

RATIONAL
SOFTWARE

OBJECT TESTING

Client / Server Testing

CROSS WINDOWS TESTING

Installing Rational TeamTest and Rational Robot

Installing Rational TeamTest and Rational Robot

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» » » Preface

Welcome to *Installing Rational TeamTest and Rational Robot*. This manual is intended to help system administrators, managers, engineers, or quality engineers install Rational TeamTest or Rational Robot. This manual also includes information about how to use the Rational License Key Administrator to install and manage Rational software licenses.

About This Manual

This manual contains the following chapters:

Chapter 1: Installing Rational Testing Products – Describes how to install Rational TeamTest and Rational Robot.

Chapter 2: Installing Rational Software Licenses – Describes how to install Rational software licenses on a local system.

Contacting Rational Technical Support

If your site has a designated, on-site support person, please try to contact that person before contacting Rational Technical Support. If you still need assistance, you can use the following information to contact Rational Technical Support.

When Contacting Rational Technical Support

When contacting Rational Technical Support, please be prepared to supply the following information:

- ▶ Your name, telephone number, and company name
- ▶ Computer make and model
- ▶ Operating system and version number
- ▶ Product release number
- ▶ Your Case ID number (if you are calling about a previously reported problem)

How to Contact Rational Technical Support

Rational Technical Support can provide information and assistance by:

- ▶ Telephone
- ▶ Electronic Mail
- ▶ Fax
- ▶ World Wide Web

Telephone and E-Mail

Telephone and e-mail support is available Monday through Friday (except holidays) in four major Rational Technical Support call centers around the world. Specific call center contact information is located in the following section, *Rational Technical Support Call Center Information*, as well as on our Web site at <http://www.rational.com/support/contact>.

When contacting Technical Support via e-mail, please include the information listed in the previous section, *When Contacting Rational Technical Support*, along with a detailed description of your problem. Upon receipt of your request, Rational Technical Support will send you an electronic response with your Case ID number and the point of contact for your issue. When sending e-mail concerning a previously reported problem, please include in the subject field “re: Case XXXXX,” substituting your assigned support Case ID for XXXXX.

Fax

Rational Technical Support Engineers will sometimes ask you to fax information to help them diagnose problems. Please mark faxes “Attention: Technical Support” and add your fax number to the information listed in the previous section.

World Wide Web

You can also contact Rational Technical Support through our Web site at <http://www.rational.com/support/contact>.

Rational Technical Support Call Center Information

You can use the following addresses and telephone numbers to contact a Rational Technical Support call center in your area.

- ▶ **North America**
18880 Homestead Road
Cupertino, CA 95014

20 Maguire Road
Lexington, MA 02421

Telephone: 800-433-5444 or 408-863-4000
E-mail: support@rational.com
- ▶ **Europe**
Siruisdreef 41
2132 WT Hoofddorp
The Netherlands

Telephone: +31-23-569-4310
E-mail: support@europe.rational.com
- ▶ **Asia Pacific**
Level 13, 821 Pacific Highway
Chatswood NSW 2067
Sydney, Australia

Telephone: +61-2-9419-0111
E-mail: support@apac.rational.com

Documentation

This product includes a complete set of printed manuals, online manuals, and online Help.

Printed Manuals

This product includes the following printed manuals:

Using the Rational Administrator – Provides information about the Rational repository and explains how to use the Rational Administrator.

Getting Started with Rational Robot – Introduces you to Rational Robot and includes a tutorial that shows you how to use Robot for your own testing projects.

Using Rational Robot – Describes the concepts and procedures you need to use Rational Robot to plan tests, develop and play back scripts, analyze your results, and run reports and queries.

Installing Rational TeamTest and Rational Robot – Describes the hardware and software requirements for Rational TeamTest and Rational Robot and includes complete installation instructions.

SQABasic Language Reference – Describes the commands and conventions of the SQABasic scripting language.

Rational Robot: Try it! with Rational SiteCheck – Describes how to use Rational SiteCheck to test the structural integrity of your intranet or World Wide Web site.

Rational Robot: Try it! with HTML – Shows you how to use Rational Robot to test your HTML pages.

Rational Robot: Try it! with Java – Shows you how to use Rational Robot to test Java applets and applications.

Rational Robot: Try it! with Oracle Forms – Shows you how to use Rational Robot to test objects in your Oracle applications.

Rational Robot: Try it! with PowerBuilder – Shows you how to use Rational Robot to test the controls in your PowerBuilder applications.

Rational Robot: Try it! with Visual Basic – Shows you how to use Rational Robot to test the controls in your Visual Basic applications.

Online Manuals

All of the manuals for this product are available online as Portable Document Format (PDF) files. You can use the Adobe Acrobat Reader to read, search, and print these files.

