Telelogic DOORS

Using Telelogic DOORS for ClearCase Interface

IBM

Telelogic DOORS for ClearCase Interface

Using Telelogic DOORS for ClearCase Interface

Release 2.1

Before using this information, be sure to read the general information under the "Notices" chapter on page 39.

This edition applies to **VERSION 2.1**, **Telelogic DOORS for ClearCase Interface** and to all subsequent releases and modifications until otherwise indicated in new editions.

Table of contents

Chapter 1: About this manual 1

Typographical conventions 1
Related documentation 1

Chapter 2: Concepts 3

About Telelogic DOORS for ClearCase Interface 3
About Telelogic DOORS for ClearCase Interface functions 3

Chapter 3: Importing from ClearCase 5

Importing from ClearCase into DOORS 5
- Importing structures for the first time 5
- Re-importing structures 8
- Imported attributes for structures 9

Viewing new information 10
Understanding imported information 13
- Version structure 13
- Graphics colors 16
- ClearCase attributes 16
- Labels 17
- Merge links 18

Using DOORS traceability 18
- Managing links 18
- Applications of imported structures 19

Import exceptions 19

Chapter 4: Labelling DOORS baselines 21

Importing ClearCase labels into DOORS 21
- Importing labels for the first time 21
- Re-importing labels 24
- Imported attributes for labels 24

Creating DOORS baselines 24
Understanding results 27
Graphics colors 28
Viewing new information 29
Using DOORS traceability 30
Managing links 31
Applications of imported labels. 31

Chapter 5: Troubleshooting 33

If you experience poor performance when importing data to DOORS 33

Chapter 6: Contacting support 35

Contacting IBM Rational Software Support 35
Product support 35
What to do before you contact Support 35
Sending an automated problem report form 36
Guidelines for writing a problem report 37
Automatic responses and recording defects 37
Automatically generated problem reports. 38
Changing the email address of the problem report 38
Other information. 38

Chapter 7: Notices 39

Trademarks 41

1 About this manual

Welcome to Telelogic® DOORS for ClearCase Interface™.

Telelogic DOORS for ClearCase Interface transfers data between Telelogic® DOORS® (DOORS) and ClearCase®. It lets you synchronize configuration management regimes and establish traceability between information managed in DOORS and versions managed by ClearCase.

This manual describes how to use version 2.1 of Telelogic DOORS for ClearCase Interface. It assumes that you know how to use both DOORS and ClearCase.

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.
Italics	Book titles
`Courier`	Commands, files, and directories; computer output. For example: Edit your `.properties` 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 ClearCase	The ClearCase documentation set

For information on	See
What's new in version 2.1 of Telelogic DOORS for ClearCase Interface	The Telelogic DOORS for ClearCase Interface readme file
How to install Telelogic DOORS for ClearCase Interface	*Telelogic DOORS Installation Guide*

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

- The Telelogic Lifecycle Solutions DVD
- The Support website https://support.telelogic.com

2 Concepts

This chapter introduces Telelogic DOORS for ClearCase Interface and explains the concepts you need to understand before you use it:

- About Telelogic DOORS for ClearCase Interface
- About Telelogic DOORS for ClearCase Interface functions

About Telelogic DOORS for ClearCase Interface

DOORS is the world's leading tool for creating, structuring, and managing complex sets of requirements, such as those for a typical software development project. ClearCase from Rational Software Corporation is a source code control and configuration management system.

Telelogic DOORS for ClearCase Interface is a bridge between these two products, enabling complete lifecycle traceability from requirements through to configuration management.

Telelogic DOORS for ClearCase Interface allows software project teams to:

- Establish traceability from DOORS information to specific elements, branches or versions in ClearCase.
- Import release information from ClearCase to DOORS.
- Import merge information from ClearCase to DOORS.
- Import ClearCase attributes to DOORS.
- Create DOORS baselines to match ClearCase labels.
- Navigate through all ClearCase elements, versions and branches in one window.
- Generate complete reports on combined ClearCase and DOORS configuration status.

About Telelogic DOORS for ClearCase Interface functions

Telelogic DOORS for ClearCase Interface provides two functions that are fundamental to integrating configuration management with lifecycle traceability, as follows:

- The ability to represent the configuration item structure stored in ClearCase as a DOORS module.

Each element, branch and version in a Versioned Object Base (VOB) is represented by a DOORS object in a hierarchy that represents the complete version tree for the VOB. Merge hyperlinks are stored as DOORS links.

Once you have represented the ClearCase configuration item structure in a DOORS module, you can use regular DOORS link functions to establish traceability from project information stored in DOORS to the configuration items. For example, a ClearCase version object that implements a specific requirement can be directly linked to the corresponding DOORS requirement object. This allows you to demonstrate conformance to requirements at source-code level.

- The ability to baseline DOORS modules using the same labels and comments as the ClearCase data.

  This operation uses another DOORS module to store a list of labels that exist in each VOB, and to create baselines automatically for groups of modules. Each baseline is recorded in the DOORS module, providing a configuration-management record of which DOORS baselines relate to which ClearCase labels. This function also provides the important ability to create baselines for many DOORS modules simultaneously.

These two functions create a unified approach to both traceability and information release control, resulting in full lifecycle traceability and rigorous configuration management.

3 Importing from ClearCase

This chapter describes:

- Importing from ClearCase into DOORS
- Viewing new information
- Understanding imported information
- Using DOORS traceability
- Import exceptions

Importing from ClearCase into DOORS

This operation reads the complete structure of a VOB into a DOORS module, creating a DOORS object for each element, version and branch. Properties, attributes and labels are also imported.

Access to ClearCase elements is controlled by views that determine which elements, branches and versions are visible. ClearCase provides dynamic and snapshot views, depending on whether you want the views to be updated automatically or manually. Views also control access to derived objects and view-private files.

For these reasons it is vital that you choose the correct view for your import operation. Although Telelogic DOORS for ClearCase Interface imports all versions and branches, it cannot import view-private files from all views, so you must decide which view to use if you want these to be imported.

Telelogic DOORS for ClearCase Interface uses Windows® drive letters to select views. You can either choose to use the **Dynamic-views drive**, normally **M:**, or a view representing a specific dynamic or snapshot view. The dynamic views drive allows you to select any view of any VOB without needing to choose a drive letter, simplifying the import operation.

Importing structures for the first time

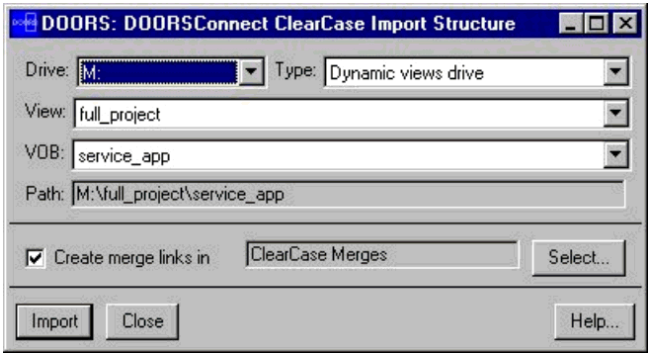
You can choose to import into an empty module or into a module that already contains objects. Each VOB is always imported under its own top-level object.

