Getting Started with Rational ClearQuest TeamTest Edition

Rational
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Getting Started with Rational ClearQuest/TeamTest Edition

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► ► ►   **Preface**

Welcome to Rational ClearQuest/TeamTest Edition. This manual is intended to help system administrators, managers, engineers, or quality engineers install Rational ClearQuest/TeamTest Edition. This manual also includes information about how to use the Rational License Key Administrator to install and manage Rational software licenses.

About This Manual

This manual contains the following chapters:

Chapter 1: Installing Rational Testing Products – Describes how to install Rational TeamTest and Rational Robot.

Chapter 2: Installing Rational Software Licenses – Describes how to install Rational software licenses on a local system.

Chapter 3: Upgrading to Rational ClearQuest/TeamTest Edition – Provides information about upgrading from SQA Suite 6.x.

Contacting Rational Technical Support

If your site has a designated, on-site support person, please try to contact that person before contacting Rational Technical Support. If you still need assistance, you can use the following information to contact Rational Technical Support.

When Contacting Rational Technical Support

When contacting Rational Technical Support, please be prepared to supply the following information:

► Your name, telephone number, and company name

► Computer make and model

► Operating system and version number

► Product release number

▶ Your Case ID number (if you are calling about a previously reported problem)

How To Contact Rational Technical Support

Rational Technical Support can provide information and assistance by:

▶ Telephone

▶ Electronic Mail

▶ Fax

▶ World Wide Web

Telephone and E-Mail

Telephone and e-mail support is available Monday through Friday (except holidays) in four major Rational Technical Support call centers around the world. Specific call center contact information is located in the following section, *Rational Technical Support Call Center Information*, as well as on our Web site at http://www.rational.com/support/contact.

When contacting Technical Support via e-mail, please include the information listed in the previous section, *When Contacting Rational Technical Support*, along with a detailed description of your problem. Upon receipt of your request, Rational Technical Support will send you an electronic response with your Case ID number and the point of contact for your issue. When sending e-mail concerning a previously reported problem, please include in the subject field "re: Case XXXXX," substituting your assigned support Case ID for XXXXX.

Fax

Rational Technical Support Engineers will sometimes ask you to fax information to help them diagnose problems. Please mark faxes "Attention: Technical Support" and add your fax number to the information listed in the previous section.

World Wide Web

You can also contact Rational Technical Support through our Web site at http://www.rational.com/support/contact.

Rational Technical Support Call Center Information

You can use the following addresses and telephone numbers to contact a Rational Technical Support call center in your area.

▶ **North America**
18880 Homestead Road
Cupertino, CA 95014

20 Maguire Road
Lexington, MA 02421

Telephone: 800-433-5444 or 408-863-4000
E-mail: support@rational.com

▶ **Europe**
Beechavenue 30
NL-1119 PV Schiphol-Rijk
The Netherlands

Telephone: +31-20-4546-200
E-mail: support@europe.rational.com

▶ **Asia Pacific**
Level 13, 821 Pacific Highway
Chatswood NSW 2067
Sydney, Australia

Telephone: +61-2-9419-0111
E-mail: support@apac.rational.com

Documentation

This product includes printed manuals, online manuals, and online Help. The documentation that you receive depends on the products that you have purchased.

Printed Manuals

This product includes some or all of the following printed manuals:

New Features – Describes the new features in this release.

Using the Rational Administrator – Provides information about the Rational repository and explains how to use the Rational Administrator.

Getting Started with Rational Robot – Introduces you to Rational Robot and includes a tutorial that shows you how to use Robot for your own testing projects.

Using Rational Robot – Describes the concepts and procedures you need to use Rational Robot to plan tests, develop and play back GUI scripts, analyze your results, and run reports and queries.

Getting Started with Rational TestFactory – Introduces you to Rational TestFactory and includes a tutorial that shows you how to use TestFactory for your own testing projects.

Using Rational TestFactory – Describes how to use Rational TestFactory to map the application-under-test and automatically generate scripts that test your product. Also describes how to use Rational TestAccelerator to conduct remote distributed testing.

Getting Started with Rational Suite PerformanceStudio – Introduces you to Rational Suite PerformanceStudio and includes installation and licensing instructions.

Using Rational LoadTest – Describes the concepts and procedures you need to plan performance tests and distributed functional tests, record sessions, design workloads, and analyze your results.

Installing Rational TeamTest and Rational Robot – Describes the hardware and software requirements for Rational TeamTest and Rational Robot and includes complete installation instructions.

SQABasic Language Reference – Describes the commands and conventions of the SQABasic scripting language.

VU Language Reference – Describes the commands and conventions of the VU scripting language.

Rational Robot: Try it*!* **with Rational SiteCheck** – Describes how to use Rational SiteCheck to test the structural integrity of your intranet or World Wide Web site.

Rational Robot: Try it*!* **with HTML** – Shows you how to use Rational Robot to test your HTML pages.

Rational Robot: Try it*!* **with Java** – Shows you how to use Rational Robot to test Java applets and applications.

Rational Robot: Try it*!* **with Oracle Forms** – Shows you how to use Rational Robot to test objects in your Oracle applications.

Rational Robot: Try it*!* **with PowerBuilder** – Shows you how to use Rational Robot to test the controls in your PowerBuilder applications.

Rational Robot: Try it*!* **with Visual Basic** – Shows you how to use Rational Robot to test the controls in your Visual Basic applications.

Online Manuals

All of the manuals for this product are available online as Portable Document Format (PDF) files. You can use the Adobe Acrobat Reader to read, search, and print these files.

Installing the Adobe Acrobat Reader

This product includes the Adobe Acrobat Reader. To install the Acrobat Reader from the Rational Online Documentation CD:

1. Insert the Online Documentation CD into your CD drive.

2. If a Web browser does not open, double-click autorun.htm on the CD to open the Online Documentation page.

3. Click the Acrobat Reader link at the beginning of the page.

4. Do one of the following:

   – To install the Acrobat Reader directly from the CD, click **Run this program from its current location** and click **OK**. Follow the on-screen instructions to complete the installation.

