Release Notes and Installation Guide

RATIONAL ROSE® REALTIME PROFESSIONAL EDITION

VERSION: 2002.05.20

PART NUMBER: 800-025106-000

WINDOWS/UNIX



IMPORTANT NOTICE

COPYRIGHT

Copyright ©1993-2002, Rational Software Corporation. All rights reserved.

Part Number: 800-025106-000

Version Number: 2002.05.20

PERMITTED USAGE

THIS DOCUMENT CONTAINS PROPRIETARY INFORMATION WHICH IS THE PROPERTY OF RATIONAL SOFTWARE CORPORATION ("RATIONAL") AND IS FURNISHED FOR THE SOLE PURPOSE OF THE OPERATION AND THE MAINTENANCE OF PRODUCTS OF RATIONAL. NO PART OF THIS PUBLICATION IS TO BE USED FOR ANY OTHER PURPOSE, AND IS NOT TO BE REPRODUCED, COPIED, ADAPTED, DISCLOSED, DISTRIBUTED, TRANSMITTED, STORED IN A RETRIEVAL SYSTEM OR TRANSLATED INTO ANY HUMAN OR COMPUTER LANGUAGE, IN ANY FORM, BY ANY MEANS, IN WHOLE OR IN PART, WITHOUT THE PRIOR EXPRESS WRITTEN CONSENT OF RATIONAL.

TRADEMARKS

Rational, Rational Software Corporation, Rational the e-development company, ClearCase, ClearCase Attache, ClearCase MultiSite, ClearDDTS, ClearQuest, ClearQuest MultiSite, DDTS, Object Testing, Object-Oriented Recording, ObjecTime & Design, Objectory, PerformanceStudio, ProjectConsole, PureCoverage, PureDDTS, PureLink, Purify, Purify'd, Quantify, Rational, Rational Apex, Rational CRC, Rational Rose, Rational Suite, Rational Summit, Rational Visual Test, Requisite, RequisitePro, RUP, SiteCheck, SoDA, TestFactory, TestFoundation, TestMate, The Rational Watch, AnalystStudio, ClearGuide, ClearTrack, Connexis, e-Development Accelerators, ObjecTime, Rational Dashboard, Rational PerformanceArchitect, Rational Process Workbench, Rational Suite AnalystStudio, Rational Suite ContentStudio, Rational Suite Enterprise, Rational Suite ManagerStudio, Rational Unified Process, SiteLoad, TestStudio, VADS, among others, are either trademarks or registered trademarks of Rational Software Corporation in the United States and/or in othercountries. All other names are used for identification purposes only, and are trademarks or registered trademarks of their respective companies.

Microsoft, the Microsoft logo, Active Accessibility, Active Channel, Active Client, Active Desktop, Active Directory, ActiveMovie, Active Platform, ActiveStore, ActiveSync, ActiveX, Ask Maxwell, Authenticode, AutoSum, BackOffice, the BackOffice logo, BizTalk, Bookshelf, Chromeffects, Clearlead, ClearType, CodeView, Computing Central, DataTips, Developer Studio, Direct3D, DirectAnimation, DirectDraw, DirectInput, DirectMusic, DirectPlay, DirectShow, DirectSound, DirectX, DirectXJ, DoubleSpace, DriveSpace, FoxPro, FrontPage, Funstone, IntelliEye, the

IntelliEye logo, IntelliMirror, IntelliSense, J/Direct, JScript, LineShare, Liquid Motion, the Microsoft eMbedded Visual Tools logo, the Microsoft Internet Explorer logo, the Microsoft Office Compatible logo, Microsoft Press, the Microsoft Press logo, Microsoft QuickBasic, MS-DOS, MSDN, Natural, NetMeeting, NetShow, the Office logo, One Thumb, OpenType, Outlook, PhotoDraw, PivotChart, PivotTable, PowerPoint, QuickAssembler, QuickShelf, Realmation, RelayOne, Rushmore, SourceSafe, TipWizard, TrueImage, TutorAssist, V-Chat, VideoFlash, Virtual Basic, the Virtual Basic logo, Visual C++, Visual FoxPro, Visual InterDev, Visual J++, Visual SourceSafe, Visual Studio, the Visual Studio logo, Vizact, WebBot, WebPIP, Win32, Win32s, Win64, Windows, the Windows CE logo, the Windows logo, Windows NT, the Windows Start logo, and XENIX are trademarks or registered trademarks of Microsoft Corporation in the United States and other countries.

FLEXIm and GLOBEtrotter are trademarks or registered trademarks of GLOBEtrotter Software, Inc. Licensee shall not incorporate any GLOBEtrotter software (FLEXIm libraries and utilities) into any product or application the primary purpose of which is software license management.

Portions Copyright ©1992-2002, Summit Software Company. All rights reserved.

PATENT

U.S. Patent Nos.5,193,180 and 5,335,344 and 5,535,329 and 5,835,701. Additional patents pending.

Purify is licensed under Sun Microsystems, Inc., U.S. Patent No. 5,404,499.

GOVERNMENT RIGHTS LEGEND

Use, duplication, or disclosure by the U.S. Government is subject to restrictions set forth in the applicable Rational Software Corporation license agreement and as provided in DFARS 277.7202-1(a) and 277.7202-3(a) (1995), DFARS 252.227-7013(c)(1)(ii) (Oct. 1988), FAR 12.212(a) (1995), FAR 52.227-19, or FAR 227-14, as applicable.

WARRANTY DISCLAIMER

This document and its associated software may be used as stated in the underlying license agreement. Rational Software Corporation expressly disclaims all other warranties, express or implied, with respect to the media and software product and its documentation, including without limitation, the warranties of merchantability or fitness for a particular purpose or arising from a course of dealing, usage, or trade practice.



Contents

Chapter 1 Introduction 1

PLEASE READ FIRST 2

What's New 2

Chapter 2 **Overview of the Professional Packages 3**

The Rational Rose RealTime Professional Package 3

Rational Connexis 3

Run-Time Connectivity Viewing 4

Rational Quality Architect - RealTime Edition 5

Allow sub-capsule instances to be drivers 5

Verification mode changes to allow more control in manual mode

Allow data qualifier in data field of send message 6

Allow drivers to model timing services 6

Capsule interface generation for instances on sequence diagram without role specified 6

Java language support 6

Rational Rose RealTime Target Deployment Package 6

Rational Rose RealTime Target Porting Package 7

Chapter 3 Referenced Configurations 9

Chapter 4 Installation 11

Before You Install 11

Installing Rational Rose RealTime Professional Edition 12

Windows Installations 12

Client Installation 13

Administrative Installation 14

Client Installation over the Network 16

UNIX Installation 17

After You Install 19

Verifying the Connexis Installation 19

Verifying your Installation using BasicTest 19

Host Configuration Installation Verification 19

BasicTest server output 21

BasicTest client output 22

Uninstalling the Professional Edition 23

Uninstalling in Windows 23

Uninstalling in Solaris or HP-UX 24

Chapter 5 Converting Models from Connexis 25

Converting Connexis version 2000.02.10 Models to Connexis Version 2002.05.20 Models 25

Verifying Component Compatibility with Connexis Version 28

Support 29

Chapter 6 Troubleshooting, Known Issues, and Updates 31

Target Porting Package 32

Target Deployment Package 32

Rational Connexis 32

Troubleshooting 32

Transport Integration Framework 32

Turning Off Auditing for a Single Transport is Not Recommended 33

Signals No Longer Supported 33

Rational Quality Architect - RealTime Edition 34

Target Observability Behavior when the Model is Modified $\,\,$ 34

Running Verify Behavior with Eighty or More Sequence Diagrams (UNIX) 35

Driver Methods for Sending Messages to the Log and Custom Comparison 35

Lost Information in To Port for a Message 35

Do not use -runScriptAndQuit when running RQART from a script 36

Creation of Container Capsules 36

Converting MSCs in Rational Rose RealTime using the RQA-RT 36

Creating Messages and Sequence Diagrams 37

Sending Message Specification Data Field Format for Java 38

Customizing a Sequence Diagram Created From a Trace 38

RQA-RT Limitations 38

Chapter 7 Documentation Updates 41

Chapter 8 Technical Support 43

Submitting Problem Reports 43

Submitting Feature Requests 44

Submitting Support Requests 45

Contacting Rational Customer Service by Email or Telephone 46 License Support Contact Information 48

Index 51



Chapter 1

Introduction

Thank you for selecting Rational Rose RealTime, the real-time industry's leading environment for designing and building real-time applications.