To read, search, or print a PDF file:

1. Install the Adobe Acrobat Reader. For more information, see the next section, *Installing the Adobe Acrobat Reader*.
2. Insert the *Rational Solutions for Windows Online Documentation* CD-ROM into your CD-ROM drive.
3. If the installation starts automatically, click **Exit** to exit the automatic installation.
4. Locate and double-click a PDF file. PDF files have an extension of .pdf.

Installing the Adobe Acrobat Reader

For your convenience, the *Rational Solutions for Windows Online Documentation* CD-ROM includes version 3.01 of the Adobe Acrobat Reader. You can also download the reader from the Adobe Web Site: <http://www.adobe.com>.

To install the Adobe Acrobat Reader:

1. Insert the *Rational Solutions for Windows Online Documentation* CD-ROM into your CD-ROM drive.
2. If the installation starts automatically, click **Exit** to exit the automatic installation.
3. Locate and double-click the Adobe Acrobat Reader installation file, ar32e301.exe.
4. Follow the on-screen instructions to complete the installation.

At any time during the installation process, you can:

- ▶ Click **Next** to proceed to the next dialog box.
- ▶ Click **Back** to go back to the previous dialog box.
- ▶ Click **Cancel** to end the setup.

Manual Names

The following table lists the names of the online manuals and the associated PDF files.

Name of online manual	PDF file name
Using the Rational Administrator	AdminUG.pdf
Getting Started with Rational Robot	RobotGetStart.pdf
Using Rational Robot	RobotUG.pdf
Installing Rational TeamTest and Rational Robot	TTinstall.pdf
SQABasic Language Reference	SQABasic.pdf
Rational Robot: Try it! with Rational SiteCheck	SiteCheck.pdf
Rational Robot: Try it! with HTML	html.pdf
Rational Robot: Try it! with Java	java.pdf
Rational Robot: Try it! with Oracle Forms	oracle.pdf
Rational Robot: Try it! with PowerBuilder	pb.pdf
Rational Robot: Try it! with Visual Basic	vb.pdf

Using Help

You can view Help whenever you need assistance. Complete online information is available to help you perform tasks, understand concepts, and work with the user interface.

Using the Help Contents and Searching for Information

To display the Help Contents and locate information:



- Click the **Help Contents** button on the toolbar of any product or component, or click **Help** → **Contents and Index**. The Help Topics dialog box contains three tabs:

Contents – A table of contents showing the organization of the information in the Help system.

Index – Use to search for topics by index entry.

Find – Use to do a full text search on any words in the Help.

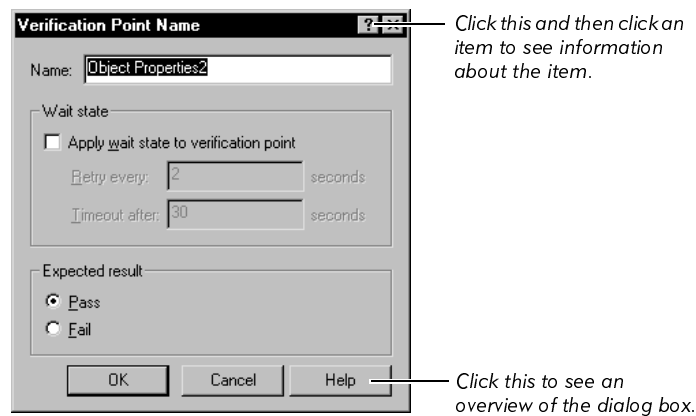
For information about performing standard Windows Help operations, see your Windows documentation.

Help for Dialog Boxes, Menus, and Toolbars

Context-sensitive Help is available for dialog boxes, menu commands, and toolbars.

Dialog Boxes

Most dialog boxes have overviews and detailed item information.



Menu Commands



For any menu command, highlight the command and press F1, or click the **Help Pointer** on the toolbar and select the command. A brief description of the command also appears in the status bar.

Toolbar Buttons



For any toolbar button, pause the pointer over the button. A yellow ToolTip appears below the button, and a brief description appears in the status bar. For more detailed information, click the **Help Pointer** on the toolbar and select the button.

Typographical Conventions

This manual uses the following typographical conventions:

Convention	Meaning
Bold Sans Serif Type	Menu commands. Dialog box options. New terms. User-entered text.
<i>Italicized Type</i>	Variable text that you define. Emphasized text. Referenced sections and manual titles.
Monospace Type	Sample code.
SMALL CAPS	Keyboard key names.
+ between key names	Hold down the first key while pressing the next key. For example, CTRL+N means hold down the CTRL key while pressing N.
→ between menu commands	Choose each command in sequence. For example, File → Save As means choose File from the menu bar, and then choose Save As from the menu.