   – To save the Acrobat Reader installation file to your hard disk, click **Save this program to disk**, click **OK**, and save the file. Then locate the file *ar**nnn**.exe* (where *nnn* is the version of the Acrobat Reader) on your hard disk. Double-click the file and follow the on-screen instructions to complete the installation.

NOTE: You can also download the reader from the Adobe Web site: http://www.adobe.com.

Opening a PDF File

To open a PDF file on the Online Documentation CD:

1. Install the Adobe Acrobat Reader. For instructions, see the previous section, *Installing the Adobe Acrobat Reader*.

2. Insert the Online Documentation CD into your CD drive.

3. If a Web browser does not open, double-click autorun.htm on the CD to open the Online Documentation page.

4. Locate the Rational Test 7 section on the page.

5. Double-click the name of the document you want to open.

You can also copy the online manuals to your hard disk or to a network, and then open a manual by double-clicking its file name.

Using Help

You can view Help whenever you need assistance. Complete online information is available to help you perform tasks, understand concepts, and work with the user interface.

Using the Help Contents and Searching for Information

To display the Help Contents and locate information:

▶ Click the **Help Contents** button on the toolbar of any product or component, or click **Help → Contents and Index**. The Help Topics dialog box contains three tabs:

Contents – A table of contents showing the organization of the information in the Help system.

Index – Use to search for topics by index entry.

Find – Use to do a full text search on any words in the Help.

For information about performing standard Windows Help operations, see your Windows documentation.

Help for Dialog Boxes, Menus, and Toolbars

Context-sensitive Help is available for dialog boxes, menu commands, and toolbars.

Dialog Box Help

Most dialog box Help includes overviews and detailed item information.

Click this and then click an item to see information about the item.

Click this to see an overview of the dialog box.
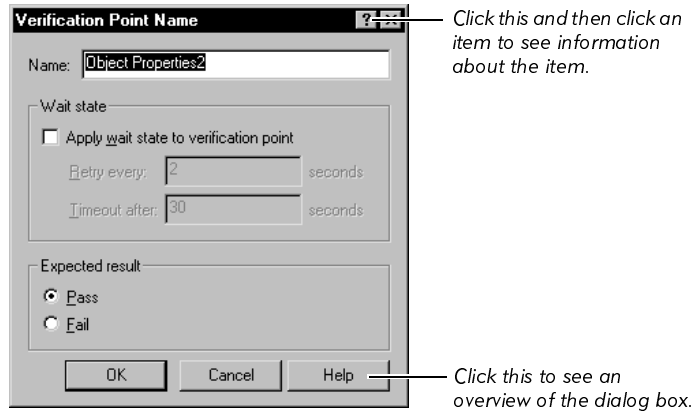
Menu Command Help

For menu command Help, highlight the command and press F1, or click the **Help Pointer** on the toolbar and select the command. A brief description of the command also appears in the status bar.

Toolbar Button Help

For toolbar button Help, pause the pointer over the button. A yellow ToolTip appears below the button, and a brief description appears in the status bar. For more detailed information, click the **Help Pointer** on the toolbar and select the button.

Typographical Conventions

This manual uses the following typographical conventions:

Convention	Meaning
Bold Sans Serif Type	Menu commands. Dialog box options. New terms. User-entered text.
Italicized Type	Variable text that you define. Emphasized text. Referenced sections and manual titles.

Monospace Type	Sample code.
SMALL CAPS	Keyboard key names.
+ between key names	Hold down the first key while pressing the next key. For example, CTRL+N means hold down the CTRL key while pressing N.
→ between menu commands	Choose each command in sequence. For example, **File** → **Save As** means choose **File** from the menu bar, and then choose **Save As** from the menu.

Installing Rational ClearQuest TeamTest Edition

This chapter explains how to install Rational ClearQuest/TeamTest Edition. It includes the following topics:

▸ About Rational ClearQuest/TeamTest Edition

▸ Choosing a database type

▸ Hardware and software requirements

▸ Installing Rational ClearQuest/TeamTest Edition

▸ Installing a Sybase SQL Anywhere Database Server

▸ Installing Crystal Reports

▸ Troubleshooting your installation

About Rational ClearQuest/TeamTest Edition

Congratulations for upgrading from SQA Manager to Rational ClearQuest/ TeamTest Edition! This package combines two integrated products — Rational ClearQuest and Rational TestManager.

With Rational ClearQuest, you can manage every type of change activity associated with software development. These activities include enhancement requests, defect reports, and documentation modifications — anything in your software development cycle.

Rational TestManager helps you plan testing strategies and manage your software testing effort. You can use TestManager to track information through all phases of the software development, test, and revision cycles.

Rational ClearQuest and Rational TestManager work together to give you all the defect tracking and test planning functionality you had in SQA Manager plus lots more!

To find out about these products and how to use them, take a look at the *Introducing Rational ClearQuest* manual and the *Using Rational TestManager* manual.

NOTE: The ClearQuest/TeamTest Edition differs from standard ClearQuest in the following way: you cannot add a field to a ClearQuest schema. To add fields to a schema, you must purchase standard Rational ClearQuest software.

When you install Rational ClearQuest/TeamTest Edition, you can install some or all of the components available on your installation CD. The following list describes each product and component that you can install:

Rational ClearQuest/TeamTest Edition – Installs Rational ClearQuest/TeamTest Edition. The Rational ClearQuest/TeamTest Edition includes specially designed defect tracking forms and the following components.

NOTE: The ClearQuest/TeamTest Edition differs from standard ClearQuest in the following way: you cannot add a field to a ClearQuest schema. To add fields to a schema you must purchase standard Rational ClearQuest software.

