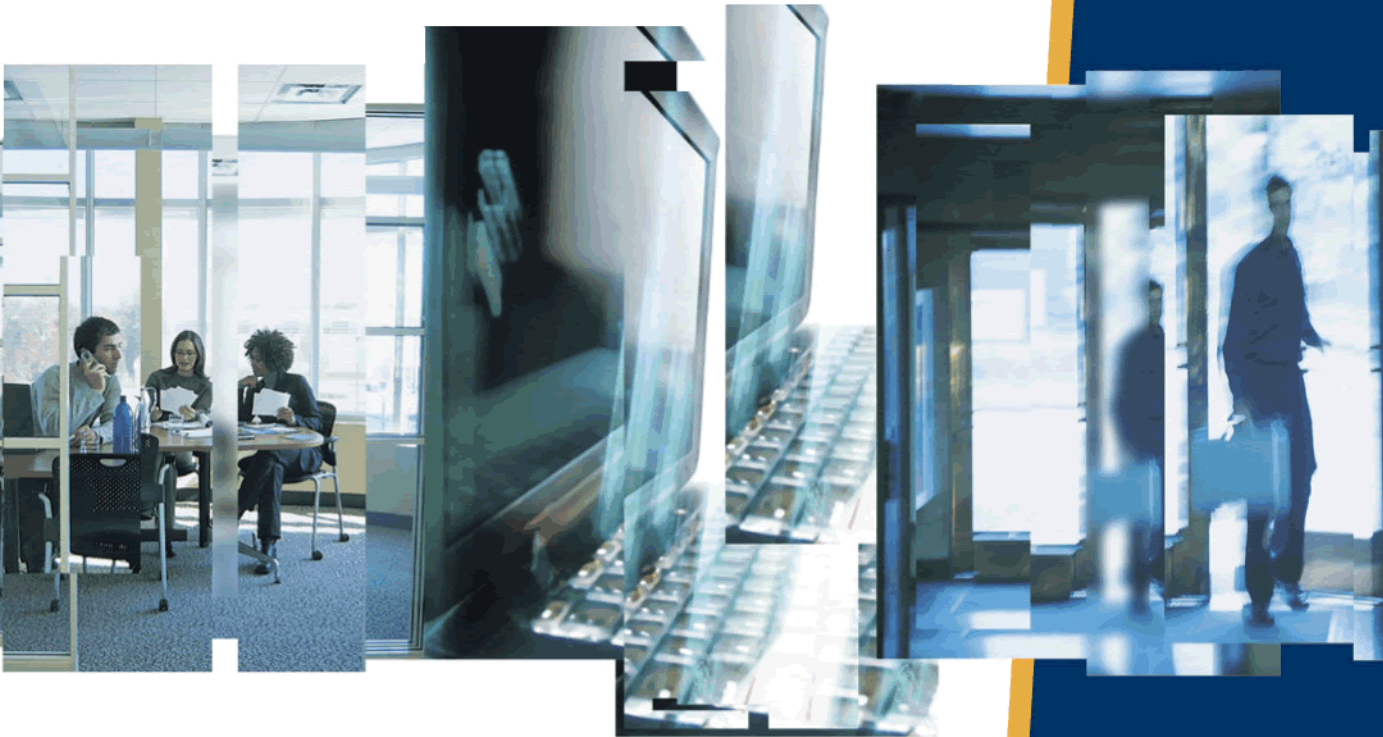


Telelogic D00RS

Getting Started with Telelogic D00RS



Telelogic DOORS

Getting Started with Telelogic DOORS

Release 9.1

Before using this information, be sure to read the general information under the "Notices" chapter on page 49.

This edition applies to **VERSION 9.1, Telelogic DOORS** 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	1
Chapter 2: Introducing DOORS	3
About DOORS	3
About requirements	4
About modules	4
About objects and attributes	5
Object Heading and Object Text attributes	6
About traceability	7
About views	8
About folders and projects	8
About tracking changes	9
About baselines	11
About edit modes	12
About the Change Proposal System	12
About partitions	13
About user types	14
Chapter 3: Quick tour	17
About this tour	17
Getting ready to start the tour	17
Install and run the Example Database	17
Editing a module	21
Changing your view	28
Making a link	31
Creating an attribute	37
Sorting and filtering the data	40
Finishing the tour	43

Chapter 4: Contacting support	45
Contacting IBM Rational Software Support	45
Product support	45
What to do before you contact Support	45
Sending an automated problem report form	46
Guidelines for writing a problem report	47
Automatic responses and recording defects	47
Automatically generated problem reports	48
Changing the email address of the problem report	48
Other information	48
Chapter 5: Notices	49
Trademarks	51
Index	53

1

About this manual

Welcome to Telelogic® DOORS® 9.1, the world's leading requirements management application.

This manual introduces you to Telelogic DOORS (DOORS) concepts to help you get started with DOORS.

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 DOORS documentation set:

For information on	See
What's new in version 9.1 of DOORS	The Telelogic DOORS readme file
How to install DOORS	<i>Telelogic DOORS Installation Guide</i>
How to set up licenses to use DOORS	<i>Telelogic Lifecycle Solutions Licensing Guide</i>
How to use DOORS	<i>Getting Started with Telelogic DOORS Using Telelogic DOORS</i>

For information on	See
How to write requirements	<i>Get It Right the First Time</i>
How to set up and manage DOORS	<i>Managing Telelogic DOORS</i>
The DXL programming language	<i>DXL Reference Manual</i>
How to integrate DOORS with other applications	<i>Telelogic DOORS API manual</i>

You'll find PDF versions of these manuals on:

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

2

Introducing DOORS

This chapter describes the concepts you need to understand before you use DOORS:

- About DOORS
- About requirements
- About modules
- About objects and attributes
- About traceability
- About views
- About folders and projects
- About tracking changes
- About baselines
- About edit modes
- About the Change Proposal System
- About partitions
- About user types

About DOORS

DOORS is the world's leading requirements management application.

It provides all the features you need to capture, track and manage user requirements. You can enter your requirements directly into DOORS, using its familiar word processor style interface.

You can also import your requirements into DOORS from a wide variety of file formats, including:

- Microsoft[®] applications, including Word, Excel and PowerPoint
- Plain (ASCII) text
- Rich Text Format (RTF)
- FrameMaker

Once you've captured your requirements in DOORS, you can track and manage them throughout the project life cycle using a variety of features, such as views, links and traceability analyses.

About requirements

Requirements describe what users want from a product or service.

For example, if you are planning to buy a new car, you might sit down with your family and make a list of the things you need from the car. A typical list might be:

- Must be able to carry at least five people
- Must have fuel consumption of over 35 miles per gallon
- Must cost no more than X

Less important features that you would like, such as a particular color, would be further down your list. At the end of the exercise, you have a list of **user requirements**, which specify the kind of car you want to buy.

The exercise of listing requirements for buying a car is fairly straightforward. However, the designers of that car need more.

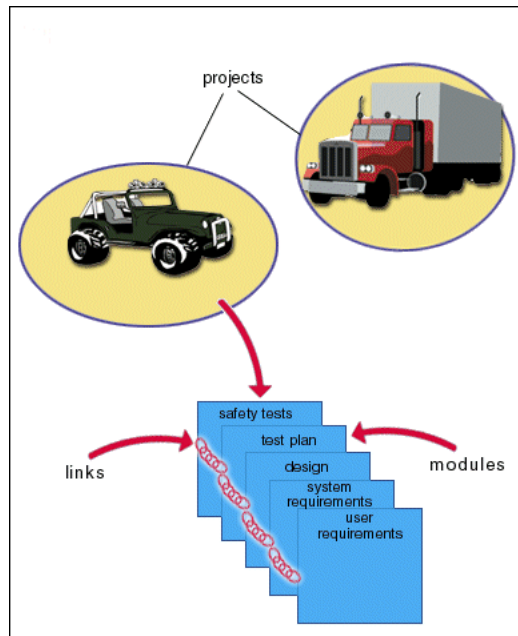
The designers need **system requirements**, which describe the features the car must provide. From these they can prepare detailed design documents. Each part of the design must be tested, so tests are specified in a separate document.

Well defined requirements ensure that your customers get what they want and show you what product you have to build or what service you have to provide. For information on writing requirements, see *Get it Right the First Time*, which is on the **Telelogic Lifecycle Solutions DVD**.

About modules

The information in a DOORS database is stored in **modules**.

For example, a vehicle manufacturer is currently building a car and a truck.



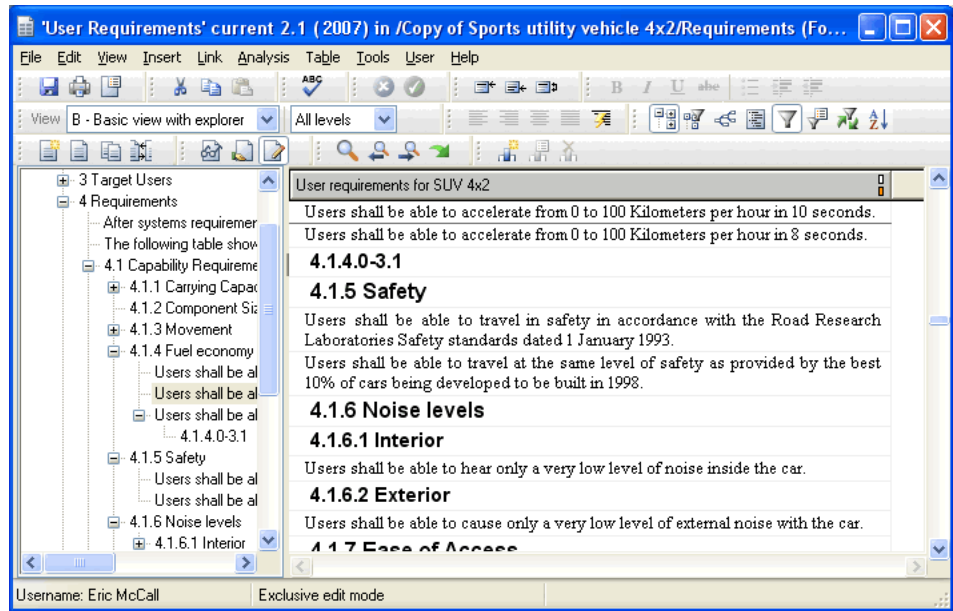
The information for the car project is stored in several modules including:

- A user requirements module, which contains information about the features users want in the car.
- A design module, which describes the engineering design of the car.
- A safety tests module, which describes the safety tests that must be carried out on the car.

About objects and attributes

The information within each module is divided into **objects** and **attributes**.

The following example shows the user requirements module for the car project.



In the right pane, the rows are objects and the columns are attributes. For example, the middle column shows the **Priority** attribute, which can have the value **High**, **Medium** or **Low**.

DOORS provides a set of default attributes, such as **Created By** and **Modified On**. And you can create your own attributes to store other information, such as priority and status.

Notice that the objects are organized in a hierarchical structure using numbered headings. You can use the Module Explorer pane on the left to quickly navigate the structure by clicking the plus (+) and minus (-) signs.

The heading numbers work in the same way as automatic heading numbers in a word processor, like Microsoft Word. They let you see the structure of the information in the module. And they automatically change if you change the structure of the information, for example, if you insert or delete objects.

Object Heading and Object Text attributes

In the example, the **Description** column is the **main column**. Unlike other columns, which only contain one attribute, the main column can display two attributes, **Object Heading** and **Object Text**.

The following table describes the main column attributes.