▶ ▶ ▶ C H A P T E R 1

Installing Rational Testing Products

This chapter explains how to install Rational TeamTest and Rational Robot. It includes the following topics:

- ▶ About Rational TeamTest and Rational Robot
- ▶ Choosing a database type
- ▶ Hardware and software requirements
- ▶ Installing Rational TeamTest or Rational Robot
- ▶ Installing Sybase SQL Anywhere Database Server
- ▶ Installing the Rational Test Enablers
- ▶ Installing the sample applications
- ▶ Installing Crystal Reports
- ▶ Troubleshooting your installation

About Rational TeamTest and Rational Robot

When you install Rational TeamTest or Rational Robot, you can install some or all of the components available on your installation CD-ROMs. The following list describes each product and component that you can install:

- ▶ **Rational TeamTest** – Installs Rational Robot. (For a list of Robot components, see the next page.) Also installs a version of Rational ClearQuest especially designed for Rational TeamTest that includes defect tracking forms. Rational ClearQuest includes Rational ClearQuest Web, which lets you remotely enter defects using a Web-based interface.

Installing Rational Testing Products

- ▶ **Rational Robot** – Installs Rational Robot, which also includes the following components:
 - **Rational Administrator** – Use to manage a Rational repository. For information about using the Administrator, see the *Using the Rational Administrator* manual.
 - **Rational LogViewer** – Use to review and analyze test results. For information about using LogViewer, see the *Using Rational Robot* manual.
 - **Rational SiteCheck** – Use to manage Internet and intranet Web sites. For information, see the *Rational SiteCheck Try it!* card and the SiteCheck Help.
 - **Rational TestManager** – Use to plan your tests and manage test assets. For information about using TestManager, see the *Using Rational Robot* manual.
 - **Comparators** – Includes the Object Properties, Text, Grid, and Image Comparators. Use to view and analyze the results of verification point playback. For information about the Comparators, see the *Using Rational Robot* manual.
- ▶ **Sybase SQL Anywhere Database Server** – Installs the Rational Administrator and other Rational testing components that you need to manage Rational repositories in a networked, client/server environment. (A **Rational repository** is a group of databases that stores application testing information, such as test requirements, scripts, and logs.) Also provides tools, samples, and related library files for your SQL Anywhere Database Server. Installing the SQL Anywhere Database Server software does not require a separate license. For information about configuring this software, see Chapter 4 in the *Using the Rational Administrator* manual.
- ▶ **Rational Test Enablers** – Installs the components for the Rational Test Enablers, which let you test software applications developed with certain integrated development environment. For information about using Rational Test Enablers, see the *Using Rational Robot* manual.
- ▶ **Sample Applications** – Installs a sample repository as well as the Classics Online sample application that you use with the tutorial in the *Getting Started with Rational Robot* manual. Also installs sample applets to use with the *Try it!* cards.
- ▶ **Crystal Reports 6.0 Professional Edition** – Install this software to customize defect reports or create new report formats. Rational TeamTest comes with a special version of Rational ClearQuest for defect tracking. To customize defect report formats, you must install Crystal Reports. The Crystal Reports software comes in a separate CD-ROM in your software kit. For more information about using Crystal Reports to customize defect reports, see *report format* in the Rational ClearQuest Help index.

Choosing a Database Type

This section describes the different types of databases that you can choose when installing Rational TeamTest or Rational Robot. Use the following table to determine which type of database to install.

If you	Then use a
Have one or two users of a Rational repository or ClearQuest database	Microsoft Access database. This is the default database and installs automatically when you install Rational TeamTest or Rational Robot.
Have a large shared Rational repository or a ClearQuest database with more than two users	Sybase SQL Anywhere Database Server database. You must install this type of database. For more information about installing Sybase SQL Anywhere Database Server software, see <i>Installing a SQL Anywhere Database Server</i> on page 1-8.
Use Rational ClearQuest Web Note: Microsoft SQL Server is required to use ClearQuest Web. You must purchase Microsoft SQL Server software separately and install it to use ClearQuest Web.	Microsoft SQL Server database. You must purchase Microsoft SQL Server software and install it on a server.

Types of Rational Test Databases

A Rational Test database stores application testing information such as verification point data, queries, reports and report layouts, scripts, test requirements, and information about users, computers, and groups. When you create a new repository for Rational TeamTest or Rational Robot, you can create two types of databases: Microsoft Access databases or Sybase SQL Anywhere Database Server databases.

Types of Rational ClearQuest Databases

A Rational ClearQuest **master database** stores all schemas and all data associated with existing schemas in a master database or schema repository. The master database does not store any user data.

Installing Rational Testing Products

A Rational **ClearQuest database** refers to the user database that contains all user data and a copy of the schema associated with the database. A Rational ClearQuest database stores change-request records as well as reports, records, or tables, and all data entered by users. A ClearQuest database can be either a Microsoft Access, Sybase SQL Anywhere, or Microsoft SQL Server database. You can use a ClearQuest database with the specially designed TeamTest defect forms to store defect tracking information.

