

Telelogic DASHBOARD
Installation Guide
Release 3.6

This edition applies to 3.6.0, Telelogic Dashboard and to all subsequent releases and modifications until otherwise indicated in new editions.

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About this manual

Welcome to Telelogic Dashboard, a powerful tool to measure, analyze and manage the complete development lifecycle.

Typographical Conventions

The following typographical conventions are used in this manual:

Typeface or Symbol	Meaning
Bold	Book titles, important items, and selectable objects, including buttons and menus. For example: Click Yes to continue.
Courier	Commands, files, and directories; computer output. For example: Edit your <code>.properties</code> file.
>	A menu choice. For example: Select File > Open. This means select the File menu, then select the Open command from it.

Related Documentation

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

For information on	See
How to install Telelogic Dashboard and set up licenses to use it.	Installation Guide
Getting Started with Telelogic Dashboard	Telelogic Dashboard Online Help
How to use Telelogic Synergy	Telelogic Synergy Walkthrough
How to use Telelogic DOORS	Telelogic DOORS Walkthrough

You will find PDF versions of the manuals on:

- The Telelogic documentation CD
- Our web site at <http://support.telelogic.com>

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Introduction

This chapter contains the following introduction topics:

- Document Purpose
- Intended Audience
- Document Organization

Document Purpose

The document provides technical information required to install Telelogic Dashboard. The Telelogic Dashboard Installation Guide walks users through the process of installing the following components: Telelogic Dashboard Portal, Telelogic Dashboard Collector and Telelogic Dashboard Web Services.

The instructions provided in Section 4 of this document are for a full setup, often called a “clean install”, of Telelogic Dashboard onto a Windows computer. These instructions are intended for a computer where Telelogic Dashboard has not been previously installed.

For instructions on updating from a previously installed version of Telelogic Dashboard, please see Section 5 Updating Prior Version.

Intended Audience

The installation document is intended for Telelogic Dashboard administrators, integrators, software developers, programmers and installers. The reader of this document will be directly involved in installing, configuring, verifying and administering the operation of Telelogic Dashboard and the associated system, database and network resources.

Document Organization

This document is organized in the following sections:

- Section 1 – Introduction
- Section 2 – Overview
- Section 3 – Prerequisites
- Section 4 – Application Installation and Licensing
- Section 5 – Updating Prior Version
- Section 6 – Test Installation
- Section 7 – Troubleshoot Installation
- Section 8 – Un-Install Telelogic Dashboard
- Section 9 – Contact Information

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Overview

Telelogic Dashboard Installer allows users to install one, two or all three components. This chapter contains a description of each Telelogic Dashboard component:

- Telelogic Dashboard Collector
- Telelogic Dashboard Portal
- Telelogic Dashboard Web Services

Dashboard Collector

Telelogic Dashboard Collector is a Windows application used to collect data from various sources including Telelogic DOORS, Telelogic Change and Telelogic Synergy. The Collector uses Web Services to connect to the Telelogic Dashboard Portal. The Telelogic Dashboard Collector can be installed and run on any machine that has an existing DOORS and/or Synergy client and can also be installed on multiple machines. No license is required for Telelogic Dashboard Collector.

Dashboard Portal

Telelogic Dashboard Portal is the web application used to view, manage and configure projects/units, and graphs within them. Telelogic Dashboard Portal runs in Microsoft IIS and uses .NET Framework. Telelogic Dashboard Portal requires a license and can only be installed once per license.

Dashboard Web Services

Telelogic Dashboard Web Services are web-based services that connect Telelogic Dashboard Collector and Telelogic Dashboard Portal. Web Service implementation allows Telelogic Dashboard Collector to be installed on a different server than Telelogic Dashboard Portal. Web Services have a distinct set of methods that retrieve information required by Telelogic Dashboard Collector and Telelogic Dashboard Portal. Web Services process data collected by Telelogic Dashboard Collector and inserts the data into database tables for querying by Telelogic Dashboard Portal. Telelogic Dashboard Web Services run in Microsoft IIS and use .NET Framework. Only one installation of Telelogic Dashboard Web Services is required for multiple Telelogic Dashboard Portal licensed users.

3 Prerequisites

All prerequisites are required for proper Telelogic Dashboard installation. This chapter contains the following Telelogic Dashboard prerequisite requirements:

- Telelogic Dashboard Collector Requirements
- Telelogic Dashboard Portal Requirements
- Telelogic Dashboard Web Services Requirements

Telelogic Dashboard Collector Requirements

Recommended hardware configuration:

- AMD/Intel 3 GHz or AMD/Intel 64 Bit Processor
- 1 GB of Physical RAM
- 100 MB of free disk space

Supported Operating Systems:

- Windows Vista
- Windows XP Professional SP2
- Windows Server 2003

.NET Framework 2.0 is required

Telelogic DOORS/Telelogic Synergy clients must be available on the machine where the Telelogic Dashboard Collector is installed.

Telelogic Dashboard Portal Requirements

Recommended hardware configuration for a system running up to 50 Telelogic Dashboard Portal concurrent users:

- Intel Dual Processor or AMD/Intel 64 Bit Processor
- 4 GB of RAM
- 500 MB of free disk space

After the initial 50 users, add 1 GB of RAM for each additional 25 users that are expected to be online concurrently. For example, 100 concurrent users, require 6GB of RAM.

Supported Windows Operating Systems:

- Windows XP Professional (test and demonstration only – not production)
- Windows Vista (test and demonstration only – not production)
- Windows Server 2003 (production)

Required System Components (must be installed prior to installing Telelogic Dashboard):

- .NET Framework 2.0
- Microsoft SQL Server 2005 or SQL Server 2005 Express Database Server and Client components
- SQL Server 2005 Management Studio – Must be installed on the machine where the Telelogic Dashboard installation is being run. The Configuration Utility (run during the installation) requires support files (the SMO DLLs) from the SQL Management Studio to function correctly.
- Windows account with permissions to create users and databases in SQL - In order to run the configuration utility which creates and configures the database, the Windows account used to run the install must be able to create users and databases in SQL.
- Internet Information Server version 5, 6, or 7

Please see the section titled “Planning a SQL Server Database” for information on how to configure either SQL Server 2005 or SQL Server 2005 Express with Telelogic Dashboard.

Telelogic Dashboard Web Services Requirements

Telelogic Dashboard Web Services must be installed on the same computer as Telelogic Dashboard Portal.

Recommended hardware configuration for a system running up to 50 Telelogic Dashboard Portal concurrent users:

- Intel Dual Processor or AMD/Intel 64 Bit Processor
- 4 GB of RAM
- 500 MB of free disk space

After the initial 50 users, add 1 GB of RAM for each additional 25 users that are expected to be online concurrently. For example, 100 concurrent users, require 6GB of RAM.

Supported Windows Operating Systems:

- Windows XP Professional (test and demonstration only – not production)
- Windows Vista (test and demonstration only – not production)
- Windows Server 2003 (production)

Required System Components (must be installed prior to Telelogic Dashboard Web Services):

- .NET Framework 2.0
- Internet Information Server version 5, 6, or 7

Planning a SQL Server Database

Telelogic Dashboard requires either a SQL Server 2005 or SQL Server 2005 Express database server. This chapter explains installation and configuration requirements for the database server. If your organization already has a SQL Server 2005 database server already configured, the Telelogic Dashboard may be configured to use that server. You should review this section with your database administrator to see if using an existing database server is practical.

SQL Server 2005 and SQL Server 2004 Express are products available from Microsoft. Information on planning, installing, configuring, securing and maintaining the software is available from their website. In addition, SQL Server 2005 Express is available for download from the Microsoft web site at no cost. SQL Server 2005 Express contains connection, performance and capacity restrictions not present in SQL Server 2005. You should review the SQL Server 2005 Express product information on the Microsoft web site to determine if it meets your business needs.

When installing either version of SQL Server 2005, you must complete the following prior to installing the Portal software:

- Install SQL Server 2005 or SQL Server 2005 Express database and set the security to mixed mode, which enables Windows Authentication as well as named SQL users.
- Install SQL Server 2005 Management Studio Client tools on the same machine as the Portal and Web Services. The Portal Installer uses these client tools to install a new database and to update existing ones.

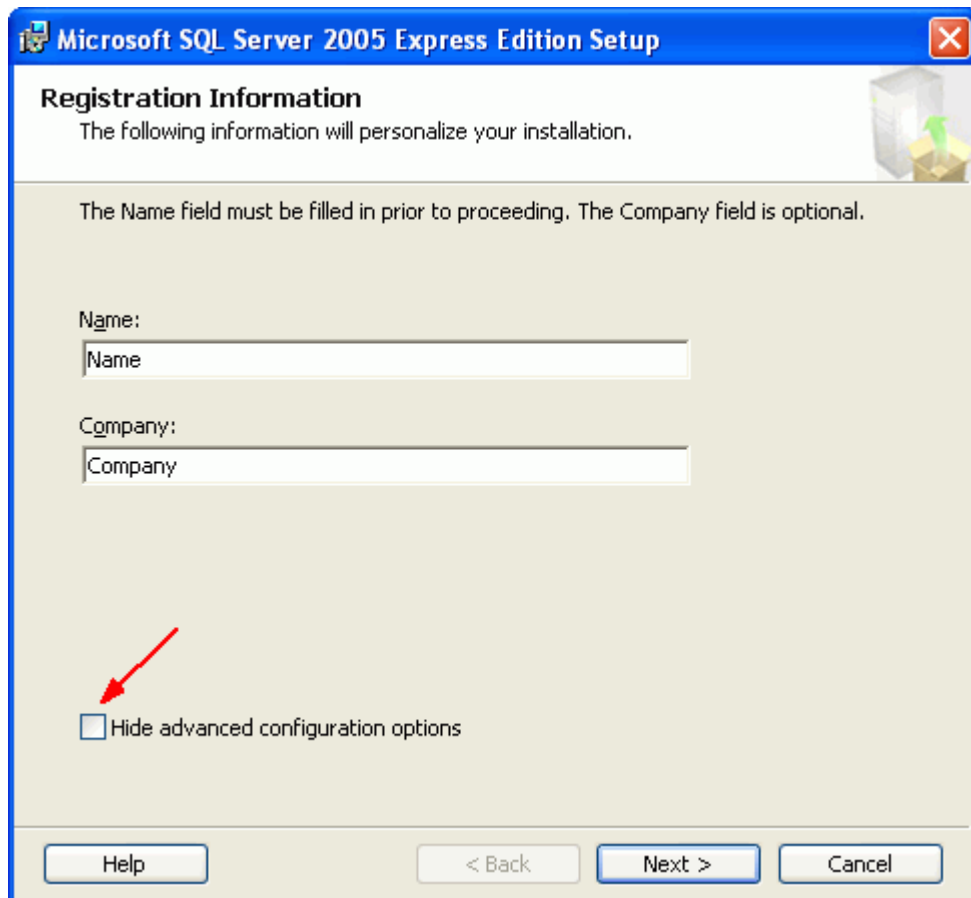
If you are using SQL Server 2005 Express, you must install it on the same machine as the Portal and Web Services. One of the restrictions of SQL Server 2005 Express is that you cannot use network communication protocols, which prevents a SQL Server 2005 Express database from being installed on one machine and then used on another.

Also, when using SQL Server 2005 Express, you should configure a named instance of the database. SQL Server 2005 Express allows you to select either a default instance or a named instance. It is recommended that a named instance be used with Telelogic Dashboard to simplify the configuration of the database when more than one instance is installed. (Other applications using SQL Server 2005 Express will use their own named instances.)

SQL Express 2005 Setup

This section provides guidance for installing SQL Express 2005. When the SQL Express setup application is started, you will be prompted for your name and the name of your company.

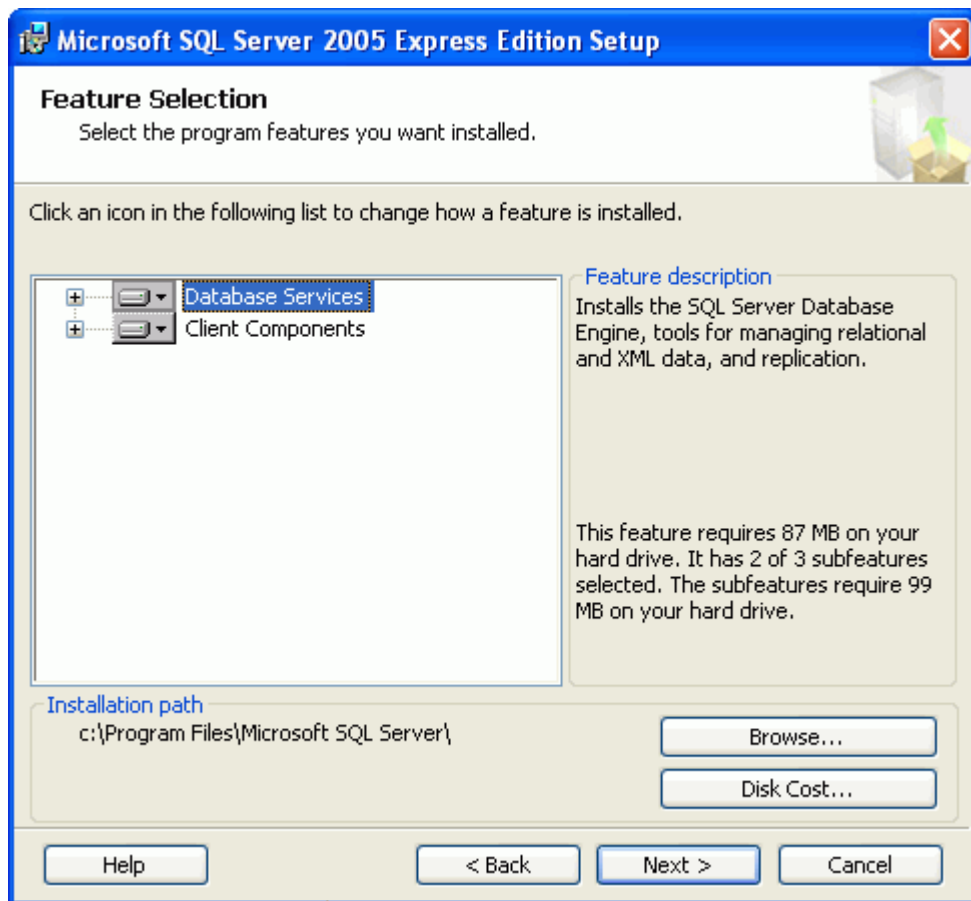
Notice the checkbox for “Hide advanced configuration options.” Make sure you **CLEAR THIS CHECKBOX** so that the advanced options **are not** hidden. This is necessary in order to configure a named instance of the database.



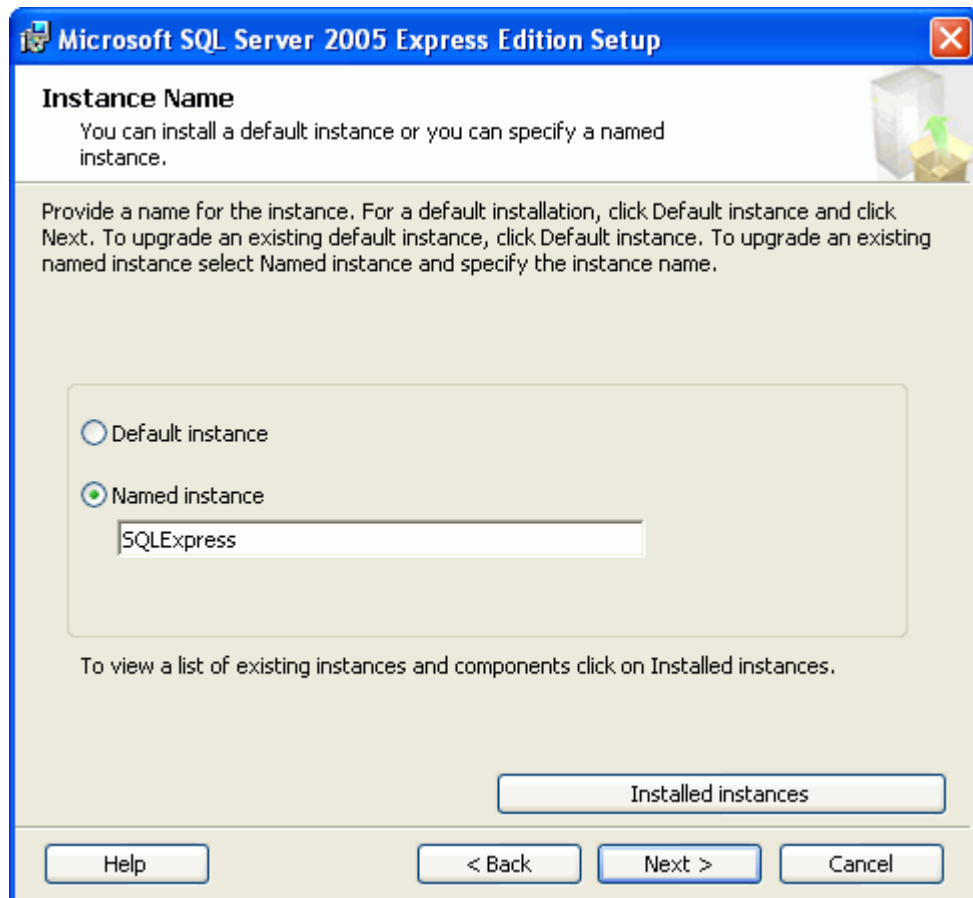
The screenshot shows the "Microsoft SQL Server 2005 Express Edition Setup" window. The title bar is blue with the Microsoft logo and the text "Microsoft SQL Server 2005 Express Edition Setup". The main area is titled "Registration Information" and contains the text: "The following information will personalize your installation." Below this, a note states: "The Name field must be filled in prior to proceeding. The Company field is optional." There are two text input fields: "Name:" with a text box containing "Name", and "Company:" with a text box containing "Company". At the bottom left, there is a checkbox labeled "Hide advanced configuration options" which is currently unchecked. A red arrow points to this checkbox. At the bottom of the window, there are four buttons: "Help", "< Back", "Next >", and "Cancel".

