Rational. DOORS

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Installing and Using RQM Interface for Rational DOORS

IBM Rational DOORS

Installing and Using the RQM Interface

Release 9.2

Before using this information, be sure to read the general information under Appendix, "Notices," on page 32.

Table of Contents

About this manual **1**

Welcome to RQM Interface (RQMI) for IBM Rational® DOORS.

RQM Interface for IBM Rational DOORS allows you to synchronize data between IBM Rational DOORS (DOORS), the world's leading requirements management solution, and Rational Quality Manager (RQM), an integrated enterprise application for organizing and managing the entire testing process. You can transfer requirements in DOORS to an RQM project, and view the status of tests in RQM from within DOORS.

This document describes how to use the RQM Interface in release 9.2 of DOORS. A prerequisite to using the information in this manual is knowledge of both DOORS and RQM.

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.

Installing the RQM Interface   2

This chapter contains information on how to install and configure RQMI for DOORS.

- Understanding the physical configuration

- Understanding the installation options

- System requirements

- Installation prerequisites

- Installing the RQM Interface Server

- Installing an RQM Interface Client

Understanding the physical configuration

The RQMI can be configured in two ways depending on the number of remote DOORS database servers:

- All DOORS users work with a single DOORS database server (default)

- DOORS users can work with multiple DOORS database servers (requires additional configuration)

RQMI configuration
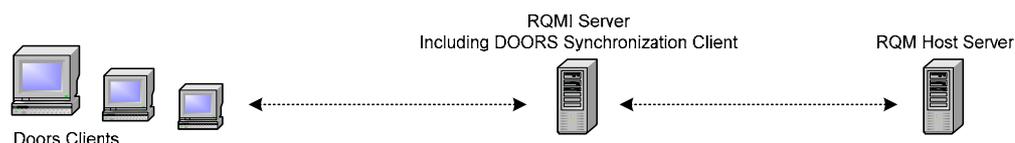
RQMI Server

The RQMI Server machine is a gateway between the DOORS Client machines and the RQM Host machine.

The DOORS Client software containing the RQMI Server software is installed on the RQMI Server machine. The RQMI Server software should be started on system startup, and should always be running to enable exports from DOORS Clients and synchronization between each DOORS database and RQM.

DOORS Clients

The DOORS Client software containing the RQMI Client software is installed on each DOORS Client machine. The DOORS Clients are able to log on to multiple

DOORS databases.

Understanding the installation options

The DOORS installer has two installation options for the RQM Interface. These are:

- RQM Interface Server

You install an RQM Interface Server on the RQMI Server machine. All DOORS Clients will access the RQM system via the RQMI Server machine. Note that the DOORS Client software should be installed with the RQM Interface Server software.

- RQM Interface Client

You install an RQM Interface Client on each DOORS Client that needs to integrate with RQM. This allows the DOORS user to access the integration options available in the DOORS Client.

System requirements

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

- System requirements for the RQM Interface Server

- System Requirements for the RQM Interface Client

System requirements for the RQM Interface Server

The RQM Interface Server is included in the DOORS 9.2 (or later) client installation program.

Before you install the RQM Interface Server you must have:

- Access to a DOORS database server version 9.2 (or later). The server can be on any machine on the network; it does not need to be on the same machine as the RQM Interface Server.

- Access to a RQM server v1.01 or later. The server can be on any machine on the network; it does not need to be on the same machine as the RQM Interface Server.

The recommended configuration is to install the RQMI server on a different machine to the DOORS database server and the RQM server. The machine on which you install the Integration Server must have:

- Windows 2003 Server SP2 (Enterprise and Standard).

- A DOORS 9.2 (or later) client with the RQM Interface Server and RQM Interface Client options.

• Minimum 1 GB RAM.

System Requirements for the RQM Interface Client

The RQM Interface Client is included in the DOORS 9.2 (or later) client installation program.

For RQM Interface Client system requirements, refer to the DOORS 9.2 (or later) client software system requirements.

Installation prerequisites

Create an RQM User Account

This section assumes a working knowledge of Jazz user administration for RQM.

The RQMI server uses a predefined RQM user account to synchronize data between one or more DOORS databases and RQM. No other people or processes should use this predefined user account when logging in to RQM.