Microsoft Access – When you create a repository or a ClearQuest database, Microsoft Access is the default database type. We recommend using Microsoft Access for one or two users. This type of database is virtually maintenance-free. For example, you can back up the database simply by backing up the Rational repository directory. However with more than two users, data access is slower than for a comparably sized Sybase SQL Anywhere Database Server database.

Sybase SQL Anywhere Database Server – We recommend using this type of database for a database with more than one or two users. Data access for a SQL Anywhere Database Server database is faster than for a comparably sized Microsoft Access database. For information about managing a Rational repository or a ClearQuest database with a SQL Anywhere Database Server, see the *Using the Rational Administrator* manual.

Microsoft SQL Server – Use this type of database for Rational ClearQuest Web. Rational ClearQuest Web lets you remotely enter defects using a Web-based interface.

NOTE: If you use ClearQuest Web, you must use Microsoft SQL Server software for your database. ClearQuest Web does not support Microsoft Access or Sybase SQL Anywhere Database Server databases. You must purchase Microsoft SQL Server software separately and install it on a network server to use ClearQuest Web.

The following table lists the items you can install and where to find information about each one:

To install	See
Rational Robot	<i>Installing Rational TeamTest or Rational Robot</i> on page 1-6
Rational TeamTest	<i>Installing Rational TeamTest or Rational Robot</i> on page 1-6

To install	See
Sybase SQL Anywhere Database Server	<i>Installing a SQL Anywhere Database Server</i> on page 1-8
Rational Test Enablers	<i>Installing the Rational Test Enablers</i> on page 1-9
Sample applications and applets	<i>Installing the Sample Applications</i> on page 1-11
Crystal Reports	<i>Installing Crystal Reports</i> on page 1-12

Hardware and Software Requirements

Make sure that your computer conforms to the minimum requirements listed in the following table:

Rational component	Minimum requirements
TeamTest	PC-compatible computer with a 486 microprocessor (Pentium recommended) 135 MB free disk space (minimum installation) 148 MB free disk space (includes all sample applications) Microsoft Windows NT 4.0 (service pack 3), Windows 98, or Windows 95 MAPI e-mail (optional)
Robot	PC-compatible computer with a 486 microprocessor (Pentium recommended) 91 MB free disk space (minimum installation) 102 MB free disk space (includes all sample applications) Microsoft Windows NT 4.0 (service pack 3), Windows 98, or Windows 95 MAPI e-mail (optional)
Crystal Reports 6.0 Professional Edition	80 MB free disk space (minimum installation)
Sybase SQL Anywhere Database Server	Microsoft Windows NT 4.0 (service pack 3) 110 MB free disk space (minimum installation)
Rational ClearQuest Web	Microsoft SQL Server software required for ClearQuest Web

Installing Rational TeamTest or Rational Robot

This section explains how to install Rational TeamTest or Rational Robot.

NOTE: If you have SQA Suite 6.x installed on your computer, you can install Rational TeamTest or Rational Robot without deleting SQA Suite 6.x. Both versions can coexist on the same system because they are installed in different directories.

Before You Begin

Before you install Rational TeamTest or Rational Robot, be sure to do the following:

- ▶ Make sure that the Windows NT, Windows 98, and Windows 95 computers meet the minimum requirements listed in *Hardware and Software Requirements* on page 1-5.
- ▶ Make sure that all computers have the appropriate network protocol software installed such as TCP/IP. If you have updates to your network software that you have not installed, be sure to install the upgrades.
- ▶ Verify that the Windows NT, Windows 98, and Windows 95 computers are communicating with each other. (If you have any problems, see your network administrator.)
- ▶ Choose a database type for your Rational repository or Rational ClearQuest database. For information about the types of databases available, see *Choosing a Database Type* on page 1-3.
- ▶ Make sure that all computers have read/write access to the Rational repository to be used with Rational TeamTest or Rational Robot. The repository directory must be shared. We recommend that you set up the repository using the Uniform Naming Convention (UNC).

For example: `\\computername\drivename` where *computername* is the network name of a network computer, and *drivename* is the name of a networked or shared directory.

How to Install Rational TeamTest or Rational Robot

To install Rational TeamTest or Rational Robot:

1. Turn on the computer to start Windows.
2. Log in using an account with Administrator privileges.

3. Quit any applications before installing any Rational products.
4. Determine the type of database that you need for a Rational repository and/or a ClearQuest database. For more information, see *Choosing a Database Type* on page 1-3.
5. Insert the Rational Windows Solution CD-ROM into your CD-ROM drive. The installation starts automatically.

If the installation does not start automatically, do the following:

- a. Click **Start** → **Run**.
- b. Type **drive:\SETUP.EXE** and click **OK** to start the Rational Setup wizard.

