Installing IBM Rational Test Workbench version 8.0.1

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Introduction

The information in this file applies to IBM® Rational® Test Workbench, version 8.0.1.

Rational Test Workbench delivers end-to-end functional, regression, load, and integration testing to address the quality challenges of highly complex and integrated applications. This offering includes the following installable components:

- IBM Rational Integration Tester is a scripting-free environment for developing tests for SOA messaging and business process integration projects. Tests can be built by recording existing system behaviors or from requirements, by entering the data to send and the data that is expected in return. You can also create virtual

services to remove test dependencies and enable earlier testing. Virtual services can be deployed by Rational Test Virtualization Server to provide on-demand virtualized test environments that can support all phases of the test development lifecycle.

- IBM Rational Integration Tester Platform Pack contains technology-specific components used by Rational Integration Tester for recording SOA message conversations, HTTP(S) and JDBC traffic, and for monitoring middleware systems under test with minimal reconfiguration of client applications.
- IBM Rational Test Control Panel is a server-based web application providing a central repository for virtualized services. The Rational Test Control Panel allows you to use virtual services published with Rational Integration Tester to create, share, and deploy virtualized test environments in Rational Test Virtualization Server.
- IBM Rational Performance Tester is a scripting-free environment for automating load and scalability testing of web, ERP, and server-based software applications. Rational Performance Tester provides rich and customizable reporting to help you identify the presence and cause of system bottlenecks. Rational Performance Tester integrates with the Rational Performance Test Server or Rational Virtualization Test Server to create large scale, multi-user workloads so that you can validate scalability and SLAs for your critical business applications before you deploy to production.
- IBM Rational Functional Tester is an object-driven automated functional testing solution for Windows, Java, Web 2.0 and other application environments. Storyboard testing combines natural language test narrative with visual editing through application screen shots to accelerate the creation of functional tests. A variety of wizards further simplify the creation of data-driven tests that are resilient to changes in the application UI.

Important: If you are installing Rational Test Workbench on the same computer as an existing version of Rational Functional Tester or Rational Performance Tester, you must uninstall the current versions of Rational Functional Tester and Rational Performance Tester before beginning the Rational Test Workbench install.

This document provides the basic information for installing this offering. For detailed information about installing each component of this offering, refer to the product documentation:

- IBM Rational Integration Tester, see the IBM Rational Integration Tester setup disks documentation folder, or run the launchpad found on the IBM Rational Integration Tester Installation Guide disk.
- IBM Rational Integration Tester Platform Pack, see the IBM Rational Integration Tester Platform Pack setup disks documentation folder, or run the launchpad found on the IBM Rational Integration Tester Platform Pack Installation Guide disk.

- IBM Rational Test Control Panel, see the IBM Rational Test Control Panel setup disks documentation folder, or run the launchpad found on the IBM Rational Test Control Panel Installation Guide disk.
- IBM Rational Performance Tester, see the information center at http://pic.dhe.ibm.com/infocenter/rpthelp/v8r3m0/topic/com.ibm.rational.test.lt.install.doc/topics/c_installingproduct.html.
- IBM Rational Functional Tester, see the information center at http://pic.dhe.ibm.com/infocenter/rfthelp/v8r3/topic/com.ibm.rational.test.ft.install.doc/topics/c_overview.html.

Known issue with upgrades and rollbacks

On the Windows platform, IBM Rational Integration Test Agent, IBM Rational Test Control Panel, and IBM Rational Integration Platform Pack Proxy can be installed as Windows services. If any of these products have been installed as a Windows service, upgrade installations and rollbacks to previous versions fail. The uninstall process appears to succeed, but during the installation of the upgraded software (or the previous software in the case of a rollback), errors occur, stating that files are in use or cannot be removed.

This problem only occurs on the Windows platform and only for products that have been installed as services, and can occur whether or not the service is running at the time of installation.

The problem is caused because IBM Installation Manager cannot completely remove the service during the uninstall process. The service remains in the Windows service list in a disabled state until the system is rebooted. While the service is in this state, the upgraded service cannot be installed.