To setup the RQM user account:

1. Log in to the RQM Jazz server using an account with **JazzAdmins** permissions.

2. Go to the Jazz User Administration page.

3. Create a new user account with a User ID of **RQMISVR**. The user account should have **JazzUsers** repository permissions and a **Rational Quality Manager – Quality Manager** client access license.

4. Change the password of the RQMISVR user account. You will be asked to enter this password during the installation of the RQMI server software.

5. Go to the Jazz Project Administration page.

6. Edit each Project Area and add the RQMISVR user as a Member of the project.

    Note: Do not restrict the role-based process permissions of the RQMISVR user account.

    Note: Whenever a new project is created, you will need to add the RQMISVR user a Member of the new project.

Create a DOORS User Account for each DOORS Database Server

This section assumes a working knowledge of DOORS user administration.

The RQMI server uses predefined DOORS user accounts to synchronize data between each DOORS database and RQM. No other people or processes should use these predefined user accounts when logging in to DOORS.

To setup the DOORS user accounts:

1. Start DOORS and log in to the DOORS database using an account with **Create Users** powers.

2. Open the **Manage Users** window.

3. Create a new user account with a Username of **RQMISYNC**. The user account should have no additional powers, and have at least read access to all public projects, modules and views in the database.

4. Change the password of the RQMISYNC user account. You will need this password during the installation of the RQM Interface Server software.

5. Repeat steps 1 to 4 above for each DOORS database server that will integrate with RQM.

Installing the RQM Interface Server

The RQMI server is included in the DOORS 9.2 (or later) client installation program. Refer to the **DOORS Installation Guide** for DOORS installation details. This section outlines the RQMI server installation steps during the DOORS client installation.

To install the RQMI server:

1. Install the DOORS client software on the RQMI server machine. During the installation the **Setup Type** screen will be displayed.

2. On the **Setup Type** screen select **Custom** and click the **Next** button.

3. On the **Custom Setup** screen ensure that both **DOORS** and **Rational Quality Manager Interface Server** are selected. Click the **Next** button.

4. On the **Rational Quality Manager Interface** screen:

   a. Leave the value of the **RQMI Server Port Number** as **7764**. This should only be changed if you are aware of a potential port conflict. DOORS users will need to know the port number when installing the RQMI client software.

   b. Enter the name of the RQM server in the **RQM Server** field.

   c. Enter **RQMISVR** in the **RQM User** field.

   d. Enter the password of the RQMISVR user in the **RQM Password** field.

   e. Enter the RQM server port number in the **RQM Port field.**

   f. Click the **Next** button.

5. On the **RQMI DOORS User** screen:

   a. Enter **RQMISYNC** in the **DOORS User** field.

   b. Enter the password of the RQMISYNC user in the **DOORS User Password** field.

   c. Click the **Next** button.

6. Complete the remainder of the installation according to the instructions in the **DOORS Installation Guide**.

Installing an RQM Interface Client

The RQMI client is included in the DOORS 9.2 (or later) client installation program. Refer to the **DOORS Installation Guide** for DOORS installation details. This section outlines the RQMI client installation steps during the DOORS client installation.

To install an RQMI client:

1. Install the DOORS client software on the users machine. During the installation the **Setup Type** screen will be displayed

2. On the **Setup Type** screen select **Custom** and click the **Next** button.

3. On the **Custom Setup** screen ensure that both **DOORS** and **Rational Quality Manager Interface** are selected. Click the **Next** button.

4. On the **Rational Quality Manager Interface** screen:

   a. Enter the port number of the RQMI server in the **RQMI Server Port Number** field. This will be **7764** unless it was changed by the RQMI system administrator.

   b. Enter the name of the RQMI server in the **RQMI Server** field.

   c. Click the **Next** button.

5. Complete the remainder of the installation according to the instructions in the **DOORS Installation Guide**.

Running the RQMI Server *3*

This chapter contains information on how to run the RQMI server.

- Running the RQMI Server

- Managing the automatic synchronizer

Running the RQMI Server

The RQMI server is a gateway between each DOORS database and RQM. DOORS clients wishing to integrate with RQM will do so via the RQMI server.

Configure RQMI Server Software for Synchronization

During the installation process the RQMI server will be configured for synchronization with the default DOORS database. If your DOORS implementation only consists of one DOORS database server, you can skip this subsection.