▶ **Rational Administrator** – Use to manage a Rational repository. For information about using the Administrator, see the *Using the Rational Administrator* manual.

▶ **Rational TestManager** – Use to plan your tests and manage test assets. For information about using TestManager, see the *Using the Rational TestManager* manual.

The following additional software comes with your software:

▶ **Sybase SQL Anywhere Database Server** – Installs the Rational Administrator and other Rational testing components that you need to manage Rational repositories in a networked, client/server environment. (A **Rational repository** is a group of databases that stores application testing information, such as test requirements, scripts, and logs.) Also provides tools, samples, and related library files for your SQL Anywhere Database Server. Installing the SQL Anywhere Database Server software does not require a separate license. For information about configuring this software, see Chapter 4 in the *Using the Rational Administrator* manual.

▶   **Crystal Reports 6.0 Professional Edition** – Install this software to customize defect reports or create new report formats. Rational ClearQuest/TeamTest Edition comes with a special version of Rational ClearQuest for defect tracking. To customize defect report formats, you must install Crystal Reports. The Crystal Reports software comes in a separate CD in your software kit. For more information about using Crystal Reports to customize defect reports, see *report format* in the Rational ClearQuest Help index.

Choosing a Database Type

This section describes how your software uses Rational Test and ClearQuest databases, and which database software to install for your particular needs. For a summary of which type of database software to install, see *Determining Which Database Software to Install* on page 1-5.

Rational Test Databases

A Rational Test database stores functional and performance testing information such as verification point data, queries, reports and report layouts, scripts, test requirements, and information about users, computers, and groups. When you create a new repository, you can create two types of databases: Microsoft Access databases or Sybase SQL Anywhere Database Server databases. For a summary of which type of database software to install, see *Determining Which Database Software to Install* on page 1-5.

Microsoft Access – Microsoft Access is the default database type for Rational Test databases and installs automatically when you install your Rational software. We recommend using Microsoft Access for a database with seven or fewer concurrent users. This type of database is virtually maintenance-free. For example, you can back up the database simply by backing up the Rational repository directory. However with more than seven users, data access is slower than for a comparably sized Sybase SQL Anywhere Database Server database. If you are accessing the database over a wide-area network, we recommend using Sybase SQL Anywhere for your database.

Sybase SQL Anywhere Database Server – We recommend using this type of database for a database with eight or more concurrent users. Data access for a SQL Anywhere Database Server database is faster than for a comparably sized Microsoft Access database. However, SQL Anywhere database server software requires more maintenance than a Microsoft Access database. Sybase SQL Anywhere Database Server comes with your Rational software, but does not install automatically. For information about installing this software, see *Installing a SQL Anywhere Database Server* on page 1-9. For information about managing a SQL Anywhere database server, see the *Using the Rational Administrator* manual.

Rational ClearQuest Databases

Your software comes with a version of Rational ClearQuest, the Rational ClearQuest/TeamTest Edition, that includes special defect forms and reports to help you manage your functional testing efforts. These forms and reports are stored in a ClearQuest database.

> **NOTE:** The ClearQuest/TeamTest Edition differs from standard ClearQuest in the following way: you cannot add a field to a ClearQuest schema. To add fields to a schema you must purchase standard Rational ClearQuest software.

To use ClearQuest, you need to create a database to store defects for your functional testing efforts. This database is different from the Rational Test database.

ClearQuest requires two databases, a schema repository (master database) and a user database. A ClearQuest **master database** stores all schemas and all data associated with existing schemas in a master database or schema repository. The master database does not store any user data.

A ClearQuest **user database** contains all user data and a copy of the schema associated with the database. User data in a ClearQuest database includes change-request records, such as defects, as well as reports, records, or tables, and all data entered by users.

When you create a ClearQuest database, it can be either a Microsoft Access, Sybase SQL Anywhere Database Server, Microsoft SQL Server, or Oracle database. For a summary of which type of database software to install, see *Determining Which Database Software to Install* on page 1-5.

Microsoft Access – Microsoft Access is the default database type for ClearQuest databases and installs automatically when you install your Rational software. We recommend using Microsoft Access for a database with seven or fewer concurrent users. This type of database is virtually maintenance-free. For example, you can back up the database simply by backing up the Rational repository directory. However with more than seven users, data access is slower than for a comparably sized Sybase SQL Anywhere Database Server database. If you are accessing the database over a wide-area network, we recommend using Sybase SQL Anywhere for your database.

Sybase SQL Anywhere Database Server – We recommend using this type of database for a database with eight or more concurrent users. Data access for a SQL Anywhere Database Server database is faster than for a comparably sized Microsoft Access database. Sybase SQL Anywhere Database Server comes with your Rational software, but does not install automatically. For information about installing this software, see *Installing a SQL Anywhere Database Server* on page 1-9. For information about managing a SQL Anywhere database server, see the *Using the Rational Administrator* manual.

Microsoft SQL Server and Oracle – These databases do not come with your Rational software. You can use them for ClearQuest databases, however you must purchase the software and install it separately. For information on configuring Microsoft SQL Server and Oracle for ClearQuest see the *Installing Rational ClearQuest* guide.

Determining Which Database Software to Install

The following table summarizes which type of database software to install for a Rational Test database.

If your Rational Test database	Then
Has seven or fewer concurrent users	Use a Microsoft Access database. This is the default database and installs automatically when you install your Rational software.
Has eight or more concurrent users	Install the Sybase SQL Anywhere Database Server software that comes with your Rational software. For more information about installing Sybase SQL Anywhere Database Server software, see *Installing a SQL Anywhere Database Server* on page 1-9.

The following table summarizes which type of database software to install for a ClearQuest database.