Select the **Next** button to continue to the Feature Selection screen.

Make sure both the **Database Services** and **Client Components** options are selected to be installed. Select the **Next** button to continue to the Instance Name screen.

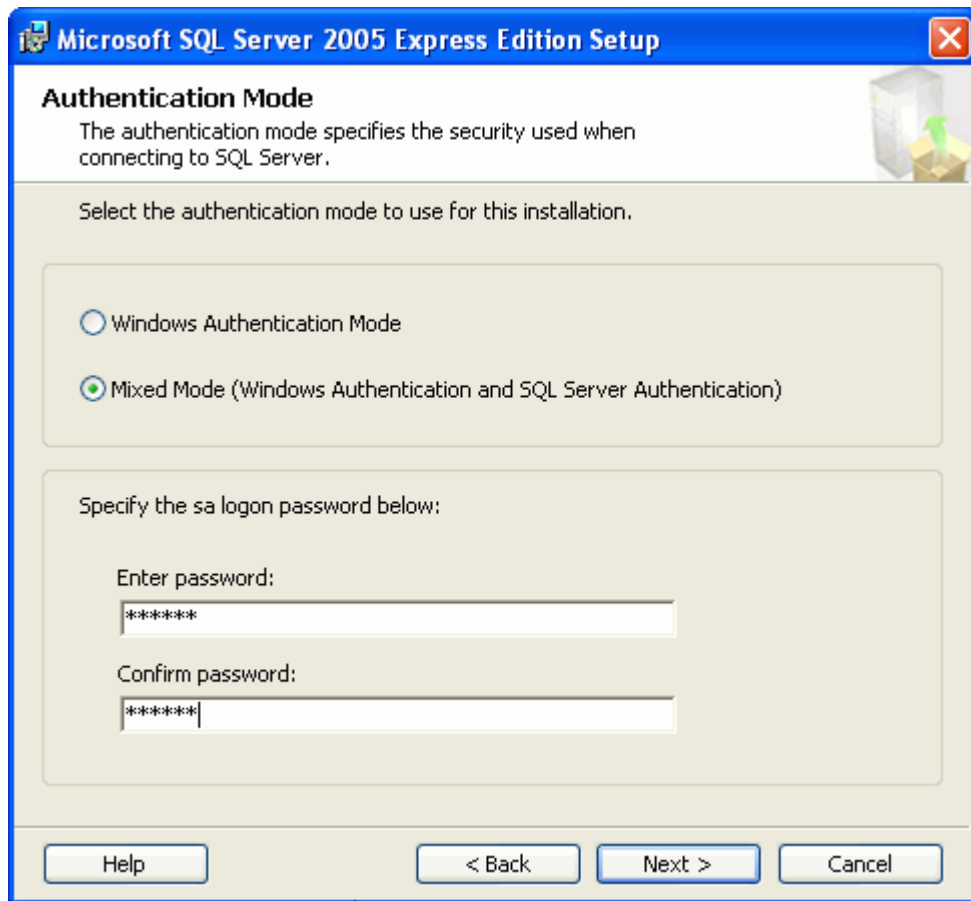


On the Instance Name screen, you will be prompted for the type of instance to use for your new SQL Express database. This is either default or named. For Telelogic Dashboard, it is recommended that you select a named instance and name the instance “SQLExpress”.



Select **Next** to continue to the Authentication Mode screen.

Select the **Mixed Mode** option, as the Windows Integrated security mode (for SQL Express 2005) is not supported. Specify the sa logon password and select **Next** to continue.



The screenshot shows the 'Authentication Mode' dialog box in the Microsoft SQL Server 2005 Express Edition Setup. The title bar reads 'Microsoft SQL Server 2005 Express Edition Setup'. The main heading is 'Authentication Mode', followed by the text: 'The authentication mode specifies the security used when connecting to SQL Server.' Below this, it says 'Select the authentication mode to use for this installation.' There are two radio button options: 'Windows Authentication Mode' (unselected) and 'Mixed Mode (Windows Authentication and SQL Server Authentication)' (selected). Underneath, it says 'Specify the sa logon password below:' and provides two text input fields. The first is labeled 'Enter password:' and contains '*****'. The second is labeled 'Confirm password:' and also contains '*****'. At the bottom, there are four buttons: 'Help', '< Back', 'Next >', and 'Cancel'.

The default selections are acceptable for the remaining screens of the SQL Server 2005 Express Setup. Once the 'Ready to Install' screen appears, select the **Install** button to install SQL Server 2005 Express.

4 Application Installation and Licensing

This chapter contains the following application installation topic:

- Run Telelogic Dashboard Installation
- Telelogic Dashboard License Interface

Run Telelogic Dashboard Installation

The Setup Application will guide you through the following steps:

- Welcome Screen
- Telelogic Dashboard Portal Installation
- Telelogic Dashboard Web Services Installation
- Telelogic Dashboard Collector Installation

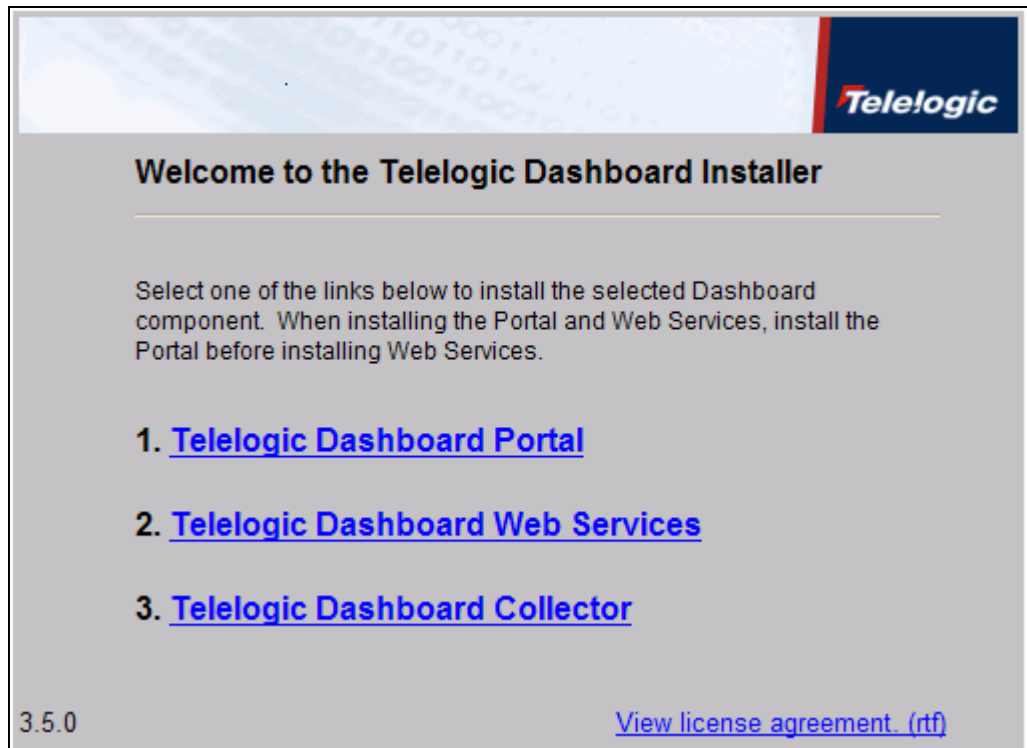
It is strongly recommended that you exit all Windows programs before running this setup program.

It is strongly recommended that you backup all databases associated with Telelogic Dashboard if you had a previous Telelogic Dashboard installation.

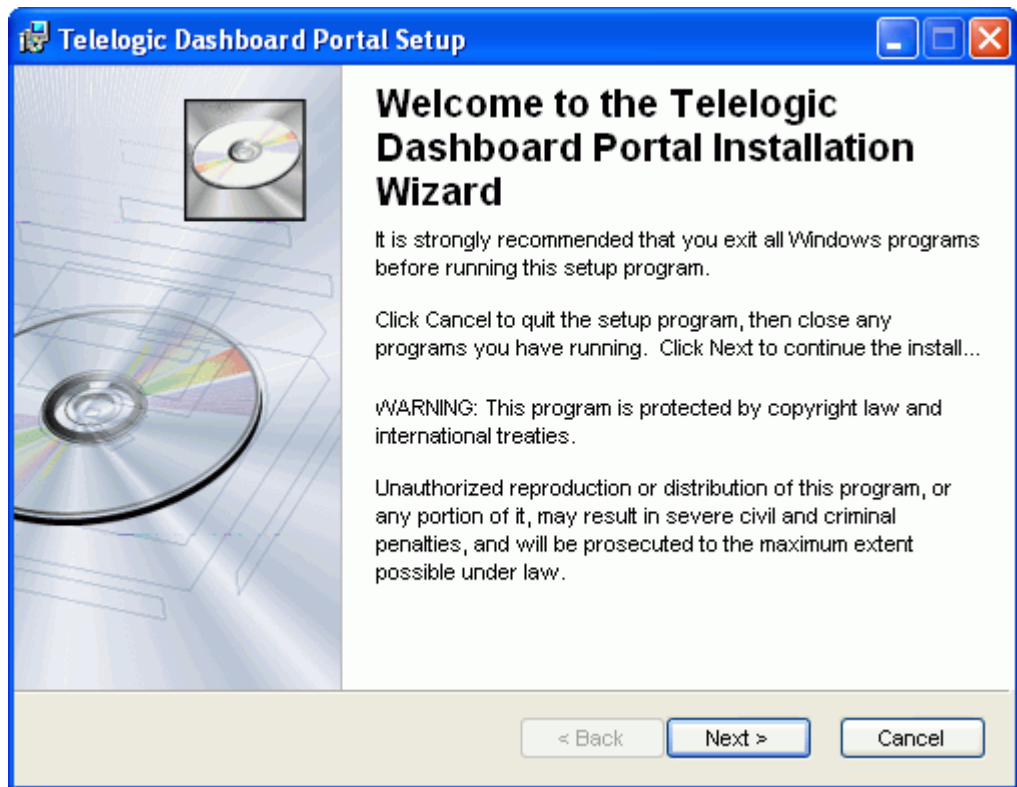
Start Telelogic Dashboard Setup Application, follow these steps:

1. Exit all Windows Applications before running the installers
2. Unzip the archive and open the Setup.html file.

3. Click the **Telelogic Dashboard Portal** link on the Welcome screen to install the Telelogic Dashboard Portal or **View license agreement** to review the licensing agreement.

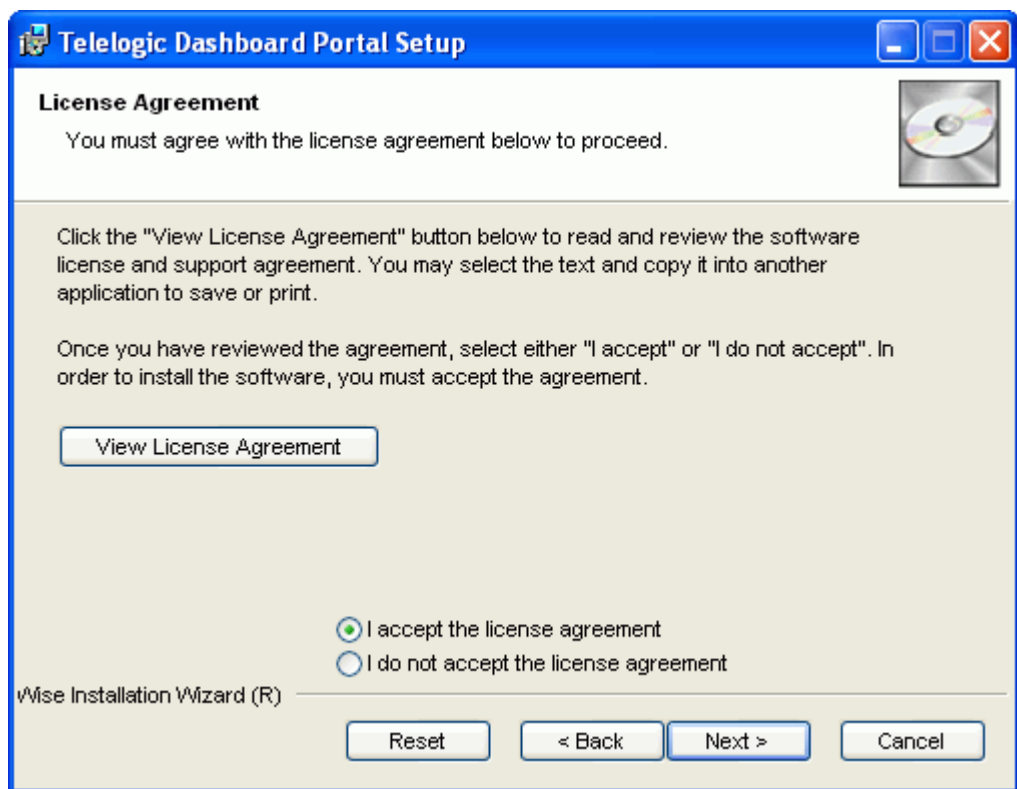


4. Click **Next** on the Welcome screen for the Telelogic Dashboard Portal Installation or **Cancel** to exit the installation.

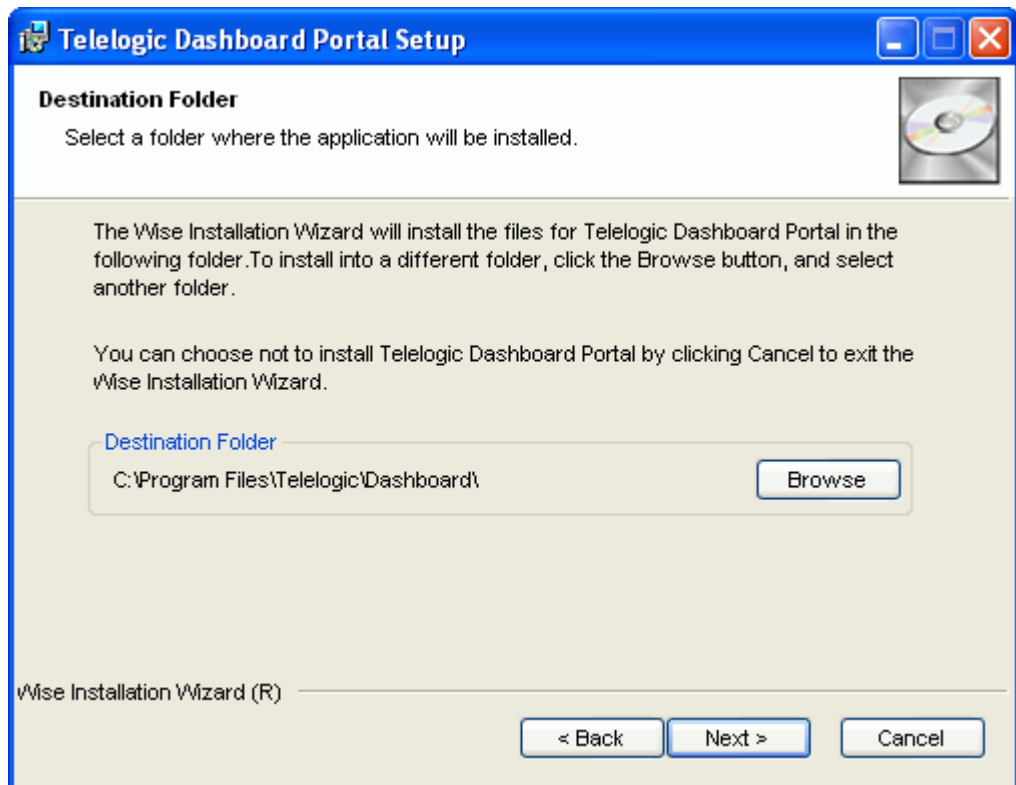


Telelogic Dashboard Portal Installation requires users to accept the terms of the End User License Agreement. The End User License Agreement can be reviewed by selecting the View License Agreement button on the License Agreement screen.