The Rational Rose RealTime Professional Package you purchased extends Rational Rose RealTime to provide support for many embedded targets. If you do not have the installation key, please contact License Support for assistance. See "Technical Support" on page 43.

Contents

In this guide, you will find the following:

- "PLEASE READ FIRST" on page 2
- "What's New" on page 2
- "Overview of the Professional Packages" on page 3
- "Referenced Configurations" on page 9
- "Installation" on page 11
- "Converting Models from Connexis" on page 25
- "Troubleshooting, Known Issues, and Updates" on page 31
- "Documentation Updates" on page 41
- "Technical Support" on page 43

Please read this guide, along with the Release Notes for the base product, before you install or use the Rational Rose RealTime Professional Edition.

Please visit the Rational Web site for the latest Release Notes, patches and other information:

http://www.rational.com/support/

If you encounter any problems while installing or running Rational Rose RealTime, please check here first to see if you have encountered a known problem. If you find a problem that is not yet documented, please call Rational Customer Service so we can investigate it, provide you with a workaround, and track the problem for further action.

See "Technical Support" on page 43 for telephone numbers and e-mail addresses of the Rational Customer Service contacts for your region.

PLEASE READ FIRST

You must install Rational Rose RealTime before installing the Rational Rose RealTime Professional Package. Directory structures established during the installation of Rational Rose RealTime are required during the installation of the Rational Rose RealTime Professional Package.

Please review the Rational Rose RealTime Installation Guide and the Rational Rose RealTime Release Notes for information on installing the base product.

Note: In some cases, you may notice discrepancies between the printed documentation, online documentation, the Readme. In these cases, refer to the online documentation; however, the Readme contains the latest updates and should be followed.

What's New

For a list of new features to Rational Rose RealTime, see the topic What's New in the Rational Rose RealTime Release Notes.



Chapter 2

Overview of the Professional Packages

The Release Notes and Installation Guide for Rational Rose RealTime Professional applies to the Rational Rose RealTime Professional package and the Rose RealTime Professional Porting package.

Contents

This chapter is organized as follows:

- "The Rational Rose RealTime Professional Package" on page 3
- "Rational Rose RealTime Target Porting Package" on page 7

The Rational Rose RealTime Professional Package

In addition to Rational Rose RealTime, the Rational Rose RealTime Professional package includes the following software:

- Rational Connexis
- Rational Quality Architect- RealTime Edition
- Rational Target Deployment Package

Rational Connexis

Connexis simplifies the construction of reliable, distributed applications using Rational Rose RealTime. You can easily establish communication paths and send messages between capsules in separate processes whether they reside on the same node or on separate nodes. Also, you can monitor connections, trace messages, and collect communication metrics.

With Rational Connexis, you can distribute applications built with Rational Rose RealTime version 2002.05.20. Connexis also provides features to help you build reliable distributed applications.

Connexis extends the asynchronous messaging used between capsules in Rational Rose RealTime so that it can be used between capsules located in different processes or different nodes in a network. Connexis allows you to use unwired ports, based on protocols you define, to establish these connections. Since the same mechanisms are used for local and remote messaging, it is easy to make your application distributed.

Using a publish and subscribe pattern, Connexis can connect capsules whether they are on the same processor, distributed on a backplane, across a network connection, or through some other channel. To implement these connections, Connexis uses the underlying TCP/IP stack of the operating system.

Connexis also includes several features to provide fault-tolerance capabilities to the applications you build with Rational Rose RealTime. The Connexis Locator Service, which can be used to find connection destinations, supports the use of a backup locator to automatically take over should the primary locator fail.

Run-Time Connectivity Viewing

Determining connectivity in a distributed system can be tedious and time-consuming. To make this easier, Connexis includes a connectivity trace tool, the Connexis Viewer, that lets you examine and monitor connection status in real-time. You can easily determine the services that have been published and who has subscribed to them, wherever the publishers and subscribers may be on your network.

The Connexis Viewer also lets you trace messages between publishers and subscribers. You can apply filters to restrict the trace information being captured and you can also specify the number and size of the memory buffers allocated for tracing. This allows you to carefully control the allocation and use of tracing resources on target.

Together, these features provide easy, convenient, and fault-tolerant connectivity. Instead of building your own distributed communications infrastructure, you can build additional revenue-generating features into your product. The result is that your product ships sooner with more features.

Please refer to the *User Guide - Rational Rose RealTime Connexis* for a complete description of the Connexis product.

Rational Quality Architect - RealTime Edition

Rational Quality Architect automates scenario-based unit testing. You can create sequence diagrams that specify how any set of capsules interact. With a single command, Rational Quality Architect generates and builds test harnesses along with any requested stubs, runs the tests on the specified target, collects the results at run-time, compares those results with the original sequence diagrams, and highlights any differences between them along with any detected race conditions.

Using Rational Quality Architect - RealTime Edition (RQA-RT), you can extend Rational Rose RealTime's design automation capabilities to model, debug and test. By automatically generating complete unit and integration test harnesses directly from sequence diagram specifications, manual coding of stubs and drivers for debugging and testing is eliminated.

RQA-RT automatically verifies designs against sequence diagram specifications both analytically and during execution. Application generation and automatic testing of fully or partially complete designs, plus animated visual and symbolic debuggers, encourages early and continuous design refinement and validation.

For detailed information on RQA-RT, see the User's Guide - Rational Quality Architect RealTime Edition.

Allow sub-capsule instances to be drivers

This functionality provides a way to implement "stub" generation for contained capsule instances. Providing this functionality RQA-RT enables more robust testing and more complex interactions.

Verification mode changes to allow more control in manual mode

This functionality enables RQA-RT to operate in manual mode and provides the functionality to run the harness on a custom node.

Allow data qualifier in data field of send message

This functionality enables full composite data types to be passed as the signal data, allowing the same range of data flexibility or inject capability as in the toolset.

Allow drivers to model timing services

When a timing service is invoked from the driver interaction instance, it will be generated into the driver capsule. This provides more robust support for converting trace diagrams into specifications.

Capsule interface generation for instances on sequence diagram without role specified

Required test wrappers are automatically generated based on the user supplied sequence diagrams.

Java language support

Enables RQA-RT functionality on a model based on the Java Language add-in.

Rational Rose RealTime Target Deployment Package

The Target Deployment Package includes the source code for the UML Services Libraries. These libraries provide Rational Rose RealTime generated applications with a platform-independent set of services such as communication, timing, capsule lifecycle management, and state machine execution. The UML Services Libraries also include an adaptation layer that maps the platform-independent services to the specific services provided by the target platform. The Target Deployment Package includes adaptations for many popular targets.

Rational Rose RealTime Target Deployment Package provides you with one or more embedded targets for integration with your Rational Rose RealTime toolset.

After you installed the Rational Rose RealTime Professional Package, with the install key included with the Professional Package shipment, you have support for the base Target Deployment Package embedded targets.

