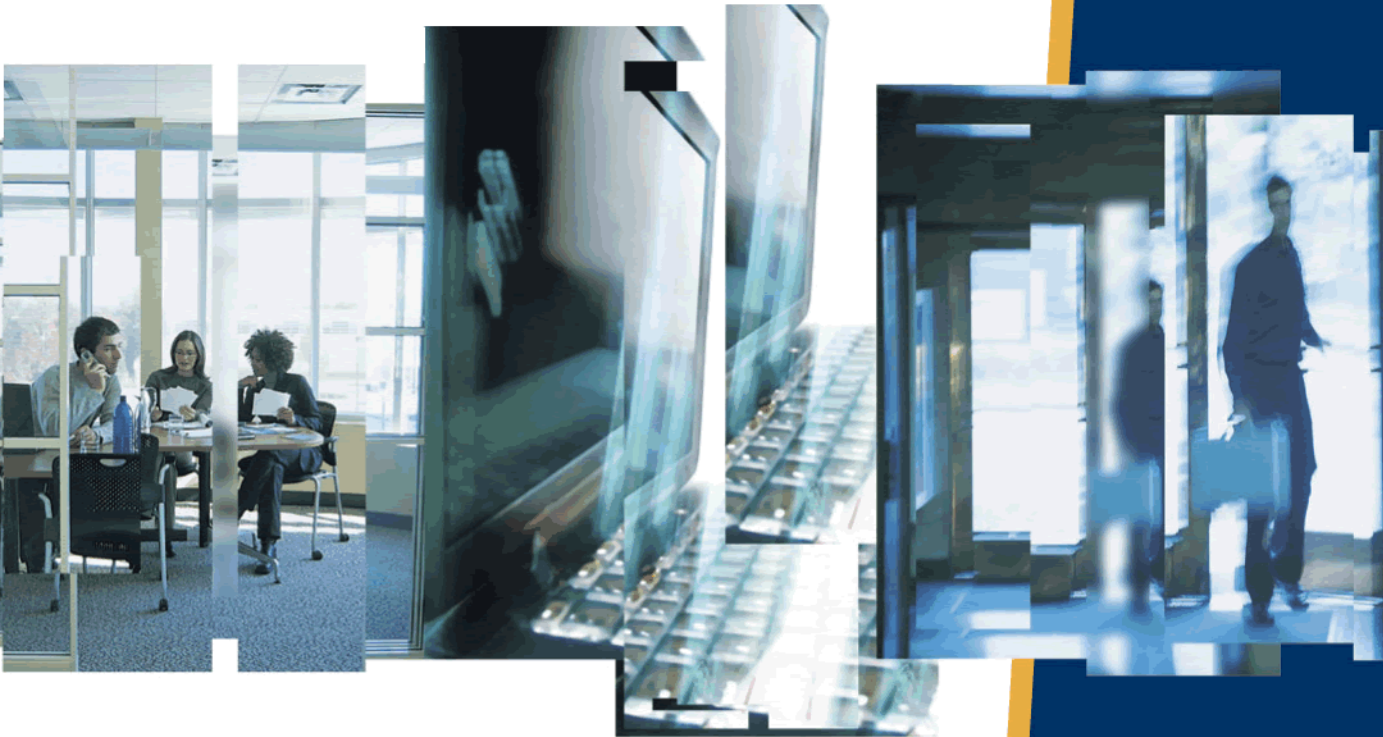


Telelogic D00RS

Installing and Using Telelogic D00RS for HP Quality Center Interface



*Telelogic D00RS for HP Quality Center
Interface*

*Installing and Using Telelogic D00RS for
HP Quality Center Interface*

Release 3.3

Before using this information, be sure to read the general information under the "Notices" chapter on page 47.

This edition applies to **VERSION 3.3, Telelogic DOORS for HP Quality Center Interface** and to all subsequent releases and modifications until otherwise indicated in new editions.

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Table of contents

Chapter 1: About this manual **1**

Typographical conventions	1
Related documentation	2

Chapter 2: Installing Telelogic DOORS for HP Quality Center Interface **3**

Understanding the installation options	3
System requirements	3
System requirements for the Integration Server	4
System Requirements for the Integration Client	4
System Requirements for the Administration Console	5
Upgrading from previous versions of the integration	5
Upgrade from version 1.8	5
Upgrade from version 3.0	5
Upgrade from version 3.1	6
Upgrade from version 3.2	6
Installing the Integration Server	6
Run the installer	6
Run the configuration tool	8
Installing an Integration Client	11
Installing the Administration Console	12
Upgrading version 3.1 data	14
Uninstalling the Integration	14

Chapter 3: Analyzing your data **15**

User roles	15
Analysts	15
QA/Testers	15
Analyst Managers	15
Overall benefits	16

Data architecture	16
Working with synchronization tasks	16
SoQ attributes	17

Chapter 4: Understanding synchronization tasks 19

Overview	19
What information can be transferred?	19
Understanding synchronization task components.	21
DOORS	21
Quality Center	21
Synchronization task	21
REQUIREMENTS entities and synchronization tasks	22
TEST entities and synchronization tasks	23
DEFECT entities and synchronization tasks	24
Naming synchronization tasks	24
Mapping attributes and fields	24

Chapter 5: Synchronizing data 27

Understanding object synchronization.	27
Understanding link synchronization.	28
Which application controls the creation and deletion of links?	28
What happens when a linked object is deleted?	29
Synchronizing data from the Administration Console	29
Synchronizing data from DOORS.	29
Creating traceability columns	31

Chapter 6: Creating SoQ Attributes 33

Understanding SoQ Attributes.	33
Understanding the SoQ Value attribute	33
Understanding the SoQ Defect attribute	34
Understanding the SoQ Report.	35
Creating the SoQ Value Attribute	35
Creating the SoQ Defect Attribute	36

Creating the SoQ Report Attribute 37

Chapter 7: Turning logging on and off 39

Turning on logging 39
Clearing old log files 40
Turning off logging 40

Chapter 8: Contacting support 43

Contacting IBM Rational Software Support 43
 Product support 43
What to do before you contact Support 43
Sending an automated problem report form 44
 Guidelines for writing a problem report 45
 Automatic responses and recording defects 45
 Automatically generated problem reports 46
 Changing the email address of the problem report 46
Other information 46

Chapter 9: Notices 47

Trademarks 49

Index 51

About this manual

Welcome to Telelogic® DOORS for HP Quality Center Interface™.

Telelogic DOORS for HP Quality Center Interface allows you to synchronize data between Telelogic® DOORS® (DOORS), the world's leading requirements management solution, and HP Quality Center®, an integrated enterprise application for organizing and managing the entire testing process. You can transfer requirements in DOORS to a Quality Center project and transfer tests and defects between Quality Center and DOORS. You can access DOORS requirements information using your Quality Center interface, and access Quality Center test and defect information using your DOORS interface.

This document describes how to use version 3.3 of Telelogic DOORS for HP Quality Center Interface. It assumes that you know how to use both DOORS and Quality Center.

Typographical conventions

The following typographical conventions are used in this manual:

Typeface or Symbol	Meaning
Bold	Important items, and items that you can select, including buttons and menus. For example: Click Yes to continue.
<i>Italics</i>	Book titles
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 documentation set:

For information on	See
How to use DOORS	The Telelogic DOORS documentation set
How to use Quality Center	The Quality Center documentation set
How to use the Administration Console	The Administration Console Online Help
What's new in Telelogic DOORS for HP Quality Center Interface 3.3	The Telelogic DOORS for HP Quality Center Interface readme file
How to set up licenses to use Telelogic DOORS for HP Quality Center Interface	<i>Telelogic Lifecycle Solutions Licensing Guide</i>

You'll find PDF versions of the DOORS manuals on:

- The Telelogic Lifecycle Solutions DVD
- The Support website at <https://www.support.telelogic.com>

2

Installing Telelogic DOORS for HP Quality Center Interface

This chapter contains information on how to install and configure Telelogic DOORS for HP Quality Center Interface.