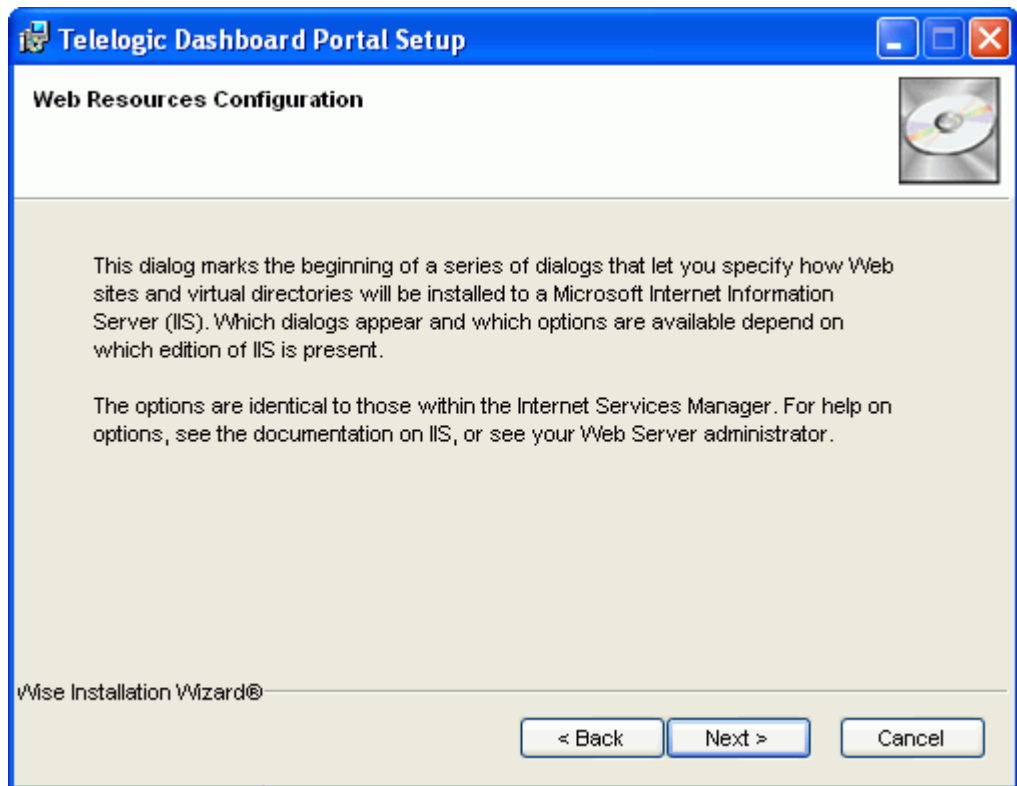
5. Select the 'View License Agreement' button to review the software license and support agreement.
6. Select the **I accept the license agreement** radio button and click **Next** to accept the agreement and proceed.
7. If you do not accept the license agreement, click **Cancel** to exit the Setup Application.



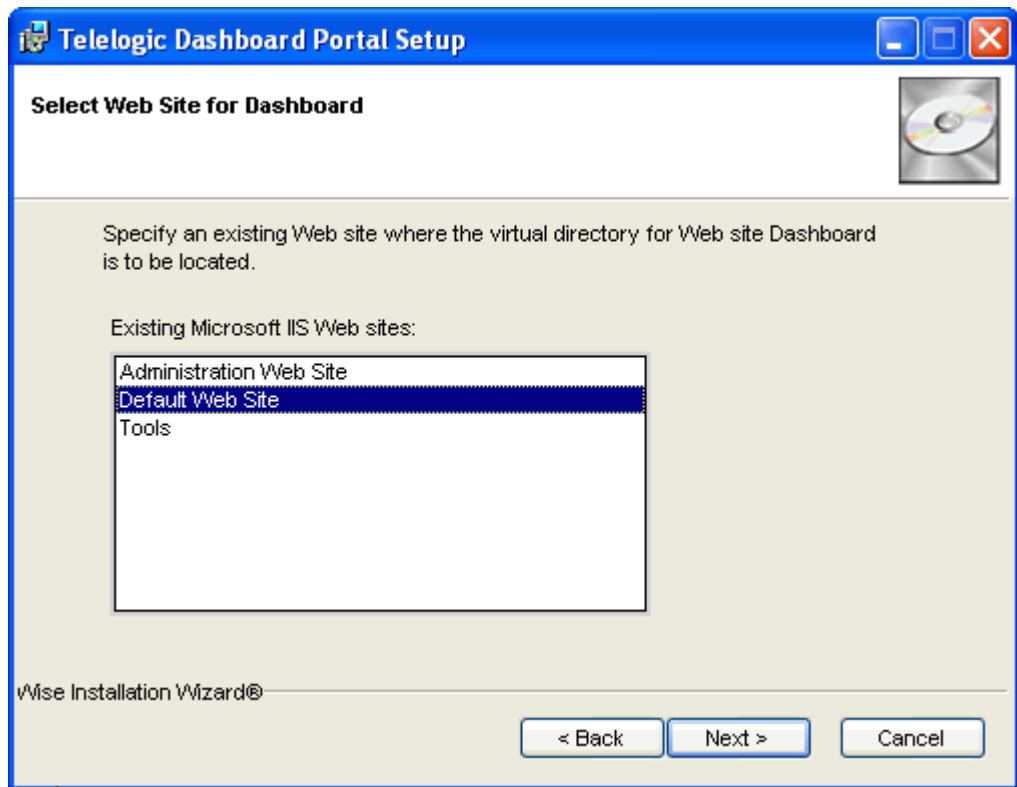
8. Click on the **Browse** button to select or enter a folder name where the Portal will be installed.
9. Click **Next** to continue Telelogic Dashboard Portal Installation.



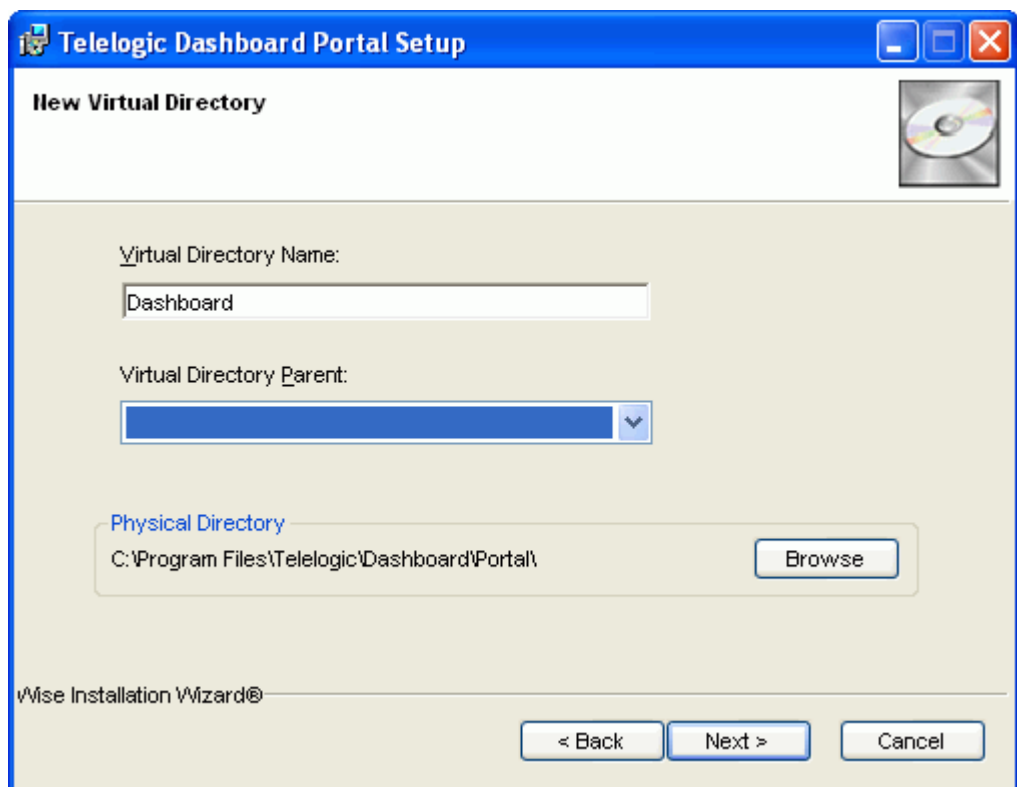
10. The next screen introduces IIS configuration for the Telelogic Dashboard Portal.
11. Click **Next** to continue Telelogic Dashboard Portal Installation, **Back** to return to the Destination Folder Screen or **Cancel** to exit the installation.



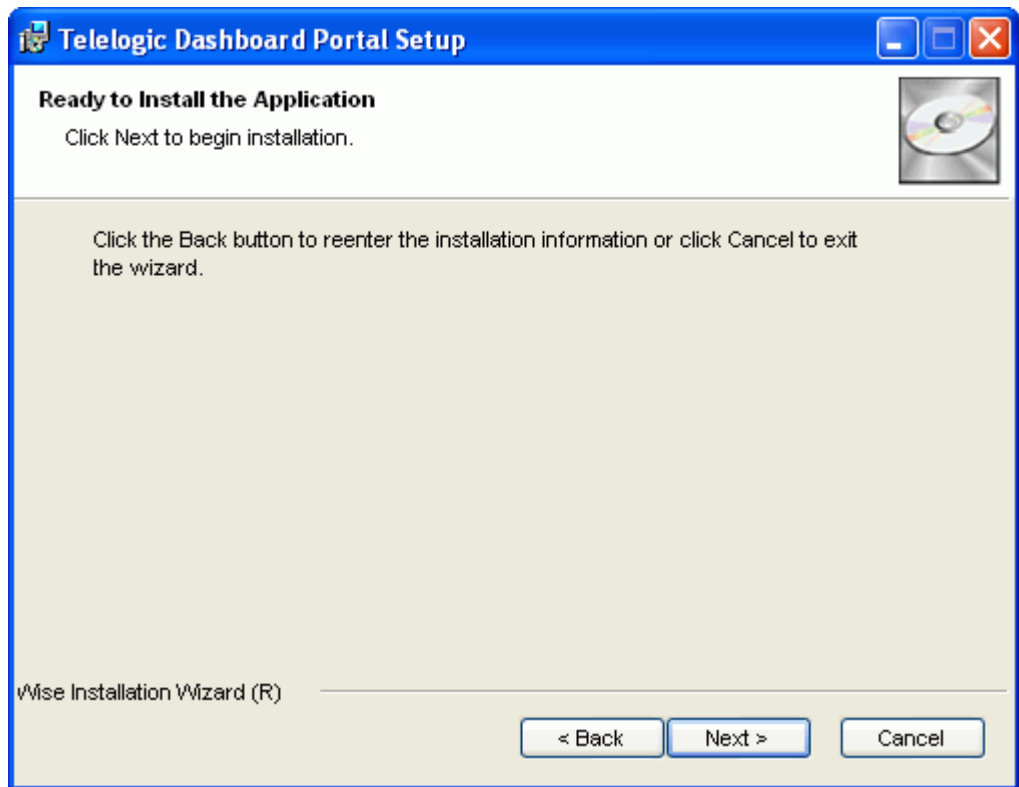
12. Select the Web Site where the virtual directory for the Telelogic Dashboard Portal will be located. If you do not have multiple existing IIS Web Sites, this step will not be included in the installation and the virtual directory will be created under the Default Web Site.
13. Select the **Next** button to continue with the installation of Telelogic Dashboard Portal.



14. Enter a **Virtual Directory Name**. This will become part of the web address used to access the Portal. For example, a virtual directory named “Dashboard” will become http://server/Dashboard/Default.aspx”. Unless the name “Dashboard” conflicts with an application already installed, it is recommended that you do not change this name.
15. Select the **Virtual Directory Parent**. This option, for advanced installations only, allows the Telelogic Dashboard Portal virtual directory to be placed inside another/existing virtual directory to inherit settings and permissions. It is recommended that you leave this field blank.
16. Select the **Physical Directory**. This will be assigned as the Local Path in the virtual directory. When connecting to the virtual directory, all content will come from this location. It is recommended that you do not change this path unless you have modified the destination location for the Telelogic Dashboard Portal installation.
17. Click **Next** to continue Telelogic Dashboard Portal Installation.



18. Click **Next** to continue Telelogic Dashboard Portal Installation, **Back** to return to the New Virtual Directory Screen or **Cancel** to exit the installation.



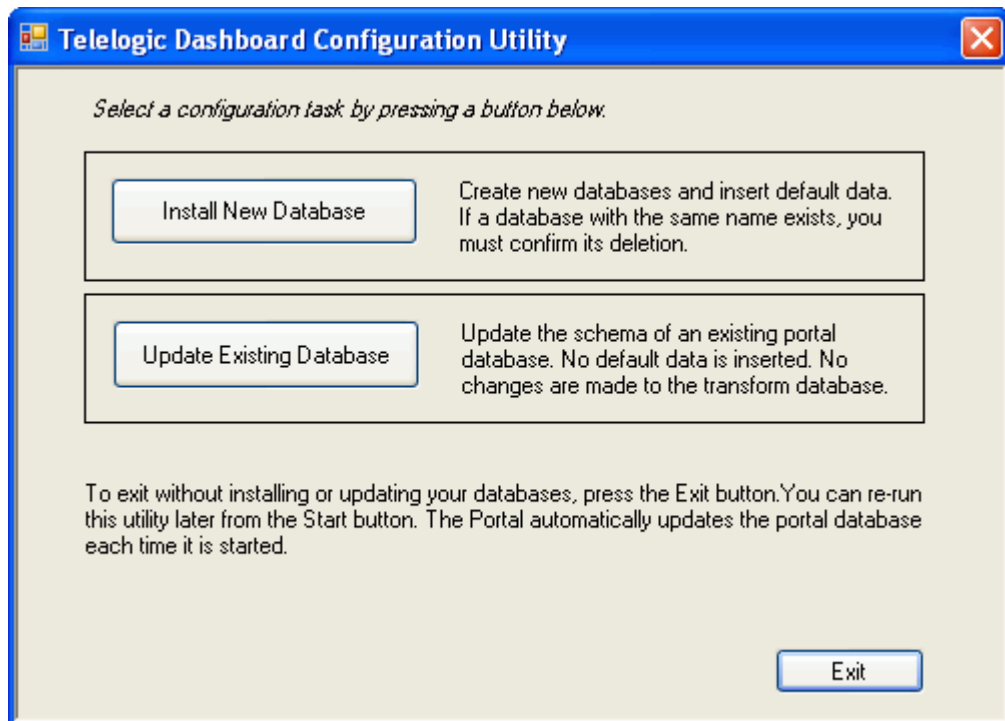
Note:

During installation on Vista, the installer briefly displays a command window after the Next button is pressed.

WARNING: If you are planning to connect to an existing Telelogic Dashboard database which does not need to be updated, select the Exit button on the Telelogic Dashboard Configuration Utility window and skip the following steps for database creation and configuration. This applies to reinstallations of current software.

The Telelogic Dashboard Configuration Utility provides default suggestions for all information requested. You may customize this information by entering alternate information. If you choose not to use the default suggestions, note the customized information for future reference. Setup information will be necessary for support assistance.

19. If you are installing a new database for this Telelogic Dashboard installation, select the **Install New Database** button. If you are planning to use an existing Telelogic Dashboard database (installed with a prior version), select the **Update Existing Database** button and skip to step 32.



20. If you are using SQL Server 2005 (developer, professional, standard or enterprise editions), enter only the server name of the computer hosting your SQL database.

If you are using SQL Server 2005 Express, always check the **“I am using a named instance of SQL 2005 Express”** checkbox.

The server name may not contain a colon “:” or an underscore “_”.

Telelogic Dashboard Configuration Utility

1. Server 2. Database Name 3. Authentication 4. Confirm 5. Results

Enter the Windows computer name of the system running SQL Server 2005. The server name may not contain a colon (:) or an underscore (_).

Server name: DashServer

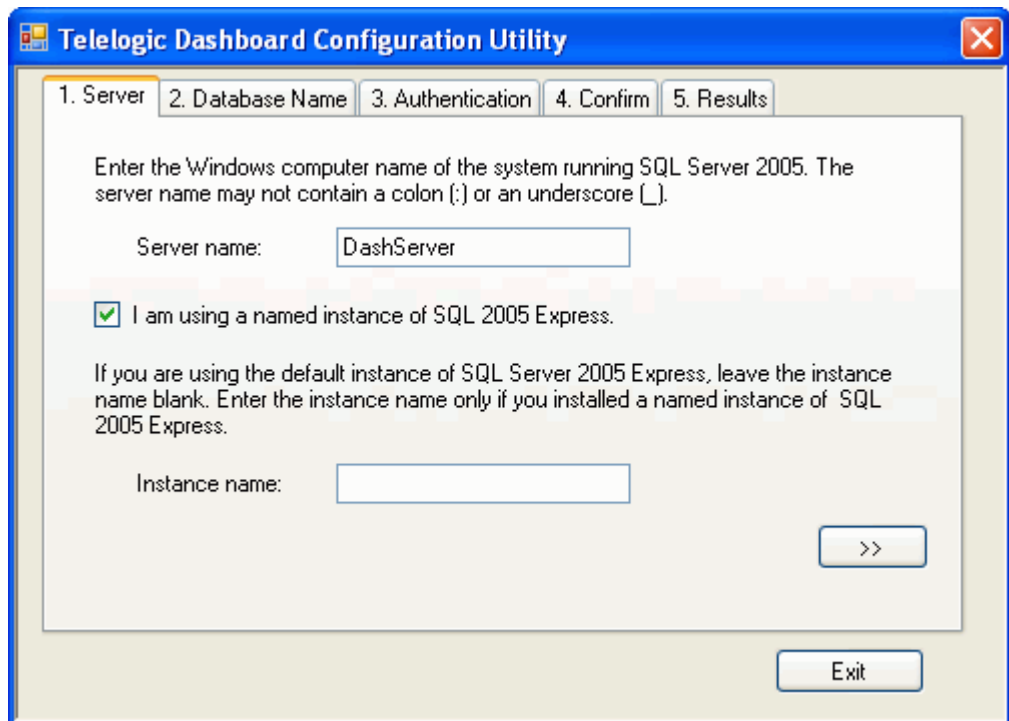
I am using a named instance of SQL 2005 Express.

>>

Exit

21. **SQL Server 2005 users should skip this step.** If you are using the default instance of SQL Server 2005 Express, leave the instance name blank. Enter the instance name only if you installed a named instance of SQL 2005 Express.
-

Note- Mouse over “I am using a named instance of SQL 2005 Express” for the following tool tip: **How to Check Default Versus Named Instance.** Use SQL Server Management Studio to check connection parameters. If you connect with the COMPUTER name, then you have a default instance. If you connect with the COMPUTER\INSTANCE, then you have a named instance.