Normally, you want to maintain your configuration item structure in a special module. However, you might want to store information for several VOBs in the same module. If you choose to do this, the new VOB is imported under a new top-level object at the end of the module.

To import from ClearCase:

1. Open the target DOORS module.
2. From the **DOORSConnect** menu, select **ClearCase > Synchronize/import**.

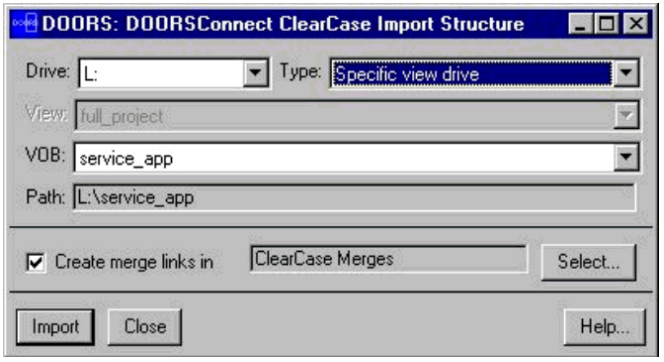
   Note A command prompt window (DOS box) is displayed briefly before the Telelogic DOORS for ClearCase Interface Import Structure window displays. This happens when Telelogic DOORS for ClearCase Interface is communicating with ClearCase, and occurs several times during the import process. Each time, the command prompt window disappears automatically when the process is complete.



3. If you want to import from a dynamic view, make sure that the **Drive** field contains the correct drive. **M**: is the ClearCase default.
4. Select the view in the **View** field.
5. Select the VOB in the **VOB** field. The **Path** field shows the composite path that you have created.

   Only mounted VOBs and views are shown. If you do not see the VOB or view you want to import, click **Close** to quit Telelogic DOORS for ClearCase Interface, then use ClearCase to mount the required VOB and view.

6. If you want to import from a snapshot view or a dynamic view mounted on a specific drive, select **Specific view drive** from the **Type** drop-down list.



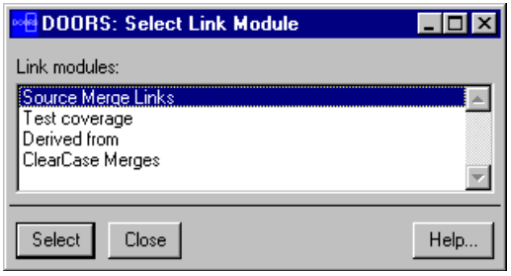
7. Select the correct drive and VOB. The **Path** field shows the composite path that you have created.

   Only mounted VOBs are shown. If you do not see the VOB you want to import, click **Close** to quit Telelogic DOORS for ClearCase Interface and use ClearCase to mount the required VOB.

8. Clear the **Create merge links in** box if you do not want to create DOORS links representing ClearCase merge hyperlinks.

9. If you want to create links in the default link module, ClearCase Merges, and it does not exist, it is created automatically the first time you perform an import. In this case, go to step 11.

10. If you want to create links, but not in the default link module, click **Select** to display the **Select Link Module** window.



11. Select the link module you want to use, and click **Select**.

12. Click **Import** to start the import operation.

    Several command prompt windows appear briefly as the operation progresses.

When the import is complete, an import report is displayed.

The import report shows how many new items were created during the import, how many items were updated, how many were deleted and how many merge links were created.

For information on how to use the report window functions, see "Viewing new information," on page 10.

Re-importing structures

It is likely that your ClearCase data will continue to evolve after you have imported it into DOORS. Telelogic DOORS for ClearCase Interface can synchronize imported data with the state of the ClearCase VOB, adding new elements, versions and links and updating attributes and labels as required.

To synchronize your imported data, select the DOORS object representing the VOB to be re-imported and repeat the procedure in "Importing structures for the first time," on page 5. This object appears at the top of the structure, usually the first object in the module. An import report is displayed, showing the number of items that have been created or updated.

If an item is deleted from the VOB, the equivalent object in the DOORS surrogate module is flagged with the attribute **CC Deleted** set to **True**.

Items that are moved within the VOB, for example a source file moved from one directory to another are moved within the DOORS surrogate module. This allows traceability to be maintained.

Imported attributes for structures

ClearCase data is stored in DOORS attributes when it is imported. Attributes that store ClearCase data start with **CC**.

ClearCase properties are stored in the following attributes:

Attribute	Contains
Object Heading	The name of the ClearCase element. For a version this contains just the tail of the version name. For example, if the extended name of a version is: `sysdef.c@@\main\windows\5` the Object Heading attribute contains **5**.
Object Text	The ClearCase comment for the element, branch or version. This typically contains the comment from a source file check-in.
CC Kind	The type of the object. Possible values are VOB, Directory, File, Version, Branch, Derived Object, or Private File.
CC Full Name	The full version name of an item. In the example above this attribute would contain `sysdef.c@@\main\windows\5`.
CC User	The name of the person who created the element, version or branch.
CC Date	The date on which the element, version or branch was created.
CC Merges	The full name of a version to which this version has been merged.
CC DBID	The ClearCase database identifier for the item.

Telelogic DOORS for ClearCase Interface also imports ClearCase labels and attributes. These are stored as DOORS attributes and the values are kept with each DOORS object.

If you have a ClearCase label **Release_1**, a DOORS Boolean attribute called **CC Label Release_1** is created. All versions that are marked with that label have the

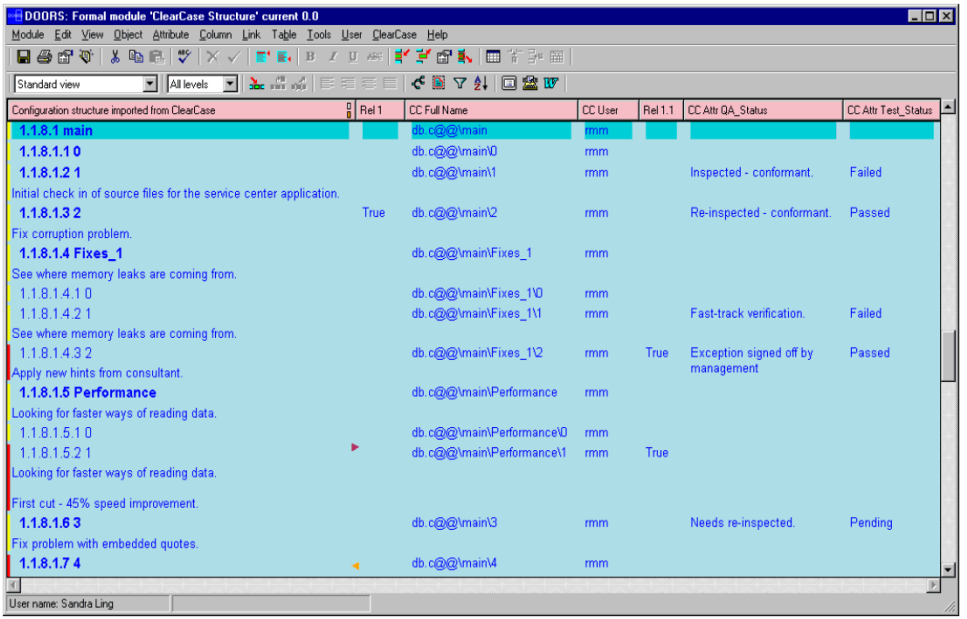
DOORS attribute set to True. A simple DOORS filter immediately shows which items belong to each release.