- Understanding the installation options
- System requirements
- Upgrading from previous versions of the integration
- Installing the Integration Server
- Installing an Integration Client
- Installing the Administration Console
- Upgrading version 3.1 data
- Uninstalling the Integration

Understanding the installation options

The Integration installer has two installation options. These are:

- Integration Client

You install an integration client on each DOORS client that needs to use the integration. This allows the DOORS user to access the integration options available in the DOORS client.

- Integration Server

This option installs both the Integration Server and the Integration Client.

System requirements

The following sections describe the system requirements for each component of the integration:

- System requirements for the Integration Server
- System Requirements for the Integration Client
- System Requirements for the Administration Console

System requirements for the Integration Server

Before you install the integration server you must have:

- A DOORS version 9.1 or later database server installed and configured on any machine on the network, including both Windows[®] and UNIX[®] machines. Make sure the DOORS database is not set up to use system usernames. Telelogic DOORS for HP Quality Center Interface cannot communicate with DOORS if system usernames are being used.
- A Quality Center server version 9.2. The server can be on any machine on the network; it does not need to be on the machine you are installing the Integration Server on.

The machine on which you install the Integration Server must have:

- Windows 2003 Server SP2 (Enterprise and Standard).
- A DOORS 9.1 or later client.
- You must have used a Microsoft Internet Explorer browser to connect to the Quality Center server you intend to use for the integration.
- IIS 6.0 running with ASP.NET v2.0 enabled.

Note You can use the Manage your Server wizard to install and configure IIS and ASP.NET.

- Minimum 512 MB RAM.

Caution The DOORS client that is installed on the Integration Server machine must not be used for the day to day administration of the integration, or for any other DOORS tasks. You should only run the DOORS client on the Integration Server machine if instructed to do so by the DOORS support team.

System Requirements for the Integration Client

Install and configure the Integration Server before you install any integration clients.

Each machine on which you install the Integration Client must have either:

- Windows 2003 Server SP2 (Enterprise and Standard)
- Windows XP Professional SP2 or SP3

A DOORS 9.1 or later client must also be installed.

System Requirements for the Administration Console

Each machine on which you install the Administration Console must have either:

- Windows 2003 Server SP2 (Enterprise and Standard)
- Windows XP Professional SP2 or SP3

Both .NET Framework v2.0 and v3.0 must also be installed.

Upgrading from previous versions of the integration

The following sections describe what you must do to upgrade to version 3.3 from a previous version.

- Upgrade from version 1.8
- Upgrade from version 3.0
- Upgrade from version 3.1
- Upgrade from version 3.2

Upgrade from version 1.8

1. Migrate your data.

You must synchronize your data before you uninstall version 1.8.

2. Uninstall version 1.8 using **Add/Remove Programs** from the Windows Control Panel.
3. Install version 3.1.

You do not have to configure or run version 3.1 after you install it, but you must install it before you install version 3.3.

4. Install version 3.3 and migrate 3.1 data to 3.3.

For information on migrating data from version 3.1 to 3.3, see “Upgrading version 3.1 data,” on page 14.

Upgrade from version 3.0

On machines with version 3.0 of TestDirector Integration installed, install version 3.1, then install version 3.3 and migrate 3.1 data to 3.3.

For information on migrating data from version 3.1 to 3.3, see “Upgrading version 3.1 data,” on page 14.

Upgrade from version 3.1

You can upgrade direct to version 3.3 from version 3.1.

On machines with version 3.1 of TestDirector Integration installed, install version 3.3, then migrate 3.1 data to 3.3.

For information on migrating data from version 3.1 to 3.3, see “Upgrading version 3.1 data,” on page 14.

Upgrade from version 3.2

Telelogic DOORS for HP Quality Center Interface includes a migration tool that allows you to upgrade and migrate from version 3.2.

Installing the Integration Server

If you are upgrading the Integration Server, see “Upgrading from previous versions of the integration,” on page 5 for information on how to upgrade to 3.3.

Run the installer

To install the Integration Server:

1. Make sure you meet the system requirements for installing and running the Integration server. For information on system requirements, see “System requirements,” on page 3.
2. If you’re running version 3.2, uninstall it.
3. Make sure you’re logged into your computer as a user with Administrator privileges.
4. Shut down all other applications. In particular, shut down Microsoft Office applications, including the Microsoft Office toolbar.
5. Check that the Default Web Site in the Internet Services Manager is started. If it isn’t, right-click and select **Start**.
6. Using Windows Explorer, double-click **setup.exe**.

The **Welcome** screen is displayed.

If the **Modify/Repair/Remove** dialog box is displayed, exit the installer and modify the installation using **Add/Remove Programs** in the Windows Control Panel.

Note If the .NET Framework v2.0 is not detected by the installer, a browser window is opened at Microsoft’s .NET Framework download page. You must install the

.NET Framework before you continue. You may be required to reboot your machine.

7. Click **Next**.

The **License Agreement** screen is displayed.

8. Select the **I accept** option and click **Next**.

The **Choose Destination Location** screen is displayed.

9. Enter the path to the folder you want to install to, or leave the default.

10. Click **Next**.

The **Setup Type** screen is displayed.

11. Select **Server** and click **Next**.

Note This option installs both the Integration Client and the Integration Server.

The **Integration Server TCP Port** screen is displayed.

12. Enter the TCP port on which the Internet Information Service is serving the Default Web Site.

To find out the port number:

- a. On the desktop, right-click on **My Computer** and select **Manage**.

The **Computer Management** window is displayed.

- b. Navigate **Services and Applications > Internet Information Service (IIS) Manager > Web Sites**.

- c. Right-click **Default Web Site** and select **Properties**.

The TCP Port is displayed in the Web Site Identification panel.

13. Click **Next**.

The **Enter Domain\Groupname** screen is displayed.

14. Enter the fully qualified group name that will be authorized to access the Administration Console. *Domain* is the name of the machine you are installing the Integration Server on and *Groupname* is the name of a group with the necessary privileges (for example, QCI_Server\QCI_Admin_Console_Users).

If you need to create the group, use the **Computer Management** window.

15. Click **Next**.

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

16. Click Install.

The necessary files are installed on the machine.

Note If you do not have IIS installed, an error is displayed. You must click **Abort**, install IIS, then reinstall the Integration Server.

17. Click Finish.

The install wizard closes.

Run the configuration tool

Before you proceed, you need to configure the Integration Server.

To configure the Integration Server:

1. If it's still open, shut down the Computer Manager.
2. From the Start menu select **Telelogic > Telelogic Lifecycle Solution Tools > Telelogic DOORS Quality Center Integration 3.3 Tools > Set Access Permissions**.

The **Telelogic DOORS for HP Quality Center Interface Configuration Tool** dialog box is displayed.

Telelogic DOORS for HP Quality Center Interface Configuration Tool

Telelogic DOORS for HP Quality Center Interface Configuration
Gathering the user credentials...

Please specify the account credentials which will be used to run the services.

Username: MACHINE_NAME\IWSUSER

Password: ●●●●●●●

Confirm Password: ●●●●●●●

If the account doesn't exist would you like the configuration tool to attempt to create the account?

Back Next Finish Cancel

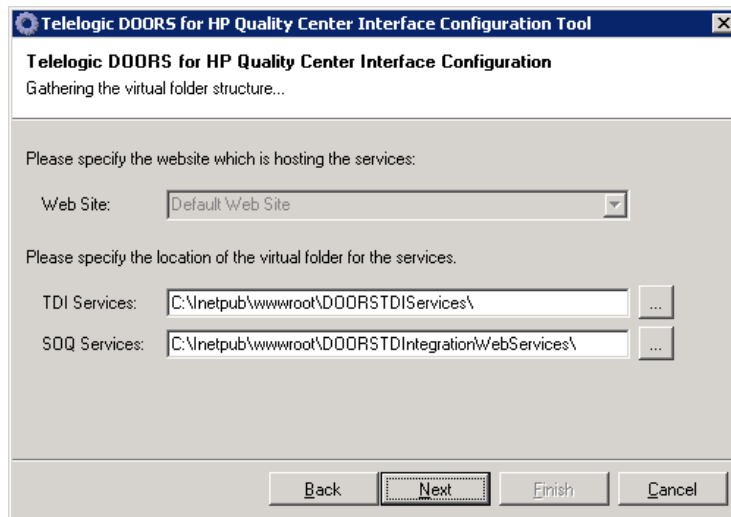
3. In **Username** enter a user.