The screen displays the Rational logo, and the installation begins.

6. At the Rational Software Setup screen, click **Next**.
7. Select one of the following from the list of available products, and then click **Next**.
 - **Rational TeamTest 7.1**
 - **Rational Robot 7.1**

NOTE: Although you can select many different products for installation, your startup and permanent license will only allow you to run the product applicable to the license. Do not install products for which you do not have a license; they will not run.

8. Read the terms of the license agreement carefully, select one of the following, and then click **Next**.
 - **Yes, I accept the agreement.** If you accept the agreement, the Setup program continues.
 - **No, I don't accept the agreement.** If you do not accept the agreement, the Setup program ends.
9. Select the setup configuration you prefer, and then click **Next**.

NOTE: You cannot select the **Minimal** configuration for Rational TeamTest or Rational Robot installation.

- **Typical** – Installs the most commonly used features for this product.
- **Custom/Full** – Lets you specify which products or features to install.
- **Compact/Laptop** – Installs the minimal software needed to run a product.

10. Select how you are going to use this software, and then click **Next**.
 - **Client** – Run Rational TeamTest or Rational Robot locally or use the software as a client of a shared Rational repository on a server. You can also create local repositories.
 - **Administrator** – Set up Rational repositories or a Rational ClearQuest master database (schema repository) on a server for other users.
 - **Evaluator** – Evaluate a product for a limited time on your system.
11. View the selections that you have made, and if correct, click **Next**.
12. Click **Finish** when done.

Your system will reboot. After it reboots, go to step 13.
13. Install a software license. For information about installing a software license, see *About Rational Licenses* on page 2-1.

Installing a SQL Anywhere Database Server

NOTE: You must install the SQL Anywhere Database Server software on a network server running Microsoft Windows NT. Installing the SQL Anywhere Database Server software does not require a license.

To begin the installation:

1. Turn on the computer to start Windows.
2. Log in using an account with Administrator privileges.
3. Quit any applications before installing any software product.
4. Insert the Rational Windows Solution CD-ROM into your CD-ROM drive. The installation starts automatically.

If the installation does not start automatically, do the following:

 - a. Click **Start** → **Run**.
 - b. Type *drive:\SETUP.EXE* and click **OK** to start the Rational Setup wizard.
4. Select **Sybase SQL Anywhere Database Server** from the list of available products, and then click **Next**.
5. Read the terms of the license agreement carefully, select one of the following, and then click **Next**.
 - **Yes, I accept the agreement.** If you accept the agreement, the Setup program continues.

- **No, I don't accept the agreement.** If you do not accept the agreement, the Setup program ends.

6. Select **Typical**, and then click **Next**.

NOTE: You can only select the **Typical** type of configuration for the Sybase SQL Anywhere Database Server installation.

7. Select **Administrator** to set up a server, and then click **Next**.
8. View the selections that you have made, and if correct, click **Next**.
9. Click **Finish** when done.

What To Do Next

After you install the SQL Anywhere Database Server software, you must configure the SQL Anywhere Database Server. For information about configuring the database server, see Chapter 4 in the *Using the Rational Administrator* manual.

Installing the Rational Test Enablers

The Rational Test Enablers let you test the following:

- ▶ Visual Basic applications
- ▶ Oracle Forms applications
- ▶ Java applets or stand-alone Java applications
- ▶ ActiveX controls in applications

For more information about the Rational Test Enablers, see the *Using the Rational Robot* manual.

The Rational Test Enablers consist of the following:

- ▶ **Rational ActiveX Test Control** – Install to test the properties of the ActiveX controls in your application-under-test using Rational Robot.

NOTE: If you are using a development environment other than PowerBuilder, Oracle Forms, Visual Basic, or HTML to develop a Web application or Web site, and you want to test the properties of your ActiveX controls, you must manually add the Rational ActiveX Test Control to each OLE container in your application. For instructions, see the documentation that comes with your development environment.

Installing Rational Testing Products

The ActiveX Test Control provides communication between any OLE container and Robot. It is a non-intrusive control and has no impact on the behavior or performance of your application. At runtime, the Rational ActiveX Test Control is not visible.

- ▶ **Rational Test Java Enabler** – Required to test Java applets running in a browser, or to test stand-alone Java applications. This Enabler scans your hard drive for Web browsers and Sun JDK installations that Robot supports and enables only those environments currently installed on your system. Run the enabler each time you install a new Java environment, such as a new release of a browser or JDK.
- ▶ **Rational Test Oracle Forms Enabler** – Install to test Oracle Forms 4.5 and 5.0 applications. Installs both the Rational Test Oracle Forms Enabler and the Rational Test Object Testing Library for Oracle Forms.

NOTE: Be sure to install Oracle Forms 4.5 or 5.0 and the Oracle Open Client Adapter for ODBC before you install the Rational Test Oracle Forms Enabler.