If your DOORS implementation consists of multiple DOORS database servers, each DOORS database server (except the server entered during installation) will need to be registered with the RQMI server for synchronization. You only need to do this once after installation of the RQMI server software.

To register the additional DOORS databases with the RQMI server:

1. Open a Command console window on the RQMI server machine.

2. Using the DOS `cd` command, navigate to the folder

    ```
    \Program
    Files\IBM\Rational\DOORS\9.2\RQMInterface\Server\IM\bin\
    ```

    Note: The name of the `\9.2\` folder in the above path will depend on which version of DOORS you have installed.

3. For each DOORS Database server (except the server entered during installation) repeat step 4 below.

4. Execute the command

    ```
    admin -a {DOORS Host} {DOORS Port} {Username} {Password}
    ```

Where:

`{DOORS Host}`	=	Name of the DOORS Database Server. This is displayed on the DOORS login dialog.
`{DOORS Port}`	=	Port number of the DOORS Database Server. This is

displayed on the DOORS login dialog, and is usually 36677.

`{Username}`	=	Username of the DOORS synchronization user account. This will be RQMISYNC.
`{Password}`	=	Password of the DOORS synchronization user account.

5. Close the Command console window.

Starting the RQMI server software

To start the RQMI server software:

1. Start RQM (if it has not been started) and wait for the RQM startup process to complete.

2. From the Windows Start menu select **All Programs > IBM Rational > IBM Rational Tools > IBM Rational DOORS for RQM Interface > RQMI Server Start**.

3. A console window is displayed showing a log of the startup process. When the server has started, the console will display the following log text

   ```
   INFO: Server started with database from build
   v1.01.0001
   ```

   Note: The version number will depend on which version of the RQMI server is installed.

Stopping the RQMI server software

The RQMI server software should be running while RQM is running. If RQM is stopped, then the RQMI server software should also be stopped.

To stop the RQMI server software:

1. From the Windows Start menu select **All Programs > IBM Rational > IBM Rational Tools > IBM Rational DOORS for RQM Interface > RQMI Server Stop**.

   Note: When the RQMI server is stopped, any exports or synchronizations that were in progress will be terminated and have a status of 'Failed'.

Managing the automatic synchronizer

The RQMI Server includes an automatic synchronizer which periodically updates RQM with changes to exported requirements in DOORS. The minimum interval between synchronizations is 10 minutes.

The automatic synchronizer is preconfigured to run at intervals of 1440 minutes (i.e. 24 hours) between synchronization cycles. The time taken to perform a synchronization cycle depends on the volume of data being synchronized.

The automatic synchronizer can be disabled and re-enabled, and the interval between synchronization cycles can be changed.

Disabling the automatic synchronizer

To disable automatic synchronization:

1. Open a Command console window on the RQMI server machine.

2. Using the DOS `cd` command, navigate to the folder

   ```
   \Program
   Files\IBM\Rational\DOORS\9.2\RQMInterface\Server\IM\bin\
   ```

   Note: The name of the `\9.2\` folder in the above path will depend on which version of DOORS you have installed.

3. Execute the command

   ```
   admin -s 0
   ```

4. Close the Command console window.

Re-enabling the automatic synchronizer

To enable automatic synchronization:

1. Open a Command console window on the RQMI server machine.

2. Using the DOS `cd` command, navigate to the folder

   ```
   \Program
   Files\IBM\Rational\DOORS\9.2\RQMInterface\Server\IM\bin\
   ```

   Note: The name of the `\9.2\` folder in the above path will depend on which version of DOORS you have installed.

3. Execute the command

   ```
   admin -s 1
   ```

4. Close the Command console window.

Changing the interval between synchronization cycles

To change the synchronization interval:

1. Open a Command console window on the RQMI server machine.

2. Using the DOS `cd` command, navigate to the folder

   ```
   \Program
   Files\IBM\Rational\DOORS\9.2\RQMInterface\Server\IM\bin\
   ```

   Note: The name of the `\9.2\` folder in the above path will depend on which version of DOORS you have installed.

3. Execute the command

   ```
   admin -s {minutes}
   ```

   Where:

   `{minutes}` = Interval between synchronization cycles in minutes. The minimum value is 10.