By default, a local machine user called IWSUSER is used in this tool. However, you can specify a domain user instead. The tool cannot create a domain user, but if one already exists it can be used.

- If you want to specify or create IWSUSER, enter **<machinename>\IWSUSER**.
 - If a user named IWSUSER already exists, leave the check box clear.
 - If a user named IWSUSER does not exist, select the check box.
 - If you want to specify a domain user, enter **<domainname>\<username>**, and leave the check box clear.
4. Enter a password in the **Password** and **Confirm Password** boxes.
 - If IWSUSER already exists, enter the user's existing password.
 - If IWSUSER does not exist, enter a new password.

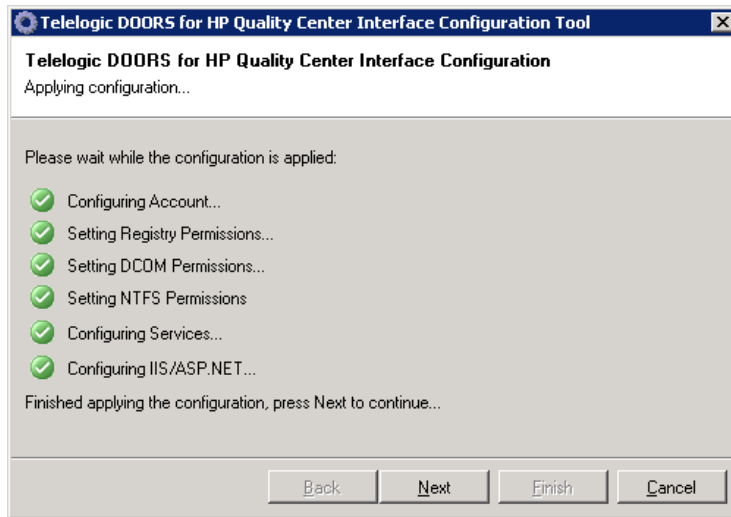
This password uses the Windows 2003 password rules that are in force on your system.
 5. Click **Next**.

The **Gathering the virtual folder structure** dialog box is displayed.



6. Enter the name of the web site that is hosting the services, or leave the default.
7. Enter the path to the location of the virtual folder for TDI Services and the SOQ Services, or leave the defaults.
8. Click **Next**.

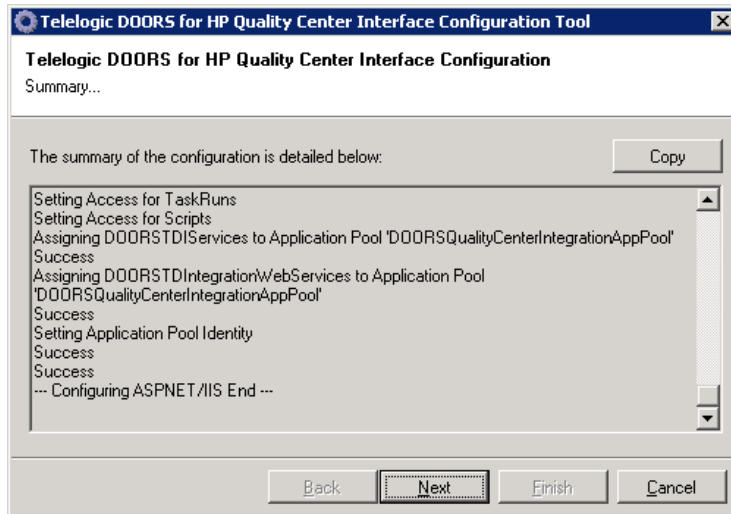
The **Applying configuration** dialog box is displayed.



A warning dialog box is also displayed.

9. Click **Yes**. When all the categories have been successfully configured, click **Next**.

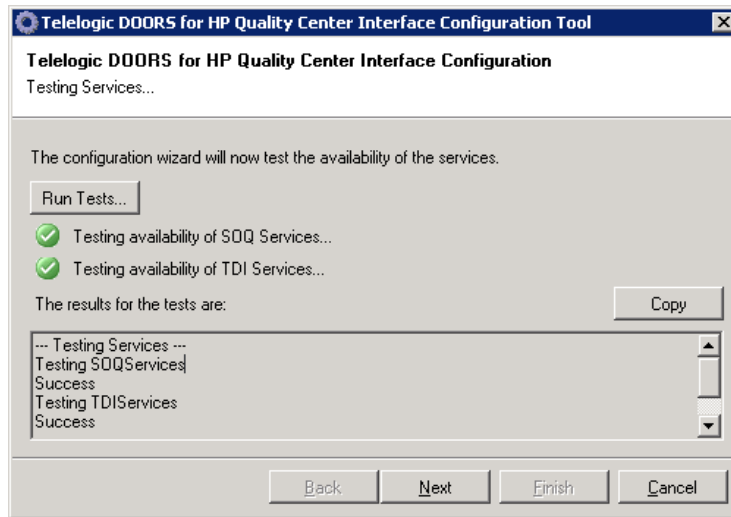
A summary screen is displayed.



You can use the **Copy** button to copy the summary text.

10. Click **Next**.

The **Testing Services** dialog box is displayed.



You can use the **Copy** button to copy the results text.

11. Select **Run Tests** to test the availability of the services.
12. If necessary, add the IWSUSER to the group you created in step 14 of “Run the installer,” on page 6.
13. Navigate to Quality Center and log on. This downloads ActiveX components.
14. Click Finish.

Installing an Integration Client

Once the Integration Server has been installed, you can install the Integration Client on the DOORS and Quality Center client machines that you want to access the integration.

To install the Integration Client:

1. Make sure you meet the system requirements for installing and running the Integration Client. For information on system requirements, see “System requirements,” on page 3.
2. Make sure you’re logged into your computer as a user with Administrator privileges.
3. Shut down all other applications. In particular, shut down Microsoft Office applications.

4. Using Windows Explorer, double-click **setup.exe**.
The **Welcome** screen is displayed.
If the **Modify/Repair/Remove** dialog box is displayed, exit the installer and modify the installation using **Add/Remove Programs** in the Windows Control Panel.
5. Click **Next**.
The **License Agreement** screen is displayed.
6. Select the **I accept** option and click **Next**.
The **Choose Destination Location** screen is displayed.
7. Enter the path to the folder you want to install to, or leave the default and click **Next**.
The **Setup Type** screen is displayed.
8. Select **Client** and click **Next**.
The **Specify the Location of Integration Server** screen is displayed.
9. In **IP Address**, enter the fully qualified domain name or IP address of the machine on which the Integration Server is installed.
10. In **TCP Port**, enter the TCP Port on which the Integration Administration Service is serving the Default Web Site on the Integration Server machine. This is the TCP Port that was entered in Step 12 of Installing the Integration Server.
11. Click **Next**.
The **Ready to Install the Program** screen is displayed.
12. Click **Install**.
A progress bar is displayed as the files are installed.
13. Click **Finish**.

Installing the Administration Console

To install the Administration Console:

1. Make sure you have both the .NET Framework v2.0 and v3.0 installed.
2. Open your Internet browser and type `http://<integrationserver>/AdminToolInstall`.

The Administration Console installation welcome page is displayed.



3. If you need to install the .NET Framework, do so now.

Note The .NET Framework is installed in the background. Make sure it is installed before you proceed. The .NET icon will be displayed in the notification area on the taskbar.

4. Run the Administration Console installer.

Click **setup**.

5. If you want to install the Administration Console from the local machine, select **Save**, then double-click the **setup.exe** file. If you want to install the Administration Console from the network, select **Run**.

The **Welcome** screen is displayed.