To fix this issue:
1. Stop the Windows service.
2. Uninstall the existing version of the software.
3. Reboot the system,
4. Install the new version.

 NOTE: Do not use the upgrade or rollback capability.

When you uninstall Rational Test Control Panel, do not delete the workspace. Note the location of the current workspace directory. When you install the new version, enter this directory as the workspace location. This preserves all previous settings and published stubs.

If you do not know where the workspace directory is, open this file: `<RTCP install location>\webapps\RTCP\WEB-INF\classes\container.server.properties`, and find the line that contains the `workingDirectory` key, for example `workingDirectory=C\:\\RTW\\RTCP-Workspace`

If you do not follow this process, and the installation fails, follow these steps:
1. Reboot the system to clear out the service.
2. Confirm that the service has been removed from the list of Windows services.
3. Manually delete the contents of the installation directory.
4. Start a new installation.

If the Rational Test Control Panel workspace is located inside its installation directory (which is not recommended) do not to delete this directory or you will lose all Rational Test Control Panel configurations.

This problem exists in version 8.0 and later. The workaround described here applies to upgrades to the fixpack versions 8.0.0.1 and later.

This issue has been fixed for version 8.0.1 release and later, so that upgrades from 8.0.1 to fix packs and releases made at a later date will not encounter this problem.

Installation conventions and terminology

Understanding these terms and conventions can help you take full advantage of the installation information and this product.

The following conventions are used in ths installation informatoin:

- The default installation directory is written as C:\installation_directory\product\inst.file.
- The default log location for installation information is C:\log_file_dir\log.txt

These terms are used in this documentation.

Installation directory

The location of product artifacts after the package is installed.

Package

An installable unit of a software product. Software product packages are separately installable units that can operate independently from other packages in the product.

Package group

A package group is a directory in which different product packages share resources with other packages in the same group. When you install a package using IBM Installation Manager, you can create a new package group or install the packages into an existing package group. Eclipse-based packages installed in the same package group are able to

use the shell-sharing features of Eclipse. Some packages cannot share a package group, in which case the option to use an existing package group is unavailable.

Repository

A storage area for installable software packages. A repository can be disk media, a folder on a local hard disk, or a server or web location.

Shared directory

In some instances, product packages can share resources. These resources are located in a directory that the packages share.

Installation Manager overview

Installation Manager is a program for installing, updating, and modifying packages. It helps you to manage the IBM applications, or packages, that it installs on your computer. Installation Manager also helps you to keep track of what you have installed, determine what is available for you to install, and to organize installation directories.

Installation Manager provides features that help you keep packages up to date, modify packages, manage the licenses for your packages, and uninstall packages.

Installation Manager includes six wizards that make it easy to maintain packages:

- The Install wizard walks you through the installation process. You can install a package by simply accepting the defaults or you can modify the default settings to create a custom installation. Before you install, you get a complete summary of your selections throughout the wizard. Using the wizard, you can install one or more packages at one time.
- The Update wizard searches for available updates to packages that you have installed. An update might be a released fix, a new feature, or a new version of the product. Details of the contents of the update are provided in the wizard. You can choose whether to apply an update. The Update wizard searches connected repositories for updates. If you are not connected to the Internet, you may not see newly available updates for your installed products. To apply an update to a computer that is not connected to the Internet, you must download the update and extract it to a local repository.
- The Modify wizard helps you modify certain elements of a package that you have already installed. During the first installation of the package, you select the features that you want to install. Later, if you require other features, you can use the modify packages wizard to add them to your package. You can also remove features and add or remove languages.
- The Manage Licenses wizard helps you set up the licenses for your packages. Use this wizard to change your trial license to a full license, to set up your servers for floating licenses, and to select which type of license to use for each package.

Some IBM Rational testing products require runtime floating license keys to run tests with multiple virtual users and to use product extensions such as protocols. Runtime floating license keys are not managed using Installation Manager. Use the License Key Administrator program (which is available on separate media) to manage runtime floating license keys.