If your ClearQuest database	Then
Has seven or fewer concurrent users	Use a Microsoft Access database. This is the default database and installs automatically when you install your Rational software.
Has eight or more concurrent users	Install the Sybase SQL Anywhere Database Server software that comes with your Rational software. For more information about installing Sybase SQL Anywhere Database Server software, see *Installing a SQL Anywhere Database Server* on page 1-9.
Has more than twenty concurrent users, large amounts of data, or if you want to achieve better performance	Purchase Microsoft SQL Server or Oracle software. Follow the instructions in the *Installing Rational ClearQuest* guide for configuring these packages for ClearQuest.

Hardware and Software Requirements

Make sure that your computer conforms to the minimum requirements listed in the following table:

Rational component	Minimum requirements
ClearQuest/TeamTest Edition	PC-compatible computer with a 486 microprocessor (Pentium recommended)
	135 MB free disk space (minimum installation)
	148 MB free disk space
	Microsoft Windows NT 4.0 (service pack 5), Windows 98, or Windows 95
	MAPI e-mail (optional)
Crystal Reports 6.0 Professional Edition	80 MB free disk space (minimum installation)
SQL Anywhere Server	Your network server must be an Intel-based PC.
	Windows NT 4.0 Server or Widows NT 4.0 Workstation Pentium processor 64 MB memory 100 MB disk space TCP/IP protocol
	Note: Novell NetWare software is no longer supported for network servers.

Installing Rational ClearQuest/TeamTest Edition

This section explains how to install Rational ClearQuest/TeamTest Edition.

NOTE: If you have SQA Suite 6.x installed on your computer, you can install Rational ClearQuest/TeamTest Edition without deleting SQA Suite 6.x. Both versions can coexist on the same system because they are installed in different directories.

Before You Begin

Before you install Rational ClearQuest/TeamTest Edition, be sure to do the following:

▶   Quit all applications before installing any Rational products.

▶ Make sure that the Windows NT, Windows 98, and Windows 95 computers meet the minimum requirements listed in *Hardware and Software Requirements on page 1-6*.

▶ Make sure that all computers have TCP/IP installed. If you have updates to your network software that you have not installed, be sure to install the upgrades.

▶ Verify that the Windows NT, Windows 98, and Windows 95 computers are communicating with each other. (If you have any problems, see your network administrator.)

▶ Decide which type of database you need for your Rational repository or ClearQuest database. For information about the types of databases available and which database software to install, see *Choosing a Database Type on page 1-3*.

The following table lists the items you can install and where to find information about each one:

To install	See
Rational ClearQuest/TeamTest Edition	*Installing Rational ClearQuest/TeamTest Edition* on page 1-6
Sybase SQL Anywhere Database Server	*Installing a SQL Anywhere Database Server* on page 1-9
Crystal Reports	*Installing Crystal Reports* on page 1-10

How to Install Rational ClearQuest/TeamTest Edition

To install Rational ClearQuest/TeamTest Edition:

1. Turn on the computer to start Windows.

2. Log in using an account with Administrator privileges.

3. Quit any applications before installing any Rational products.

4. Determine the type of database that you need for a Rational repository and/or a ClearQuest database. For more information, see *Choosing a Database Type on page 1-3*.

5. Insert the CD into your CD drive. The installation starts automatically.

   If the installation does not start automatically, do the following:

   a. Click **Start → Run**.

   b. Type *drive:***SETUP.EXE** and click **OK** to start the Rational Setup wizard.

   The screen displays the Rational logo, and the installation begins.

6. At the Rational Software Setup screen, click **Next**.

7. Select from **Rational ClearQuest/TeamTest Edition** the list of available products, and then click **Next**.

> **NOTE:** Although you can select many different products for installation, your startup and permanent license will only allow you to run the product applicable to the license. Do not install products for which you do not have a license; they will not run.

8. Read the terms of the license agreement carefully, select one of the following, and then click **Next**.

   – **Yes, I accept the agreement.** If you accept the agreement, the Setup program continues.

   – **No, I don't accept the agreement.** If you do not accept the agreement, the Setup program ends.

9. Select the setup configuration you prefer, and then click **Next**.

> **NOTE:** You cannot select the **Minimal** configuration for Rational ClearQuest/TeamTest Edition installation.

   – **Typical** – Installs the most commonly used features for this product.

   – **Custom/Full** – Lets you specify which products or features to install.

   – **Compact/Laptop** – Installs the minimal software needed to run a product.

10. If the **Update Shared Components** page appears, do one of the following:

> **NOTE:** A shared component is software provided by a company other than Rational. It is potentially available to other applications on your system. In general, we recommend that you let the Rational setup procedure install shared components for you.

   – Click **Next** to install the shared components listed. Setup installs US English versions of the files. It does not overwrite newer file versions.

     Replace files with newer versions in English – Available only if you installed earlier versions of the shared files in a non-U.S. English language. Select to replace your version of the shared components with the U.S. English version. Click to clear this check box to exit setup and install the shared files yourself.

   – Click **Cancel**, to exit setup and install the shared files yourself.

When to Install Shared Files Yourself

You may want to install shared files yourself under the following circumstances:

– You are using a U.S. English system, but installing new files may invalidate your current environment. In this case, you need to determine how to correct your environment so that you can run existing tools and the Rational products you want to install.

– Your site may mandate that you obtain shared files directly from the source, for example, from Microsoft, rather than using files supplied by a third party. Or your site may prohibit end-users from installing shared components.

– Rational supplies U.S. English versions of shared files. You may want to install equivalent files that are localized to your language.

– There may be a later version of the files available. Rational products should work with the supplied version of shared files or any later versions.

11. Select how you are going to use this software, and then click **Next.**

– **Client** – Run Rational ClearQuest/TeamTest Edition locally or use the software as a client of a shared Rational repository on a server. You can also create local repositories.

– **Administrator** – Set up Rational repositories or a Rational ClearQuest master database (schema repository) on a server for other users.

– **Evaluator** – Evaluate a product for a limited time on your system.