Rational Rose RealTime Target Porting Package

The Rational Rose RealTime Professional Porting package includes the same software as the Rational Rose RealTime Professional package, except that it includes the Target Porting Package instead of the Target Deployment Package. The Target Porting Package, like the Target Deployment Package, includes the source code for the UML Services Libraries. However, the Target Porting Package does not include any adaptations for any targets other than the host platforms on which the Rational Rose RealTime toolset runs.

The porting package provides you with the tools necessary to develop or deploy for a custom embedded target environment. Included with this package are the porting guides for both the C and C++ languages along with example ports for each of these environments.

After you have installed the Rational Rose RealTime Professional Package, the porting guides will be included in the online help, and PDF versions are located in the directory <code>%ROSERT_HOME%\Help</code> on Windows or <code>\$ROSERT_HOME/Help</code> on UNIX:

- cpp_portingguide.pdf
- c_portingguide.pdf

Please refer to the appropriate porting guide for information on where the various components of the example ports can be found.

As you are planning to develop and deploy on a target line-up which is not a formally supported platform, see the supported platforms section of the *Installation Guide*, *Rational Rose RealTime*. Please note that product support will be based on the closest reference platform as identified in the *Referenced Configurations* section.



Chapter 3

Referenced Configurations

For a current list of referenced configurations (platforms) and targets that Rational Rose RealTime supports, see "Referenced Configurations" in the *Rational Rose RealTime Release Notes*.



Chapter 4

Installation

The Professional Edition installation key is included in the Welcome Letter you received with the product shipment. Contact Rational License Support if you did not receive a Professional Edition installation key.

Note: Rational Connexis version 2002.05.20 has been tested with Rational Rose RealTime version 2002.05.20 only. It will not work with earlier releases of Rational Rose RealTime.

Contents

This chapter is organized as follows:

- "Before You Install" on page 11
- "Installing Rational Rose RealTime Professional Edition" on page 12
- "After You Install" on page 19
- "Verifying the Connexis Installation" on page 19
- "Uninstalling the Professional Edition" on page 23

Before You Install

Before you install the Rational Rose RealTime Companion Products, you must have previously installed Rational Rose RealTime version 2002.05.20.

Notice to UNIX - HPUX 10.20 Users

To obtain the Rational Rose RealTime Companion CD for the Rational Rose RealTime Professional Edition software, see "Contacting Rational Customer Service by Email or Telephone" on page 46.

Installing Rational Rose RealTime Professional Edition

The following types of installation are available:

- Windows Installations
 - Client Installation
 - Administrative Installation
 - Client Installation over the Network
- UNIX Installation

Windows Installations

When you install Rational Rose RealTime Professional Edition on Windows, you have the following options:

■ **Client Installation** (Typical) - installs Rational Rose RealTime Professional Edition on your local system.

Note: Rational Rose RealTime must be currently installed on your local system prior to installing the Client Installation on the Rational Rose RealTime Companion Product CD.

■ Client Installation over the Network - installs the required components on your local system to run the Rose RealTime Professional Edition from a network location.

Note: Rational Rose RealTime, then the Administrative Installation of Rational Rose RealTime Professional Edition must be currently installed on your local system prior to installing a Client Installation over the Network installation.

■ **Administrative Installation** - installs the files required to run Rational Rose RealTime Professional Edition from a location on the network.

Note: Rational Rose RealTime must be installed before installing the Administrative Installation of Rational Rose RealTime Professional Edition. You must complete an Administrative Installation of Rational Rose RealTime Professional Edition before you perform a Client Installation over the Network.

Client Installation

A typical installation installs Rational Rose RealTime Professional Edition on your local system. Rational Rose RealTime must be installed previously before you perform a Client Installation.

To install the Rational Rose RealTime Professional Edition:

- 1. Launch Rational Rose RealTime, click **Help > About**, then verify that Rational Rose RealTime version 2002.05.20 is currently installed.
- 2. Insert the Rational Rose RealTime Companion Products CD into your CD-ROM drive.
 - If the system is configured with the autorun feature enabled, the setup program will run automatically and you may continue with step 4.
- 3. Use Windows Explorer to open a window displaying the contents of the CD-ROM. For example, double-click **My Computer** and double-click the icon for the Rational Rose RealTime Companion Products CD. Double-click the **Setup.exe** icon to run Setup.

Note: The .exe file name extension may not be visible.

The Setup dialog box appears followed by the **Welcome** dialog box.

4. Click **Next** to view the License Agreement.

You must accept the license agreement to proceed.

If you do not agree with the terms of the license agreement, you should exit the installation. All software and documentation should be returned to Rational Software.

If you accept the terms and conditions of the license agreement, click **Yes**.

The **Setup Type** dialog appears.

- 5. Select **Typical**.
- 6. When prompted, type the installation key.

7. Click Next.

Note: The Professional Edition installation key is included in the Welcome Letter you received with the product shipment. Contact Rational License Support if you did not receive a Rational Rose RealTime Professional Edition installation key.

- 8. Select a **Program Folder**, then click **Next**.
- In the Information Summary dialog, review the information and click Next.

The products selected for installation are listed.

- 10. Click **Next** to start the installation.
- 11. Click **OK** when prompted to copy both DLLs.
- 12. Click **Finish**.

Administrative Installation

To successfully complete the Administrative Installation of Rational Rose RealTime Professional Edition, you must first install an Administrative Installation of Rational Suite DevelopmentStudio RealTime on the network. For information on installing Rational Suite DevelopmentStudio, see the book *Installing Rational Suite DevelopmentStudio*.

During an Administrative Installation of Rational Rose RealTime Professional Edition, the required components necessary to run Rational Rose RealTime Professional Edition over a network are copied to the Administrative Installation Target directory. The Administrative Installation Target directory is created by the administrative installation of Rational Suite DevelopmentStudio RealTime and is available on the network.

To install the Rational Rose RealTime Professional Edition:

- Launch Rational Rose RealTime, click Help > About, then verify that Rational Rose RealTime version 2002.05.20 is currently installed.
- Insert the Rational Rose RealTime Companion Products CD into your CD-ROM drive.

If the system is configured with the autorun feature enabled, the setup program will run automatically and you may continue with step 4.

3. Use Windows Explorer to open a window displaying the contents of the CD-ROM. For example, double-click **My Computer** and double-click the icon for the Rational Rose RealTime Companion Products CD. Double-click the **Setup.exe** icon to run Setup.

Note: The .exe file name extension may not be visible.

The **Setup** dialog box appears followed by the **Welcome** dialog box.

4. Click **Next** to view the License Agreement.

You must accept the license agreement to proceed.

If you do not agree with the terms of the license agreement, you should exit the installation. All software and documentation should be returned to Rational Software.

If you accept the terms and conditions of the license agreement, click **Yes**.

The Setup Type dialog appears.

5. Select **Administrative** from the **Setup Type** dialog list.

Note: An Administrative Installation of Rational DevelopmentStudio RealTime Edition must be completed, before installing the Rose RealTime Professional Edition for administrative use.

- 6. Click Next.
- 7. Enter your installation key.
- 8. Click Next.

Note: The Rational Rose RealTime Professional Edition installation key is provided in the Welcome Letter that you received with the product shipment. Contact Rational License Support if you did not receive a Professional Edition installation key.

- 9. The products selected for installation are listed. Click Next.
- 10. In the **Information Summary** dialog, review the information and click **Next**.

The Choose Destination Location dialog appears.

- 11. Browse to the Administrative Install Target directory. This is the destination path provided during the administrative installation of Rational DevelopmentStudio RealTime Edition.
- 12. Click **Next** to start the installation.
- 13. Click Finish.