   Note: The recommended interval is 1440 minutes (i.e. 24 hours).

4. Close the Command console window.

Understanding the Integration Workflow 4

This chapter contains a summary of the workflow between DOORS and RQM. It is recommended that you read this section before using the RQM Interface.

- Exporting requirements from DOORS to RQM

- Requirements driven testing in RQM

- Synchronizing requirements changes to RQM

- Running a traceability report of test cases to requirements

- Running a requirements test report

Exporting requirements from DOORS to RQM

The workflow begins with the export of a DOORS view to an RQM test plan. The export process is asynchronous, meaning that the DOORS user posts an export request to the RQMI server and is then able to continue working with DOORS while the RQMI server and RQM service the request. The larger the volume of data being exported, the longer it will take the RQMI server and RQM to service the request. The DOORS user is able to check the completion status of the export after the request has been posted.

After a successful export, a new requirement is created in the RQM database for each object in the DOORS view that contains text in the object text field. Objects with no text in the object text field are not exported.

If a DOORS object has previously been exported, any subsequent changes to its object text will result in the corresponding requirement in RQM being updated.

The following table describes the fields of an exported requirement in RQM:

RQM Requirement Field	Description
Status	The Status icon has three possible states: **Updated** : requirement was previously exported to RQM and the object text of the source object in DOORS was subsequently updated. **Removed** : requirement was previously exported to RQM and subsequently deleted in DOORS. **Normal** : (default) requirement is new in RQM or was previously exported to RQM and its object text has not changed in DOORS.
ID	{RQM unique identifier}
Tag	{Blank}
Name	{DOORS object identifier}: {DOORS module name} After a requirement has been exported to RQM the Name will not change, even if the name of the source DOORS module subsequently changes. Clicking the Name hyperlinks to the object in DOORS.
Description	{DOORS object text} OLE objects are represented as '>> OLE object'. DOORS tables are represented as '>> DOORS Table'.
Owner	'Unassigned'

Requirements driven testing in RQM

The RQM user opens the test plan in RQM containing the exported requirements, and associates test cases to each requirement. Execution records are generated for each test case and tests are conducted in the usual way, with the results recorded against the execution records.

Note: In 'Step 1' of the RQM 'Generate Test Execution Records' screen the 'Test Plan' defaults to 'Unassigned'. Ensure that the correct test plan is selected when creating the test execution records.

Synchronizing requirements changes to RQM

After a set of DOORS objects have been exported to RQM, the object text of some of the objects may change. The synchronization process ensures that theses changes are propagated to RQM.

The synchronization process is run periodically and its duration increases with the volume of data that has been exported to RQM. The interval between each synchronization cycle can be configured on the RQMI server. The default interval is 24 hours.

Running a traceability report of test cases to requirements

The DOORS user is able to generate a traceability report of DOORS objects to RQM test plans and test cases. The traceability report is based on the unfiltered list of objects in the DOORS module.

Generating the traceability report also creates/updates DOORS external links from objects in DOORS to their linked test cases in RQM.

Caution: The traceability report identifies test plans by the name. When viewing the traceability report be aware that RQM does allow duplicate test plan names within the same project.

The traceability report consists of the following DOORS columns:

DOORS Column	Description
ID	`{DOORS object id}`
	`{Object heading}` `{Object text}`

Test Plan and Test Cases	The following format is repeated for each project and the test plans within it:
	
	`{RQM project name}`
	  `{test plan name}`
	    `{test case id}:{test case name}`
	    `:`
	    `{test case id}:{test case name}`

Running a requirements test report

The DOORS user is able to generate a test report showing the test coverage and statement of quality for exported objects. The list of objects in the test report is based on the objects in the exported view.

The following table describes the column values in the test report for each exported object:

DOORS Column	Description
ID	`{DOORS object id}`
	`{Object heading}` `{Object text}`

Test Cases	The linked test cases in the test plan with the rolled up verdict in the format:
	
	`({test case id}){test case name}:`
	`{verdict}`

Test Status	The test status provides an indication of test coverage. The three possible values are:

DOORS Column	Description
	{blank} : No linked test cases. **Approved** : All linked test cases are approved. **Not Approved** : Not all linked test cases are approved.
Verdict	The rolled up statement of quality for the DOORS object based on the last run of each test execution record for linked test cases.
Passed Deferred Incomplete Inconclusive Error Partially Blocked Blocked Failed Perm Failed	The status columns show the number of test execution records for each linked test case where the verdict of the last run matches the status column name. The format is: {test case id}:{number of execution records with matching verdict} of {total number of execution records} e.g. 231: 2 of 6
Verdict Changed	Identifies whether the Verdict has changed since the last run. A 'Yes' is not overwritten when the report is re-run. However, the DOORS user is able to clear the value in this column.