- The Roll Back wizard helps you to revert to a previous version of a package.
- The Uninstall wizard removes a package from your computer. You can uninstall more than one package at a time.

Installation Locations

Installation Manager retrieves product packages from specified repositories and installs the products into selected locations, which are referred to as package groups.

Package groups

During installation, you specify a package group into which to install a product.

- A package group represents a directory in which products share resources.
- When you install a product by using Installation Manager, you either create a package group or install the product into an existing package group. A new package group is assigned a name automatically; however, you choose the installation directory for the package group.
- After you create a package group, you cannot change the installation directory. The installation directory contains files and resources that are shared by the products that are installed into that package group.
- Product resources that are designed to be shared with other packages are installed in the shared resources directory. Not all products can share a package group, in which case the option to use an existing package group is disabled.
- When you install multiple products at the same time, all products are installed into the same package group.

Shared resources directory

The shared resources directory is where product resources are installed so that they can be used by multiple product package groups. You define the shared resources directory the first time that you install the first product package. For best results, use your largest disk drive for shared resources directories. You cannot change the directory location unless you uninstall all product packages.

Important: When installing products on the Windows Vista operating system, do not create the shared resources directory in the Program Files directory (C:\Program Files\). Otherwise, users without Administrator privileges will be unable to use the product.

Coexistence

Some products are designed to coexist and share functions when they are installed in the same package group. A package group is a location where you can install one or more software product packages.

Offering coexistence considerations

When you install each product package, you select whether to install the product package into an existing package group or to create a package group. Installation Manager prevents you from installing products into package groups products that are not designed to share or do not meet version compatibility and other requirements. To install more than one product at a time, the products must be able to share a package group.

Any number of eligible products can be installed to a package group. When a product is installed, the product functions are shared with all the other products in the package group. If you install a development product and a testing product into one package group, when you start either of the products, you have both the development and testing functions available to you in your user interface. If you add a product with modeling tools, all the products in the package group have the development, testing, and modeling functions available.

Installing with your Eclipse instance

Note: This only applies to Rational Performance Tester and Rational Functional Tester.

The product package that you install using Installation Manager comes with a version of Eclipse, which is the base platform of this product package. If you already have Eclipse installed on your workstation, you can add your product package directly to that Eclipse installation and extend the functions of the Eclipse integrated development environment (IDE).

Extending an Eclipse IDE adds the functions of the newly installed product, but maintains your IDE preferences and settings. Previously installed plug-ins are also still available.

In most cases, your current Eclipse IDE must be the same version as the Eclipse that the product you are installing uses. Installation Manager checks that the Eclipse instance that you specify meets the requirements for the installation package and helps you install the latest updates from eclipse.org, if required.

Important: When you install products on the Windows Vista operating system, do not install Eclipse in the Program Files directory (C:\Program Files\). Otherwise, users without Administrator privileges are unable to use the product.

Installation repositories

Installation Manager retrieves product packages from specified repository locations.

If the launchpad is used to start Installation Manager, the repository information is passed to Installation Manager. If the Installation Manager is started directly, you must specify an installation repository that contains the product packages that you want to install.

Some organizations bundle and host their own product packages on their intranet. Your system administrators will need to provide you with the correct URL.

By default, Installation Manager uses an embedded URL in each Rational software delivery product to connect to a repository server over the Internet. Installation Manager then searches for the product packages as well as new features.

Setting repository preferences in Installation Manager

When you start the installation of Rational Test Workbench from the launchpad program, the location of the repository that contains the product package you are installing is automatically defined in Installation Manager when it starts. However, if you start Installation Manager directly (for example, installing IBM Rational Test Workbench from a repository located on a web server) then you must specify the repository preference (the URL for the directory that contains the product package) in Installation Manager before you can install the product package.