22. Click the “>>” button to continue or the **Exit** button to cancel the Configuration Utility.

23. Enter the names for the Portal and Transform Databases or accept the default names. The names entered in the fields will be used as the names for the two databases created by the Configuration Utility. **Normally these databases do not exist.**
24. If a database currently exists, check the **“Delete/drop the databases and re-create them?”** checkbox.

Note- checking this box permanently deletes the previous database. Creating a back up database is recommended before deleting and recreating the database.

25. Click the **“>>”** button to continue. The **“<<”** button will return you to the server selection tab and the **Exit** button will cancel the database installation.

Telelogic Dashboard Configuration Utility

1. Server 2. Database Name 3. Authentication 4. Confirm 5. Results

Enter the names of new or existing portal and transform databases. These fields may not be blank. If the database exists and you intend to re-create it, you should check the "Delete/drop" checkbox below.

Portal Database:

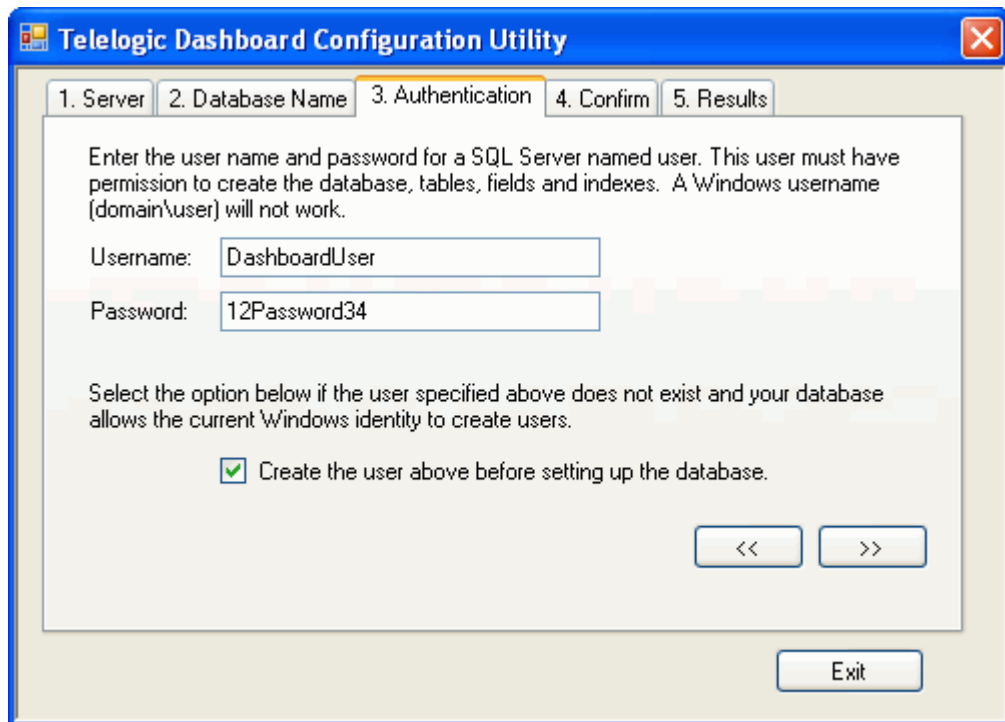
Transform Database:

If the specified databases exist, you may select the option below to delete the databases and then re-create them. If the option is not selected, the portal database is updated and the transform database is not changed

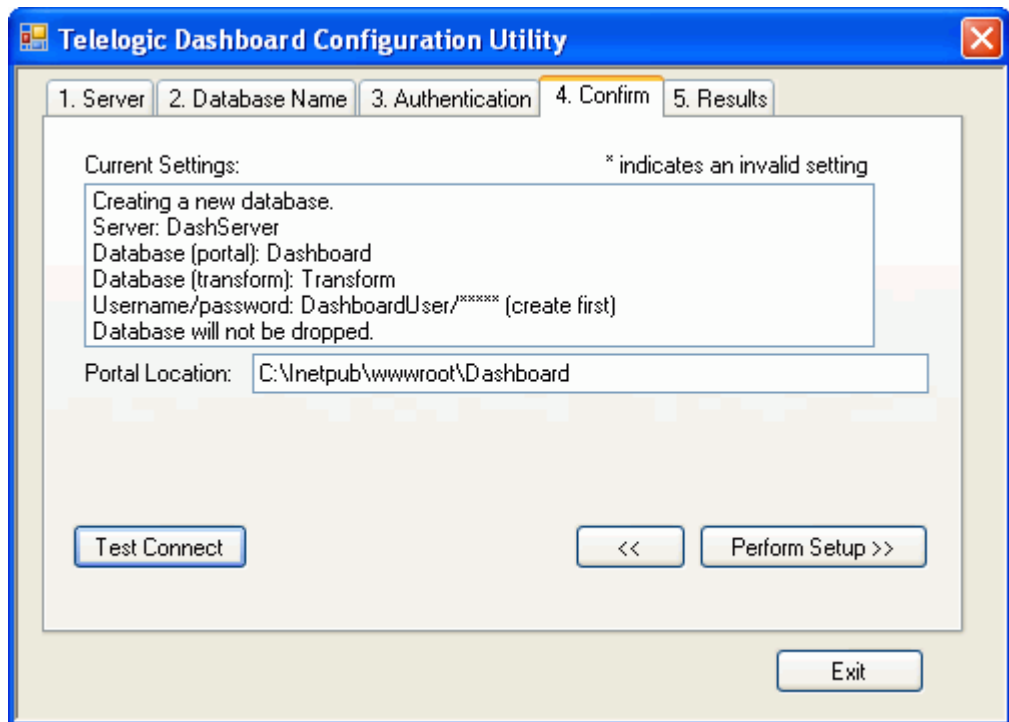
Delete/drop the databases and re-create them?

<< >> Exit

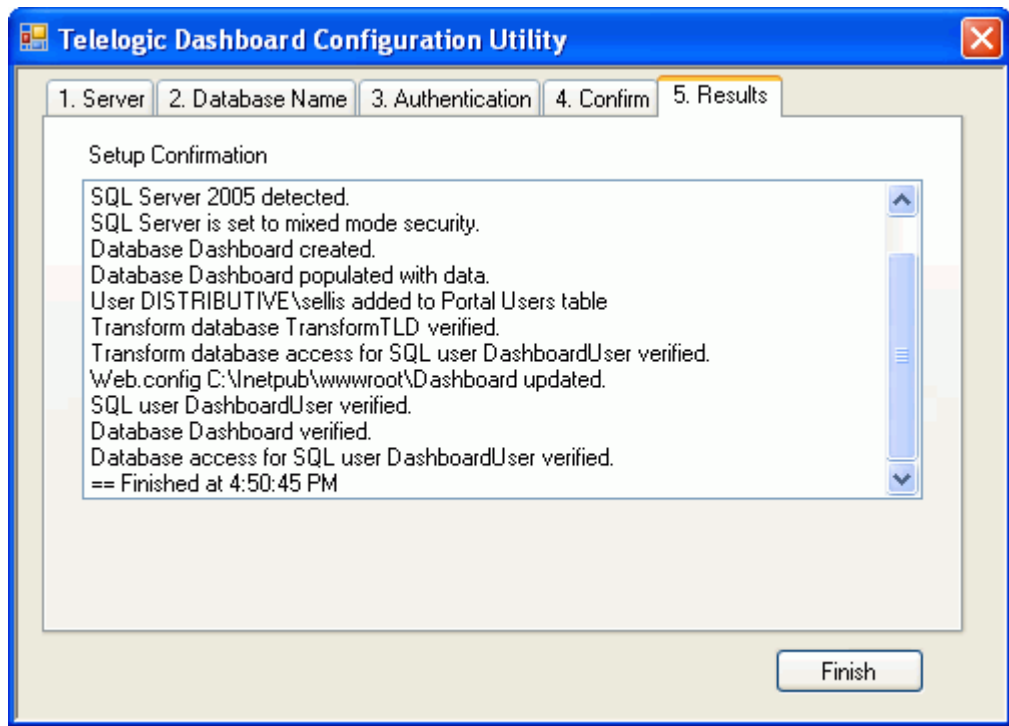
26. Enter text for a SQL Server Username and associated Password. If the **Create the user above before setting up the database** checkbox is checked, the Configuration utility will create a new user in both databases (specified in tab 2) and configure login security in both databases. Your Windows login (for the user running the installation) must have permission to create a user in the database server (specified in tab 1). If the username already exists, then uncheck the **Create the user above before setting up the database** option.
27. Click “>>” to continue, “<<” to return to the previous screen or **Exit** to cancel the database installation.



28. Review the server, database, and user details prior to continuing and note all changes to the default information for future reference. This information will be necessary when requesting troubleshooting assistance.
29. Selecting the **Test Connect** button attempts a connection to the database and server, using the current user's windows credentials, to see if the database and server entered in the previous steps are accessible.
30. Click **Perform Setup** ">>" to continue the installation, "<<" to return to the previous screen or **Exit** to cancel the database installation.



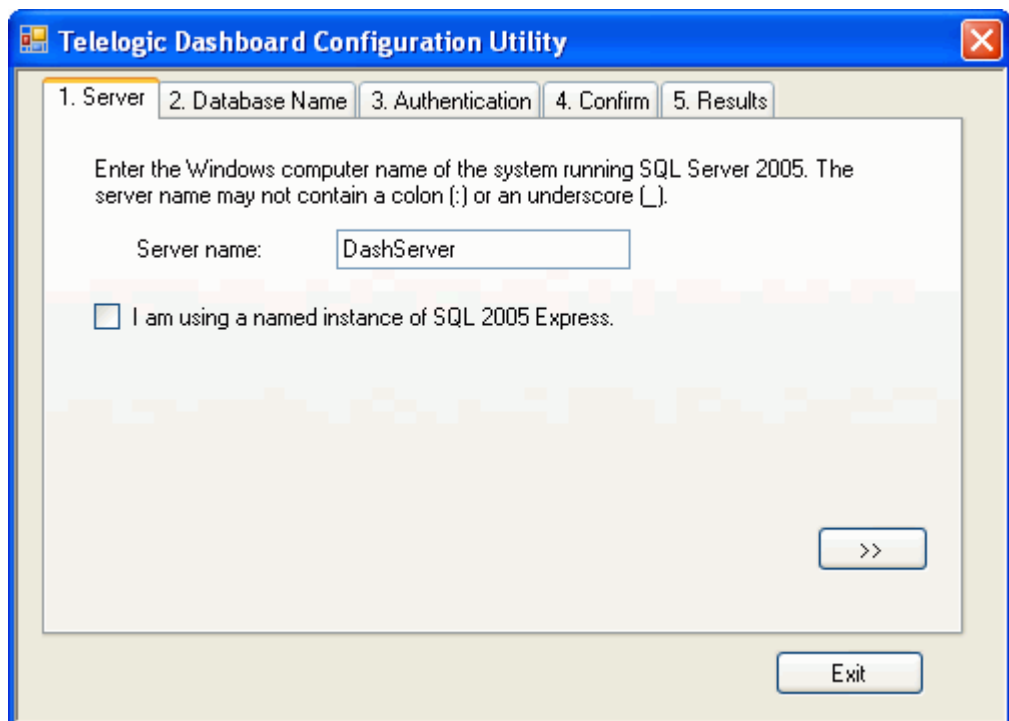
31. The Results tab verifies each step of the installation process. A time stamp labeled Finished will verify that the installation has completed. Verify the installation finished with no errors, select the **Finish** button to complete the Telelogic Dashboard Database installation and skip to step 43.



32. For an existing database update, if you are using SQL Server 2005 (developer, professional, standard or enterprise editions), enter only the server name of the computer hosting the Telelogic Dashboard database to be updated.

If you are using SQL Server 2005 Express, always check the **“I am using a named instance of SQL 2005 Express”** checkbox.

The server name may not contain a colon “:” or an underscore “_”.



33. **SQL Server 2005 users should skip this step.** If you are using the default instance of SQL Server 2005 Express, leave the instance name blank. Enter the instance name only if you installed a named instance of SQL 2005 Express.
-

Note- Mouse over “I am using a named instance of SQL 2005 Express” for the following tool tip: **How to Check Default Versus Named Instance.** Use SQL Server Management Studio to check connection parameters. If you connect with the COMPUTER name, then you have a default instance. If you connect with the COMPUTER\INSTANCE, then you have a named instance.

1. Server 2. Database Name 3. Authentication 4. Confirm 5. Results

Enter the Windows computer name of the system running SQL Server 2005. The server name may not contain a colon (:) or an underscore (_).

Server name: DashServer

I am using a named instance of SQL 2005 Express.

If you are using the default instance of SQL Server 2005 Express, leave the instance name blank. Enter the instance name only if you installed a named instance of SQL 2005 Express.

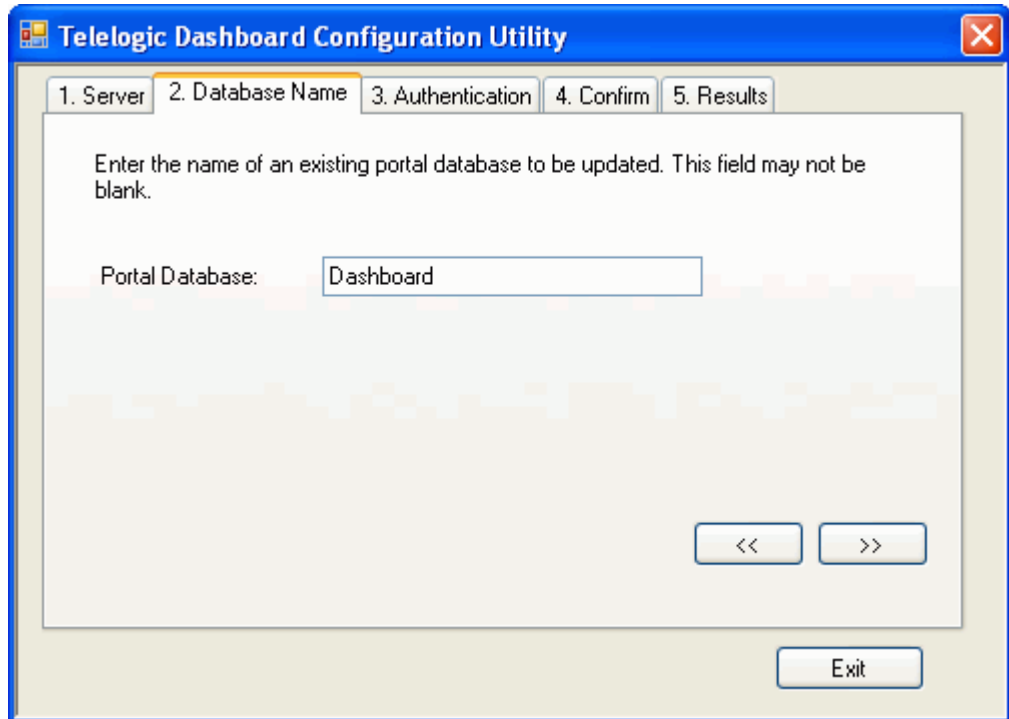
Instance name:

>>

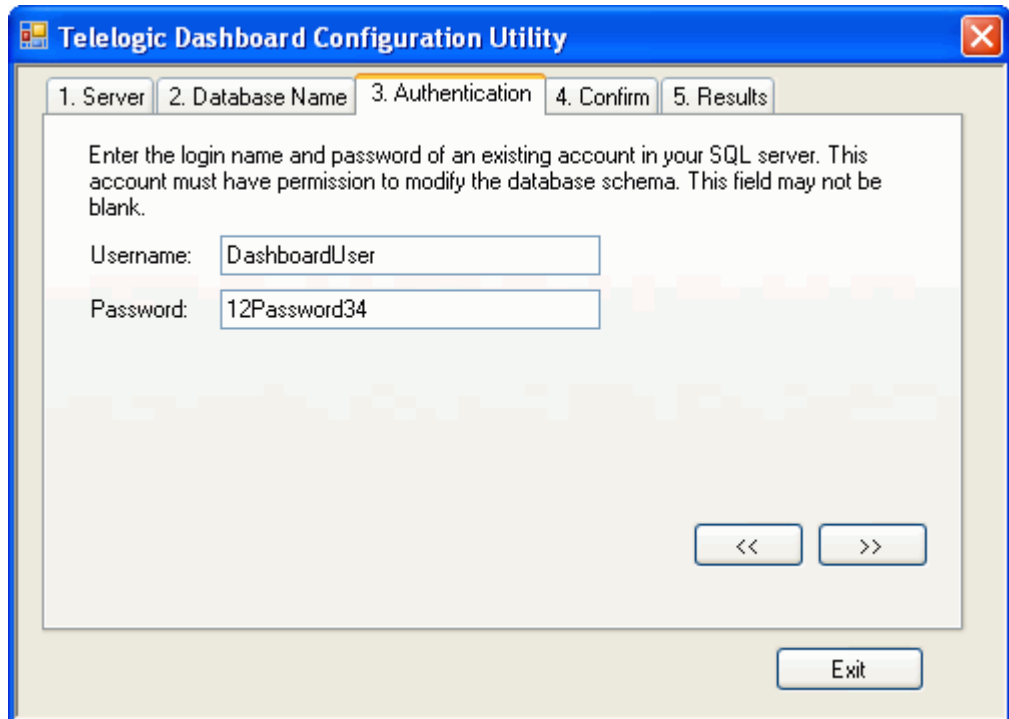
Exit

34. Click the “>>” button to continue or the **Exit** button to cancel the Configuration Utility.

35. Enter the name for the Telelogic Dashboard Portal Database to be updated.
36. Click the “>>” button to continue. The “<<” button will return you to the server selection tab and the **Exit** button will cancel the database update.