Client Installation over the Network

A client installation over the network configures the client computer to run Rational Rose RealTime Professional Edition from a location on the network. Before you can perform a client installation over the network, you must have Rational Rose RealTime version 2002.05.20 installed, then have installed an Administration Installation of Rational Rose RealTime Professional Edition.

To install the Rational Rose RealTime Professional Edition:

- Launch Rational Rose RealTime, click Help > About, then verify that Rational Rose RealTime version 2002.05.20 is currently installed.
- Insert the Rational Rose RealTime Companion Products CD in to your CD-ROM drive.
 - If the system is configured with the autorun feature enabled, the setup program will run automatically and you may continue with step 4.
- 3. Use Windows Explorer to open a window displaying the contents of the CD-ROM. For example, double-click **My Computer** and double-click the icon for the Rational Rose RealTime Companion Products CD. Double-click the **Setup.exe** icon to run Setup.

Note: The .exe file name extension may not be visible.

The Setup dialog box appears followed by the **Welcome** dialog box.

4. Click **Next** to view the License Agreement.

You must accept the license agreement to proceed.

If you do not agree with the terms of the license agreement, you should exit the installation. All software and documentation should be returned to Rational Software.

If you accept the terms and conditions of the license agreement, click **Yes**.

The **Setup Type** dialog appears.

- Select **Network**.
- 6. When prompted, type the installation key.
- 7. Click Next.

Note: The Professional Edition installation key is included in the Welcome Letter you received with the product shipment. Contact Rational License Support if you did not receive a Rational Rose RealTime Professional Edition installation key.

- 8. Select a **Program Folder**, then click **Next**.
- 9. In the **Information Summary** dialog, review the information and click **Next**.

The products selected for installation are listed.

- 10. Click **Next** to start the installation.
- 11. Click Finish.

UNIX Installation

Before you install Rational Rose RealTime Professional Edition, you must first install Rational Suite DevelopmentStudio RealTime (UNIX). For information on installing Rational Rose RealTime, see the *Rational Rose RealTime Installation Guide*.

To install the Rational Rose RealTime Professional Edition, follow these steps:

- Insert the Rational Rose RealTime Companion Products CD into your CD-ROM drive.
- 2. Mount the CD-ROM device.

Typically, to mount a CD-ROM device, you are a system administrator (root or super-user). See the instructions for your particular CD-ROM drive and operating system for details.

HP-UX:

mount -rF cdfs /dev/dsk/c201d511 /cdrom

Solaris

mount -rF hsfs /dev/sr1/cdrom

where

/dev/srl is the CD-ROM device

Note: In Solaris, the CD-ROM may be automatically mounted.

3. From a shell window, change the directory to the mounted CD-ROM device.

For example,

cd /cdrom

4. Run the setup script.

./setup.sh

To run the setup script from HP-UX, use the following command:

sh '.SETUP.SH;1'

5. Enter the installation key and press **ENTER**.

Note: The Rational Rose RealTime Professional Edition installation key is provided in the Welcome Letter that you have received with the product shipment. Contact Rational License Support if you did not receive a Professional Edition installation key.

- 6. Review the terms of the license agreement and do one of the following:
 - To accept the agreement, type Y and press **ENTER**.
 - To read the agreement again, type R and press **ENTER**.
 - To quit, type Q and press **ENTER**.

You must accept the license agreement to proceed.

If you do not agree with the terms of the license agreement, you should quit the installation. All software and documentation should be returned to Rational Software.

7. Select a platform.

You can specify **HP10** only, **Sun5** only, or both **HP10 and Sun5**. Regardless of which configuration you specify, the corresponding files are installed to a separate directory.

Note: Install the correct configuration (an HP or Sun installed RoseRT) from the Rational Suite DevelopmentStudio - RealTime (UNIX).

- 8. To modify the platform settings, type M or to accept the platform settings, type Y.
- 9. Press ENTER.
- 10. Specify an absolute installation path in which the Rational Rose RealTime product is installed.
- 11. After the installation completes, dismount the CD and store it in a safe place with the Welcome Letter.

After You Install

After you install the Rational Rose RealTime Companion Products, you must set the environment variable for CONNEXIS_HOME to the appropriate location, such as:

setenv CONNEXIS HOME \$ROSERT HOME/Connexis

Note: Set this environment variable after \$ROSERT_HOME is created (either by setenv ROSERT_HOME or in a rs_install setup after you source <rational_dir>/rosert_setup.xxx, where xxx is .csh or .sh.)

Verifying the Connexis Installation

To increase efficiency and eliminate improper installation and/or setup misconfiguration, you are strongly encouraged to verify your installation after you have installed the Professional Edition package on your machine. As a minimum, you should verify your Connexis installation by using the BasicTest model provided with Connexis in \$CONNEXIS_HOME/Connexis. This model uses the CDM transport.

Verifying your Installation using BasicTest

You can easily verify your installation by using the BasicTest model provided with Connexis in:

\$ROSERT HOME/Connexis/C++/examples

Host Configuration Installation Verification

The following instructions are for Windows NT, Windows 2000, and Windows XP Pro setup with Microsoft Visual C++ 6.0. If you use Visual C++ 6.0, please use the elements corresponding to VC++6.0.

The following instructions are for the host platforms (Windows, Solaris, HP-UX). The package names, component names, and component instance names differ for each platform. Table 1 and Table 2 define the names that are applicable for each of the supported host platforms.

Please use the information provided in Table 1 and Table 2, when completing the following steps:

- 1. Start Rose RealTime.
- 2. Load the BasicTest model from \$ROSERT_HOME/Connexis/C++/examples.
- 3. From the Component View, expand the component package corresponding to your host platform.
- 4. Select the client component and from its item menu, choose **Build > Rebuild All** to recompile it.
- Select the server component and from its item menu, chooseBuild > Rebuild All to recompile it
- 6. From the Deployment View's NT40 package, expand the processor that corresponds to you host platform.
- 7. The client will listen at port 9100 and the server will listen at port 9900. If these ports are being used by other another application on your workstation, you will need to change them. Open the server component instance's specification sheet and change the "9900" in the -CNXep startup parameter to an available port number. Open the client component instance's specification sheet and change the "9900" specified in the "-s" argument to the server's port number. Change the "9100" in the "-CNXep" startup parameter to an available port number. Save your changes.
- 8. Select the server component instance and choose Run from its item menu. On the RTS panel of the instance, click the Start button to execute the server.
- 9. On the Model panel, select the client component instance and choose **Run** from its item menu. On the RTS panel of the instance, click the **Start** button to execute the client.
- Verify that your output for client and server looks similar to the output shown in sections "BasicTest Server output" and "BasicTest."