Attributes in the main column	Description
Object Heading	This attribute is shown in bold, and has a heading number that is automatically generated by DOORS. For example, look at the object at the top of the previous picture. Its Object Heading attribute is Fuel economy , and its heading number is 4.1.4 .
Object Text	This attribute is shown in normal font. For example, look at the object at the bottom of the previous picture. Its Object Text attribute starts with Users shall be able to travel at the same level .

About traceability

DOORS lets you **link** together related information. You can follow the links by clicking on them.

For example, you can link a user requirement to the design features that fulfill that requirement. And you can link the design features to the tests that are carried out to verify the design features.

Links give you traceability. You can check that what you're building satisfies your user requirements.

You can follow links in both directions. For example, if a test fails, you can find out which requirements are affected by tracing the links from the test back to the design features, and from the design features back to the requirements.

Links allow you to manage change. You can quickly trace the impact of a change to a single piece of data on the rest of your system.

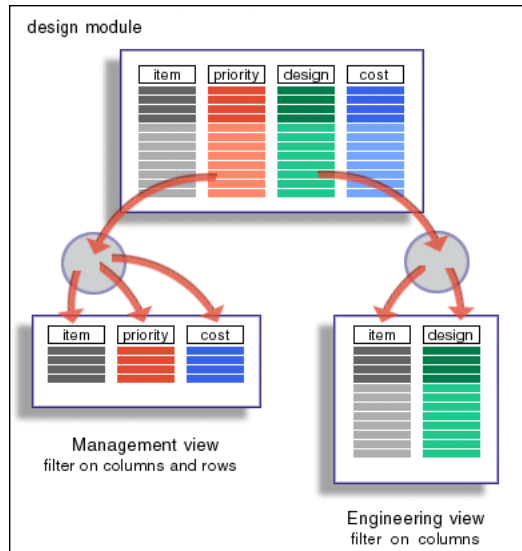
For example, the engineering department tells you that they can't deliver the solar-powered battery you were expecting. You can trace the links from the battery object back to the requirements that depend on it, and forward to the other features of the car that depend on having a solar-powered battery. You can quickly see the full impact of not having a solar-powered battery. You can make an informed decision about whether to use a conventional battery or whether to invest more money, time and resources to help deliver a solar-powered battery.

About views

Different people need to see different information. For example:

- Managers are interested in scheduling and cost information.
- Engineers are interested in technical design information.

So you can create different views of modules for different users. Each view contains a subset of the objects or attributes in the module.





This picture shows two views of the design module for the car project:

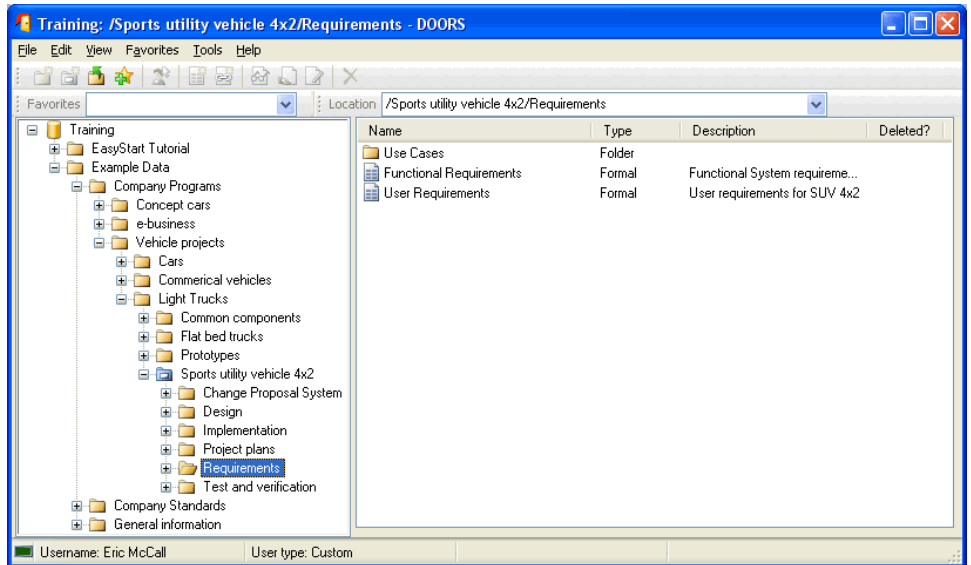
- The Management view contains only high priority items and shows **priority** and **cost** attributes.
- The Engineering view contains all items and shows the design attribute.

Views let you see exactly what you need without being overwhelmed by too much information. You can filter out the data you don't want to see. Views can filter out objects or attributes or both.

About folders and projects

You use **folders**  to organize the modules in your DOORS database in the same way that you use folders to organize the files on your computer.

A **project**  is a special kind of folder that contains all the data for a particular project. For example, all the information for the new car is in the project called **Sports utility vehicle 4x2**.



You navigate the database hierarchy by clicking the plus and minus signs in the DOORS Explorer, in the same way as you navigate the explorer on Windows[®].

Note Projects can contain folders and folders can contain projects.

Both folders and projects can contain modules. In the previous picture, the **Requirements** folder contains one folder and two modules, which are shown in the right pane.

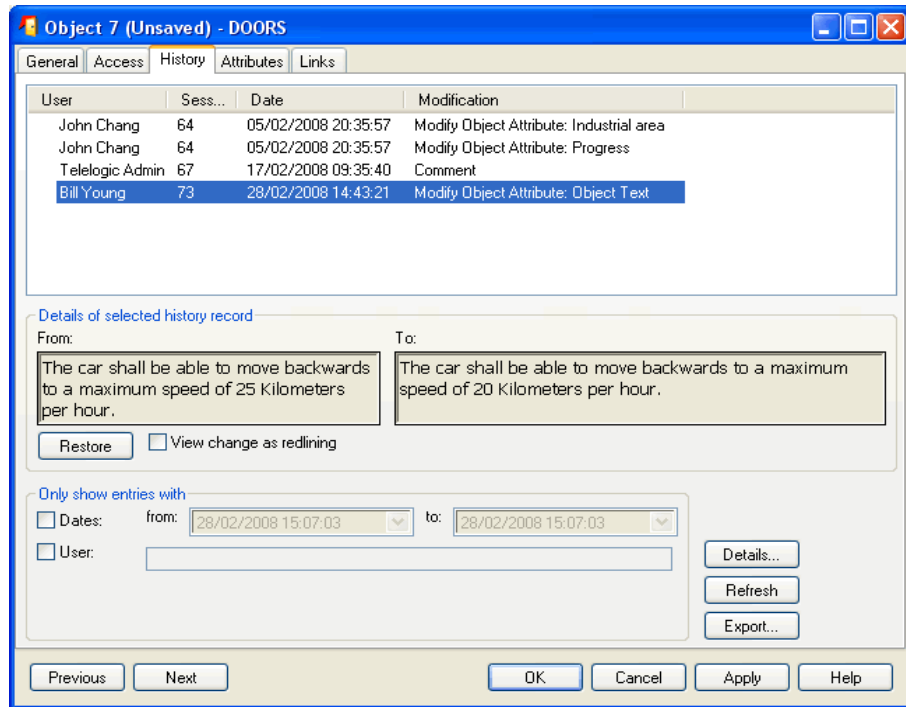
About tracking changes

DOORS keeps track of the changes that everyone makes to the database.

It records the history of changes to the database, for example, when you create a new object and when you edit the attributes of an existing object, it records both the old value and the new value.




You can see who has made what changes and when they made them. You can look at the history of a module, or the history of a particular object, or the history of user sessions for the module.




This is what the history looks like for an object:



DOORS also provides change bars so you can see at a glance what's changed.

The color of an object's change bar, a symbol and a tool-tip tell you the status of an object.

Change bar	Example tool-tip	Description
	New Object	You've created the object during the current session and have not yet saved the changes.
	Unsaved changes	You've edited the object during the current session and have not yet saved the changes.
	Last modified by Administrator on 15/08/2007 16:16:48	The object has been changed since the module was last baselined, and the changes have been saved.

Change bar	Example tool-tip	Description
	Baselined	The object has not been changed since the module was last baselined.
	Deleted	Either the object was deleted before the module was last baselined or history has not been loaded.
	Deleted by Administrator on 15/08/2007 16:18:06	The object was deleted after the module was last baselined and history has been loaded.

In the following example, the **Power car** heading has the red **Unsaved Changes** change bar at the left, showing that it has been edited during the current session, but the changes have not yet been saved.

System requirements for passenger car

1 Introduction

These are the functional system requirements for the development of a new passenger motor vehicle as derived from the user requirements.

The car will have a world wide market.

2 Functional Requirements

2.1 Power car

2.1.1 Move car

2.1.1.1 Move forwards

The car shall be able to move forwards at all speeds from 0 to 200 kilometers per hour on standard flat roads with winds of 0 kilometers per hour, with 200 BHP.

Note You can control what edits are tracked with change bars and recorded in the database history. If you don't want to know when users edit a particular attribute, you can turn change bars off for that attribute.

About baselines

A **baseline** is a read-only version of a module. It captures and preserves a moment in time.

When you create a baseline of a module, you create a copy of the module, which no-one can edit.

The baseline includes the history of the module:

- Information about all the attribute definitions and types that have been created, deleted or edited since the module's most recent baseline.
- Information about all the objects that have been created, deleted or edited since the module's most recent baseline.
- Information about every module session (every time the module has been opened) since it was first created.

About edit modes

When you work with modules, you can use one of three **edit modes**, described in the following table:

Edit mode	Description
Read-only	You can read (look at) the module, but you can't edit it.
Exclusive	You can edit the module, but other users can only read it.
Shareable	You and other users can edit the module at the same time. While you are editing one section, another user can edit another section of the module.

The status bar at the bottom of the module window shows you which edit mode you are currently using.

You can change the edit mode of a module once it's open.

For more information, see the online help and *Using Telelogic DOORS*, which is on the **Telelogic Lifecycle Solutions DVD**.

About the Change Proposal System

The **Change Proposal System** lets people review modules and suggest changes to them. It lets you obtain feedback and make changes to the data in a controlled way.

Users throughout your organization can look at the information stored in DOORS and make comments on it, but they can't edit it. They can look but they can't touch.

Change Proposal (CP) Managers set up the Change Proposal System. They control which data is made available for review and who can review it.

The reviewers can make two types of comment. We use the term **proposal** for both.

Proposal	Description
Suggestion	This is a high-level comment. For example, the suggestion that a project should have a test plan.
Change proposal	This is a detailed comment on a particular object in a particular module. For example, the proposal that the value of the Estimated Duration attribute for a particular object should be changed from 20 days to 30 days.

A team of CP Reviewers (sometimes called a **Change Control Board**, or **CCB**) looks at each proposal and decides on the appropriate course of action. They decide whether to accept, reject, or defer the proposal.

DOORS will automatically e-mail you if the status of one of your proposals changes, for example, if one of your proposals is accepted.

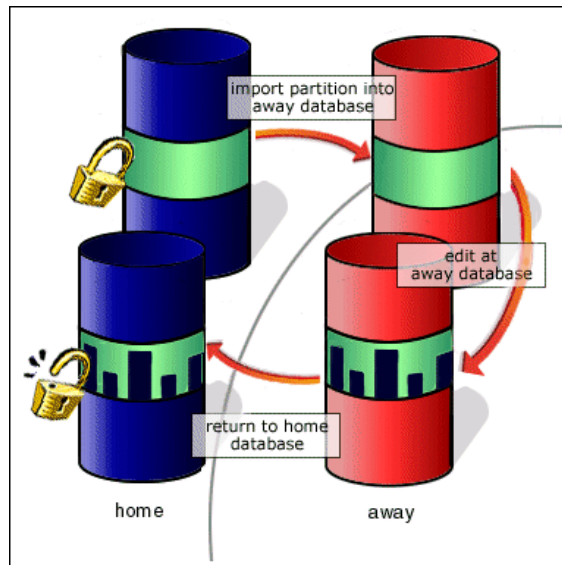
About partitions

Partitions are a means of allowing modules to be edited away from their normal location in the **home** database. This is best explained by an example.