6. Click **Next**.

The **License Agreement** screen is displayed.

7. Accept the terms of the agreement and click **Yes**.

The **Choose Destination Location** screen is displayed.

8. Enter the path to the folder you want to install to, or leave the default and click **Next**.

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

9. Click **Install**.

A progress bar is displayed as the files are installed.

10. Click **Finish**.

11. Start the Administration Console.

From the Start menu select **Telelogic > Telelogic Lifecycle Solution Tools > Telelogic DOORS Quality Center Integration 3.3 Tools > Administration Tool**.

Upgrading version 3.1 data

To upgrade version 3.1 data to version 3.3:

1. Shut down Web Services.

2. Run the Migration tool.

From the Start menu select **Telelogic > Telelogic Lifecycle Solution Tools > Telelogic DOORS Quality Center Integration 3.3 Tools > Migrate 3.1 Data to 3.3**.

3. Select the 3.1 folder

Enter the location of the 3.1 data. By default this is in
c:\inetpub\wwwroot\doorstdintegrationwebservices.

4. Select the 3.3 folder.

Enter the location of the 3.3 data. By default this is in
c:\inetpub\wwwroot\DOORSTDIServices\.

5. Click **Perform Migration**.

The migration is performed.

6. Restart Web Services to pick up the migrated data.

Uninstalling the Integration

Use **Add/Remove Programs** in the Windows Control Panel to remove version 3.3 of Telelogic DOORS for HP Quality Center Interface and the Administration Console.

3

Analyzing your data

- User roles
- Data architecture
- Working with synchronization tasks
- SoQ attributes

User roles

Telelogic DOORS for HP Quality Center Interface provides a unique, role-based approach to systems integration. The roles addressed include the Analyst, the QA/Tester, and the Analyst Manager.

Analysts

Analysts, working inside of DOORS, are interested in developing requirements that can be satisfied by both development and test. If requirements need to be verified through testing, the Analyst creates Qualification Criteria, which detail the testing that is required. By using the integration, the Analyst can monitor that test planning covers all of the original requirements and can interrogate the test plan to check that it meets the qualification criteria. Once testing begins, the Analyst can monitor the requirements for associated defects that have been raised against tests that have failed. The analyst can identify full business impact for defect resolution against the original customer demand.

QA/Testers

QA/Testers, working inside of Quality Center, are interested in test development and test execution. QA/Testers take the Qualification Criteria as their requirements and develop tests to meet them. Tests are associated back to the requirements so that a review can take place in order to make sure that all defined objectives have been met.

Analyst Managers

Analyst Managers, working inside of DOORS, are interested in finding if tests have been successfully developed and then executed against the original requirements. Initially managers are only interested in a true or false answer to distinguish if a requirement can be considered qualified. As a manager needs to perform analysis on why a requirements has not been successfully tested, more

detail is needed. This detail is provided by the Statement of Quality reports that can be generated using Telelogic DOORS for HP Quality Center Interface.

Overall benefits

The Analyst Manager understands the full business impact of releasing a system.

The Analyst can focus on providing testable requirements, and can be involved in prioritization of defects dependent on business impact.

The QA/Tester can test against a defined set of requirements instead of testing what is built.

Data architecture

Traditional integrations between two products often make the assumption that a subset of information can be synchronized and replicated into two different databases. While this integration is intended to be used on enterprise scale data, it cannot do this by simply scaling the amount of information that is replicated; there is no magic solution on how to duplicate gigabytes of information. Rather than take this normal approach of data duplication, the integration requires the organization to perform some analysis on their data architectures in order to identify one or more subsets of information that need to be available in both DOORS and Quality Center.

Data analysis starts with two questions:

1. Which information within DOORS makes up the Qualification Criteria that should be seen in the requirements pane within Quality Center. How does the tester know what to test and when to consider that a test should pass.
2. How much information from within Quality Center should be seen in modules within DOORS. Each different type of information seen within Quality Center will be transferred into one or more DOORS modules.

The answers to these questions are not as obvious as it would appear. The fact that the integration can synchronize a certain type of information does not mean that it should. Consideration of the other aspects of the integration should be taken into account before data analysis can be considered as complete. For instance, SoQ attributes are designed to reduce the amount of information that needs to be explicitly synchronized.

Working with synchronization tasks

Before you start to use Telelogic DOORS for HP Quality Center Interface, you must spend some time analyzing what information needs to be visible in both

DOORS and Quality Center. Once you have done this, care is needed to break this information down and develop a synchronization strategy.

To do this effectively, you need to understand the scope of information. Scope can be understood to be the combination of three elements:

- Information category
You may want to integrate requirements, tests or defects.
- Volume of information
How much of the information in a category needs to be seen in both DOORS and Quality Center.
- Attribute ownership and mapping
Which tool can modify data and how this information is seen by the secondary tool.

You need to understand the scope of information before you define it with one or more synchronization tasks. Synchronization task definitions establish rules by which the integration will function. It is not necessarily the case that only one synchronization task should be used to describe the complete scope of information.

Performance of the integration is governed by the overall size of a synchronization task and the amount of data that has been modified since the last synchronization. Where possible, task definition should restrict the overall volume of data by constraining both the filter used and the number of attributes considered. A second strategy for task definition is to consider the amount of data that's being modified. If it is known that an area of information is infrequently subject to change and a different area of data is far more volatile, split the task definition into two, with one task being synchronized less frequently than the other.

For more information about tasks, see "Understanding synchronization tasks," on page 19.

SoQ attributes

Task synchronization is not the only way to retrieve Quality Center information into DOORS and display it alongside the requirements. Statement of Quality (SoQ) attributes have been defined to provide three levels of reporting against the original Qualification Criteria. SoQ attributes are produced as a report with the assumption that this reporting is only done at milestones in a project and not more frequently. If a report needs updating, it must be recreated.

The three levels of report include:

- SoQ Value

A single statement against each requirement describing if the requirement and its children can be considered as qualified or not. As the report is produced a defined test set within Quality Center is used to interrogate the state of testing at a particular time.

- SoQ Defect

A slightly more verbose version of SoQ Value. Where a non-qualified requirement has associated defects within Quality Center, information about the defect is reported alongside the requirement itself. The Analyst can now determine if the priority of the defect has been set to indicate the business impact on the defect if it is not resolved at time of release.

- SoQ Report

An extension to SoQ Defect providing a mini-report on TestRuns run against each requirement in the module. This report provides a summary of testing and the level of defects that have been raised against a requirement.

For more information about SoQ attributes, see “Creating SoQ Attributes,” on page 33.

4

Understanding synchronization tasks

- Overview
- What information can be transferred?
- Understanding synchronization task components
- REQUIREMENTS entities and synchronization tasks
- TEST entities and synchronization tasks
- DEFECT entities and synchronization tasks
- Naming synchronization tasks
- Mapping attributes and fields

Overview

Before you start creating synchronization tasks it is important that you analyze the data that needs to be available in both DOORS and Quality Center. You should be aware that the amount of information that is transferred by a synchronization task and the frequency with which that data is modified will impact on the speed at which the data can be synchronized. For more information about what you should consider before creating your synchronization tasks, see “Analyzing your data,” on page 15.

Each subset of data that you want to transfer should be defined by either a module filter that is saved as part of a view, or as a Quality Center favorite. These views and favorites can be selected when you create the synchronization tasks and this is how you define the data that is to be transferred. The DOORS view must also have any attributes that you want to be available to the integration displayed in columns.

For each view or favorite that you have created, you must create a synchronization task. A synchronization task comprises mappings between the attributes in a DOORS module and fields in a Quality Center entity. The synchronization task binds a DOORS module to a Quality Center entity and defines the rules that will govern the transfer of the data between the databases.

What information can be transferred?

The Integration can move data between the REQUIREMENTS, TESTS and DEFECTS entities in Quality Center and any number of DOORS modules.

For each entity, one or other application must be the controlling application. The controlling application is the application that controls the creation and deletion of objects. So, if you have five synchronization tasks that define information that is to be transferred between the TESTS entity and DOORS, all five must specify the same application as the controlling application.