Table 1 Components for referenced configurations

	Component Package	Client Component	Server Component
WindowsMS Visual Studio 6.0	NT40-x86-VCC60	basicTestClient_31	basicTestServer_31
SolarisGnu 2.81	SUN5-sparc-gnu-281	basicTestClient_5	basicTestServer_5
SolarisSun Workshop 5.0	SUN5-sparc-SunCC-50	basicTestClient_4	basicTestServer_4
HP-UXGnu 2.81	HPUX10-hppa-gnu-281	basicTestClient_35	basicTestServer_35

Table 2 Component Instances for referenced configurations

	Component Package	Client Component	Client Component Instance	Server Component Instance
WindowsMS Visual Studio 6.0	NT40	MyNT40Workstati on	basicTestClient_3 1Instance	basicTestServer_3 1Instance
SolarisGnu 2.81	Solaris	MySparcstation	basicTestClient_5 Instance	basicTestServer_5 Instance
SolarisSun Workshop 5.0	Solaris	MySparcstation	basicTestClient_4 Instance	basicTestServer_4 Instance
HP-UXGnu 2.81	Нрих	MyHPWorkstation	basicTestClient_3 5Instance	basicTestServer_3 5Instance

BasicTest server output

Rational Rose RealTime C++ Target Run Time System Release 6.40.B.00 (+c)
Copyright (c) 1993-2001 Rational Software rosert: observability listening at tcp port 30399

```
Rational Software Corp. Connexis(tm) - Distributed Connection Service
Release 6.40.B.82
Copyright (c) 1999-2001 Rational Software Corporation
dcs: CRM Transport : enabled
dcs: CDM Transport : enabled
dcs: CRM listening at [crm://192.139.251.167:2005]
dcs: CDM listening at [cdm://192.139.251.167:9900]
dcs: target agent enabled
dcs: locator service not available
dcs: metric service enabled
BasicTest-Server-started:
Server: Received simple greeting message... sending it back
Server : test cycle completed, received rtunbound !
Server : Received simple greeting message... sending it back
Server : test cycle completed, received rtunbound !
Note: The above represents a partial listing of the BasicTest Server
Output.
BasicTest client output
Rational Rose RealTime C++ Target Run Time System
Release 6.40.B.00 (+c)
Copyright (c) 1993-2001 Rational Software
rosert: observability listening at tcp port 30380
***********************
               Please note: STDIN is turned off.
* To use the command line, telnet to the above mentioned port. *
* The _output_ of any command will be displayed in this window. *
*************************
Rational Software Corp. Connexis(tm) - Distributed Connection Service
(dcs)
Release 6.40.B.82
Copyright (c) 1999-2001 Rational Software Corporation
BasicTest-Client-started:
```

dcs: CRM Transport : enabled

```
dcs: CDM Transport : enabled
dcs: CRM listening at [crm://192.139.251.167:2010]
dcs: CDM listening at [cdm://192.139.251.167:9100]
dcs: target agent enabled
dcs: locator service not available
dcs: metric service enabled

Client : sending a greeting message...

->Client: received message:
RTString"Hello, Welcome to the Connexis world!"

Client : unbound received

Client : reregistering SAP

Client : sending a greeting message...

->Client : received message:
RTString"Hello, Welcome to the Connexis world!"

Client : unbound received

Client : unbound received message:
RTString"Hello, Welcome to the Connexis world!"

Client : unbound received
```

Note: The above represents a partial listing of the BasicTest Client Output.

Uninstalling the Professional Edition

Uninstalling in Windows

To uninstall the Rational Rose RealTime Professional Package:

- 1. Copy any model changes that you made to the example models.
- 2. Copy any files added to, or modified in the \$ROSERT_HOME/C++/TargetRTS directories to a temporary directory to preserve these changes. Later, you will migrate these changes to the new installation location.
- 3. From the **Start** menu, select **Start > Programs > Rational Rose RealTime**Companion Products > Uninstall Companion Products for Rational Rose RealTime.

Note: Uninstalling Rational Rose RealTime does not uninstall the Rational Rose RealTime Professional products.

Uninstalling in Solaris or HP-UX

To uninstall the Rational Rose RealTime Professional Package:

- 1. Save any user models or user data files in another location before removing the installation directory.
- 2. Remove the installation directory and all of its contents.
- 3. Remove the \$ROSERT HOME/bin/registry.2002.05.00 directory.



Chapter 5

Converting Models from Connexis

This section describes how to convert a model from Rational Connexis version 2000.02.10 to Rational Connexis, version 2002.05.20.

Converting Connexis version 2000.02.10 Models to Connexis Version 2002.05.20 Models

If you are using version 2000.02.10 of Connexis, the Connexis Model Conversion Tool searches your model, identifying any incompatibilities, and provides a detailed description, explaining the changes. Table 3, explains the changes that are made to your model during the conversion process.

Table 3 Model Conversion for Connexis version 2000.02.10 to Connexis version 2002.05.20

Condition	Change
RTDXBase, RTDXBase_Agent, RTDXBase_Locator, RTDXBase_Agent_Locator fixed capsule roles are in the model	Replaces the capsule roles with the corresponding RTDBase configuration. Integrates the CDM transport with the capsules containing the new RTDBase or RTDBase_Locator capsule roles. Integrates the CRM transport into the containing capsule.
RTDBase, RTDBase_Locator fixed capsule roles are in the model but do not have the CDM transport as an attribute.	Integrates the CDM transport using a composite aggregation relationship into the capsules containing RTDBase or RTDBase_Locator capsule roles.

Table 3 Model Conversion for Connexis version 2000.02.10 to Connexis version 2002.05.20

Condition	Change
RTDXBase optional capsule role is in the model	Converts to the RTDBase and integrates the CRM and CDM transports.
RTDXBase_Agent optional capsule role is in the model	Converts to RTDBase_Agent and integrates the CRM transport.
RTDXBase_Locator optional capsule role is in the model	Converts to RTDBase_Locator and integrates the CDM and CRM transports
RTDXBase_Locator_Agent optional capsule role is in the model	Converts to RTDBase_Locator_Agent and integrates the CRM transport.
RTDBase or RTDBase_Locator optional capsule role is in the model	Users are notified that the CDM transport is integrated.
RTDBase_Agent or RTDBase_Locator_Agent optional capsule role is in the model	Searches the model identifying any of the components that have a dependency on the ORB. If the dependency exists, the CRM transport is integrated.
A component depends on a XDCS library component	Changes the component dependency to use the DCS library component.
The TargetConfiguration property of a component references a -CNX-M or a -CNX- target configuration	Removes the -CNX- or -CNX-M from the TargetConfiguration name.

To convert your model:

- 1. Load a model that uses version 2000.02.10 of Connexis in Rational Rose RealTime.
- 2. Select Tools > Connexis > Convert Model.

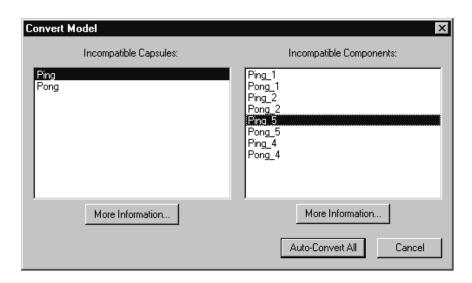


Figure 1 Convert Model dialog

3. View more information about incompatible capsules and components by selecting the capsule or the component from the dialog and clicking **More Information**.

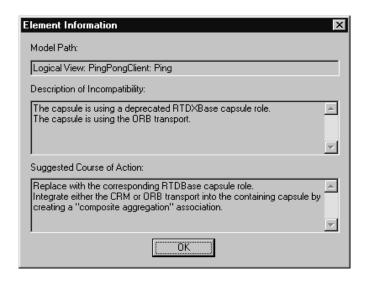


Figure 2 Element Information dialog

The "Element Information" dialog provides the following information:

Table 4 Element Information dialog chart

Information Heading	Description
Model Path	Shows the path of the selected capsule or component.
Description of Incompatibility	Explains the reason for the incompatibility between version 2000.02.10 and version 2002.05.20.
Suggested Course of Action	Explains how the Conversion tool will make the capsule or component compatible with Connexis version 2002.05.20.

- 4. Click **OK** after you read the information, and repeat step 3 for additional capsules and components that appear in the "Convert Model" dialog.
- 5. Click **Auto-Convert All** from the "Convert Model" dialog.

 The Conversion Tool converts the incompatible capsules and components in your model. As the conversion takes place, the Conversion Tool may prompt you to confirm some conversion changes.

