



Telelogic Synergy for Eclipse Interface Help

Version 4.1.0

This product includes software developed by Eclipse Project (<http://www.eclipse.org/>)

Before using this information, be sure to read the general information under [Appendix](#), “Notices”, on page 7.

This edition applies to **VERSION 4.1, TELELOGIC SYNERGY FOR ECLIPSE INTERFACE (product number 5724V66)** and to all subsequent releases and modifications until otherwise indicated in new editions.

© Copyright IBM Corporation 2005, 2008

US Government Users Restricted Rights – Use, duplication, or disclosure restricted by GSA ADP Schedule Contract with IBM Corp.

TABLE OF CONTENTS

| | |
|---|-----------|
| Introduction..... | 6 |
| About the Integration | 6 |
| Assumptions..... | 6 |
| Features | 6 |
| How the Integration Works..... | 6 |
| Audience | 7 |
| Notices | 7 |
| What's New? | 9 |
| Product Requirements..... | 9 |
| Installation Instructions..... | 9 |
| Install Synergy..... | 9 |
| Install Eclipse | 9 |
| Install the Integration..... | 9 |
| Telelogic Update Site..... | 9 |
| Local Installation | 10 |
| Eclipse Customization | 10 |
| Open Telelogic Synergy Perspective..... | 10 |
| Make Telelogic Synergy the Default Perspective | 11 |
| Activate Synergy Toolbar..... | 12 |
| Activate Synergy Repository View..... | 13 |
| Activate Synergy Task View..... | 14 |
| Activate Synergy History View | 15 |
| Activate Synergy Change Request View | 16 |
| Activate Synergy Console View..... | 17 |
| Project Setup and Data Migration..... | 18 |
| Build your Application in Eclipse..... | 18 |
| Migrate to Synergy..... | 18 |
| Migrate using Synergy | 18 |
| Migrate from within Eclipse | 19 |
| Rebuild and Baseline Your Project | 22 |
| Setting Up a Development Project | 23 |
| Release a project..... | 24 |
| Getting Familiar with the Integration..... | 25 |
| Synergy Repository View | 25 |
| Create a Synergy Connection..... | 26 |
| Set a Connection as the Default..... | 30 |
| Clear the Default Connection..... | 30 |
| Modify a Synergy Connection | 31 |
| View/Modify Object Properties | 32 |
| Start a Synergy Connection..... | 33 |
| Open Projects..... | 34 |
| Check Out Projects..... | 35 |

| | |
|--|----|
| Stop Synergy Connection | 36 |
| Delete a Synergy Connection | 37 |
| Show in History View | 38 |
| Compare with Predecessor | 38 |
| Synergy Task View | 39 |
| Add a New Query | 40 |
| Create a New Task | 41 |
| Set a Default Task | 42 |
| Clear a Default Task | 43 |
| Complete a Task | 44 |
| View or Modify Task Properties | 45 |
| View or Modify Object Properties | 47 |
| Show History | 49 |
| Refresh View | 49 |
| Compare with Predecessor | 49 |
| Synergy Toolbar and Menu | 50 |
| Select Task | 51 |
| Create a Task | 52 |
| Complete a Task | 52 |
| Show Task Properties | 53 |
| Check Out a Project | 54 |
| Open a Project | 55 |
| Show Synergy | 56 |
| Synergy Change Request View | 57 |
| Create a New Task | 58 |
| Resolve CR | 59 |
| View Object Properties | 61 |
| Complete a Task | 61 |
| Set a Default Task | 63 |
| Compare with Predecessor | 63 |
| Configuring Displayed Change Request Attributes | 65 |
| Synergy History View | 66 |
| Open History View | 66 |
| Show/Hide Multi-line Comment | 67 |
| Show Parallel Mode | 67 |
| Synergy History Settings | 67 |
| Select Sort Column and Sort Order | 68 |
| Use Version | 68 |
| Compare Version | 68 |
| Manual Merge | 70 |
| Automatic Merge | 71 |
| Merge and Keep Current Version | 72 |
| Merge and Replace Current Version | 73 |
| Refresh | 74 |
| Mylyn Views | 74 |
| Mylyn Task Repositories View | 74 |
| Mylyn Task List View | 74 |
| Synergy Mylyn Task Editor | 76 |
| Synergy Team Preferences | 79 |
| Label Decorators | 81 |
| Synergy Console View | 82 |

| | |
|--|------------|
| Synergy Offline Mode | 82 |
| Daily Development | 83 |
| How to Use Task-Based CM | 84 |
| How to check out | 85 |
| How to check in | 85 |
| How to undo check out | 86 |
| How to view/modify a project, file, and folder properties | 87 |
| Project Properties | 87 |
| File/Folder Properties | 88 |
| How to add files to Synergy | 89 |
| How to remove files from Synergy | 89 |
| How to get latest version | 89 |
| How see project conflicts | 90 |
| How to see History of objects | 90 |
| From Synergy Repository View | 91 |
| From Synergy Task View | 92 |
| From Synergy Change Request View | 92 |
| From Workspace View | 93 |
| How to use drag and drop | 94 |
| Changing task associations for files and folders | 94 |
| Changing CR associations for tasks | 94 |
| How to use cut/copy/paste | 94 |
| Changing task associations for files and folders | 94 |
| Changing CR associations for tasks | 95 |
| How to synchronize a work area | 95 |
| How to work with multiple Synergy databases | 96 |
| How to use Eclipse Re-factor | 96 |
| How to use a version of a file/folder | 97 |
| How to compare versions of a file/folder | 98 |
| How to check out a project hierarchy in Eclipse | 99 |
| How to open a project hierarchy in Eclipse | 100 |
| How to check out more than one version of a project | 101 |
| How to open more than one working version of a project | 101 |
| How to view the error log | 102 |
| How to use context sensitive help | 102 |
| How to use Eclipse Team Project Sets - Export and Import | 104 |
| Export Team Project | 104 |
| Import Team Project | 105 |
| How to pick a date | 109 |
| Tracing and Debugging | 109 |
| Conversion Process for Eclipse 1.0 projects | 110 |
| Contacting IBM Rational Software Support | 110 |

Introduction

About the Integration

The Telelogic® Synergy for Eclipse™ Interface gives you change management support through insulated and build management work areas, provides task-based configuration management (CM) support, and supports source code control operations on project files directly from Eclipse. This integration lets you control and set up your Eclipse projects in Synergy.

Assumptions

Before using this document, you should have a basic understanding of how to use Eclipse and Synergy. If you are unfamiliar with Eclipse, you should go through the tutorial and online help of Eclipse.

For more information about Eclipse, refer to: <http://www.eclipse.org/>

You should also have a conceptual and practical understanding of Synergy. You should understand task-based CM and be able to perform developer or build manager operations.

If you need more information about Synergy, refer to the following documentation, which is available on the Synergy support web site: <http://support.telelogic.com/synergy>

- For terms, concepts, and methodology, refer to the *Introduction to Synergy*.
- For information about build management-level operations, refer to the *Build Manager's Guide*.
- For a description of Synergy dialog boxes, commands, and default settings, refer to the Synergy Help.

You should read this entire document before using the integration. Knowing all of the features before you integrate your data will help ensure a seamless, efficient integration.

Features

The integration lets you use the source code control and task-based CM operations from the Eclipse development IDE. You can configure the integration to use multiple Synergy databases.

Refer to [Conversion Process for Eclipse 1.0 Projects](#) if you want to see instructions about the conversion process for Eclipse 1.0 projects.

How the Integration Works

Eclipse provides a **Team** programming interface that allows repository providers to develop plug-ins and expose their version control operations inside Eclipse IDE. This integration is available in the form of a set of plug-ins and provides most common and advanced Synergy operations.

The Integration can connect to multiple Synergy databases using **Synergy Connections**. A **Synergy Connection** uniquely represents a Synergy database. When you start a **Synergy Connection**, a corresponding Synergy session is started. A **Synergy Connection** is required by the integration to be able to connect to the Synergy database.

Users will need to customize their perspective to see the **Synergy Task** menu and **Synergy Task** toolbar. Users may open the Synergy Console and Synergy Repository view.

Alternatively, users can use **Telelogic Synergy Perspective**, to open commonly used views required to work in a team environment.

The **Mylyn Task List** and **Task Repository** views can be configured to connect to Synergy databases and interact with Synergy tasks.

Audience

The Telelogic Synergy for Eclipse Interface is for Eclipse developers.

Notices

© Copyright IBM Corporation 2005, 2008

U.S. Government Users Restricted Rights – Use, duplication, or disclosure restricted by GSA ASP Schedule Contract with IBM Corp.

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

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

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

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

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

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law:

INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions. Therefore, this statement may not apply to you.

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

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

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

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

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

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

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

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

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

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

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

Trademarks

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

Eclipse is a trademark of the Eclipse Foundation, Inc.

Java is a trademark or registered trademark of Sun Microsystems, Inc. in the United States and other countries.

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

What's New?

This version of the integration includes the following changes.

- This version provides compatibility with Mylyn 3.0.

Product Requirements

The following products are required to run the Synergy and Eclipse integration:

- Synergy 6.5SP2 or Synergy 7.0
- Eclipse 3.3, Eclipse 3.4, or Rational® Application Developer for Websphere® 7.5
- Telelogic Synergy for Eclipse Interface version 4.1.0
- Telelogic Change™ 5.0 or 5.1 (optional)

Installation Instructions

Install Synergy

Refer to the installation instructions for Synergy in the Synergy Installation Guide for Windows or the Synergy Installation Guide for UNIX.

Install Eclipse

You can download Eclipse from <http://www.eclipse.org/>. Refer to the Installation instructions for installation information.

Install the Integration

Follow the steps below to install the integration:

Telelogic Update Site

1. Start Eclipse, go to **Help->Software Updates->Find and Install...**
2. Choose **Search for new features to install** and click **Next**.
3. Click **New Remote Site** and enter Telelogic for the name and <http://download.boulder.ibm.com/ibmdl/export/pub/software/rational/telelogic/eclipse> for the URL.
4. Click **OK**, then click **Finish**.
5. Find Telelogic Synergy for Eclipse Interface 4.1.0 in the list of available features and select the checkbox.
6. Click **Next**.
7. Accept the license agreement and click **Next**.
8. Click **Finish**.
9. Click **Install All**.
10. When prompted to restart Eclipse, click **Yes**.

Local Installation

1. Download the Telelogic Synergy for Eclipse Interface 4.1.0. The integration is available in the form of a zip file `eclipse330_410.zip`.
2. Unzip the zip file to a temporary directory.
3. Start Eclipse, go to **Help->Software Updates->Find and Install...**
4. Choose **Search for new features to install** and click **Next**
5. Click **New Local Site** and browse to the temporary directory where you unzipped the files.
6. Click **OK**, then **Finish**.
7. Find Telelogic Synergy for Eclipse Interface 4.1.0 in the list of available features and select the checkbox.
8. Click **Next**.
9. Accept the license agreement and click **Next**.
10. Click **Finish**.
11. Click **Install All**.
12. When prompted to restart Eclipse, click **Yes**.

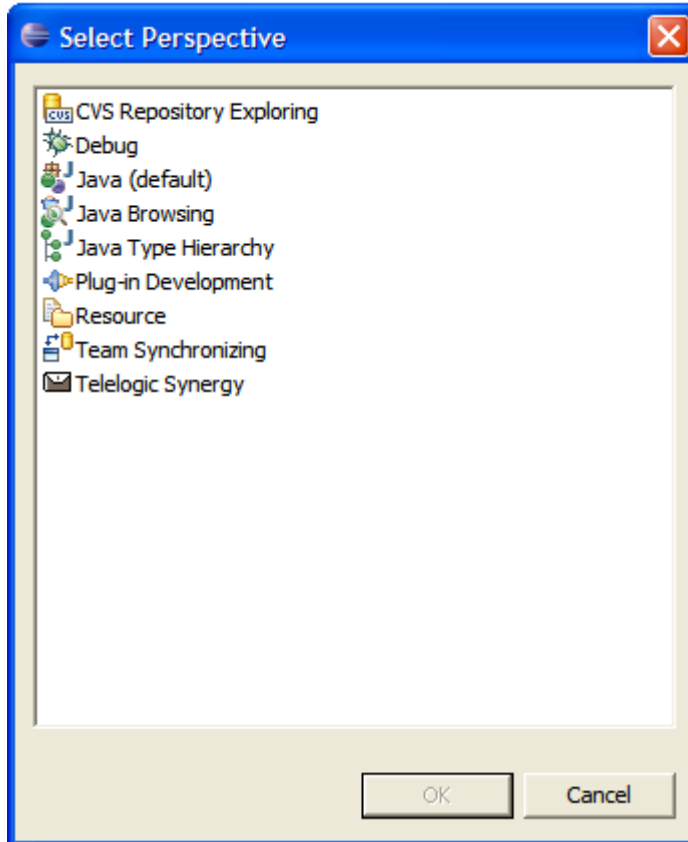
Eclipse Customization

After you have successfully installed the integration, you may need to customize Eclipse to view the Synergy drop-down toolbar and other views offered by the integration.

Open Telelogic Synergy Perspective

A perspective defines the initial set and layout of views in the Workbench window. It provides a set of capabilities aimed at accomplishing a specific type of task or working with specific types of resources. This integration offers a perspective which opens and arranges views necessary to do `JAVA™` development and perform **Team** operations with Synergy.

To open this perspective, bring up **Select Perspective** dialog box as shown below. You can open this dialog box from the **Window** menu, click **Open Perspective**, and then click **Other**.



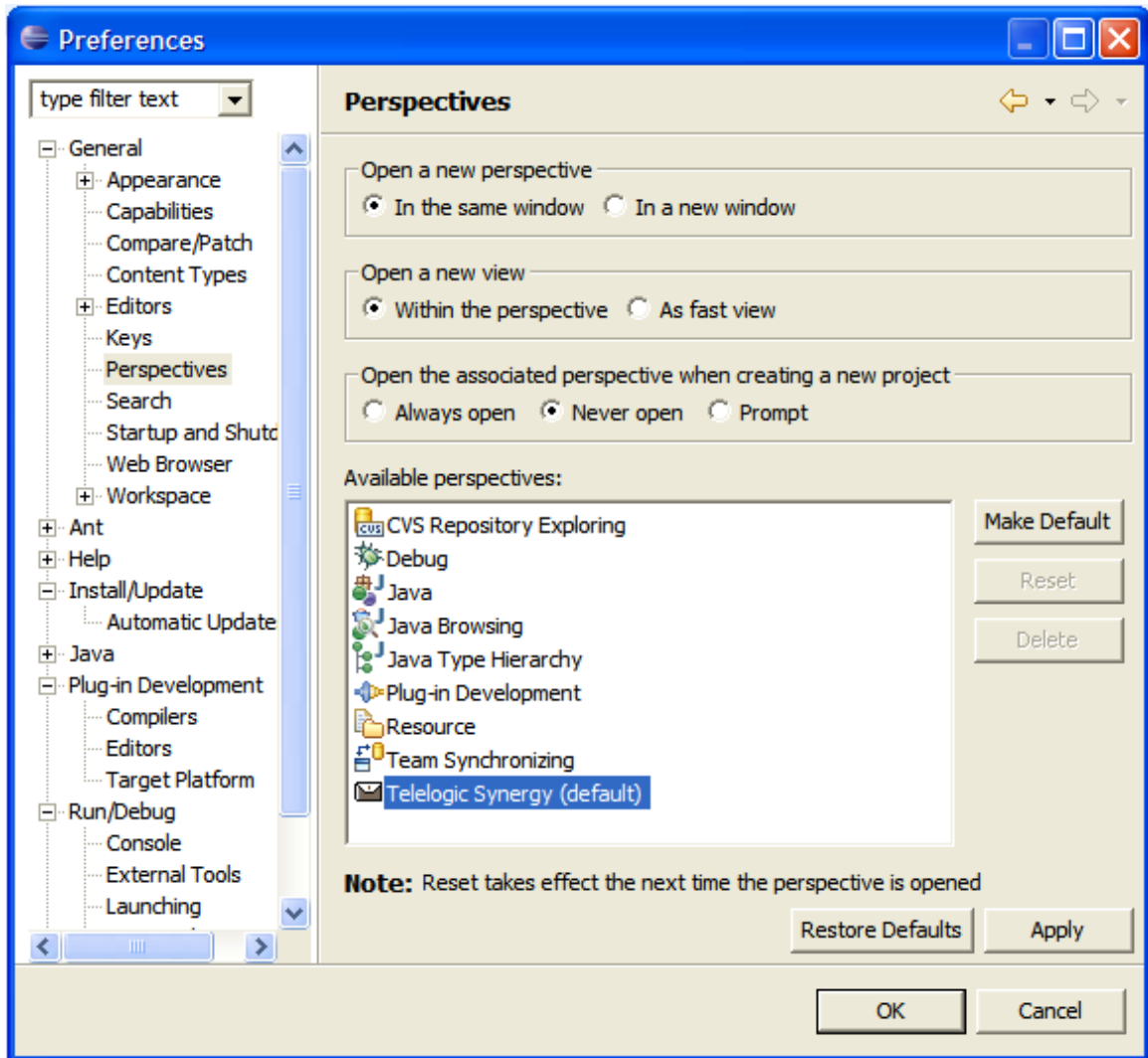
In the **Select Perspective** dialog box, select **Telelogic Synergy** and click OK.

Make Telelogic Synergy the Default Perspective

You can optionally make the Synergy perspective the default perspective. The Resource perspective is the pre-defined default perspective. You can set the Telelogic Synergy perspective to be the default perspective.

To change the default perspective:

1. From the main menu bar, select **Window > Preferences**.
2. Expand the **General** category on the left and select **Perspectives**. The **Perspectives** preferences page opens.
3. Select the perspective that you want to define as the default, and click **Make Default**. The default indicator moves to the perspective that you selected.

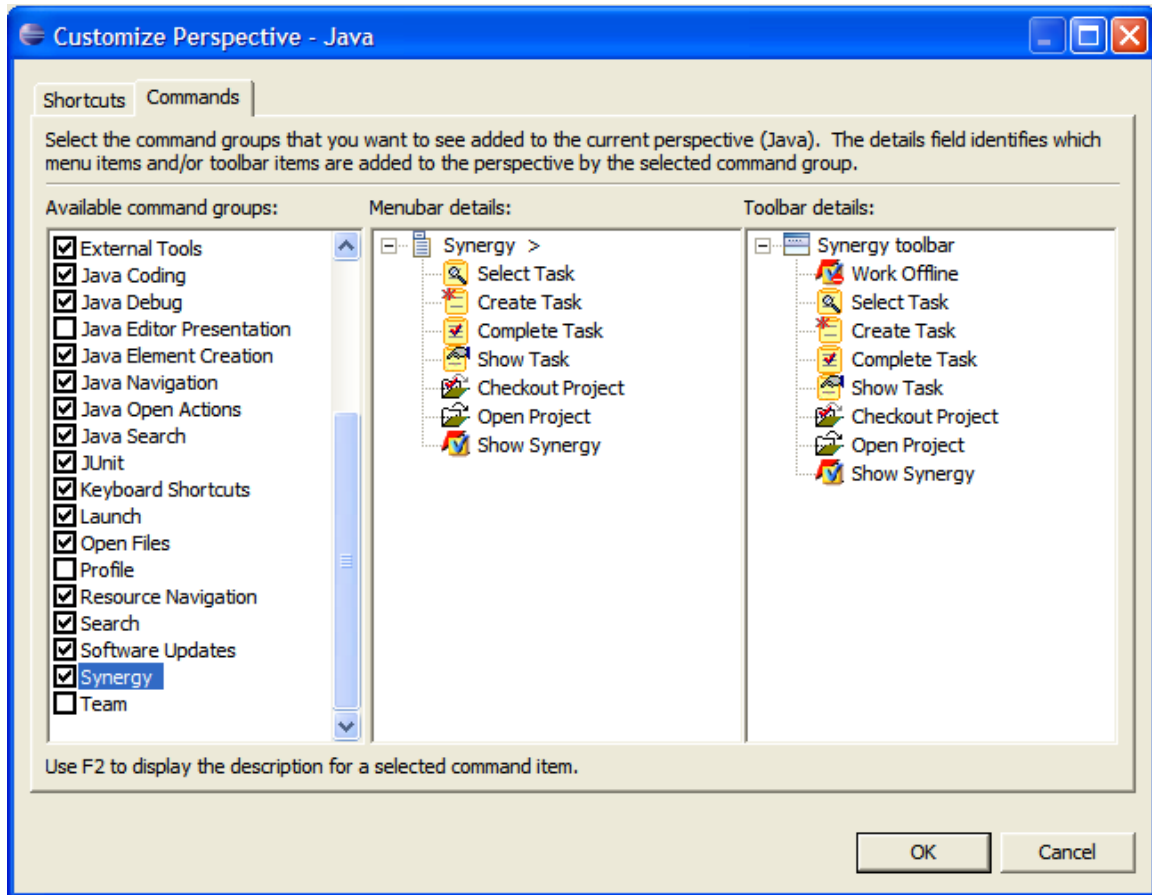


4. Click **OK**.

If you have your own perspective and want to add the views offered by the integration, follow to the steps below.

Activate Synergy Toolbar

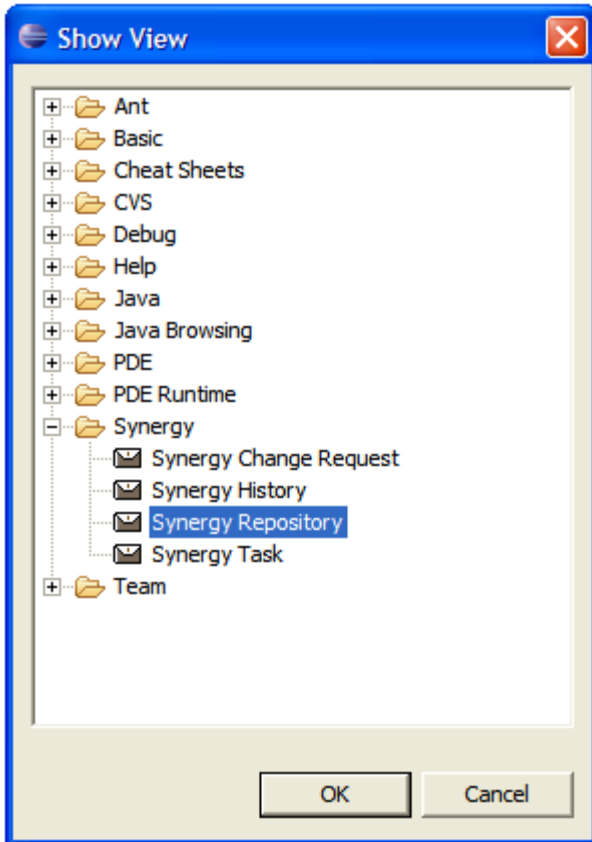
1. Bring up the **Customize Perspective** dialog box.
2. Click the **Commands** tab.
3. Select the **Synergy** check box.



4. Click **OK**.

Activate Synergy Repository View

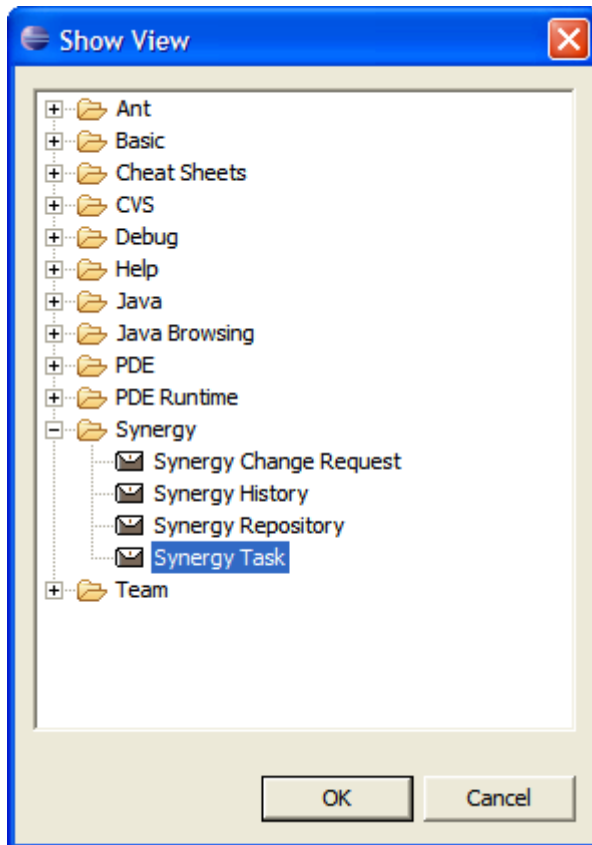
1. Bring up the **Show View** dialog box.
2. Expand **Synergy** and select **Synergy Repository**.



3. Click **OK**.

Activate Synergy Task View

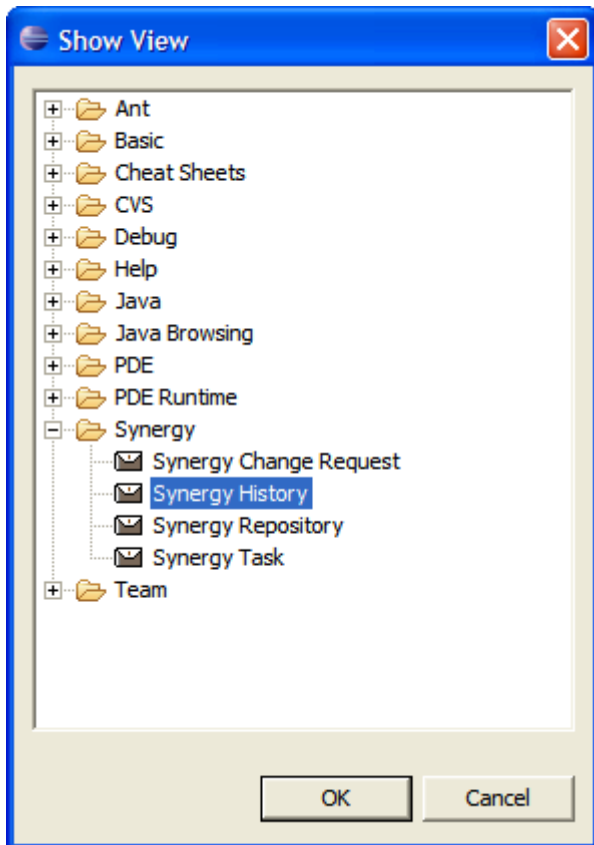
1. Bring up the **Show View** dialog box.
2. Expand **Synergy** and select **Synergy Task**.



3. Click **OK**.

Activate Synergy History View

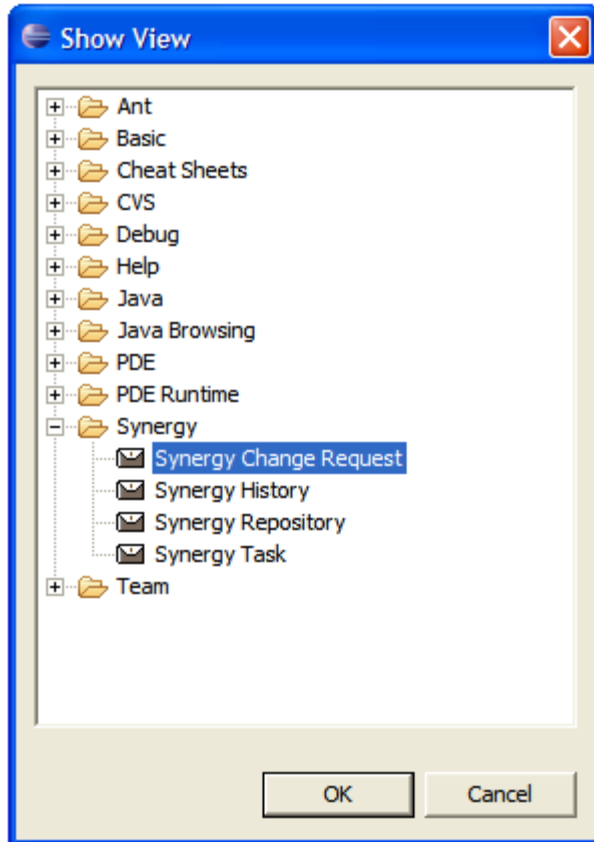
1. Bring up the **Show View** dialog box.
2. Expand **Synergy** and select **Synergy History**.



3. Click **OK**.

Activate Synergy Change Request View

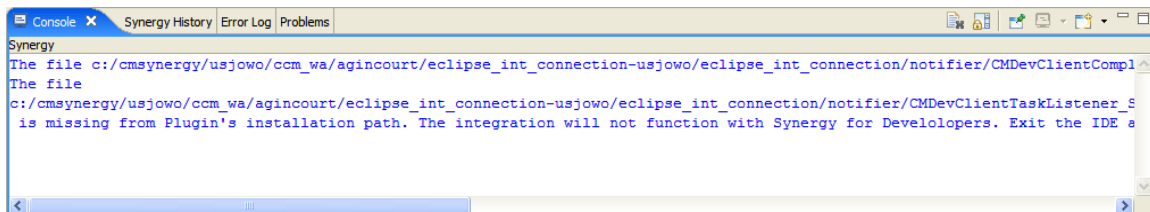
1. Bring up the **Show View** dialog box.
2. Expand **Synergy** and select **Synergy Change Request**.



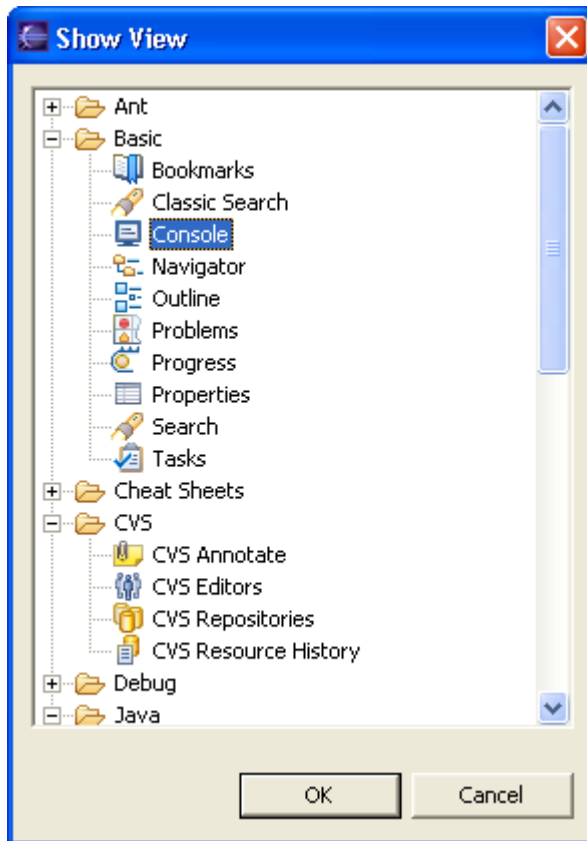
3. Click **OK**.

Activate Synergy Console View

The Synergy Console view is embedded in Eclipse's basic Console view, as shown below.



1. Bring up the **Show View** dialog box.
2. Expand **Basic** and select **Console**.



3. Click **OK**.

Project Setup and Data Migration

Before you start using the Integration, you must create a Synergy connection to connect to a Synergy database. Refer to [Create Synergy Connection](#) section to learn how to create a connection.

Project setup and data migration are required before starting a project in Eclipse and controlling the same under Synergy configuration management. This section describes this process.

Build your Application in Eclipse

Before you build your application in Eclipse, you must consider if your application has subprojects. Think of all the subprojects in Eclipse as separate projects that have dependencies. You need to build all the subprojects as Eclipse projects.

When the projects are built successfully, create .JAR files or any other files, you want. Add any other external project files that you need. Your project is now ready for migration.

Migrate to Synergy

There are two ways to migrate projects to Synergy, one from Synergy, and the other from Eclipse. Both are described below.