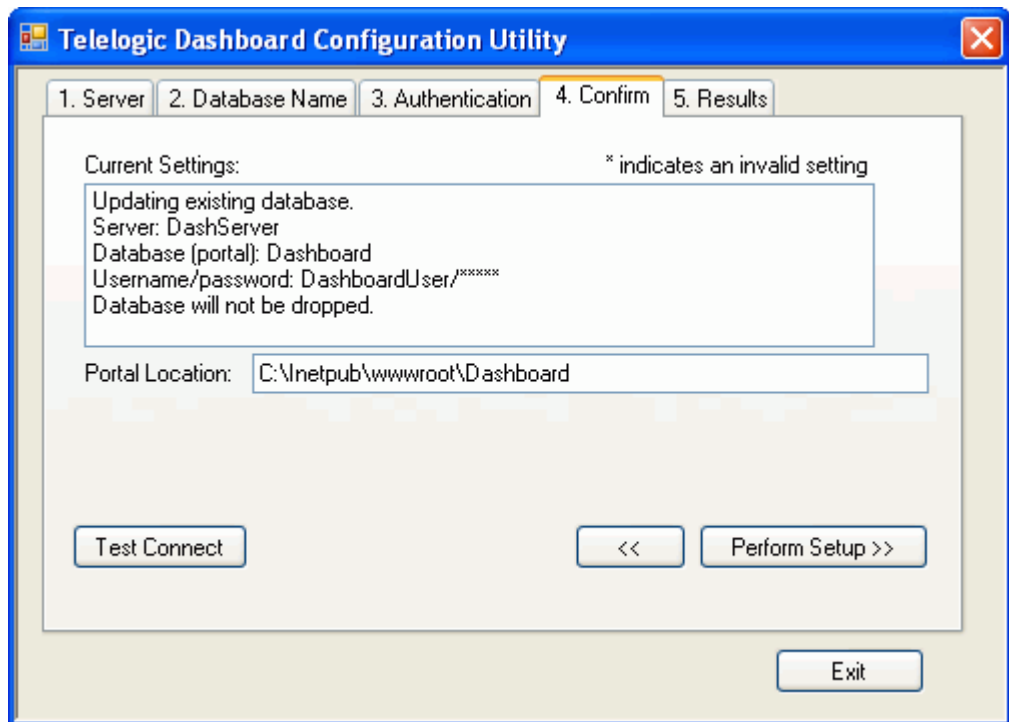


37. Enter the login name and password of the existing account for the Telelogic Dashboard database on the SQL Server. This account must have permissions to modify the database schema.
38. Click “>>” to continue, “<<” to return to the previous screen or **Exit** to cancel the database update.

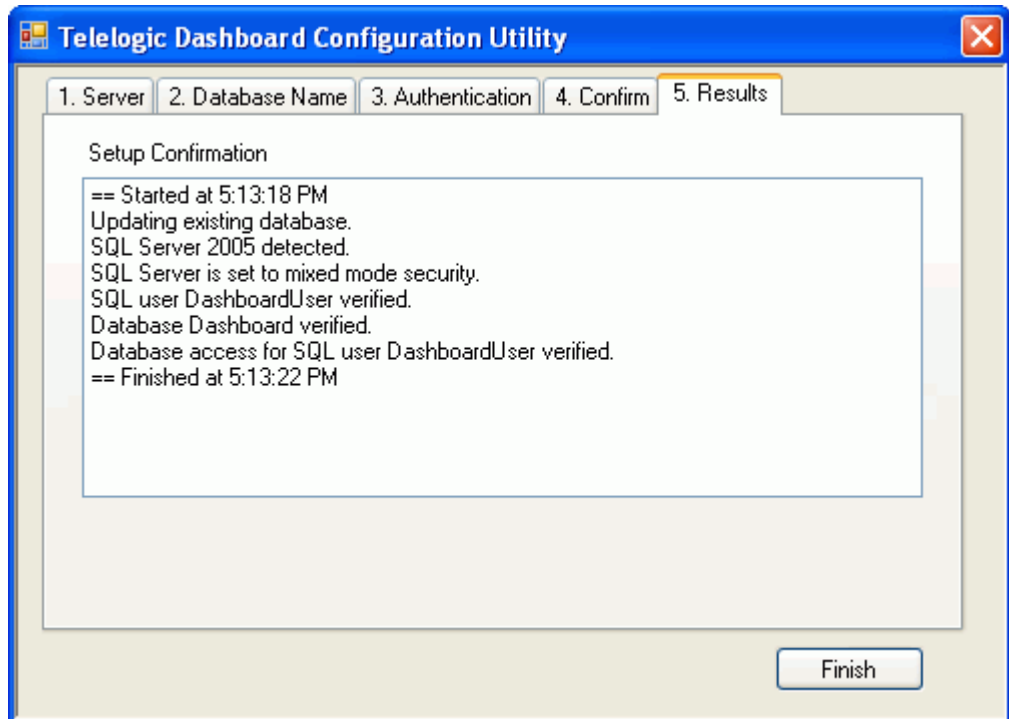


The screenshot shows a window titled "Telelogic Dashboard Configuration Utility" with a blue header and a close button in the top right corner. The window contains a tabbed interface with five tabs: "1. Server", "2. Database Name", "3. Authentication", "4. Confirm", and "5. Results". The "3. Authentication" tab is currently selected and highlighted in yellow. Below the tabs, there is a text area with the following instructions: "Enter the login name and password of an existing account in your SQL server. This account must have permission to modify the database schema. This field may not be blank." Below this text are two input fields: "Username:" with the value "DashboardUser" and "Password:" with the value "12Password34". At the bottom right of the main content area, there are two buttons: "<<" and ">>". At the bottom center of the window, there is an "Exit" button.

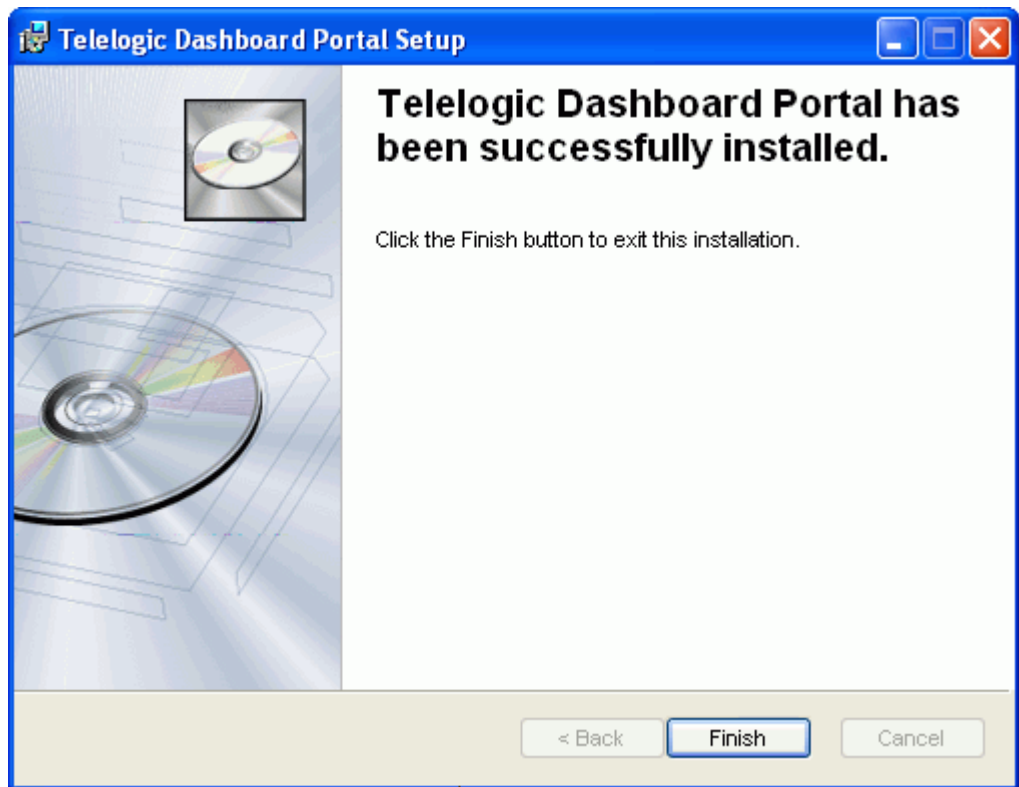
39. Review the server, database, and user details prior to continuing and note all changes to the default information for future reference. This information will be necessary when requesting troubleshooting assistance.
40. Selecting the **Test Connect** button attempts a connection to the database and server, using the current user's windows credentials, to see if the database and server entered in the previous steps are accessible.
41. Click "**Perform Setup >>**" to continue the installation, "<<" to return to the previous screen or **Exit** to cancel the database update.



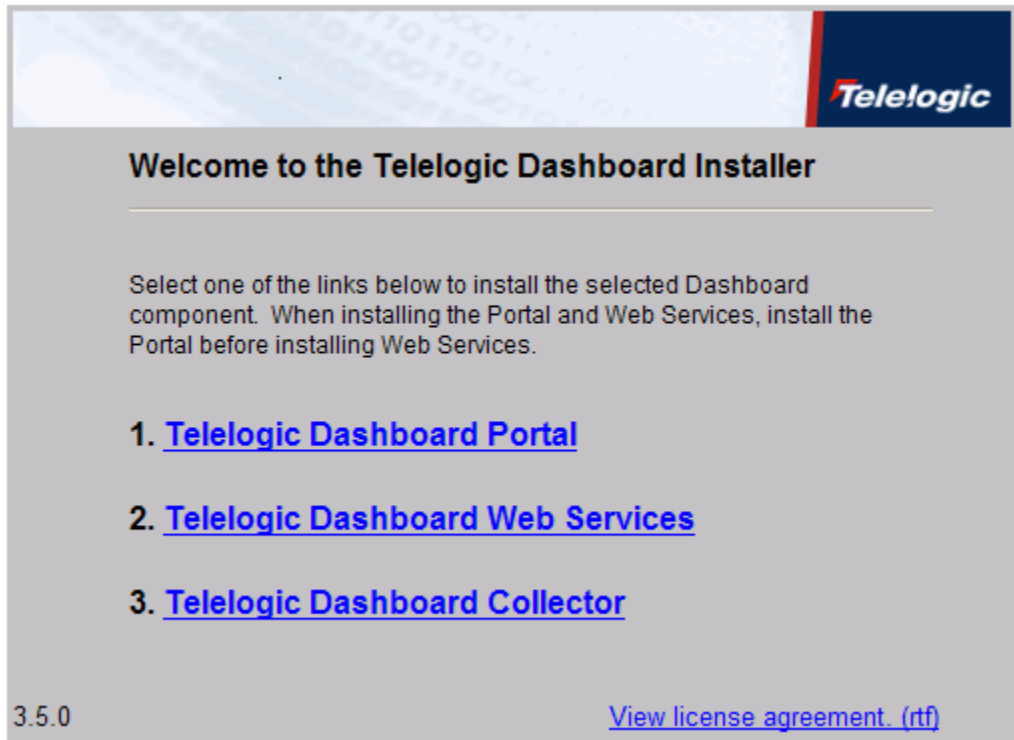
42. The Results tab verifies each step of the update process. A time stamp labeled Finished will verify that the update has completed. Verify the update finished with no errors and select the **Finish** button to complete the Telelogic Dashboard Database update.



43. The Telelogic Dashboard Portal has been successfully completed. Click the **Finish** button to exit the Portal installation and return to the Welcome screen for the Telelogic Dashboard Installer.



44. Click the **Telelogic Dashboard Web Services** link to install Telelogic Dashboard Web Services or **View license agreement** to review the licensing agreement.



The screenshot shows the 'Welcome to the Telelogic Dashboard Installer' screen. At the top right is the Telelogic logo. The main heading is 'Welcome to the Telelogic Dashboard Installer'. Below this, a paragraph instructs the user to select one of the links below to install the selected Dashboard component, and notes that the Portal should be installed before Web Services. Three numbered links are listed: 1. [Telelogic Dashboard Portal](#), 2. [Telelogic Dashboard Web Services](#), and 3. [Telelogic Dashboard Collector](#). At the bottom left is the version number '3.5.0' and at the bottom right is a link to [View license agreement. \(rtf\)](#).

Welcome to the Telelogic Dashboard Installer

Select one of the links below to install the selected Dashboard component. When installing the Portal and Web Services, install the Portal before installing Web Services.

1. [Telelogic Dashboard Portal](#)
2. [Telelogic Dashboard Web Services](#)
3. [Telelogic Dashboard Collector](#)

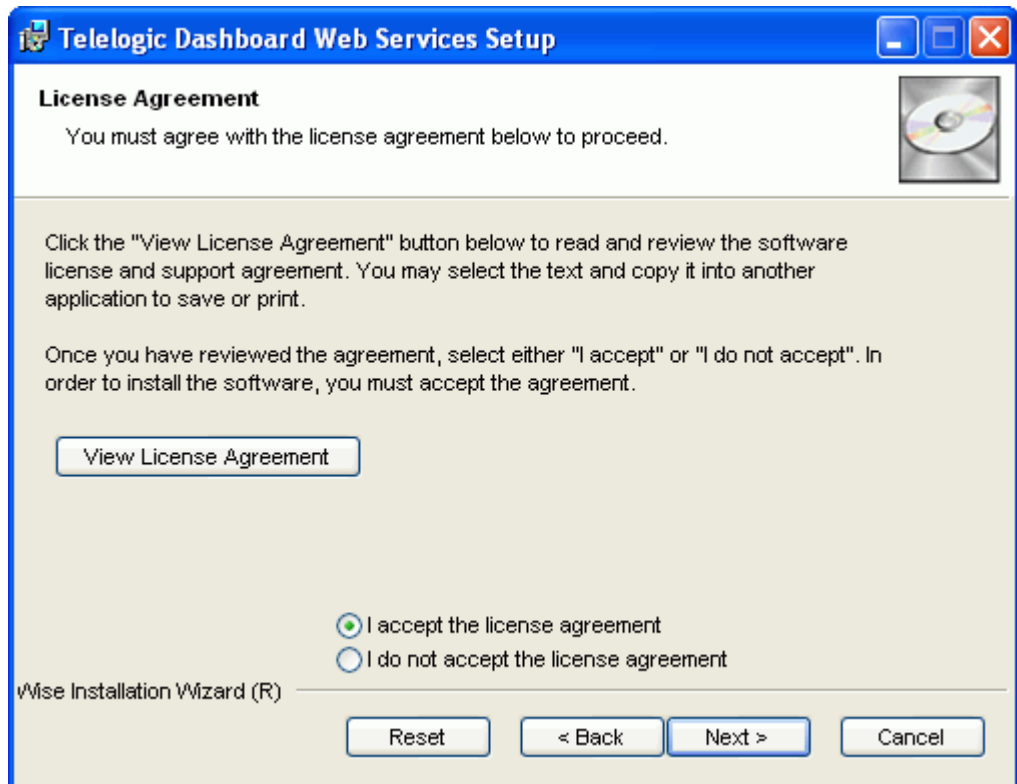
3.5.0 [View license agreement. \(rtf\)](#)

45. Click **Next** on the Welcome screen for the Telelogic Dashboard Web Services Installation or **Cancel** to exit the installation.

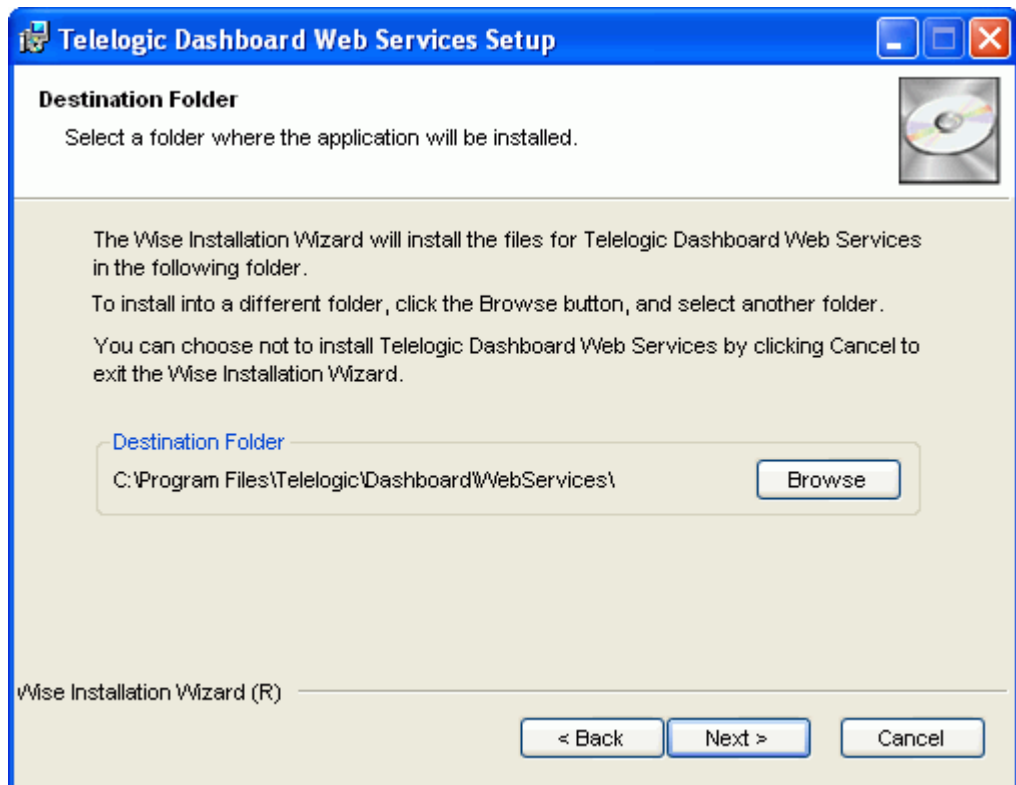


Telelogic Dashboard Web Services Installation requires users to accept the terms of the End User License Agreement. The End User License Agreement can be reviewed by selecting the View License Agreement button on the License Agreement screen.

