1. **First contact Questions**

Could you please provide the following information for further investigation on issue -

1. I believe RFT version used is 9.5. Could you please navigate to C:\ProgramData\IBM\Installation Manager and open installed.xml file in a web browser and share a screenshot of the same.

2. Are you using Rational Functional Tester Perspective or Web UI perspective in RFT

3. The system architecture in machine (OS version including the Service Pack and bit details -32 bit or 64 bit).

4. AUT domain in use along with version (i.e. platform of your application which you are automating. eg. Java, .NET, HTML, Siebel etc.)

5. Are you using any web browsers? If yes, version of web browser with bit details

6. Were you able to enable the web browser in RFT?

7. Go to Control Panel > Programs and Features, take a screenshot of the JREs available on the test machine.

8.Launch RFT IDE. Navigate to Configure > Enable Environments for Testing

  Take a screen shot of the Web Browsers tab

  Take a screen shot of the Java Environments tab

9. Are you able to record actions from the application without the verification point capture

10. Are you facing this issue on other machines as well (wanted to know whether this issue is machine dependent)

11. Are you facing this issue for the first time (wanted to know whether this was working fine earlier)

12. Could you please Generate System Report in RFT and share the same

1. **Clean uninstallation of HOT UI**

I'm sharing the clean uninstallation procedures here for your reference  
  
1. To uninstall the packages, you must log in to the system using the same user account that you used to install the product packages.  
2. Uninstall HCL OneTest UI using the IBM Installation Manager.  
3. Click Start > Run and type regedit to open the registry editor. Expand HKEY\_LOCAL\_MACHINE > SOFTWARE > HCL Technologies > HCL OneTest UI > and delete the HCL FT JRE folder.  
4. Delete all the files and folders in the product installation directory if they still exist. For example, C:\Program Files\HCL\HCLOneTest.  
5. To delete the configuration and customization files, delete the HOTUI folder that is available by default at C:\ProgramData\HCL location.  
6. To delete the user preference settings of HCL OneTest UI, delete the HOTUI folder that is available by default at C:\Users\<user name>\AppData\Roaming\HCL location.

1. **Clean uninstallation of RFT**

  For the clean uninstallation please follow the below steps

1. Launch "IBM installation Manager(IM)" with Run as Administrator
2. Click Uninstall and select RFT older version
3. After uninstalling from IM, Navigate to [C:\Program](file:///C:\Program) Files
4. Delete "SDP" folder
5. Navigate to " [C:\User\loggedinuser\](file:///C:\User\loggedinuser\)" and delete IBM folder
6. Navigate to "[C:\Program](file:///C:\Program) Data\IBM" and delete RFT folder
7. Navigate to "[C:\Users\loggedinuser\AppData\Roaming\IBM](file:///C:\Users\loggedinuser\AppData\Roaming\IBM)" and delete RFT folder
8. Restart the machine
9. Launch IM and configure RFT repository.config file in the repository.
10. Finish the installation procedure
11. **Out of scope service engagement**

Hi

Let me please clarify to set the right expectation on this case.

Support is provided on the supported proxies as documented in our knowledge document. Support do not get involved with any kind of proxy development as it needs a closer look at any application involved, mostly not possible via remote support. Hence we have dedicated professional services team who perform this engagement outside support.

As discussed over the call earlier, Infragistics controls are unsupported, said that we are trying our best to find a way around to accomplish the specific blocking scenario.

We have been constantly in touch with our development team and working with Saurabh based on the progressive findings.

As the troubleshooting for unsupported controls are on best effort basis, we shall not commit any ETA on this task.

We thank you for your understanding on the remote support scope here.

Further we will ask our development to help us provide conclusion at the earliest possible from support scope. If the conclusion is only for a services engagement, we shall loop you to the respective member. Let me try to get the ETA on our development discussion.

Please let me know for any further queries.

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1. **Requesting for the PMR or case to be created.**

Hello

Thank you for letting us know the impact here.

But kindly understand that support can get involved with any troubleshooting only with a valid PMR request.

Without which we will be hindered to involve other stakeholders (like development team , and product management team) if need be.

The PMR also enables us store and share customer data within IBM Compliance policies.

If the query was just to share related documentation I could have done it otherwise, but here investigating a issue off PMR is tough to track among other client issues which our support team is already working on.

Can I go ahead to ask if there is a Technical Sales team who will be able to raise PMR's with internal IBM account on behalf of the client. That is how we have been helping with time bound POC's. If this is a GBS project, let me know I will share the process document available with me to help you.

Also please understand that the emphasis is on the process we follow here to have a streamlined investigations and just not a PMR number.