If you have a ClearCase attribute **QA_Status**, a DOORS string attribute called **CC Attr QA_Status** is created. When an element, branch or version has a value for this attribute it is copied into the DOORS attribute.

Telelogic DOORS for ClearCase Interface also creates three attributes to store import metadata: **CC Deleted**, **CC New**, and **CC Updated**. These are set each time you import or synchronize, and are the basis for the import report filters. You can create your own filters and views based on these attributes.

Viewing new information

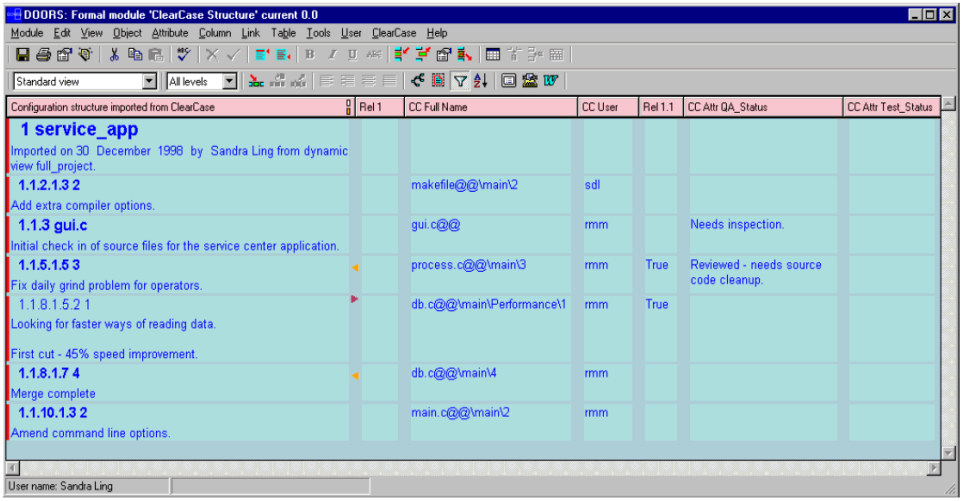
DOORS provides many useful ways of viewing imported ClearCase information. It has the advantage of being able to put all the relevant information into a single screen.



Any updated information is clearly shown using the standard DOORS change bars. After an import, new or updated items have their change bars set to red, but the rest of the objects remain unmodified. For example, in the illustration above you can see two objects that have recently been labeled as being part of Release 1.1.

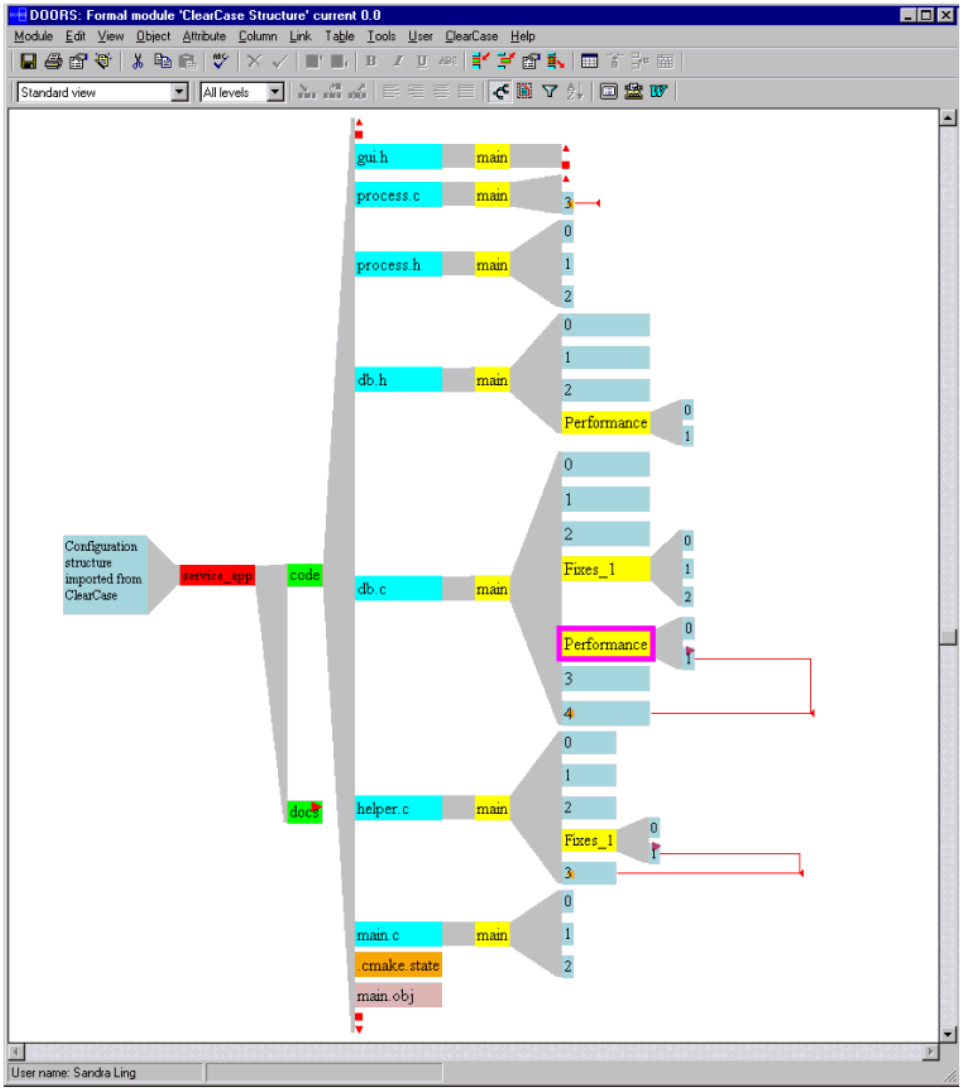
In the case of a re-import, you can use the **New items**, **Updated items** and **Deleted items** buttons in the Telelogic DOORS for ClearCase Interface Import Report window to show only the items that were new, updated or deleted.

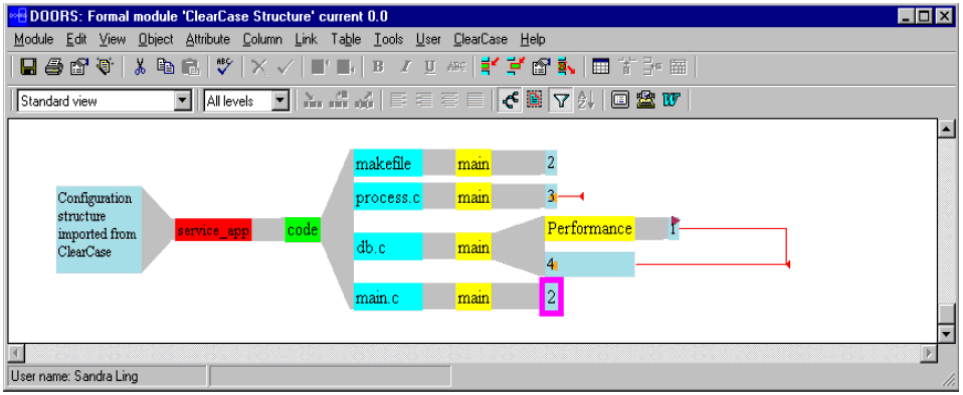
The following screenshot shows the data with a new or updated filter applied:



ClearCase information can also be shown in graphics mode, where colors are used to distinguish the different kinds of object. Merge links are clearly shown if you click **View**, then **Show**, then **Graphics Links**. This option is automatically switched on by the **Graphics** button in the ClearCase Import Report window.