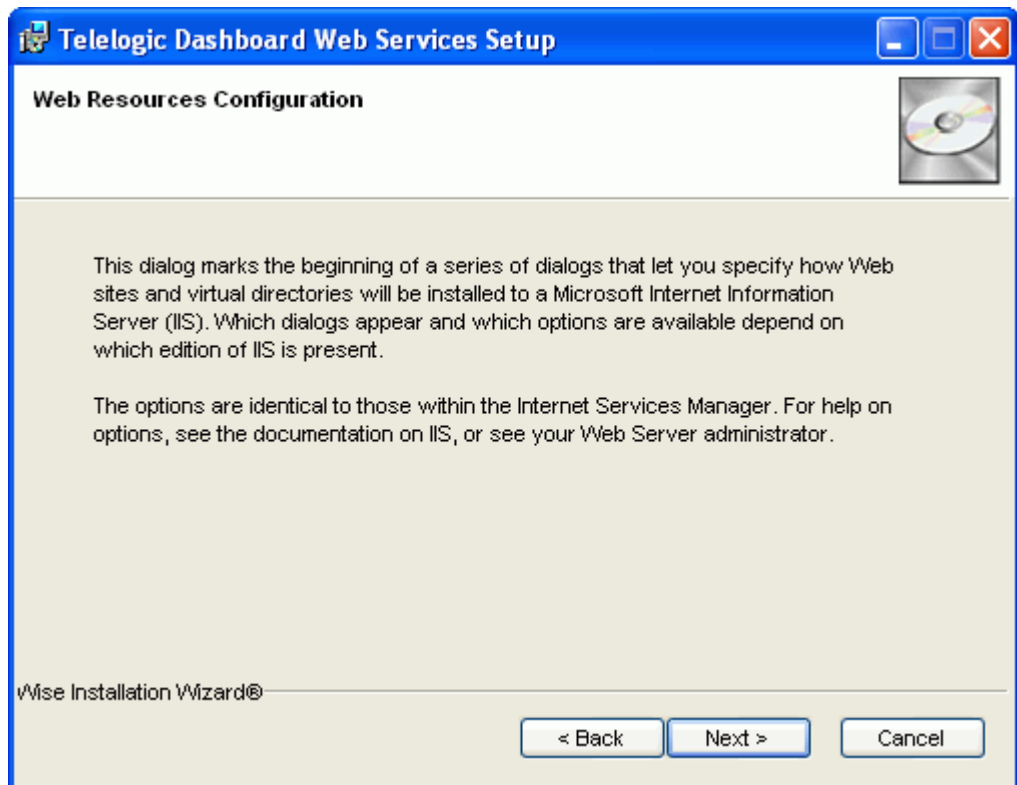
46. Select the 'View License Agreement' button to review the software license and support agreement.
47. Select the **I accept the license agreement** radio button and click **Next** to accept the agreement and proceed.
48. Click **Cancel** to exit the Setup Application.



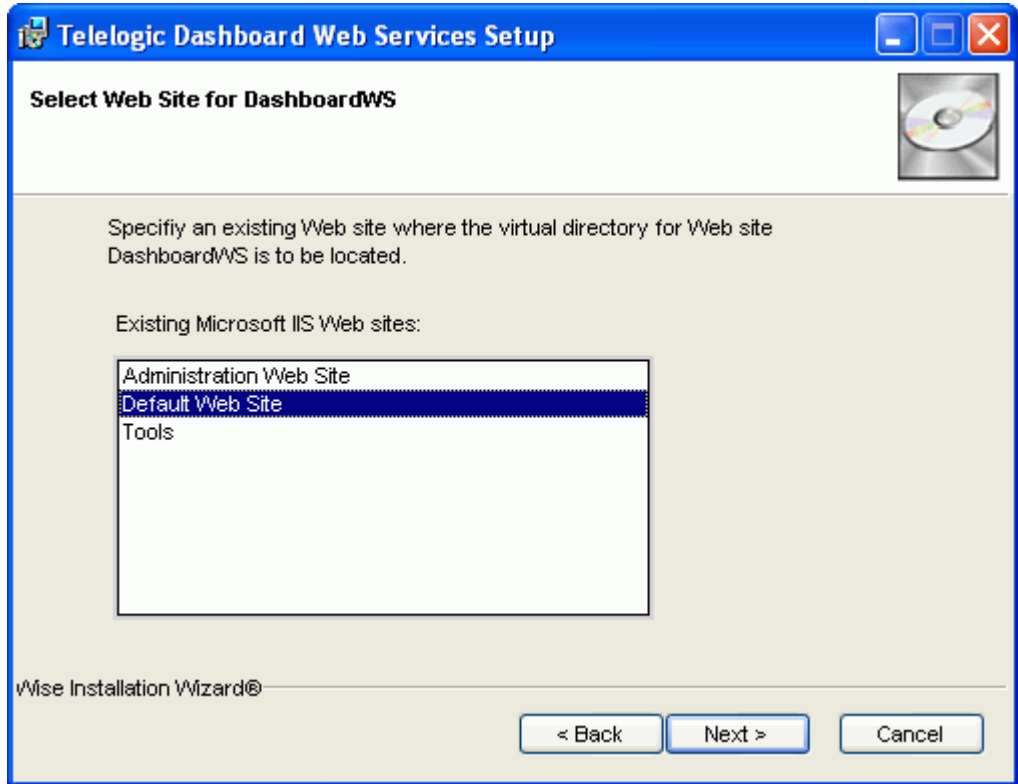
49. Select the destination folder for the Telelogic Dashboard Web Services Setup by clicking the Browse button. Move to the next step if you are installing to the default location.
50. Click **Next** to continue Telelogic Dashboard Web Services Installation.



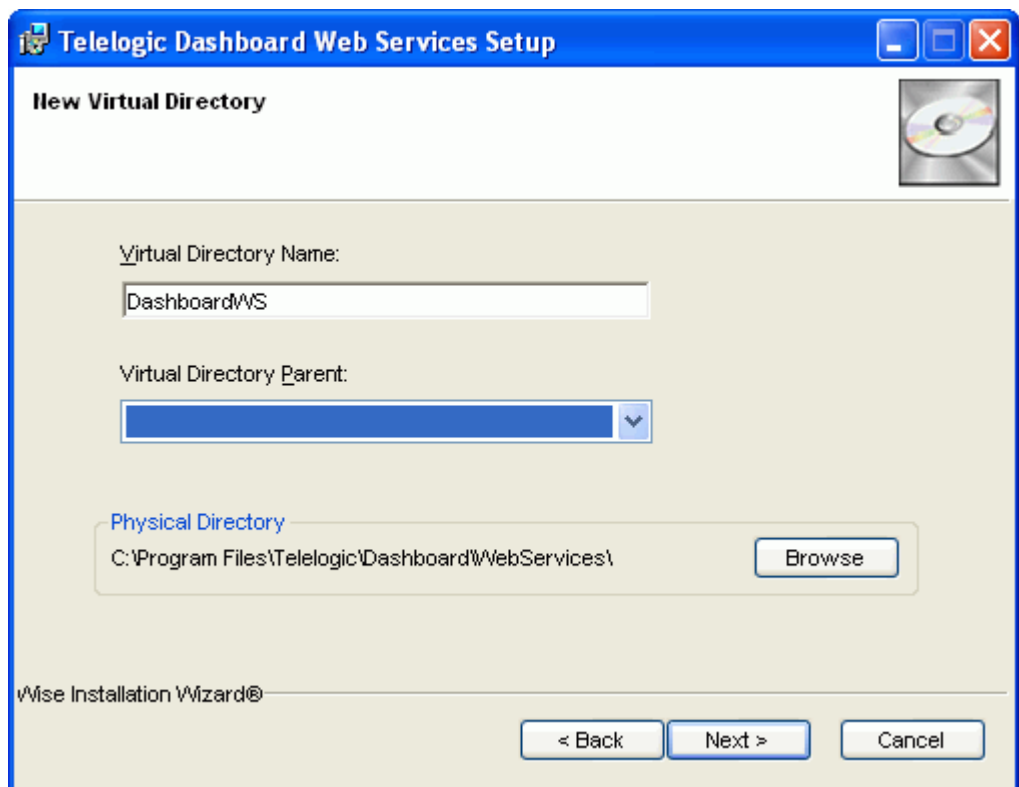
51. The next screen introduces IIS configuration for Web Services.
52. Click **Next** to continue Telelogic Dashboard Web Services Installation, **Back** to return to the Destination Folder Screen or **Cancel** to exit the installation.



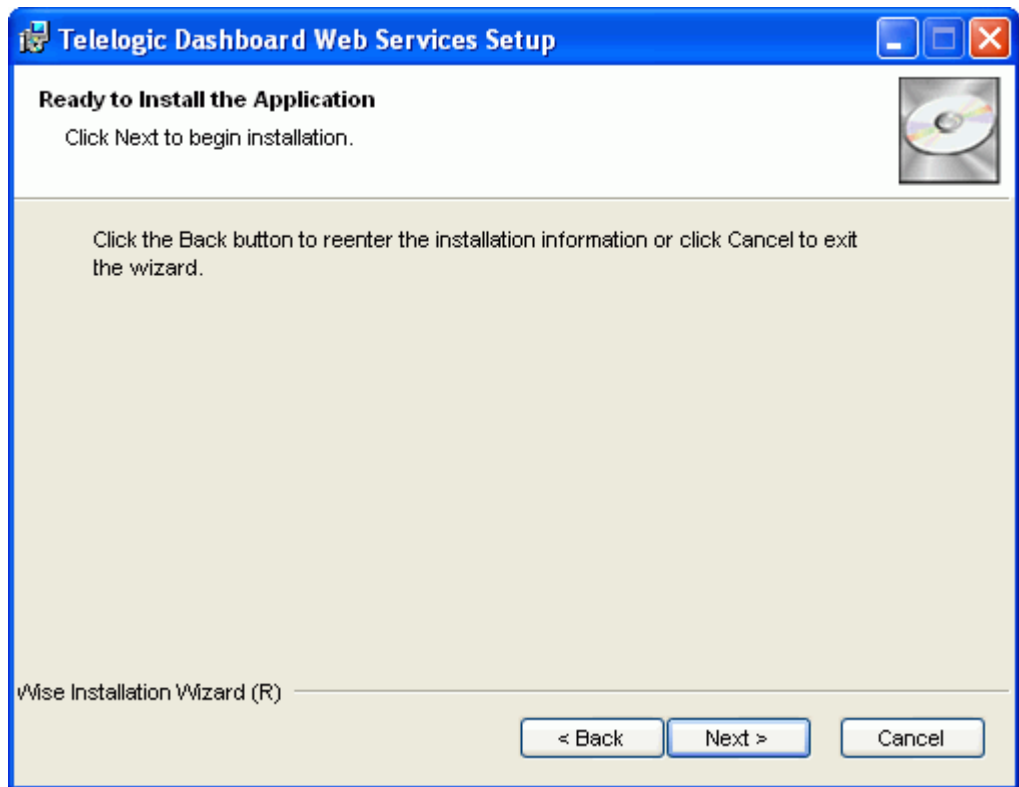
53. Select the Web Site where the virtual directory for the Telelogic Dashboard Web Services will be located. If you do not have multiple existing IIS Web Sites, this step will not be included in the installation and the virtual directory will be created under the Default Web Site.
54. Select Next to continue with the installation of the Telelogic Dashboard Web Services.



55. Enter a **Virtual Directory Name**. This will become part of the web address used by client applications to access Web Services. Unless the name “DashboardWS” conflicts with an application already installed, it is recommended that you do not change this name.
56. Select the **Virtual Directory Parent**. This option, for advanced installations only, allows the Telelogic Dashboard Web Services virtual directory to be placed inside an existing virtual directory to inherit settings and permissions. It is recommended that you leave this field blank.
57. Select the **Physical Directory**. This will be assigned as the Local Path in the virtual directory. When connecting to the virtual directory, all content will come from this location. It is recommended that you do not change this path unless you have modified the destination location for the Telelogic Dashboard Web Services installation.
58. Click **Next** to continue with the installation.



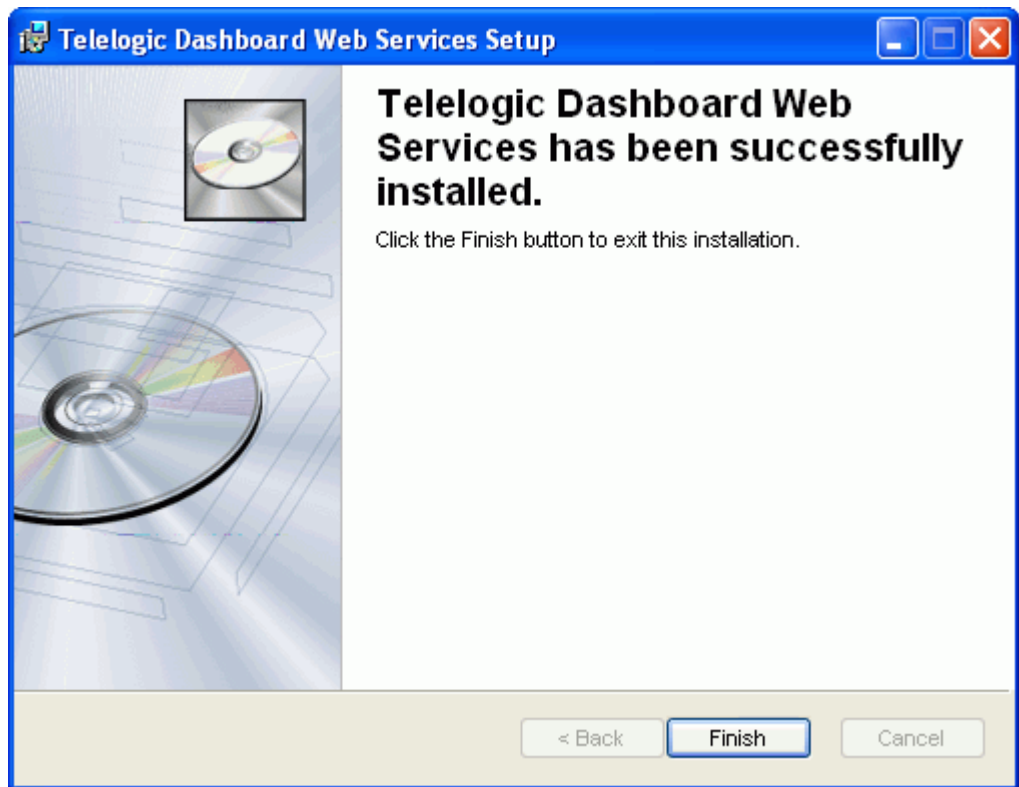
59. Click **Next** to start the installation. Click **Back** to modify settings on previous pages. Click **Cancel** to terminate the installation.



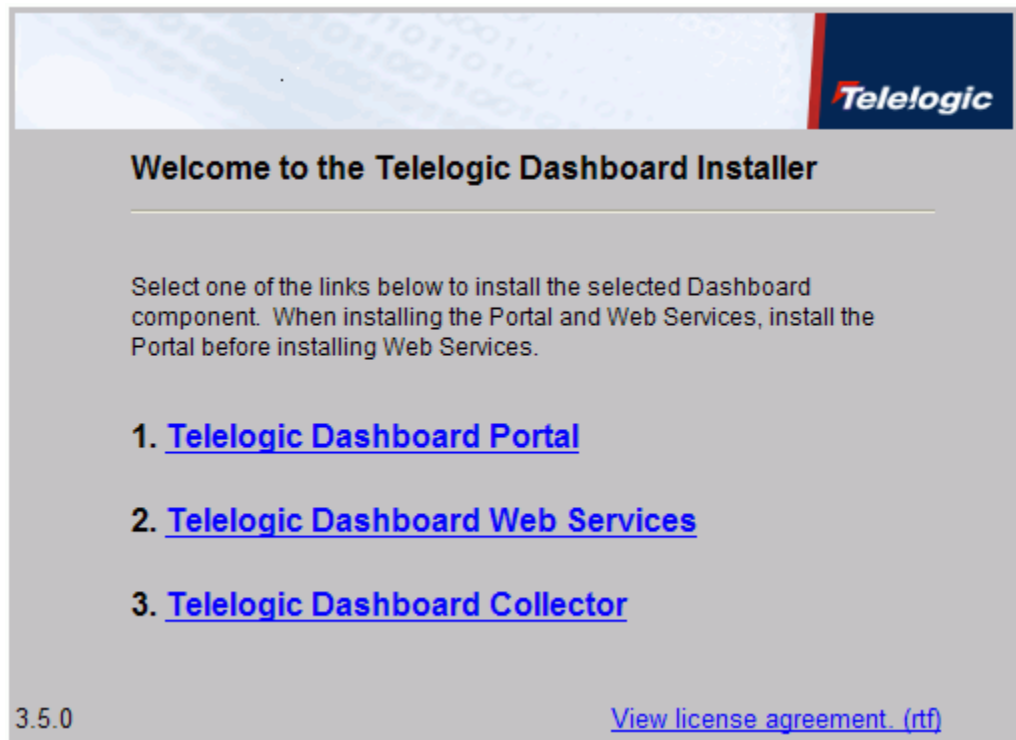
Note:

During installation on Vista, the installer briefly displays a command window after the Next button is pressed.