In the test report, the test status and results are rolled up to parent objects with heading text but no object text. The following table describes the column values in the test report for each rolled up parent object:

DOORS Column	Description
ID	{DOORS object id}
	{Object heading}
Test Cases	{blank}
Test Status	Rolled up test coverage. The four possible values are: **{blank}** : All child objects have a blank status. **Mixed Status** : Child objects have different statuses. **Approved** : All child objects have approved status. **Not Approved** : All child objects are not approved.
Verdict	Rolled up statement of quality.
Passed	The status columns show the number of linked test cases where the rolled up Verdict matches the status column name.
Deferred	
Incomplete	
Inconclusive	
Error	
Partially Blocked	
Blocked	
Failed	
Perm Failed	
Verdict Changed	Identifies whether the rolled up Verdict has changed since the last run.

Using the RQM Interface 5

This chapter contains information for DOORS users on how to use the RQM Interface. It is recommended that you read the previous section before reading this section.

- How to export requirements to RQM

- How to initiate a synchronization

- How to run a traceability report

- How to run a test report

How to export requirements to RQM

The export process consists of two phases.

The first phase involves the DOORS user initiating and posting the export request to the RQMI server. During this phase a progress bar is displayed while the data for export is packaged prior to posting. The DOORS user is able to cancel the export by clicking the **Cancel** button on the progress bar window.

The second phase starts when the export request has been posted to the RQMI server. This phase is asynchronous, meaning that the DOORS user is then able to continue working with DOORS while the data is being exported to RQM. This phase cannot be cancelled by the DOORS user.

Larger DOORS modules take longer to process (during both phases) than smaller DOORS modules. The DOORS user is able to check the completion status of the export after the request has been posted.

Export a DOORS view to RQM

To perform an export, the DOORS user filters a DOORS module so that only the objects to be exported are listed. The filtered list is saved as a public DOORS view and the view is exported to an existing or new RQM test plan.

After a successful export, a new requirement is created in the RQM database for each object in the DOORS view that contains text in the object text field. Objects with no text in the object text field are not exported. The exported requirements are linked to the RQM test plan specified at the time of export.

To export a DOORS view to an RQM test plan:

1. Open a DOORS module.

2. Use the module filter to only include the objects to be exported to RQM.

3. Save the filtered module as a public DOORS view (ensure that the **Access to this view** option on the **Save as** dialog is set to **Public**).

4. From the module menu select **RQM > Export to RQM**. After a short delay the **Test Plan** dialog is displayed.

5. The first pick-list on the dialog contains a list of projects in RQM. The pick-list defaults to the first project in the list. If the target project for export is not selected, select it from the pick-list.

6. You are able to export the objects in the view to an existing RQM test plan or a new RQM test plan.

   a. To export to an existing RQM test plan, select the test plan from the pick-list below the **Select a test plan from the list** option.

   b. To export to a new RQM test plan, click the **To create a new test plan, enter the name of the new test plan** option and enter the test plan name in the enabled text box.

7. Click the **Export** button. A progress bar will be displayed while the data is packaged for export.

8. After the export request has been posted to the RQMI server, a confirmation message is displayed. Read the message and then click **OK**.

9. The exported data will now be processed by the RQMI server, and then sent to RQM for import to the test plan. To check the status of the export, from the module menu select **RQM > View Export Status**.

10. When the export process has completed successfully, the **RQM > View Export Status** option will display a dialog showing the export status as '**Completed**'. The dialog has a **Go to URL** button which opens the target test plan in RQM. The dialog also has a **Copy URL** button which copies the RQM test plan URL to the windows clipboard.