Thanks,

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1. **Spy heap memory**

Follow the steps

1. Close RFT and make sure there are no multiple Javaw.exe processes

in the task manager.

2. Go to Start > Run > %temp% . Clear all the temp contents

3. Go to the Workspace directory and delete the .metadata folder. (if it exists)

4. set a clean initialization of RFT by adding the -clean switch in the shortcut Properties of Java Scripting. Go to Start > All Programs> IBM Software Delivery Platform > IBM Rational Functional Tester > Right Click on Java Scripting> Properties, append the target with -clean as below:

"C:\Program Files\IBM\SDP\eclipse.exe" -clean -product com.ibm.rational.rft.product.ide <o:p> </o:p>

5.ncrease Spy Heap Memory - Add a DWORD in registry to increase the SPYheapSize following the below link

http://www-01.ibm.com/support/docview.wss?uid=swg21318359

5. Increase JVM heap size in the eclipse.ini file located under C:\Program Files (x86)\IBM\SDP\ (for example 2044) -Xmx2044m (Default value would be -Xmx1024m, make sure that your machine has enough memory to increase the JVM heap size)

6. Restart the machine and launch RFT.

1. **Clean unintallation or reinstallation**

Procedures for Clean uninstall of RFT :-

1. Before uninstalling RFT, close the Eclipse and Visual Studio IDEs,

as well as any open web browsers, and all other applications that are

enabled by RFT. To ensure that all the processes have stopped, Use the

Task Manager to kill all the Rational Functional Tester processes such

as java.exe and javaw.exe.

2. Uninstall Rational Functional Tester from IBM Installation Manager.

3. Open the Windows Registry editor. Go to

HKEY\_LOCAL\_MACHINE\SOFTWARE\Rational Software\RationalTest and take a

backup and delete the entire 8 Folder under it.

4. Uninstall IBM Installation Manager from control panel

5. Take a backup and Remove all files and folders from the below

locations

Under Rational Functional Tester installation directory, for example:

C:\Program Files (x86)\IBM\SDP

Navigate to C:\Users\IBM\_ADMIN\AppData\Roaming\IBM and remove Rational

Functional Tester folder.

Navigate to C:\ProgramData\IBM\RFT and remove customization and

configuration folder.

6. Restart the computer

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You also add following API in your scripts

1. If test scripts are descriptive, use unRegisterall()

2. if test scritps are recorded, use cleanup()

----------------------RFT upgradation

Steps:

A) Clean Uninstallation of RFT

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1. Before uninstalling RFT, close the Eclipse and Visual Studio IDEs, as well as any open web browsers, and all other applications that are enabled by RFT. To ensure that all the processes have stopped, Use the Task Manager to kill all the Rational Functional Tester processes such as java.exe and javaw.exe.

2. Uninstall Rational Functional Tester from IBM Installation Manager.

3. Open the Windows Registry editor. Go to

HKEY\_LOCAL\_MACHINE\SOFTWARE\Rational Software\RationalTest and take a backup and delete the entire 8 Folder under it.

4. Uninstall IBM Installation Manager from control panel

5. Take a backup and Remove all files and folders from the below locations

Under Rational Functional Tester installation directory, for example:

C:\Program Files (x86)\IBM\SDP

Navigate to C:\Users\IBM\_ADMIN\AppData\Roaming\IBM and remove Rational Functional Tester folder.

Navigate to C:\ProgramData\IBM\RFT and remove customization and configuration folder.

6. Restart the computer

B) Uninstallation of Installation Manager :

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1. Close Installation Manager

2. Gogo to Control Panel

3. Select Installation Manager from the list

4. Click un-install

D) Installation of RFT 8.6.07

1. Install RFT 8.6.0.7

-----------------------------Closure mail

Rational Client Support frequently sends out surveys as we strive to improve each and every client support experience.

If you would receive a survey for this PMR, please take a moment to grade the quality of this particular support experience and how I performed while working to resolve your issue.

Client Satisfaction is our top priority. If you have any concerns/feedback on the support provided anytime, please reach out to my manager Pooja Naidu (Naidu11@in.ibm.com).

-------------------------------------------------------- Getting ICN

Did you know it was possible to obtain an ICN that will allow you to

receive support in your local time zone, during your business hours,

and in your local language (if available)?

If you are interested obtaining such an ICN, please follow these steps:

1. You will need to know the name of your Primary Site Contact. If you

do not know who that is, you can contact the Passport Advantage Support

team or your Account team to find out.

2. To request your new local ICN, you need to send this form to your

Primary Site Contact:

ftp://ftp.software.ibm.com/software/passportadvantage/AASS/English\_PA\_AASSEditable.pdf

3. The completed form should then be sent back to the following email

address:

dswsoft@us.ibm.com

4. You will receive a response back from the Passport Advantage Team

with the new local ICN.