DOORS must be the controlling application for the REQUIREMENTS entity and typically Quality Center will be the controlling application for the TEST and DEFECTS entities. Using DOORS and Quality Center in this way enables the Analyst to use SoQ attributes to interrogate the Quality Center database from DOORS and retrieve varying levels of information about the state of testing for the project.

For DOORS to be able to retrieve this information, you must create synchronization tasks for both the REQUIREMENTS entity and the TEST entity. The synchronization tasks for the REQUIREMENTS entity should define the qualification criteria for the project. Once the qualification criteria have been transferred to Quality Center as requirements, the QA/Tester can begin creating tests and associating the tests with the requirements that they verify.

Quality Center provides a function by which tests can be created automatically from requirements. This has two main advantages for the integration:

- If you have created the qualification criteria in DOORS in a hierarchical structure, that structure is copied when the tests are created. Non-leaf objects are created as folders in the TEST entity and leaf objects are created as tests. When the analyst in DOORS creates SoQ attributes to determine the status of the project, the values for the leaf objects are propagated up through the hierarchy, so the analyst can get a high level statement of quality for the project as a whole. More detailed information can be viewed by navigating down through the hierarchy in DOORS.
- Associations are created automatically from the tests to the requirements when the tests are created. The integration relies upon the creation of associations to retrieve and present testing information to the Analyst using the SoQ attributes.

If you want Analysts to see data from the DEFECTS entity in DOORS, you can create synchronization tasks to transfer this information. Again care should be taken when analyzing what information needs to be transferred so that you can maximize the performance of the integration. Remember that the analyst can retrieve information about the defects that impact the project using SoQ attributes, so it may not be necessary to create synchronization tasks for the DEFECTS entity.

Understanding synchronization task components

For each subset of information you want to transfer between DOORS and Quality Center you must create a synchronization task comprising mappings between the attributes in a DOORS module and fields in a Quality Center entity. You map attributes in DOORS to fields in Quality Center. Data is transferred between the mapped attributes when the synchronization task is run.

DOORS

To set up a DOORS module for synchronization, create the DOORS view. The view should contain columns for each of the attributes you want to make available for mapping. If DOORS is to be the controlling application for the entity, i.e. if you want to copy data from the selected DOORS module to Quality Center, a filter that displays the objects you want to copy should be saved with the view.

Quality Center

To set up a Quality Center entity for synchronization, select the Quality Center Domain, Project and Entity along with Attributes you want to make available for mapping. If Quality Center is to be the controlling application for the entity, i.e. if you want to copy data from the entity to DOORS, you also select the favorite that displays the elements you want to copy to DOORS.

Synchronization task

The synchronization task defines the rules by which data is transferred between the databases. The synchronization task defines the controlling application, attribute mappings and a synchronization schedule.

Controlling application

The controlling application is the application that controls the creation and deletion of objects. DOORS must be the controlling application for the REQUIREMENTS entity, and typically Quality Center is the controlling application for the TEST and DEFECT entities.

For example, if DOORS is the controlling application for an entity and a DOORS user deletes an object that has been synchronized with Quality Center, the corresponding object is deleted in Quality Center the next time the synchronization task is run. If a Quality Center user deletes elements that have been created as the result of a synchronization and the corresponding objects still exist in DOORS, those elements are recreated when the synchronization task is run.

Note Only elements and objects that have been created by a synchronize are deleted if they are removed from the controlling database.

Attribute mappings

Each DOORS attribute that is included in a synchronization task must be mapped to a compatible field in Quality Center. Data in attributes that are not mapped, or that are mapped to incompatible fields, cannot be transferred when the synchronization task is run. For information about the attribute and field types that are compatible, see “Mapping attributes and fields,” on page 24.

When you map attributes, you also define which application is the owner of the attribute. The attribute owner is the application that controls the content of the individual fields or attributes, and can be either DOORS or Quality Center. So, although one application controls the creation and deletion of objects, you can specify which application can edit the attributes that are mapped.

Synchronization

You set a synchronization schedule for each synchronization task. The frequency with which a synchronization task should be run will depend on the information it contains and how often that information is modified.

The synchronization task is run automatically according to the schedule that is set. However, synchronization tasks can also be run manually from DOORS, and the Administration Console.

REQUIREMENTS entities and synchronization tasks

Once you have identified the requirements and attributes that make up the qualification criteria for the project, you need to create synchronization tasks to copy that information to the REQUIREMENTS entity in Quality Center. You set up a DOORS module for each subset of data you want to copy to Quality Center. You must also create one or more Quality Center entities.

The attributes you included in each DOORS module must be mapped to compatible Quality Center fields so that the data can be synchronized successfully.

The Quality Center entities define the Domain, Project, Entity and Attributes for the qualification criteria to be copied to. As all of the qualification criteria will be copied to the REQUIREMENTS entity, the number of Quality Center entities you have to create depends on whether all the DOORS modules include the same attributes, or different attributes. If they all include the same attributes, you can create one Quality Center REQUIREMENTS entity and map all of the

DOORS attributes to it. If the DOORS modules contain different attributes, you will have to create a Quality Center mapping for each DOORS module that contains a different set of attributes.

You can create the Quality Center fields for mapping manually, or you can let the integration do this for you. This function is available when you create the synchronization task. Instead of creating and selecting the Quality Center fields to which you want to map the DOORS attributes, you can create it from the DOORS attributes. This will create compatible fields in the REQUIREMENTS entity for all the attributes that are included in the DOORS module you select, and will include those fields in the Quality Center mapping that it creates.

Once the Quality Center entity has been created, you can select it when you create subsequent synchronization tasks, or you can use the function again to create new Quality Center mappings to other DOORS modules.

TEST entities and synchronization tasks

When tests have been created to verify the qualification criteria in the REQUIREMENTS entity and the tests have been associated with the requirements they verify, you create synchronization tasks to copy the test data to DOORS. You create a Quality Center entity for each subset of information you want to copy to DOORS. You can copy all of the test information to a single DOORS module through one or more synchronization tasks, or you can copy subsets of information to different modules.

You must also create one or more DOORS modules to which the Quality Center entities can be mapped.

As with the mappings for the REQUIREMENTS entity, the number of DOORS modules you require for mapping is determined by the attributes that are included in each Quality Center mapping, and whether you want to copy the data to one or more DOORS modules. You must create a DOORS mapping for each DOORS module you want to copy data to. If you want to map more than one Quality Center entity to a single DOORS module, and the entities contain different attributes for mapping, you will have to create views in the DOORS module that displays compatible attributes for the fields in each Quality Center entity. You must then create a DOORS module for each view.

You can create the DOORS modules for mapping manually, or you can let the integration do this for you. This function is available when you create the synchronization task. Instead of creating and selecting the DOORS module to which you want to map the Quality Center entity, you can create it from the Quality Center entity. You select the Quality Center entity to create the DOORS module from, and the module you want to copy the Quality Center data to. The

integration then creates compatible attributes in the module for all the fields that are included in the selected Quality Center entity, and includes those attributes in the DOORS module it creates.

Once the DOORS module has been created, you can select it when you create subsequent synchronization tasks, or you can use the function again to create different DOORS modules for mapping to other Quality Center entities.

DEFECT entities and synchronization tasks

You create mappings for the DEFECTS entity in the same way as for the TEST entity.

Remember that analysts can retrieve information about defects that impact the project by creating SoQ attributes in the requirements modules, so it may not be necessary to create synchronization tasks for the DEFECTS entity.

Naming synchronization tasks

It is worthwhile spending some time before you start using the integration setting up naming conventions for synchronization tasks. This means that it will be easier to identify the synchronization tasks and the information that is being transferred by them.

You may also want to consider creating a file containing the names and descriptions of synchronization tasks, which can be stored in a central location and accessed by users of the integration.

Mapping attributes and fields

When you create a synchronization task, you have to map attributes in DOORS to fields in Quality Center. Data is transferred between the attributes and fields that are mapped, so when you map attributes, you must make sure that the attribute type in DOORS is compatible with the field type in Quality Center. The following table shows the types that are compatible in DOORS and Quality Center.