Clear the association between a DOORS view and an RQM test plan

A DOORS view is permanently associated to the RQM test plan to which the view was exported. A DOORS view can only be associated with one RQM test plan. If you decide that the view should no longer be associated to the test plan, you can clear the test plan association. Clearing the test plan association removes the exported requirements from the RQM test plan, and allows the view to be exported to another test plan.

To clear the views test plan association:

1. In a DOORS module select an exported view.

2. From the module menu select **RQM > Clear Test Plan Association**.

3. Read the message and click **Yes** to proceed.

4. The test plan association will be cleared and a confirmation message is displayed. Click **OK** on the confirmation message.

5. If a traceability report was generated prior to clearing the test plan, then the traceability attributes and external links can be cleared by running the traceability

   Note: If a traceability report was run prior to clearing the test plan, then the traceability attributes and external links can be cleared by rerunning the traceability report.

How to initiate a synchronization

After a DOORS view has been exported to RQM, changes to the exported DOORS objects are propagated to RQM periodically by the automatic synchronizer. The period between synchronization cycles defaults to 24 hours, but can be configured by the RQMI system administrator. The DOORS user is able to force an immediate synchronization request by re-exporting the DOORS view.

To re-export a DOORS view containing changes:

1. In a changed DOORS module select an exported view.

2. From the module menu select **RQM > Export to RQM**. After a short delay the **Test Plan** dialog is displayed with the options disabled and the test plan name selected.

3. Click the **Export** button. A progress bar will be displayed while the data is packaged for export.

4. After the export request has been posted to the RQMI server, a confirmation message is displayed. Read the message and then click **OK**.

5. The exported data will now be processed by the RQMI server, and then sent to RQM for update. To check the status of the export, from the module menu select **RQM > View Export Status**.

6. When the export process has completed successfully, the **RQM > View Export Status** option will display a dialog showing the export status as

'**Completed**'. The dialog has a **Go to URL** button which opens the target test plan in RQM. The dialog also has a **Copy URL** button which copies the RQM test plan URL to the windows clipboard.

How to run a traceability report

The traceability report is based on the unfiltered list of objects in the DOORS module, and shows the linked RQM test plans and test cases. Running the traceability report also creates/updates DOORS external links from objects in DOORS to their linked test cases in RQM.

To run a traceability report:

1. Open a DOORS module containing one or more views that have been exported to RQM.

2. From the module menu select **RQM > Run Traceability Report**. A progress bar is displayed while the report is being run.

3. When the report has been generated a confirmation message is displayed. Click the **OK** button.

4. If required, you can save the report as a DOORS view.

How to run a test report

The test report is based on the filtered list of objects in an exported DOORS view. The report shows the test coverage and statement of quality of exported objects.

To run a test report:

1. In a DOORS module select an exported view.

2. From the module menu select **RQM > Run Test Report**. A progress bar is displayed while the report is being run.

3. When the report has been generated a confirmation message is displayed. Click the **OK** button.

4. If required, you can save the report as a DOORS view.

5. The `Verdict Changed` column contains 'Yes' for any objects where the verdict changed since the last time the report was run.

   a. To clear the `Verdict Changed` for individual objects, in the test report delete the value from the `Verdict Changed` field of each object.

   b. To clear the `Verdict Changed` for all objects in the report, select the exported view and then from the module menu select **RQM > Clear All Verdict Changed**.

System Administration 6

This chapter contains information for the RQMI System Administrator.

- Changing the RQM server properties

- Changing the RQM user credentials

- Changing the DOORS database server properties and user credentials

- Changing the RQMI server name and port number

- Backing up and restoring the RQMI server database

- Changing the logging level

Changing the RQM server properties

Occasion may arise when you need to change the RQM server name or port number. For example, a port conflict may require a port number change, or the RQM database may be moved to a new machine.

To change the RQM server name and port number:

1. Stop the RQMI server.

2. On the RQMI server machine use Windows Notepad to open the file `server.properties` in the folder

   `\Program Files\IBM\Rational\DOORS\9.2\RQMInterface\Server\IM\conf\`

   Note: The name of the `\9.2\` folder in the above path will depend on which version of DOORS you have installed.

3. Change the value of the `rqm.server.hostname` property to the new RQM server name.

4. Change the value of the `rqm.server.portno` property to the new RQM server name.

5. Save the file and close Windows Notepad.

6. Restart the RQMI server.

Changing the RQM user credentials

If the password of the RQMISVR user account on RQM changes, the configuration on the RQM server must be updated. The configuration should also be updated if there is a need to use a different user account.