The following screenshots show the same information in graphics mode, first without then with the filter to select new and updated items:





Understanding imported information

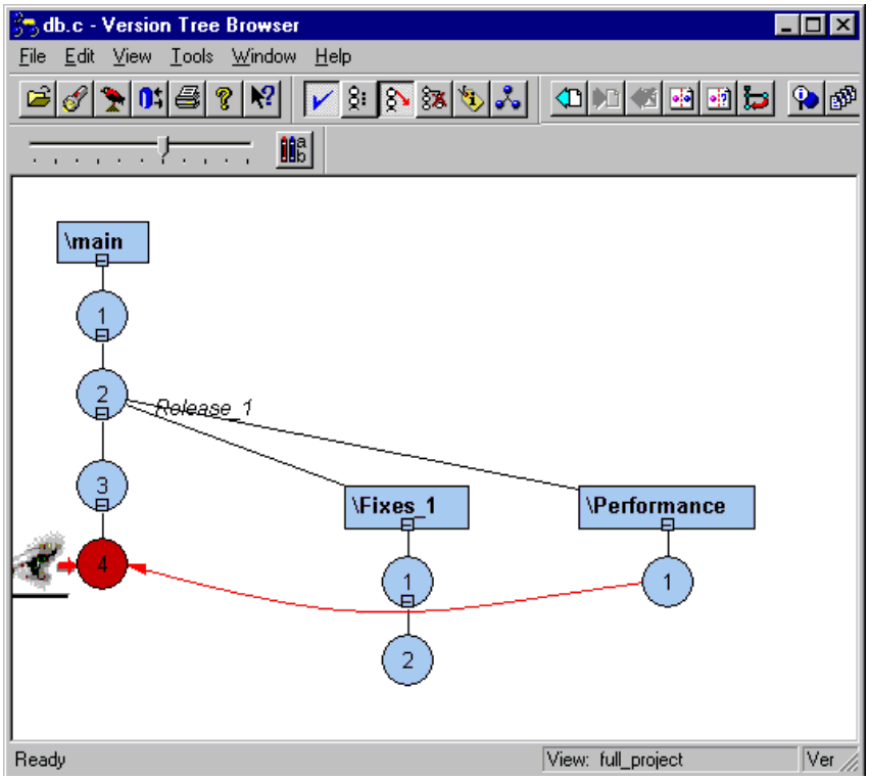
This section explains how to interpret the information and how to get the best from it.

Version structure

ClearCase version structures are represented as version hierarchies, written using an extended filename syntax, such as the following name:

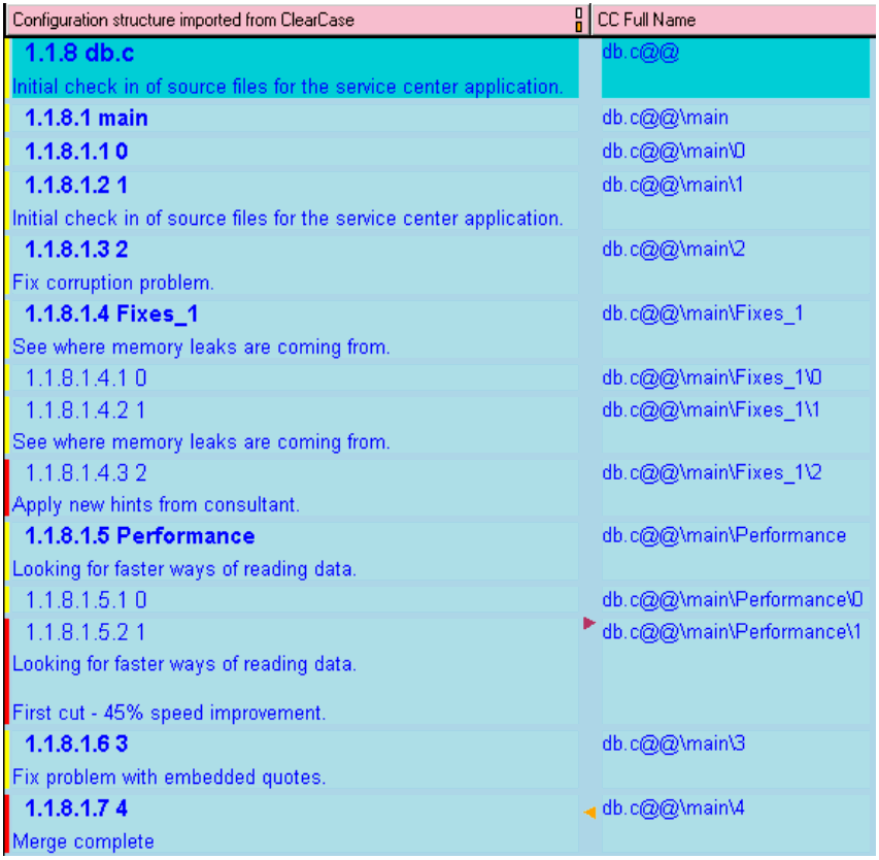
```
lookup.c@@main\PERFORMANCE\5
```

This means that this is the fifth version of the file `lookup.c` in the `PERFORMANCE` branch. In ClearCase this structure can be seen graphically element by element when using the Version Tree utility.



DOORS stores this information as a hierarchy of objects containing the names of the elements, branches and versions as headings, with check-in comments as the text.

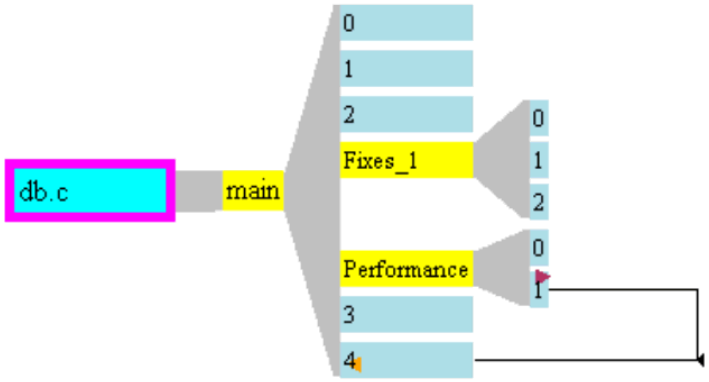
The following screenshot shows the same information in the DOORS column view:



Configuration structure imported from ClearCase	CC Full Name
1.1.8 db.c Initial check in of source files for the service center application.	db.c@@
1.1.8.1 main	db.c@@\main
1.1.8.1.1 0	db.c@@\main\0
1.1.8.1.2 1 Initial check in of source files for the service center application.	db.c@@\main\1
1.1.8.1.3 2 Fix corruption problem.	db.c@@\main\2
1.1.8.1.4 Fixes_1 See where memory leaks are coming from.	db.c@@\main\Fixes_1
1.1.8.1.4.1 0	db.c@@\main\Fixes_1\0
1.1.8.1.4.2 1 See where memory leaks are coming from.	db.c@@\main\Fixes_1\1
1.1.8.1.4.3 2 Apply new hints from consultant.	db.c@@\main\Fixes_1\2
1.1.8.1.5 Performance Looking for faster ways of reading data.	db.c@@\main\Performance
1.1.8.1.5.1 0	db.c@@\main\Performance\0
1.1.8.1.5.2 1 Looking for faster ways of reading data. First cut - 45% speed improvement.	db.c@@\main\Performance\1
1.1.8.1.6 3 Fix problem with embedded quotes.	db.c@@\main\3
1.1.8.1.7 4 Merge complete	db.c@@\main\4

You can see the relationship between the DOORS names and the ClearCase full name shown in the right-hand column.