A company uses DOORS to manage its projects. A sub-contractor is designing part of a project, but does not have access to the home database.

The company creates a partition, which contains the modules that the sub-contractor needs, and sends it to the sub-contractor for editing. At the home database, all the modules that can be edited at the away database are automatically set to read-only.

Each module in the partition is either read-only at the home database or read-only at the away database. You can't edit the same module at both databases.



The sub-contractor edits the modules, and when they are finished, returns them to the home database. Now users at the home database can see the changes made at the away database, and the modules are no longer read-only at the home database.

Partitions do not include baselines or any history data.

For more information on partitions, see the DOORS online help or *Managing Telelogic DOORS* on the **Telelogic Lifecycle Solutions DVD**.

About user types

DOORS divides users into different types depending on what type of management tasks they can do.

Most DOORS users are **Standard users**. This means that they can work with DOORS data, but they can't do any management tasks such as archiving data or creating new users.

Project Managers can perform a limited set of management tasks. They can partition and archive data, and create and manage groups. They can't create new users, but they can create new groups, add users to groups, remove users from groups, and so on.

Database Managers can do every management task. They can do everything that Project Managers can do and they can create projects and users, and manage the database.

Finally, there are **Custom users**, who can have any combination of powers. For example, a Custom user might just have the power to partition data. This user would have more power than a Standard user but less power than a Project Manager.

Database Managers and Custom users who have the power to create users can change the type of any user. If you're a Standard user today, it doesn't mean that you'll always be a Standard user. For example, if you start to manage a new project, you can ask a Database Manager to change your user type from Standard user to Project Manager.

3

Quick tour

This chapter contains the following topics:

- About this tour
- Getting ready to start the tour
- Editing a module
- Changing your view
- Making a link
- Creating an attribute
- Sorting and filtering the data
- Finishing the tour

About this tour

This tour gives an overview of DOORS. It should take about 15 minutes. If you want, you can follow the steps on your computer. Or you may prefer just to read through the tour without following the steps yourself.

Getting ready to start the tour

In this part of the tour, you install the Example Database, run DOORS and then make a copy of an example project.

Throughout the rest of the tour you use the copy of the example project, so it doesn't matter if you make any mistakes during the tour. You still have the original copy.

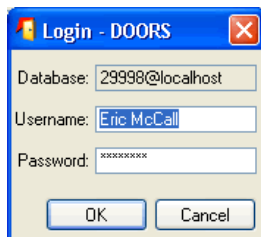
Before you install the Example Database, you must install a DOORS client. For instructions on how to install a DOORS client, see the *DOORS Installation Guide*, which is available on the **Telelogic Lifecycle Solutions DVD**, and from our website at <https://support.telelogic.com>.

Install and run the Example Database

To install and run the Example Database:

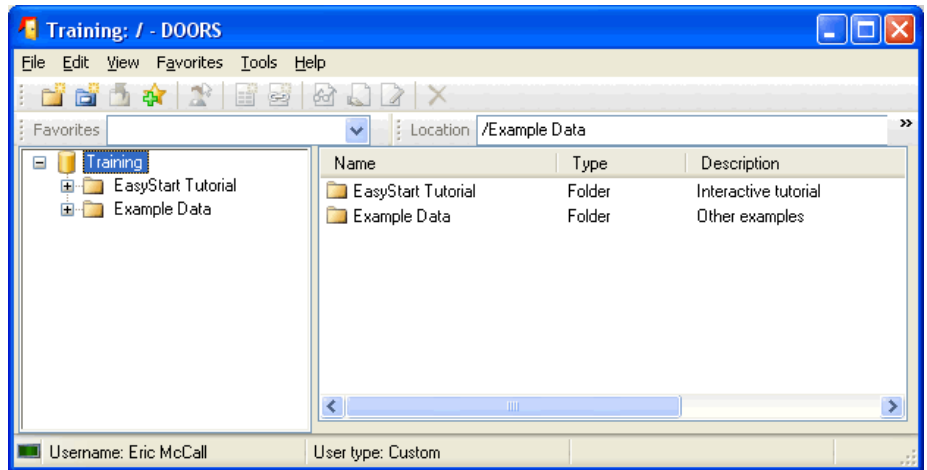
1. Install the Example Data:

- a. Get the DOORS Example Data software from your system administrator. The file is called **Telelogic DOORS 9.1 Example Data.msi**. Copy it to your machine.
 - b. Navigate to the file, and double-click it.
The **Welcome** screen is displayed.
 - c. Click **Next**.
The **License Agreement** screen is displayed.
 - d. If you accept the terms of the license agreement, select the **I accept...** option and click **Next**.
The **Ready to Install the Program** screen is displayed.
 - e. Click **Install**.
When all the files are copied, the **Finish** screen is displayed.
 - f. Click **Finish**.
2. Start the Example Database.
Click **Start > All Programs > Telelogic > Telelogic DOORS 9.1 Example Data**.
DOORS opens with a **Login** window, prompting you for a username and password.
 3. Type the username **Eric McCall** and the password **Training**, with capitalization just as it appears here. Usernames and passwords are case-sensitive in DOORS.



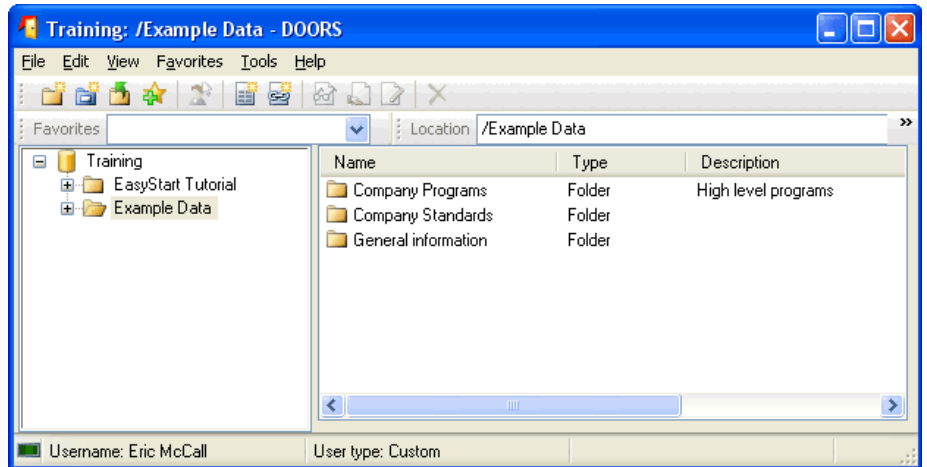
4. Click **OK**.
5. If you see the DOORS Welcome Screen, close it.

The **DOORS Explorer** is displayed.

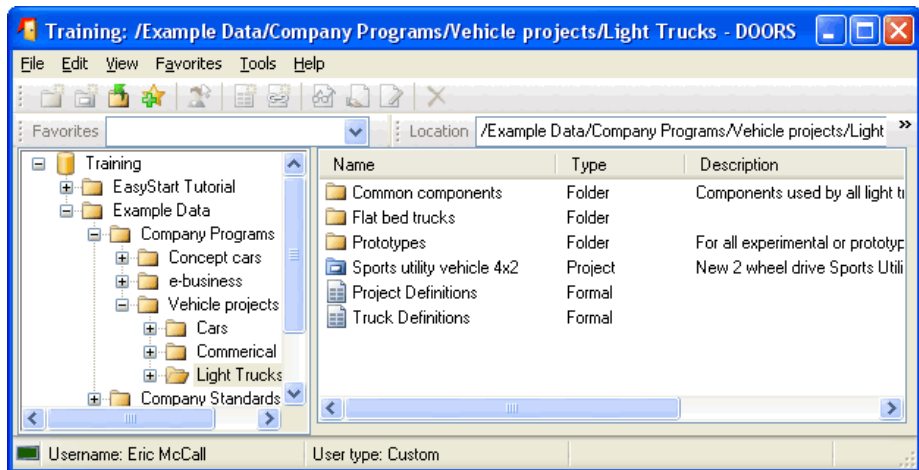


You can now copy a DOORS project.

6. In the right pane, double-click the **Example Data** folder.




7. Still in the right pane, double-click **Company Programs**, then **Vehicle projects**, then **Light Trucks**.



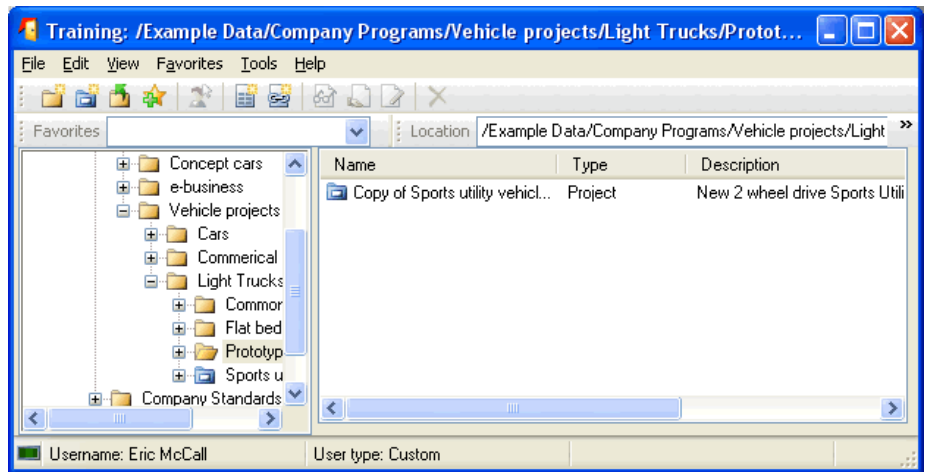
You see the **Sports utility vehicle 4x2** project in the right pane.

8. Select the **Sports utility vehicle 4x2** project in the right pane then press **CTRL+C** to copy it to the DOORS Explorer clipboard.
9. Double-click the **Prototypes** folder to open it.

The **Prototypes** folder is now displayed in the left pane with an open folder icon .

10. Press **CTRL+V** to paste the example project into the **Prototypes** folder.

DOORS creates a project called **Copy of Sports utility vehicle 4x2**. This takes about 30 seconds.

