newer. These are no cause for alarm.
- Some messages inform you the .dll also exists in another directory and is a different version. Most of the time, these messages are no cause for alarm. If a problem does exist, first make sure that both are the same version by copying the newer one over the older one.

10) **What if I still have trouble installing?**
Please contact Rational Customer Service if you have difficulties installing this release.

Please submit a support request online at:

http://www.rational.com/support/forms/supportrequest-new.jsp

Or via email:

North America:	support@rational.com
Europe, Middle East and Africa:	support@europe.rational.com
Asia Pacific:	support@apac.rational.com

11) **How can I submit feedback regarding this document?**

Please feel free to email feedback about this document to: upgrades@rational.com