The following picture is the same module displayed in graphics mode, again providing a clear view of the relationship between versions:



The DOORS graphics mode has the advantage over the ClearCase Version Tree of showing many version trees at once.

Graphics colors

When each item is imported it is assigned a color for use in graphics mode. This helps provide instant visual recognition of the structure of your data.

The color allocations are as follows:

Kind	Color
VOB	Red
Directory	Green
File	Blue
Version	Light blue
Branch	Yellow
Derived Object	Pink
Private File	Orange

ClearCase attributes

All user-defined ClearCase attributes are imported into DOORS as string attributes with the same name, prefixed with **CC Attr**. For example, the ClearCase attribute **Test_Status** is called **CC Attr Test_Status** in DOORS.

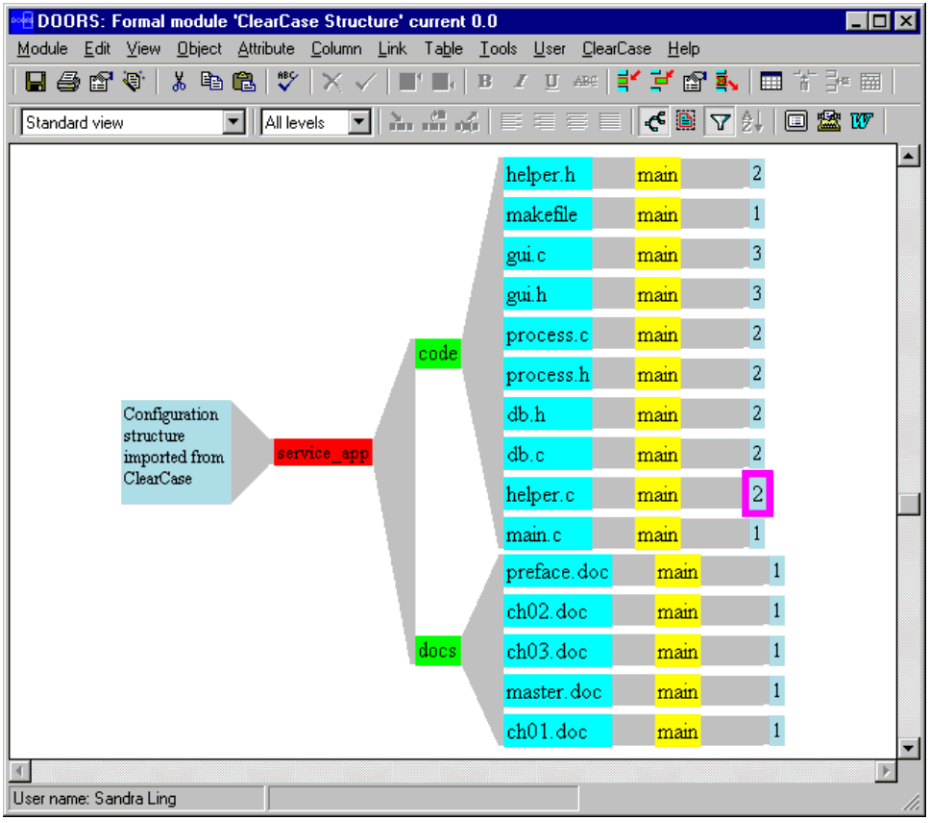
Attribute values are imported for all ClearCase elements, versions and branches. If the values of attributes are subsequently changed in ClearCase, the values in DOORS are updated the next time the file is imported.

Labels

ClearCase labels are typically used to mark which files were included in a particular release. Labels have names, such as **Patch_1.1.** The import process creates a Boolean label for each imported label, prefixing the label name with **CC Label**. For this example, the Boolean label would be **CC Label Patch_1.1**.

Each version that is labeled with a given name, has the DOORS attribute set to True. This can be used in filters, and gives instant indications of what versions were used in a given release.

The following screenshot shows an example of a label filter, set up by filtering on **CC Label Release_1 equals True**:



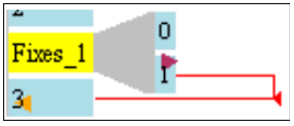
Merge links

ClearCase uses hyperlinks to indicate where files have been merged. These can be imported into DOORS as regular DOORS links. This import process is optional, and can be turned off using the **Create merge links** check box.

Links are created from the version to the one it is merged with, typically from a branch to the main stream. This is equivalent to the direction of the ClearCase hyperlinks.

The best way of viewing merge links is to turn on the display of graphics links by clicking **View**, then **Show**, then **Graphics Links**. Alternatively, all the normal DOORS link viewing and analysis mechanisms are available.

The following picture shows a screen fragment showing **\main\FIXES_1\1** merged with **\main\3**:



Using DOORS traceability

Once imported into DOORS, the ClearCase structure can be treated as normal in DOORS. This means that the ClearCase structure can be included in your traceability schema. A typical application of this is to link source code modules to requirements in order to check which requirements have been met. This is only one case where traceability could be useful, as outlined below.

Managing links

You can use any of the standard methods for creating links between ClearCase configuration items and other DOORS information:

- Drag and drop
- **Link > Create links**
- Link module matrix

In each case you must take into account the correct direction for links to allow impact and traceability analyses to be performed as required. These analyses can be performed using the standard tools:

- Pop-up menus
- **Analysis > Impact** or **Analysis > Trace**
- Layout DXL

- **Analysis > Wizard**

The **Analysis Wizard** is particularly good for creating customized traceability reports. With this, you could create a report that shows the relationship between change requests and code check-ins, showing complete version names in the context of the change requests.

Links can be deleted using any of the standard techniques.

Applications of imported structures

DOORS can be used to store any kind of structured information, so it is likely that you already have information that can be usefully linked to the configuration items. In addition to the classic application of requirements traceability, you can also build links from change requests, bug reports, design information, test plans and project plans to ClearCase versions.

Once in place, you can demonstrate that specific changes have been implemented, or create reports that justify all checked in changes.

Another application is the creation of complete product manifests. Using the DOORS export functions, you can create documents in Word, HTML or any other supported format, that lists the document version included in a shipment.

Import exceptions

The Telelogic DOORS for ClearCase Interface import process is designed to import the information that you need most in your DOORS-based lifecycle traceability scheme. To this end there are some items that are not imported. Two items that are deliberately not imported are listed below.