- ▶ **Rational Test Visual Basic Enabler** – Install to test Visual Basic applications. Ensures that all forms in your project, including MDI forms, contain the Rational ActiveX Test Control. This Enabler is an add-in (extension) to Visual Basic 4.0 and later. For more information about Visual Basic add-ins, see your Visual Basic documentation.

To install the Rational Test Enablers:

1. Turn on the computer and start Windows.
2. Insert the CD-ROM into your CD-ROM drive. The installation starts automatically.
If the installation does not start automatically, do the following:
 - a. Click **Start** → **Run**.
 - b. Type **drive:\SETUP.EXE** and click **OK** to start the Rational Setup wizard.
3. At the Rational Software Setup screen, click **Next**.
4. Select **Rational Test Enablers 7.1** from the list of available products, and then click **Finish**.

The Rational Test Enablers installation starts.

5. Select one of the following, and then click **Next**.
 - **Rational ActiveX Test Control**
 - **Rational Test Java Enabler**
 - **Rational Test Oracle Forms Enabler**
 - **Rational Test Visual Basic Enabler**
6. Follow the on-screen instructions to complete the installation.

At any time during the installation process, you can:

 - ▶ Click **Next** to proceed to the next page.
 - ▶ Click **Back** to go back to the previous page.
 - ▶ Click **Cancel** to end Rational Setup.

Installing the Sample Applications

The Rational sample applications consist of the following components:

- ▶ Sample application – Use the Classics Online sample application with the Rational Robot tutorial in the *Getting Started with Rational Robot* manual.
- ▶ Small sample applets – Use the sample applets with the *Try it!* cards for quick and easy instructions about recording tests on controls created in specific development environments. You can install sample applets for Java, HTML, Oracle Forms, Powerbuilder, and Visual Basic development environments.
- ▶ Sample repository – Use with the Rational Robot tutorial and *Try it!* cards. The sample repository installs automatically when you install a sample application or sample applet.

NOTE: Before you install and run the Oracle sample application for the *Try it! with Oracle* card, you must install Oracle Forms 4.5 or 5.0 and the Oracle Open Client Adapter for ODBC.

To install the sample application, sample applets, and sample repository:

1. Install Rational TeamTest or Rational Robot.
2. Click **Start** → **Programs** → **Rational product name** → **Rational Test 7** → **Setup Rational Test Samples**.

3. Select the sample application and the sample applets that you want to install:
 - **HTML Sample**
 - **Java Sample**
 - **Visual Basic Sample**
 - **PowerBuilder Sample**
 - **Oracle Sample**
 - **Classics Online**
4. Click **Next**.

Installing Crystal Reports

Crystal Reports lets you customize defect reports that come with Rational TeamTest or create new report formats. This software comes on a separate CD-ROM in your Rational TeamTest software kit.

To install Crystal Reports 6.0 Professional Edition:

- ▶ Use the Crystal Reports installation directions that come with the CD-ROM.

Troubleshooting Your Installation

If you encounter any problems running the Rational Setup wizard, try the following suggestions before you call Rational Technical Support for help:

- ▶ Stop all applications before you begin the installation.
- ▶ Turn off all virus protection software. These programs often run in the background and interfere with the installation and file decompression process.
- ▶ Turn off any user interface managers or desktop environments that run on Microsoft Windows.
- ▶ Change to a standard VGA video driver while Rational Setup is running, or disable video features such as virtual screens or screen switching.
- ▶ Change to a standard mouse driver, or disable special mouse features that perform tasks such as leaving pointer trails or changing pointer sizes.

▶ ▶ ▶ C H A P T E R 2

Installing Rational Software Licenses

This chapter explains how to use the Rational License Key Administrator to install your software license. If your system administrator has already configured your licenses on your system, you can start using your Rational software product.

This chapter includes the following topics:

- ▶ About Rational licenses
- ▶ About the Rational License Key Administrator
- ▶ Installing a startup license
- ▶ Requesting a permanent license
- ▶ Installing a permanent license
- ▶ Viewing the status of a license
- ▶ If you have problems

About Rational Licenses

Rational TeamTest and Rational Robot use node-locked licenses. A node-locked license runs one Rational software product on one system. The software will not run on any other system.

Startup and Permanent Licenses

After you install Rational TeamTest or Rational Robot, you must install a startup license. A startup license is a temporary license that lets you start using your Rational software immediately.

NOTE: The startup license certificate comes with your software. Check the startup license certificate for the expiration date of the startup license. To continue using your software, you must request and install a permanent license before the startup license expires.

About the Rational License Key Administrator

The Rational License Key Administrator lets you add and modify licenses for your Rational products. The Rational License Key Administrator is automatically installed when you install a Rational product.

