



Text Formatting in IBM Rational Focal Point

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About Text Formatting in IBM Rational Focal Point

In Rational Focal Point, special tags may be used in text attributes to format the text, e.g. rendering parts of the text in bold, italic or underlined. You can enter formatted text either by using these tags directly, or by using the built-in editor capabilities of text attributes. The editor can be enabled for text attributes using the Formatting option in the attribute settings.

All Focal Point text tags are surrounded by brackets: []. Most of the tags require both a start and an end tag, but a few of them does not require an end tag. See table below for more details.

The way of formatting text is important when integrating with other applications. Depending on the application used to display the text, the Focal Point text tags may be translated to another markup language, e.g. HTML, or simply removed to display text without formatting. Of course, anything in between is also possible. Integrations that want to take advantage of text formatting in Focal Point text attributes need to be able to interpret the different formatting tags supported by Focal Point.

The following table contains all valid text tags, their meaning and if an end tag is required:

Tag	Meaning	End tag required
B	Bold	Yes
I	Italic	Yes
U	Underlined	Yes
S	Strike through	Yes
H1	Heading level 1	Yes
H2	Heading level 2	Yes
H3	Heading level 3	Yes
H4	Heading level 4	Yes
H5	Heading level 5	Yes
H6	Heading level 6	Yes
PRE	Preformatted text	Yes
ADDRESS	Address	Yes
STRONG	Strong	Yes
OL	Ordered list	Yes
UL	Unordered list	Yes
LI	List item	Yes
BLOCKQUOTE	Block quote	Yes
URL	Hyperlink	Yes
P	Paragraph	No
HR	Horizontal rule	No

Tags may be intermingled, and a tag starting inside another tag may end before or after the first tag ends.

The URL tag

The URL tag has an alternative format that differs from the other types of tags. While it can be used just like all other tags, the alternative format allows for adding a link title to be displayed instead of the link value itself. E.g. you may want to display a short title instead of a long, complicated HTTP link.

The normal URL tag looks like this:

```
[URL]http://www.ibm.com/[/URL]
```

The alternative format looks like this:

```
[URL=IBM]http://www.ibm.com/[/URL]
```

The alternative format in the example above would hint to the tool that renders the text that the link title IBM should be displayed instead of the link itself. If the tool that renders the text has no way of displaying a clickable link, it is recommended that the link is displayed instead of the title.

Examples

Example text with a few tags:

```
The [B]quick [I]brown[/I][B] [S]fox[/S] [U]jumps[/U] over  
the lazy dog.
```

The above example text could be rendered like this:

The **quick brown fox jumps** over the lazy dog.

Another example:

```
Information about the products can be found on the  
[URL=IBM]http://www.ibm.com/[/URL] website.
```

This second example could be rendered like this:

Information about the products can be found on the [IBM](http://www.ibm.com/) website.

Some clients would just remove the tags and render the text without formatting, which is also OK. However, if the text is sent back and forth between Rational Focal Point and another tool, both tools must handle the tags in the same way for formatting information to be retained.

More information

Contacting IBM Rational Software Support

If the self-help resources have not provided a resolution to your problem, you can contact IBM® Rational® Software Support for assistance in resolving product issues.

Note If you are a heritage Telelogic customer, a single reference site for all support resources is located at <http://www.ibm.com/software/rational/support/telelogic/>

Prerequisites

To submit your problem to IBM Rational Software Support, you must have an active Passport Advantage® software maintenance agreement. Passport Advantage is the IBM comprehensive software licensing and software maintenance (product upgrades and technical support) offering. You can enroll online in Passport Advantage from <http://www.ibm.com/software/lotus/passportadvantage/howtoenroll.html>

•To learn more about Passport Advantage, visit the Passport Advantage FAQs at http://www.ibm.com/software/lotus/passportadvantage/brochures_faqs_quickguides.html.

•For further assistance, contact your IBM representative.

To submit your problem online (from the IBM Web site) to IBM Rational Software Support, you must additionally:

•Be a registered user on the IBM Rational Software Support Web site. For details about registering, go to <http://www.ibm.com/software/support/>.

•Be listed as an authorized caller in the service request tool.

Submitting problems

To submit your problem to IBM Rational Software Support:

1. Determine the business impact of your problem. When you report a problem to IBM, you are asked to supply a severity level. Therefore, you need to understand and assess the business impact of the problem that you are reporting.

Use the following table to determine the severity level:

Severity	Description
1	The problem has a <i>critical</i> business impact: You are unable to use the program, resulting in a critical impact on operations. This condition requires an immediate solution.
2	This problem has a <i>significant</i> business impact: The program is usable, but it is severely limited.
3	The problem has <i>some</i> business impact: The program is usable, but less significant features (not critical to operations) are unavailable.
4	The problem has <i>minimal</i> business impact: The problem causes little impact on operations or a reasonable circumvention to the problem was

implemented.

2. Describe your problem and gather background information. When describing a problem to IBM, be as specific as possible. Include all relevant background information so that IBM Rational Software Support specialists 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?

To determine the exact product name and version, use the option applicable to you:

- Start the IBM Installation Manager and select **File > View Installed Packages**.

Expand a package group and select a package to see the package name and version number.

- Start your product, and click **Help > About** to see the offering name and version number.

- What is your operating system and version number (including any service packs or patches)?

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

- Can you recreate the problem? If so, what steps do you perform to recreate the problem?

- Did you make any changes to the system? For example, did you make changes to the hardware, operating system, networking software, or other system components?

- Are you currently using a workaround for the problem? If so, be prepared to describe the workaround when you report the problem.

3. Submit your problem to IBM Rational Software Support. You can submit your problem to IBM Rational Software Support in the following ways:

- Online:** Go to the IBM Rational Software Support Web site at <https://www.ibm.com/software/rational/support/> and in the Rational support task navigator, click Open Service Request. Select the electronic problem reporting tool, and open a Problem Management Record (PMR), describing the problem accurately in your own words.

For more information about opening a service request, go to

<http://www.ibm.com/software/support/help.html>

You can also open an online service request using the IBM Support Assistant. For more information, go to <http://www.ibm.com/software/support/isa/faq.html>.

- By phone:** For the phone number to call in your country or region, go to the IBM directory of worldwide contacts at <http://www.ibm.com/planetwide/> and click the name of your country or geographic region.

Through your IBM Representative: If you cannot access IBM Rational Software Support online or by phone, contact your IBM Representative. If necessary, your IBM Representative can open a service request for you. You can find complete contact information for each country at <http://www.ibm.com/planetwide/>.

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