12. View the selections that you have made, and if correct, click **Next**.

13. Click **Finish** when done.

Your system will restart. After it restarts, go to step 14.

14. Install a software license. For information about installing a software license, see *About the Rational ClearQuest/TeamTest Edition License* on page 2-2.

Installing a SQL Anywhere Database Server

> **NOTE:** You must install the SQL Anywhere Database Server software on a network server running Microsoft Windows NT. Installing the SQL Anywhere Database Server software does not require a license.

To begin the installation:

1. Turn on the computer to start Windows.

2. Log in using an account with Administrator privileges.

3. Quit any applications before installing any software product.

4. Insert the Rational CD into your CD drive. The installation starts automatically.

   If the installation does not start automatically, do the following:

   a. Click **Start → Run**.

   b. Type *drive:***SETUP.EXE** and click **OK** to start the Rational Setup wizard.

4. Select **Sybase SQL Anywhere Database Server** from the list of available products, and then click **Next**.

5. Read the terms of the license agreement carefully, select one of the following, and then click **Next**.

   – **Yes, I accept the agreement.** If you accept the agreement, the Setup program continues.

   – **No, I don't accept the agreement.** If you do not accept the agreement, the Setup program ends.

6. Select **Typical**, and then click **Next**.

   > **NOTE:** You can only select the **Typical** type of configuration for the Sybase SQL Anywhere Database Server installation.

7. Select **Administrator** to set up a server, and then click **Next.**

8. View the selections that you have made, and if correct, click **Next**.

9. Click **Finish** when done.

What To Do Next

After you install the SQL Anywhere Database Server software, you must configure the SQL Anywhere Database Server. For information about configuring the database server, see Chapter 4 in the *Using the Rational Administrator* manual.

Installing Crystal Reports

Crystal Reports lets you customize defect reports that come with Rational ClearQuest/TeamTest Edition or create new report formats. This software comes on a separate CD in your Rational ClearQuest/TeamTest Edition software kit.

To install Crystal Reports 6.0 Professional Edition:

▶ Use the Crystal Reports installation directions that come with the CD.

Troubleshooting Your Installation

If you encounter any problems running the Rational Setup wizard, try the following suggestions before you call Rational Technical Support for help:

▶ Stop all applications before you begin the installation.

▶ Turn off all virus protection software. These programs often run in the background and interfere with the installation and file decompression process.

▶ Turn off any user interface managers or desktop environments that run on Microsoft Windows.

▶ Change to a standard VGA video driver while Rational Setup is running, or disable video features such as virtual screens or screen switching.

▶ Change to a standard mouse driver, or disable special mouse features that perform tasks such as leaving pointer trails or changing pointer sizes.

▸ ▸ ▸ C H A P T E R 2

Installing Rational Software Licenses

This chapter explains how to use the Rational License Key Administrator to install your software license. If your system administrator has already configured your licenses on your system, you can start using your Rational software product.

This chapter includes the following topics:

▸ About managing your software license

▸ About the Rational ClearQuest/TeamTest Edition License

▸ About the startup license key certificate

▸ About the Rational License Key Administrator

▸ Installing a startup license

▸ Requesting a permanent license

▸ Installing a permanent license

▸ Viewing the status of a license

▸ If you have problems

About Managing Your Software License

You use the Rational License Key Administrator to manage your software licenses. The Rational License Key Administrator lets you add and modify software licenses for your Rational products. The Rational License Key Administrator installs automatically when you install a Rational product. For more information about the License Key Administrator, see *About the Rational License Key Administrator* on page 2-3.

About the Rational ClearQuest/TeamTest Edition License

Rational ClearQuest/TeamTest Edition uses a node-locked license. A node-locked license runs one Rational software product on one system.

With this type of license, you use the Rational License Key Administrator to set up a license for each product you run on your system. The software will not run on any other system.

A node-locked license lets a single user run Rational software on a single system. You install the license key on your system, using the Rational License Key Administrator. For information about installing a license, see the Rational License Key Administrator Help.

Duration of Licenses

A node-locked license can have one of the following software license keys. A software license key determines the length of the duration of your license:

▶ **Startup** – A temporary license key that lets you start using your Rational software immediately.

▶ **Term license agreement (TLA)** – A license key that has an expiration date.

▶ **Permanent** – A license key you request from Rational Software Corporation that does not have an expiration date.

▶ **Evaluation** – A license key that comes with evaluation software. This license key lets you run the product for a limited time for evaluation purposes.

About the Startup License Key Certificate

To determine what type of license you have, see the startup license key certificate that comes in your Rational software kit. You use the information in the startup license key certification and the Rational License Key Administrator to manage your software licenses. The startup license key certificate lists the following information:

▶ **Customer account number** – An account number assigned to you by Rational when you purchase your software.

▶ **Key type** (duration of license) – Startup, temporary, or permanent license key.

▶ **License type** – Node-locked or floating.

▶ **Product name and version** – The product and version number you purchased.

▶ **Expiration date** – Expiration date for this license.

► **License key number** – A number you use when setting up the license using the Rational License Key Administrator.

► **Quantity** – If you have a floating license, the number of floating licenses allowed.

About the Rational License Key Administrator

The Rational License Key Administrator installs automatically when you install a Rational product on your local system or when you install the Globetrotter FLEXlm License Server software on a server.

To start the Rational License Key Administrator:

► Click **Start** → **Programs** → *Rational product name* → **License Key Administrator**.

For information about using the Rational License Key Administrator to install a license, see the Rational License Key Administrator online Help.

Startup and Permanent Licenses

After you install Rational ClearQuest/TeamTest Edition, you must install a startup license. A startup license is a temporary license that lets you start using your Rational software immediately.

NOTE: The startup license certificate comes with your software. Check the license key certificate for the expiration date of the startup license. To continue using your software, you must request and install a permanent license before the startup license expires.