The following table provides an overview of the tasks that you need to complete in order to install a Rational software license:

Task	See
Install Rational TeamTest or Rational Robot.	<i>Installing Rational TeamTest or Rational Robot</i> on page 1-6
Install a startup license for each Rational software product. The startup license certificate comes with your software. The expiration date appears on the license certificate.	<i>Installing a Startup License</i> on page 2-2
Request a permanent license from Rational Software Corporation.	<i>Requesting a Permanent License</i> on page 2-3
Install a permanent license for each Rational software product.	<i>Installing a Permanent License</i> on page 2-6

Installing a Startup License

You must install a startup license to run Rational software until you receive and install a permanent license. To ensure uninterrupted use of a product, request a permanent license as soon as you install the startup license. For more information, see *Requesting a Permanent License* on page 2-3.

NOTE: The startup license certificate comes with your software. Check the startup license certificate for the expiration date of the startup license.

To install a startup node-locked license:

1. Click **Start** → **Programs** → *Rational product name* → **License Key Administrator**.
2. Click **Continue**.

NOTE: A red **x** in a tab in the Rational License Key Administrator indicates that you must type the required information in that tab. A red label next to a text box means that you must type this required information. However, you do not need to type the required information for a startup license.

3. Click the **License Key(s)** tab, and then click **Enter a License Key**.
4. Click **Startup License Key**, and then click **Next**.
5. Click **Node-Locked License Key**, and then click **Next**.
6. Fill in the page using the information from the startup license certificate that comes with your software.

NOTE: You must type the information exactly as it appears in the startup license certificate; otherwise, the license key will not work.

7. Click **Finish**.

The new startup license key appears in the **License Key(s)** tab.

8. Click **Exit**.

Requesting a Permanent License

You can request a permanent license from Rational Software Corporation by e-mail, phone, or fax. If you request a permanent license by e-mail, the Rational License Manager sends you an e-mail message with an attached license key file. If you request a license by fax, you receive a license certificate by fax.

What You Need

You need the following information before you request a permanent license:

- ▶ **Rational License Manager e-mail address, phone, or fax number** – See the Rational License Key Administrator Help or Release Notes for this information.
- ▶ **Internet connect and e-mail account** – To request a permanent license by e-mail, you must have an Internet connection and MAPI-compliant (Messaging Application Programming Interface) e-mail software.

Installing Rational Software Licenses

Examples of MAPI-compliant e-mail software include: Microsoft Outlook, Microsoft Outlook Express, Netscape Communicator, Eudora (Pro and Light), and Pegasus Mail. Contact Rational Support if you have questions about your specific e-mail program or configuration.

- ▶ **License Contact** – The name and address of the person responsible for this license. Rational Software Corporation will send all license keys and future product upgrade information to this person.
- ▶ **Renewal Contact** – The name and address of the person responsible for maintenance and renewal of this license. Rational Software Corporation will send renewal quotes and other contract information to this person.

How to Request a Permanent License

To request a permanent license:

1. Click **Start** → **Programs** → ***Rational product name*** → **Rational License Key Administrator**.

NOTE: A red **x** in a tab in the Rational License Key Administrator indicates that you must type the required information in that tab. A red label next to a text box means that you must type this required information.

2. Click **Continue**.
3. In the **General** tab, type all required information.

NOTE: The primary account number and secondary account number, if needed, are available from the Startup License Key Certificate which comes with a Rational software product. The Rational Software Corporation uses the primary Rational account number as a customer account number. The primary account number is required. Rational Software Corporation may also use a secondary account number for some customer accounts. If you receive a secondary account number in the Startup License Key Certificate, type the secondary account number.

4. Click the **License Contact** tab and type all required information.
5. Click the **Renewal Contact** tab and type all required information.
6. Click the **License Key(s)** tab.
7. Click **Request Permanent License Key(s)**.

8. Take one of the following actions:

To request	Then
Permanent license keys for all entries listed in the License Key(s) tab	Click Permanent version of ALL Startup License Keys .
Permanent license keys for entries that are selected in the License Key(s) tab	Click Permanent version of SELECTED Startup License Keys .
A permanent license key for a Rational product. Use this option if you have not previously installed a startup license key.	<ol style="list-style-type: none"> Select Select from list. Select Rational Robot 7.1 or Rational TeamTest 7.1. Choose Node-locked.

9. Click **OK**.

10. To send your request for a permanent license, click one of the following:

- **Send Pending Request(s)** – Click this option to e-mail your request for a license to Rational Software Corporation. To request a permanent license by e-mail, you must have an Internet connection and MAPI-compliant (Messaging Application Programming Interface) e-mail software. For more information about MAPI-compliant e-mail software, see *What You Need* on page 2-3.
- **Print Pending Request(s)** – Click this option to print your request for a license. If you do not have an Internet connection and an e-mail account, print your request, and then fax or phone your request to Rational Software Corporation.