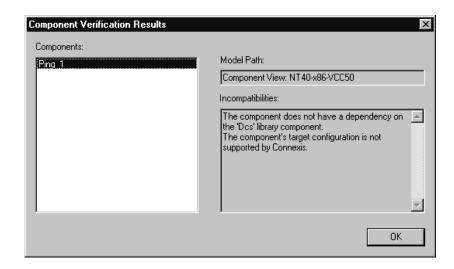
Note: Only run the Conversion Tool once. If you run the tool a second time, the information displayed in the Convert Model dialog may not be accurate.

Verifying Component Compatibility with Connexis Version

The Component Verification Tool verifies that a component is compatible with Rational Connexis version 2002.05.20.

To verify that a component is compatible with version 2002.05.20:

- 1. Right-click a component.
- 2. Select Connexis > Verify.



The **Component Verification Results** dialog appears.

Figure 3 Component Verification dialog

- 3. Select the component from the **Components** area. The model path and the incompatibilities for the selected component appear.
- 4. Open the component from the browser and fix the incompatibilities.

Note: You do not have to close the Component Verification Results dialog while fixing the incompatibilities.

5. Click **OK**.

Support

If you encounter any problems with migrating your model to Connexis version 2002.05.20, refer to "Technical Support" on page 43.



Chapter 6

Troubleshooting, Known Issues, and Updates

The following is a list of the problems and limitations in the Rational Rose RealTime Professional Package products at the time of release. Some of these problems may have been addressed by the time you read this. For the most recent list of known problems and any fixes that may have been published, please visit the Rational Rose RealTime web site at:

http://www.rational.com/support/

Select Upgrades and Patches, then select Rational Rose RealTime.

Contents

This chapter is organized as follows:

- "Target Porting Package" on page 32
- "Target Deployment Package" on page 32
- "Rational Connexis" on page 32
- \blacksquare "Rational Quality Architect RealTime Edition" on page 34

Target Porting Package

There were no known issues at the time of release. See the Rational Web Site for the latest Release Notes, patches and information:

http://www.rational.com

Target Deployment Package

There were no known issues at the time of release. See the Rational Web Site for the latest Release Notes, patches and information:

http://www.rational.com

Rational Connexis

The following topics describe the troubleshooting, known issues, and updates for Rational Connexis version 2002.05.20:

- Troubleshooting
 - □ Transport Integration Framework
 - Turning Off Auditing for a Single Transport is Not Recommended
 - Signals No Longer Supported

Troubleshooting

Transport Integration Framework

When implementing your Transport Integration using the Transport Integration Framework (TIF), you must create a component to build the Transport Integration. The Transport Integration component requires an additional inclusion path for the TargetRTS.

Add an inclusion for:

\$(ROSERT_HOME)/C++/TargetRTS/src/target/<your target>, where <your target> maps to the target you are building.

Example:

If building for "NT40," the inclusion path would be: \$(ROSERT_HOME)/C++/TargetRTS/src/target/NT40

Turning Off Auditing for a Single Transport is Not Recommended

You may not be able to turn off auditing for a single transport. This is because setting -CNXtap=0 will result in no auditing taking place for the CRM and CDM transports. The internal timer used by the transporter will be set to 1 second. This may affect the -CNXtrre and -CNXtbrd parameters which are rounded up to a multiple of -CNXtap. Any transports integrated with an audit type other than "No Audit," will find the -CNXtcapi and -CNXtcapo periods to be a multiple of 1 second. Setting -CNXtap to be > 1 second will affect the frequency at which metrics can be collected by the viewer and other DCS enabled applications.

Signals No Longer Supported

The **RTDDCSRunning** and the **RTDDCSrunningReply** signals are no longer supported in this version of Connexis. The recommended fashion for determining if DCS is running, is to wait for the **rtBound** signal, indicating that a successful connection to the **RTDInitStatus** publisher has been made.

Rational Quality Architect - RealTime Edition

The following topics describe any troubleshooting, known issues, and update information for Rational Quality Architect - RealTime Edition version 2002.05.20:

- Target Observability Behavior when the Model is Modified
- Running Verify Behavior with Eighty or More Sequence Diagrams (UNIX)
- Driver Methods for Sending Messages to the Log and Custom Comparison
- Lost Information in To Port for a Message
- Do not use -runScriptAndQuit when running RQART from a script
- Creation of Container Capsules
- Converting MSCs in Rational Rose RealTime using the RQA-RT
- Creating Messages and Sequence Diagrams
- Sending Message Specification Data Field Format for Java
- Customizing a Sequence Diagram Created From a Trace
- RQA-RT Limitations

Target Observability Behavior when the Model is Modified

Target observability was modified to change the way it reacts when it detects a model change. Previously, a message box with the text "Target observability session terminated due to model change." would appear and the component instance would either be detached or shut down. The new behavior is to continue execution. A modeless dialog box will appear and contain the text "Target observability has detected a model change. Execution is continuing. Do you wish to detach/shutdown this component instance?". If you do nothing or click **Continue**, execution will continue and additional model changes will be ignored. If you click **Detach/Shutdown**, the component instance will be detached. If the component instance is the instance used to start the run, and the check box **Attach to target on startup** on the **Detail** tab of the Component Instance specification dialog is selected, an attempt will be made to shut down the target. If that attempt is successful, any other component instances attached to the same target are also detached.

Running Verify Behavior with Eighty or More Sequence Diagrams (UNIX)

If you want to select Verify Behavior for a model that contains eighty or more Sequence diagrams, ensure that they have at least 32MB of stack space available (use **limit stacksize** in csh, and **ulimit -s** in sh).

Driver Methods for Sending Messages to the Log and Custom Comparison

RQA-RT includes two helper functions in RQARTAbstractTestWrapper, the capsule that is the superclass for all generated drivers. These functions are:

SendACompareFailure(<some_string>);LogAMessage(<some_string>); Both of these functions send a message to the RoseRT log that is hyperlinked to the appropriate message in the trace Sequence diagram. SendACompareFailure also causes the sequence diagram differencing algorithm to fail on that message. These functions can be called in any user-specified code in a Sequence diagram. This includes:

Local action code blocks from the "Quality Architect - RT" tab of the Local Action Specification.

The "Sender Driver Test Code" and "Receiver Driver Test Code" code blocks available from the "Quality Architect - RT" tab of the Send Message Specification".

This code will be inserted on the appropriate transition in the generated driver capsule. If you want to see exactly where it is inserted, use the Find In feature to search for some identifiable piece of the code (possibly a unique string in a comment) in the generated driver capsule.

Lost Information in To Port for a Message

If you load an LF-file into Rational Rose RealTime and perform the conversion, there are a number of instances where the

information on the To Port of a message is lost. In Rational Rose RealTime 2002.05.20, the conversion was enhanced to determine the receiver port on any message sent between two instances that have a direct logical connection from the sender port. This calculation increases the time required to perform the conversion. Diagrams which have messages between instances that skip relay ports will continue to require the receiver port to be entered manually.

Do not use -runScriptAndQuit when running RQART from a script

When running RQART from a script using the **RunVerifyBehavior** method do not use the **-runScriptAndQuit** command line option to cause RoseRT to exit once the script is complete. Since Verify Behavior runs asynchronously after RunVerifyBehavior is called this will cause RoseRT to exit before Verify Behavior is complete. Use the **szScriptOnCompletion** parameter of **RunVerifyBehavior** to specify a script that contains the actions that you want to occur after Verify Behavior is complete. This script can exit RoseRT using the Exit method.

Creation of Container Capsules

RQA-RT does not automatically create container capsules for a nested capsule when the container is not included in the Sequence Diagram.

Converting MSCs in Rational Rose RealTime using the RQA-RT

Problem

Many MSCs have a variable of the same name (prepareSetupReqD), but they can have a different type. When RQA-RT synthesizes these attributes from the multiple driver instances and attempts to generate one test driver, there is a name conflict and it selects the last Sequence Diagram attribute's type as the type for the attribute of the test driver class.