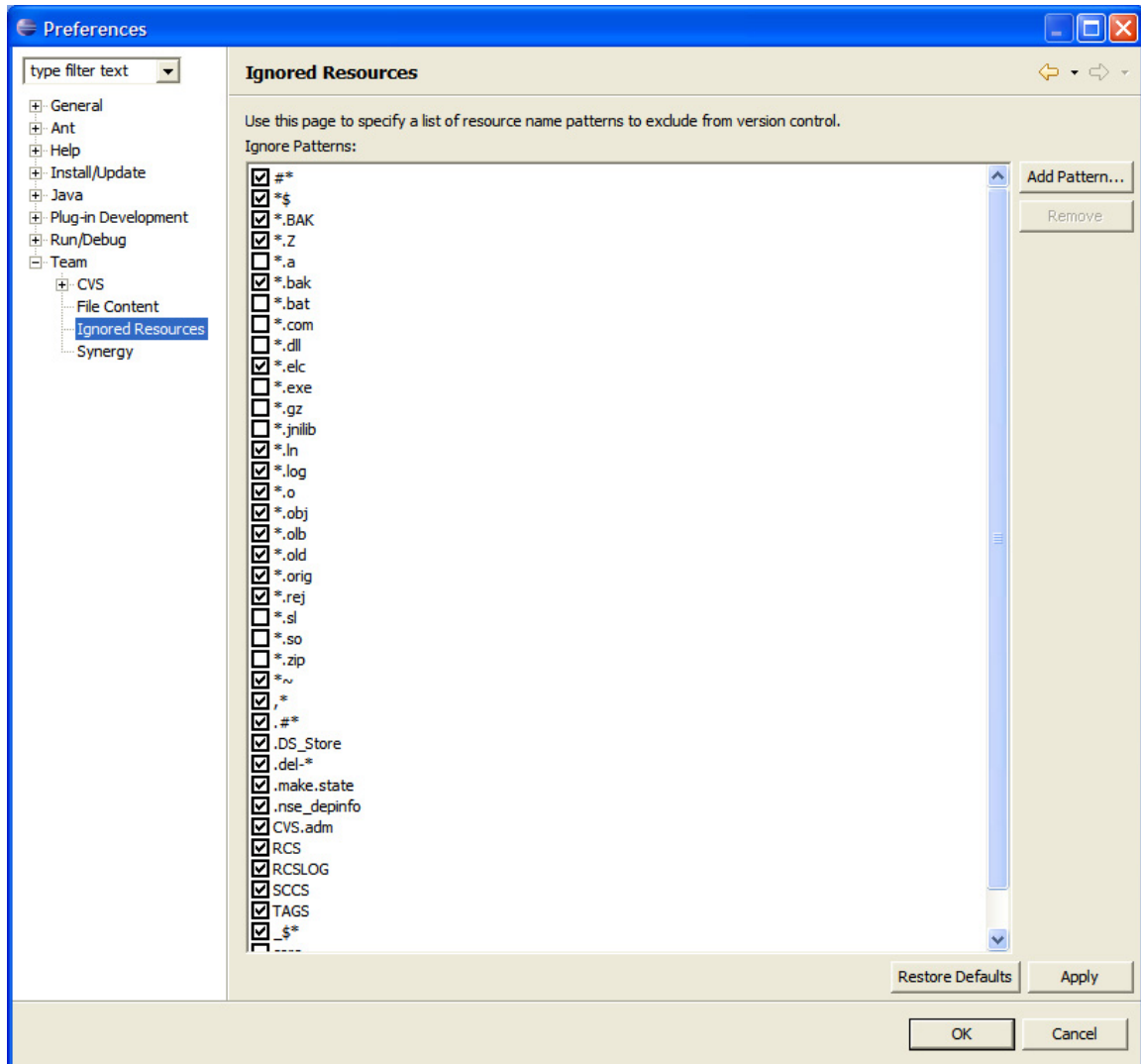
Migrate using Synergy

Refer to Synergy online help for project migration.

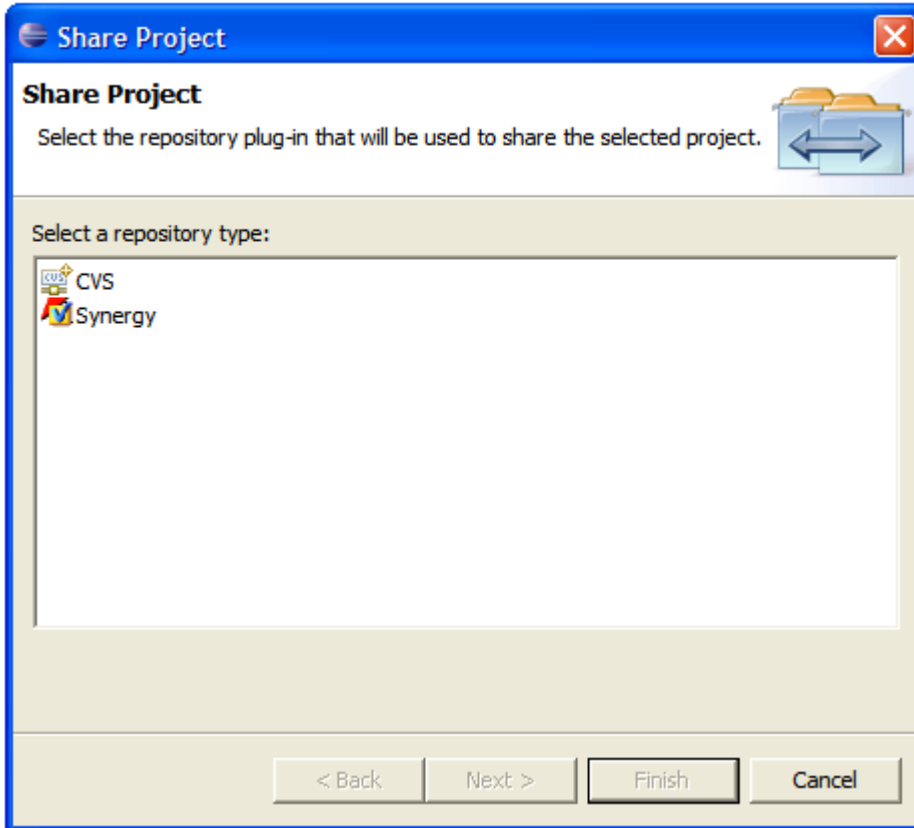
Migrate from within Eclipse

This method can be used when you want to take advantage of the **Ignored Resources** option of Eclipse. Use this option to specify the files that will be ignored during migration. These are the steps you need to follow:

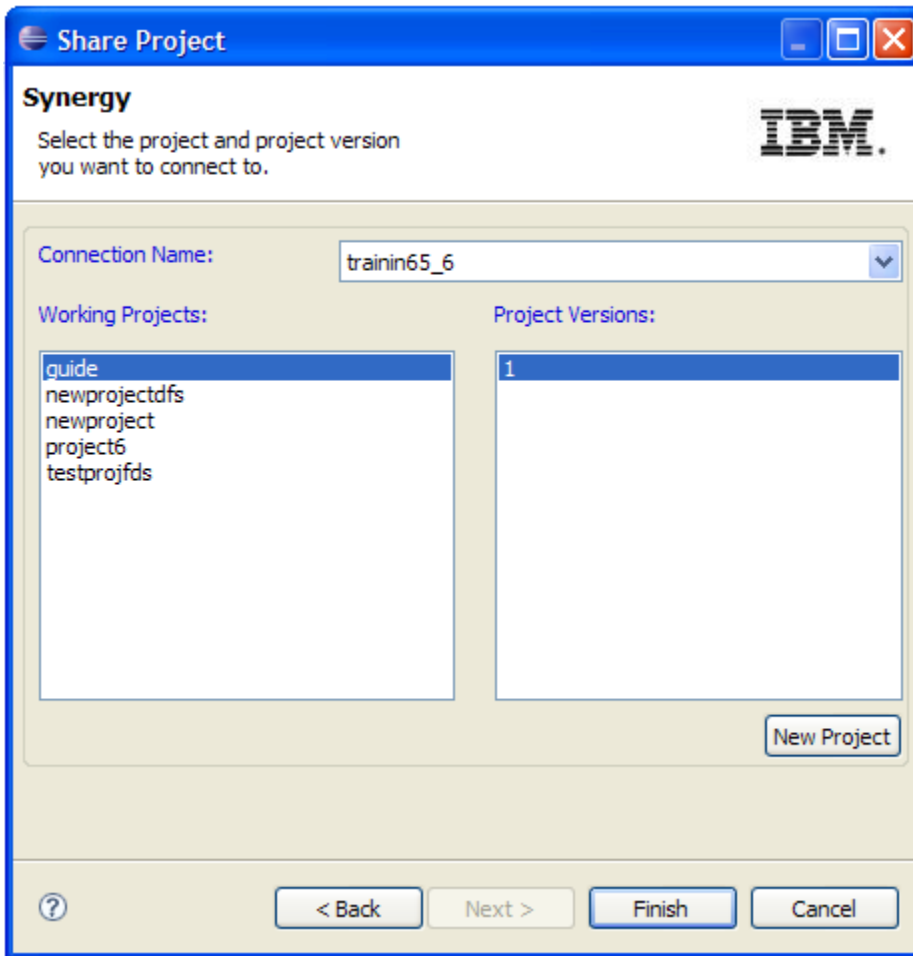
1. Use the Eclipse **Preferences** dialog box to specify resources to ignore. Click **OK**.



2. Bring up the **Share Project** wizard by right-clicking the project you want to migrate.
3. Select **Synergy**, then click **Next** to continue.



4. Click **New Project** if you want to create a new project; if not, select an existing project and its version. Click **Finish**.



5. If you click **New Project**, the following dialog box appears. Specify the project version, release and other details, then click **Create**.

Synergy
Create new project

IBM.

Connection Name: trainin65_6 Release: 1.0

Project Name: test Purpose: Insulated Development

Project Version: 1 Platform: Any

Description:

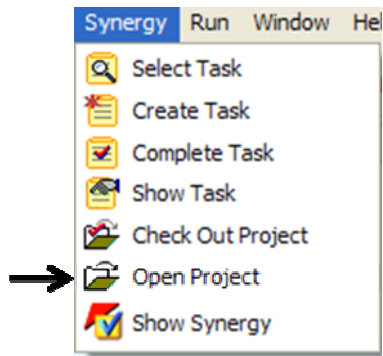
Default Task: 20: Task Twenty

6. The project will be added to Eclipse. Now, from the **Team** menu, use **Add Uncontrolled Files** to add project files to Synergy.
7. Repeat the above steps for rest of the projects, if any.

Rebuild and Baseline Your Project

Your project is now in Synergy. Perform the following steps to baseline the project.

1. Open Eclipse.
2. Now you need to get the Synergy project into Eclipse workspace. If you used the second method listed above (Migrate from within Eclipse) to migrate the project, then you already have the project in your workspace. If you used the first method (Migrate using Synergy) to migrate the project, then use the **Open Project** wizard to get the project into your workspace.



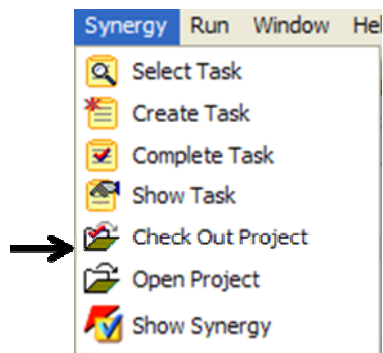
3. Rebuild your application and .JAR files, etc.
4. You may be required to use the Synergy Classic Client to perform this. To baseline the project, you must have the *build_mgr* role. If you don't have this role, make sure all the tasks are checked in and that no files in your Synergy project are checked out. Now you can ask your build manager or administrator to baseline your project. Baseline projects are in a non-modifiable state, such as *released*, *integrate*, etc.

For more information on project baselines, refer to the Synergy documentation.

Setting Up a Development Project

You must have a working project to use for development work. Here are the steps needed to set up a development project:

1. Start Eclipse.
2. On the Synergy toolbar, launch the **Check Out Project** wizard.



3. To check out a project, select the project, version, release, and task in the project **Check Out Synergy Project** page. You can optionally also specify work area.

Check Out Synergy Project

Synergy
Select the project and project version you want to check out.

Connection Name: db3

Scope: All demo's Working Projects New Version: demo

Projects: test2 Project Versions: 1

Also Check Out Subprojects

Release: Use Current Value Purpose: Insulated Development

Use Default Work Area

Work Area: Browse

Default Task: 2: asdf Select Task

Check Out Cancel

4. Click **Check Out**.

The project will be checked out and added to your workspace.

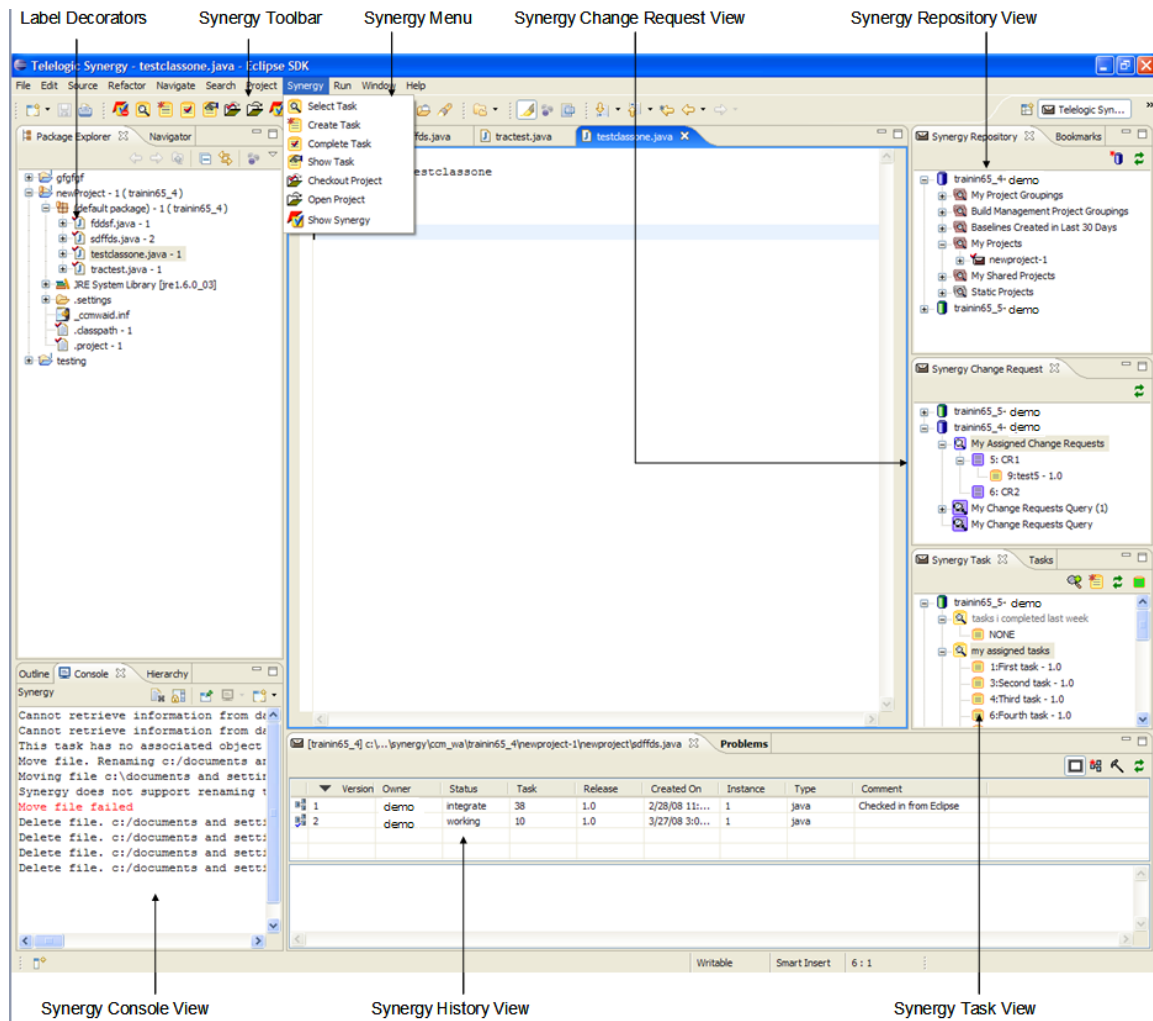
Release a project

A build management prep project is used to test and build the application. When the project is finished for a particular release, the build manager transitions the prep project state to released state. This freezes the project so that no further modifications can be made.

For details on build management, refer to *the Synergy Build Manager's Guide*.

Getting Familiar with the Integration

This is a typical arrangement of different views in Eclipse. The figure below shows the different components of the integration.



Synergy Repository View

This is the view you use to manage Synergy Repository connections and browse Synergy projects. You can use this view to open and checkout projects as well.

All the working projects are grouped by project queries. A project query represents a set of similar projects. The available project queries are described below:

My Project Groupings:

This project query represents all working projects grouped by release tag.

Build Management Project Groupings:

This project query represents all build management projects grouped by release tag. A build management project is typically in the prep state.

Baselines Created in Last 30 Days:

This project query represents all projects baselined in last 30 days. The projects are grouped by the name of the baseline.

My projects:

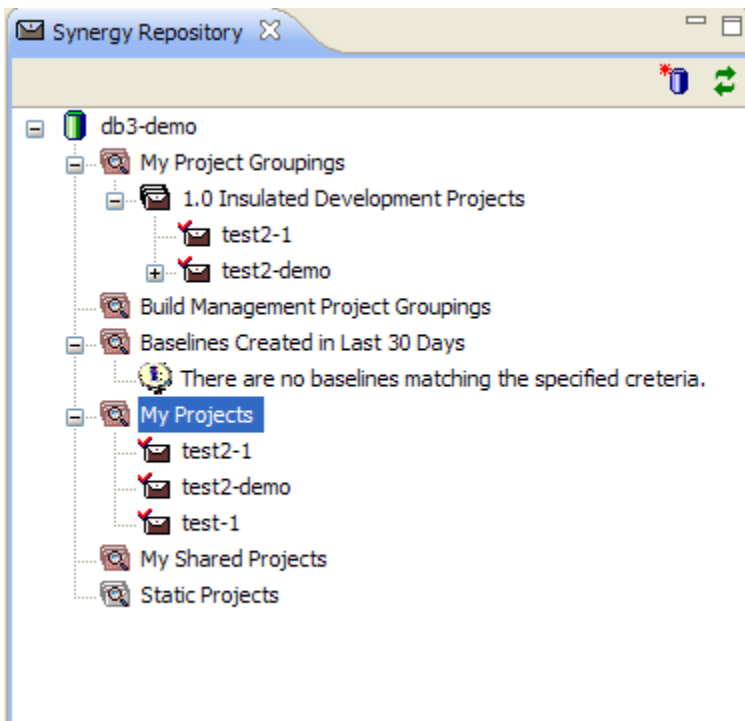
This project query represents all working projects. The projects are not grouped.

My Shared Projects:

This project query represents all the working projects in shared state. The projects are not grouped.

Static Projects:

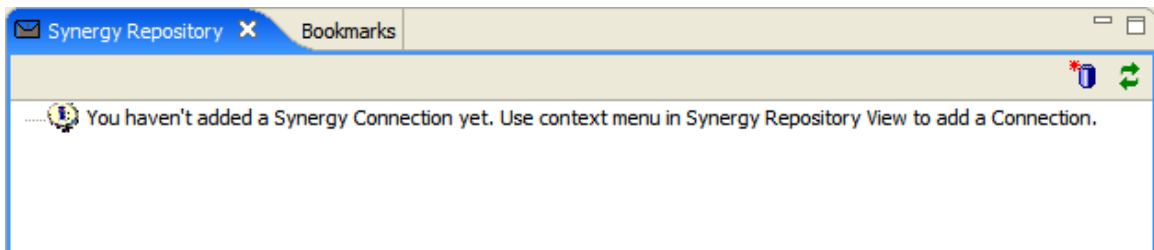
This project query represents all static projects. Projects are grouped by name of the project.



The Synergy Repository view provides the following operations:

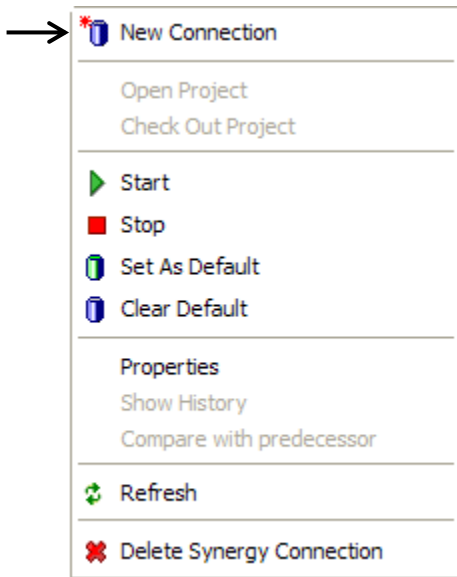
Create a Synergy Connection

The first time when you open a **Synergy Repository View**, you will see the following message:



A **Synergy Connection** is used by the integration to connect to the corresponding Synergy database. To add a new Connection, you can use either the context menu or the toolbar button.

1. Click the toolbar button **Create New Synergy Connection**  or click the context menu **New Connection**.



2. The **New Synergy Connection** dialog box will appear. Enter the path where Synergy is installed on your computer and click **Next**.

3. Specify the **Connection Name** and other information.

New Synergy Connection

Synergy
Creates and validates a new Synergy Connection

IBM.

Connection Name: db2

User Name: demo

Password: ***** Save

Database Path: \\vm2\ccmdb70\db2

Server: vm2

? < Back Next > Connect Cancel

Click **Connect**.

4. If the password field is blank, enter your password in the following dialog box and click **Start**.

Synergy Connection

Synergy
Starts session for db2

IBM.

Connection Name: db2

User Name: demo

Password:

Synergy Install Path: \\vm2\ccm70

Database Path: \\vm2\ccmdb70\db2

Server: vm2

? Start Cancel

5. Your connection will be added to the **Synergy Repository View**.

Notes:

1. The name of the **Synergy Connection** is used by the integration to refer to the corresponding Synergy database. The **Synergy Connection** name cannot be changed.
2. If you choose to save the password, your password will be encrypted and saved.
3. The **Engine Host** can be dynamically configured with an environment variable. The key stored within this variable will be reloaded upon startup. The steps for setting the environment variable and using it as a parameter are as follows:

For Windows

1. Open **System** in **Control Panel**.
2. On the **Advanced** tab, click **Environment Variables**, then click the name of the user variable or system variable you want to change, as follows. Click:
 - **New** to add a new variable name and value.
 - **Edit** to change a current variable name and value.
 - **Delete** to remove a variable name and value.
3. In the **Synergy Connection** dialog, enter %MY_ENV_VAR% and click **OK**.

For Linux

1. For bash, ksh, and sh: `export MY_ENV_VAR=value`
For csh: `setenv MY_ENV_VAR value`
2. In the **Synergy Connection** dialog, enter `$MY_ENV_VAR` in the **Engine Host** field and click **OK**.

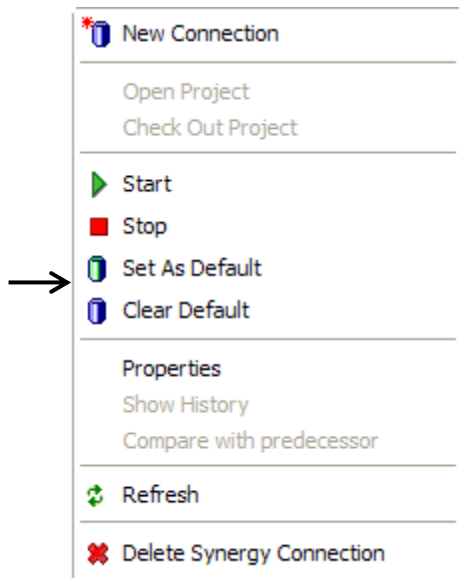
Set a Connection as the Default

When you start working with the integration, you will be prompted to specify a **Synergy Connection** for most of the operations. If you have only one **Synergy Connection**, or if you use one of the **Synergy Connections** most frequently, it will be helpful to set this connection as default.

By setting a connection as default, you can avoid the step of specifying a **Synergy Connection** for many operations.

In the **Synergy Repository** views:

1. Select the connection you want to make as default.
2. Right-click to bring up the context menu.
3. Click **Set As Default**.

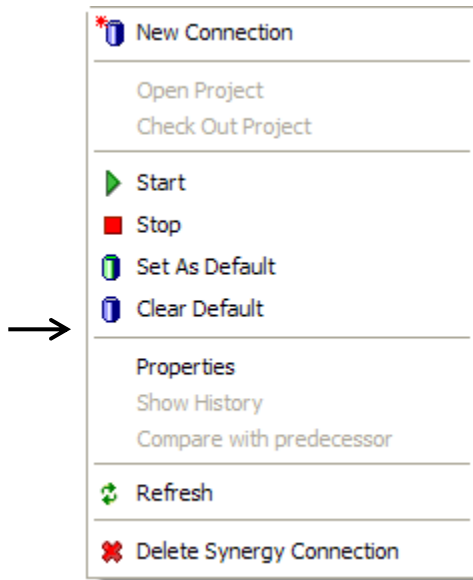


4. This will make the selected connection the default, and the icon of the Connection will change to the default connection icon.

Clear the Default Connection

To clear the default connection in the **Synergy Repository** view:

1. Select the connection from which you want to clear the default.
2. Right-click to bring up the context menu.
3. Click **Clear Default**.



4. This will clear the default connection and change the icon for the connection.

Modify a Synergy Connection

1. Select the connection you want to modify.
2. Right-click to bring up the context menu.
3. Click **Properties**.

4. Click **Update**

Your changes will not take affect until Eclipse is restarted.

View/Modify Object Properties

You can view/modify properties of files and folders. If files/folders are not in the working state, you can only view properties.

1. Select the connection where your project is located.
2. Expand the selected **Synergy Connection** and then select a project query.
3. Expand the project query to view available projects
4. Expand the project to view project's files and folders.
5. Select a file or folder and right-click to bring up the context menu.
6. Click **Properties**. The **Properties** dialog for selected object will appear.

Properties
Synergy
 Displays project/object properties

Basic
 Connection: db3
 Name: test2
 Status: working
 Owner: demo
 Type: dir
 Instance: 1
 Created: 9/11/08 11:27 AM
 Modified: 9/11/08 11:27 AM

Selection
 Release: 1.0
 Apply to Subprojects
 Platform: Any
 Apply to Subprojects
 Purpose:
 Apply to Subprojects
 Version: 1 Is Product

Comment
 [Empty text area]

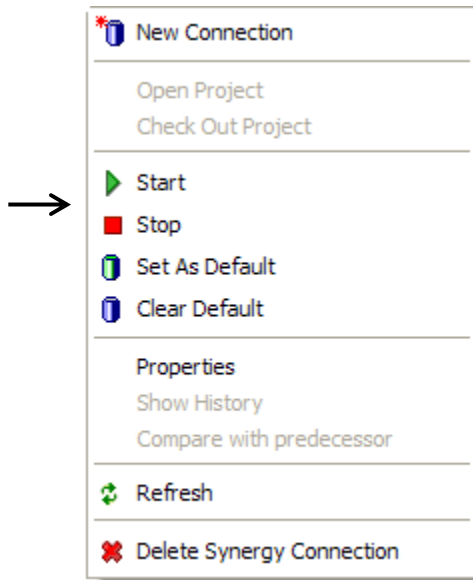
Task
 2
 Add
 Remove
 Show

Update Cancel

Start a Synergy Connection

You can use the **Synergy Repository View** to start a Synergy session.

1. Select the connection you want to start.
2. Right-click to bring up the context menu.



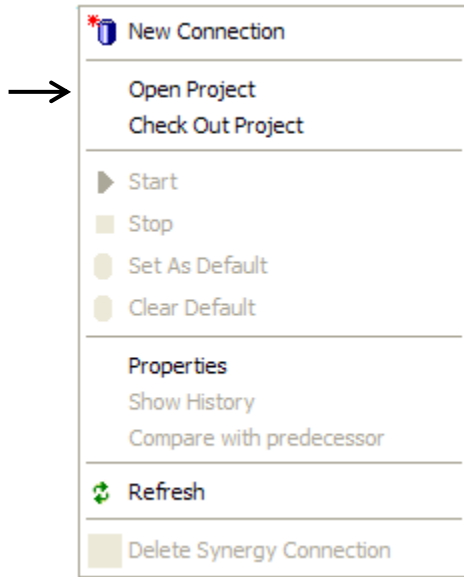
3. Click **Start**

Note You don't need to explicitly start a Synergy session. If you use the integration as you normally do, it will automatically start the right session for you.

Open Projects

You can select one or more Synergy working or prep projects and open them into the Eclipse workspace. You can not open static projects though.

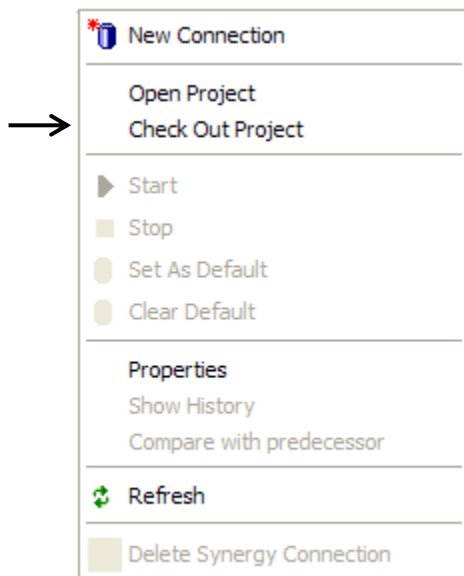
1. Select the connection where your project is located.
2. Expand the selected **Synergy Connection** and then select a project query.
3. Expand the project query to view available projects
4. Select a working project and right-click to bring up the context menu.
5. Click **Open Project**. The project will be added to your workspace.



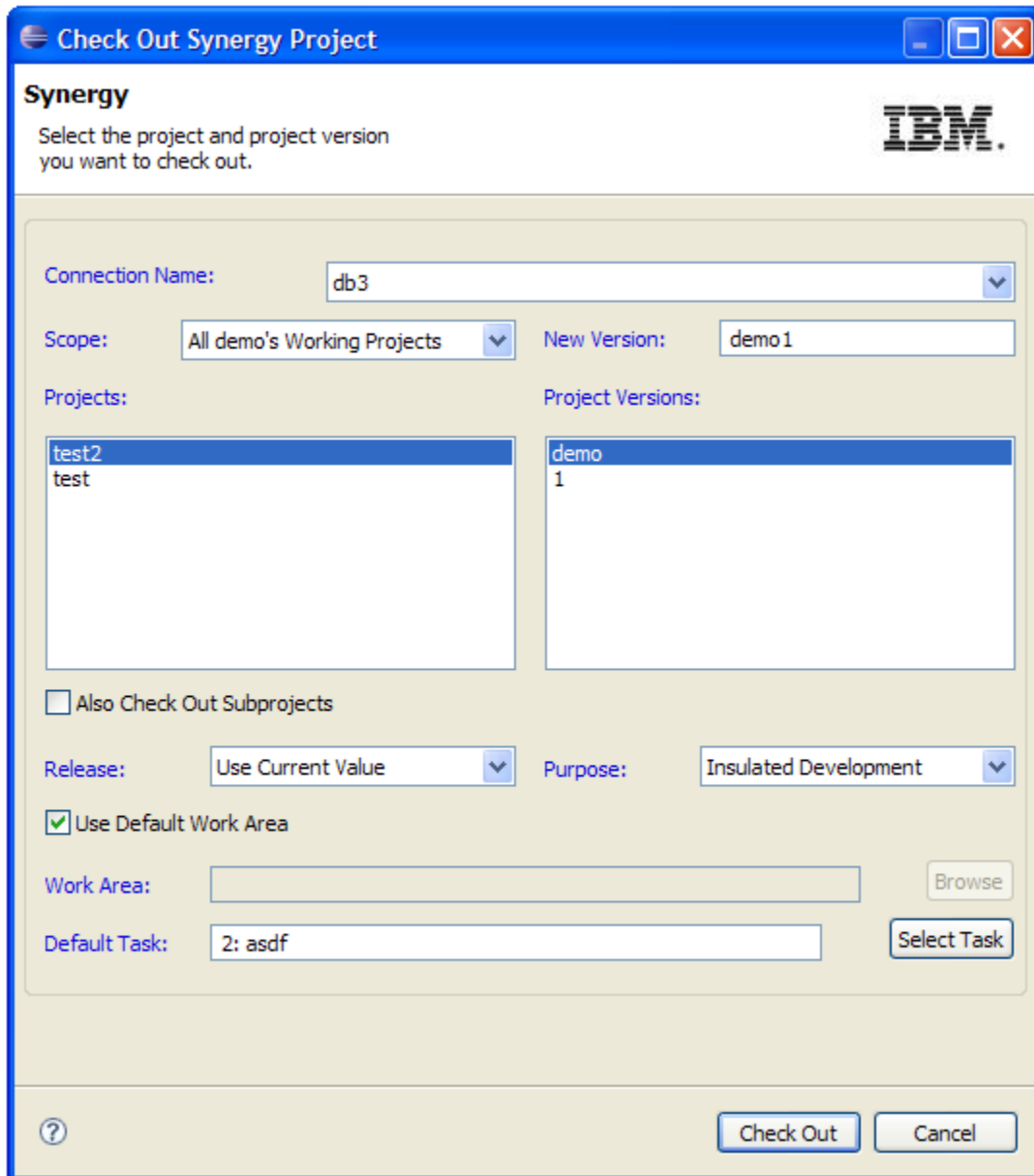
Check Out Projects

You can select one or more Synergy projects and open them into the Eclipse workspace.

1. Select the connection where your project is located.
2. Expand the selected **Synergy Connection** and then select a project query.
3. Expand the project query to view available projects
4. Select a project and right-click to bring up the context menu.



5. Click **Checkout Project** to bring up project **Check Out Synergy Project** dialog box.



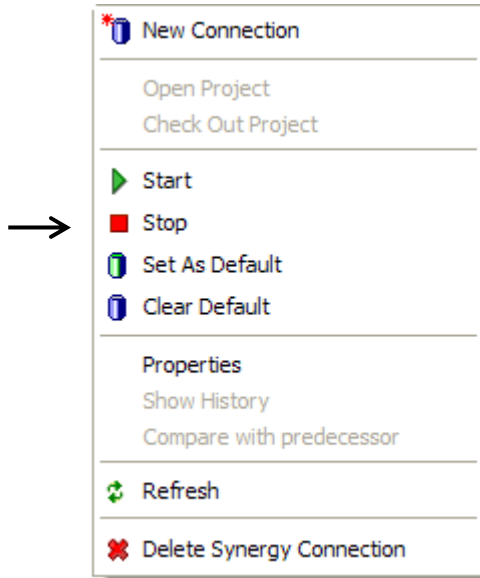
6. Specify the version, release, purpose, task, etc. and click **Check Out**.