NOTE: For the fax or phone number to call to submit your request for a permanent license, see the Rational License Key Administrator Help or the Release Notes.

11. Click **OK**.

NOTE: Your request for a permanent license remains listed as Pending in the **License Key(s)** tab until you receive and install the permanent license. For more information about installing a permanent license, see *Installing a Permanent License* in the next section.

12. Click **Exit**.

Installing a Permanent License

After you receive a new or updated permanent license, you must install it on your system. You receive your license from Rational Software Corporation in one of the following ways: as a license key file attached to an e-mail message, or as a license certificate sent by fax or regular mail. For information about installing a permanent license from a license key file that you receive by e-mail, see the next section, *Using a License Key File*. For information about installing a permanent license from a license certificate that you receive by fax or regular mail, see *Using a License Certificate* on page 2-7.

Using a License Key File

To install a permanent license from a license key file that you receive by e-mail:

1. Open the e-mail that contains the license key file and save the attachment as a license file with a .upd extension. Remember the directory where you saved this file — you will need it later.
2. Click **Start** → **Programs** → **Rational product name** → **Rational License Key Administrator**.

NOTE: A red **x** in a tab in the Rational License Key Administrator indicates that you must type the required information in that tab. A red label next to a text box means that you must type this required information.

3. Click the **General** tab, and type all required information. Type the primary and secondary account number in the **Rational Account Number (Primary)** and **Rational Account Number (Secondary)** box. Optionally, type other information in this tab.

NOTE: The primary account number and secondary account number, if needed, are available from the Startup License Key Certificate which comes with a Rational software product. The Rational Software Corporation uses the primary Rational account number as a customer account number. The primary account number is required. Rational Software Corporation may also use a secondary account number for some customer accounts. If you receive a secondary account number in the Startup License Key Certificate, type the secondary account number.

4. Click the **License Contact** tab, and type all required information. Optionally, type other information in this tab.
5. Click the **Renewal Contact** tab, and type all information.

6. Click the **License Key(s)** tab.
7. Click **Import License Key(s)**, and select the license key file from the directory in which you saved it in step 1.
8. Click **OK**.
The permanent license key appears in the **License Key(s)** tab.
9. Click **Exit**.

Using a License Certificate

To install a permanent license from a license certificate that you receive by fax or regular mail:

1. Click **Start** → **Programs** → *Rational product name* → **Rational License Key Administrator**.

NOTE: A red **x** in a tab in the Rational License Key Administrator indicates that you must type the required information in that tab. A red label next to a text box means that you must type this required information.

2. Click the **General** tab, and type all required information. Optionally, type other information in this tab.

NOTE: The primary account number and secondary account number, if needed, are available from the Startup License Key Certificate which comes with a Rational software product. The Rational Software Corporation uses the primary Rational account number as a customer account number. The primary account number is required. Rational Software Corporation may also use a secondary account number for some customer accounts. If you receive a secondary account number in the Startup License Key Certificate, type the secondary account number.

3. Click the **License Contact** tab, and type all required information. Optionally, type other information in this tab.
4. Click the **Renewal Contact** tab, and type all information.
5. Click the **License Key(s)** tab.
6. Click **Enter a License Key**.
7. Click **Permanent License Key**, and then click **Next**.

8. Click **Node-Locked License Key** for Rational TeamTest or Rational Robot.

NOTE: Certain Rational software products come with floating licenses as well as node-locked licenses. For more information about floating licenses, see the Rational License Key Administrator Help.

9. Click **Next**.
10. Fill in the page using the information from the permanent License Certificate that you received by fax or mail.

NOTE: You must type the information exactly as it appears in the License Certificate; otherwise, the license key will not work.

11. Click **Finish**.

The new license key appears in the **License Key(s)** tab.

12. Click **Exit**.

Viewing the Status of a License

To view the status of a license:

1. Click **Start** → **Programs** → *Rational product name* → **Rational License Key Administrator**.
2. Click the **License Key(s)** tab.

The following information about each software license appears:

- **Qty** – Number of licenses.
- **Product** – Product name and version.
- **Type** – Type of license: node-locked or floating. Certain Rational software products come with floating licenses as well as node-locked licenses. For more information about floating licenses, see the Rational License Key Administrator Help.
- **Expiration** – Expiration date of a software license.
- **State** – The status of a software license: startup, permanent, or permanent pending. A license with a permanent pending status means that a request for a permanent license has been sent, but that a permanent license has not been received or installed.

3. Click **Exit** when done.

If You Have Problems

If a license key becomes corrupt or you cannot use it, contact Rational Software to request an emergency license key. This license key enables you to continue using the product until the license key problem is fixed. For more information about contacting Rational Software, see the preface of this manual.

To use an emergency license key, follow the directions about installing a startup license in *Installing a Startup License* on page 2-2.

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