- Any version that is checked out is not imported until it is checked in. Any item that would be selected only with a **\CHECKEDOUT** configuration specification rule is specifically ignored. If a checked in item has been merged with an item that is still checked out the **CC Merges** attribute contains the reference; for example **\main\CHECKEDOUT**. However, no DOORS link is created until the merge target is checked in.
- Versions of directory elements are not imported. Telelogic DOORS for ClearCase Interface only imports from the directories that are selected by the configuration specification of the view from which you import.

Private files and derived objects from multiple views can be imported by repeating the import process from those different views. If there are several elements of the same name, Telelogic DOORS for ClearCase Interface has no way of distinguishing them; it then considers each private one an update of an earlier import.

4 Labelling DOORS baselines

This chapter describes:

- Importing ClearCase labels into DOORS
- Creating DOORS baselines
- Understanding results
- Using DOORS traceability

Importing ClearCase labels into DOORS

ClearCase labels are typically used to mark which files were included in a particular release. Labels have names, such as **Release_3**, which can be attached to versions of ClearCase elements. Labels can be attached to any version, and do not restrain in any way the numbering system.

DOORS baselines create frozen versions of modules that are similar to checked-in versions of files: they can be referenced, but not changed. Baselines are numbered progressively using major and minor versions, plus a textual suffix.

ClearCase labels are ideal for use as DOORS baseline suffixes, where they can be used for the same purpose as in ClearCase. This is the main function of the Telelogic DOORS for ClearCase Interface baseline labelling function.

Baseline labelling is a two-step process: importing labels and creating baselines. The import process sets up a structure where a record of each created baseline is kept. This section describes the import step while the section "Creating DOORS baselines," on page 24 describes baseline creation.

Even though labels are directly related to a VOB, access to ClearCase is still controlled by views. For these reasons you must choose a view for your import operation.

Importing labels for the first time

You can choose to import into an empty module or into a module that already contains objects. The set of labels from each VOB is always imported under its own top-level object.

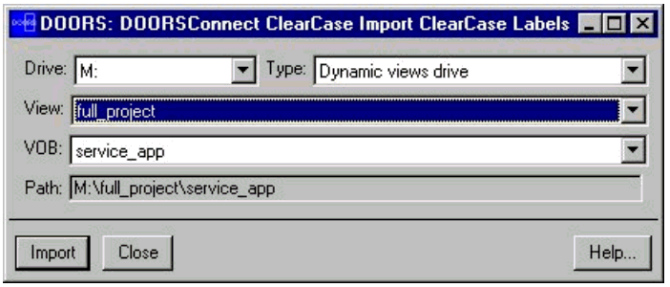
Normally, you would maintain your label and baseline structure in a special module, though you might choose to store label information for several VOBs in the same module. If you choose to do this, the new VOB will be imported under a new level one object at the end of the module.

It is advisable not to store label and baseline information in the same module as the imported ClearCase configuration structure.

To import labels from ClearCase:

1. Log in to DOORS as a Database Manager, a Project Manager, or a Custom user with the power to archive data.
2. Open your target DOORS module.
3. Select **DOORSConnect > ClearCase > Label baselines**.

   A command prompt window (DOS box) appears briefly before the Import ClearCase Labels window appears. This happens when Telelogic DOORS for ClearCase Interface is communicating with ClearCase.

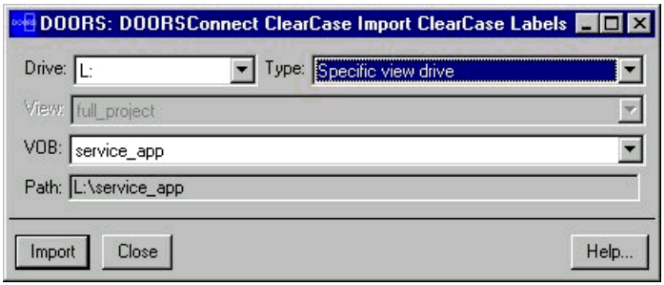


   If you want to import from a dynamic-view make sure that the **Drive** field contains the correct drive. **M**: is the ClearCase default.

4. Select the view in the **View** field.
5. Select the VOB in the **VOB** field. The **Path** field shows the composite path that you have created.

   Note Only mounted VOBs and views are shown. If you do not see the VOB or view you want to import, click **Close** to quit Telelogic DOORS for ClearCase Interface, then use ClearCase to mount the required VOB and view.

6. If you want to import from a snapshot view or a dynamic view mounted on a specific drive, select **Specific view drive** from the **Type** drop-down list.



7. Select the correct drive and VOB. The **Path** field shows the composite path that you have created.

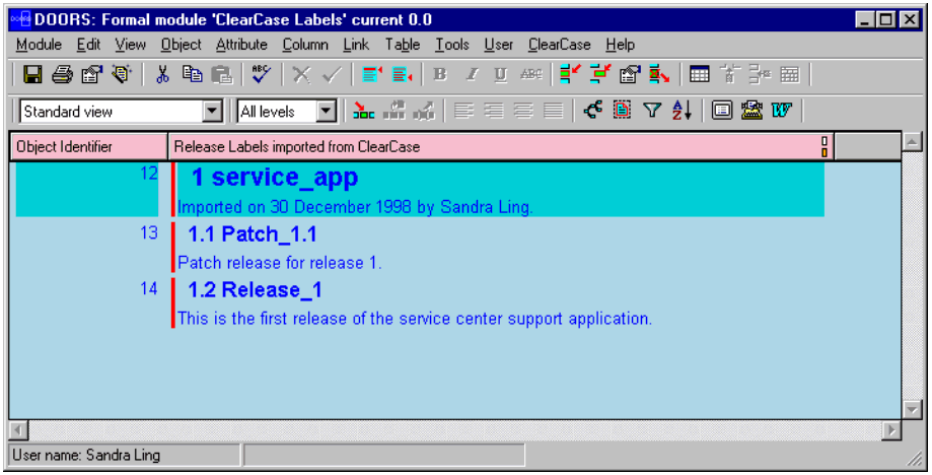
   Note Only mounted VOBs are shown. If you do not see the VOB you want to import, click **Close** to quit Telelogic DOORS for ClearCase Interface, then use ClearCase to mount the required VOB.

8. Click **Import** to start the import operation.

   A command prompt window appears briefly.

9. When the import is complete, the DOORS module is updated and the **Apply Label to Modules** window is displayed. For further information, see "Creating DOORS baselines," on page 24.

The following screenshot shows the label module after importing labels:



Re-importing labels

It is likely that after you have completed this baseline labelling operation you will create more ClearCase labels. For this reason, Telelogic DOORS for ClearCase Interface can synchronize existing imported labels with the state of the ClearCase VOB, adding new labels as required.

To do this, select the VOB object at the top of the label and baseline structure, then repeat the procedure in "Importing labels for the first time," on page 21.

Imported attributes for labels

ClearCase data is stored in DOORS attributes when it is imported. Attributes that store ClearCase data start with **CC**.