Your project will be checked out and added to your workspace.

Stop Synergy Connection

You can use the **Synergy Repository** view to stop a Synergy session if you don't need it any longer.

1. Select the connection you want to stop.
2. Right-click to bring up the context menu.



3. Click **Stop**. The corresponding Synergy session will be stopped.

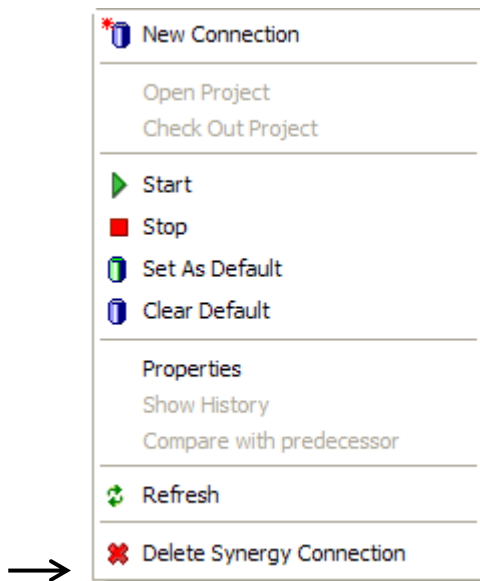
Notes

1. If you exit from Eclipse, all the current Synergy sessions will be stopped automatically.
2. If you have many Synergy connections, running a Synergy session for all of them simultaneously may consume lots of system resources. If you don't often use a Synergy connection, you can stop the Synergy session for it.

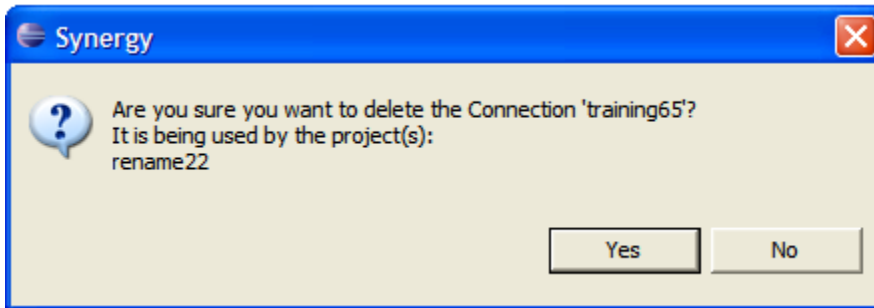
Delete a Synergy Connection

If you don't need a Synergy connection any more, or you want to rename it, you can delete it.

1. Select the connection you want to delete.
2. Right-click to bring up the context menu.



3. Click **Delete Synergy Connection**.
4. You will receive a warning if this connection is being used.



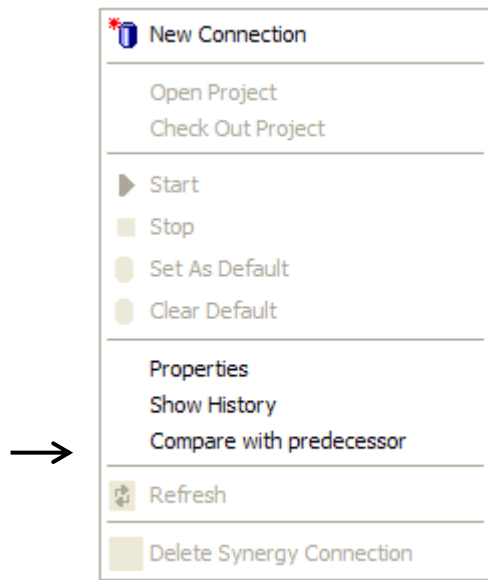
5. Click **Yes**. The corresponding Synergy session will be stopped and your Connection will be deleted. All the workspace projects connected to this Connection will be disconnected.

Show in History View

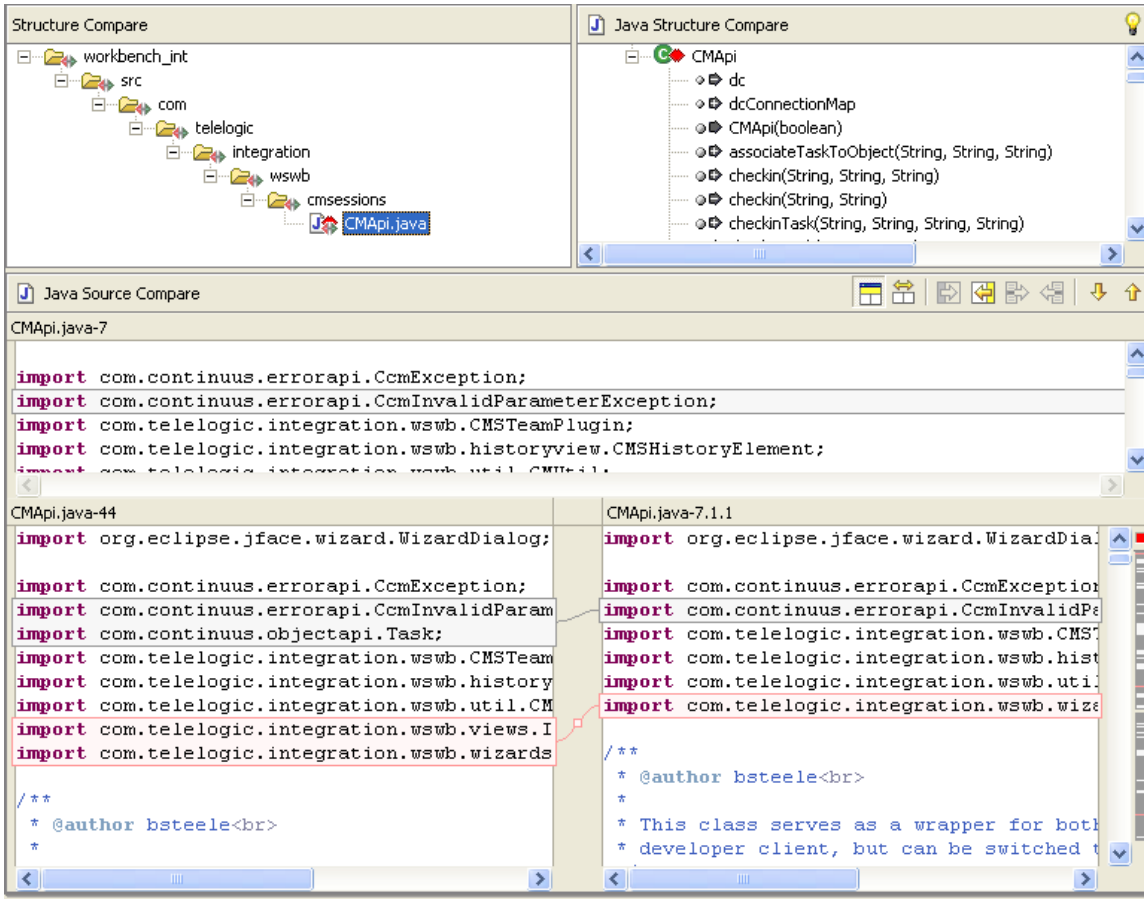
See [How to see History of Objects](#)

Compare with Predecessor

Use the Compare with predecessor function to compare the current version of the selected file or folder with the last version, if it exists.



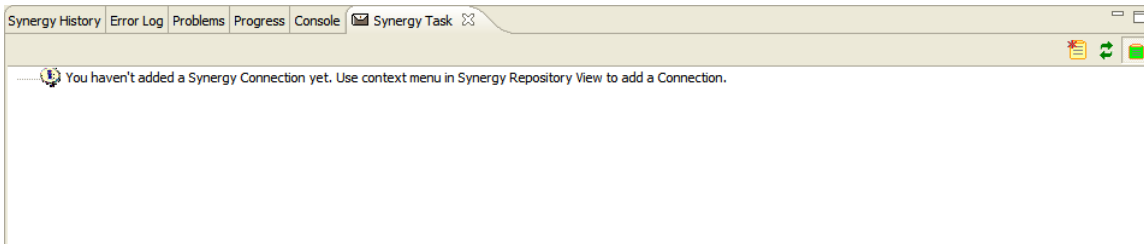
This will bring up a dialog similar to the following:



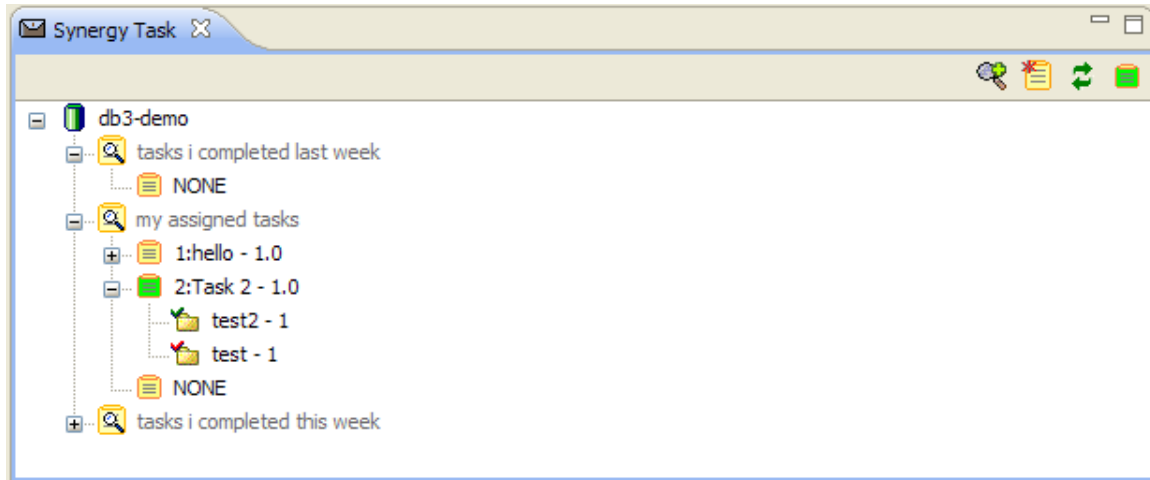
Synergy Task View

The integration provides a view designed to work with Synergy tasks.

You must have a **Synergy Connection** to work with this view. If you open this view without creating a connection, you will see the following message:



When you add a **Synergy Connection** to the **Synergy Repository**, it also appears in the **Synergy Task** view.



The **Synergy Task** view shows tasks assigned to the current user. The name of the task is decorated with the task number and release. The default task is represented by a light green task icon.


You can expand a task to see the objects associated with it. Each object's name is decorated with its version. The objects' icons reflect their status.

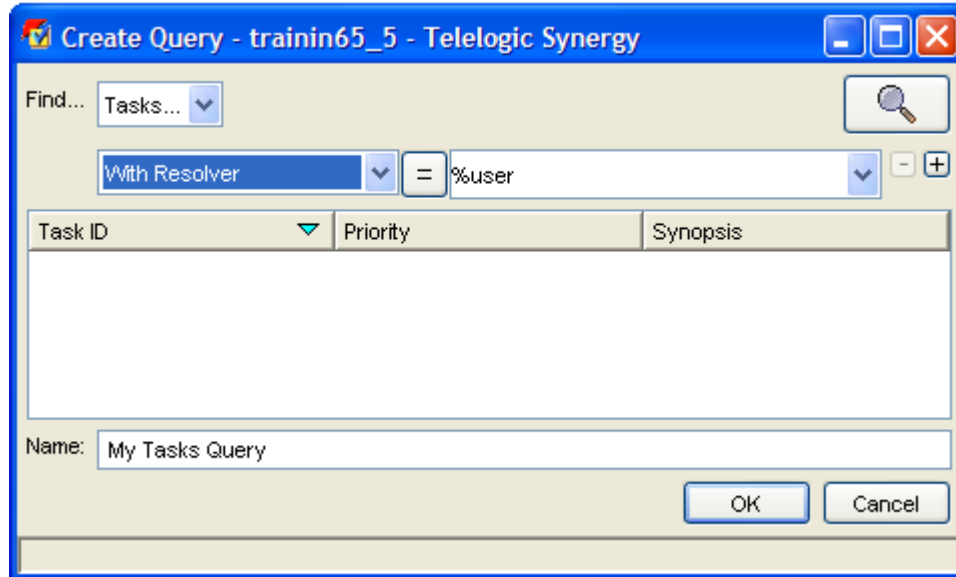
The **Synergy Task** view allows you to easily toggle between the **Default Task** view and **Browse Task** view.

When **Default Task** view is active, you see only default tasks for each Synergy connection. When **Browse Task view** is active, you can see all the tasks assigned to you for each Synergy connection. You can use this view to create new tasks and to set a task as the default task.

The various operations available from Synergy Task View are described below:


Add a New Query

1. Switch to the **Browse Task View**.
2. Click on the toolbar button **Add Query** . The query will be added to the Synergy repository that is selected, or if a task or existing query is selected, it will be added to the repository it belongs to. If nothing is selected, the default connection will be used.



3. Configure query parameters using the drop-down menus. The equal button can be toggled to represent “not equal”. Add additional parameters by clicking the plus button. Specify the name and click **OK** to add the query to the **Task** view.

Create a New Task

1. Switch to the **Browse Task** view.
2. Click the toolbar button **New Task**  or right-click in the view to bring up the context menu. Click **New Task** to bring up the **Create Task** dialog box.

Create Task

Synergy
Create new task

IBM

Connection Name: db3

Task Synopsis: Example Task

Resolver: demo Estimated Effort:

Release: 1.0 Estimated Date: Browse

Priority: high Change Request: Add

Subsystem: admin Remove

Platform: x86-WIN32

This task fixes: Add
 Remove

Description:

?

Create Cancel

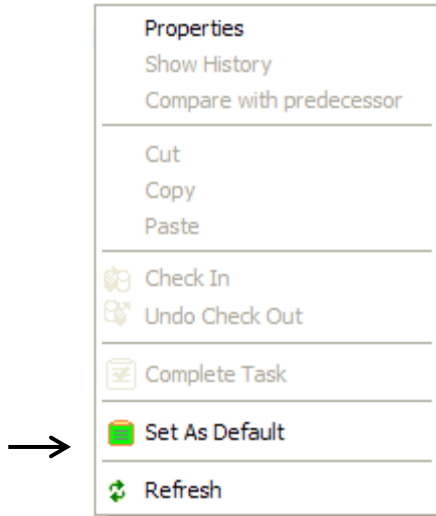
3. Specify the task name, resolver, release, change request etc., and click **Create**.

A new task will be created and added to the **Synergy Task** view.

Set a Default Task

A default task will automatically record the various version control operations you perform using the integration. You should set a task as your default task as described below:

1. Switch to the **Browse Task** view.
2. Select the desired connection and, if necessary, expand to view all tasks.
3. Select the task you want to set as the default.
4. Right-click in the view to bring up the context menu.



5. Click **Set As Default**.

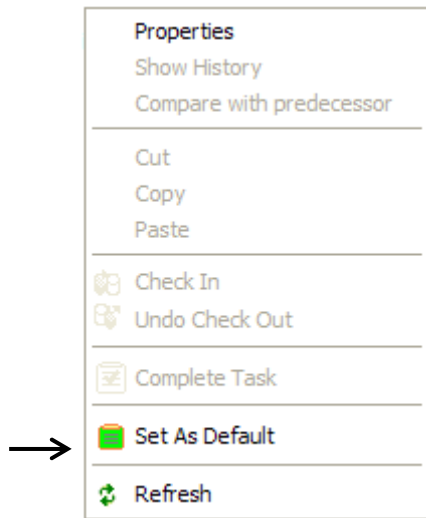
The selected task will become the default task, and its icon will change to the default task icon.

Clear a Default Task

You can clear default task as described below:

A default task will automatically record the various version control operations you perform using the Integration. You should set a task as default task as described below:

1. Switch to the **Browse Task** view.
2. Select the desired connection and, if necessary, expand to view all tasks.
3. Select **NONE**.
4. Right-click in the view to bring up the context menu.



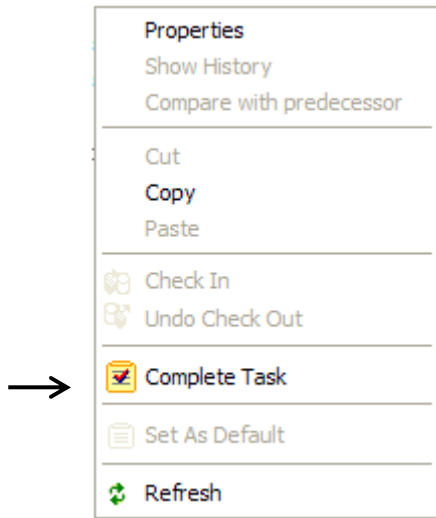
5. Click the menu **Set As Default**.

The default task will be cleared for the selected connection.

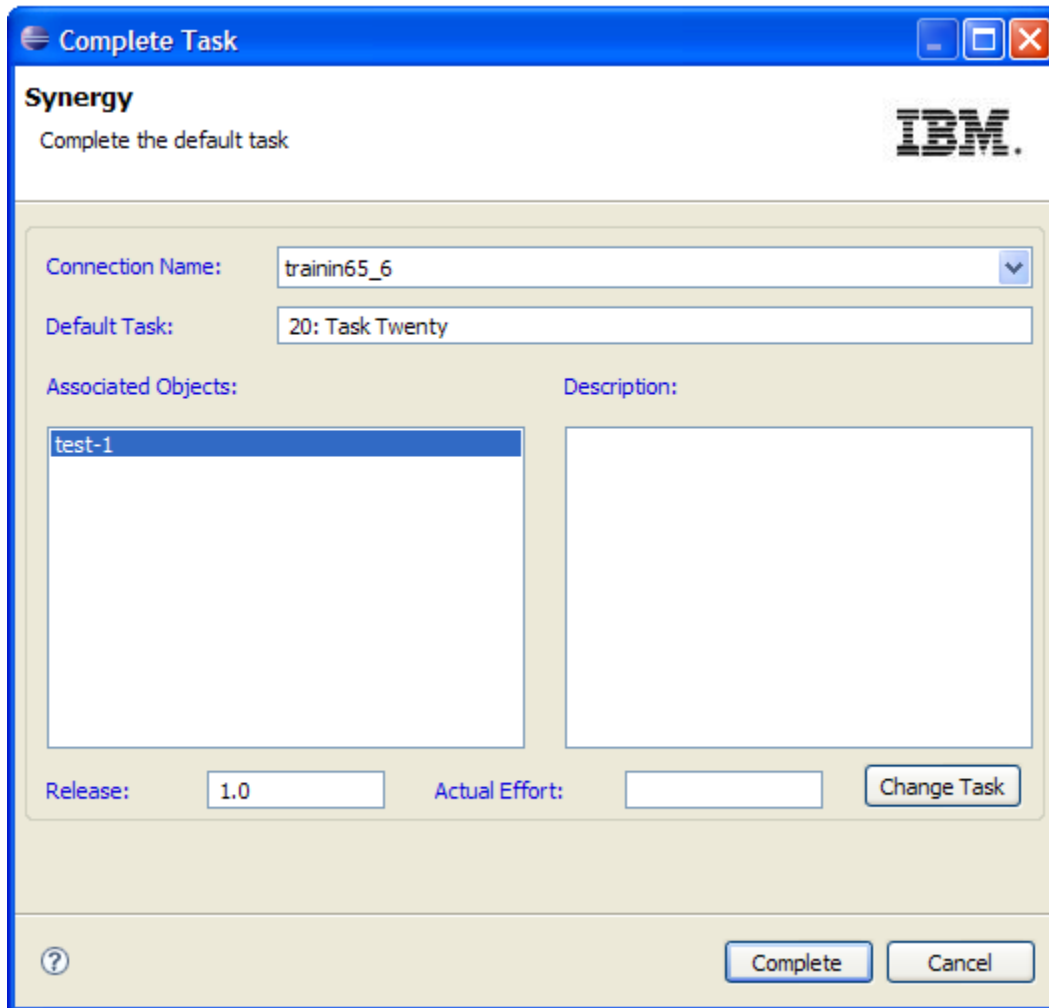
Complete a Task

You can perform this operation either from the **Default Task** view or from the **Browse Task** view.

1. Select the desired connection and, if necessary, expand to view all tasks.
2. Select the task you want to complete.
3. Right-click to bring up the context menu.



4. Click **Complete Task** to bring up the **Complete Task** dialog box.



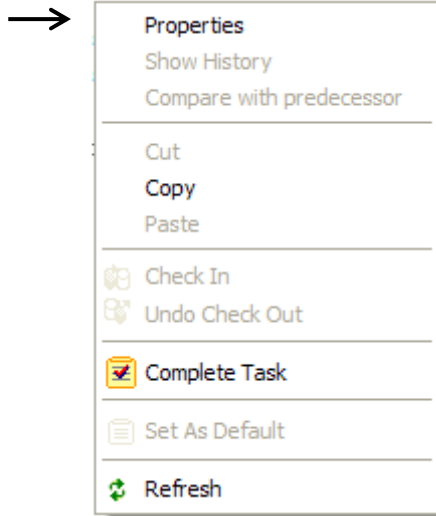
5. In the **Complete Task** dialog box, provide a description and actual effort, and then click **Complete**.

The selected task will be completed and the affected projects in your workspace will be refreshed.

View or Modify Task Properties

You can view and modify properties of a task. You can perform this operation either from the **Default Task** view or from the **Browse Task** view.

1. Select the desired connection and, if necessary, expand to view all tasks.
2. Select the task you want to view or modify.
3. Right-click to bring up the context menu.



4. Click **Properties** to bring up the **Properties** dialog box.

Properties

Synergy
Default Task Properties

IBM

Connection Name: db3

Task Number: 2 Status: task_assigned

Task Synopsis: Task 2

Resolver: demo Estimated Effort:

Release: 1.0 Estimated Date: Browse

Priority: Any Change Request: Add

Subsystem: Any Remove

Platform: Any

This task fixes: Add
 Remove

Description:

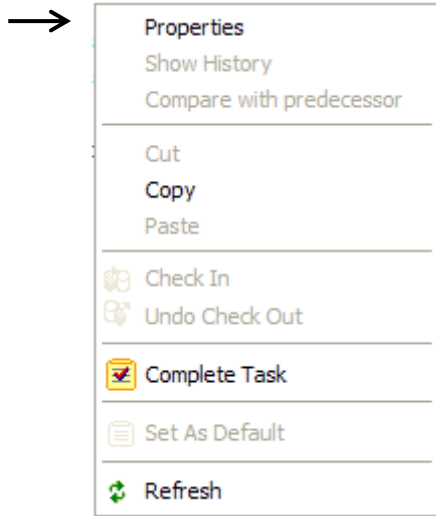
Update Cancel

5. In the **Properties** dialog box, make desired changes and then click **Update**.

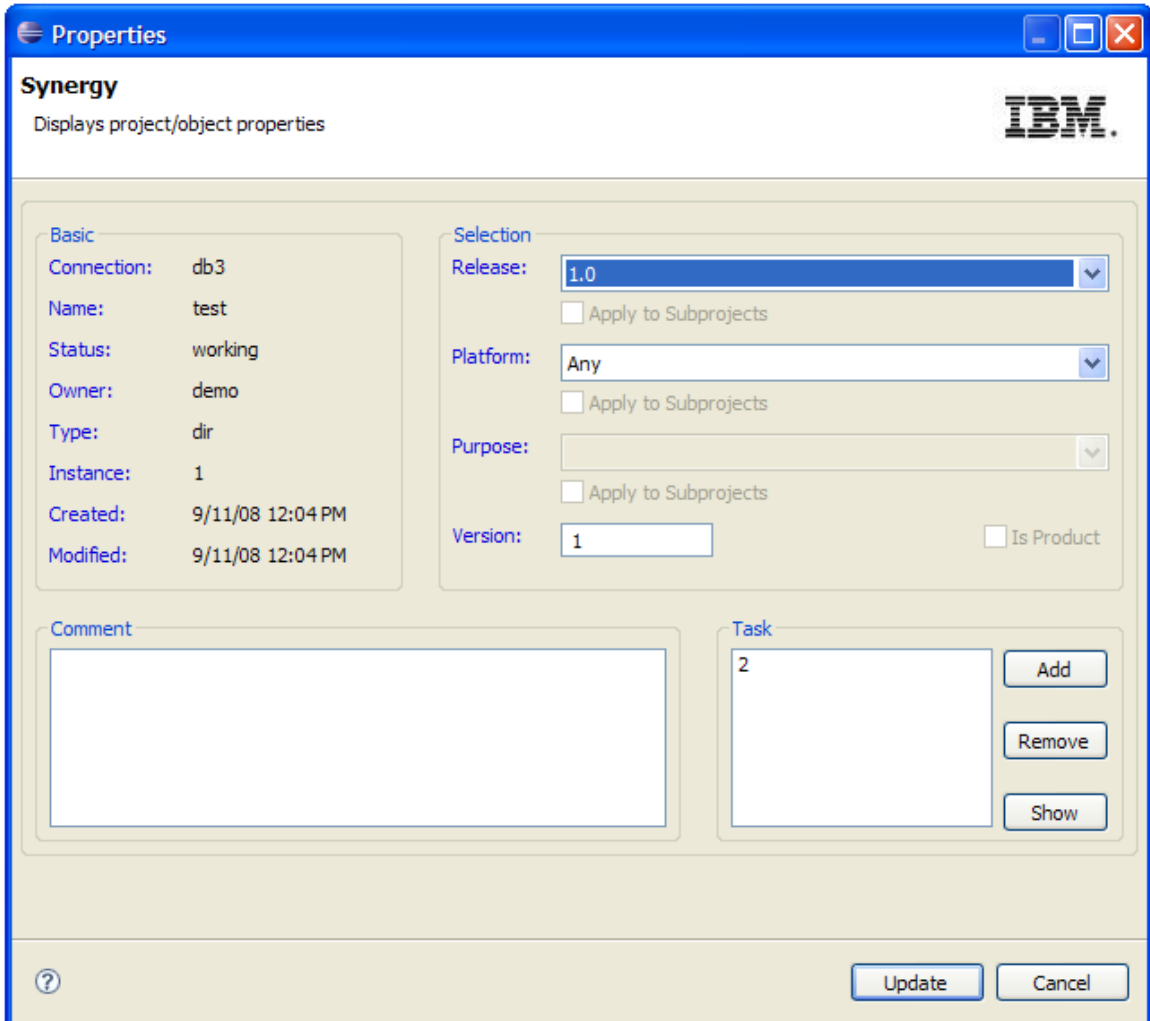
View or Modify Object Properties

You can view and modify properties of a task. You can perform this operation either from **Default Task** view or from **Browse Task** view.

1. Select the desired connection and, if necessary, expand to view all tasks.
2. Select the desired task and, if necessary, expand to view all associated objects.
3. Select the object you want to view or modify.
4. Right-click to bring up the context menu.



5. Click **Properties** to bring up the **Properties** dialog box.




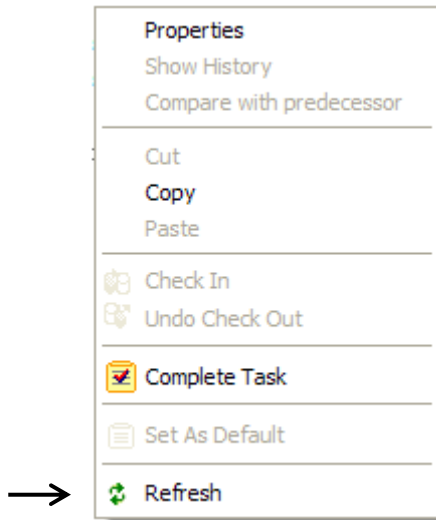
6. Make any necessary changes in the **Properties** dialog box and click **Update**.

Show History

See [How to see History of objects](#)

Refresh View

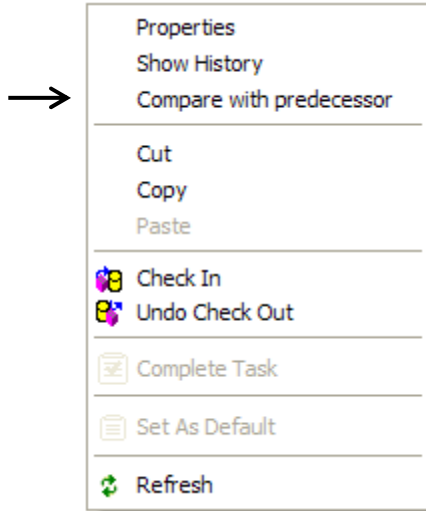
Click the toolbar button Refresh  or on the context menu, click **Refresh** to refresh the **Synergy Task** view.



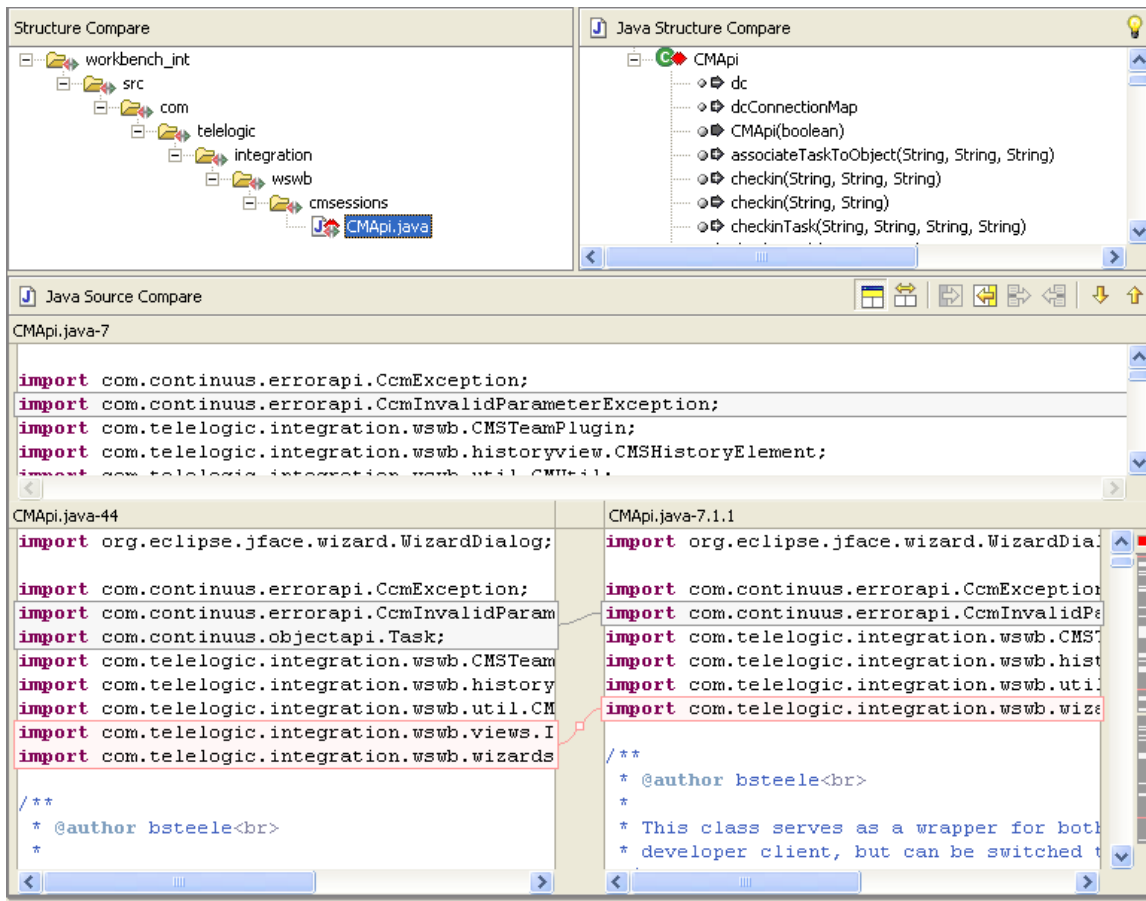
Note The **task** view supports drag and drop functions as well as cut, copy and paste as a convenient way to change task and CR associations. See the [Drag and drop](#) and [Cut, copy, paste](#) sections for a more detailed description.

Compare with Predecessor

Use the Compare with predecessor function to compare the current version of the selected file or folder with the prior version, if one exists.

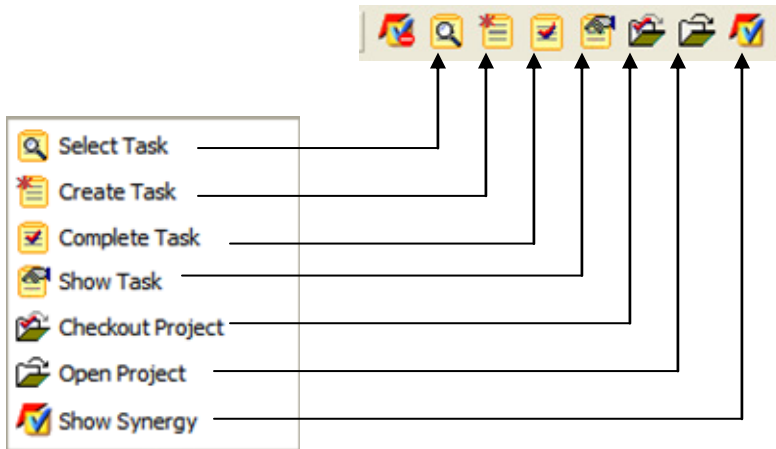


This will bring up a dialog similar to the following:



Synergy Toolbar and Menu

The Synergy toolbar and menu offer a quick way to perform task, project open and project checkout operations.