The following table provides an overview of the tasks that you need to complete in order to install a Rational software license:

Task	See
Install Rational ClearQuest/TeamTest Edition.	*Installing Rational ClearQuest/ TeamTest Edition* on page 1-6
Install a startup license for each Rational software product. The startup license certificate comes with your software. The expiration date appears on the license certificate.	*Installing a Startup License* on page 2-4
Request a permanent license from Rational Software Corporation.	*Requesting a Permanent License* on page 2-5
Install a permanent license for each Rational software product.	*Installing a Permanent License* on page 2-7

Installing a Startup License

You must install a startup license to run Rational software until you receive and install a permanent license. To ensure uninterrupted use of a product, request a permanent license as soon as you install the startup license. For more information, see *Requesting a Permanent License* on page 2-5.

NOTE: The startup license certificate comes with your software. Check the startup license certificate for the expiration date of the startup license.

To install a startup node-locked license:

1. Click **Start** → **Programs** → *Rational product name* → **License Key Administrator**.

2. Click **Continue**.

   NOTE: A red **x** in a tab in the Rational License Key Administrator indicates that you must type the required information in that tab. A red label next to a text box means that you must type this required information. However, you do not need to type the required information for a startup license.

3. Click the **License Key(s)** tab, and then click **Enter a License Key**.

4. Click **Startup License Key**, and then click **Next**.

5. Click **Node-Locked License Key**, and then click **Next.**

6. Fill in the page using the information from the startup license certificate that comes with your software.

> NOTE: You must type the information exactly as it appears in the startup license certificate; otherwise, the license key will not work.

7. Click **Finish**.

   The new startup license key appears in the **License Key(s)** tab.

8. Click **Exit**.

Requesting a Permanent License

You can request a permanent license from Rational Software Corporation by e-mail, phone, or fax. If you request a permanent license by e-mail, the Rational License Manager sends you an e-mail message with an attached license key file. If you request a license by fax, you receive a license certificate by fax.

To request a permanent license:

1. Click **Start → Programs → *Rational product name* → Rational License Key Administrator**.

> NOTE: A red **x** in a tab in the Rational License Key Administrator indicates that you must type the required information in that tab. A red label next to a text box means that you must type this required information.

2. Click **Continue**.

3. In the **General** tab, type all required information.

> NOTE: The primary account number and secondary account number, if needed, are available from the Startup License Key Certificate which comes with a Rational software product. The Rational Software Corporation uses the primary Rational account number as a customer account number. The primary account number is required. Rational Software Corporation may also use a secondary account number for some customer accounts. If you receive a secondary account number in the Startup License Key Certificate, type the secondary account number.

4. Click the **License Contact** tab and type all required information.

5. Click the **Renewal Contact** tab and type all required information.

6. Click the **License Key(s)** tab.

7. Click **Request Permanent License Key(s)**.

8. Take one of the following actions:

To request	Then
Permanent license keys for all entries listed in the **License Key(s)** tab	Click **Permanent version of ALL Startup License Keys**.
Permanent license keys for entries that are selected in the **License Key(s)** tab	Click **Permanent version of SELECTED Startup License Keys**.
A permanent license key for a Rational product. Use this option if you have not previously installed a startup license key.	**a.** Select **Select from list**. **b.** Select **Rational Robot 7.1** or **Rational TeamTest 7.1**. **c.** Choose **Node-locked**.

9. Click **OK**.

10. To send your request for a permanent license, click one of the following:

– **Send Pending Request(s)** – Click this option to e-mail your request for a license to Rational Software Corporation. To request a permanent license by e-mail, you must have an Internet connection and MAPI-compliant (Messaging Application Programming Interface) e-mail software.

– **Print Pending Request(s)** – Click this option to print your request for a license. If you do not have an Internet connection and an e-mail account, print your request, and then fax or phone your request to Rational Software Corporation.

NOTE: For the fax or phone number to call to submit your request for a permanent license, see the Rational License Key Administrator Help or the Release Notes.

11. Click **OK**.

NOTE: Your request for a permanent license remains listed as Pending in the **License Key(s)** tab until you receive and install the permanent license. For more information about installing a permanent license, see *Installing a Permanent License* in the next section.

12. Click **Exit**.

Installing a Permanent License

After you receive a new or updated permanent license, you must install it on your system. You receive your license from Rational Software Corporation in one of the following ways: as a license key file attached to an e-mail message, or as a license certificate sent by fax or regular mail. For information about installing a permanent license from a license key file that you receive by e-mail, see the next section, *Using a License Key File*. For information about installing a permanent license from a license certificate that you receive by fax or regular mail, see *Using a License Certificate* on page 2-9.

Using a License Key File

To install a permanent license from a license key file that you receive by e-mail:

1. Open the e-mail that contains the license key file and save the attachment as a license file with a .upd extension. Remember the directory where you saved this file — you will need it later.

2. Click **Start** → **Programs** → *Rational product name* → **Rational License Key Administrator**.

   NOTE: A red **x** in a tab in the Rational License Key Administrator indicates that you must type the required information in that tab. A red label next to a text box means that you must type this required information.

3. Click the **General** tab, and type all required information. Type the primary and secondary account number in the **Rational Account Number (Primary)** and **Rational Account Number (Secondary)** box. Optionally, type other information in this tab.

   NOTE: The primary account number and secondary account number, if needed, are available from the Startup License Key Certificate which comes with a Rational software product. The Rational Software Corporation uses the primary Rational account number as a customer account number. The primary account number is required. Rational Software Corporation may also use a secondary account number for some customer accounts. If you receive a secondary account number in the Startup License Key Certificate, type the secondary account number.

4. Click the **License Contact** tab, and type all required information. Optionally, type other information in this tab.

5. Click the **Renewal Contact** tab, and type all information.

6. Click the **License Key(s)** tab.

7. Click **Import License Key(s)**, and select the license key file from the directory in which you saved it in step 1.

8. Click **OK**.

   The permanent license key appears in the **License Key(s)** tab.