-----------------------outof office

Hello - I am out of the office at the IBM Think conference. I will be back in the office on Friday, March 23rd. I will do my best to respond in a timely manner but please be advised my responses will be delayed. I appreciate your patience. For urgent issues you may call or text me at 505-449-7289.

Thank you,

Marianne

-----------------Raising Sales force (SF) ticket

Hello Margaret,

Just wanted to add to Vijay on the request.

As IBM has already moved from IBM SR tool to Salesforce (SF) for Support Management, all IBM (internal) are expected to use their SF accounts allocated to raise a support query:

Earlier GBS had their Process documented here:

https://w3-connections.ibm.com/wikis/home?lang=en-us#!/wiki/24dcf43b-5d67-48df-b8e5-ba16f5a60264/page/94b26e5d-0ca3-41b1-a49f-4b1b8ff27cc0

I hope it is updated also for SF as well for support.

So for Support action, we need a case raised via SF to involve our development team for any higher level expertise to solve an customer issue be it IBM external customers/internal projects.

We@ Support have no account details to raise/open a SF ticket, for which you might be raising a production scenario problem.

Secondly, you must adhere to the GDPR guidelines rolled out on May 25th 2018, for any data exchange of our clients.

I hope entire IBM is aware of the scope this understood and followed from compliance perspective.

Regarding the free license for IBM Rational products: Its here: Process to record use and obtain Licenses

I hope my note helps in having a common understanding of the importance of a SF case number to investigate/answer a query via Support Channel.

Let me know you further queries after referring to the Wiki above.

---------------------------------------------------------------------RFT 9.2 download and upgrade

The best place to start for the high level details of the Functional Tester installation process is here in the IBM Knowledge Center:

https://www.ibm.com/support/knowledgecenter/en/SSJMXE\_9.2.0/com.ibm.rational.test.ft.install.doc/topics/c\_overview.html

To cut right to installation, you can navigate to here:

https://www.ibm.com/support/knowledgecenter/en/SSJMXE\_9.2.0/com.ibm.rational.test.ft.install.doc/topics/t\_installing\_offering.html

It mentions the IBM Passport Advantage site: https://www-01.ibm.com/software/passportadvantage/pao\_customer.html. This is the central repository from which IBM customers download their software.

We, in support, are not provided access to Passport Advantage so I cannot help you with issues there but there is a "Need assistance" hypertext link on the above page that will direct you as to how to contact Passport Advantage support.

Once on the Passport Advantage site, your primary target is this product:

IBM Rational Functional Tester V9.2 CORE Multilingual Multiplatform (CNS4GML )

The parenthetical reference is the IBM Part Number. Some folks find it easier to search Passport Advantage using part numbers.

IF you do not already have the IBM Installation Manager on your destination machine, you will want to download it as well:

IBM Rational Functional Tester V9.2 Setup Multilingual Multiplatform Part 1 (CNS4FML )

From here you would follow the instructions on the installation link provided above.

The notes on Edge support are here:

https://www.ibm.com/support/knowledgecenter/en/SSBLQQ\_9.2.0/com.ibm.rational.test.ft.doc/topics/t\_run\_edge.html

You should consider using the very latest version (9.2.0.1) which sits atop the version 9.2 base. Instructions for upgrading DURING THE 9.2 INSTALL are mentioned in Steps 5&6 on this page:

https://www.ibm.com/support/knowledgecenter/en/SSJMXE\_9.2.0/com.ibm.rational.test.ft.install.doc/topics/t\_installing\_offering.html

Otherwise you can install the 9.2 base and then upgrade as next step using this upgrade from the IBM Fix Central site:

https://www-945.ibm.com/support/fixcentral/swg/downloadFixes?parent=ibm%7ERational&product=ibm/Rational/Rational+Functional+Tester&release=9.2.0&platform=Windows&function=fixId&fixids=9.2.0.1-Rational-RFT-groupfixpack&includeRequisites=1&includeSupersedes=0&downloadMethod=http&login=true

It downloads as rft9201.update.disk1.zip.

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Kindly share the below information.

1. Exact version of RFT

2. Version of JRE, bit details (32 or 64) used

3. OS version and bit details

4. What is the browser Name and version?

5. If it is browser based, Browser enablement is passed?

4. Steps to reproduce the issue

5. Domain of the application (Java,html,.Net etc...)

6. Is the issue consistently happening or seen intermittently

7. Was it working before, If yes what is the recent change after which you observed this behavior

7. Any other info I should be aware of.

8. Business impact