DOORS attribute type	Quality Center field type
Date	Date

DOORS attribute type	Quality Center field type
<p>String</p> <p>If DOORS is the owner, rich text markup and OLE objects are not copied to Quality Center. The attribute may be truncated in Quality Center.</p>	<p>String</p> <p>If Quality Center is the owner, the attribute value is displayed in DOORS in plain text.</p>
<p>Text</p> <p>If DOORS is the owner, rich text markup and OLE objects are not copied to Quality Center. The attribute may be truncated in Quality Center.</p> <p>The DOORS Object Text attribute cannot be mapped to the Quality Center String attribute. Object Text can only be mapped to the Quality Center Memo attribute type.</p>	<p>String</p> <p>If Quality Center is the owner, the attribute value is displayed in DOORS in plain text.</p> <p>Note: You may have to increase the default size of string fields in Quality Center from 40 to 255 characters.</p>
<p>Text</p> <p>If DOORS is the owner, OLE objects are not copied to Quality Center.</p>	<p>Memo</p> <p>If Quality Center is the owner, text color is not copied to DOORS. Memo attribute values are stored and displayed as HTML.</p> <p>Note Quality Center only allows three memo fields in each project. If you want to map more than three text attributes, map to string field types.</p>
<p>Integer</p>	<p>Number</p>
<p>Real</p>	<p>String</p>
<p>Single-value Enumeration</p> <p>The name of the lookup list to which you are mapping the enumeration must be added to the enumeration as a value.</p>	<p>Lookup List</p> <p>The Verify value checkbox must be selected.</p>

DOORS attribute type	Quality Center field type
Multi-valued Attributes DOORS must be the owner.	String Multi-valued attributes are represented in Quality Center as a comma separated list.
DXL Attribute DOORS must be the owner.	String

The **Test name** field in the TEST entity in Quality Center cannot be empty and cannot contain any of the following characters:

- Quotation marks (" ")
- Angle brackets (< >)
- Colons (:)
- Commas (,)
- Forward slash (/)
- Back slash (\)
- Question mark (?)
- Bar (|)
- Asterisk (*)
- Percent sign (%)

If you map a DOORS attribute to the **Test name** field and DOORS is the owner of the attribute and the controlling application, you must ensure that the DOORS attribute does not contain any of those characters.

If DOORS is the controlling application for the TEST entity, tests are not synchronized to a folder, and are only visible in grid view.

5

Synchronizing data

- Understanding object synchronization
- Understanding link synchronization
- Synchronizing data from the Administration Console
- Synchronizing data from DOORS
- Creating traceability columns

Understanding object synchronization

When you run a synchronization task, information is updated according to the rules defined in the task. So objects or elements are created and deleted to match the controlling application, and attribute values are updated to match the value for the owner of each attribute. Information in DOORS tables is not included in a synchronization.

Note Read-only objects in DOORS cannot be updated by a synchronization.

For example, if you have a synchronization task where DOORS is the controlling application, and the owner of attributes A, B and C and Quality Center is the owner of attribute D, when you synchronize the task:

- Elements are created in Quality Center to match objects that have been created in DOORS
- Elements are deleted from Quality Center if they were originally created in DOORS and the corresponding object in DOORS no longer exists
- The values stored in attributes A, B and C are copied from DOORS to Quality Center
- The values stored in attribute D are copied from Quality Center to DOORS

Note If a parent object in the controlling application is deleted and the corresponding object in the receiving application has a child that is not part of the task you are synchronizing, the parent object is not deleted in the receiving application.

If a synchronization task contains a DOORS column displaying a DXL attribute, the data for the attribute will be synchronized to Quality Center the first time the synchronization task is run. Subsequent synchronizations will not update the

attribute in Quality Center unless the objects have been modified in DOORS since the last synchronization. This is because refreshing DXL attributes does not change the modified date of an object.

A synchronization schedule is defined for each synchronization task when it is created, and the synchronization task is automatically run according to that schedule. Tasks can also be synchronized manually from DOORS or the Administration Console.

It is important that an appropriate synchronization schedule is defined, so that Analysts and QA/Testers can be confident that they are working with accurate and up-to-date information.

Note If you are going to synchronize large tasks, the Quality Center client timeout setting should be set to either a high value or -1 value. If a small value is used, the Quality Center client being used for the synchronization could timeout before it's finished.

Understanding link synchronization

When you run a TEST synchronization task, links from tests to requirements that are included in the synchronization task are also synchronized. This means that links between objects in DOORS are replicated between the corresponding elements in Quality Center when a synchronization task that includes the source objects is run. Similarly, associations between elements in Quality Center are replicated between the corresponding objects in DOORS when a synchronization task that includes the source elements is run.

Links are not copied during a synchronization if they:

- Go in the opposite direction than specified above, for example links from requirements to tests
- Are between objects or elements in the same task, for example links between requirements in a task
- Are between objects or elements other than those specified above, for example links between tests and test sets

Which application controls the creation and deletion of links?

There is no controlling application for the creation and deletion of links. As long as a link conforms to the rules for link synchronization it will be synchronized when the synchronization task is run:

- If a link or association is created in one database and the corresponding objects exist in the other database, the link will be created when the synchronization task is run
- If a link or association that has been created as a result of a previous synchronization is deleted in either database, the corresponding link will be deleted when the synchronization task is run
- If a synchronized link is independently deleted in both databases, and a new link is created in one database, that link will be deleted by a synchronization.

What happens when a linked object is deleted?

If an object that has a synchronized link is deleted from the database of the controlling application for the entity, running the synchronization task has the following effect:

- The corresponding object in the other database is deleted.
- The previously synchronized link is deleted.

If an object that has a synchronized link is deleted from the database that is not the controlling application for the entity, the link is also deleted. However, because a synchronization recreates the object, this indirect link deletion is invalid, so the corresponding link in the controlling application is not deleted. When the synchronization task is run, the object that was deleted is recreated along with the link.

Synchronizing data from the Administration Console

The Administration Console is the recommended application to use when you want to synchronize data. Only use DOORS to synchronize when you do not have access to the Administration Console.

For information on how to synchronize data using the Administration Console see the console's Online Help.

Synchronizing data from DOORS

In a DOORS module, you can run a single synchronization task, or all of the synchronization tasks that are associated with the module.

Note Once the synchronization has been started, it cannot be cancelled. Clicking the **Cancel** button at any stage does not stop the synchronization.

To run a single synchronization task:

1. In the DOORS module window, select **DOORSConnect > Quality Center > Synchronize > Synchronize Task**.

A dialog box containing a list of all the synchronization tasks associated with the current module is displayed.

2. Select the synchronization task you want to run and click **Sync**.

A Link Synchronization dialog box is displayed.

3. Click **Objects and Links** or **Objects only**.

A message stating that the module's edit mode is being changed to read only is displayed.

4. Click **OK**.

Objects and optionally links in DOORS and Quality Center are synchronized according to the synchronization task mapping information.

When the synchronization is complete, a report is generated. This contains details of:

- Objects and elements that have been created
- Objects and elements that have been deleted
- Objects and elements that have been modified
- Links that have been created
- Links that have been deleted
- Any errors or warnings that were generated

5. Change back to exclusive edit mode to see any updates that have been made by the synchronization.

To run all synchronization tasks:

1. In the DOORS module window, select **DOORSConnect > Quality Center > Synchronize > Synchronize All Tasks**.

A confirmation dialog box is displayed.

2. Click **Confirm** to run all the synchronization tasks associated with the module.

A Link Synchronization dialog box is displayed.

3. Click **Objects and Links** or **Objects only**.

A message stating that the module's edit mode is being changed to read only is displayed.

4. Click **OK**.

Objects and optionally links in DOORS and Quality Center are synchronized according to the synchronization task mapping information.