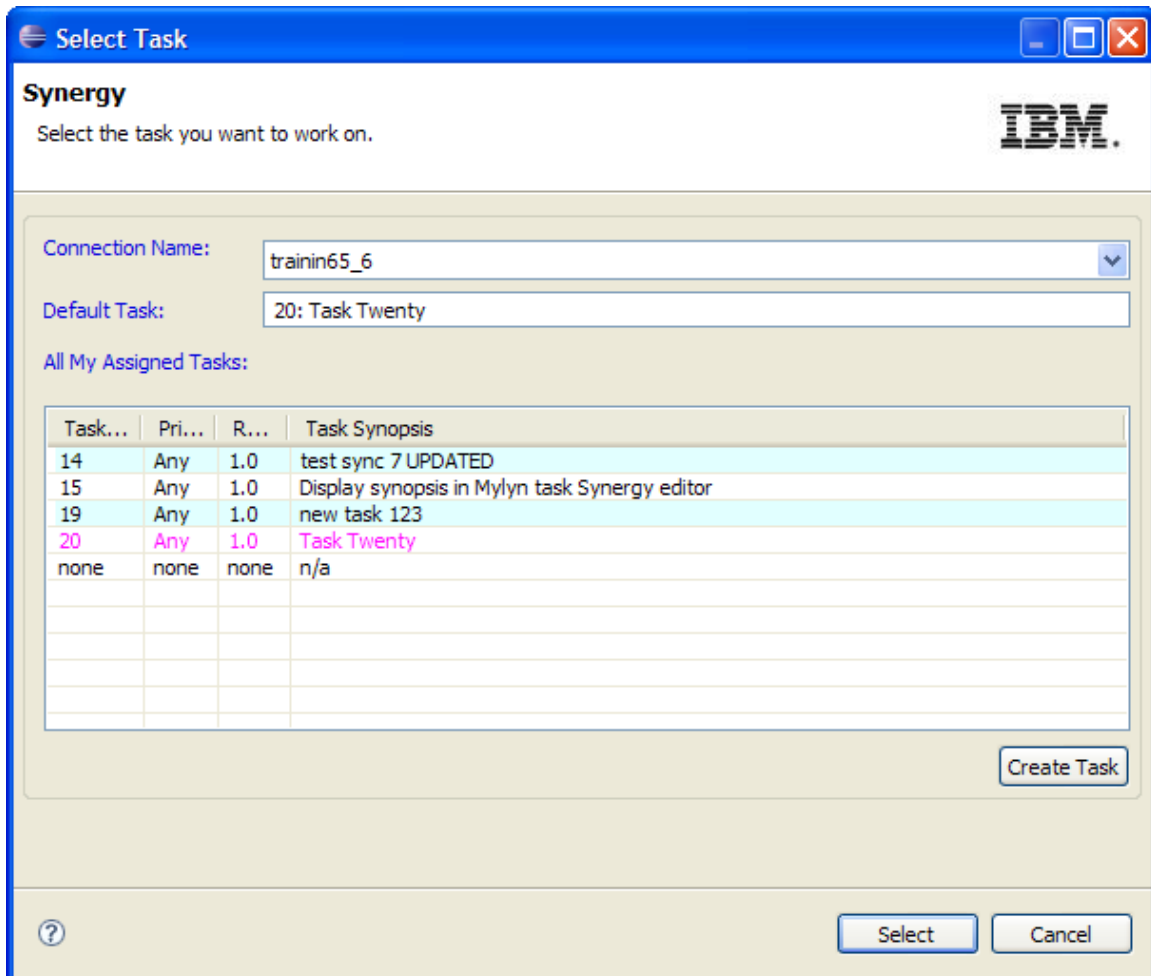


Synergy Menu

These operations are described below:

Select Task

Use this menu or the toolbar button to bring up the **Select Task** dialog box.



This dialog box will show the default task in the color purple. Select the task you want to set as the default and click **Select**.

If the task you want to set as default is not there, click **New Task** to create a new task.

Create a Task

Use this menu or the toolbar button to bring up the **Create Task** dialog box.

Create Task

Synergy
Create new task

Connection Name: db3

Task Synopsis: Example Task

Resolver: demo Estimated Effort:

Release: 1.0 Estimated Date: Browse

Priority: high Change Request: Add

Subsystem: admin Remove

Platform: x86-WIN32

This task fixes: Add
 Remove

Description:

?

Create Cancel

Specify a task synopsis, resolver, release, etc., and click **Create**.

Complete a Task

Use this menu or the toolbar button to bring up the **Complete Task** dialog box.

Complete Task

Synergy
Complete the default task

Connection Name: trainin65_6

Default Task: 20: Task Twenty

Associated Objects: test-1

Description:

Release: 1.0 Actual Effort: Change Task

Complete Cancel

Specify the task description and actual effort time and click **Complete**.

Show Task Properties

Use this menu or the toolbar button to bring up the **Show Task** dialog box.

Properties

Synergy
Default Task Properties

IBM.

Connection Name: db3

Task Number: 2 Status: task_assigned

Task Synopsis: Task 2

Resolver: demo Estimated Effort:

Release: 1.0 Estimated Date: Browse

Priority: Any Change Request: Add

Subsystem: Any Remove

Platform: Any

This task fixes: Add
 Remove

Description:

Update Cancel

If you want, you can change the task properties. Click **Update** to save changes.

Check Out a Project

Use this menu or the toolbar button to bring up the **Check Out Project** dialog box.

Check Out Synergy Project

Synergy
Select the project and project version you want to check out.

Connection Name: db3

Scope: All demo's Working Projects New Version: demo1

Projects: test2, test

Project Versions: demo, 1

Also Check Out Subprojects

Release: Use Current Value Purpose: Insulated Development

Use Default Work Area

Work Area: Browse

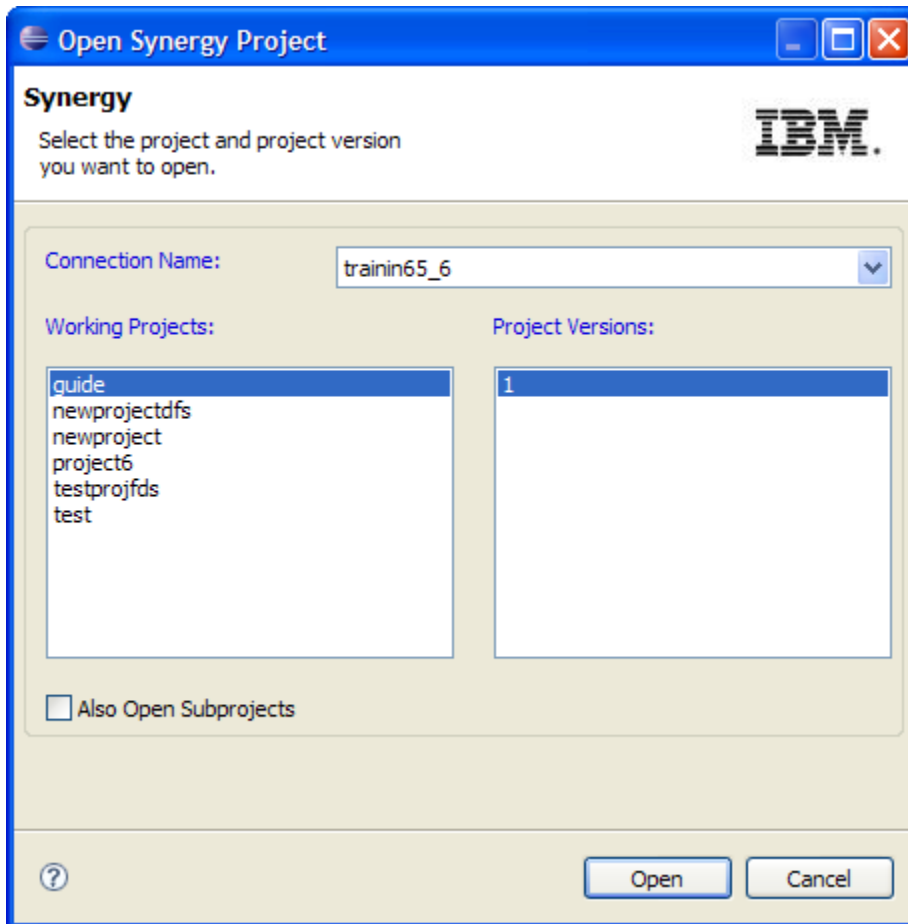
Default Task: 2: asdf Select Task

Check Out Cancel

The new project version will be recommended by the integration. Choose the release value, task, etc., and click **Check Out**. The project will be checked out and added to your workspace.

Open a Project

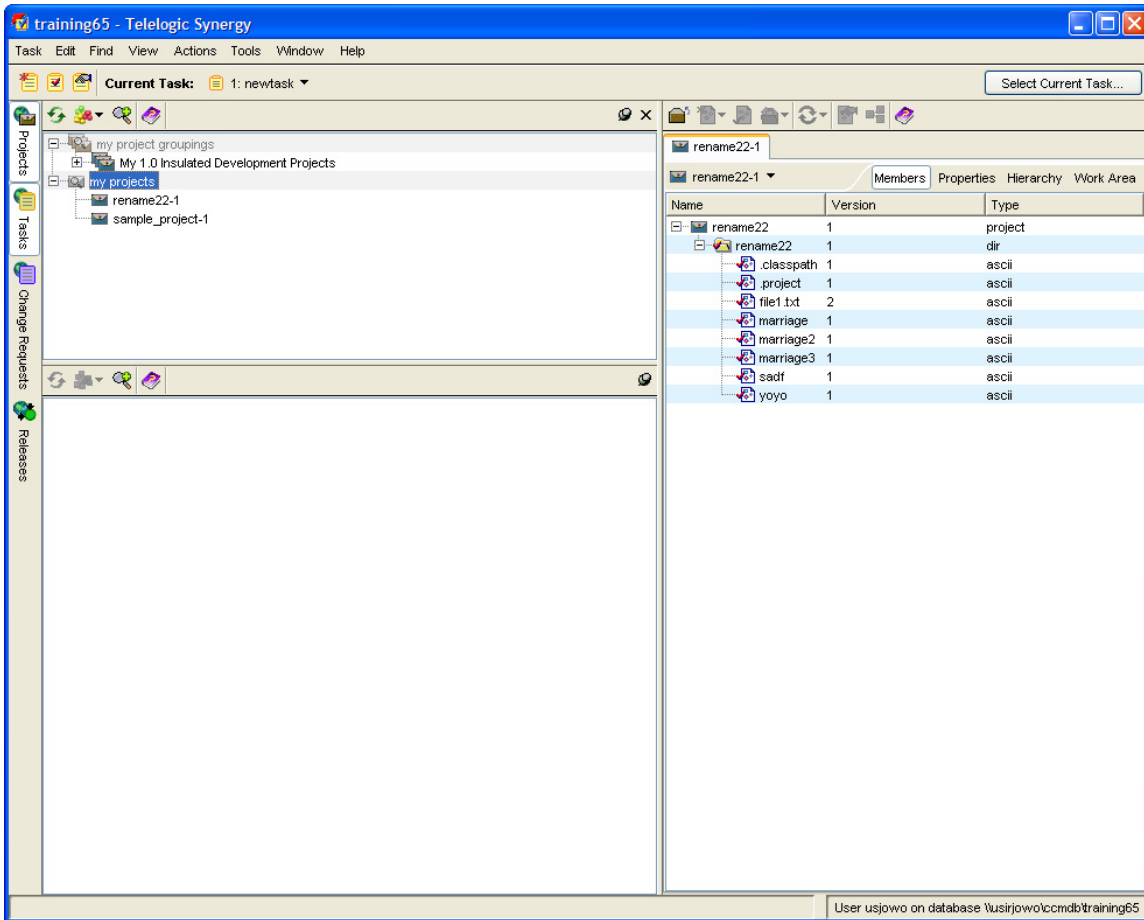
Use this menu or the toolbar button to bring up the **Open Project** dialog box.



This dialog box will show all the working projects, including prep projects, if you have any. Select the project and version you want to open. Click **Open**. The selected project version will be added to your workspace.

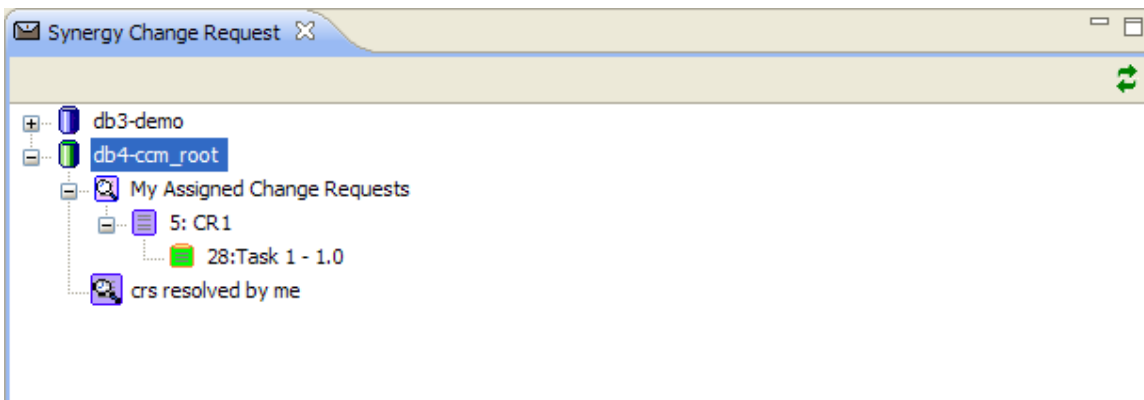
Show Synergy

Use this menu or the toolbar button to launch Synergy.



Synergy Change Request View

The **Synergy Change Request** view shows all of the change request queries that are associated with the current user on a Synergy repository connection. It provides the user a convenient way of associating each task with change requests, which can be created and assigned using the **Telelogic Change** interface. Default shared queries are denoted by faded query icons, and user-defined saved queries are denoted by opaque query icons. Change requests are denoted by purple rectangular icons and can be expanded to view the tasks that are associated with the selected change request.

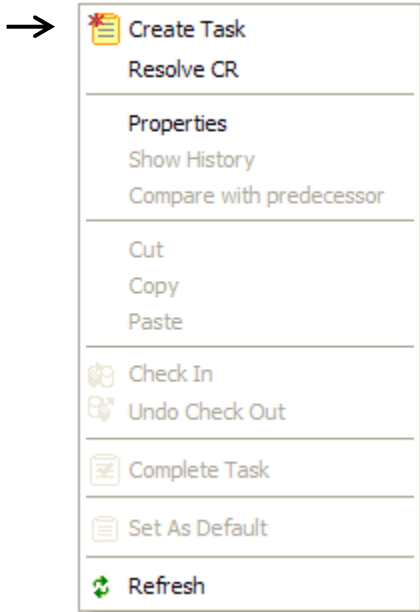


Like in the **Synergy Task View**, tasks are denoted by yellow rectangular icons, and these in turn can be expanded to display the objects that are related to the selected task. However, it should be noted that the **Synergy Change Request View** displays all tasks related to the change request, regardless of its status or resolver. Thus, even completed tasks will display in this view.

The various context-menu operations offered by Synergy Change Request View are listed below:

Create a New Task

1. Select a change request from the **Change Request** view.
2. Right-click the change request to bring up the context-menu.
3. Click **Create Task** to bring up the **Create Task** dialog box.



Create Task

Synergy
Create new task

Connection Name: db3

Task Synopsis: Example Task

Resolver: demo

Release: 1.0

Priority: high

Subsystem: admin

Platform: x86-WIN32

Estimated Effort: []

Estimated Date: [] Browse

Change Request: [] Add

This task fixes: [] Add
[] Remove

Description: []

Create Cancel

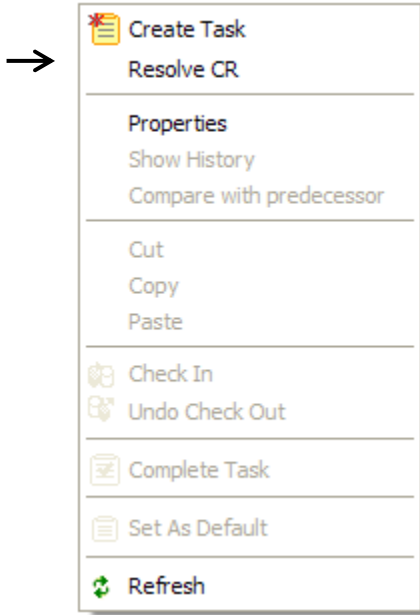
- Specify the task name, resolver, release, change request etc., and click **Create**.

A new task will be created and added to the **Synergy Change Request** view.

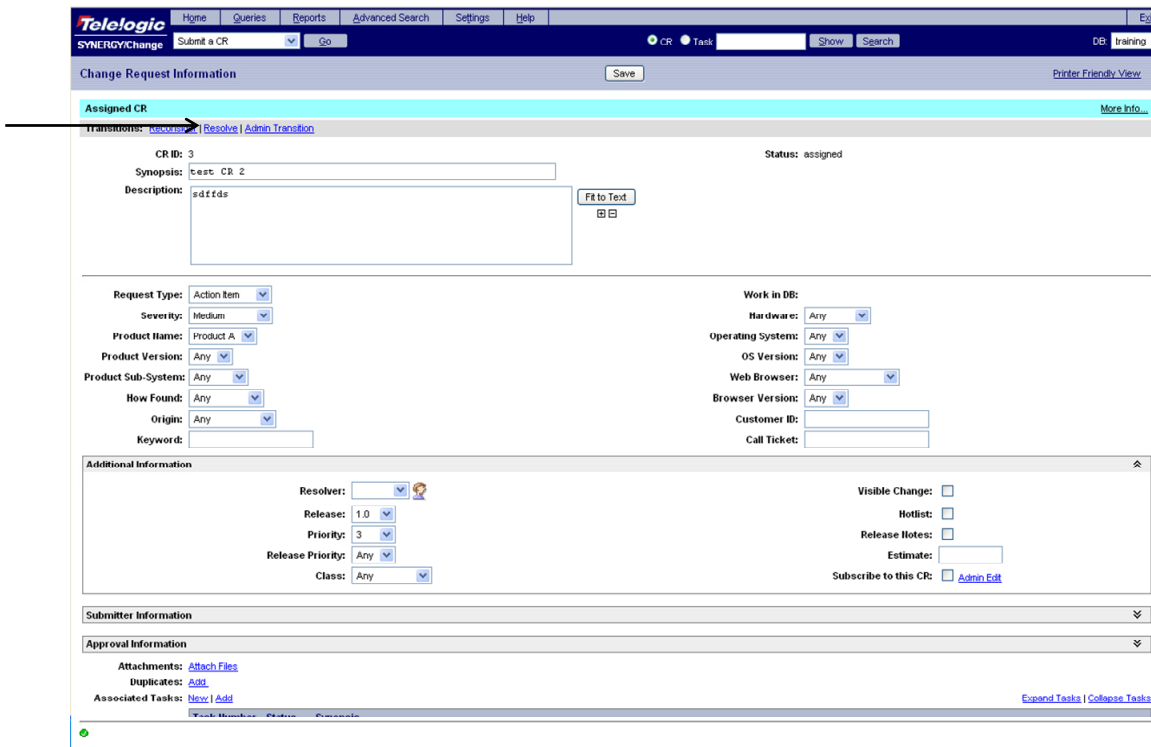
Resolve CR

The **Change Request** view provides an option to allow you to conveniently resolve a change request. This will open up a browser window that will be directed to the change request's properties page in **Telelogic Change**.

- Select a change request from the **Change Request** view.
- Right-click the change request to bring up the context menu.
- Click **Resolve CR** to open up a new browser window.



4. In the **Change Request Information** page, click **Resolve** to resolve the change request.

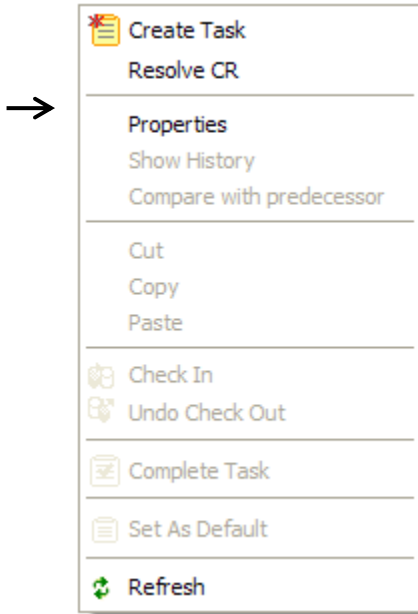


5. Enter comments in the **Comments** text field and click **Resolve**.

View Object Properties

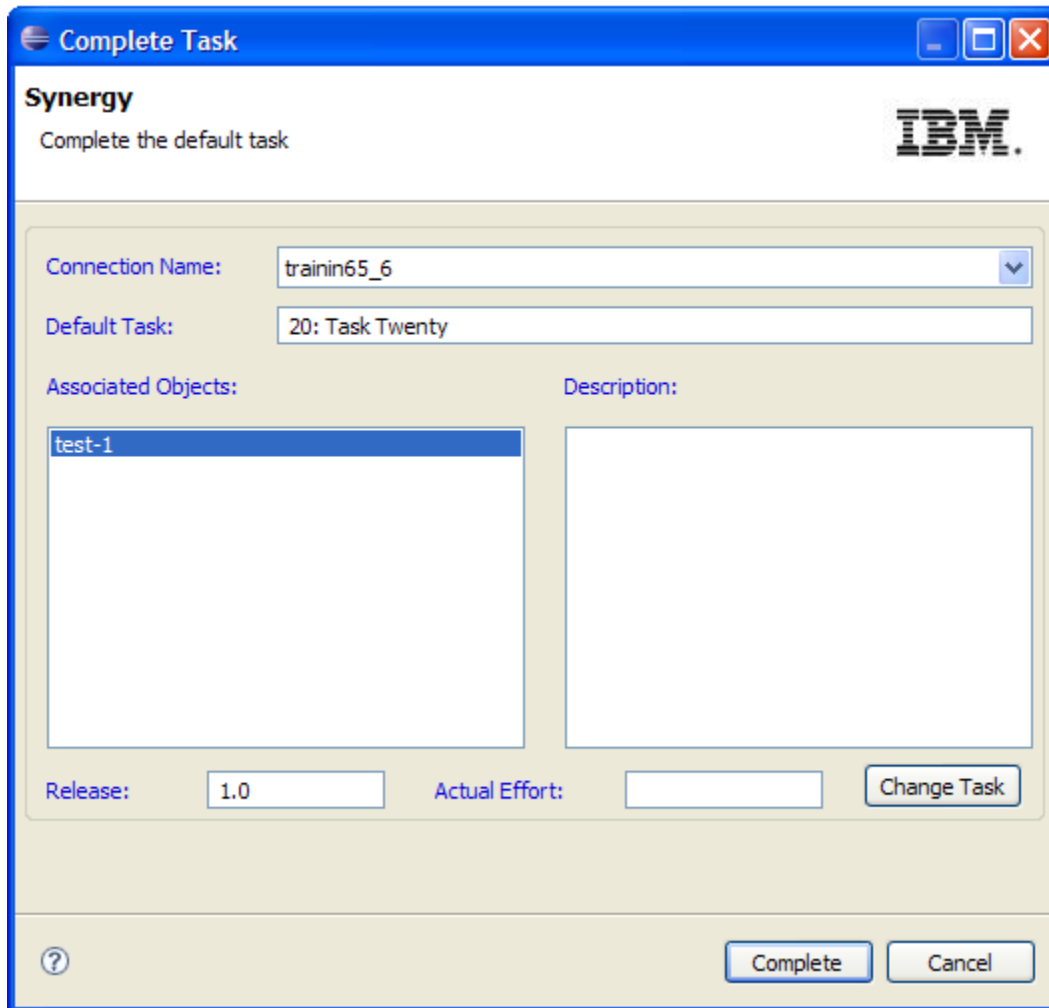
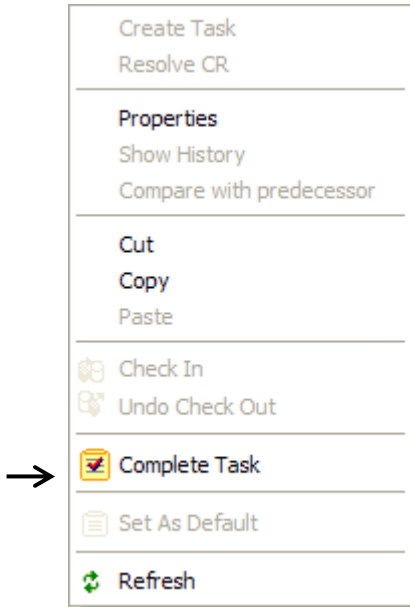
The **Properties** context menu option will display the properties dialog of the connection, task, folder or file that is selected. If a change request is selected, it will open a browser window with the change request information as shown in the previous screenshot.

1. Select an item from the **Change Request** view.
2. Click **Properties**.



Complete a Task

1. Select a task from the **Change Request** view.
2. Right-click the task to bring up the context menu.
3. Click **Complete Task**.

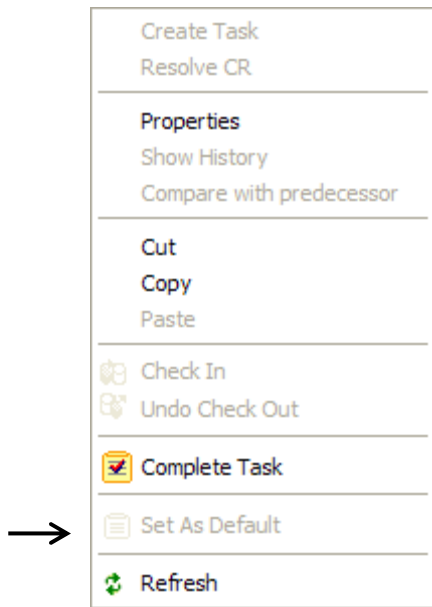


Note: The Change Request view supports drag and drop functions as well as cut, copy and paste as a convenient way to change task and CR associations. See the [Drag and drop](#) and [Cut, copy, paste](#) sections for a more detailed description.

Set a Default Task

A default task will automatically record the various version control operations you perform using the integration. You should set a task as your default task as described below:

1. Switch to the **Browse Task** view.
2. Select the desired connection and, if necessary, expand to view all tasks.
3. Select the task you want to set as the default.
4. Right-click in the view to bring up the context menu.

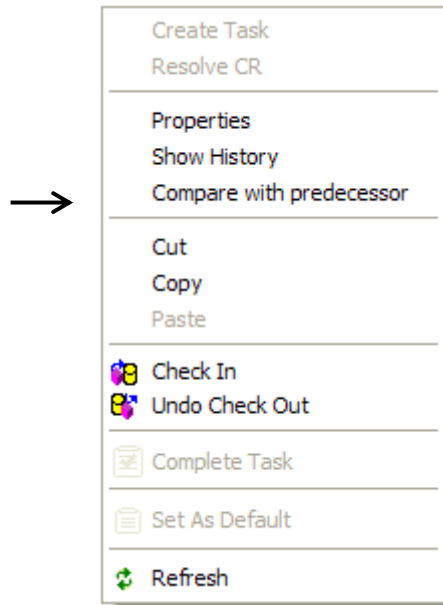


5. Click **Set As Default**.

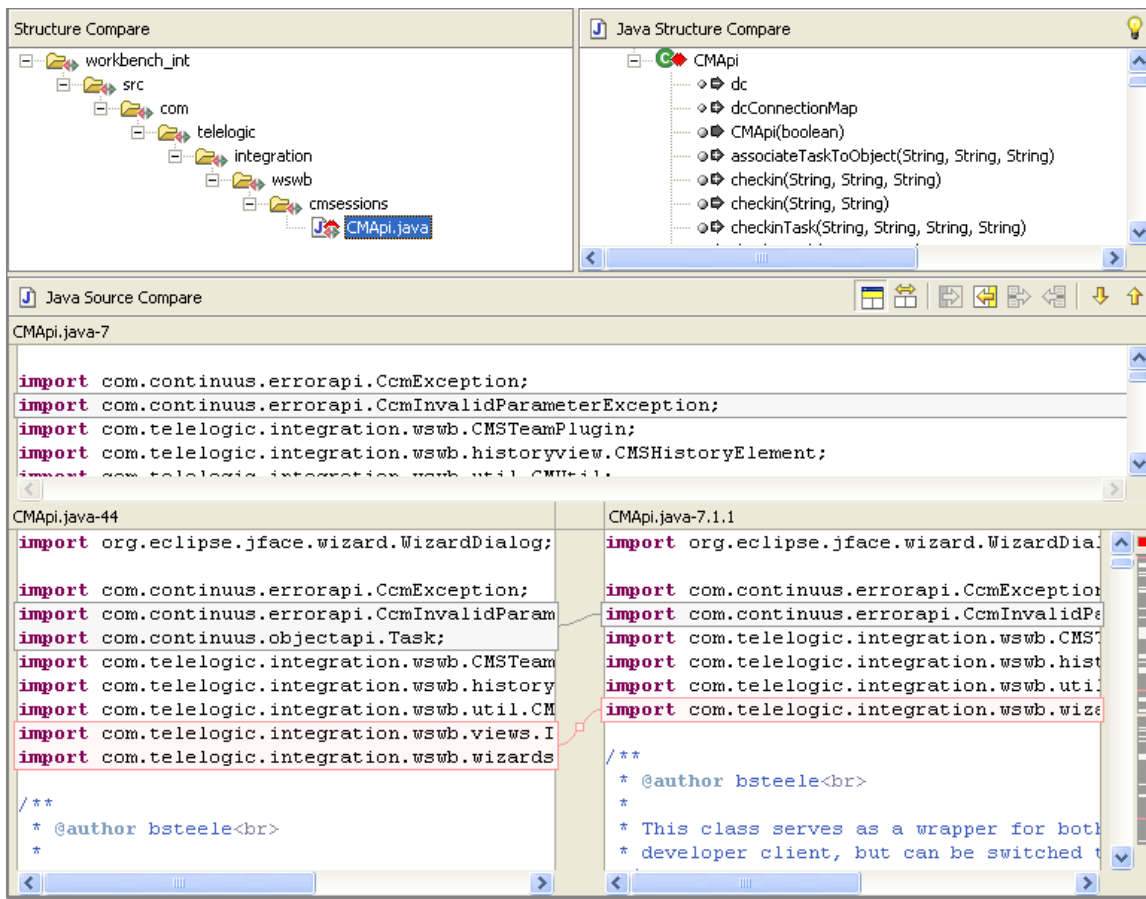
The selected task will become the default task, and its icon will change to the default task icon.

Compare with Predecessor

Use the Compare with predecessor function to compare the current version of the selected file or folder with the last version, if it exists.