Background

In ObjecTime Developer, attributes are a characteristic of MSCs; each MSC can have its own attributes. These attributes can be considered variables for the environment which acts as a driver in TestScope.

When the MSCs are converted in Rational Rose RealTime using the RQA-RT conversion tool, each MSC is converted to a Sequence Diagram. In this Sequence Diagram, what was the environment in ObjecTime Developer is now a driver capsule that is automatically created. The interaction instance (of the driver) in the sequence diagram has attributes which were converted from the MSC in ObjecTime Developer.

This newly created interaction instance is set as a driver during the Verify Behavior operation. As a result, a new RQADriver is created.

Example:

Seq1:: driver has an attribute xAttrib of type Xtype

Seq2:: driver has an attribute xAttrib of type Ytype

Test harness generates a driver class with an attribute xAttrib of type Xtype or Ytype. The compilation occurs and the result will be many errors in the test harness. The errors occur because some of the action code interprets xAttrib as type Xtype and some as type Ytype.

Workaround

Run the Sequence Diagrams from separate test harnesses. This means that you will have completely separate components and will have to compile again.

Creating Messages and Sequence Diagrams

The Item Properties in the Create Message Specification dialog, with the exception of Thread, only apply if you are creating a Capsule Under Test (CUT). Thread applies in every case. The Item Properties entries are as follows:

- Capsule class a capsule name. Enter a value here only if you want to override the default capsule class associated with the role that is associated with the interaction instance being created.
- Initial data Enter a value here only if your Capsule Under Test (CUT) requires data on startup. To provide data you must specify an attribute in the driver sending the create message with the appropriate initial values. You cannot provide initial data in create messages sent from the environment.
- Data Descriptor if you provided initial data, you must specify the type descriptor of the type of data that you specified. This is in the format RTType_<type of initial data>
- Thread name

Sending Message Specification Data Field Format for Java

For the data to be passed with the messages, the data type should be specified as <data_type> <constructor_arguments>. For example, to pass Integer object referring to the number 5, place the following:

Integer 5 or java.lang.Integer 5

If <data_type> is omitted, Integer is assumed.

The <constructor_arguments> should contain the exact line to be passed as an argument to constructor. For example, for the MyObject(Integer, String) the following line can be used: MyObject 5, "Acme"

Note: No additional brackets or quotes need to be placed around <constructor_arguments>.

Customizing a Sequence Diagram Created From a Trace

To customize a Sequence diagram created from a Trace do not delete columns from the Trace window. This may cause Rational Rose RealTime to crash. Instead, create the Sequence diagram from the full Trace window ,and delete unwanted instances from the Sequence diagram.

RQA-RT Limitations

- RQA-RT does not support C models.
- Only leaf node instances in the interaction/sequence diagram can be specified as a driver/stub.
- Within a specification sequence diagram, each interaction instance without a specified role must have a unique name. Only one interaction instance per test set can be left unnamed.
- When running multiple specifications in a test, a port on a capsule under test (CUT) can only be connected to one interaction instance with an unspecified role for the set of specifications.
- An interaction instance with an unspecified role cannot have a cardinality index. Care should be exercised using unspecified roles to test capsules and/or ports with cardinality greater than 1.

- If the generated trace sequence diagram is manually compared to the specification sequence diagram, it is important to remember that such comparison is asymmetric - the specification sequence diagram should always be selected before the trace diagram.
- When running multiple specifications in a test, remember that the capsules under test continue to execute between tests. Ensure that each sequence diagram becomes quiescent at the end of each test scenario.
- If you generate a new harness into a controlled package which isn't checked out warnings will be generated.
- In Java, replicated subcapsules can only be specified as drivers if the replication index is 1.
- Interaction instances with unspecified roles cannot be used to simulate interactions with sub-capsules. An error will occur if an unsupported use of "unnamed" interaction instance is detected.

Workaround: For example: top capsule A has capsule role B in it's structure. Capsule B has capsule role C in it's structure. If you run a test on the Sequence Diagram located under A's Structure Diagram, "unnamed" interaction instances can communicate with the B, but not C. To use "unnamed" interaction instance with the C, a Sequence Diagram should be located under B's Structure Diagram.

Note: "unnamed" interaction instances are not a mandatory part of the verification process.

- If a capsule role has a cardinality greater than 1, the cardinality index should be specified on interaction instances.
- RQA-RT support of unspecified interaction instances allows you to easily drive an unconnected port without having to add a driver capsule to the collaboration. More complex tests will require the use of a driver capsule. Regardless, you cannot drive a test using a port that is part of the system currently being tested.
- Verify Behavior in RQART always performs differencing on any test completed, even if the entire test run did not finish.
- The Environment in a sequence diagram is an InteractionInstance, just like all the other InteractionInstances in the diagram. The only RQART property currently used for the Environment is the **Minimum Run Time**, which allows the you to specify a minimum runtime for the entire test.



Documentation Updates

For the most recent documentation updates please visit the Rational Rose RealTime web site at:

www.rational.com/support

Select **Documentation**.



Chapter 8

Technical Support

This section describes how to submit problem reports, feature requests and support requests to Rational Customer Service.

Submitting Problem Reports

With Rational Rose RealTime, you can email problem reports to the Rational Customer Support department that services your location. When you email a problem report directly from the Rose RealTime application, a wizard guides you through the process, ensuring that you provide the correct information to the Rational Customer Service team. This information includes contact and location information, and a detailed description of the problem that you are reporting.

To submit a problem report:

- 1. From the **Help** menu, click **Email Technical Support**. A submenu appears, providing you with three options.
- 2. Click **Problem Report**.
 - The General Information dialog appears.
- 3. Type your contact and location information in the text areas provided and click **Next**.
 - The Problem Report Additional Information dialog appears.
- 4. In the **Defect Title** text area, type a detailed name for the problem that your are reporting.
- 5. Select the type of problem that you are reporting from the appropriate list boxes.

- 6. Describe the problem, using the categories provided in the **Details** area.
- 7. Click Next.

The **Email Summary** dialog appears.

8. Ensure that the information that appears in the Email Summary dialog is accurate.

Note: The email information displayed in the Technical Support Email Address is chosen based on the location information that you provided in the General Information dialog. It is not recommended that you edit the e-mail address.

- 9. If you want to save or print a copy of the email, click the appropriate button.
- 10. Click **Send Email** to send your email.

Submitting Feature Requests

With Rational Rose RealTime, you can email feature requests to the Rational Software Customer Service department that services your location. When you email a feature request directly from the Rose RealTime application, a wizard guides your through the process, ensuring that you provide the correct information to the Rational Software Customer Service department. This information includes contact and location information, and a detailed description of the feature that your are requesting.

To submit a feature request:

- From the Help menu, click Email Technical Support.
 A submenu appears, providing you with three options.
- 2. Click Feature Request.

The General Information dialog appears.

3. Type your contact and location information in the text areas provided and click **Next**.

The **Feature Request** - **Additional Information** dialog appears.

- 4. In the **Request Title** text area, type a detailed name for the Feature that you are requesting.
- 5. Select the level of urgency for the feature that you are requesting.

- 6. Describe the feature, using the categories provided in the **Details** area.
- 7. Click Next.

The **Email Summary** dialog appears.

8. Ensure that the information that appears in the Email Summary dialog is accurate.

Note: The email information displayed in the Technical Support Email Address is chosen based on the location information that you provided in the General Information dialog. It is not recommended that you edit the e-mail address.

- 9. If you want to save or print a copy of the email, click the appropriate button.
- 10. Click **Send Email** to send your email.