9. Click **Exit**.

Using a License Certificate

To install a permanent license from a license certificate that you receive by fax or regular mail:

1. Click **Start** → **Programs** → *Rational product name* → **Rational License Key Administrator**.

   > NOTE: A red **x** in a tab in the Rational License Key Administrator indicates that you must type the required information in that tab. A red label next to a text box means that you must type this required information.

2. Click the **General** tab, and type all required information. Optionally, type other information in this tab.

   > NOTE: The primary account number and secondary account number, if needed, are available from the Startup License Key Certificate which comes with a Rational software product. The Rational Software Corporation uses the primary Rational account number as a customer account number. The primary account number is required. Rational Software Corporation may also use a secondary account number for some customer accounts. If you receive a secondary account number in the Startup License Key Certificate, type the secondary account number.

3. Click the **License Contact** tab, and type all required information. Optionally, type other information in this tab.

4. Click the **Renewal Contact** tab, and type all information.

5. Click the **License Key(s)** tab.

6. Click **Enter a License Key**.

7. Click **Permanent License Key**, and then click **Next**.

8. Click **Node-Locked License Key** for Rational ClearQuest/TeamTest Edition.

   > NOTE: Certain Rational software products come with floating licenses as well as node-locked licenses. For more information about floating licenses, see the Rational License Key Administrator Help.

9. Click **Next.**

10. Fill in the page using the information from the permanent License Certificate that you received by fax or mail.

> **NOTE:** You must type the information exactly as it appears in the License Certificate; otherwise, the license key will not work.

11. Click **Finish**.

    The new license key appears in the **License Key(s)** tab.

12. Click **Exit**.

Viewing the Status of a License

To view the status of a license:

1. Click **Start** → **Programs** → *Rational product name* → **Rational License Key Administrator**.

2. Click the **License Key(s)** tab.

   The following information about each software license appears:

   – **Qty** – Number of licenses.

   – **Product** – Product name and version.

   – **Type** – Type of license: node-locked or floating. Certain Rational software products come with floating licenses as well as node-locked licenses. For more information about floating licenses, see the Rational License Key Administrator Help.

   – **Expiration** – Expiration date of a software license.

   – **State** – The status of a software license: startup, permanent, or permanent pending. A license with a permanent pending status means that a request for a permanent license has been sent, but that a permanent license has not been received or installed.

3. Click **Exit** when done.

If You Have Problems

If a license key becomes corrupt or you cannot use it, contact Rational Software. For more information about contacting Rational Software, see the Rational License Key Administrator Help.

Installing Rational Software Licenses

Upgrading to Rational ClearQuest TeamTest Edition

This chapter provides information about upgrading from SQA Suite 6.x to Rational ClearQuest/TeamTest Edition.

It includes the following topic:

▸ Upgrading from SQA Suite 6.x

Upgrading from SQA Suite 6.x

The following table lists the tasks you use to test an application, the component you used in SQA Suite 6.x for each task, and the component you now use in Rational ClearQuest/TeamTest Edition to do the same task.

To	For SQA Suite 6.x, use	For ClearQuest TeamTest Edition, use
Create a repository	SQA Administrator	Rational Administrator
Create test requirements	SQA Manager	Rational TestManager
Create scripts or procedures	SQA Robot	Rational Robot

(Continued)

To	For SQA Suite 6.x, use	For ClearQuest TeamTest Edition, use
Check for pass/fail of scripts	SQA Log Viewer	Rational LogViewer
Track defects	SQA Manager	Rational ClearQuest
Run a report on a defect	SQA Manager	Rational ClearQuest
Customize a report format used to track defects in your application	SQA Manager	Rational ClearQuest **Note:** You must install Crystal Reports, which comes with Rational ClearQuest TeamTest Edition, to customize reports. For more information, see *Installing Crystal Reports* on page 1-10.

New Terminology

The following table lists the terminology for SQA Suite 6.x and the new terminology for Rational ClearQuest/TeamTest Edition:

SQA Suite 6.x term	Rational ClearQuest TeamTest Edition term
distributed GUI test	distributed functional test
distributed regression test	distributed functional test
Insert toolbar	GUI Insert toolbar
SQA Administrator	Rational Administrator
SQA Agent	Agent computer
SQA Image Comparator	Image Comparator
SQA LoadTest	Rational LoadTest
SQA Manager	Rational TestManager
SQA Object Properties Comparator	Object Properties Comparator
SQA OCX	Rational ActiveX Test Control
SQA Repository	Rational repository
SQA Robot	Rational Robot
SQA SiteCheck	Rational SiteCheck

(Continued)

SQA Suite 6.x term	**Rational ClearQuest TeamTest Edition term**
SQA Test Log Viewer	Rational LogViewer
SQA Text Comparator	Text Comparator and Grid Comparator
SQAVu	VU
test case	verification point
test log	log
test procedure	script
test schedule	schedule
test script	script
VU language script	virtual user script

Using Defect Reports

Your Rational ClearQuest/TeamTest Edition software comes with special defect reports to help you manage your testing efforts. Use Rational ClearQuest to run these special reports to track your defects when testing applications. When you create a Rational repository that contains an associated ClearQuest database, you automatically get these defect reports and report formats to use with ClearQuest. A **Rational repository** is a group of databases that stores application testing information, such as test requirements, scripts, and logs. For more information about creating a repository with a ClearQuest database, see *Creating a Repository* in chapter 2 of the *Using the Rational Administrator* manual.

You can customize a defect report or create new reports by customizing report formats. To customize a report format, you must install Crystal Reports 6.0 Professional Edition, which comes with your Rational ClearQuest/TeamTest Edition software.

To install Crystal Reports:

▶ Use the Crystal Reports installation directions that come with the Crystal Reports CD-ROM.