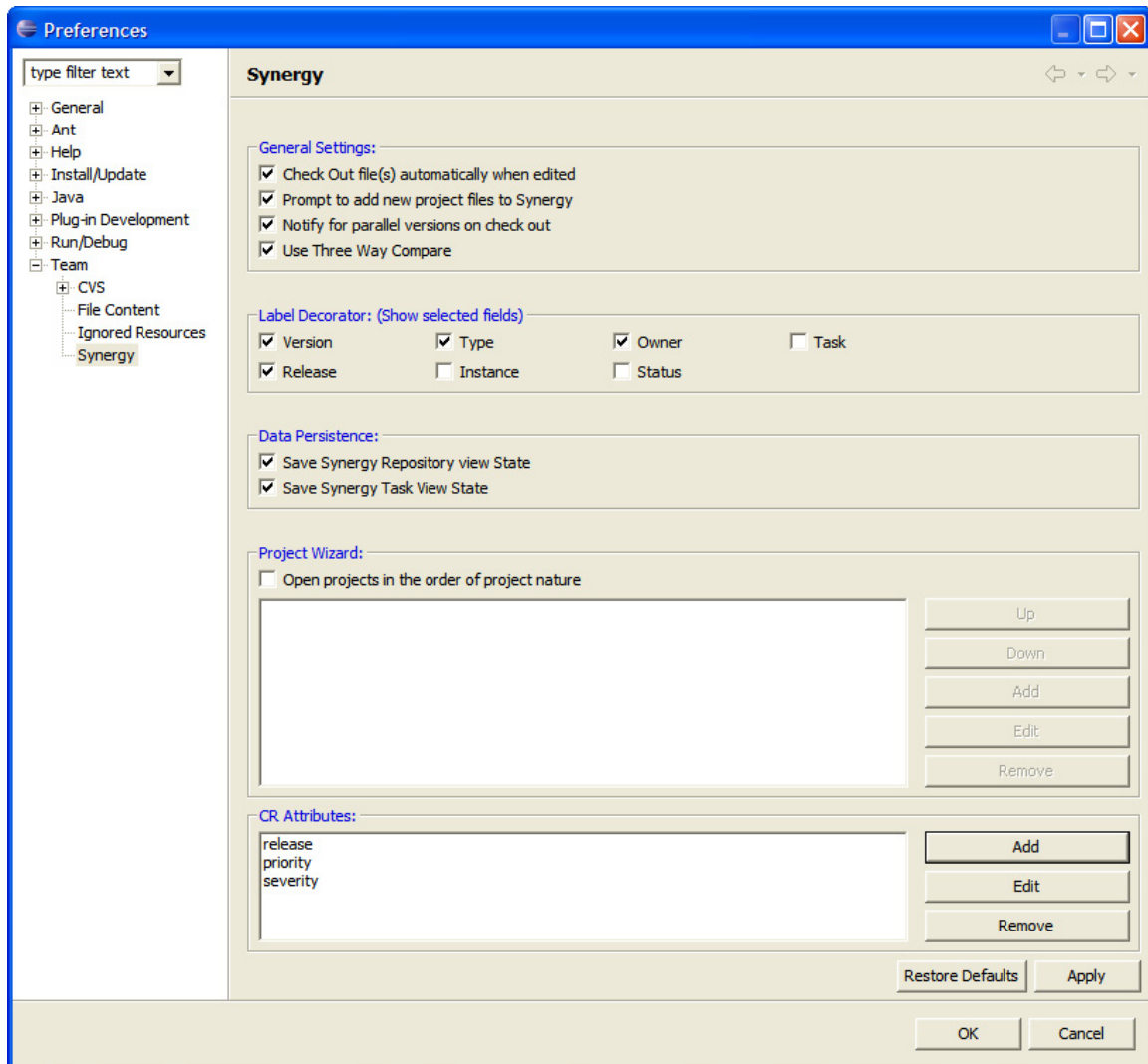
This will bring up a dialog similar to the following:



Configuring Displayed Change Request Attributes

You can choose which change request attributes are displayed in the **Change Request** view. This can be done through the following steps:

1. Open the Synergy **Preferences** dialog located in **Window -> Preferences -> Team** in the Eclipse toolbar.
2. In the **CR Attributes** section, click **Add** and enter the name of the attribute to be displayed. You must enter the name of the attribute, not the label of the attribute. This will add the attribute to the attributes list.

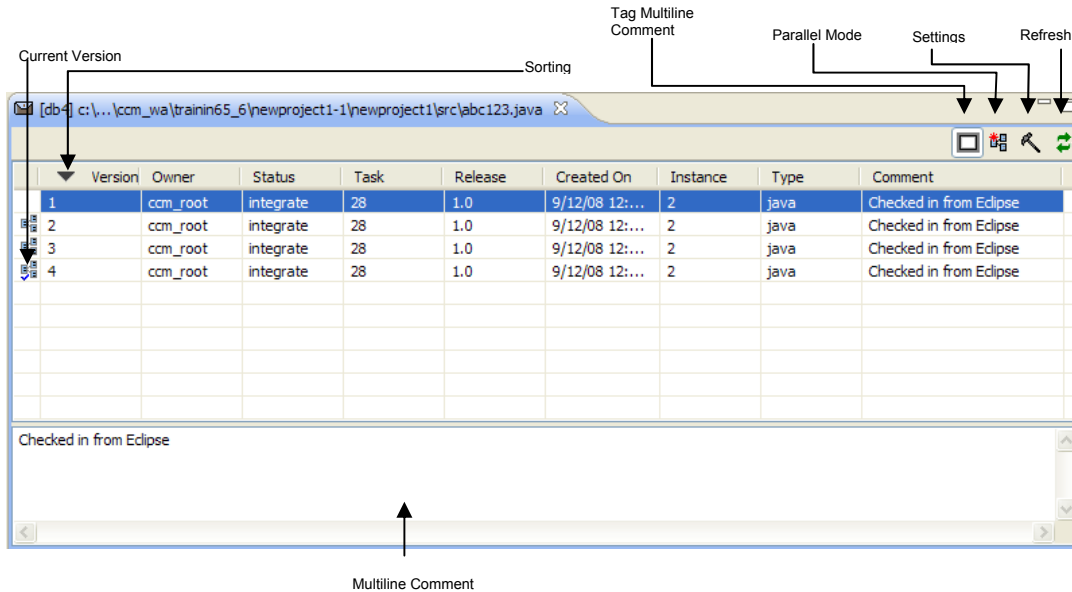


3. Click **OK**.
4. Close the **Change Request** view (if open), and re-open it through **Window -> Show View** in the Eclipse toolbar.

Note: The inputted attributes must represent valid attributes in the Telelogic Change server in order for them to be displayed.

Synergy History View

The **Synergy History** view shows the history of a project, file, or folder. It can also be used to view parallel versions. It supports a visual compare and merge feature that shows the differences in two versions of an object. A typical instance of **Synergy History** view looks like this:



Open History View

To open the **Synergy History** view, you must have a project in your workspace connected to Synergy. To learn more about how to get a Synergy project into your workspace, refer to following topics:

[Synergy Toolbar – Checkout Project](#)

[Synergy Repository – Checkout Project](#)

[Synergy Toolbar – Open Project](#)

[Synergy Repository – Open Project](#)


[Migrate Project from within Eclipse](#)

Follow the following steps to open **Synergy History** view.


1. Select your project in Eclipse's **Navigator** view or **Package Explorer** view.
2. Expand the project and select the resource which you want to view the history.
3. Right-click to bring up the context menu.
4. On the **Team** menu, click **Show In History View**.

You can also open **Synergy History** view from **Synergy Task** view or **Synergy Repository** view.


Show/Hide Multi-line Comment

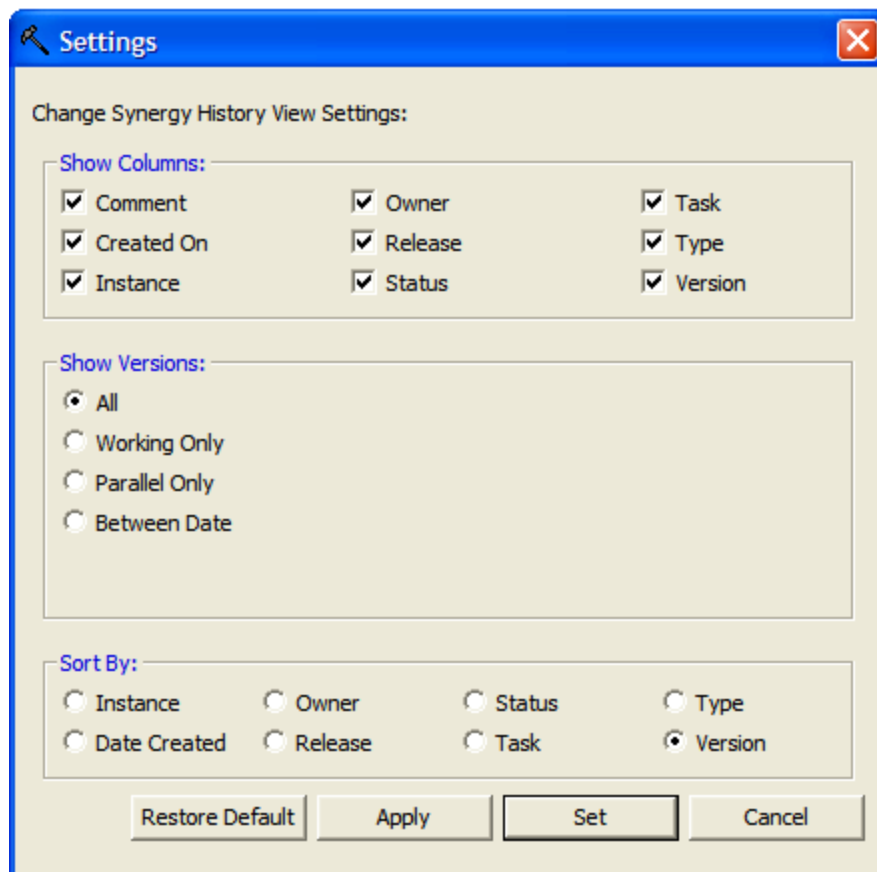
The **Synergy History** view can be set to switch between show multi-line comment field and hide multi-line comment field. Click on the toolbar button  to toggle the multi-line comment field.

Show Parallel Mode

The **Synergy History** view can be set to switch between parallel mode and normal mode. When in parallel mode, parallel versions of the current object version are tagged with the image . Also, in parallel mode, the current object version is always tagged with this image. You can use this mode to identify and merge parallel versions.

Synergy History Settings

The **Synergy History** view provides a **Settings** dialog box to change the way information is displayed in this view. To bring up this dialog box, click the **Settings** toolbar button .



Different options are explained below:

a. Show Columns

Use this option to choose the columns you want to see in the **Synergy History** view. By default, all the columns are selected. You can clear the check boxes of the columns you don't want to see.


b. Show Versions


Use this option to filter out the object versions. If you select **All**, all versions of the objects are shown. If you select **Working Only**, only working versions of the objects are shown. The option **Parallel Only** displays only parallel versions. If you choose **Between Date**, you can choose versions whose modified time is between dates **From** and **To**. The date range is considered inclusive.

c. Sort By

Use this option to sort the Synergy History data. By default, **Version** is used to sort data.

Select Sort Column and Sort Order

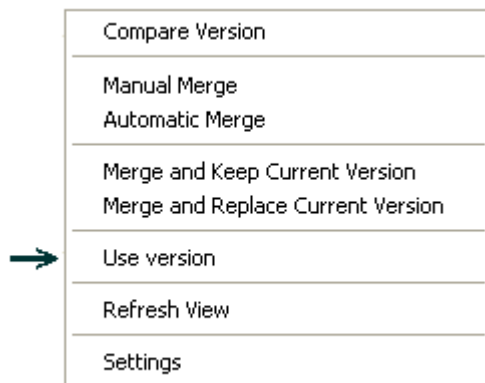
In the **Synergy History** view, you can sort data by entries of a column. To do so, click the column header. The column will show the down arrow icon . The data will be sorted in ascending order.

To sort data in descending order, click on column header again. The icon will be changed to an up arrow .

Use Version

To use a particular version of an object follow the steps below:

1. Open the **Synergy History** view.
2. Select the desired version in **Synergy History** view.
3. Right-click to bring up the context menu.

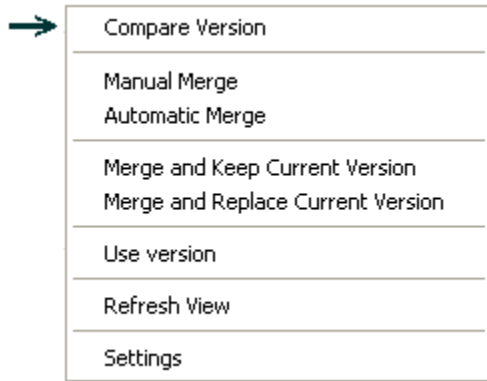


4. Click **Use Version**.
5. The selected version will become the current version.

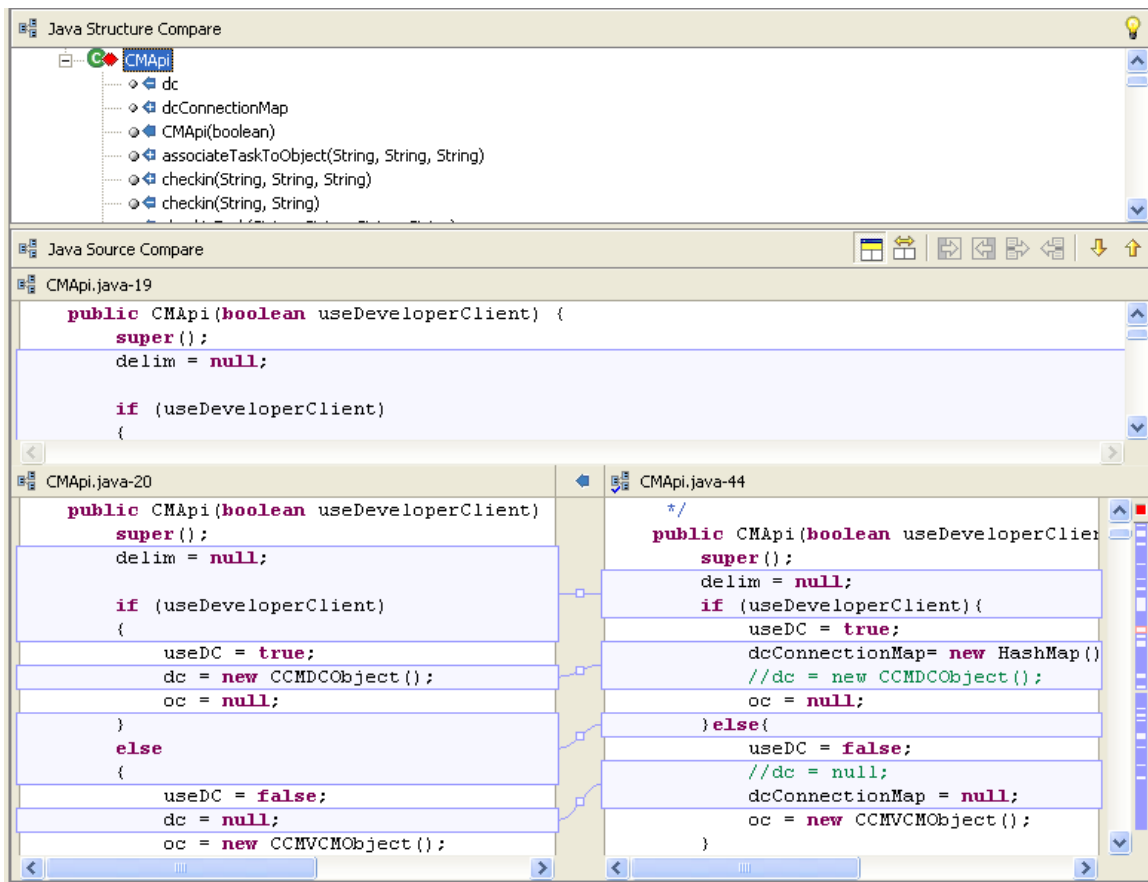
Compare Version

To use a particular version of an object, follow the steps below:

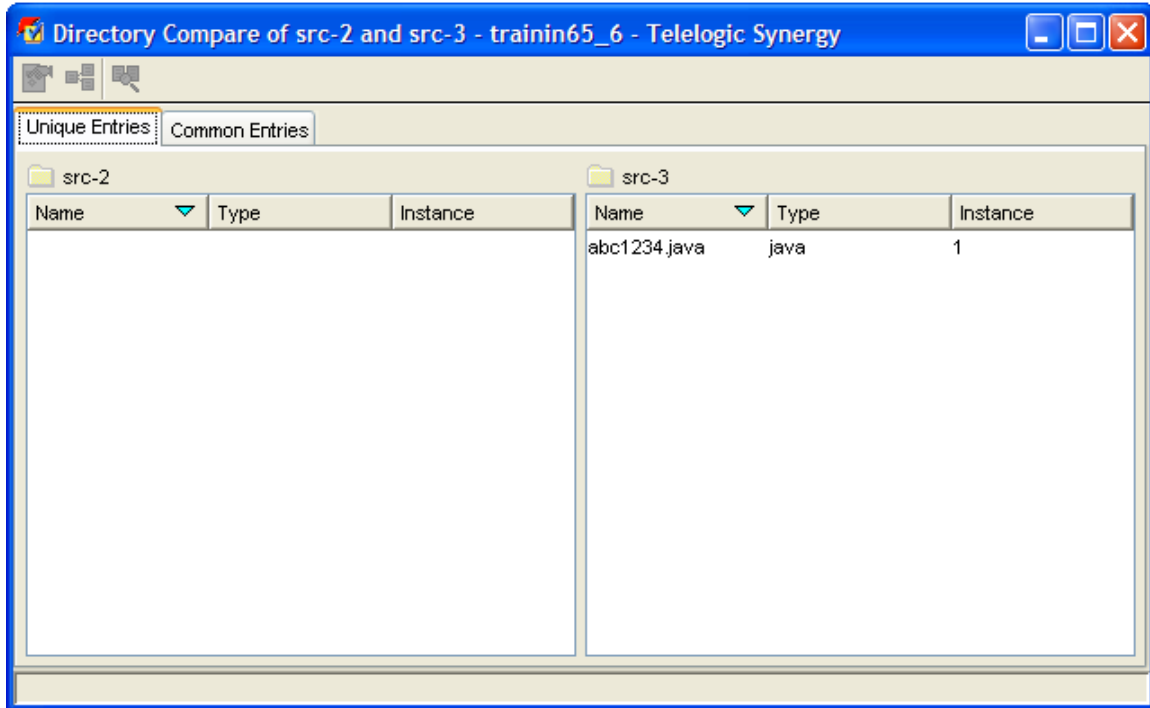
1. Open the **Synergy History** view.
2. Select two versions you want to compare.
3. Right-click to bring up the context menu.



4. Click **Compare Version**. The result will be shown in Eclipse's compare editor.



If folders are compared, you will get the following dialog boxes.

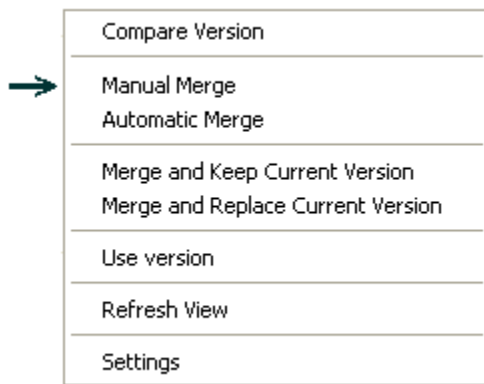


Manual Merge

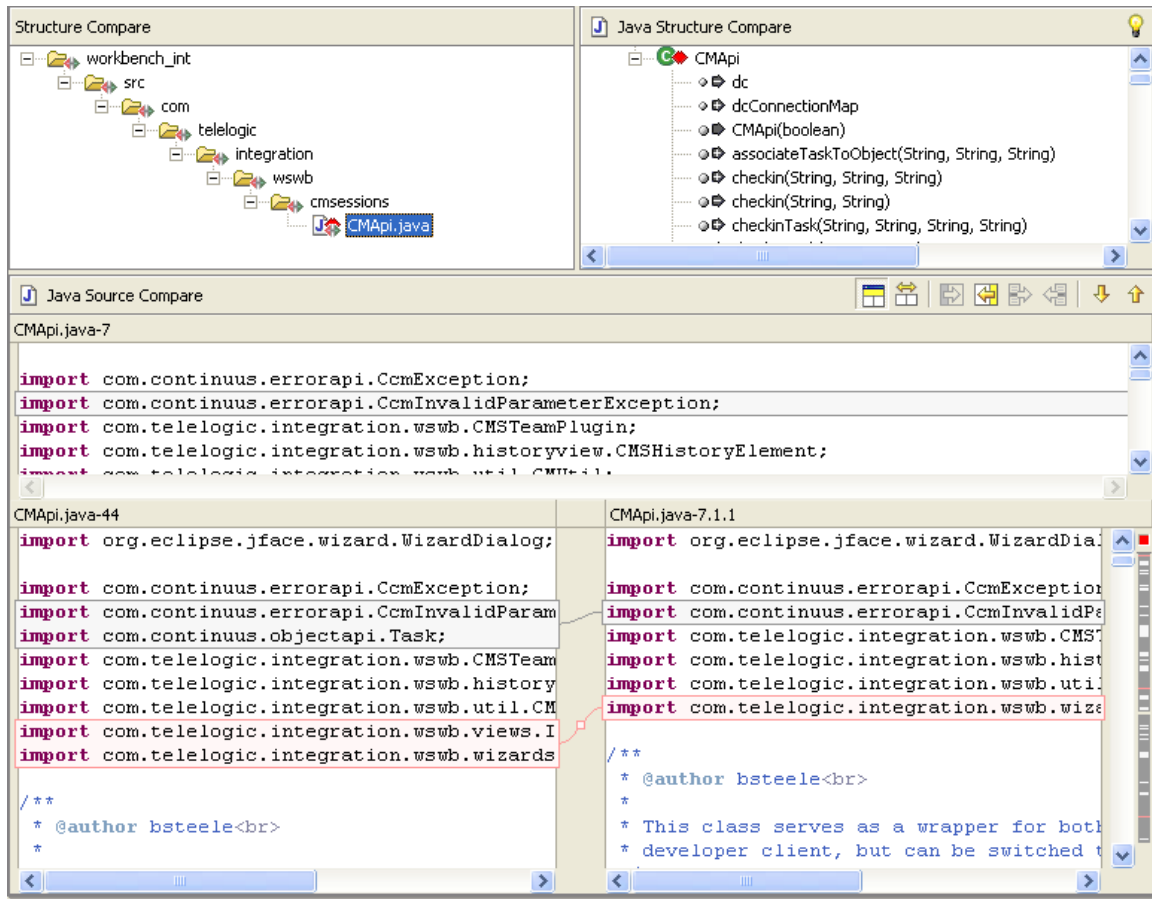
This operation is used to merge a parallel with the current version of an object. The merge editor opens in Eclipse. You can see the differences between the two versions and locate the conflicts. The common ancestor is also shown to help resolve conflicts.

To merge two parallel versions, follow the steps below:

1. Open the **Synergy History** view.
2. Identify the two versions you want to merge. Make one of them the current version. The two versions must be in a static state.
3. Select two versions and right-click to bring up the context menu.



4. Click **Manual Merge** to open the merge editor.



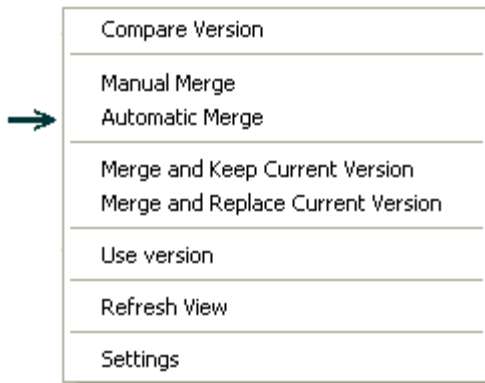
5. Use this editor to merge and resolve conflicts.
6. When all the conflicts are resolved, on the Eclipse **File** menu, click **Save**. A new version of the object will be created as the result of this operation. Close the merge editor.

Automatic Merge

The automatic merge operation will use Synergy's built-in merge and conflict resolution tool. A new version of the object will be created automatically. This operation will not change your current version.

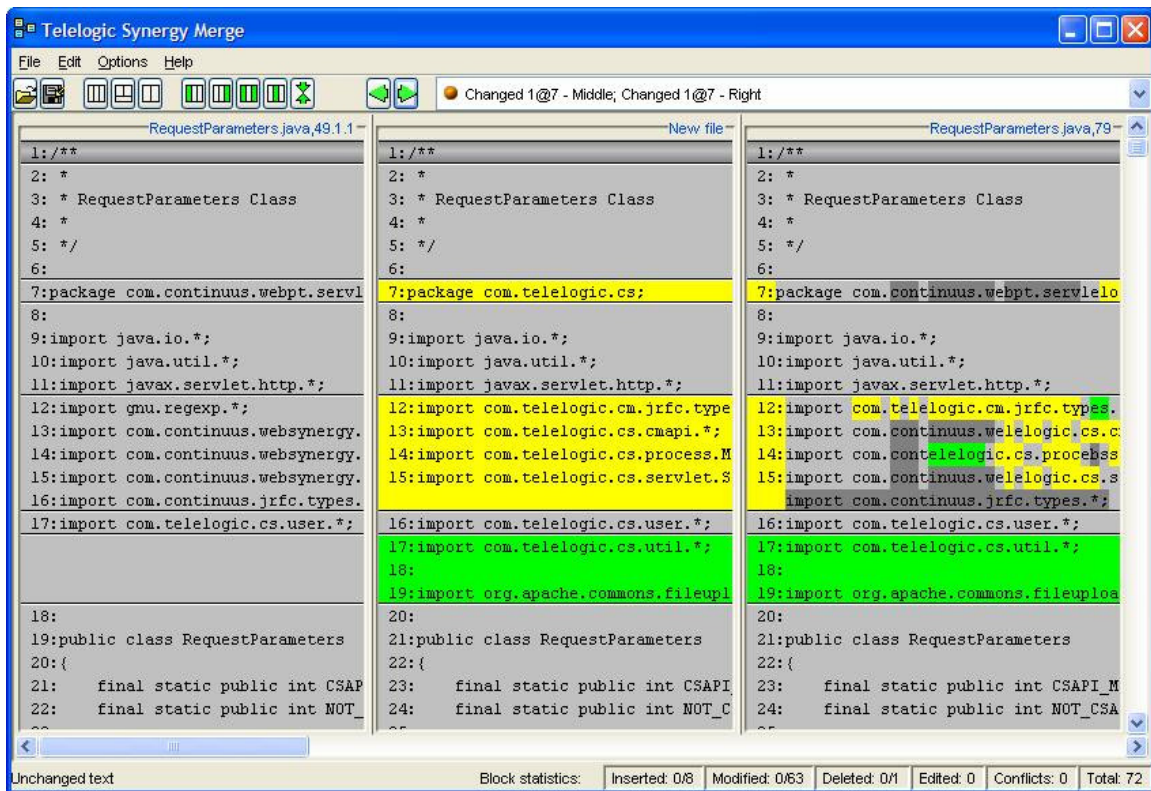
To merge two parallel versions automatically, follow the steps below:

1. Open the **Synergy History** view.
2. Identify the two versions you want to merge. Make one of them the current version. The two versions must be in a static state.
3. Select two versions and right-click to bring up the context menu.



4. Click **Automatic Merge**.
5. An automatic merge is performed and a new working version of the object will be created. The resulting version may contain conflict markers if automatic merge was unable to resolve certain conflicts. Open the newly created version and check for any conflict markers.

The automatic merge operation will bring up the following merge tool.

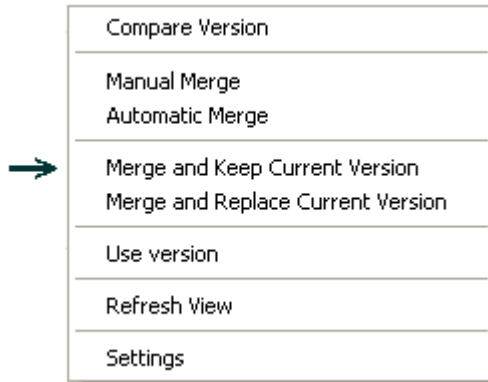


Merge and Keep Current Version

To merge two parallel versions, follow the steps below:

1. Open the **Synergy History** view.

2. Identify the two versions you want to merge. Make one of them as current version. The two versions must be in a static state.
3. Select two versions and right-click to bring up the context menu.

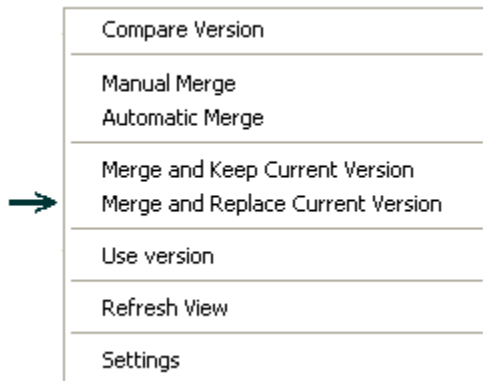


4. Click **Merge and Keep Current Version**.
5. A new working version of the object will be created. The content of the resulting version is the same as that of the current version (the other version used in merge will be ignored).

Merge and Replace Current Version


To merge two parallel versions, follow the steps below:

1. Open the **Synergy History** view.
2. Identify the two versions you want to merge. Make one of them as current version. The two versions must be in a static state.
3. Select two versions and right-click to bring up the context menu.



4. Click **Merge and Replace Current Version**.
5. A new working version of the object will be created. The content of the resulting version is replaced by the other version of the object used in merge (current version will be ignored).

Refresh

Click the toolbar button Refresh , or on the context menu, click **Refresh View** to refresh the **Synergy History** view.

Mylyn Views

The integration extends the Eclipse Mylyn views in order to allow you to use Mylyn capabilities in conjunction with Synergy repositories and tasks. More information about Mylyn and its features can be viewed on the Eclipse website.

Mylyn Task Repositories View

Once a Synergy repository has been added to the **Synergy Repository** view, it can be added to the Mylyn **Task Repositories** view. Adding the repository to Mylyn will enable you to use Mylyn functionality with tasks from that particular repository.

The image below shows the **Task Repositories** view with 2 Synergy repositories denoted by the Synergy icon.



Adding a Synergy Repository to Mylyn

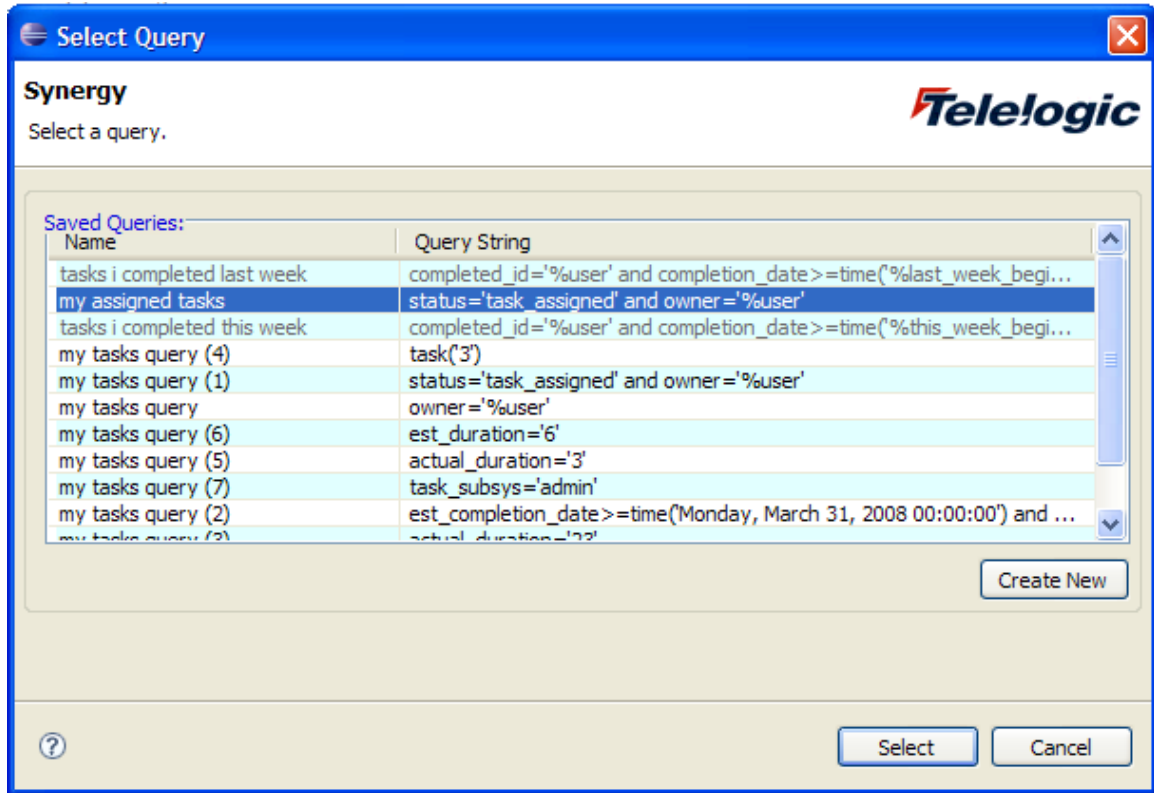
1. Ensure that repository has been added to the **Synergy Repository** view.
2. Click on the **Add Task Repository** icon on the top right corner of the Mylyn **Task Repositories** view or select the same option from the context menu.
3. Select **Synergy Repository** in the **Select Repository Type** dialog.
4. Select a repository from the **Server** drop-down menu and click **Finish**.

Mylyn Task List View

After a Synergy repository has been added to Mylyn, you can add queries to the Mylyn **Task List** to import Synergy tasks from that repository and use Mylyn functionality such as attaching contexts and scheduling.