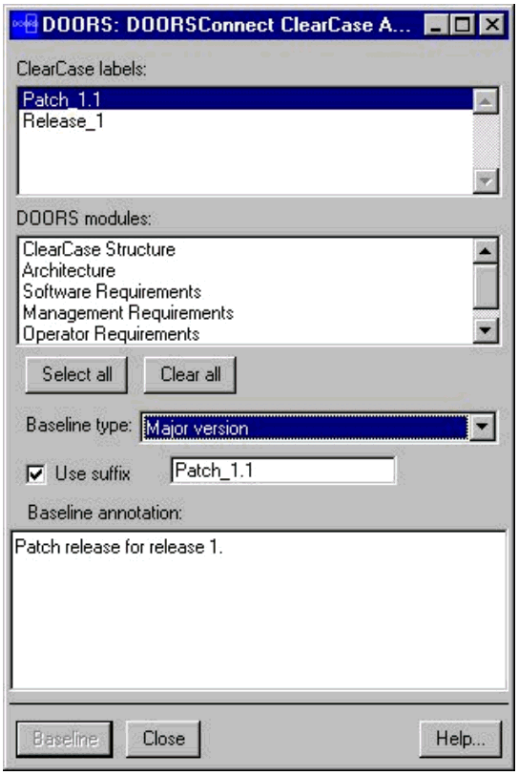
ClearCase properties are stored in the following attributes:

Attribute	Meaning
Object Heading	The name of the ClearCase label.
Object Text	The ClearCase comment for the label, specified when the label was created.
CC Kind	The object type. Possible values are VOB, Label and Baseline.
CC User	The name of the person who created the label.
CC Date	The date on which the label was created.

Creating DOORS baselines

The second step of the import process is the creation of DOORS baselines using an imported ClearCase label.

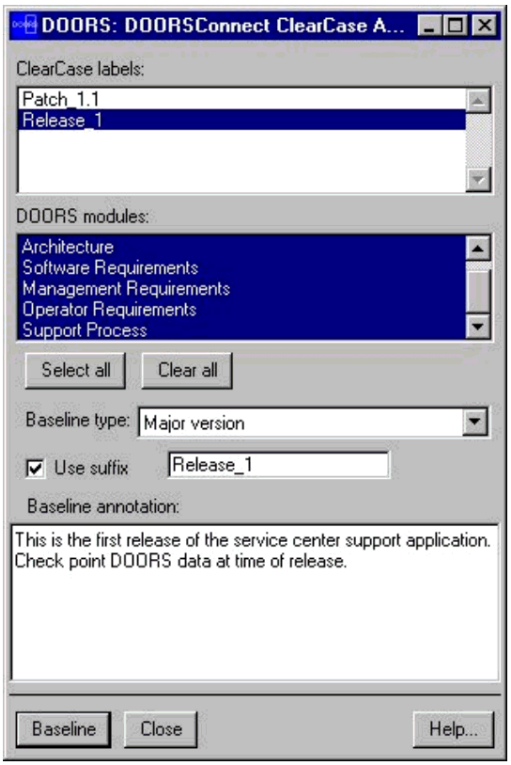
You create baselines using the **ClearCase Apply Label to Modules** dialog box:



To create labeled baselines:

1. Ensure all necessary DOORS modules are closed and not in use by others.
2. Select the required label from the list in **ClearCase labels**.
3. Select the required module from the list in **DOORS modules**. You can select any number of modules in this list. Use **Select all** and **Clear all** to simplify the selection process if you have a lot of modules.
4. Select the type of baseline required: **Suffix only**, **Minor** or **Major** version.
5. Select whether you want to include a suffix by clicking **Use suffix**. The default suffix is the selected ClearCase label. You can modify it before use if required.
6. Modify the label comment, if necessary. It is used as annotation for the baseline.

The following screenshot shows another example of the **ClearCase Apply Label to Modules** dialog box:



7. Click **Baseline**. You are asked to confirm the operation twice. To create the baseline, DOORS needs to open all the selected modules in exclusive edit mode. This means you must make sure that no one else has any of the modules open in either exclusive or shareable edit modes.

Once a baseline has been created, it cannot be destroyed or recreated, so you must be absolutely certain that a group baselining operation is correct before proceeding.

Baselines are created for each of the specified modules, and the label module is updated to contain a baseline-creation object for each module.

The attribute **CC Baseline** is created and filled with the baseline name for each baseline creation object.

When the baseline creation is complete, the following Baseline Labelling Report dialog box is displayed:

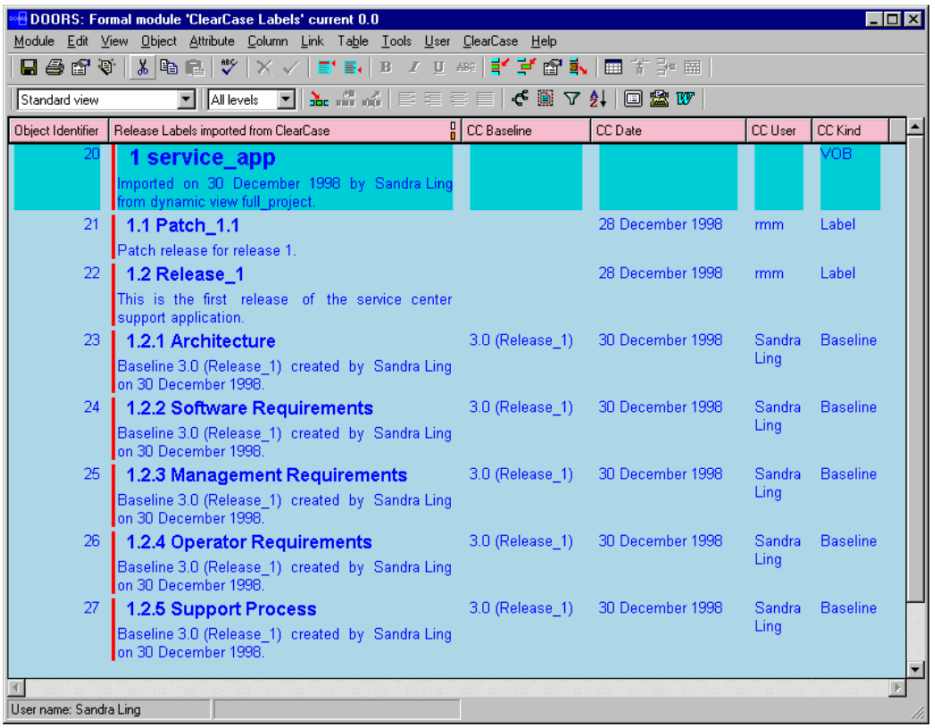
This window shows how many labels and baselines were created.

For further information on how to use the Baseline Labelling Report window functions, see "Understanding results," on page 27.