Using SQA 6.x Repository Data in a Rational Repository

You can use data from an existing SQA Suite 6.x repository in a Rational repository. When you create a new Rational repository, the Create Repository wizard gives you the option of initializing a repository with data from an existing SQA Suite 6.x repository.

For information about creating a Rational repository with SQA Suite 6.x data, see chapter 2 of the *Using the Rational Administrator* manual.

When to Convert SQA Suite 6.x Repository Data

We recommend that you convert SQA Suite 6.x repository data to Rational repository data after you finish a project.

The following table lists the data that is converted from a SQA Suite 6.x repository to a Rational repository:

Type of SQA Suite 6.x data	Converted?
Custom reports and graphs	No
Defects (For information about defects, see *Details About Converting Defects* on page 3-5.)	Yes
E-mail rules	No
Filters for defects or test procedures	No
Groups (Privileges are not converted.)	Yes
List reports	No
LoadTest schedules	No
Projects	Yes
Requirements	Yes
Test cases (Called *verification points* in a Rational repository.)	Yes
Test logs	No

(Continued)

Type of SQA Suite 6.x data	Converted?
Test plans	Yes
Test procedures (Called *scripts* in Rational repository.)	Yes
Users (Privileges are not converted.)	Yes
Virtual user test procedures (Called *virtual user scripts* in a Rational repository.)	No

Conversion Details

When you create a Rational repository with SQA Suite 6.x data, the converter does the following:

▶ Prefixes a script or verification point ID with a period (.) in the name with "_RENAMED_".

▶ Converts a period (.) in a script name or verification point ID to an underscore (_).

For example, a script named `wn95.tst` converts to `_RENAMED_wn95_tst`.
A verification point ID named `alpha.b2` converts to `_RENAMED_alpha_b2`.

Details About Converting Defects

Rational Test products incorporate the change-request management technology of Rational ClearQuest to track defects. For your convenience, Rational ClearQuest includes a specially designed defect form, the TeamTest defect form, similar to the SQA 6.x Manager defect form.

The following table lists each field in an SQA 6.x defect form and the comparable field in the TeamTest form. For more information about using the TeamTest defect form, see the *Using the Rational Robot* manual.

NOTE: The word *List* in the Description column of this table indicates that if you customize a list in SQA 6.x, it converts to a list in the TeamTest defect form.

SQA 6.x defect field	TeamTest defect field	Description
ID	New ID generated	The SQA 6.x ID does not appear on the defect form, but you can use the query feature of ClearQuest to find it. For more information, see the Rational ClearQuest Help.
Description	Headline/ Description	Converts the first 125 characters or up to the first carriage return and places this text in the Headline field. The entire SQA 6.x Description field also appears in the Description field of the TeamTest defect form.
Priority	Priority	List
Severity	Severity	List
Occurrences	(Not converted)	
Keywords	Keywords	List
Symptoms	Symptoms	List
Build Found	Notes	In SQA 6.x, a Build Found field is a text field. In Rational 7.x, Builds are objects that contain log folders and logs. The text data from the Build Found field is stored in Notes. A Build object is not created for each SQA 6.x Build Found field.
Build Fixed	Notes	In SQA 6.x, a Build Fixed field is a text field. In Rational 7.x, Builds are objects that contain log folders and logs. The text data in the Build Fixed field is stored in Notes. A Build object is not created for each SQA 6.x Build Fixed field.
Proc	Script	
Case	Verification Point	
Cycle	(Not converted)	
Reported By	Reported By Contact	
Reported By Company	Reported By Company	
Hardware	Hardware	List

(Continued)

SQA 6.x defect field	TeamTest defect field	Description
Operating System	Operating System	List
Other	Other Environment	
Test Station	(Not converted)	In SQA 6.x, a Test Station field is a text field. In Rational 7.x, the Computers field replaces the Test Station field and is an object. A Computer object is not created for each SQA 6.x Test Station field.
Log	(Not converted)	
Custom 1	Custom 1	List If you customized the label for this field in SQA 6.x, the label is not converted. Use the ClearQuest Designer to customize this label.
Custom 2	Custom 2	List If you customized the label for this field in SQA 6.x, the label is not converted. Use the ClearQuest Designer to customize this label.
Custom 3	Custom 3	If you customized the label for this field in SQA 6.x, the label is not converted. Use the ClearQuest Designer to customize this label.
Attachment	Attachments	You can attach more than one file after you convert to a 7.x Rational repository.
Requirement	Requirement	
Status History	History	
Resolution	Resolution	List
Resolution Description	Resolution Note	
Modified Software	(Not converted)	

Using a 6.1 SQL Anywhere Server Database

If you created an SQA Suite 6.1 SQL Anywhere Server repository and want to use data from that repository in a 7.0 SQL Anywhere Server database, you must configure existing 6.1 SQL Anywhere clients to access the 7.0 SQL Anywhere Server database.

Since you cannot run a 7.0 and a 6.1 SQL Anywhere Server on the same computer, do the following to gain access to a 6.1 SQL Anywhere Server database:

1. Click **Start → Programs →** *Rational Product name* **→ Rational Administrator**.

2. Double-click **SQL Anywhere Database Servers** in the left pane of the Administrator to display all databases.

3. Right-click the 7.0 SQL Anywhere database that you want to use, and then click **Properties**.

4. Click the **Advanced** tab.

5. In the **Additional database server switches** box, type:

   pathname\databasefilename -n *databasename*

   where *pathname* is the path to the 6.1 database file, *databasefilename* is the name of the 6.1 database file, and *databasename* is the name of the 6.1 database.

   For example:

   ```
   c:\repo\sqlanydb\sqa61.db -n mydb
   ```

6. Click **OK**.

Long File Names

Robot now supports long file names with spaces. Because of this, a script (formerly called the test script) no longer has a separate ID (which was a maximum of eight characters). The name of the script, which can be a maximum of 40 characters, is now used as the file name.

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