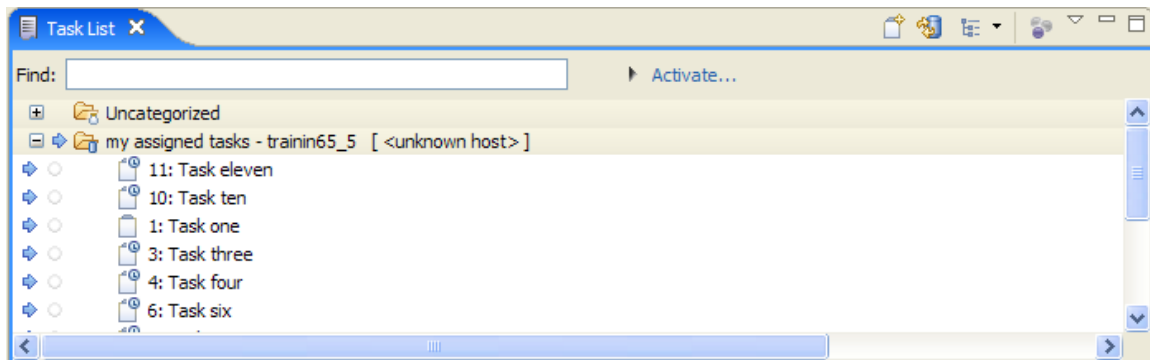
Adding a Synergy Query to Mylyn Task List

1. From the **Task List** context menu, select **New** -> **Query** to bring up the **New Repository Query** dialog box. Select the **Synergy repository** to query to bring up the **New Synergy Query** dialog and click **Select Query**.
2. Select an existing query from the query list or create a new query. Click **Select** to choose the query to be added to the **Task List**. The **Select Query** dialog box is shown below:



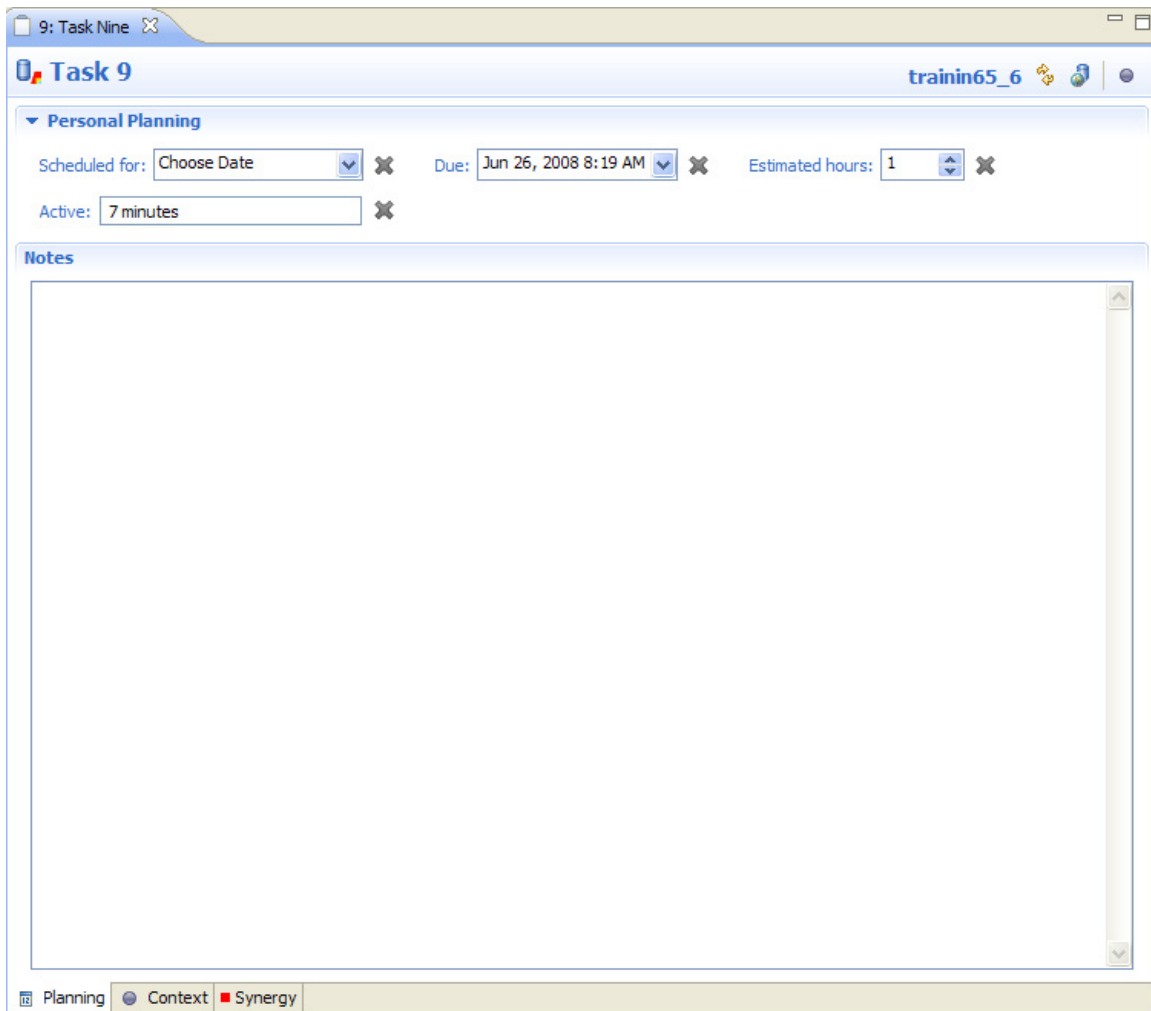
The image below shows the Mylyn **Task List** with an added Synergy query and its corresponding tasks.

Note: If a Synergy task in Mylyn is set as “Active”, it will automatically become the default task in Synergy.



Synergy Mylyn Task Editor

Planning Tab



The planning section can be used to schedule the task in both Mylyn and Synergy. The date and time values will determine how the task is categorized in the **Task List** view if it is set to display according to schedule. The **Due** field is also linked to the Synergy task **Estimated Date** field.

Synergy Tab

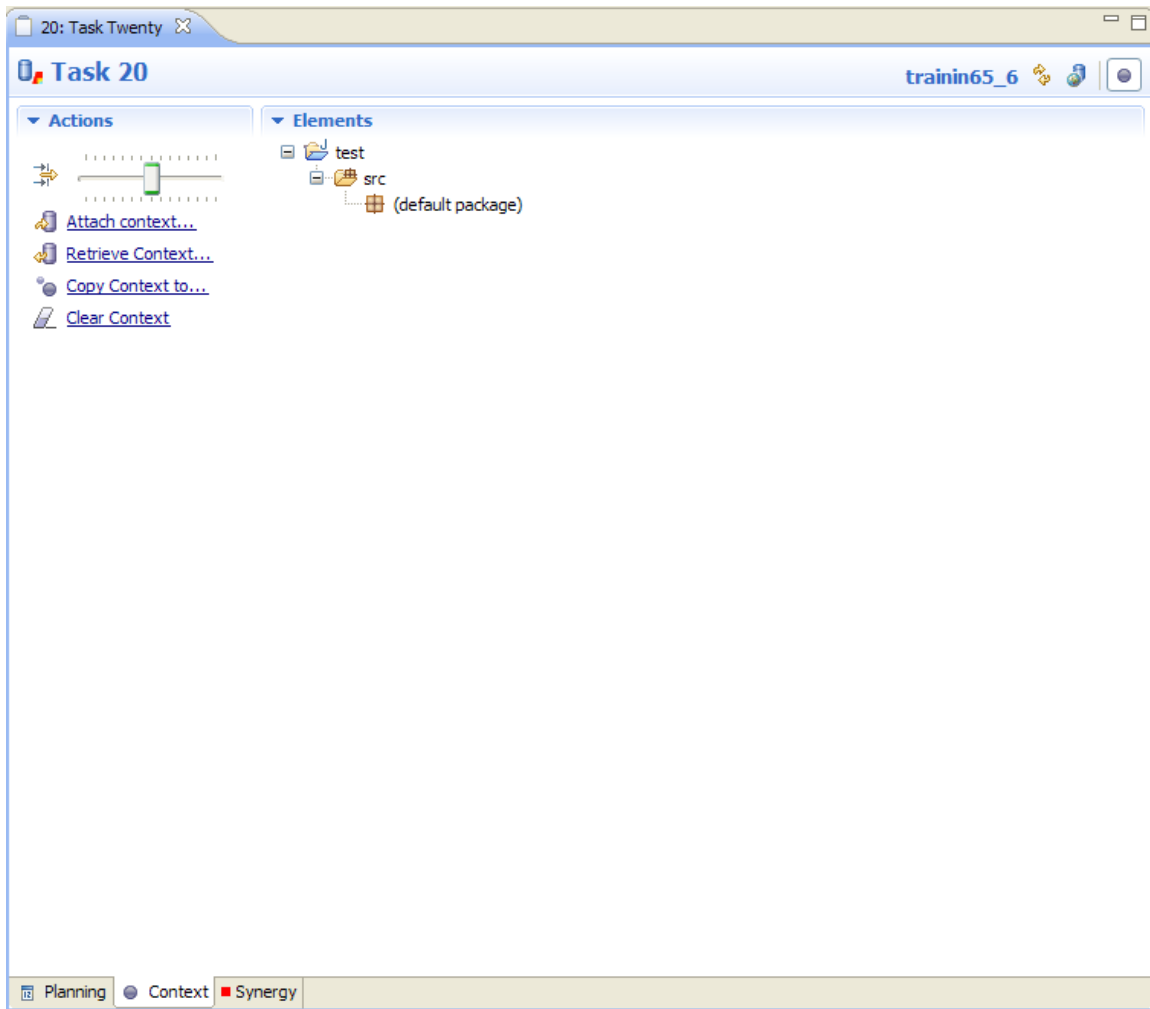
The screenshot shows the Eclipse IDE interface with a window titled '20: Task Twenty'. The main content area displays the 'Task 20' details. At the top, there is a 'Task Properties' section with a 'View / Update' button. Below it is an 'Attachments (3)' section containing a table with the following data:

| Name | Description | Size | Creator | Created |
|----------------------|-------------------|-----------|-----------------|--------------------|
| Task Context | mylyn/context/zip | 487 bytes | usjowo <usjowo> | Jul 23, 2008 2:... |
| screenshot.png | screensho | 296.68 KB | usjowo <usjowo> | Jul 23, 2008 3:... |
| overlayqueryicon.gif | asd | 866 bytes | usjowo <usjowo> | Jul 23, 2008 4:... |

Below the table are two buttons: 'Attach...' and 'Attach Screenshot...'. At the bottom of the window, the 'Synergy' tab is selected, with 'Planning' and 'Context' tabs also visible.

The **Synergy** tab displays basic information about the Synergy task such as its ID, description, and last synchronized time. It also displays a list of each file and the context that is attached to the repository task. Furthermore, it allows for you to quickly modify the task properties through the **View/Update** button.

Context Tab



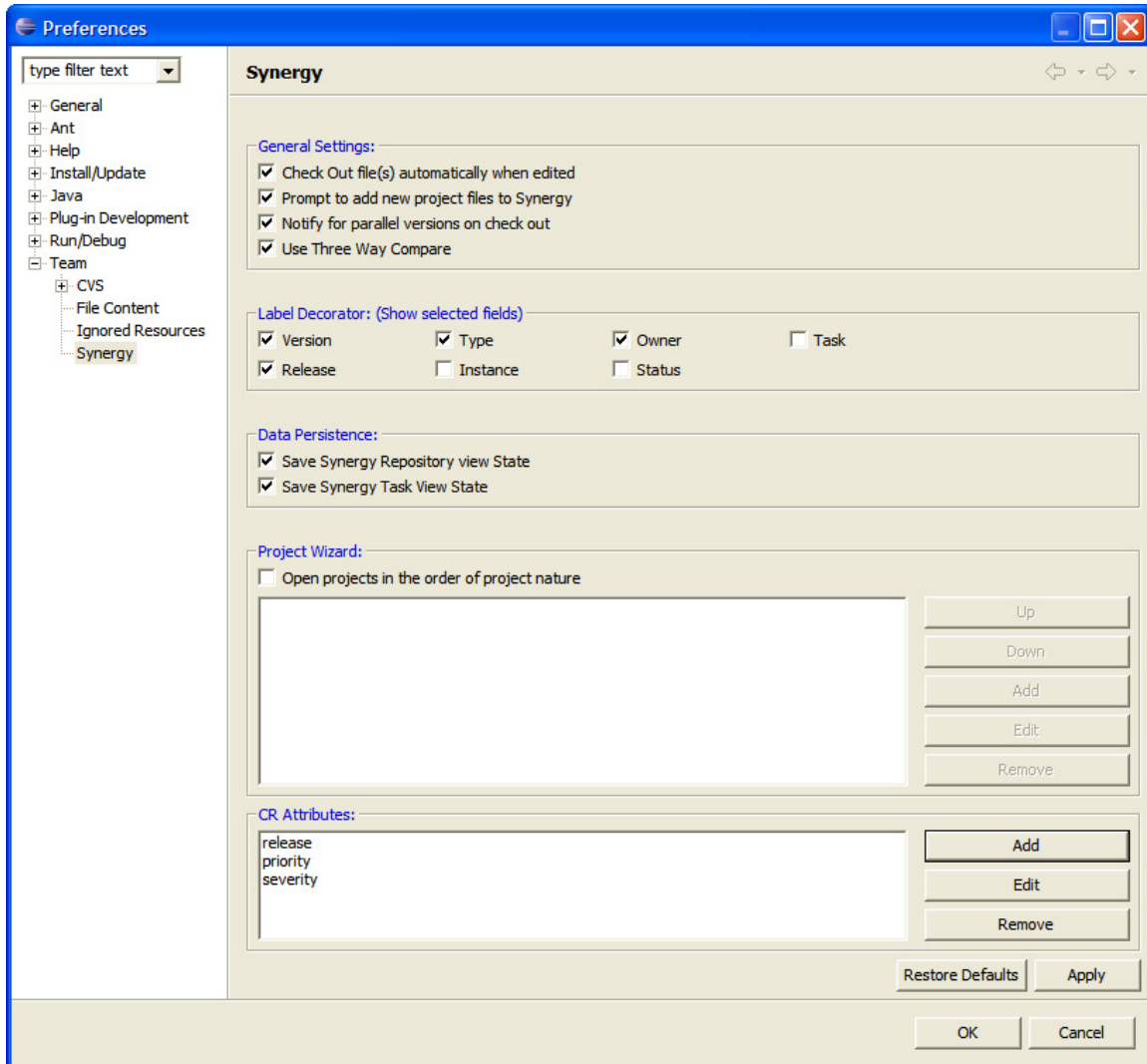
The **Context** tab displays the context that is currently associated with the task. This context can be attached to the Synergy task by using the **Attach Context** link under the **Actions** section. It can then be retrieved by any other user with using the integration with access to the task with the **Retrieve Context** link.

Note: If a context is attached to a task that has an existing context attachment, the uploaded context will overwrite the existing context. Currently Synergy tasks can have only 1 context attachment.

Synergy Team Preferences

This integration provides a **Team Preference** which you can use to change the way the integration works. To bring up the **Team Preference** follow the steps below:

1. Bring up the Eclipse **Preferences** dialog box.
2. Expand the **Team** category and select **Synergy**.

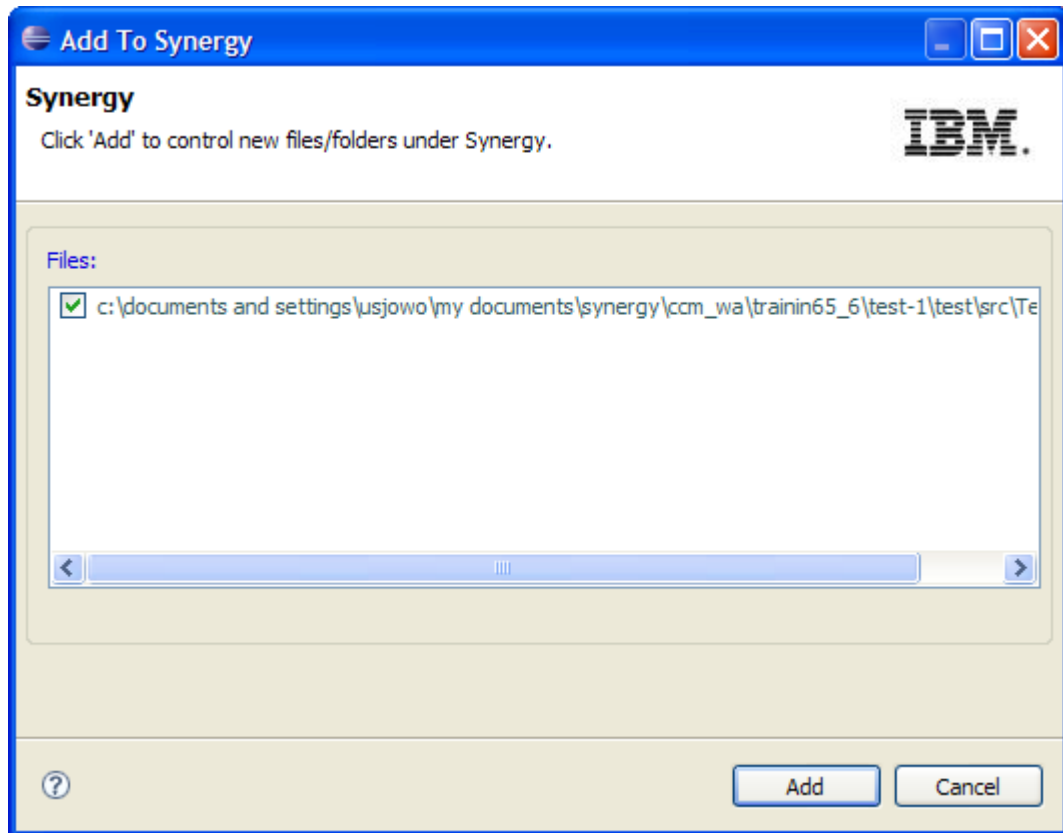


The various options in **Synergy Team Preference** are explained below:

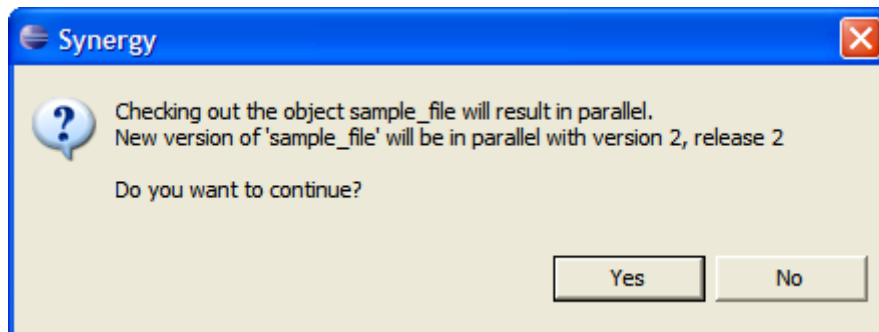
a. General Settings

Check Out File(s) automatically when edited: If you try to modify a file without checking it out first, the integration will automatically check it out for you, if this option is selected.

Prompt to add new project files to Synergy: Select this option if you want the integration to add newly created java files to Synergy. The integration will prompt you first.



Notify for parallel version on check out: If you select this option, the integration will notify you when a check out operation results in parallel versions.



Use three way compare: If you select this option, the ancestor window will be shown during compare operation.

b. Label Decorator

You can select the fields you want to make part of label decorators. The fields will be separated by character ':'.



c. Data Persistence

You can choose whether or not to save your **Repository** view state and **Task** view state between sessions. If you choose to save, the corresponding view will be created using saved data instead of data from Synergy database. To see the current database state, refresh the views.

d. Project Wizard

This section allows you to specify the order in which your projects will be opened during checkout project and open project operations. The order depends on the project nature of projects being opened. This is especially useful for opening projects with multiple subprojects that have dependencies between them.

Note: projects that do not have a project nature or have a nature that is not specified in the project wizard will be opened before those that fit the project wizard criteria.

e. CR Attributes

This section allows you to specify which CR attributes are to be displayed in the **Change Request** view next to each CR. See the Change Request section for additional description.

Label Decorators

When a project in Eclipse is connected to Synergy, the icon and name of resources are decorated to give a visual indication that the project is in under Synergy.

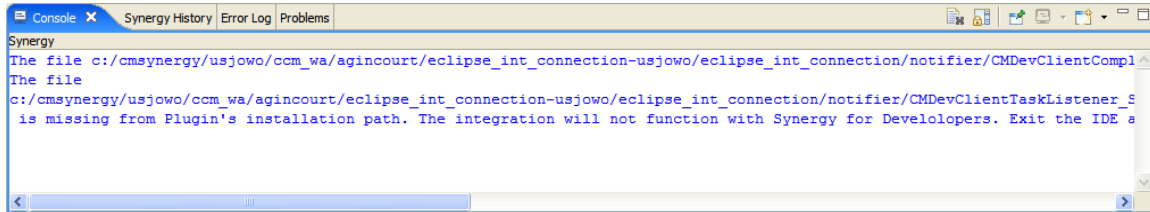
| | |
|--------------------|----------------------|
| Controlled Project | Uncontrolled Project |
| | |

| | | | |
|-----------------|------------------|-------------------|-----------------------------|
| Checked In File | Checked Out File | Uncontrolled File | Checked Out by another user |
| | | | |

| | | | |
|-------------------|--------------------|---------------------|-----------------------------|
| Checked In Folder | Checked Out Folder | Uncontrolled Folder | Checked Out by another user |
| | | | |

Synergy Console View

The integration uses Eclipse's basic console view to output results of various operations

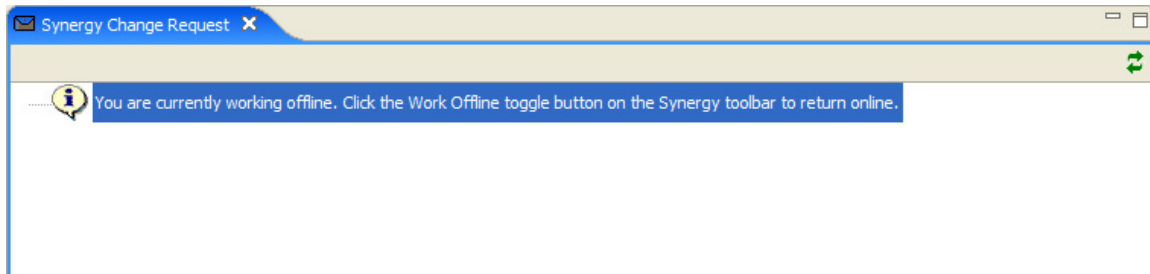


You should use this view to check for any error or warning messages. The messages are color coded.

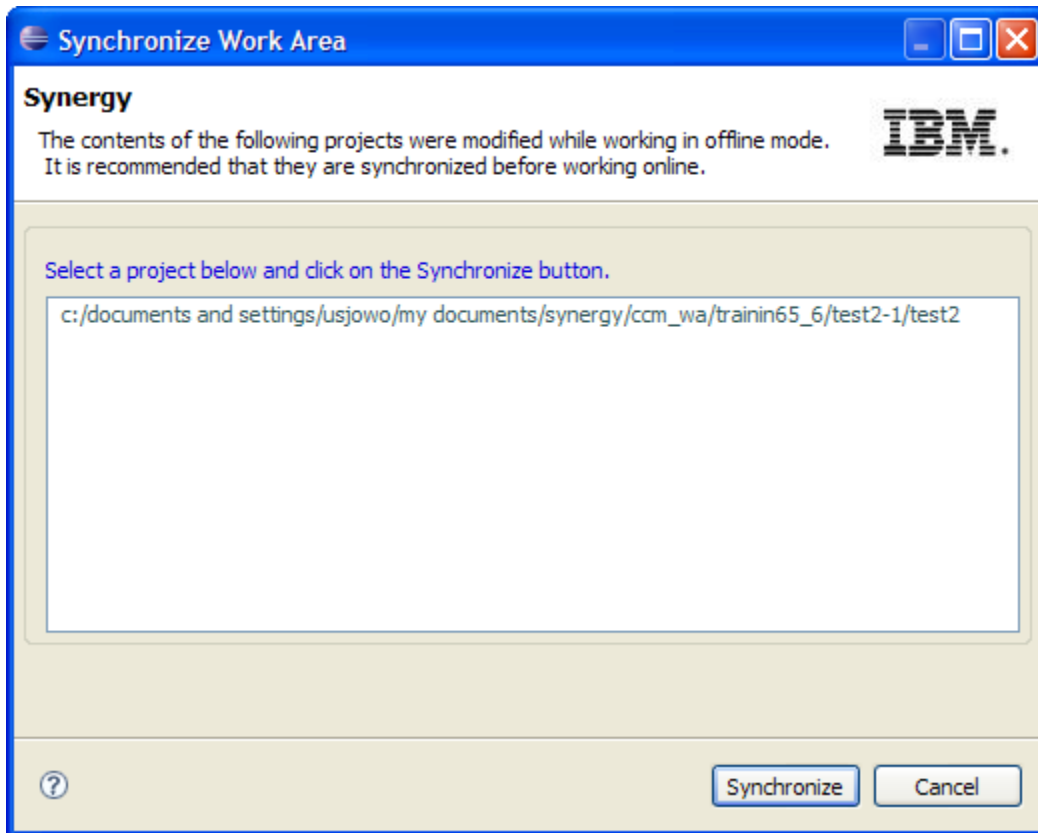
Synergy Offline Mode

While in offline mode, all connections to Synergy repositories will be stopped and all Synergy functions will be disabled. This allows you to continue to work on projects even if the integration is unable to connect to a repository.

Once you are in offline mode, the following message will appear in the **Task View**, **Change Request View**, and **Repository View**:



You may return to working online by unchecking the **Work Offline Mode** box in the Synergy **Preferences** dialog box. Upon coming back online, the integration will attempt to connect to each repository connection. If the integration detects that a project has been modified while working offline, a dialog will appear with a list of all projects that may now be out of sync with the Synergy repository.



You may use this dialog box to individually select projects to synchronize with the Synergy repository.

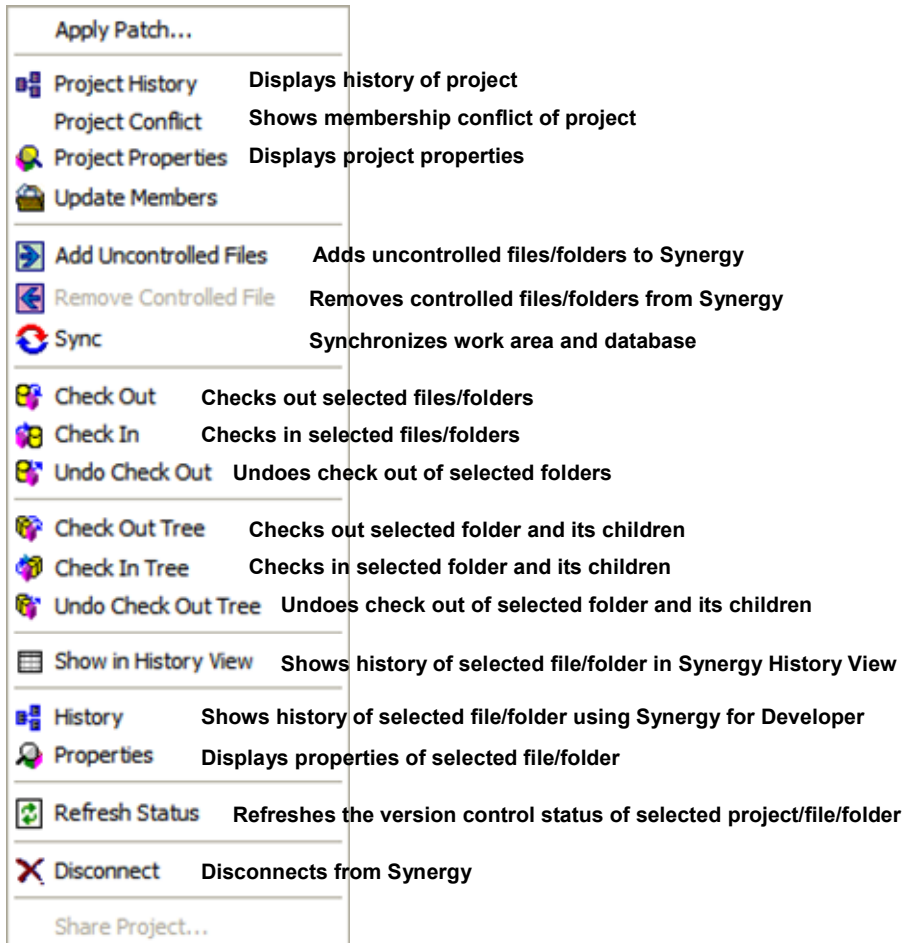
Notes:

- Refactor operations involving renaming or moving an object are blocked while in offline mode. This is done to prevent irreconcilable conflicts with the Synergy database.
- You may have to manually refresh the status of the projects in the Eclipse **Navigator** or **Package Explorer** views after performing a sync operation in this fashion. To do so, use the Team context-menu's **Refresh Status** option, which is described in the following section.

Daily Development

Daily development refers to the activities performed by the team members during everyday development. Once a development or a build management project is set up, daily development primarily involves the activities of modifying files. Synergy is a task-based configuration management. In order to keep track of daily development activities effectively, one should associate them with a Synergy task. This section also describes many other operations that can be performed using the Integration.

Most of these operations are available from the **Team** menu. Below is a picture of the Synergy **Team** menu:



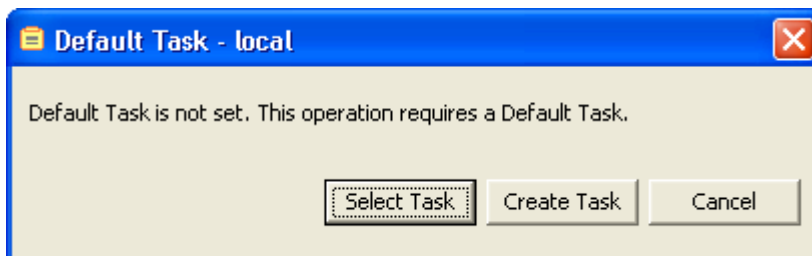
How to Use Task-Based CM

Whenever you check out a file, the check-out operation is tracked with your default task. You should select a default task before you modify files after checking them out. When you are done, you should check in your default task instead of checking in the individual files. To check in a task or to create a task, use the Synergy toolbar.

You can set a default task for each **Synergy Connection**. To do this, you can use the **Synergy Task** view or **Synergy Toolbar**.

You can use the **Synergy Task** view to find out what default task is set for a **Synergy Connection**.

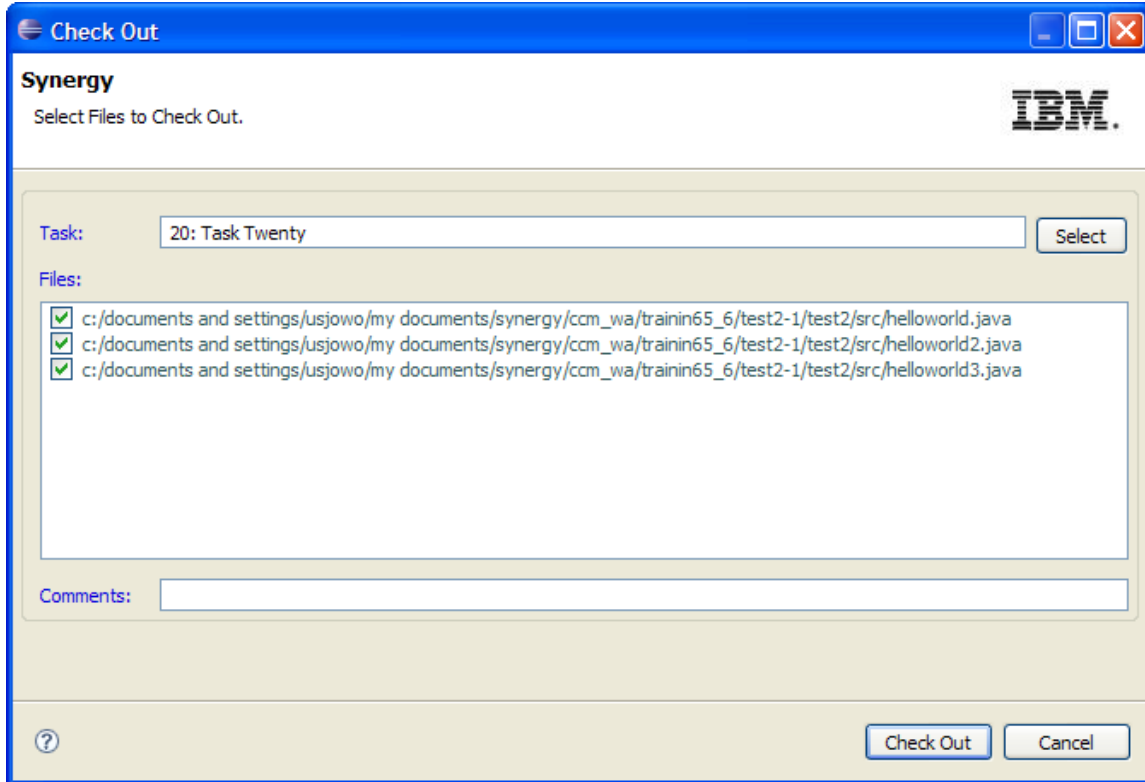
The integration will prompt you to select a default task if you perform an operation which requires a default task.



You can either select an existing task as default task or create one.

How to check out

You must check out files before you start modifying them. To check out files, on the **Team** menu, click **Check Out**. You can select multiple files/folders to check out.



In the **Check Out** dialog box shown above, all selected files will be checked out. Also from this dialog box, you can change your default task and specify a check-out comment.