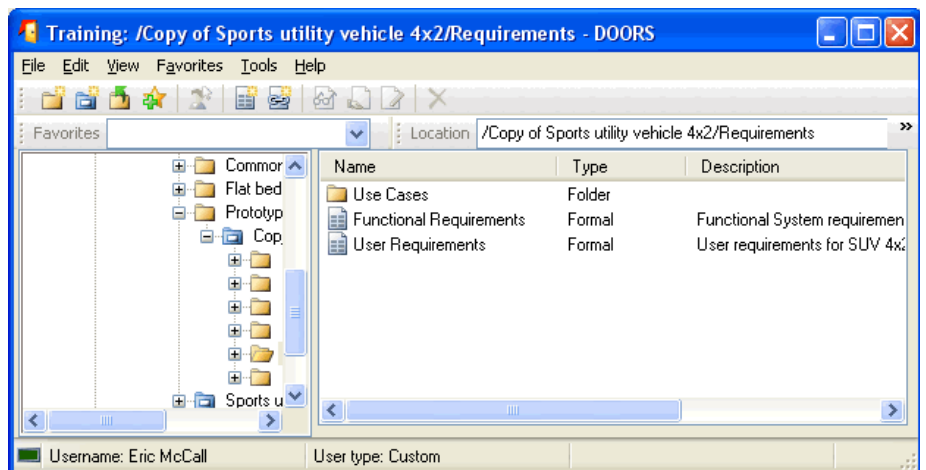


Editing a module

In this part of the tour you edit the text in a module and create objects in the module:

1. Double-click first the copy of the project, then the **Requirements** folder in it.

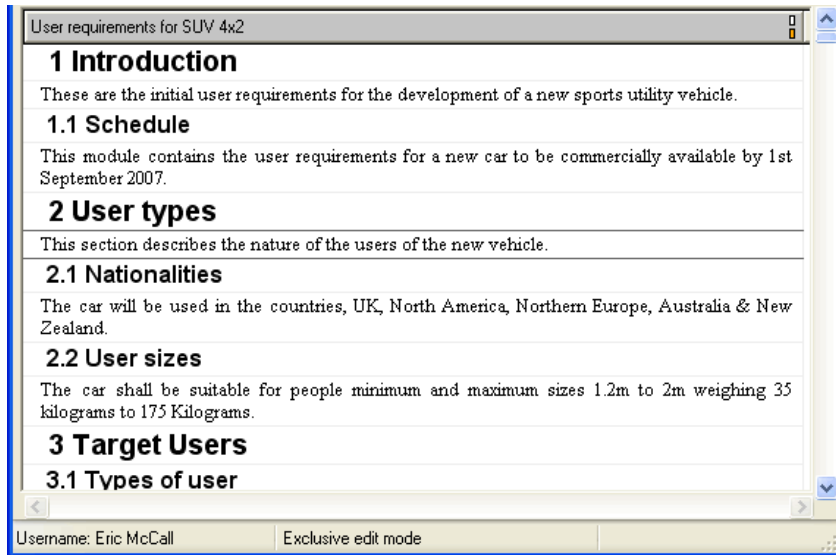
You see the **User Requirements** module in the right pane.



2. Double-click the **User Requirements** module to open it.

3. Double-click the requirement under the **User types** heading, and change **proposed vehicle** to **new vehicle**.

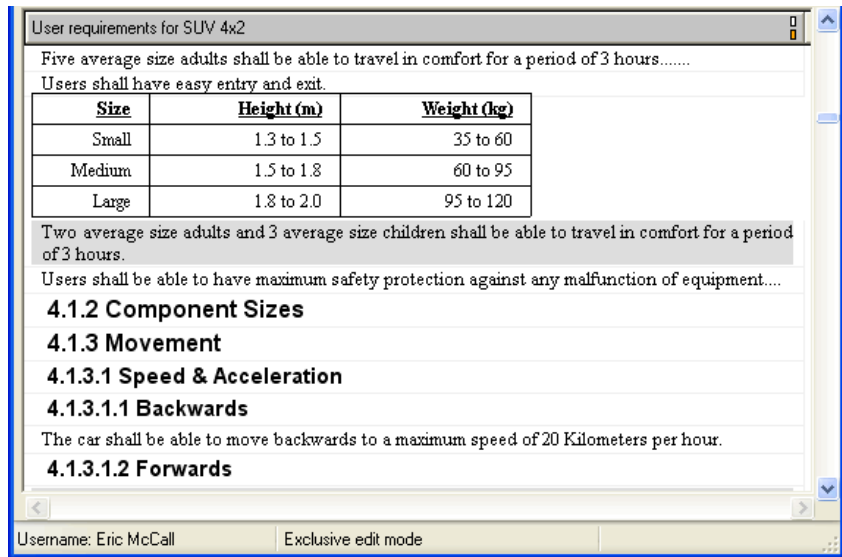
Double-clicking puts you in edit mode; you get a cursor at the start of the object. The cursor is a thin vertical bar that doesn't flash. Move the cursor by using the arrow keys or clicking your mouse, then delete **proposed** and type **new**.



Notice the thin line above and below the object, which shows that it's the current object.

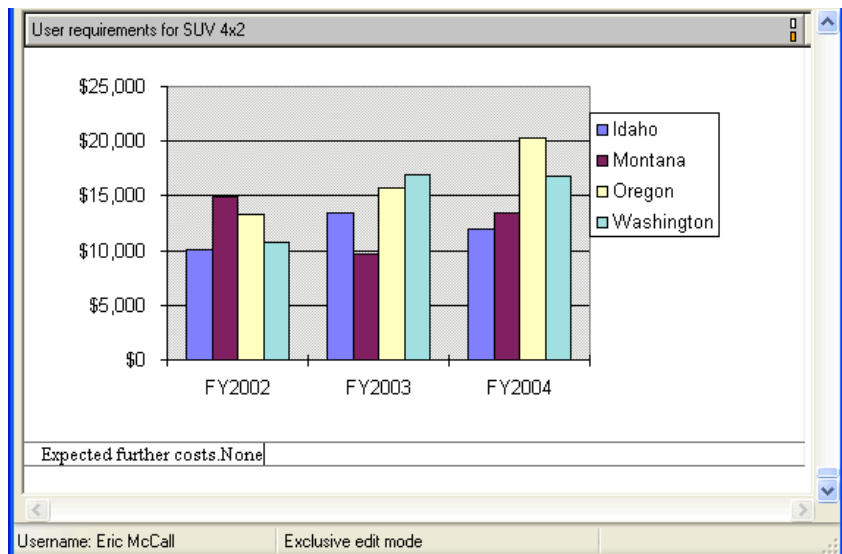
4. Scroll to the object with the pale gray background after the table, and try to edit it. You can't; nothing happens when you type. The pale gray background

indicates that you only have read access to the object. You're not allowed to edit it.



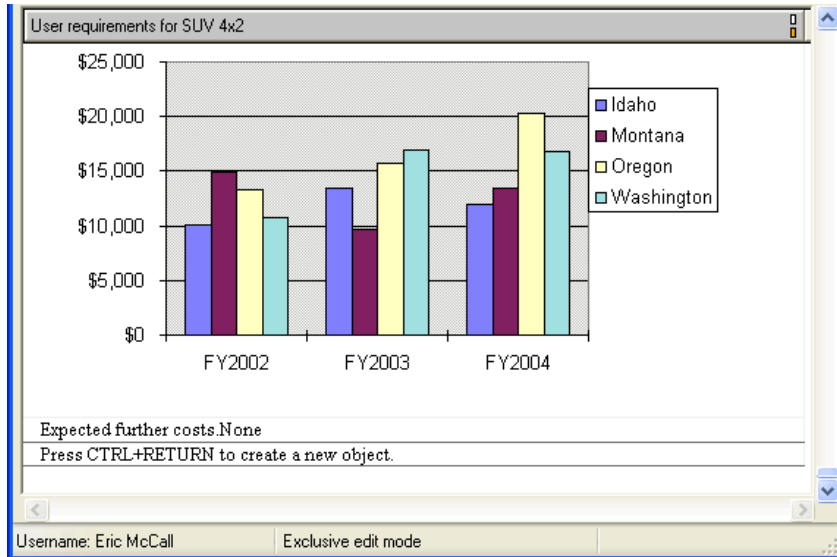
- Now scroll to the end of the module, so that you can see the last object, **Expected further costs**.

Single-click this object (don't double-click it), and type **None**. Your text is added to the end of the object.

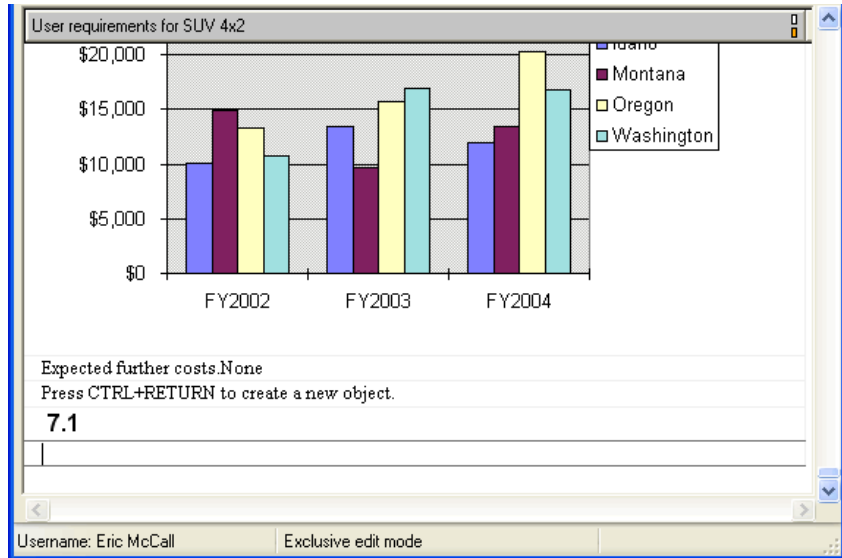


As soon as you start typing, DOORS automatically puts you into edit mode and moves the cursor to the end of the object. This is a quick way to edit objects.


6. Now press **CTRL+RETURN** to create a new object, and type some text into it.

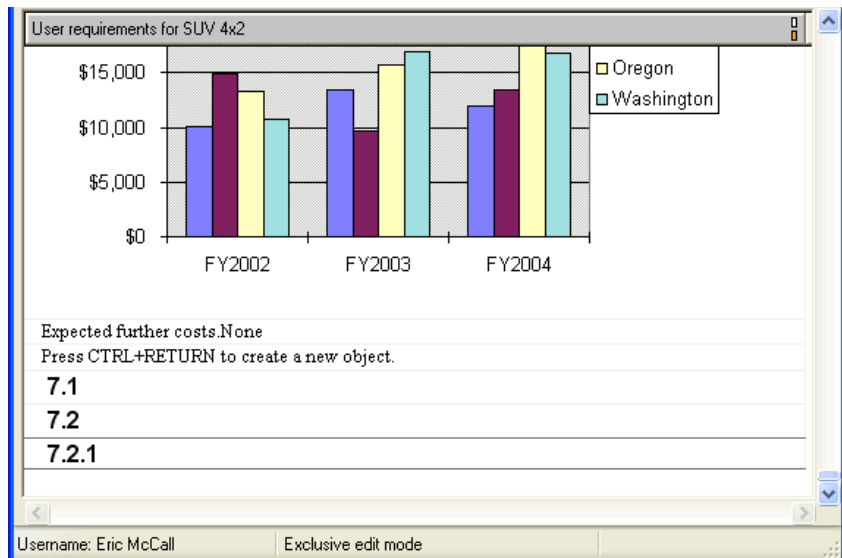



- Press **CTRL+RETURN** twice without typing anything, and notice that DOORS gives the first new object a heading number (7.1). This is because you didn't type any text, so DOORS assumed it was a heading.



Pressing **CTRL+RETURN** creates an object at the same level in the hierarchy as the current object.