When the synchronization is complete, a report is generated. This contains details of:

- Objects and elements that have been created
- Objects and elements that have been deleted
- Objects and elements that have been modified
- Links that have been created
- Links that have been deleted
- Any errors or warnings that were generated

5. Change back to exclusive edit mode to see any updates that have been made by the synchronization.

Creating traceability columns

You can create traceability columns that display information about links that have been synchronized as part of a synchronization task. Only links that satisfy the criteria for link synchronization can be analyzed in a traceability column. For more information see “Understanding link synchronization,” on page 28.

To create traceability columns:

1. In the DOORS Formal Module window, select **DOORSConnect > Quality Center > Create Traceability Column**.

This runs the **Task Traceability Analysis wizard**.

2. Click **Next** on the Welcome screen.

3. Select the tasks and the direction of the links you want to analyze.

4. Click **Next**.

5. Select the attributes you want to display in the traceability column for each selected task.

Click **Next** and repeat this step for each task selected in the previous step.

6. On the **Recursion Depth** screen, type the number of traceability columns you want to display.

7. Click **Next**.

8. Click **Finish**.

The traceability columns are added to your view.

6

Creating SoQ Attributes

- Understanding SoQ Attributes
- Creating the SoQ Value Attribute
- Creating the SoQ Defect Attribute
- Creating the SoQ Report Attribute

Understanding SoQ Attributes

SoQ attributes provide three levels of reporting against qualification criteria that have been integrated with Quality Center through requirement and test tasks:

- SoQ Value
- SoQ Defect
- SoQ Report

They enable the analyst to see varying degrees of detail about the test status of the project at milestones in the project.

SoQ value attributes cannot be calculated unless the requirements and tests that verify them have been included in synchronization tasks, and those synchronization tasks have been run at least once. SoQ attributes will only display results for the tests that are associated with the requirements in the synchronization task.

You create the SoQ Value attribute in the DOORS Requirements module.

Note The Qualification Attribute menu options are only displayed in modules that are mapped to the REQUIREMENTS entity in Quality Center through a synchronization task.

Understanding the SoQ Value attribute

The SoQ Value attribute provides information about the status of the tests in Quality Center that are associated with requirements, and that are included in synchronization tasks that have been run by the integration. Each DOORS requirement is checked for associated TESTS in Quality Center, and where associated tests are found, it displays results from the latest run of the test set

you select. For each requirement one of the following values will be displayed in the SoQ Value attribute:

SoQ Value of...	Means...
No coverage	There are no TEST elements associated with the DOORS requirements.
Failed	There is at least one TEST element associated with the DOORS requirement that has been run and has a verdict of Failed .
Not-run	Each TEST element associated with the DOORS requirement has a verdict of either Not-run , Passed or N/A .
Not-completed	At least one TEST element associated with the DOORS requirement has a verdict of Not-completed .
N/A	All TEST elements associated with the DOORS requirement have a verdict of N/A .
Qualified	All of the TEST elements associated with the DOORS requirement have been run and have a verdict of Passed or N/A .

SoQ values are propagated up through the requirements hierarchy. So if a DOORS object has children, the SoQ value of the child object is considered when the SoQ value of the parent is calculated. For example, if the SoQ value of a child object is **Not-completed**, the SoQ value that is reported to the analyst for the parent object is **Not-completed**. The analyst can navigate through the hierarchy to see which child object has the value **Not-completed**, and can determine the business impact of that result.

If any descendant of an object has an SoQ value of **No coverage**, the parent object will also have an SoQ value of **No Coverage**. If that object also has a descendant with an SoQ value of **Failed**, the SoQ value of the parent will be **Failed**, not **No Coverage**.

Understanding the SoQ Defect attribute

The SoQ Defects attribute displays the same information as the SoQ Value attribute for all attribute values except **Failed**. Where an SoQ Value is **Failed**, the integration will retrieve and display defects that have been raised against, or

associated with, tests that are associated with the DOORS requirement and that have failed in the latest run of the test set you selected.

There are several ways to create associations between defects and runs in Quality Center. Defects that are associated in the ways described below are displayed when the SOQ Defect attribute is calculated.

Using Quality Center functionality, you can create an association between a defect and a run in one of two ways:

- When you run a test, and it fails, you raise a defect. Quality Center records the RUN in the DEFECT. As the defect is associated with a particular run, it cannot be associated with any other test. So, if a single defect is the reason why two different tests have failed, you have to raise two identical defects, one for each failed run. When you calculate the SoQ defect attribute, all of the defects that are associated with failed runs are displayed.
- Alternatively, some Quality Center users work around this limitation by customizing Quality Center. They create an attribute in the RUN entity, and use this customization to record the defect ID of the defect that has caused the test to fail. This means that one defect can be associated with numerous runs. If this is the way that you associate defects with runs in Quality Center, you must provide the name of the attribute that you use to record the defect ID when you create the SoQ Defect attribute, or those defects will not be displayed when the SoQ Defect attribute is calculated. You do this by selecting the attribute name from the **Attribute as Defect ID** list on the SoQ Defect dialog box.

Understanding the SoQ Report

The SoQ Report displays the same information as the SoQ Defects attribute, along with a summary of how elements of type TEST are associated with the DOORS requirement, and gives the verdicts from the SoQ Value that have resulted in the value that is reported.

Creating the SoQ Value Attribute

1. In the requirements module, select **DOORSConnect > Quality Center> Qualification Attribute > SoQ Value**.

Note You need Modify access to the module.

2. Type a name in **Attribute Name**.

The prefix `SoQValue_` is automatically added to the name. For example, if you enter **Attribute**, the attribute will be named `SoQValue_Attribute`.

3. Select the synchronization task that defines the requirements for which you want to calculate SoQ attributes from the **Task** drop-down list.
4. Select a Test Set from the **Test set** drop-down list.
5. Click **Calculate**.

If the module is open in either read-only or shareable edit mode, it will be changed to exclusive edit mode before starting the calculation.

Creating the SoQ Defect Attribute

1. In the DOORS Formal Module window, select **DOORSConnect > Quality Center > Qualification Attribute > SoQ Defects**.

Note You need Modify access to the module.

2. Enter a name in **Attribute Name**.

The prefix `SoQDefect_` is automatically added to the name. For example, if you enter **Attribute**, the attribute will be named `SoQDefect_Attribute`.

3. Select the synchronization task that defines the requirements for which you want to calculate SoQ attributes from the **Task** drop-down list.
4. Select a Test Set from the **Test set** drop-down list.
5. The **Attribute as Defect Id** list is populated with attributes from the RUN entity in Quality Center. If you have created an attribute in the RUN entity where you can enter the Defect ID of any associated defect manually, select that attribute from the list. Those defects will also be included in the SoQ Defect attribute. For more information about this option, see “Understanding the SoQ Defect attribute,” on page 34.
6. Select attributes to display in the SoQ Defect attribute from the **Defect Attributes** list.
 - If you want to save the attribute configuration for use later, click **Save**. Browse to the folder where you want to save the configuration, and click **Save**.
 - If you want to load a configuration that you have saved previously, click **Load**. Browse to the folder that contains the configuration file you want to load, and click **Load**.
7. Click **Calculate**.

The SoQ defect value for each object in the task is calculated.

Creating the SoQ Report Attribute

1. In the requirements module, select **DOORSConnect > Quality Center > Qualification Attribute > SoQ Report**.

Note You need Modify access to the module.

2. Follow the instructions in “Creating the SoQ Defect Attribute,” on page 36, Step 2 to Step 6.
3. Click **Calculate**.

The SoQ report value for each object in the task is calculated and displayed in table format. The table summarizes how elements of type TEST are associated with the DOORS object.

7

Turning logging on and off

Note This section is for reference, and steps should only be performed when requested by DOORS support.

Telelogic DOORS for HP Quality Center Interface is installed with logging turned off by default. If you want to turn logging on, you need to open the registry for editing and then edit the following values in the registry:

- `LogLevel`

This value determines what actions are recorded in the log file.

- `LogPath`

This value determines the location of the log file.

Turning on logging

To turn on logging:

1. Open the Registry Editor.

Click **Start > Run** and type `regedit`. Click **OK**.