Specify these repository locations on the Repositories page of the Preferences window. By default, Installation Manager uses an embedded URL in each Rational software development product to connect to a repository server through the Internet and search for installable packages and new features. Your organization might require you to redirect the repository to use intranet sites.

Note: If you are installing from a remote server, before starting the installation process, be sure to obtain the installation package repository URL from your administrator.
To specify repositories in Installation Manager:

1. Start Installation Manager.
2. On the Start page of Installation Manager, click **File** > **Preferences**, and then click **Repositories**. The Repositories page opens, showing any available repositories, their locations, and whether they are accessible.
3. On the Repositories page, click **Add Repository**.
4. In the Add repository window, type the URL of the repository location or browse to it and set a file path.
5. Click **OK**. If you provided an HTTPS or restricted FTP repository location, then you will be prompted to enter a user ID and password. The new or changed repository location is listed. If the repository is not accessible, a red x is displayed in the Accessible column.
6. Click **OK** to exit.
7. For Installation Manager to search the default repository locations for the installed packages, ensure the preference **Search service repositories during installation**

and updates on the Repositories preference page is selected. This preference is selected by default.

Installing Rational Test Workbench on Windows or Linux

The Setup disk includes the launchpad program, which provides you with a single location to start the installation process.

Use the launchpad program to start the installation of software in these cases:

- Installing from product CDs
- Installing from an electronic image on your local file system
- Installing from an electronic image on a shared drive

For products that are installed by Installation Manager for the Rational Software Delivery Platform, starting the installation process from the launchpad program causes Installation Manager to be automatically installed if it is not already on your computer. Furthermore, the installation process is already configured with the location of the repository that contains the installation package. If you install Installation Manager separately, you must configure the repository preferences manually. Also, you can start the installation of a number of supporting software items from the launchpad.

Starting the launchpad

To install the product, start the launchpad program.

Depending on the source of the product installation, follow one of these procedures to start the launchpad program.

If you are installing from the CDs, complete these steps:

1. Insert the Setup CD into your CD drive.
2. On Linux, mount the CD drive
3. If autorun is enabled on your computer, the launchpad program starts automatically. If the launchpad does not start automatically, complete one of these steps:

   - On Windows, run the launchpad.exe command, which is located in the root directory of the CD.
   - On Linux, run the launchpad.sh, which is located in the root directory of the CD.

If you are installing from electronic disks that you downloaded from IBM Passport Advantage®, open a command line, and change to the directory where you extracted the disk images; and then at the command prompt, complete one of these steps:

- On Windows, enter RTW_SETUP\launchpad.exe.
- On Linux, enter RTW_SETUP/launchpad.sh.

The launchpad program starts.

Starting installation from the setup disk

Note: You must have Administrator privileges to perform this installation.

Depending on the source of your product installation, complete one of these procedures to install the product.

If you are installing from the CDs, follow these steps:

1. Insert the Setup CD into your CD drive.
2. On Linux, mount the CD drive.
3. If autorun is enabled on your computer, the launchpad program starts automatically. Stop the launchpad program.
4. In a command line, change to the root of the Setup disk, and complete one of these steps:

   - On Windows, enter InstallerImage_win32\install.exe.
   - On Linux, enter InstallerImage_linux/userinst.

If you are installing from electronic disks that you downloaded from Passport Advantage, open a command line, and change to the directory where you extracted the disk images; then complete one of these steps:

- On Windows, enter RTW_SETUP\InstallerImage_win32\install.exe.
- On Linux, enter RTW_SETUP/InstallerImage_linux/install.

When the install program starts, Installation Manager is installed if it is not already on your computer. Furthermore, Installation Manager is configured with the location of the repository (installation files) for IBM Rational Test Workbench.

Install the product software

By starting the installation process from the launchpad program, Installation Manager is automatically installed if it is not already on your computer, and it starts preconfigured with the location of the repository that contains the product package. If you install and start Installation Manager directly, then you must set repository preferences manually.

To learn how to install the product from a command prompt in silent mode, see the Installing Silently section of the Installation Manager Information Center.