To change the RQM user name:

1. Stop the RQMI server.

2. On the RQMI server machine use Windows Notepad to open the file `server.properties` in the folder

   `\Program Files\IBM\Rational\DOORS\9.2\RQMInterface\Server\IM\conf\`

   Note: The name of the `\9.2\` folder in the above path will depend on which version of DOORS you have installed.

3. Change the value of the `rqm.login.j_username` property to the new RQM user name.

4. Save the file and close Windows Notepad.

5. Restart the RQMI server.

To change the RQM password:

1. Stop the RQMI server.

2. Open a Command console window on the RQMI server machine.

3. Using the DOS `cd` command, navigate to the folder

   `\Program Files\IBM\Rational\DOORS\9.2\RQMInterface\Server\IM\bin\`

   Note: The name of the `\9.2\` folder in the above path will depend on which version of DOORS you have installed.

4. Execute the command

   `admin -p {Password}`

   Where:

   `{Password}`   =   The password of the RQM user account.

5. Restart the RQMI server.

Changing the DOORS database server properties and user credentials

Occasion may arise when you need to change the DOORS database server name, port number, user name or password. For example, a port conflict may require a port number change, the DOORS database may be moved to a new machine, or the DOORS password may change.

To change the DOORS database server properties or DOORS user credentials:

1. Stop the RQMI server.

2. Open a Command console window on the RQMI server machine.

3. Using the DOS `cd` command, navigate to the folder

   ```
   \Program
   Files\IBM\Rational\DOORS\9.2\RQMInterface\Server\IM\bin\
   ```

   Note: The name of the `\9.2\` folder in the above path will depend on which version of DOORS you have installed.

4. Execute the command

   ```
   admin -m {Old DOORS Host} {Old DOORS Port} {New DOORS
   Host} {New DOORS Port} {New Username} {New Password}
   ```

   Where:

`{Old DOORS Host}`	=	The previous DOORS Database server name.
`{Old DOORS Port}`	=	The previous DOORS Database port number.
`{New DOORS Host}`	=	The new DOORS Database server name. This is displayed on the DOORS login dialog.
`{New DOORS Port}`	=	The new DOORS Database port number. This is displayed on the DOORS login dialog.
`{New Username}`	=	Username of the DOORS synchronization user account. If this hasn't changed it will be RQMISYNC.
`{New Password}`	=	Password of the DOORS synchronization user account.

5. Restart the RQMI server.

Changing the RQMI server name and port number

Occasion may arise when you need to change the configured RQMI server name or port number. For example, a port conflict may require a port number change, or you may need to use an IP address for the RQMI server name.

To change the RQMI server name and port number:

1. Stop the RQMI server and close DOORS on each client machine.

2. On each client machine use Windows Notepad to open the file `client.properties` in the folder

   `\Program Files\IBM\Rational\DOORS\9.2\RQMInterface\Client\IM\conf\`

   Note: The name of the `\9.2\` folder in the above path will depend on which version of DOORS you have installed.

3. Change the value of the `rqmi.server.host` property to the new RQMI server name or IP address. The value must be in lowercase.

4. Change the value of the `rqmi.server.port` property to the new RQMI port number. This should be an unblocked and free port on the RQMI server.

   Note: The port number must be between 1024 and 65535.

5. Save the file and close Windows Notepad.

6. On the RQMI server machine use Windows Notepad to open the file `server.properties` in the folder

   `\Program Files\IBM\Rational\DOORS\9.2\RQMInterface\Server\IM\conf\`

   Note: The name of the `\9.2\` folder in the above path will depend on which version of DOORS you have installed.

7. If the `rqmi.this.host` property is missing then add the property. Set the value of the property to the same value entered for the `rqmi.server.host` property in the `client.properties` file on the clients (step 3 above). The value must be in lowercase.

   Note: You should only add or change the `rqmi.this.host` property if you have specified an IP address or a fully qualified machine name in step 3 above.

8. Change the value of the `rqmi.server.port` property to the new RQMI port number (see step 4 above).

9. If the `rqmi.server.port2` property is missing then add the property. Set the property to a new port number that is unblocked and available on the RQMI server. If the property is not specified, it will default to 7765.