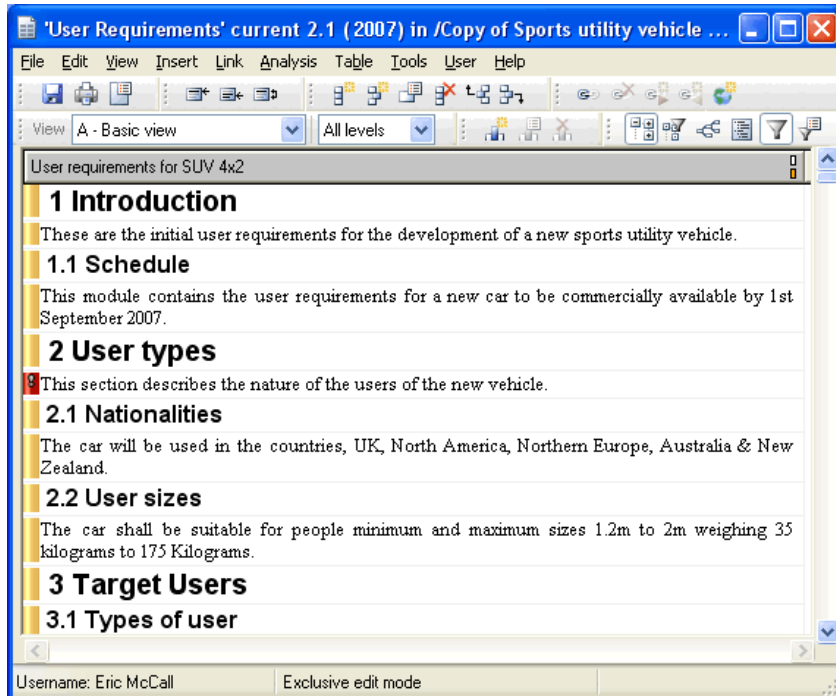
- Now create a new object one level below the current object by clicking **New object below**  on the **Object** toolbar.



Note If you start typing after you click the icon, the heading number disappears and the object is no longer a heading. If you want to type a heading, click **Edit Object Heading**  on the **Object Edit** toolbar before you start typing.

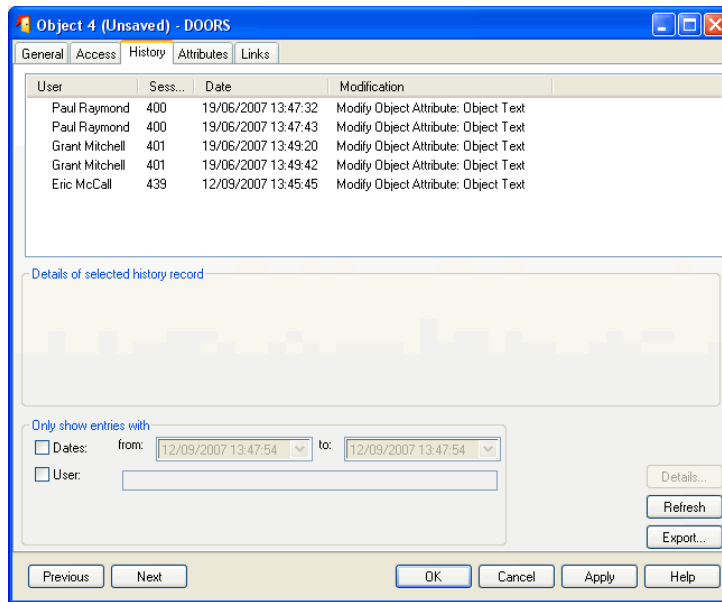
9. Delete the objects you created. Either click the right mouse button and select **Delete** from the pop-up menu, or press **DELETE**.
10. Scroll back to the top of the module and turn change bars on. Click **View > Show > Change Bars**.

You see colored change bars on the left.

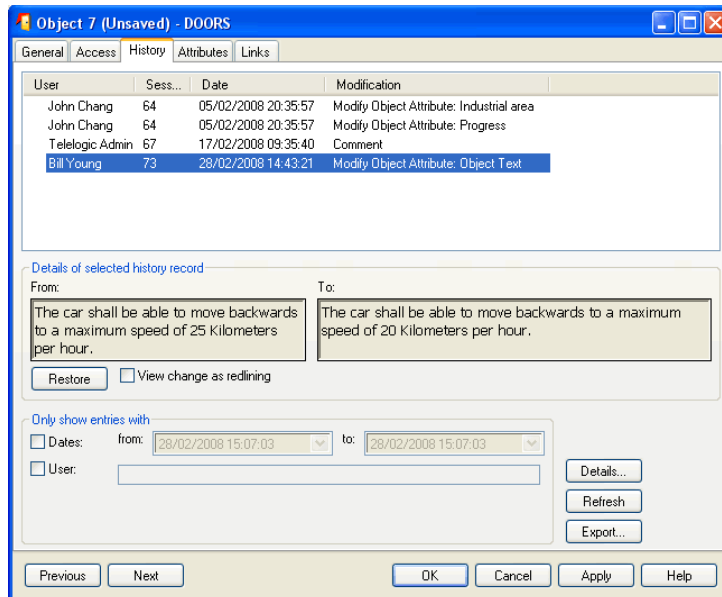


- The red **Unsaved Changes** change bar shows you've edited the object during the current session but haven't yet saved the module, so the changes are in memory. The changes are saved to the database when you save the module.
- The yellow **Saved Changes** change bar shows the object has been edited since the module was baselined, and the changes have been saved.

- Double-click the red **Unsaved Changes** change bar by the object you edited at the start of the tour to see the history of changes to the object.



In this picture, the object has been changed five times. Select the last entry to display details of your change.



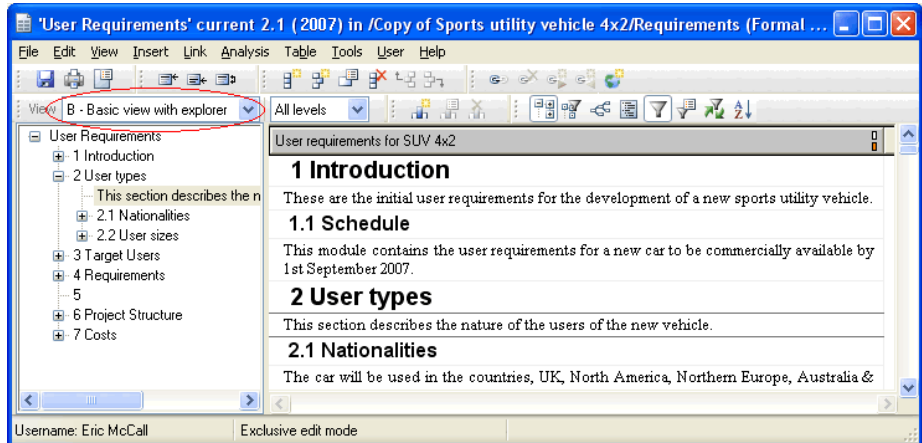
You are looking at the properties sheet for the object, which you can use to find out information about the object's access rights, attribute values and links.

12. Click **Next** or **Previous** to display the next or previous object. Notice that as you do this, the current object changes in the module window to match the one you're looking at on the properties sheet.
13. Click **Cancel** to close the properties sheet.

Changing your view

In this part of the tour you look at different views of the module.

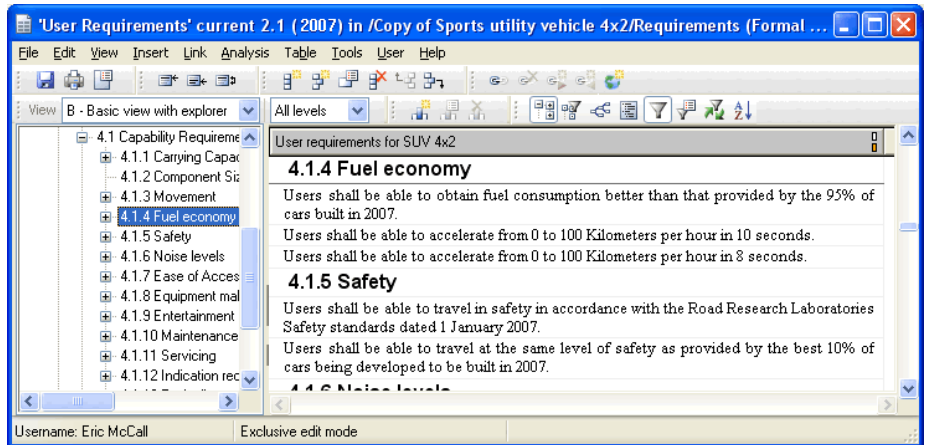
1. Select **Basic view with explorer** from the drop-down list of available views and scroll to the top of the module.



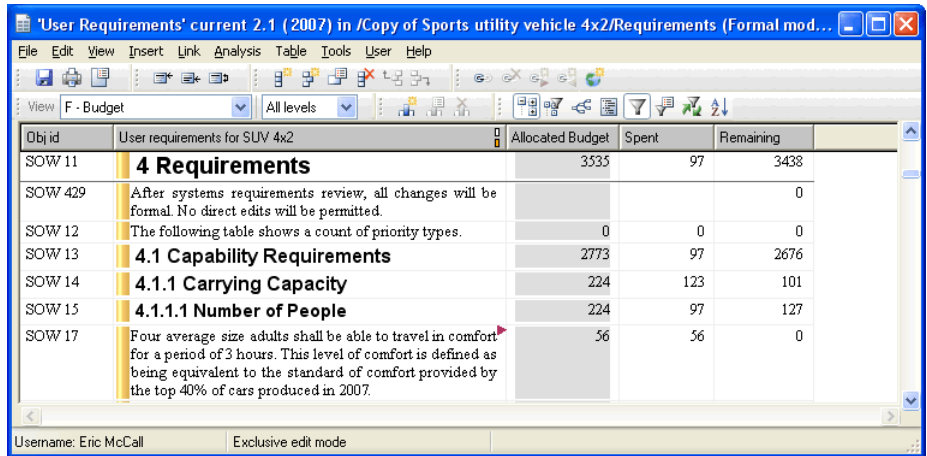
This view shows the Module Explorer, which shows you the structure of the object hierarchy and lets you quickly navigate it.

2. Click the plus signs in the left pane to display **4.1.4 Fuel economy**.

- Click this object in the left pane to make it the current object in the right pane.



- Turn the Module Explorer off. Click **View > Module Explorer**.
- Look at another view. Select the **Budget** view.

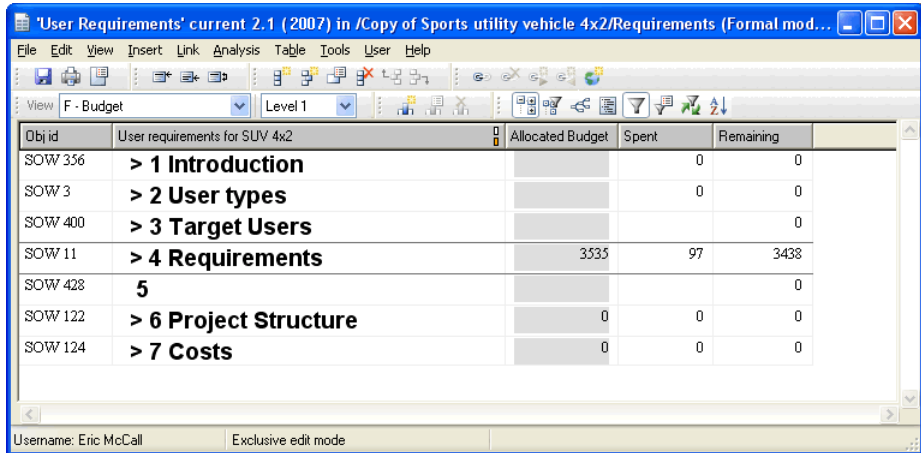


This view has five columns. The column on the left shows the unique **object identifier** that DOORS generates for each object. It has a **prefix** (SOW) and an **object number** (for example, 11).

The next column is the **main column**, and displays the **Object Heading** and **Object Text** attributes.