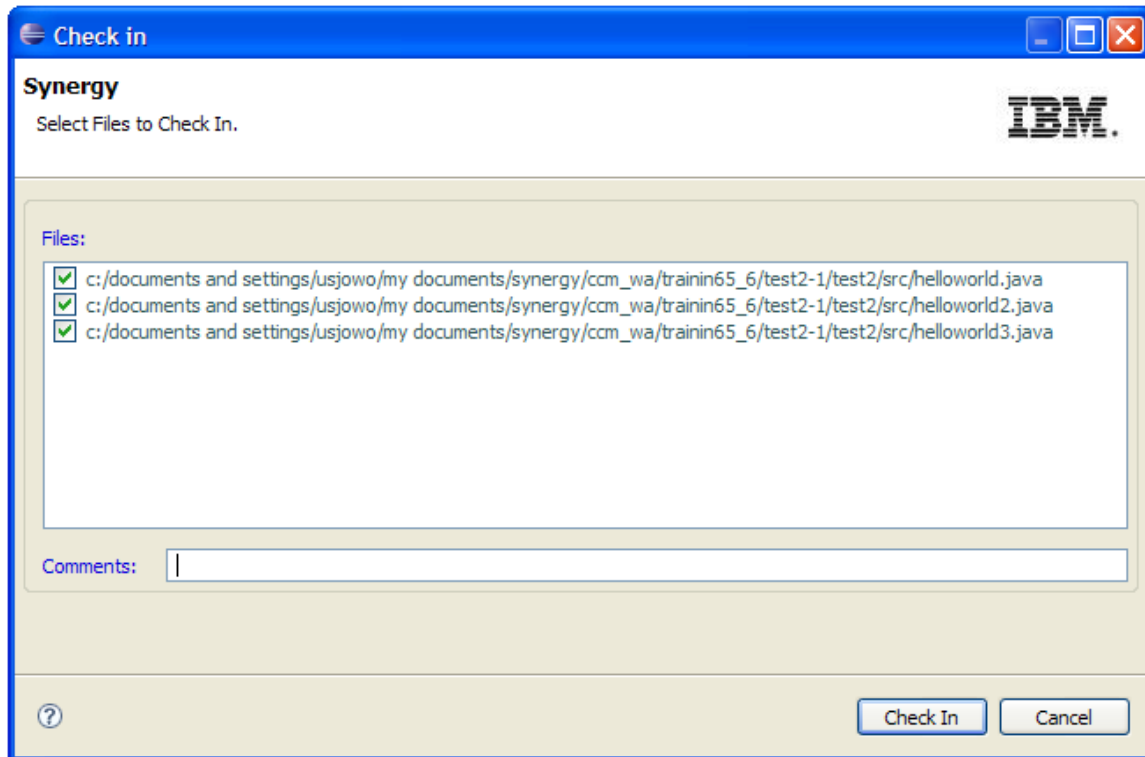
Before the above dialog box appears, you will be notified if the check out would result in any parallel versions.

If you want to check out all files and folders belonging to a folder, on the **Team** menu, click **Check Out Tree**.

Note An object may be automatically checked out by the integration if the user modifies its contents without explicitly checking out the file. This will not occur, however, if the user modifies the object using an external editor.

How to check in

To check in, on the **Team** menu, click **Check In**. You can select multiple files/folders to check in.



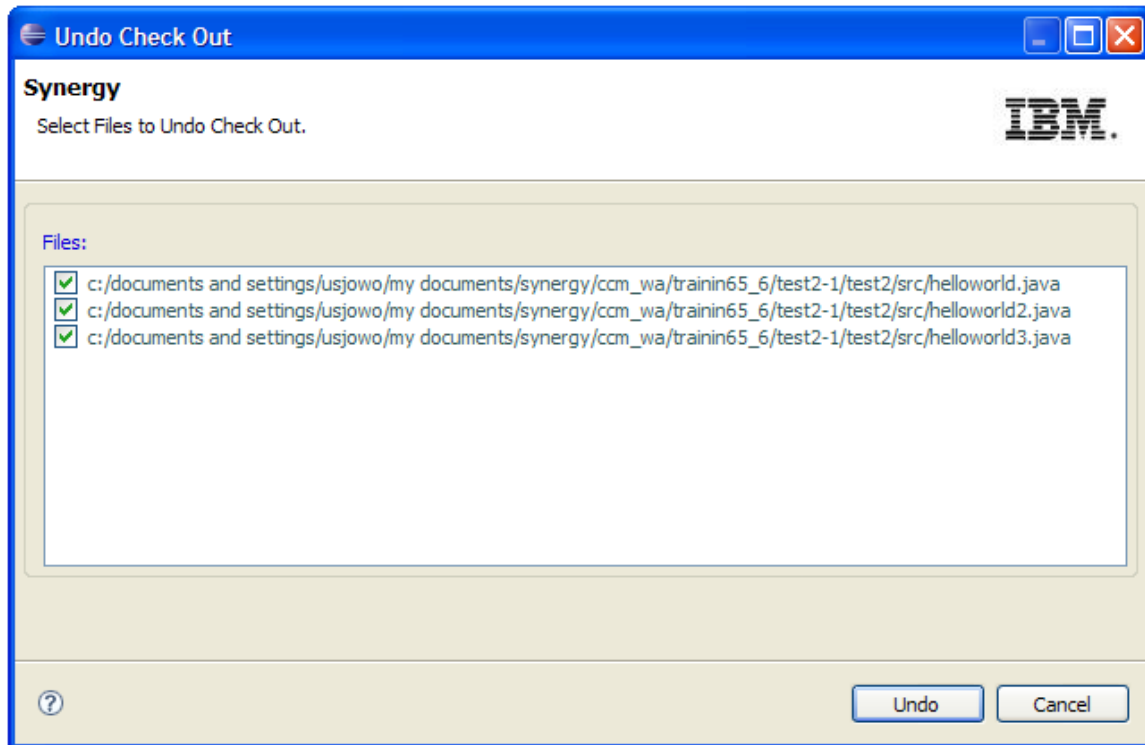
In the **Check In** dialog box shown above, all selected files will be checked in.

If you want to check in all files and folders belonging to a folder, on the **Team** menu, click **Check In Tree**.

Note You should complete your default task, rather than check in individual files.

How to undo check out

To undo a check out, on the **Team** menu, click **Undo Check Out**. You can select multiple files/folders for this operation.



If you want to undo a check out of all files and folders belonging to a folder, on the **Team** menu, click **Undo Check Out Tree**.

How to view/modify a project, file, and folder properties

Project Properties

To view/modify project properties, on the **Team** menu, select **Project Properties**. You will see the **Properties** dialog box.

Properties
Synergy
Displays project/object properties

Basic
 Connection: db3
 Name: projfordb3
 Status: working
 Owner: demo
 Type: project
 Instance: 1
 Created: 9/12/08 2:10 PM
 Modified: 9/12/08 2:12 PM

Selection
 Release: 1.0
 Apply to Subprojects
 Platform: Any
 Apply to Subprojects
 Purpose: Insulated Development
 Apply to Subprojects
 Version: 1

Comment

Task
 6
 Add
 Remove
 Show

Update Cancel

You can add more tasks, view associated task properties and remove tasks.

File/Folder Properties

To view/modify project properties, on the **Team** menu, select **Properties**. You will see the **Properties** dialog box.

Properties
Synergy
Displays project/object properties

Basic
 Connection: db3
 Name: test
 Status: working
 Owner: demo
 Type: dir
 Instance: 1
 Created: 9/11/08 12:04 PM
 Modified: 9/11/08 12:04 PM

Selection
 Release: 1.0
 Apply to Subprojects
 Platform: Any
 Apply to Subprojects
 Purpose:
 Apply to Subprojects
 Version: 1 Is Product

Comment
 [Empty text area]

Task
 2
 Add
 Remove
 Show

Update Cancel

You can add more tasks, view associated task properties, or remove tasks.

How to add files to Synergy

If you add new files or folders to your workspace, you should add them to Synergy as soon as possible. To perform this operation, on the **Team** menu, click **Add Uncontrolled Files**. You must have a default task to perform this operation. This operation leaves the files in the checked out state.

How to remove files from Synergy

If you no longer want to control a file in Synergy, on the **Team** menu, click **Remove Controlled Files**. This operation removes files from Synergy, as well as your workspace. If you want to keep these files on your local drive, you should save a copy before performing this operation.

How to get latest version

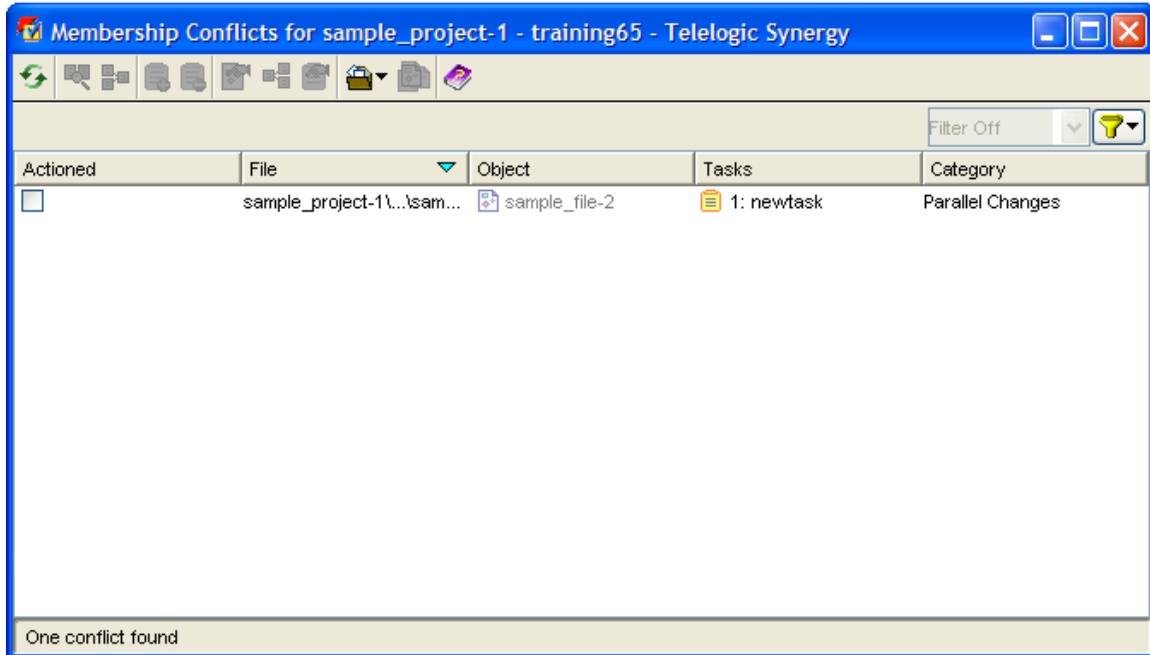
On the **Team** menu, click **Update Members** to get the latest version of project files.

If you perform this operation on a project, the project will be reconfigured. You can select multiple projects for this operation.

How see project conflicts

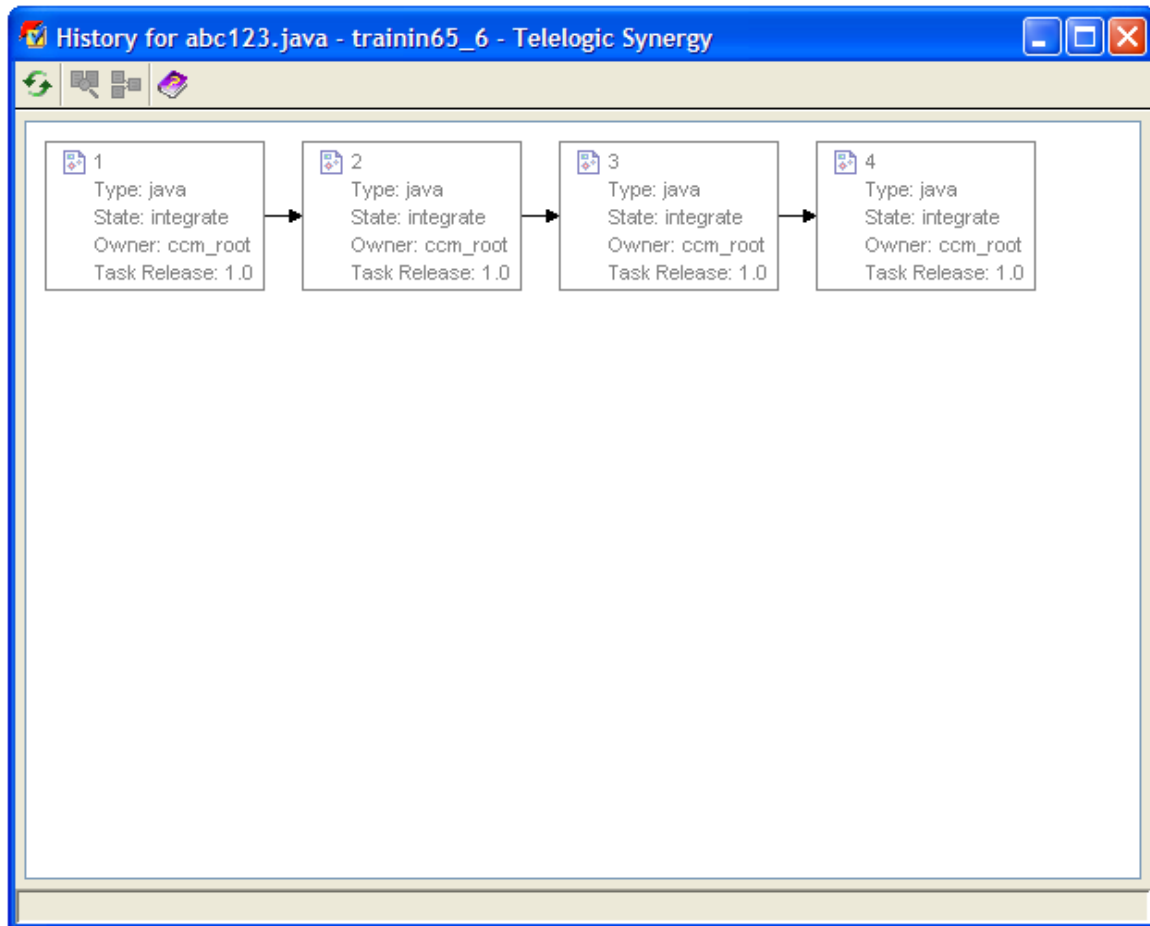
Select a project for which you want to see membership conflicts.

On the **Team** menu, click **Project Conflict**. The project conflict dialog will appear.



How to see History of objects

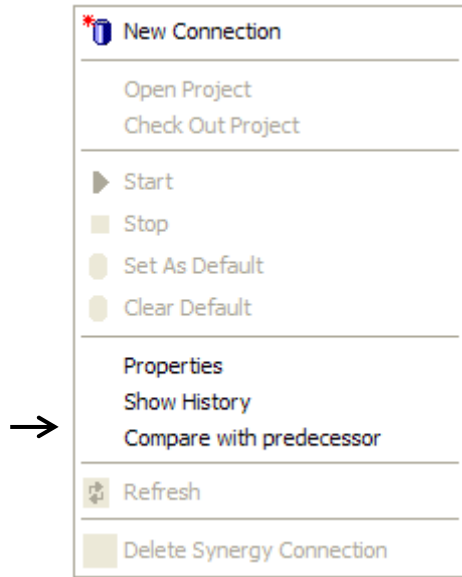
You can see the Synergy history of a file or folder by using the **Show History** option in the **Task**, **Change Request**, or **Repository** view context menus. For more information about this dialog, refer to the Synergy help file.



This dialog can be activated in the following ways:

From Synergy Repository View

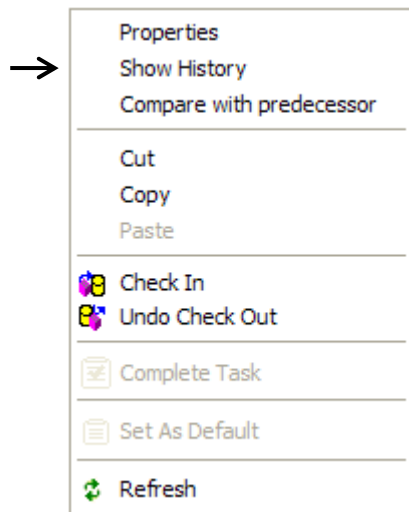
1. Select the desired connection and, if necessary, expand to view available projects.
2. Select the desired project and, if necessary, expand to view project files and folders.
3. Select a file or folder and right-click to bring up the context menu.



4. Select **Show History**. The **Synergy History** dialog box for the selected file or folder will appear.

From Synergy Task View

1. Select the desired connection and, if necessary, expand to view available tasks.
2. Select the desired task and, if necessary, expand to view associated files and folders.
3. Select a file or folder and right-click to bring up the context menu.

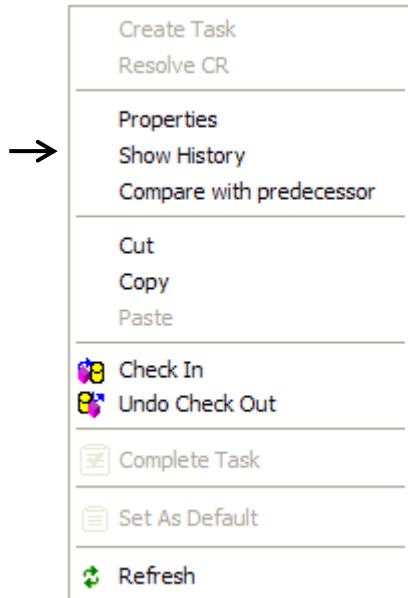


4. Select **Show History**. The **Synergy History** dialog for the selected file or folder will appear.

From Synergy Change Request View

1. Select the desired connection and, if necessary, expand to view available tasks.
2. Select the desired task and, if necessary, expand to view associated files and folders.

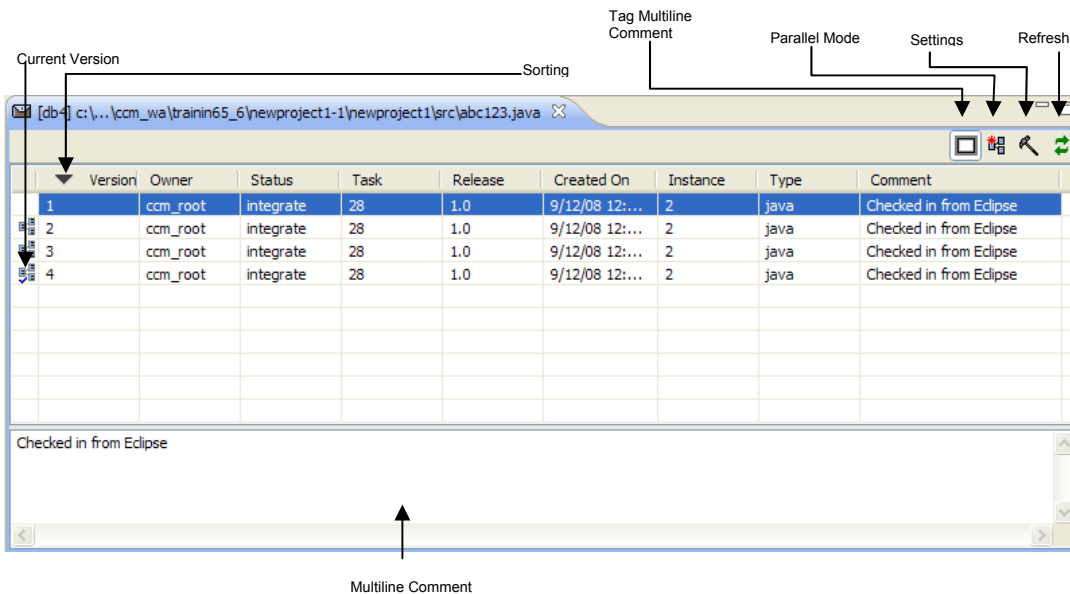
3. Select a file or folder and right-click to bring up the context menu.



Alternatively, the history of a file can be shown in the **History View**:

From Workspace View

1. Select your project in Eclipse's **Navigator** view or **Package Explorer** view.
2. Expand the project and select the resource which you want to view the history.
3. Right-click to bring up the context menu.
4. On the **Team** menu, click **Show in History View**.



Note: If the selected file or folder does not belong to a working project opened in Eclipse workspace, the Synergy **History** view will not be activated.

How to use drag and drop

The drag and drop functionality offers a convenient way to transfer or copy objects within the **Task** or **Change Request** views, or between each other. This allows you to quickly change a file or folder's task association, or change a task's CR association. Only files, folders and tasks may be transferred in this manner.

Changing task associations for files and folders

Files and folders may be dragged from one task to another. This can take place between 2 tasks within the **Task** view, 2 tasks within the CR view, or between a task in the **Task** view and a task in the **CR** view. Dragging the object from the task and dropping it to another task will associate it with the task that it was dropped on, and disassociate it from its original task. You may perform a "copy" operation by holding the CTRL key while performing the drag-and-drop operation, and the file or folder will become associated with its new task without being disassociated with its old task.

Note: A file or folder under a task may not be copied using the drag-and-drop operation into a task that belongs to a different connection.

Changing CR associations for tasks

Tasks may be dragged from one CR to another within the **Change Request** view. Dragging the task from the CR and dropping it to another CR will associate it with the CR that it was dropped on, and disassociate it from its original CR. You may perform a "copy" operation by holding the CTRL key while performing the drag-and-drop operation, and the task will become associated with its new CR without being disassociated with its old task.

Note: A task under a CR may not be copied using the drag-and-drop operation into a CR that belongs to a different connection.

How to use cut/copy/paste

Like the drag and drop functionality, the cut, copy and paste functions offer a convenient way to transfer or copy objects within the **Task** or **Change Request** views, or between each other. This allows you to quickly change a file or folder's task association, or change a task's CR association. Only files, folders and tasks may be transferred in this manner.

Changing task associations for files and folders

Files and folders may be cut or copied from one task and pasted to another. This can take place between 2 tasks within the **Task** view, 2 tasks within the **CR** view, or between a task in the **Task** view and a task in the **CR** view. The cut function will disassociate the selected files or folders from their tasks and place them on the clipboard, while the copy function will only place them on the clipboard. You may then use the paste function to associate them with a selected task.

Note: A file or folder under a task may not be pasted into a task that belongs to a different connection.

Changing CR associations for tasks

Tasks may be cut or copied from one CR and pasted to another within the **Change Request** view. The cut function will disassociate the selected tasks from their CRs and place them on the clipboard, while the copy function will only place them on the clipboard. The user may then use the paste function to associate them with a selected CR.

Note: A task under a CR may not be pasted into a CR that belongs to a different connection.

How to synchronize a work area

Use this procedure to compare the files in your work area to those in the database and resolve the differences.

This operation is useful if you've manually changed files in the file system without checking out the files or if a project update fails because of changes in the file system. By syncing the work area, you can select a conflict in the **Work Area Conflicts** dialog box, then compare the differences from the file in the file system with the file in the database.

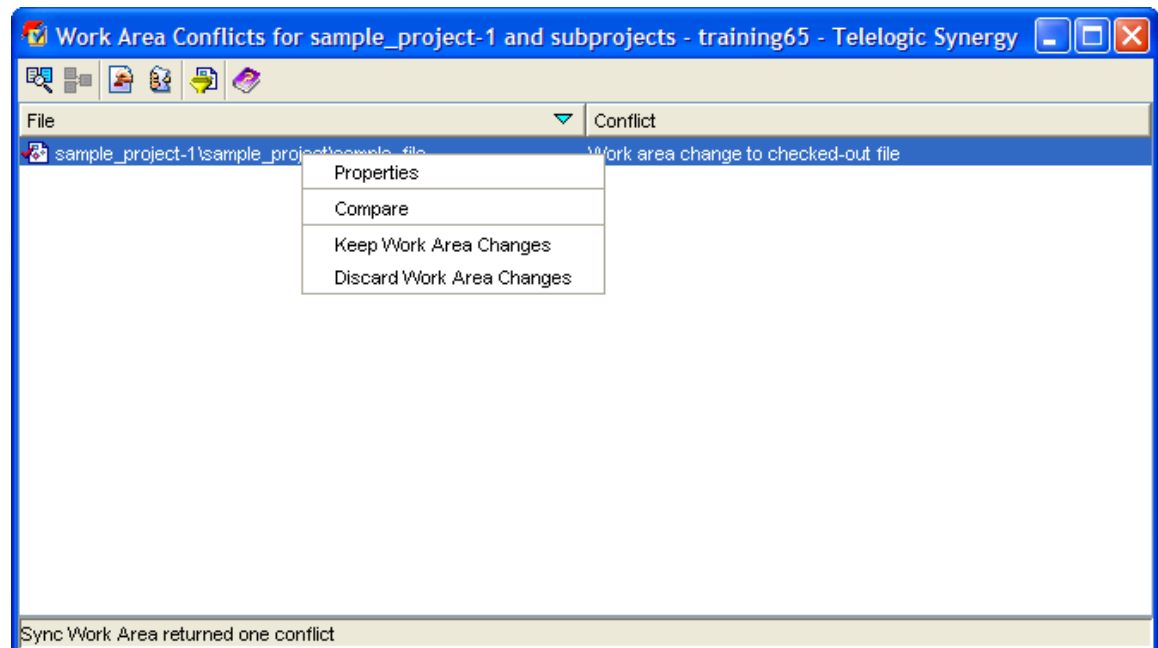
The following operation discusses ways in which to resolve work area conflicts after a sync.

1. Right-click over a modifiable project in the **Navigator** or **Package Explorer** view, select **Sync** under the **Team** submenu.

The **Work Area Conflicts** dialog box appears.

2. Review the list of conflicts.
3. Resolve conflicts.

You can resolve conflicts in the following ways: discard work area changes, keep work area changes, or ignore files you do not want to control.




Discard work area changes 

Select this icon if you want to discard changes to specified files in your work area. Additionally, if you choose to discard a directory, the directory and all of its members will be discarded from your work area. In both cases, the file(s) and directory will be replaced in your work area with the latest database version.

Keep work area changes 

Select this icon if you want to sync changes to a directory and file(s) in your work area with the database. Note that this can result in new files because a file in your work area, but not in the database will be added to the database.

Ignore files you do not want Synergy to control

If you see conflicts for files that you don't want to control, you can choose to ignore files by pattern through the **Show work area filters** action  in the **Sync Work Area** section under the **Actions** tab. Doing this sets filters to keep files with specified patterns from appearing as conflicts after you perform a **Sync Work Area** operation.

If you set filters, you will need to perform another sync to refresh the output in the **Work Area Conflicts** dialog box.

How to work with multiple Synergy databases

If you have projects in more than one Synergy database, you should create a **Repository Connection** for each one of them. You can use the **Synergy Repository** view to open projects from multiple databases.

If your project is connected to Synergy, the project name will be decorated with the project version and **Synergy Connection** name.

How to use Eclipse Refactor

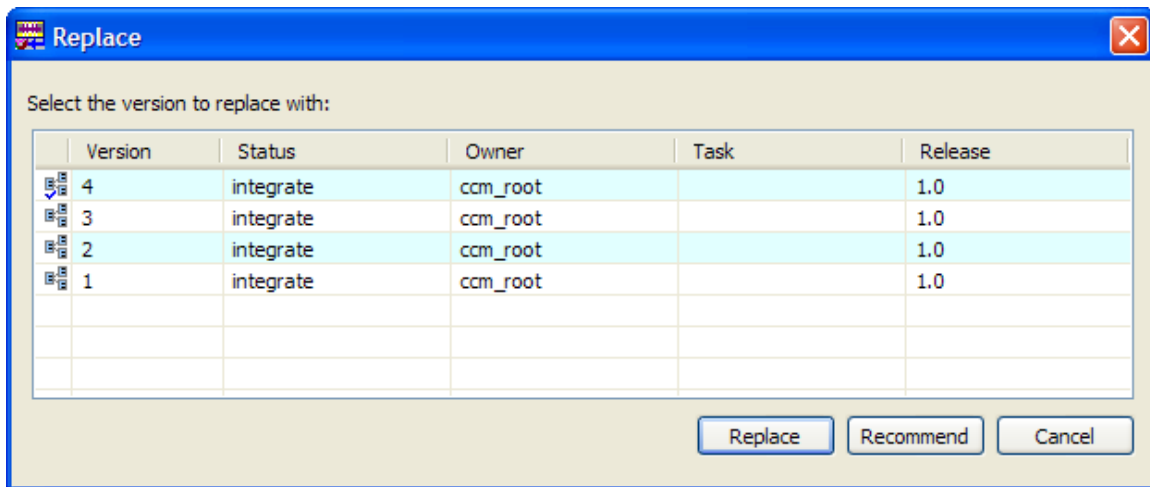
Eclipse provides a re-factor facility by which a change in a class/file name is automatically reflected in all the affected classes/files in the projects.

- **Rename**
You should perform rename as a normal operation in Eclipse. This operation might need to modify other files, as these may have references to the class defined by this file. In case of renaming a folder, the package name has to be changed for the files contained in it. As a result of this operation, all the files that need to be modified will be checked out automatically if they are not checked out already.
- **Move**
Move is used to change the package location of java classes. Move also affects the project files. Therefore, dependent files must be checked out. The integration will automatically check out the dependent files.
- **Rename Project**
This operation does not affect any class files. The only file that gets modified is `.project` file. If `.project` file is not checked out, the rename project operation will automatically check out this file. The project is renamed in Eclipse only. This operation does not change the Synergy project name.
- **Move Project**

To move a project linked to Synergy, perform a Eclipse move operation on the project and provide a new location for the project. Your project will be moved to this new location. This operation will change the work area of the project in the Synergy repository.

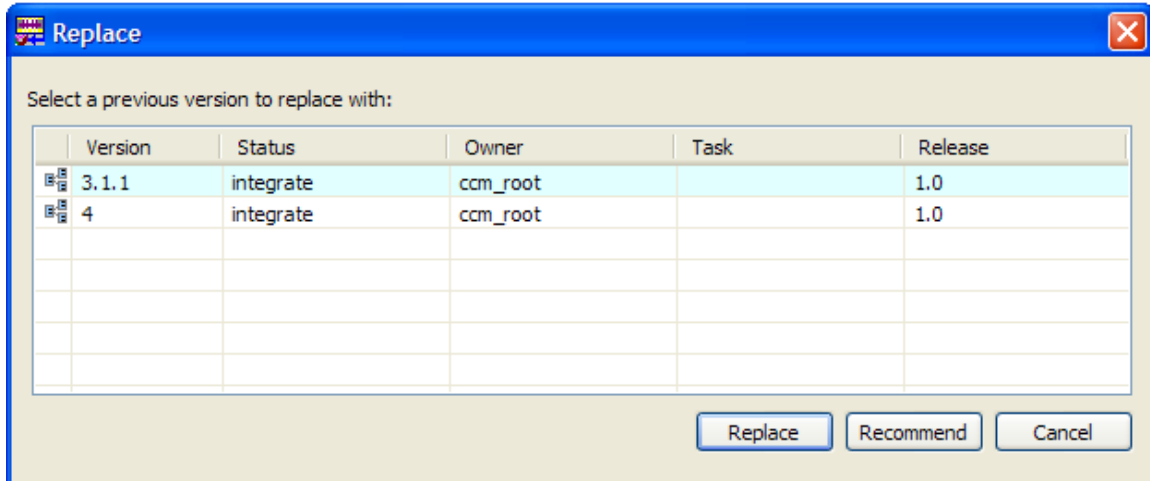
How to use a version of a file/folder

1. On the workspace menu, select **Replace With** and then select **Another Version...** to bring up the **Replace** dialog box.



2. Select the version that you want to use.
3. You can click **Recommend** to see which version of the object will be picked by the **Update Members** operation.
4. Click **Replace**.

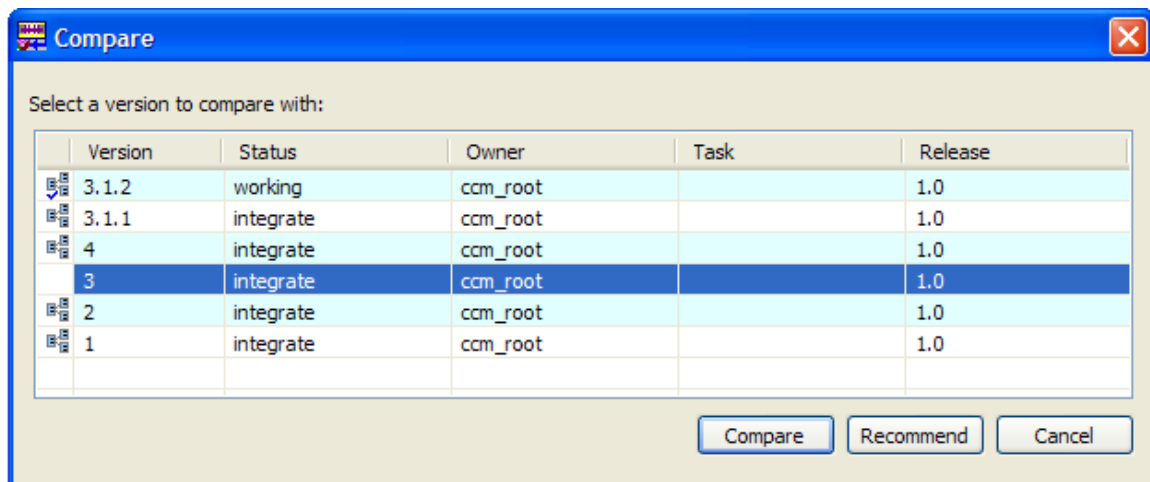
Note: To replace the current version of a file/folder with previous version, select **Replace With** and then select **Previous Version**. If the selected file/folder has more than one predecessor, you will be prompted to select one of the predecessors.