60. The Telelogic Dashboard Web Services installation has been successfully completed. Click the **Finish** button to exit the Telelogic Dashboard Web Services installation and return to the Welcome screen for the Telelogic Dashboard Installer.



61. Click the **Telelogic Dashboard Collector** link to install the Telelogic Dashboard Collector or **View license agreement** to review the licensing agreement.



Welcome to the Telelogic Dashboard Installer

Select one of the links below to install the selected Dashboard component. When installing the Portal and Web Services, install the Portal before installing Web Services.

1. [Telelogic Dashboard Portal](#)
2. [Telelogic Dashboard Web Services](#)
3. [Telelogic Dashboard Collector](#)

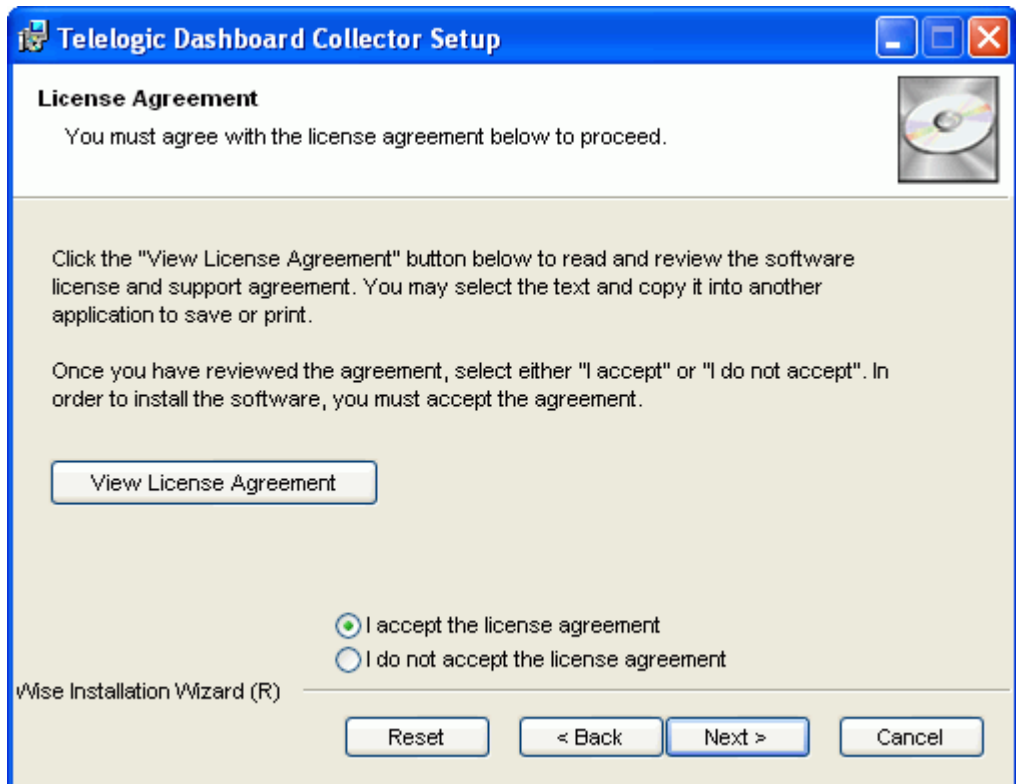
3.5.0 [View license agreement. \(rtf\)](#)

62. Click **Next** on the Welcome screen for the Telelogic Dashboard Collector Installation or **Cancel** to exit the installation.

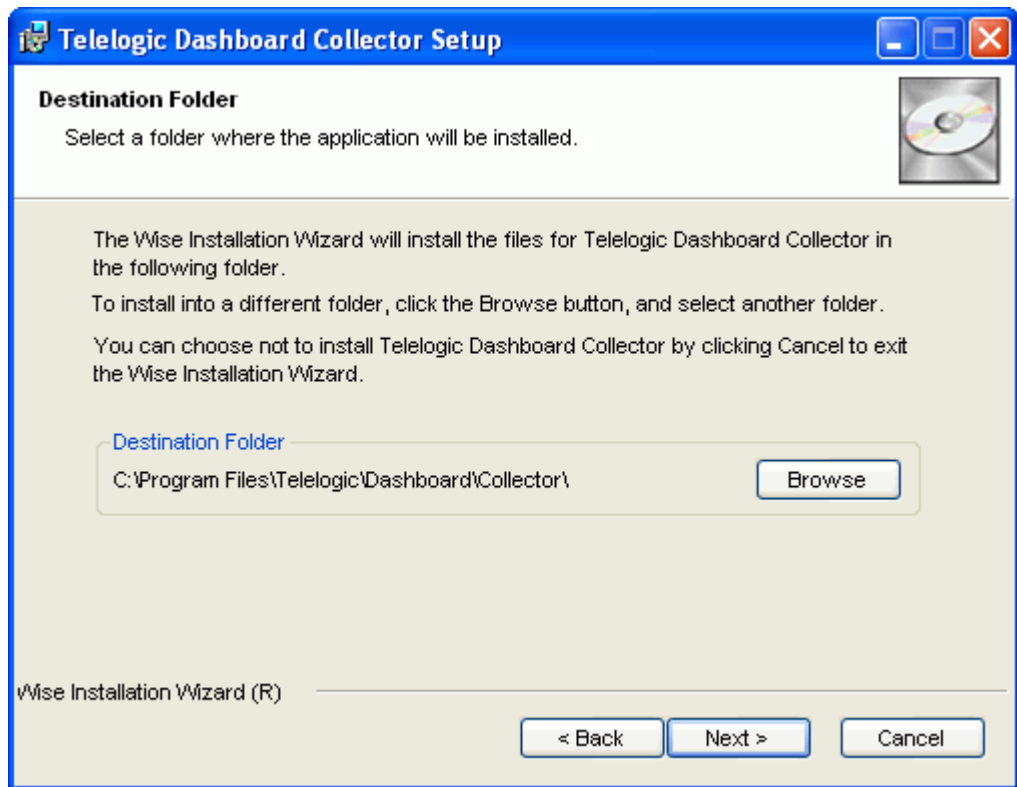


Telelogic Dashboard Collector Installation requires users to accept the terms of the End User License Agreement. The End User License Agreement can be reviewed by selecting the View License Agreement button on the License Agreement screen.

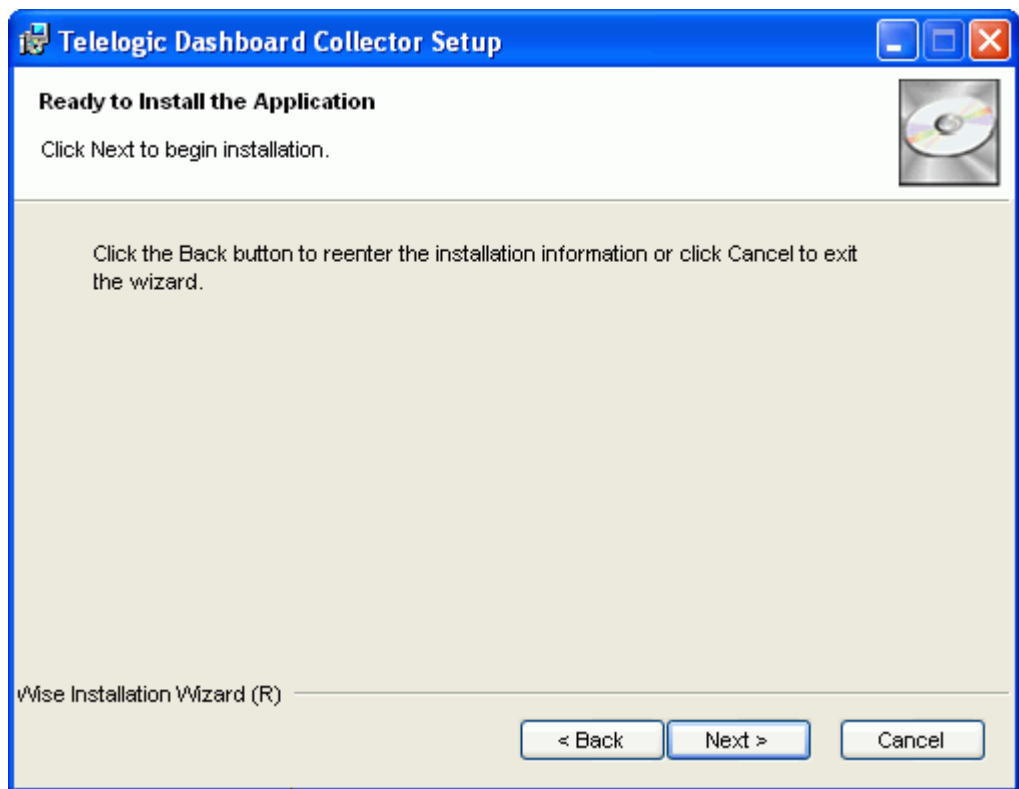
63. Select the **View License Agreement** button to review the software license and support agreement.
64. Select the **I accept the license agreement** radio button and click **Next** to accept the agreement and proceed.
65. If you do not agree with the license, click **Cancel** to exit the Setup Application.



66. Select the destination folder for the Telelogic Dashboard Collector Setup by clicking the Browse button. Move to the next step if you are installing at the default location.
67. Click **Next** to continue Telelogic Dashboard Collector Installation.



68. Click **Next** to continue Telelogic Dashboard Collector Installation, **Back** to return to the Destination Folder Screen or **Cancel** to exit the installation.



69. The Telelogic Dashboard Collector installation has been successfully completed. Click the **Finish** button to exit the Telelogic Dashboard installation.



Telelogic Dashboard License Interface

After installing Telelogic Dashboard, it is necessary to apply a license using the Telelogic Dashboard License Interface in order to access the software. The steps to apply a license are as follows:

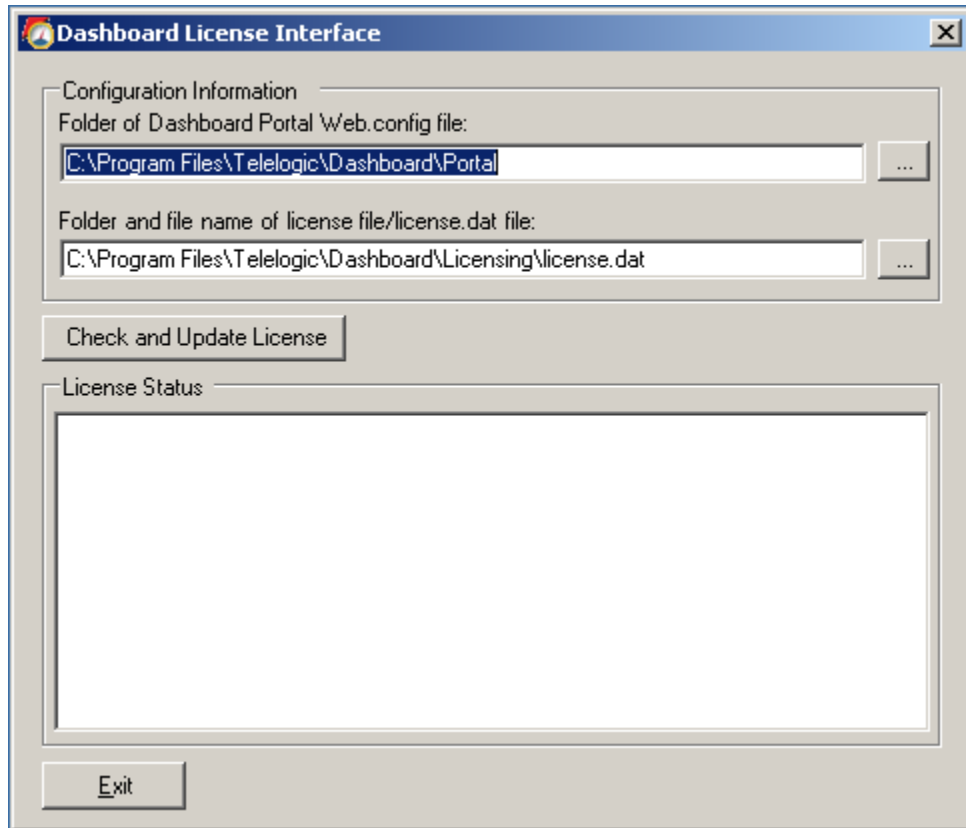
1. Start the Telelogic Dashboard License Interface.

Start > Programs > Telelogic > Dashboard > Dashboard Licensing Utility

2. Click “...” button to select the folder location of your Telelogic Dashboard web.config file.

Default location: C:\Program Files\Telelogic\Dashboard\Portal

3. Click “...” button to select the file that contains your Telelogic Dashboard license (FlexNet license file)



4. Click **Check and Update License** to update Telelogic Dashboard with your current license file.
5. Click **Exit** to close the Telelogic Dashboard License Interface.

5 Updating Prior Version

This chapter contains the following information on updating prior versions.

- Pre-Update Instructions
- Removing Prior Telelogic Dashboard Versions
- Installation of Telelogic Dashboard

Pre-Update Instructions

Prior to beginning the process of updating the current installation of Telelogic Dashboard, perform the following steps in order to facilitate the final installation steps.

1. Save the Portal web.config file to another location in order to verify the connection string for the database is correct after the update process is complete. The web.config file is located by default at C:\Inetpub\wwwroot\Dashboard
2. Save the collector.set file to another location in order to save all currently created Collector sources. The collector.set file is located by default at C:\Program Files\Telelogic\Dashboard\Collector
3. Save the .bin files containing the collection details. The files are located by default at C:\Inetpub\wwwroot\Dashboard\Logs
4. Backup all existing databases that are used by Telelogic Dashboard. The default databases are Dashboard and Transform.

Removing Prior Telelogic Dashboard Versions

It is necessary to remove any previously installed version of Telelogic Dashboard before beginning the installation process for version 3.5.0. The steps to complete the removal of Telelogic Dashboard are detailed below.

To remove Telelogic Dashboard Portal:

1. Log into the machine as an Administrator user where Telelogic Dashboard Portal is installed.
2. Run the InstallPortalTLD.msi file. This file is included in the zip file provided by Telelogic.
3. Select **Remove** from the list of options.

4. Click **Next** to move to the next screen.
5. Click **Next** to un-install Telelogic Dashboard Portal and all of its features.
6. Delete the Dashboard folder (C:\Inetpub\wwroot\Dashboard) and all of its subfolders.

To remove Telelogic Dashboard Web Services:

1. Log into the machine where Telelogic Dashboard Web Services is installed as an Administrator user.
2. Run the InstallWebServicesTLD.msi file. This file is included in the zip file provided by Telelogic.
3. Select **Remove** from the list of options.
4. Click **Next** to move to the next screen.
5. Click **Next** to un-install Telelogic Dashboard Web Services and all of its features.
6. Delete the DashboardWS folder (C:\Inetpub\ww root\DashboardWS) and all of its subfolders.

To remove Telelogic Dashboard Collector:

1. Log into the machine where Telelogic Dashboard Collector is installed as an Administrator user.
2. Run the InstallCollectorTLD.msi file. This file is included in the zip file provided by Telelogic.
3. Select **Remove** from the list of options.
4. Click **Next** to move to the next screen.
5. Click **Next** to un-install Telelogic Dashboard Collector and all of its features.

Installation of Telelogic Dashboard

This section contains steps on how to complete the update from a prior version to Telelogic Dashboard version 3.5.0.

1. Perform the steps found in Section 4 Application Installation and Licensing. Use the 'Update Existing Database' functionality in the Telelogic Dashboard Configuration Utility.
2. Once installation is complete, copy the collector.set file saved in the Pre-Update Instruction section to the Telelogic Collector installation location. The collector.set file is located by default at C:\Program Files\Telelogic\Dashboard\Collector
3. Copy the .bin files saved in the Pre-Update Instruction section to the logs folder of the new installation. The default location is C:\Program Files\Telelogic\Dashboard\Portal\Logs

6

Test Installation

This chapter contains the following installation testing topics:

- Test Telelogic Dashboard Portal
- Test Telelogic Dashboard Web Services

Test Telelogic Dashboard Portal

This section contains test procedures for verifying Telelogic Dashboard Portal has been correctly installed and configured.

To Test Telelogic Dashboard Portal:

1. Log on to the server, where Telelogic Dashboard Portal was installed, as the administrator user that was used during installation, and navigate to: `http://Server Name/Dashboard/`
2. Replace Server Name with the name of the server where Telelogic Dashboard is installed.
3. You should see the Telelogic Dashboard Portal user interface screen shown below. If you do not see this screen, then troubleshooting steps for the installation should be taken. Possible errors and the steps to correct them are listed in Section 7 Troubleshoot Installation.

Status	Unit
●	CARS Project
●	Java Kit 1.0
●	JavaKit 2.1

Test Telelogic Dashboard Web Services

This section contains test procedures for verifying Telelogic Dashboard Web Services have been correctly installed and configured.

To Test Telelogic Dashboard Web Services:

1. Log on to the server, where Telelogic Dashboard Portal was installed, as the administrator user that was used during installation, and navigate to the WSAPI page by entering the following address into your web browser:
<http://ServerName/DashboardWS/WSAPI.asmx>
2. Replace Server Name with the name of the server where Telelogic Dashboard is installed.
3. You should see the WSAPI screen shown below. If you do not see this screen, then troubleshooting steps for the installation should be taken. Possible errors and the steps to correct them are listed in Section 7 Troubleshoot Installation.