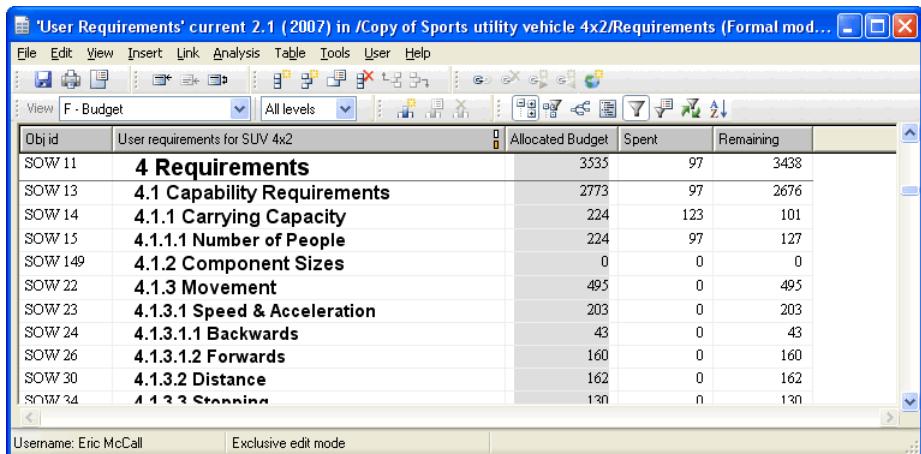
Notice that the current object is not the first object in the module. When you create a view you can control every aspect of what the screen looks like when the view is first loaded, including which object is the current object.

6. Use the drop-down list of views to select other views and see how views can totally alter your view of the same data. Views let you hide or show whatever information you want.
7. Now turn off the display of change bars. Click **View > Show > Change Bars**.
8. Use the **Display to level** drop-down list to select **Level 1**.



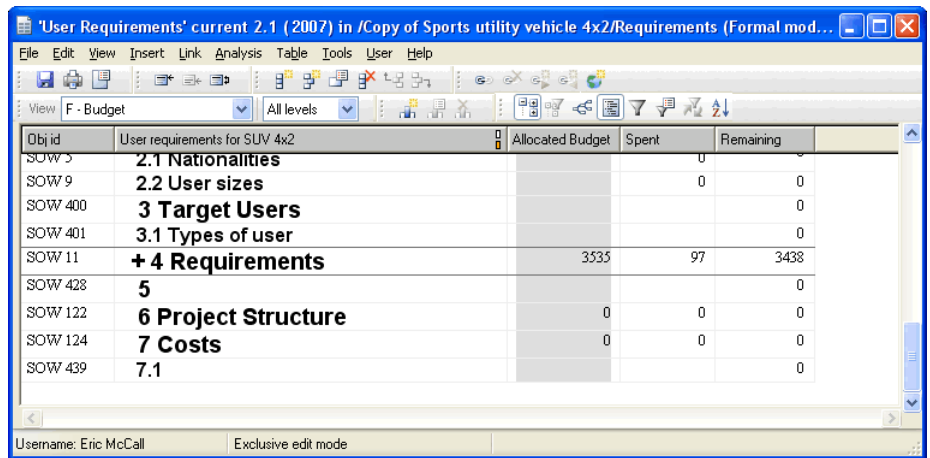
Now you only see the seven top-level objects in the module. The > symbol shows that lower level objects are hidden.

9. Select **All levels** in the drop-down list to display all the objects again.
10. Click **View > Outline**.



Outlining is turned on. Now you only see objects that have headings.

11. Click the **Requirements** heading to make it the current object, as shown in the previous example. Now compress it by clicking **View > Compress**.



Obj id	User requirements for SUV 4x2	Allocated Budget	Spent	Remaining
SOW 5	2.1 Nationalities		0	0
SOW 9	2.2 User sizes		0	0
SOW 400	3 Target Users			0
SOW 401	3.1 Types of user			0
SOW 11	+ 4 Requirements	3535	97	3438
SOW 428	5			0
SOW 122	6 Project Structure	0	0	0
SOW 124	7 Costs	0	0	0
SOW 439	7.1			0

The plus sign shows that section 4 is compressed.

12. Decompress section 4.
Make sure it's the current object, then click **View > Compress**.
13. Turn outlining off.
Click **View > Outline**.

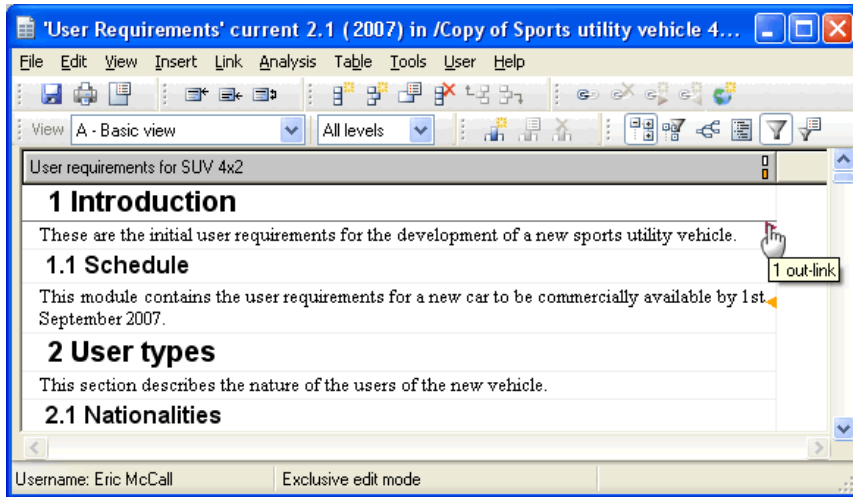
Making a link

In this part of the tour you follow and create links:

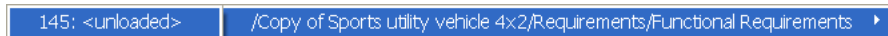
1. Use the drop-down list of available views to select the Basic view again.
2. Scroll to the top of the module.
3. Turn the display of link arrows on by clicking **View > Show > Link Arrows**.

Red and yellow link arrows are displayed.

Roll over the red arrow to see how many out-links the object has. For the second object in the module, there is one out-link:

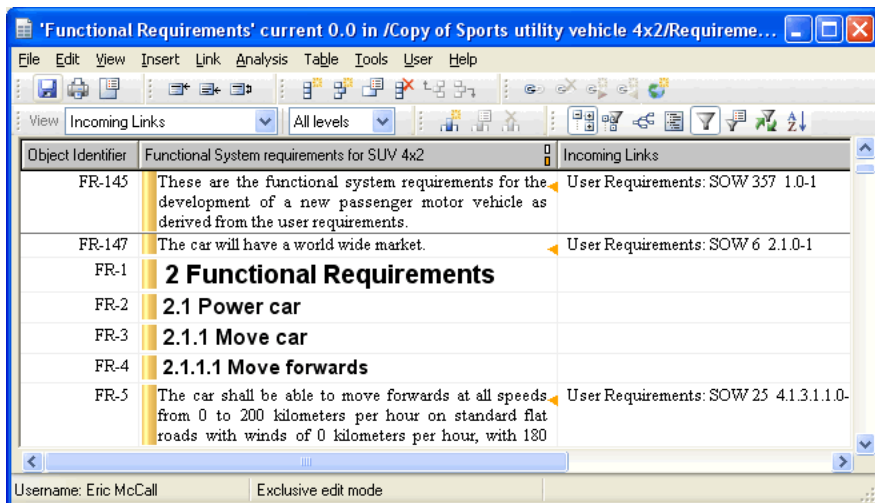


- Right-click the red link arrow to display a pop-up menu that shows information about the target object.



The target object is in the **Functional Requirements** module. The module isn't open, so you see **<unloaded>** preceded by the object number, **145**.

- Select **145 <unloaded>** from the pop-up menu to open the module, with that object as the current object.



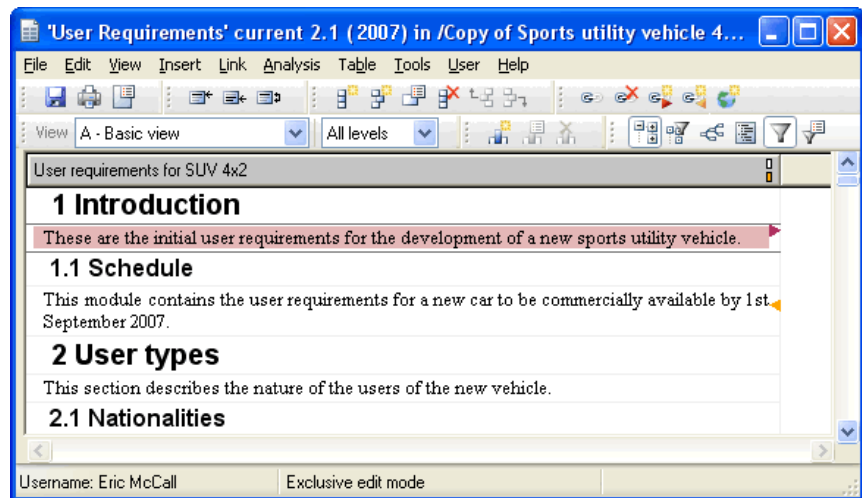
The target object has an yellow in-link arrow. Right-click it and use the pop-up menu to go back to the **User Requirements** module.

6. Now make a link. In the **User Requirements** module:
 - a. Scroll to the top of the module and single-click the second object to make it the current object.

Note Make sure you single-click the object to select it. If you double-click, you go into edit mode and see the edit mode pop-up menu.

- b. Right-click **Link > Start Link**.

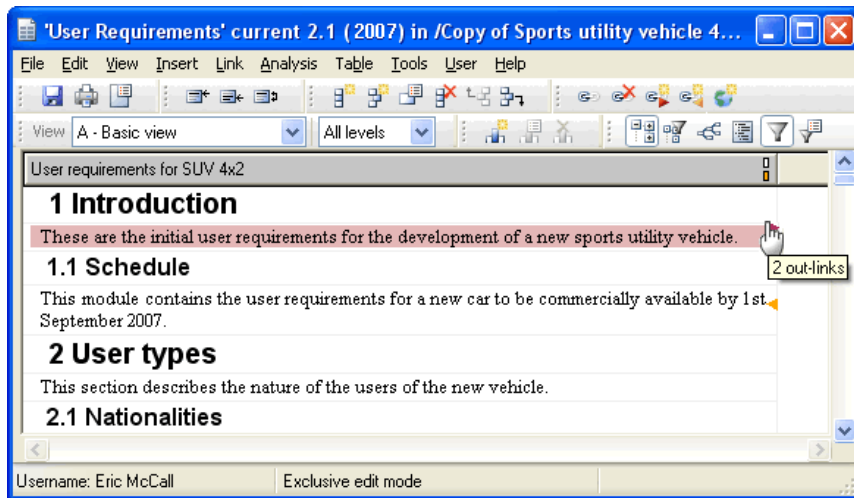
The object turns pink showing it's the link start.



7. Now select any object in the Functional Requirements module, and right-click **Link > Make Link from Start**.

If you see messages asking if you want to create link modules and linksets, click **Yes**.

The link is created. In the User Requirements module, the red link arrow now says the object has two out-links.