Note You must be logged on as an administrator or a member of the Administrators group in order to perform this procedure.

2. Navigate to the following registry subkey:

`HKEY_LOCAL_MACHINE\SOFTWARE\Telelogic\TDIntegration\WebService\`

3. Select the string value `LogLevel`.

If the string value doesn't already exist, right-click **New > String Value** and enter `LogLevel`.

4. Either:

- Right-click **Modify**.
- Double-click.

The **Edit String** window is opened.

5. Enter the value provided by support in the Data field and click **OK**.
6. Select the string value `LogPath`.

If the string value doesn't already exist, right-click **New > String Value** and enter `LogPath`.

7. Either:

- Right-click **Modify**.
- Double-click.

The **Edit String** window is opened.

8. Enter a location in the Value data field and click **OK**.

The default location for `LogPath` is `IWS Logs` in the home directory of the web service. The log file is named `IWS-<timestamp>.log`, where `<timestamp>` is a UTC milliseconds timestamp.

9. Select **Registry > Exit** to close the registry.

Logging is switched on, and the location of the log file is set.

Clearing old log files

If you switch on logging, each time the `aspnet_wp.exe` process restarts, a new log file is created. Clear out old log files regularly, otherwise the performance of your system may be adversely affected.

Navigate to the folder containing the log files, and delete any obsolete log files.

Turning off logging

To turn off logging:

1. Open the Registry Editor.

Click **Start > Run** and type `regedit`. Click **OK**.

Note You must be logged on as an administrator or a member of the Administrators group in order to perform this procedure.

2. Navigate to the following registry subkey:

`HKEY_LOCAL_MACHINE\SOFTWARE\Telelogic\TDIntegration\WebService\`

3. Select the string value `LogLevel1`.

4. Either:

- Right-click **Modify**.
- Double-click.

The **Edit String** window is opened.

5. Enter 0 in the **Value data** field and click **OK**.

Logging is switched off.

8

Contacting support

This chapter contains the following topics:

- Contacting IBM Rational Software Support
- What to do before you contact Support
- Sending an automated problem report form
- Other information

Contacting IBM Rational Software Support

Support and information for Telelogic products is currently being transitioned from the Telelogic Support site to the IBM Rational Software Support site. During this transition phase, your product support location depends on your customer history.

Product support

- If you are a heritage customer, meaning you were a Telelogic customer prior to November 1, 2008, please visit the DOORS Support Web site on <https://support.telelogic.com/doors>.

Telelogic customers will be redirected automatically to the IBM Rational Software Support site after the product information has been migrated.

- If you are a new Rational customer, meaning you did not have Telelogic-licensed products prior to November 1, 2008, please visit the IBM Rational Software Support site on <http://www.ibm.com/software/rational/support/>.

What to do before you contact Support

If your site has a designated on-site support person, please contact that person before you contact our Support team.

To help our Support team solve your problem, please have the following information available:

- Your name, title, company name, e-mail address, fax number and telephone number.
- Your support ID and support password.
- The version and build number of DOORS that you're running.

To get this information, run DOORS, and click **Help > About DOORS**.

- The operating system you're running DOORS on, for example Windows XP.
- What operating system your DOORS database is running on, if different.
- If you are reporting a new problem, please have a clear statement of the problem, including the exact text of any error messages produced by DOORS, your operating system, or any other tools that were running when the problem occurred.
- If you are calling about a problem you reported earlier, you need the original tracking number the Support team assigned to your problem.
- If you want, you can use the automated problem report form. For information, see "Sending an automated problem report form," on page 44.

The support center on our web site is at <https://support.telelogic.com>.

Sending an automated problem report form

To send an automated problem report to Support:

1. Select **Help > Generate Support Request**.

The **Telelogic Support Information** dialog box is displayed with some of your product information automatically included.

Review the information to make sure it's accurate.

2. From the **Impact** drop down list box, select the severity of the problem.
3. In the **Summary** box, summarize the problem.
4. In the **Problem** box, type a detailed description of the problem.
5. If available, attach a snapshot.

Click either **DOORS Window Snapshot** or **Screen Snapshot**, whichever is applicable, and select the snapshot from your machine.

6. If possible, use the buttons in the **Attachment Information** area to add video capture, system details and files.

Note The **Add Product Files** button is unavailable in DOORS. Product information is collected and added automatically.

Add any relevant information to help Support resolve the problem.

7. You can either:

- Display the information you've entered in a new window so that you can copy it. For example, you may want to add this information to someone else's information.
Click **Just Text (No Email)**.
- Open the email to edit it before sending it to Support.
Click **Preview and Send** to submit the report.

Guidelines for writing a problem report

- Be as specific as possible when you summarize the problem in the **Summary** box and when you explain the situation and provide details in the **Problem** box. For example, "The system crashed when I tried to add an attribute" is more helpful than "It crashed."
- Indicate if there were any system changes, such as customizations or upgrades, before the problem occurred.
- If the problem is reproducible, list the specific steps to be followed in order to demonstrate the problem and also indicate the model you are using to perform the steps.
- In the problem description, include anything different or unusual that you observed before the problem happened.
- Make screen captures of anything that you feel will help and attach them to the problem report.
- Include any error messages and code samples you have related to the problem.
- If you have multiple unrelated questions or issues, please submit them separately.

Automatic responses and recording defects

When you send the online form to Support, the customer service system immediately searches the Knowledge Base based on the **Summary** and **Problem** descriptions you entered. If there is an exact match of your problem in the knowledge base, the system automatically sends an email to you with a pointer to the most likely solution.

The problem is also automatically recorded in the defect tracking system as assigned to a support representative. This representative works with you to be certain that your problem is solved. The defect tracking system also records new problems with their solutions in the Knowledge Base to provide rapid assistance for other customers.

Automatically generated problem reports

If your DOORS system crashes, it displays a message asking if you want to send a problem report about the crash to DOORS Support.

If you decide to send this generated report, the system displays the same online form that is available from **Help > Generate Support Request**. In this case, the form contains information about the crash condition, in addition to the information that is usually filled in describing your system.

Add any more information that you can to help the Support staff identify the problem before you click the **Preview and Send** button.

Changing the email address of the problem report

If you want to send the problem to someone other than DOORS Support, for example to your internal support, you can change the default email address of the problem report.

To change the email address of the problem report:

1. Open **System** in the **Control Panel**.
2. On the **Advanced** tab, click **Environment Variables**, then click **New** under **variables**.

The **New User Variable** window is displayed

3. In **Variable Name** enter **ILX_RECIP**, the variable that controls the address used by the problem report.
4. In **Variable Value** enter the email address you want to use.
5. Click **OK** to add the value.
6. Click **OK** to save the value in the environment variables.
7. Click **OK** to save the value in the system properties.

Other information

For Rational software product news, events, and other information, visit the IBM Rational Software Web site on <http://www.ibm.com/software/rational/>.

9

Notices

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Index

A

- analyzing your data, 15
- automated problem report form, 44

C

- creating
 - SoQ Defect attribute, 36
 - SoQ Report attribute, 37
 - SoQ Value attribute, 35

D

- data architecture, 16

I

- IBM Customer Support, 43
- ILX_RECIP, 46
- installing
 - Administration Console, 12
 - Integration Client, 11
 - Integration Server, 6

N

- naming synchronization tasks, 24

S

- SoQ attributes, 17
 - understanding, 33
- SoQ Defect attribute
 - creating, 36
- SoQ Report attribute
 - creating, 37
- SoQ Value attribute
 - creating, 35
- support, 44

- synchronization tasks
 - naming, 24
 - understanding, 19
 - working with, 16
- synchronizing
 - data from Administration Console, 29
 - data from DOORS, 29
- synchronizing data, 27
- system requirements, 3

T

- Telelogic DOORS for HP Quality Center Interface
 - upgrading, 5, 14

U

- understanding
 - link synchronization, 28
 - object synchronization, 27
 - SoQ attributes, 33
- uninstalling, 14
- user roles, 15