WSAPI

The following operations are supported. For a formal definition, please review the [Service Description](#).

- [GetAccountInformation](#)
- [GetCollectionDates](#)
- [GetInformation](#)
- [GetInterfaces](#)
- [GetItems](#)
- [RegisterCollector](#)
- [SendCollectionItemData](#)
- [SendCollectionSummary](#)
- [SendContainerItems](#)
- [UpdateChangedUnits](#)

7

Troubleshoot Installation

This chapter contains the following Installation Testing topics:

- Database Not Created During Install
- Server Application Unavailable
- Server Error in ‘/DashboardWS’ Application
- Invalid Database Connection String
- The Page Cannot Be Displayed
- Invalid License String
- System and Application Log Files

Database Not Created During Install

This section contains troubleshooting information when the Database Configuration utility cannot create the database needed for Telelogic Dashboard.

To correct this problem, please try these steps:

1. Review the Database Configuration utility log file. As the utility executes, it writes to a log file located in the same folder as the utility.
The default is “C:\Program Files\Telelogic\Dashboard\Configuration\setup.log”
Using Notepad, open the `setup.log` file and see what has been happening.
2. Check the SQL Server 2005 product name. If this is SQL developer, standard, or enterprise, then re-run the Telelogic Dashboard Configuration utility (`DatabaseSetup.exe`) and make sure you do not set the checkbox for a named instance. If this is SQL 2005 Express, then start the SQL Management Console and read the instance name by examining the button to stop service.
3. Make sure that the user who is running the configuration utility has create permission in the SQL database

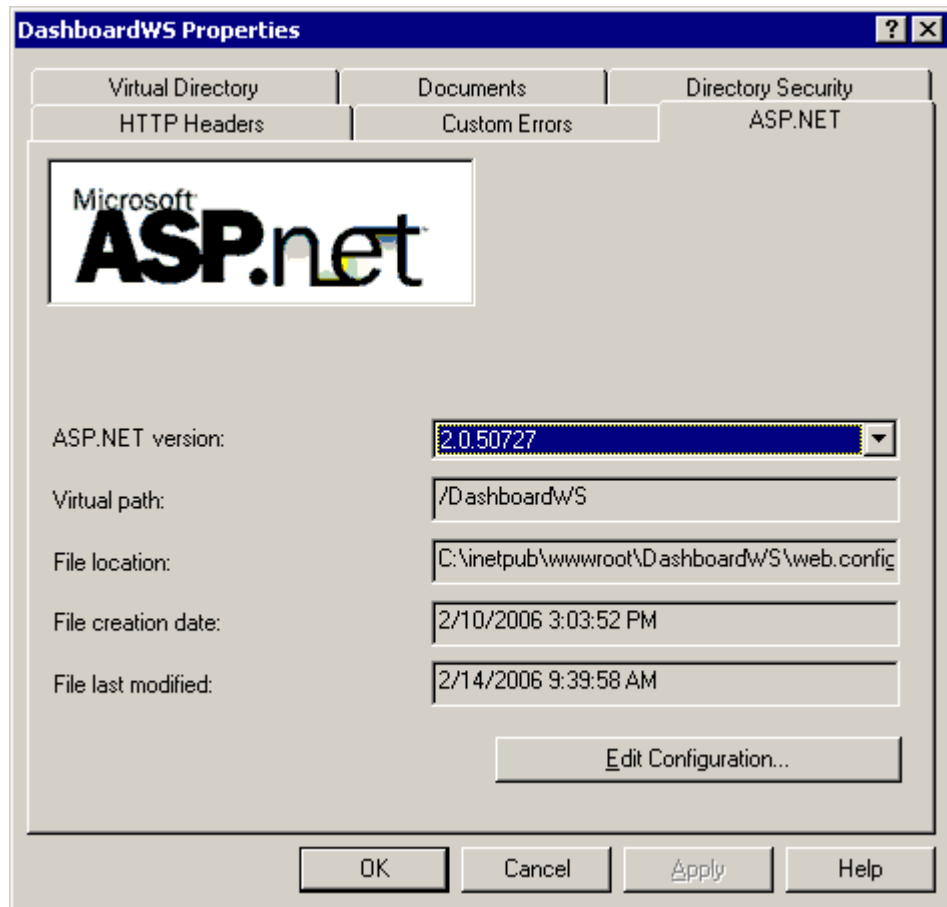
Server Application Unavailable

This section contains troubleshooting information when a Server Application Unavailable message is given.

To verify ASP Framework (v2.0.50727) snap-in is installed and running in IIS:

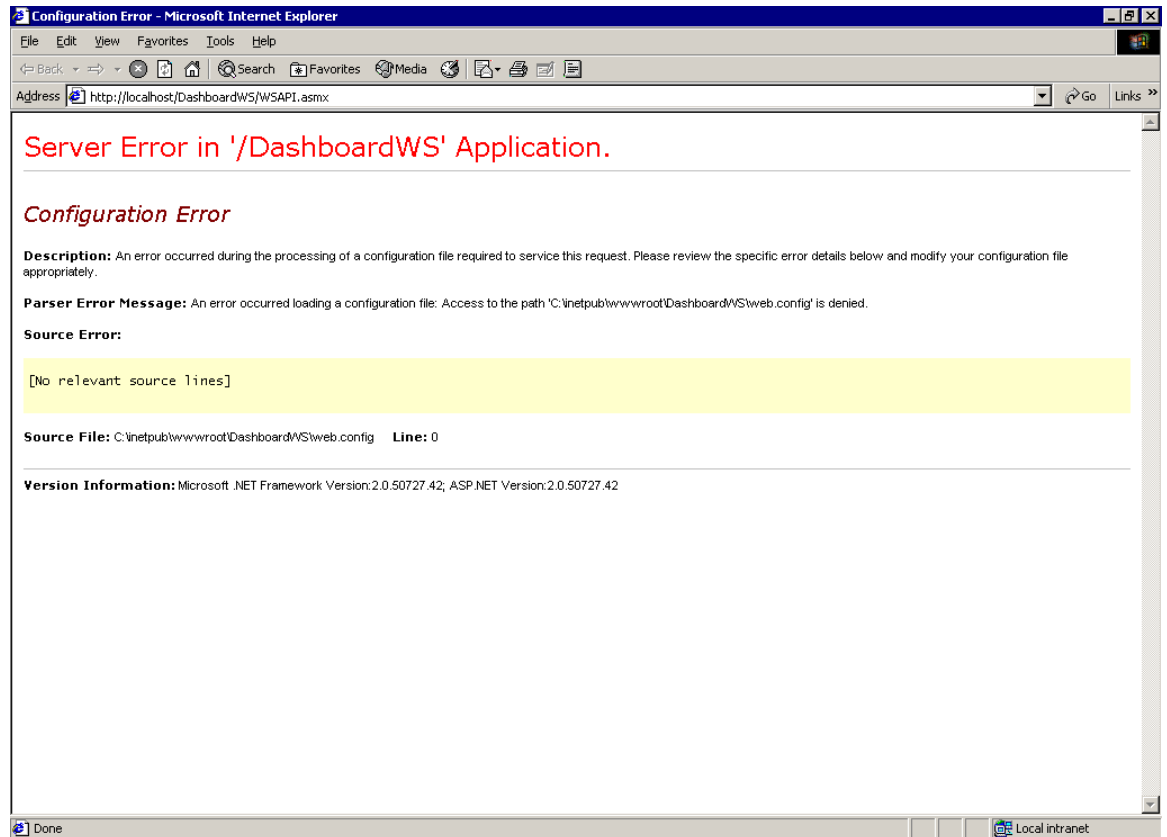
1. Check the properties for DashboardWS
Control Panel > Administrative Tools > Internet Information Service (IIS), right click on **properties**.
2. Verify the ASP tab is present and ASP version is set to 2.0.50727.
3. If you do not see the tab and v2.0.50727, the framework is not running correctly.
4. Microsoft reports this error on some servers that were running previous versions of the framework. Take the following corrective steps:
 - a. Open regedit and backup your registry
 - b. Search for 40607 and delete the keys
 - c. Remove: HKEY_CLASSES_ROOT\CLSID\
{7D23CCC6-A390-406E-AB67-2F8B7558F6F6}
 - d. Close regedit
 - e. Re-register ASP with aspnet_regiis -i
5. Confirm in DashboardWS Properties
Control Panel > Administrative Tools > Internet Information Service (IIS), right click on **properties**.

ASP tab and ASP version is set to 2.0.50727



Server Error in '/DashboardWS' Application

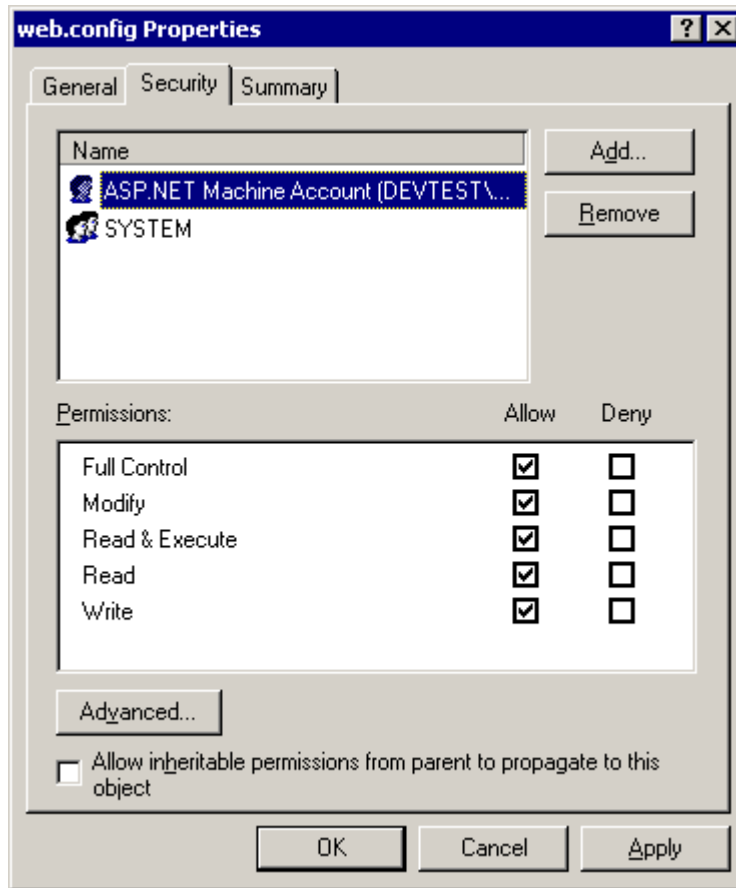
This section contains troubleshooting information when you try to run Telelogic Dashboard Web Services and you get Server Error in '/DashboardWS' application.



To verify permissions:

1. Verify permissions on the `web.config` file. Default Telelogic Dashboard Web Services location: `C:\Program Files\Telelogic\Dashboard\WebServices`
2. The local ASP account must have Full Control of the `web.config` file: Right mouse click on the `web.config` file and select Properties > Security

3. Permissions are Allow: Full Control, Modify, Read & Execute, Read and Write.



Invalid Database Connection String

This section contains troubleshooting information when you get an Invalid Database Connection String message.

To check database creation:

1. Invalid database connection string: `dbtype=SQLSERVER2000; server=ServerName; UID=TeleDash; PWD=TeleDashPass; database=Dashboard_01`” indicates there was a problem with the database creation during the install.
2. Check the `Portal_db_create_log.txt` file, created during the install, in your user’s temp directory. This file contains details about the creation of the database.
3. `[DBNETLIB]Specified SQL server not found.` – Indicates the Database Server was not found, check the name you specified during the install. Verify you are using the correct Server Name and Instance Name of your SQL Server.
4. `Login failed for user 'TeleDash'` – Indicates the ‘TeleDash’ user was not created in the database prior to the installation.
5. `Could not locate entry in sysdatabases for database 'Dashboard_01'.` – Indicates the ‘TeleDash’ user was not added to the Database Creators (dbcreator) role in the Database Server.
6. `CREATE TABLE permission denied in database...` – Indicates the ‘TeleDash’ user was not added to the Database Creators (dbcreator) role in the Database Server.

The Page Cannot Be Displayed

This section contains troubleshooting information when you get The Page Cannot Be Displayed message.

To check IIS:

1. The Page Cannot Be Displayed message indicates there is a problem with IIS.
2. Verify IIS is running: Internet Explorer: <http://localhost/>
3. If you get another, The Page Cannot Be Displayed error, IIS is not running.
4. Reboot your machine and verify IIS is running: Internet Explorer: <http://localhost/>
5. If you get an Under Construction page or a login prompt then IIS is running correctly. Navigate to the Telelogic Dashboard Portal again.
6. If you get another, The Page Cannot Be Displayed error, contact your server administrator to perform further IIS diagnostic tests.

Invalid License String

This section contains troubleshooting information when you get the error message License String was found but is not valid or in the correct format.

To check License String:

1. Run the License Check Utility. The `Liccheck.exe` is located by default at:
`C:\Program Files\Telelogic\Dashboard\Licensing\Liccheck.exe`
2. The utility is run on a DOS command prompt and will quickly identify whether you have a valid license.
3. If you do not have a valid license, contact support to verify that you have a valid license. Support contact information is listed in section 9 of this document.

System and Application Log Files

This section contains information about the location of the System and Application files. The log files may contain helpful information for resolving issues with installation or operation.

To locate Log files:

1. Telelogic Dashboard Portal System log file location: (Default Location)
`C:\Program Files\Telelogic\Dashboard\Portal\logs\PortalLog.txt`
2. Telelogic Dashboard Services log file location: (Default Location)
`C:\Program Files\Telelogic\Dashboard\Portal\logs\WSLog.txt`
3. Telelogic Dashboard Collector log file location: (Default Location)
`C:\Program Files\Telelogic\Dashboard\Collector\logfile.txt`
4. Telelogic Dashboard Database Setup utility log file location: (Default Location)
`C:\Program Files\Telelogic\Dashboard\Configuration\setup.log`

8

Un-Install Telelogic Dashboard

This chapter contains the following Telelogic Dashboard Un-Install topics:

- Un-Install Telelogic Dashboard Portal
- Un-Install Telelogic Dashboard Collector
- Un-Install Telelogic Dashboard Web Services
- Manually Remove Remaining Folders and Files
- Manually Remove Remaining Start Menu Items
- Remove Databases

Caution: Before Un-Installing, be sure to save any files that you may need after a re-installation including: the `web.config`, `PortalLog.txt`, `WSLog.txt`, `logfile.txt`, collection detail files and any other files tailored after the installation.

Un-Install Telelogic Dashboard Portal

To remove Telelogic Dashboard Portal:

1. Log into the machine where Telelogic Dashboard Portal is installed as an Administrator user.
2. Start > Settings > Control Panel; Double click **Add/Remove** Programs.
3. Select **Telelogic Dashboard Portal** from the list of currently installed programs.
4. Click **Change/Remove**.
5. Click **OK** to un-install Telelogic Dashboard Portal and all of its features.

Un-Install Telelogic Dashboard Collector

To remove Telelogic Dashboard Collector:

1. Log into the machine where Telelogic Dashboard Collector is installed as an Administrator user.
2. Start > Settings > Control Panel; Double click **Add/Remove** Programs.
3. Select **Telelogic Dashboard Collector** from the list of currently installed programs.
4. Click **Change/Remove**.
5. Click **OK** to un-install Telelogic Dashboard Collector and all of its features.

Un-Install Telelogic Dashboard Web Services

To remove Telelogic Dashboard Web Services:

1. Log into the machine where Telelogic Dashboard Web Services is installed as an Administrator user.
2. Start > Settings > Control Panel; Double click **Add/Remove** Programs.
3. Select **Telelogic Dashboard Web Services** from the list of currently installed programs.
4. Click **Change/Remove**.
5. Click **OK** to un-install Telelogic Dashboard Web Services and all of its features.

Manually Remove Remaining Folders And Files

The un-install process removes any files that were placed on your system during the installation process. The un-install does not remove files that were created by Telelogic Dashboard through normal operation. In addition, the un-install process does not remove files that you copied in manually using the Windows File Manager or another method.

To manually remove remaining folders and files:

1. Review all files and folders to determine whether to save the file prior to removing them.

2. Once you determine that they are no longer needed, the following folders may be removed using the Windows File Manager: (Default Location)
 - C:\Program Files\Telelogic\Dashboard, and all subfolders
-

Manually Remove Remaining Start Menu Items

To manually remove remaining Start Menu Items:

1. Start Menu > Programs > Telelogic, right click **Dashboard folder**.
 2. Select **Delete**.
-

Remove Databases

To remove databases:

1. Start SQL Enterprise Manager or SQL Server Configuration Manager Utility for SQL Server Express 2005.
2. Manually remove the “Dashboard” and “Transform” databases (default names).

9 Contact Information

To contact Telelogic support, please use any of the following:

Americas	dashboardsupport.us@telelogic.com
Phone	+1 (800) 577 8449
France	dashboardsupport.eu@telelogic.com
Phone	0800 917118
Germany	dashboardsupport.eu@telelogic.com
Phone	0800 1 814562
UK	dashboardsupport.eu@telelogic.com
Phone	0800 973229
Asia Pacific	dashboardsupport.apac@telelogic.com
Phone	
Other Europe, Middle East and African counties	dashboardsupport.eu@telelogic.com
Phone	00800 577 84499 +353 (1) 2090154

Other countries: Please see the website:

<http://support.telelogic.com/en/contact/support>