8. The object is still pink so you can repeat Step 7 to create more links that have that object as the source.

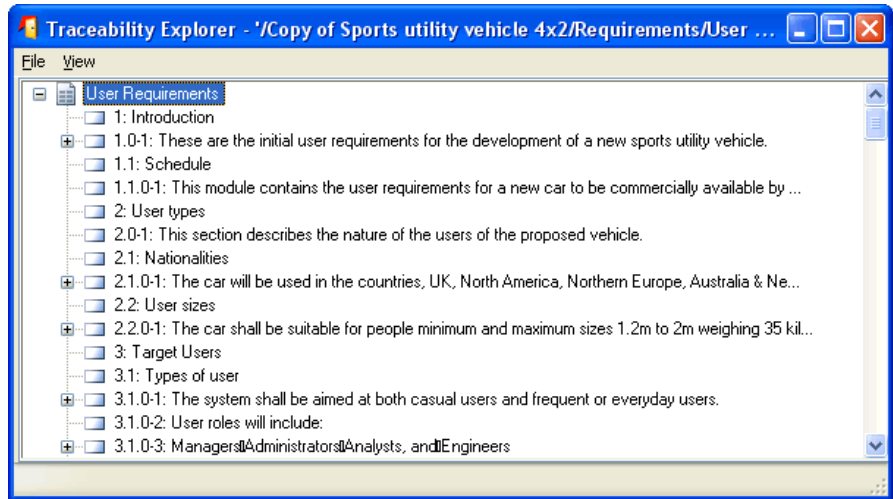
When you've finished, clear the link start by clicking **Link > Clear Start**. The object is no longer pink.

Notice that the right-click link options you used earlier are also on the **Link** menu.

9. Finally, look at the Traceability Explorer, which provides another way of showing and navigating links.

In the **User Requirements** module window, click **Analysis > Traceability Explorer**.

The **Traceability Explorer** is displayed, showing a flat list of all the objects in the module.

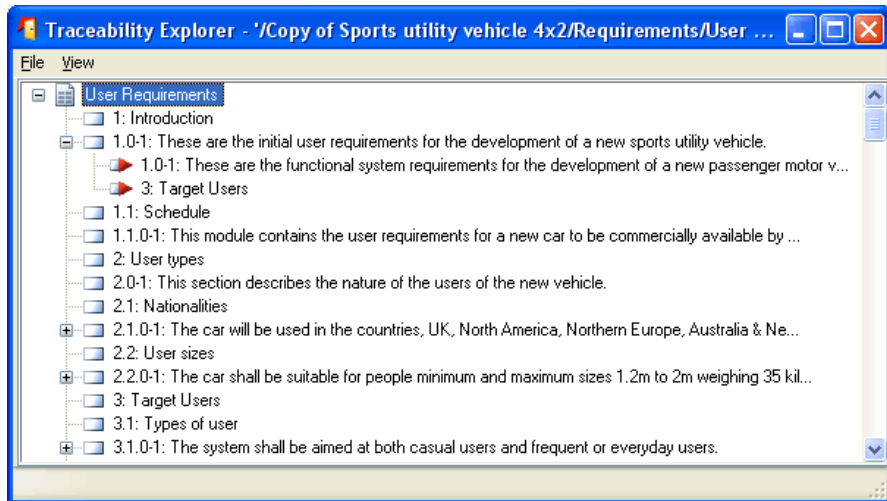


10. Click **View > Out-links** to see which objects have out-links.

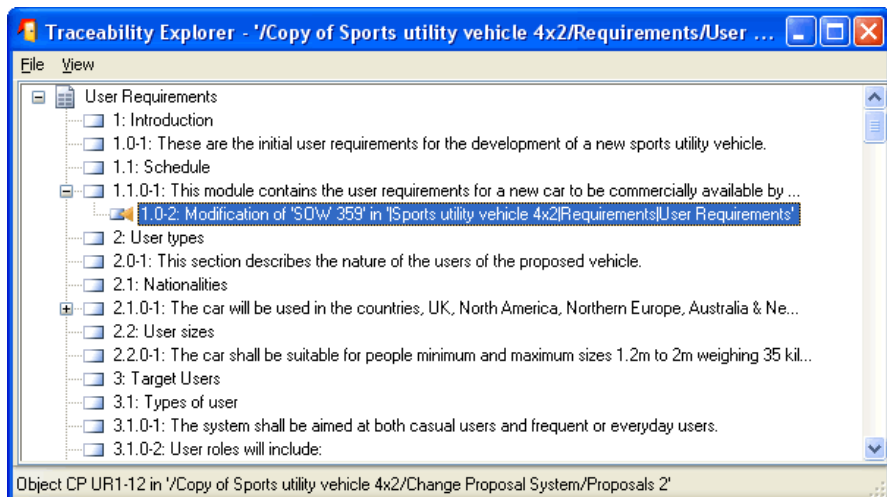
Objects that have links have a plus sign (+) beside them.

Note If you don't see any plus signs in the Traceability Explorer, it could be because the target modules aren't open. Click **View > All Modules** to show information about all links, regardless of whether the target modules are open.

- Click the plus sign beside object **1.0-1** to show information about its links.



- Select the linked object **1.0-1**, and notice that the status bar shows which module it's in (Object FR-145 in /Copy of Sports utility vehicle 4x2/Requirements/Functional Requirements).
- Right-click the selected linked object and select **Show Object** to open the target module with the selected object as the current object.
- Go back to the Traceability Explorer, and click **View > In-links**. Click **View > All Modules** to display in-links from all modules, instead of only modules that are currently open.



Now you can see which objects have in-links.

Notice that there is now an in-link arrow. The direction of the arrows in the Traceability Explorer shows whether you are looking at in-links or out-links.

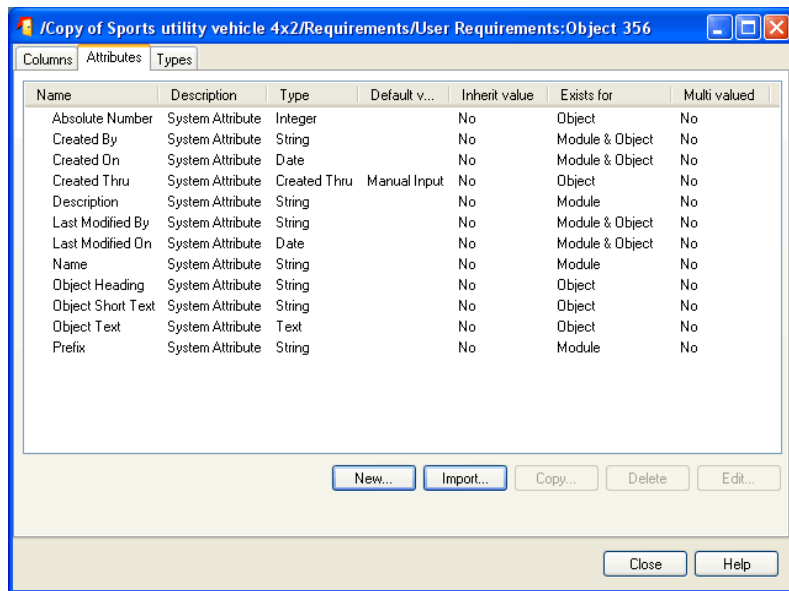
15. In the **Traceability Explorer** window, click **File > Exit**.

Creating an attribute

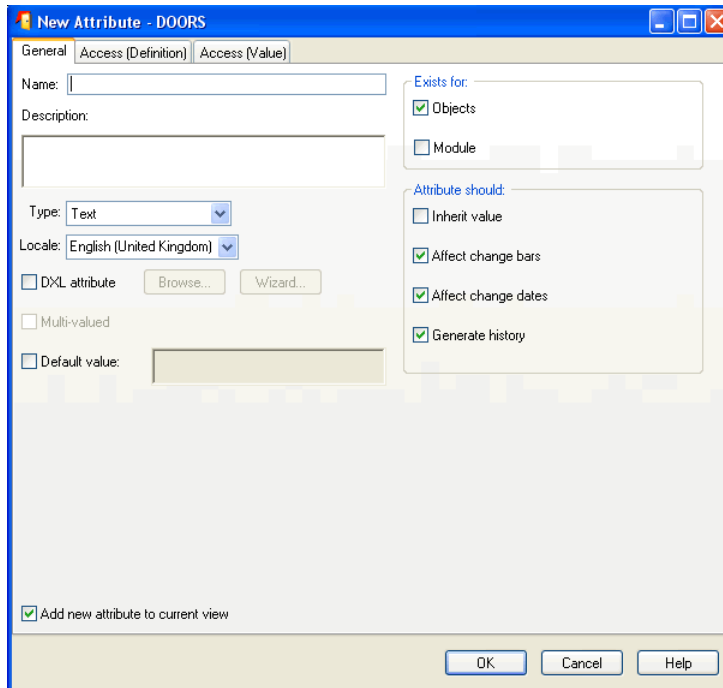
In this part of the tour you create an attribute, add a column to display it, then change the position of the column.

1. In the **User Requirements** module, click **Edit > Attributes**.

The **Columns and Attributes** dialog box is displayed, with the **Attributes** tab selected.

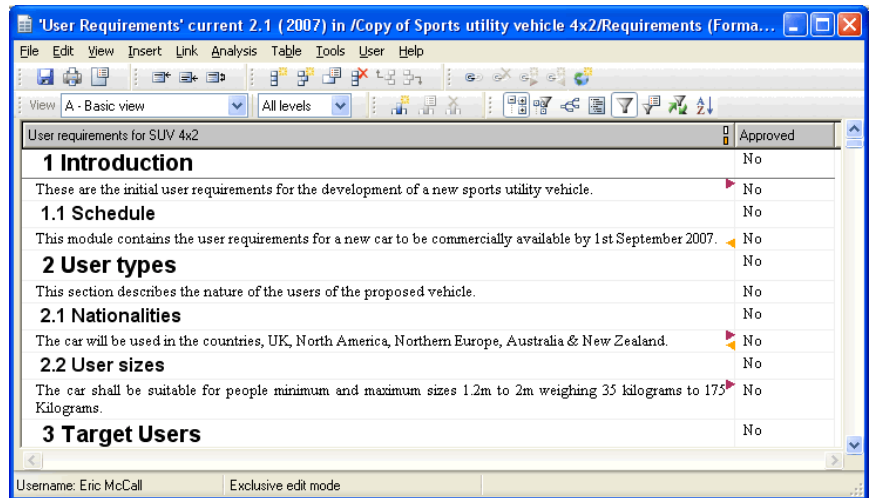


2. Click **New** to create a new attribute.




3. Fill in the following details for the new attribute:
 - a. In the **Name** box, type **Approved**.
 - a. In the **Description** box, type **An attribute to record whether an object is approved**.
 - b. In the **Type** box, select **Yes or No**.
 - c. Select the **Default value** box, then select **No** as the default value.
 - d. At the bottom left of the window, select the **Add new attribute to current view** box.
 - e. Click **OK**.

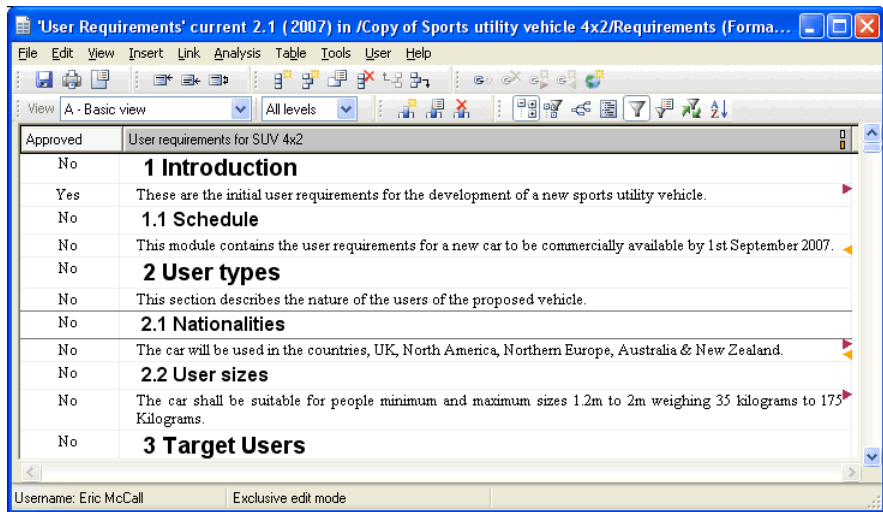
- f. Click **Close** to close the **Columns and Attributes** dialog box.