Submitting Support Requests

With Rational Rose RealTime, you can email Support requests to the Rational Software Customer Service department that services your location. When you email a Support request directly from the Rose RealTime application, a wizard guides you through the process, ensuring that you provide the correct information to Rational Software Customer Service department. This information includes contact and location information, and a detailed description of the support request that you are submitting.

To submit a support request:

- 1. From the **Help** menu, click **Email Technical Support**. A submenu appears, providing you with three options.
- 2. Click Support Request.

The **General Information** dialog appears.

3. Type your contact and location information in the text areas provided and click **Next**.

The **Support Request** - **Additional Information** dialog appears.

- 4. In the **Request Title** text area, type a detailed name for the request that you require.
- 5. Select the level of urgency for the question with which you need help.

- 6. Type your question in the Question text area.
- 7. Click Next.

The **Email Summary** dialog appears.

8. Ensure that the information that appears in the Email Summary dialog is accurate.

Note: The email information displayed in the Technical Support Email Address is chosen based on the location information that you provided in the General Information dialog. It is not recommended that you edit the e-mail address.

- 9. If you want to save or print a copy of the email, click the appropriate button.
- 10. Click **Send Email** to send your email.

Contacting Rational Customer Service by Email or Telephone

When contacting Rational Customer Service by email or by telephone, please be prepared to supply the following information:

- Name, telephone number, and company name
- Product name and version number
- Operating system and version number (for example, Windows NT 4.0, Windows 2000, Windows XP Pro, Solaris 2.6/2.7/2.8, or HP-UX 10.20)
- Computer make and model
- Your case id (if you're calling about a previously reported problem)
- A summary description of the problem, related errors, and how it was made to occur

If your organization has a designated, on-site support person, please try to contact that person before contacting Rational Customer Service.

You can obtain technical assistance by sending electronic mail to the appropriate e-mail address. Electronic mail is acknowledged immediately and is usually answered within one working day of its arrival at Rational. When sending an email place "Rational Rose RealTime" in the subject line, and in the body of your message include a description of your problem.

When sending email concerning a previously-reported problem, please include in the subject field: "CaseID: v0XXXXX", where XXXXX is the caseid number of the issue. For example:

CaseID: v0176528 New data on rational rose realtime install issue

Sometimes Rational Customer Service engineers will ask you to fax information to help them diagnose problems. You can also report a technical problem by fax if you prefer. Please mark faxes "Attention: Customer Service" and add your fax number to the information requested above.

Telephone and fax numbers for Rational Customer Service are contained in the following table. If you have problems or questions regarding licensing, please see "License Support Contact Information" on page 48.

Table 5 Support Telephone and Fax

Region	Telephone Number	Fax Number
Americas	800-433-5444	408-863-4300
Asia Pacific (includes support for Japan, China, India, Korea, Taiwan)	+61-2-9419-0111	+61-2-9419 0123
Europe, Middle East, and Africa (includes support for Israel)	+31 (0)20-4546-200	+31 (0)20 4546-202
Other worldwide locations	408-863-5000	

Email addresses for Rational Customer Support are listed in the following table.

Table 6 Support Email

Region	Email Address
Americas and other worldwide locations	support@rational.com
Asia Pacific (includes support for Japan, China, India, Korea, Taiwan)	support@apac.rational.com
Europe, Middle East, Africa (includes support for Israel), and Scandinavia	support@europe.rational.com

License Support Contact Information

If you have a problem or questions regarding the licensing of your Rational Software products, please contact the Licensing Support office nearest you.

Telephone numbers for license support are listed in the following table. Ask for, or select, Licensing Support.

Table 7 License Support Telephone and Fax

Region	Telephone Number	Fax Number
Americas	800-433-5444	781-676-2510
Europe, Israel, and Africa	+31 (0)20 4546 200	+31 (0)20 4546 202
North Asia Pacific (Mainland China, Hong Kong, Taiwan)	+852 2143 6382	+852 2143 6018
Korea	+82 2 556 9420	+82 2 556 9426
South Asia Pacific Australia, New Zealand, Malaysia, Singapore, Indonesia, Thailand, The Philippines, Vietnam, Guam and India	+61-2-9419-0111	+61-2-9419 0123
Japan	+81 3 5423 3611	+81 3 5423 3622

Email addresses for license support are listed in the following table.

Table 8 License Support Email

Region	Email Address
Americas	lic_americas@rational.com
Europe, Israel, and Africa	lic_europe@rational.com
North Asia PacificMainland China, Hong Kong, Taiwan, and Korea	lic_apac@rational.com
South Asia Pacific Australia, New Zealand, Malaysia, Singapore, Indonesia, Thailand, The Philippines, Vietnam, Guam and India	lic_apac@rational.com
Japan	lic_japan@rational.com



A Administrative Installation 14 Allow sub-capsule instances to be drivers 5 B BasicTest server output 21	Converting MSCs 36 creating container capsules 36 messages 37 Sequence diagrams 37 customizing Sequence diagram from a trace 38
C Capsule interface generation 6 Client Installation 13 Client Installation over the Network 16 Companion Products 11 connectivity 4 Connexis 3	D data qualifier 6 determining connectivity 4 drivers 5, 6 F Feature Requests 44
converting models 25 converting models from 25 Run-Time connectivity viewing 4 verifying the installation 19 Container Capsules 36 converting Connexis model 26 connexis models 25 Models from Connexis 25	H Host platform installation 19 I installing Rational Rose RealTime Professional Edition 12

J	R
Java	Rational Connexis
sending message specification data	overview 3
field format for 38	Rational Quality Architect
Java language support 6	description 5
	overview 5
L	Rational Rose RealTime Professional
limit stacksize 35	Package 3
limitations	referenced configurations
RQA-RT 38	Companion Products 9
Log messages 35	RQA-RT
20g messages 55	allow data qualifier in data field of
M	send message 6
M	allow drivers to model timing servic-
manual mode 6	es 6
message 35	allow sub-capsule instances to be
messages	drivers 5
creating 37	Capsule interface generation 6
Minimum Run Time 39	Java language support 6
model timing services 6	Verification mode changes to allow
models	more control in manual mode
converting Connexis models 25 MSCs	6 DOA DELI: 1: 1: 20
	RQA-RT limitations 38
converting 36	RTDDCSRunning 33
_	RTDDCSrunningReply 33
P	-runScriptAndQuit 36
package	Run-Time connectivity viewing 4
target deployment 6	RunVerifyBehavior 36
target porting 7	
platforms	S
see referenced configurations 9	sending
Problem Reports 43	message specification data field for-
	mat for Java 38
	messages to the Log 35

Sequence Diagram	U
customizing from a Trace 38	ulimit -s 35
Sequence diagrams	uninstalling
creating 37	HP-UX 24
sub-capsule instances 5	Rational Rose RealTime Professional
Submitting Feature Requests 44	Edition 23
Submitting Problem Reports 43	Solaris 24
Submitting Support Requests 45	Windows 23
Support Requests 45	UNIX installation 17
T	V
Target Deployment Package 6, 32	Verify Behavior 35
Target Observability Behavior 34	verifying
Target Porting Package 7, 32	Component Compatibility with Con-
Technical Support 43	nexis Version 28
testing 5	Connexis Installation 19
timing services 6	host platform installation 19
To Port 35	installation 19
trace	
customizing a Sequence diagram	\mathbf{W}
from 38	What's New 2
troubleshooting	Windows Installations 12
Rational Connexis 32	Willdows Histaliauolis 12
Rational Quality Architect 34	
Rational Rose RealTime Professional	
Edition 31	
Signals no longer supported 33	
Transport Integration Framework 32	
Turning off auditing for a single	
transport is not recommended	
33	