Understanding results

All the normal DOORS viewing mechanisms can be used on the label and baseline structure. The information can be displayed in either document or graphics mode. Each object type has been allocated a color to aid visual

identification. The following screenshot shows module baseline records created in document mode:



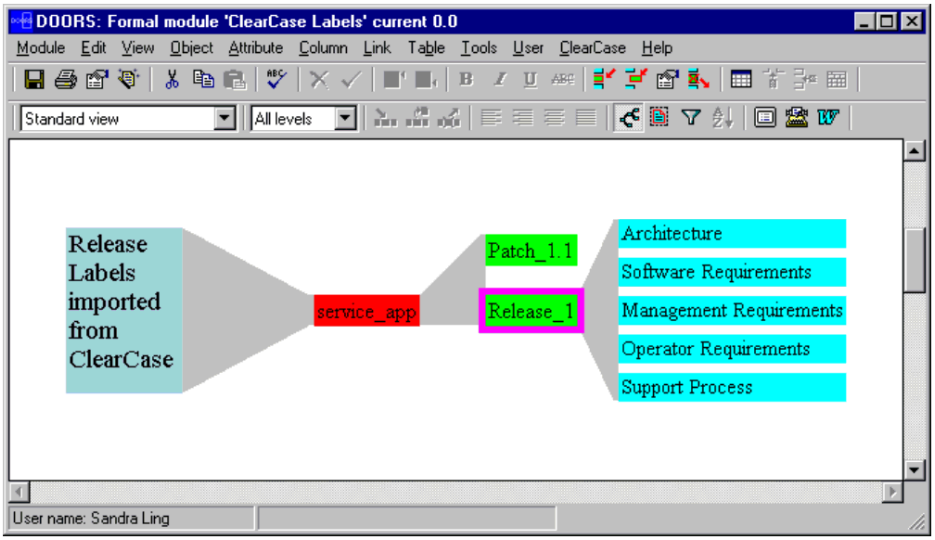
Graphics colors

When each item is imported it is assigned a color for use in graphics mode. This helps provide instant visual recognition of the structure of your data.

The color allocations are as follows:

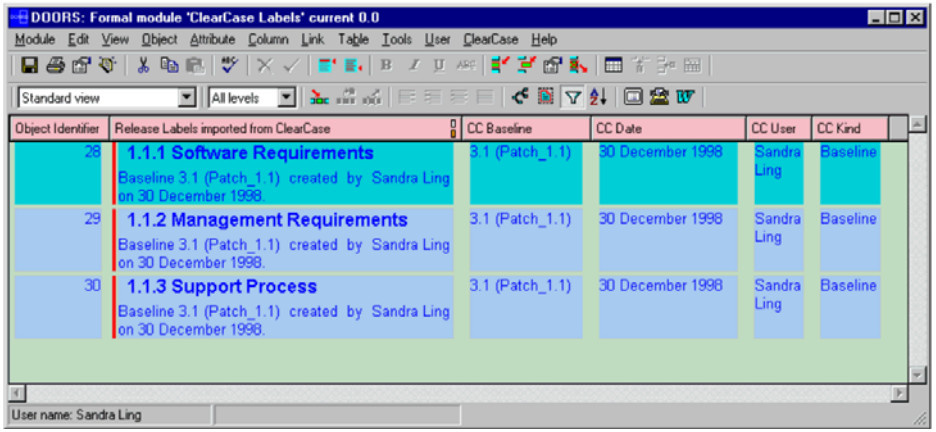
Kind	Color
VOB	Red
Label	Green
Baseline	Blue
Derived Object	Pink
Private File	Orange

The following screenshot shows module baseline records in graphics mode:



Viewing new information

If you re-import labels or create new labels in the same module, you can use the Apply filter button on the Baseline Labelling Report dialog box so that only the new items are displayed, as shown in the following screenshots:



The following screenshot shows the DOORS Open Baseline window for a baseline created using a ClearCase label and comment:

Using DOORS traceability

By storing information on labels and baselines in a DOORS module, they can be included in your traceability schema. In this way you can link details of released information directly to project plans and other applications, as outlined below.

Managing links

You can use any of the following standard methods for creating links between label and baseline objects and other DOORS information:

- Drag and drop
- **Link > Create links**
- Link module matrix

In each case you must take into account the correct direction for links to allow impact and traceability analyses to be performed as required. These analyses can be performed using the following standard tools:

- Pop-up menus
- **Analysis > Impact** or **Analysis > Trace**
- Layout DXL
- **Analysis > Wizard**

The last item, the analysis wizard, is particularly good for creating customized traceability reports. With this, you could create a report that shows the relationship between code check-ins and module baselines, showing complete version names, baseline specifications, and dates in the context of planning information.

Links can be deleted by using any of the standard techniques.

Applications of imported labels

DOORS can be used to store any kind of structured information, so it is highly likely that in your data you already have information that can be linked to baseline records. You might use it to associate particular module baselines with deliveries made to customers with specific requirements.

Another application is to create complete product manifests. Using the DOORS export functions, you can create documents in Word, HTML or any other supported format, that lists the document version included in a shipment.

5 Troubleshooting

- If you experience poor performance when importing data to DOORS

If you experience poor performance when importing data to DOORS

When importing data from ClearCase into DOORS, the operation may take a long time and may appear to hang.

To resolve this problem, do the following before importing:

1. Open up Windows Task Manager.
2. Go to the **Processes** tab.
3. Right-click on the **doors.exe** process and for the **Set priority** menu option, click **low**.
4. Try the operation in the integration again.
5. Once the import operation has finished, set the priority of the process back to **normal**.

6 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 36.

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/.

7 Notices

This information was developed for products and services offered in the U.S.A. IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send written license inquiries to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785
U.S.A.

For license inquiries regarding double-byte character set (DBCS) information, contact the IBM Intellectual Property Department in your country or send written inquiries to:

IBM World Trade Asia Corporation
Licensing
2-31 Roppongi 3-chome, Minato-ku
Tokyo 106-0032, Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law:
INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions. Therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

Intellectual Property Dept. for Rational Software
IBM Corporation
1 Rogers Street
Cambridge, Massachusetts 02142
U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of

performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

Additional legal notices are described in the legal_information.html file that is included in your software installation.

Trademarks

IBM, the IBM logo, ibm.com, Telelogic, Telelogic DOORS, and Telelogic DOORS for ClearCase Interface are trademarks or registered trademarks of International Business Machines Corporation in the United States, other countries, or both. These and other IBM trademarked terms are marked on their first occurrence in this information with the appropriate symbol (® or ™), indicating US registered or common law trademarks owned by IBM at the time this information was published. Such trademarks may also be registered or common law trademarks in other countries. A current list of IBM trademarks is available on the Web at www.ibm.com/legal/copytrade.html.

Microsoft, Windows, and/or other Microsoft products referenced herein are either trademarks or registered trademarks of Microsoft Corporation.

Other company, product or service names may be trademarks or service marks of others.

Index

A

attributes
    imported elements, 16
    imported labels, 24
    imported structures, 9
automated problem report form, 36

B

baselines
    about displaying, 27
    creating, 24
    graphics mode, 16, 28

E

exceptions, 19

G

graphics mode, 16, 28

I

IBM Customer Support, 35
ILX_RECIP, 38
import exceptions, 19
imported information
    about labels, 17
    attributes, 16
    color allocation, 16, 28
    displaying, 10
    filtering, 29
    understanding, 13
    version structures, 13
imported labels
    about, 17
    about importing, 21
    attributes, 24
    importing for the first time, 21
    updating, 24
imported structures
    attributes, 9
    importing for the first time, 5
    updating, 8
importing
    about importing labels, 21
    about importing structures, 5
    attributes for imported labels, 24
    attributes for imported structures, 9
    displaying imported information, 10
    importing labels for the first time, 21
    importing structures for the first time, 5
    updating labels, 24
    updating structures, 8

L

links, 18, 31

M

merge links, 18

S

support, 36

T

Telelogic DOORS for ClearCase Interface
    functions, 3
    introduction, 3
traceability, 18, 30

V

Versioned Object Bases (VOBs), 4