    Note: The port numbers must be between 1024 and 65535.

10. Save the file and close Windows Notepad.

Backing up and restoring the RQMI server database

The RQMI server uses an Apache Derby database to store the Ids and timestamps of the DOORS objects exported to RQM. The data in the RQMI server database mirrors the data exported to RQM. Hence, the RQMI server database should be backed up whenever the RQM database is backed up, and the RQMI server database should be restored whenever the RQM database is restored.

The RQMI server database is located in the folder

`\Program Files\IBM\Rational\DOORS\9.2\RQMInterface\Server\rqmdrsDB`

Note: The name of the `\9.2\` folder in the above path will depend on which version of DOORS you have installed.

IMPORTANT:

- Backup the RQMI server database whenever the RQM database is backed up.

- Restore the RQMI server database whenever the RQM database is restored.

- Consider using a consistent file naming convention for RQM and RQMI server backup files, so that the two files can easily be associated.

- Consider automating the backup process for RQM and the RQMI server.

To backup the RQMI server database to a backup file:

1. Open a Command console window on the RQMI server machine.

2. Using the DOS `cd` command, navigate to the folder

    `\Program Files\IBM\Rational\DOORS\9.2\RQMInterface\Server\IM\bin\`

    Note: The name of the `\9.2\` folder in the above path will depend on which version of DOORS you have installed.

3. Execute the command

    `admin -e "{backup filename}"`

    `e.g. admin -e "c:\backups\rqmi\rqmi_2jan09.zip"`

Where:

`{backup filename}` = The full path and filename of the target backup file. The filename extension should be `.zip`.

To restore the RQMI server database from a backup file:

1. Stop the RQMI server.

2. Open a Command console window on the RQMI server machine.

3. Using the DOS `cd` command, navigate to the folder

   ```
   \Program
   Files\IBM\Rational\DOORS\9.2\RQMInterface\Server\IM\bin\
   ```

   Note: The name of the `\9.2\` folder in the above path will depend on which version of DOORS you have installed.

4. Execute the command

   ```
   admin -i "{backup filename}"
   ```

   ```
   e.g. admin -i "c:\backups\rqmi\rqmi_2jan09.zip"
   ```

   Where:

   `{backup filename}` = The full path and filename of the backup file.

5. When the restore has completed, the previous database folder will have been renamed to `rqmdrsDB-yymmddhhnnss`, e.g. `rqmdrsDB-090214132648`.

6. Restart the RQMI server.

Changing the logging level

The RQMI server outputs execution information to log files in the folder

```
\Program Files\IBM\Rational\DOORS\9.2\RQMInterface\Server\IM\logs
```

There are two logging levels.

Logging level 1 logs errors and minimal execution information. This is the default logging level and should not be changed unless asked to so by IBM Support.

Logging level 2 logs errors and full execution information. At this logging level the size of the log files increases very quickly. IBM Support may ask for logging to be set to level 2 to help with the diagnosis of a support incident. After the logs have been copied and sent to IBM, the log files should be deleted and the logging level set back to 1.

To change the logging level:

1. Stop the RQMI server.

2. On the RQMI server machine use Windows Notepad to open the file `server.properties` in the folder

```
\Program Files\IBM\Rational\DOORS\9.2\RQMInterface\Server\IM\conf\
```

Note: The name of the `\9.2\` folder in the above path will depend on which version of DOORS you have installed.

3. Change the value of the `integration.logging.level` property to the required logging level (i.e. `1` or `2`).

4. Save the file and close Windows Notepad.

5. Restart the RQMI server.

Contacting Support   **7**

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 System Architect 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.

Before you contact Support, gather the background information that you will need to describe your problem. When describing a problem to an IBM software support specialist, be as specific as possible and include all relevant background information so that the specialist can help you solve the problem efficiently. To save time, know the answers to these questions:

- What software versions were you running when the problem occurred?

- Do you have logs, traces, or messages that are related to the problem?

- Can you reproduce the problem? If so, what steps do you take to reproduce it?

- Is there a workaround for the problem? If so, be prepared to describe the workaround.

Other information

For Rational software product news, events, and other information, visit the IBM Rational Software Web site.

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