The module now has an **Approved** column. You set the default value to be **No**, so every object has the value **No**.

4. Change the value to **Yes** for the second object:
 - a. Double-click the current value (**No**).
You see a drop-down list of the values the attribute can have (**Yes**, **No**, or **Reset to Default**). In this case the default is **No**.
 - b. Pick **Yes** from this list.
 - c. Either click **Accept changes**  on the **Commit** toolbar, or click any other object to accept the new value.
5. Now center the text in the **Approved** column. Right-click the column title then select **Center** from the pop-up menu.
Notice that the column title's background color turns a paler shade of gray, showing that it's selected.

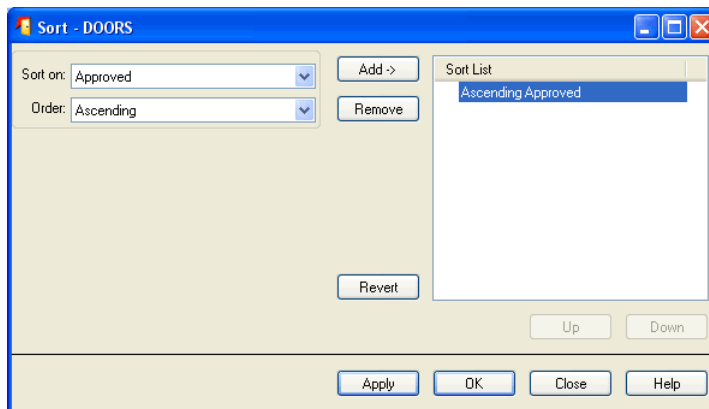
6. Drag the column title to the left. The whole column moves when you release the mouse button.



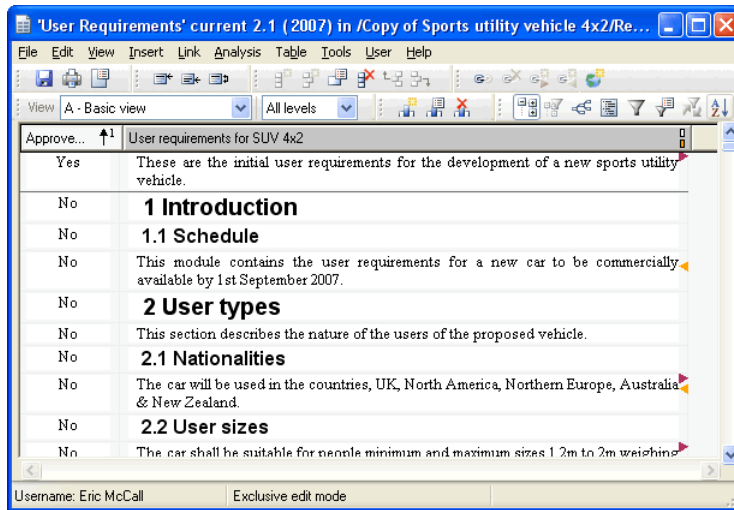
Sorting and filtering the data

In this part of the tour you sort the data and then apply a filter to it:

1. Sort the data using the **Approved** attribute. Click **Tools > Sort**.
2. Select **Approved** and **Ascending**, then click **Add**. The sort is added to the Sort list.

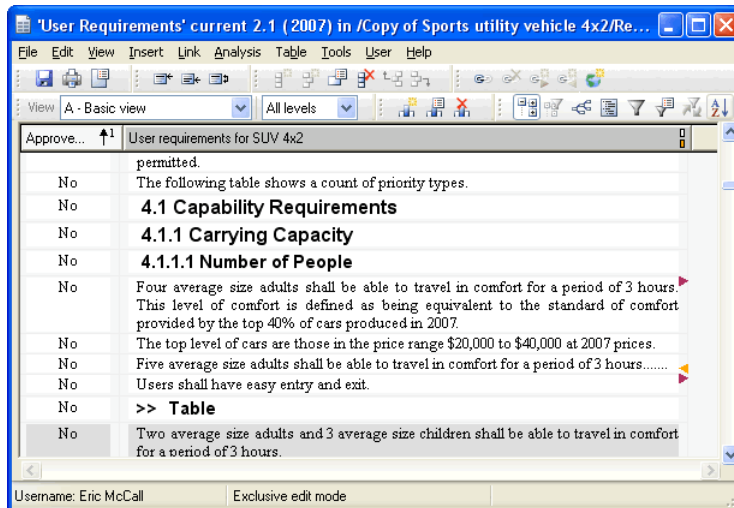


3. Click **OK**.



You see all the approved items, followed by all the items that have not yet been approved.

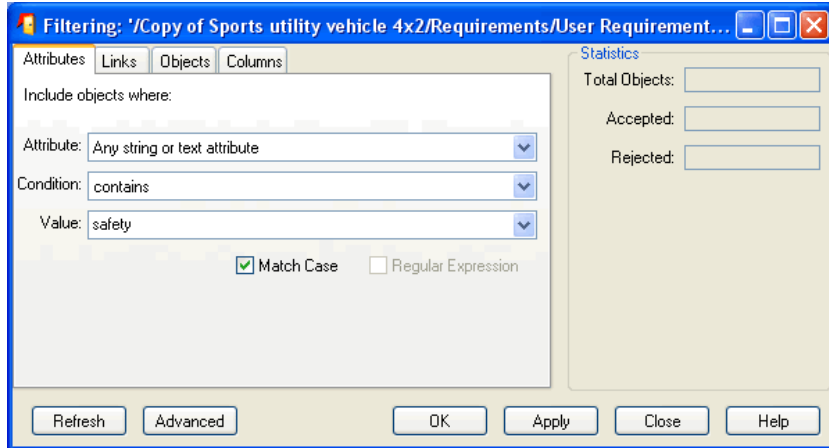
4. Scroll down to where the table was. Notice that it's replaced by a single object with **>> Table**. This is a table marker object.



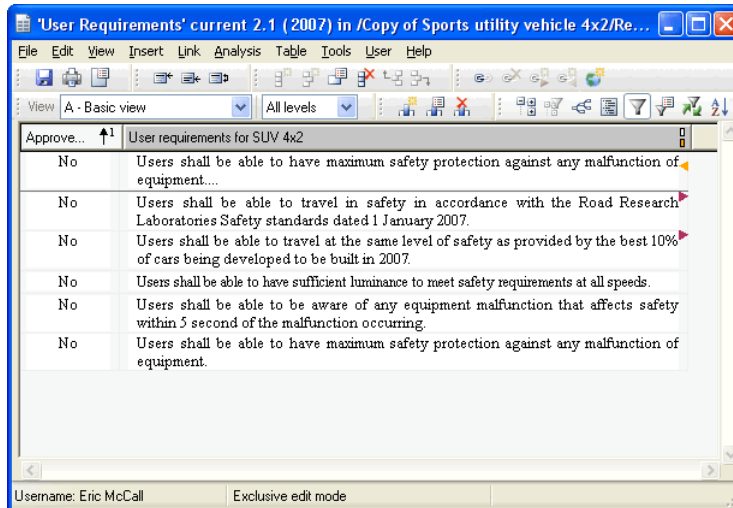
Tables are hidden when you apply a sort.

5. Click **Turn sorting on or off** on the **Display** toolbar. The sort is turned off and the table is no longer hidden. Scroll to the table to check you can see it.

- Now filter the view and display only the objects that contains the word safety. Click **Tools > Filter > Define** and fill in the screen as shown (type **safety** in the third box).




- Click **OK**.





You only see objects that contain the word **safety**.

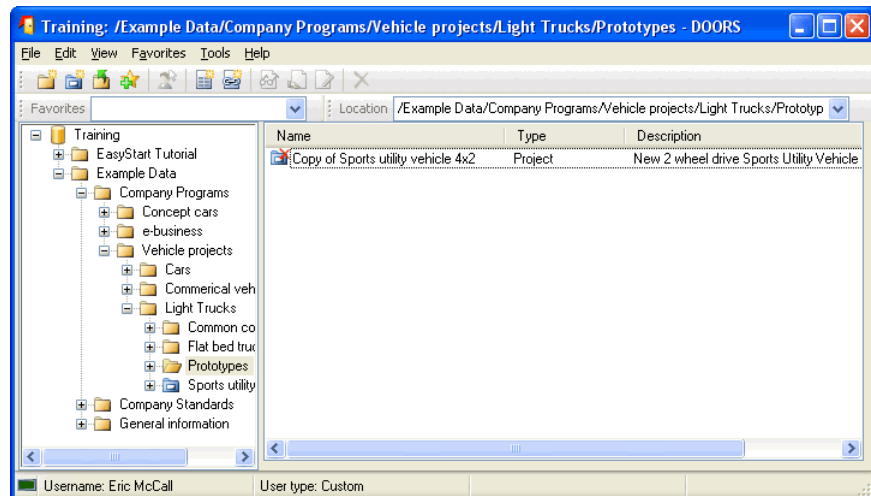
This is a simple filter. You can set up advanced filters that let you define much more complex filtering criteria.


- Turn the filter off. Click **Turn filtering on or off**  on the **Display** toolbar.


Finishing the tour

In the final part of the tour you go back to the DOORS Explorer, look at Project view, delete then purge the copied project you've been using, and then exit DOORS.

1. Close the modules you opened. In each module window, click **File > Close**.
2. If you see messages asking if you want to save the changes you made to the modules, click **No**.
3. In the DOORS Explorer, you see the database  at the top level in the left pane. You are in Database view.
4. Switch to Project view by clicking **View > Project View**.
Now the top-level items are projects. You see all the projects you're allowed to access. Project view is useful if you have a deep database hierarchy, because in Project view you don't have to navigate the hierarchy to find the projects you work on.
5. Switch back to Database view. Click **View > Database View**.
6. Double-click the **Prototypes** folder in the left pane to make it your current folder. It has an open folder icon .
7. In the right pane, select the copied project you created at the start of the tour then click **File > Delete**. The project disappears.
8. Turn on the display of deleted items. Click **View > Show Deleted Items**.



You see the deleted project . It has a red cross in the corner of the icon.

9. Select the deleted project , then click **File > Purge**.
You see a message asking if you really want to purge the project.
10. Click **Yes**.
The project is permanently removed from the database.
11. Exit DOORS. Click **File > Exit**.

4

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](#).
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](#).

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 46.

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](#).

5

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Index

A

Attributes

Object Heading, 7

Object Text, 7

understanding, 5

Automated problem report form, 46

B

Baselines, 11

C

Change Control Board, 13

Custom user, 15

D

Database managers, 15

E

Edit modes, 12

Example Database, 17

F

Folders, 8

Formal modules

understanding, 4

I

IBM Customer Support, 45

ILX_RECIP, 48

L

Links, 7

M

Modules, 4

O

Object Heading attribute, 7

Object Text attribute, 7

Objects

object identifiers, 29

object numbers, 29

understanding, 5

P

Partitions, 13

Project managers, 14

Projects, 8

Proposals

types

Change proposal, 13

Suggestion, 13

R

Requirements

system requirements, 4

understanding, 4

user requirements, 4

S

Standard users, 14

Support, 46

System requirements, 4

T

Traceability, 7

U

User requirements, 4

User types, 14

V

Views, 8