Note: You can also use Synergy **History** view to use a version of file/folder.

How to compare versions of a file/folder

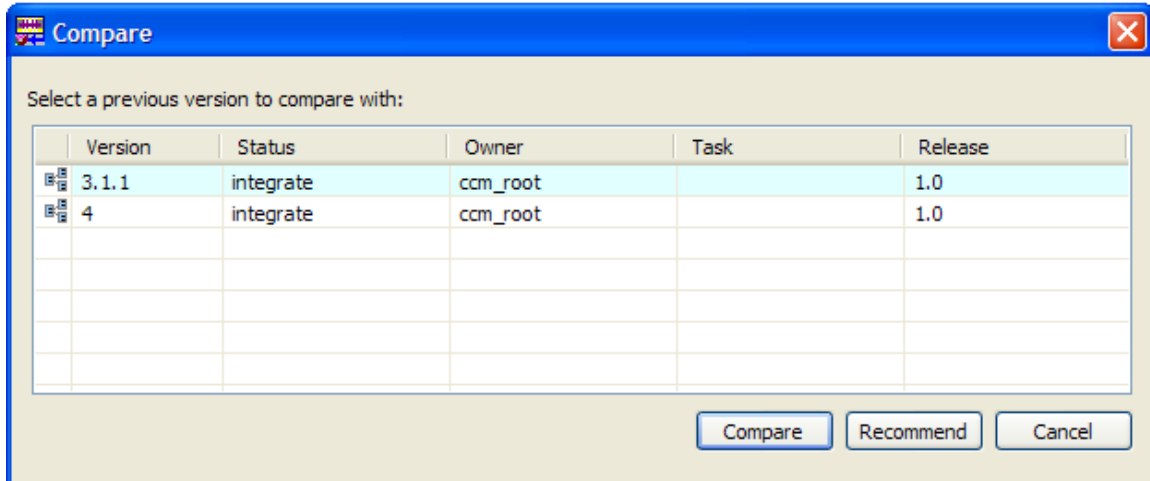
1. On the workspace menu, select **Compare With** and then select **Another Version...** to bring up the **Compare** dialog box.



2. Select the version that you want to compare with.

3. You can click **Recommend** to see which version of the object will be picked by **Update Members** operation.
4. Click **Compare**. The compare results will be shown inside Eclipse.

Note: To compare the current version of a file/folder with previous version, select **Compare With** and then select **Previous Version**. If the selected file/folder has more than one predecessor, you will be prompted to select a predecessor to compare with.



Note: You can also use Synergy **History** view to compare versions of a file/folder

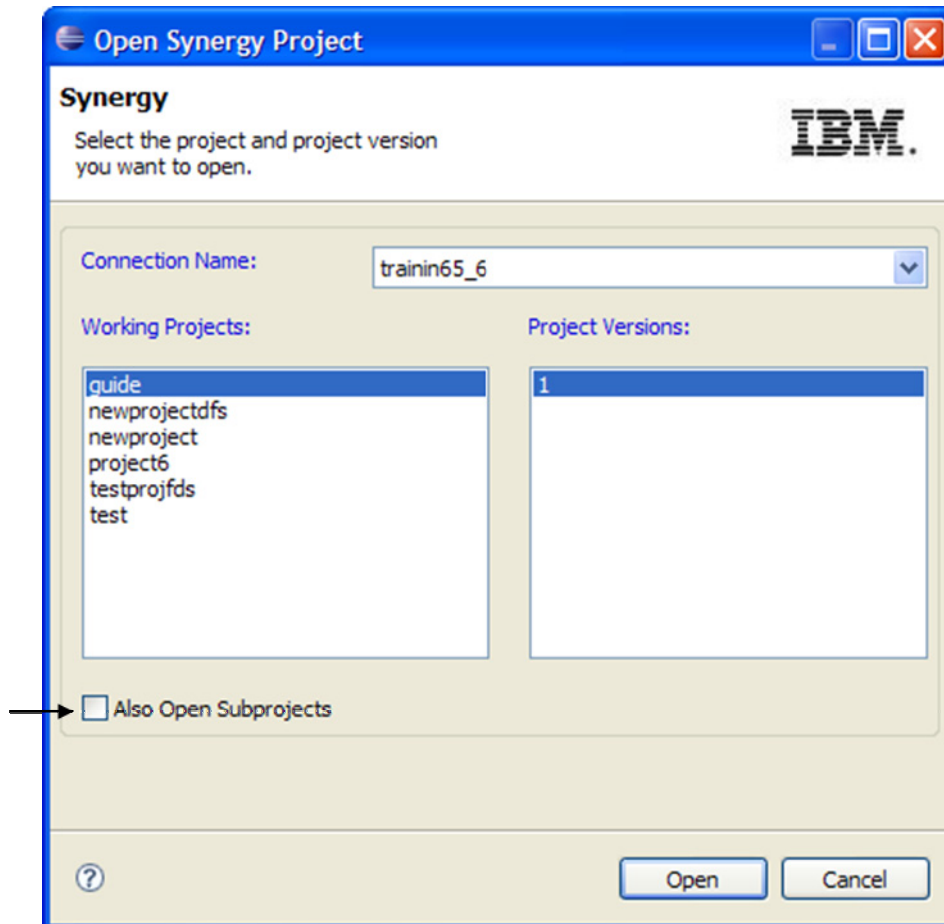
How to check out a project hierarchy in Eclipse

1. Start the **Project Check Out** wizard.
 - a. You can start this wizard by clicking **Check Out Project** on the Synergy toolbar
 - b. You can also use the **Synergy Repository View**. Select the project version you want to check out, and then click **Check Out** from context menu.
2. To check out a project and its subprojects, select the non-modifiable project and the corresponding version.
3. Select **Also Check Out Subprojects**.

4. Click **Finish**. The selected project and all its subprojects will be checked out and added to your workspace.

How to open a project hierarchy in Eclipse

1. Start the **Project Open** wizard.
 - a. You can start this wizard by clicking **Open Project** on the Synergy toolbar
 - b. You can also use the **Synergy Repository** view. Select the project version you want to open and then click **Open Project** from context menu.
2. To open a project and its subprojects, select the project and the corresponding version.
3. Select **Also Open Subprojects**.



4. Click **Open**.

How to check out more than one version of a project

This operation is useful when you have to work on more than one release of the same project. When you check out a project, you specify a release and version. The project is then opened in Eclipse. To check out more than one version of a project, all you need to do is to perform a normal project check out operation. The project will be created in Eclipse with its name constructed using underscore (`_`) and project's version.

For example, assume that Synergy has a non-modifiable project `Px` and its version is 1. When you perform a checkout operation, `Px` is checked out to version 2. In Eclipse, its name will appear as `Px`. To work on another release, you want to checkout this project again. This time, its version is 3. In Eclipse, this project will be created as `Px_3`.

How to open more than one working version of a project

If you have more than one working versions of a project, you can open them all in Eclipse. The name of the project is constructed using the convention `Project Name_Project Version`.

For example, if you have the working versions `Px-1`, `Px-2`, and `Px-3` of a project `Px` and you open them in the order `Px-1`, `Px-2`, `Px-3`, the projects created in Eclipse will be `Px`, `Px_2`, and `Px_3`.

How to view the error log

The integration writes error information to Eclipse's Error Log. To view these errors, perform the following steps:

1. Bring up the **About Eclipse SDK** dialog box located in **Help -> About Eclipse SDK**.
2. Click **Configuration Detail**.
3. Click **View Error Log**.

How to use context sensitive help



The integration provides context-sensitive help for different views and menus. To view the context-sensitive help, select the view/menu and press the F1 key. A small pop-up window will be displayed containing hyperlinks to the help page. Click on the hyperlink to view the details.

Context-sensitive help is available for:

- Synergy menu



▼ **Select Task**

Provides quick access to Synergy select task operation.

-  [Select Task](#)
-  [How to use Task-Based CM](#)



▼ **Create Task**

Provides quick access to Synergy create task operation.

-  [Create Task](#)
-  [How to use Task-Based CM](#)



▼ **Complete Task**

Provides quick access to Synergy complete task operation.

-  [Complete Task](#)
-  [How to use Task-Based CM](#)


▼ **Show Task**

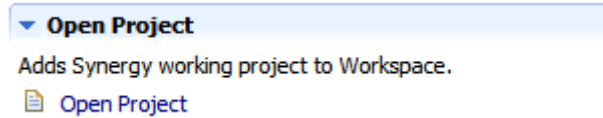
Provides quick access to Synergy show task operation.

-  [Show Task Properties](#)
-  [How to use Task-Based CM](#)

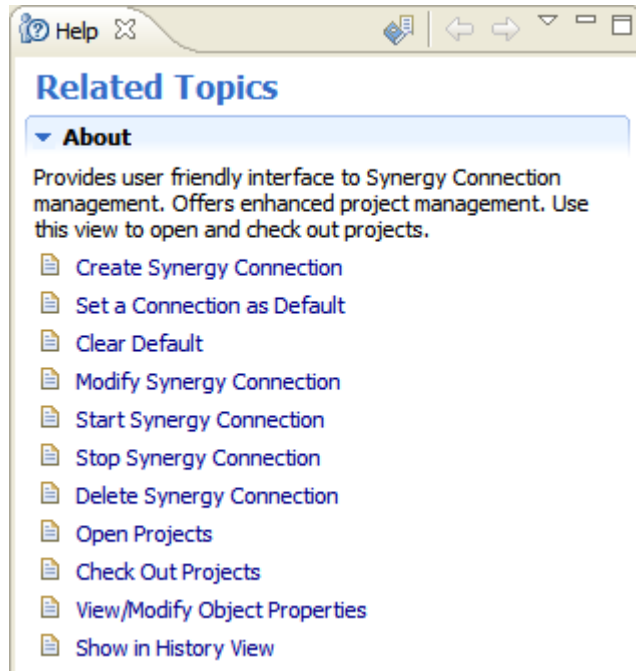
▼ **Checkout Project**

Checks Out Synergy project and adds to Workspace.

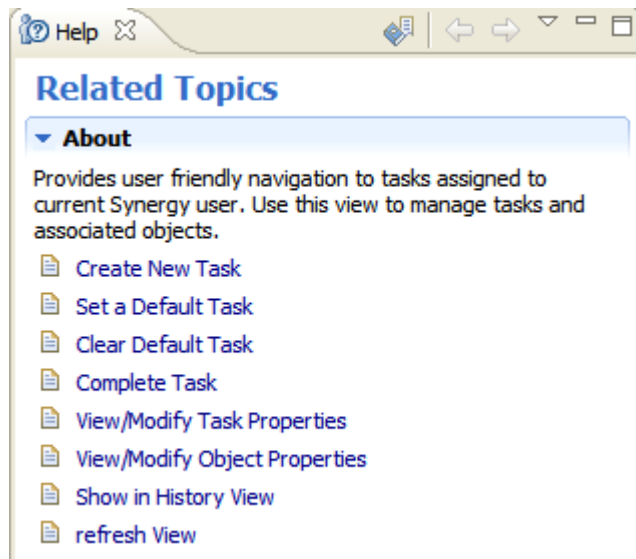
-  [Check Out Project](#)



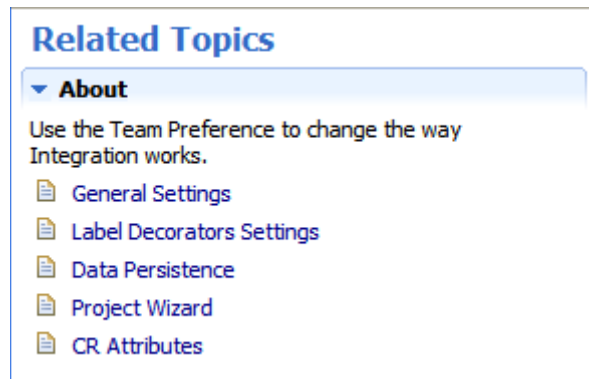
- Synergy Repository View



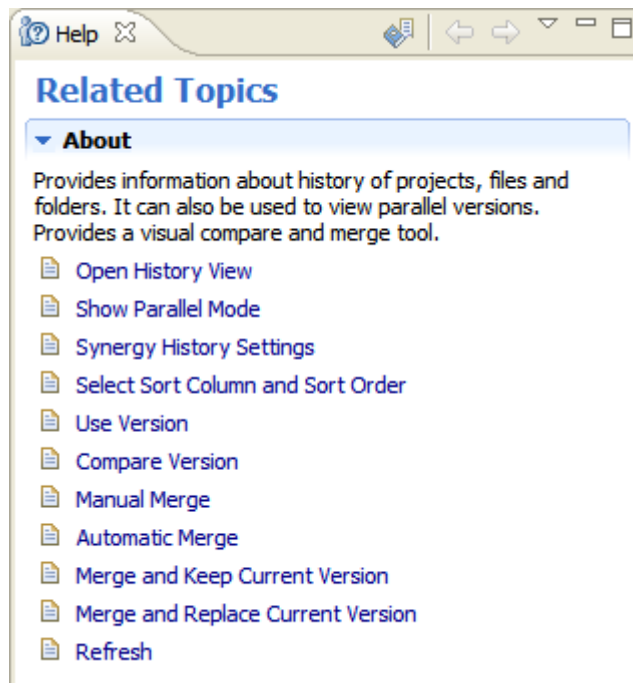
- Synergy Task View



- Synergy Team Preference



- Synergy History View



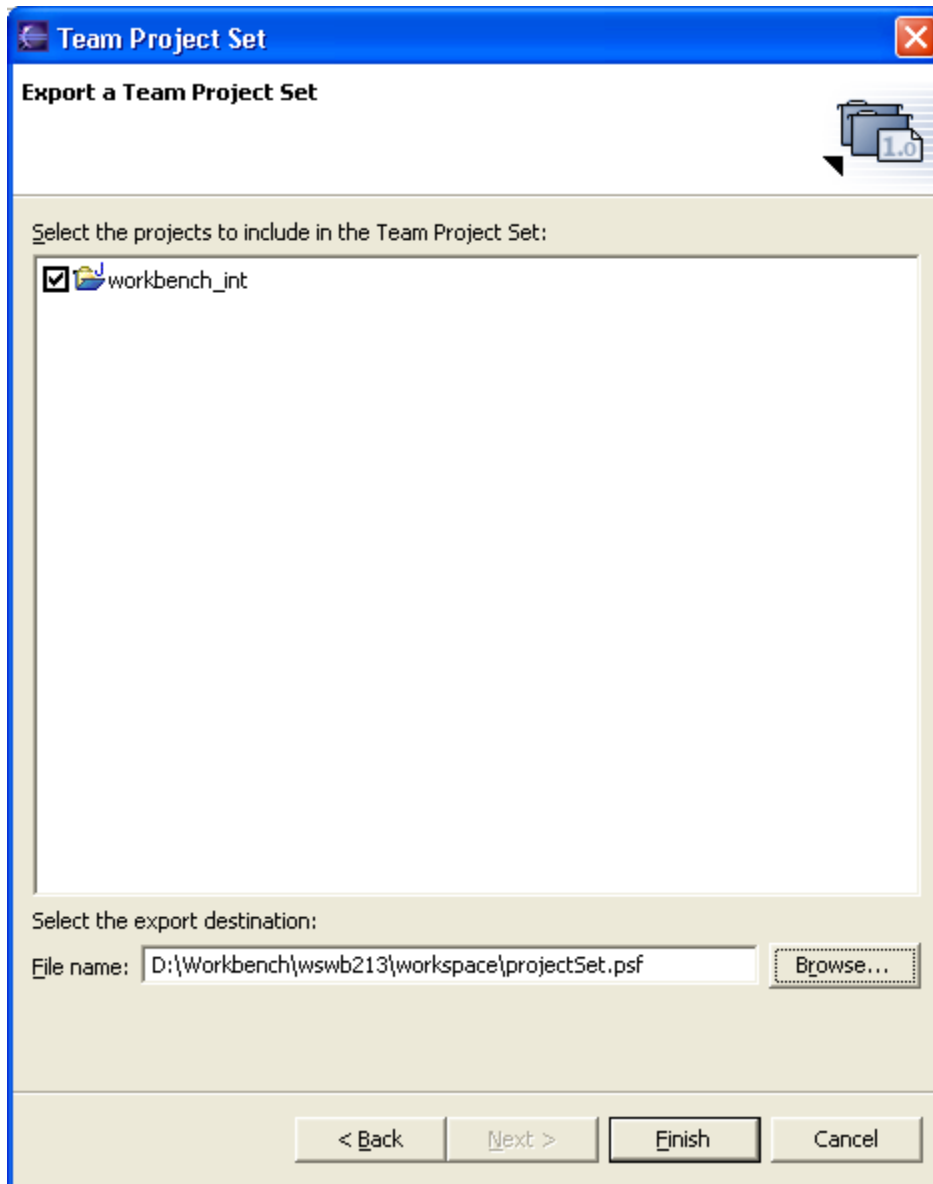
How to use Eclipse Team Project Sets - Export and Import

Eclipse provides a way to export a set of repository configured projects. The export operation results in a text file which has a .psf extension. Other users can use this file later to import the same set of projects into Eclipse. The import operation will check out projects if necessary. The checked out projects will have the same baseline and release as the exported projects.

Export Team Project

1. Use Workbench's **File** menu or context menu to select **Export**.
2. Choose **Team Project Set** in the **Export** dialog box.
3. Click **Next**.

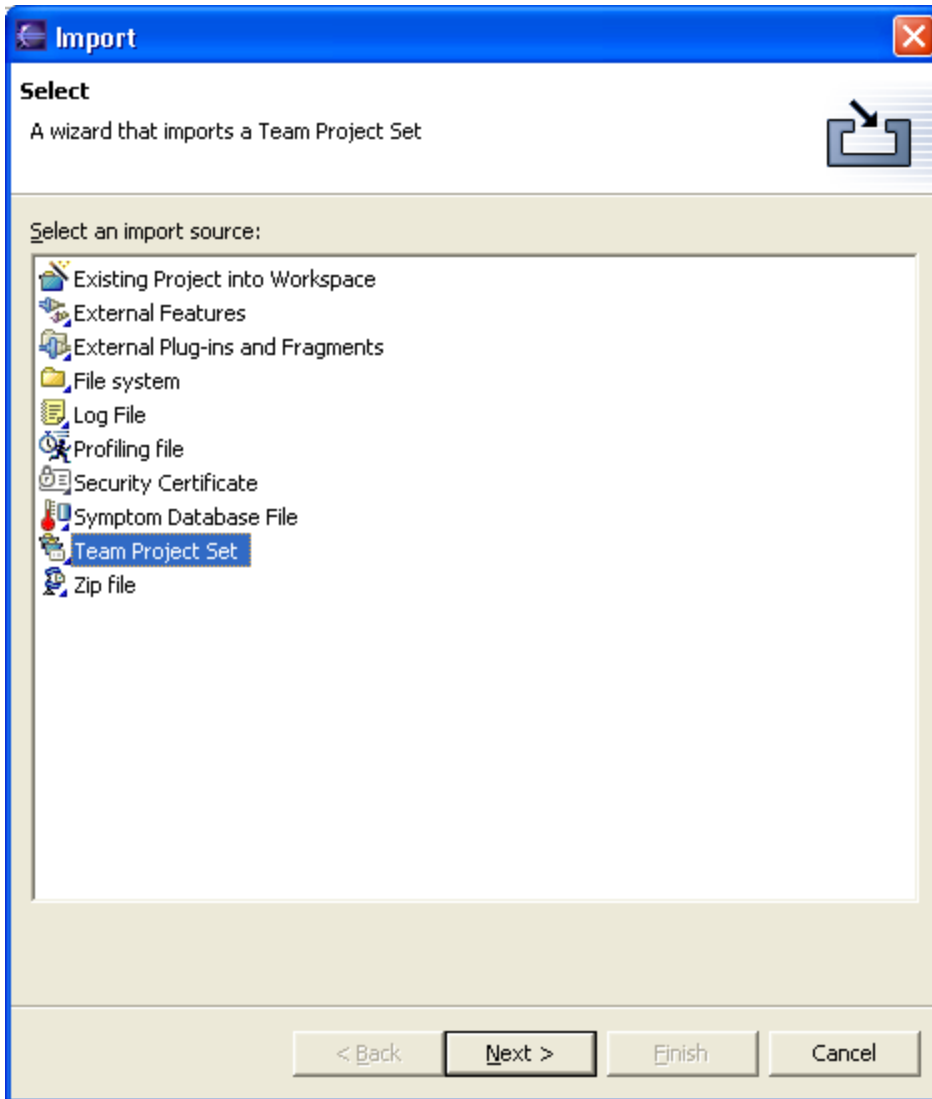
- From the **Team Project Set** dialog box, select the projects that you want to export and specify a destination file. You can also select multiple projects.



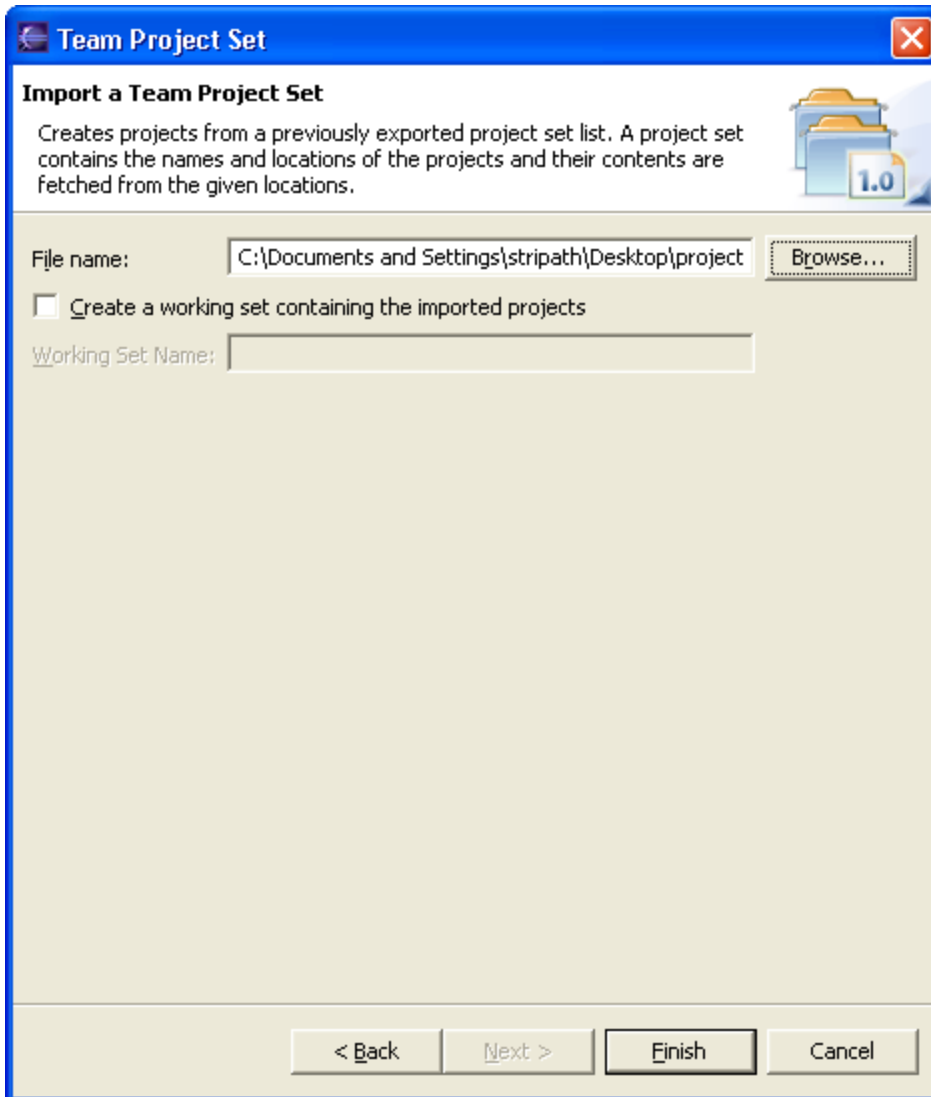
- Click **Finish**. For each selected project, the integration will export Synergy database information, project name, project version, project status, project instance and project owner information. This information is used during *Team Import*.

Import Team Project

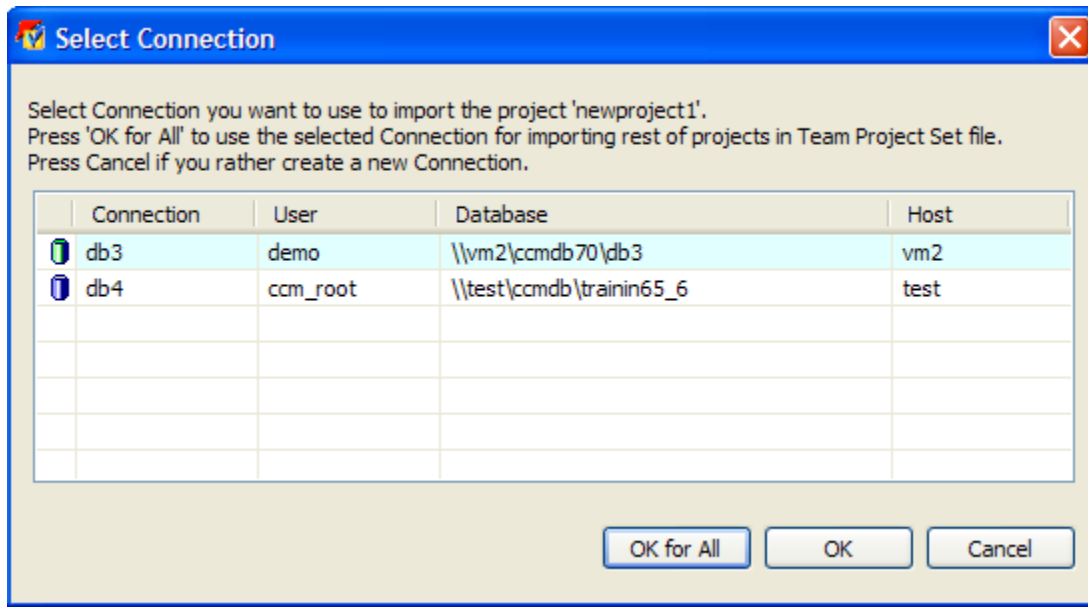
- Use Workbench's **File** menu or context menu to select **Import**.
- Select **Team Project Set** in the **Import** dialog box.



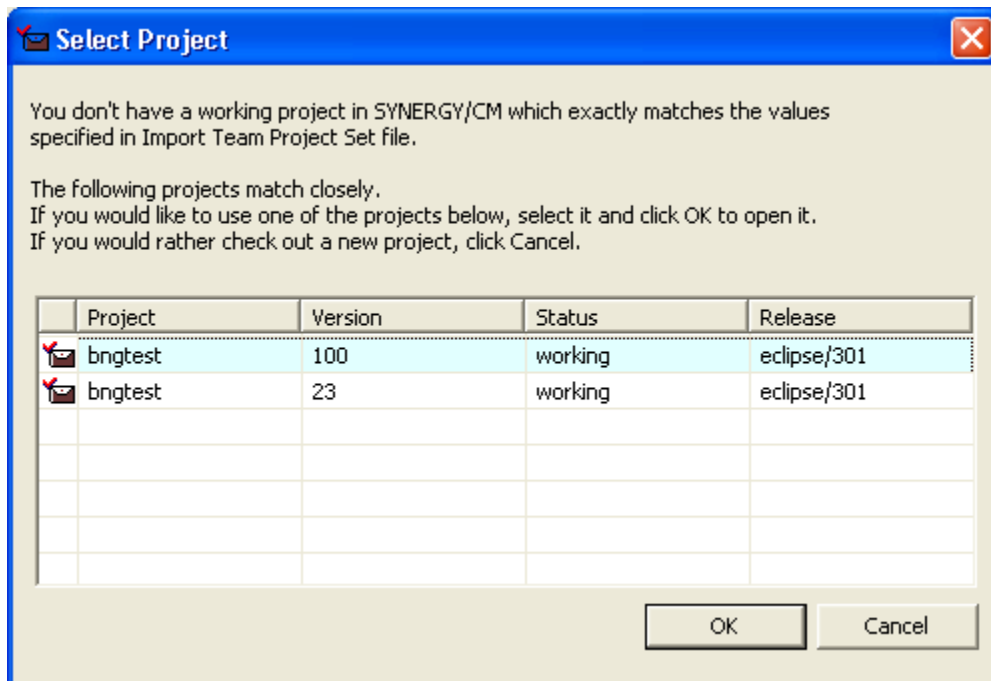
3. Click **Next**.
4. In the **Team Project Set** dialog box, specify the source file and click **Finish**.



5. The Integration will look for a **Synergy Connection** corresponding to the Synergy database information contained in the import file. If you do not have such a connection, the integration will bring up the **Create Synergy Connection** dialog box.
6. If you have more than one **Synergy Connection** corresponding to the Synergy database information contained in the import file, the integration will prompt you to select a connection to be used for import.



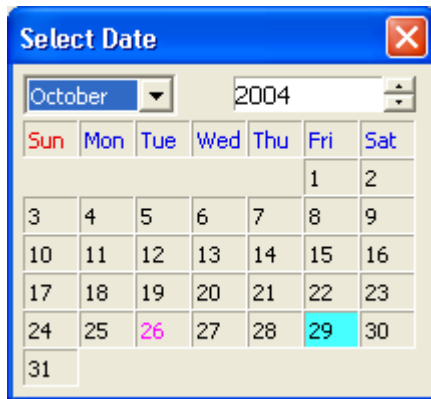
7. In the **Select Connection** dialog box, choose a connection and press **OK**. Press **OK for All** if you want to use the selected connection for rest of the projects in **Team Project Set** file.
8. For each project in the import file, the integration will try to open a working project that matches closely to the project being imported. If there is more than one such working project, the Integration will prompt you to select one.



9. In the **Select Project** dialog box, select the appropriate project and press **OK**. The project will be opened in your workspace. Press **Cancel** if you would rather check out a new project.
10. If you pressed **Cancel** in the **Select Project** dialog box, the integration will bring up the **Project Checkout** dialog box. Check out the appropriate project to open in your workspace.

How to pick a date

The Integration provides a date control which can be used to select a date in a format accepted by the Integration. The local date format is accepted throughout the integration.



The date control can be invoked by clicking the **Browse** button from the following dialog boxes.

- [Create Task dialog box](#)
- [Task Properties dialog box](#)
- [Synergy History View Settings dialog box](#)

To pick a date from the date control, select the desired date and double click.

Tracing and Debugging

The Eclipse platform provides a mechanism for tracking the activity of your plug-in at runtime without full debugging. It allows you to use tracing flags that will cause tracing information to be written to the log file. This log file is useful in debugging the plug-in.

Use the following steps to trace the plug-in.

1. Locate the `.options` file in the Synergy plug-in folder. If you have installed the integration in `C:\eclipse`, the `.options` file will be located at:
`C:\eclipse\plugins\com.telelogic.integration.eclipse.synergycm.connection_4.1.0`
2. Copy this file into the directory where your `eclipse.exe` file is located. For example, this could be `C:/eclipse332/eclipse` if this is the directory where `eclipse.exe` is.
3. Modify the contents of the file. Modify the lines:

```
com.telelogic.integration.eclipse.synergycm.connection/debug=false
com.telelogic.integration.eclipse.synergycm.connection/debug/filter=*
to
com.telelogic.integration.eclipse.synergycm.connection/debug=true
com.telelogic.integration.eclipse.synergycm.connection/debug/filter=*
```

The flag `filter=*` shows that all the classes will be traced. If you want to trace a particular class, replace `*` by that class name.

4. Restart Eclipse in debug mode. If you are using a shortcut, your target will be:
`C:\eclipse332\eclipse\eclipse.exe -debug`. Mirror the **Console View** output to the command line console using `-consoleLog` option.

The output will be written to this console.

Conversion Process for Eclipse 1.0 projects

If you have Eclipse 1.0 projects controlled in Synergy, you need to convert them into Eclipse 3.3 projects.

The steps below describe how to perform this conversion. Use Synergy and the Telelogic Synergy for Eclipse Integration 4.1.0.

- a. Using Eclipse 3.3 get the project into your work space. You can use Synergy toolbar button **Open Project** or **Check Out Project**.
- b. The project properties stored in `.vcm_meta` file will be imported into `.project` file. Rebuild the project. If you encounter compilation errors, consult the Eclipse online help to fix these errors.
- c. Select or create a default task.
- d. Remove the `.vcm_meta` file, as it is no longer needed. Look for messages in **Console view**. A **Message** box will appear in the next session to remind you to remove `.vcm_meta`. You can remove this file from your project. You can also remove any other files that you don't need.
- e. Add all the newly added files to Synergy using **Add Uncontrolled Files** option on the **Team** menu.
- f. Complete the task. Your project is converted to an Eclipse 3.3 project and is now under Synergy control.

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 [Synergy Support Web site](#).
- If you are a heritage customer, meaning you were a Telelogic customer prior to November 1, 2008, please visit the [Change 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 IBM Rational customer, meaning you did not have Telelogic-licensed products prior to November 1, 2008, please visit the [IBM Rational Software Web site](#).

Before you contact IBM Rational Software 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](#).