To install the product from the launchpad:

1. If you are installing from compressed files, such as .zip or ISO files, extract the files into a common directory. Extract the disk images to directories that are named /disk1, /disk2, and so on. Extract the Setup disk image to a directory that is named RTW_SETUP. The Setup disk contains the launchpad program.
2. If you are installing from a CD, insert the first product disk into your CD drive. If autorun is enabled on your workstation, then the launchpad starts automatically. Otherwise, start the launchpad program manually.

   - On Windows, run the launchpad.exe command, which is located in the root directory of the Setup disk installation image.
   - On Linux, run the launchpad.sh command, which is located in the root directory of the Setup disk installation image.

3. Optional: Select a language in which to run the launchpad and Installation Manager.
4. Select the product to install from the launchpad menu. The Install Packages window opens.
5. Click each of the product packages to highlight them. The description of the package is displayed in the Details pane at the bottom of the screen. The packages are:

   IBM Rational Integration Tester
   IBM Rational Performance Tester
   IBM Rational Functional Tester
   IBM Rational Integration Tester Platform Pack
   IBM Rational Test Control Panel

   - To view all updates that are found for the available packages, click **Show all versions**.

   - To display a package description in the Details pane, click the package name. If additional information about the package is available, such as a readme file or release notes, a **More info** link is included at the end of the description text. Click the link to display the additional information in a browser. To fully understand the package that you are installing, review all information.

     Note: For Installation Manager to search the predefined IBM update repository locations for the installed packages, the **Search the linked repositories during installation and updates** preference on the Repositories preference page must be selected. This preference is selected by default. Internet access is also required. A progress indicator shows that the search is taking place. You can install updates at the same time that you install the base product package.

6. Select the product package and any updates to the package to install. Updates that have dependencies are automatically selected and cleared together. Click **Next** to continue.
7. On the Licenses page, read the license agreement for the selected package. If you selected more than one package to install, there might be a license agreement for each package. On the left side of the License page, click each package version to display its license agreement. The package versions that you selected to install (for example, the base package and an update) are listed under the package name.

   If you have purchased an Authorized User license with Rational Test Workbench, you receive these four license activation kits:

   - Rational Performance Tester
   - Rational Functional Tester
   - Rational Integration Tester
   - Rational Performance Tester PVU

   The Rational Performance Tester PVU license activation kit enables you to import the Rational Performance Tester PVU license activation kit so that you can leverage all the capabilities of Rational Performance Tester agents that are associated with the Rational Performance Test Server and Rational Test Virtualization Server offerings, including the ability to run virtual users on those agents without Virtual Tester pack licenses. If you agree to the terms of all of the license agreements, click I **accept the terms of the license agreements**. Click **Next** to continue.

8. On the Location page, the location of the package group into which each product will be installed is displayed. Click on each product to see its package group location. Optionally, you can enter another location for the package group in the Installation Directory field. Click **Next** to continue.

9. When you are installing Rational Performance Tester, the "Configuration for IBM Rational Performance Tester Agent" window displays. Select the **IBM Rational Performance Tester** checkbox so that you can import the Rational Performance Tester PVU license activation kit, which enables you to leverage all the capabilities of Rational Performance Tester agents. If you do not select this option, you will need Virtual Tester pack licenses to run more than 5 users, even though Rational Performance Tester agents installed with Rational Performance Test Server and Rational Test Virtual Server are licensed by Processor Virtual Unit (PVU) licensing.

10. On the Features page, select the package features to install.
    a. Optional: To see the dependency relationships between features, select **Show Dependencies**.
    b. Optional: Click a feature to view its brief description under Details.

    c. Select or clear features in the packages. Installation Manager automatically enforces any dependencies with other features and displays updated download sizes and disk space requirements for the installation.

    d. When you are installing Rational Performance Tester, select the **IBM Rational Test Workbench Processor Value Unit (PVU) support** checkbox so that after the installation completes, you can use the Manage License function of Installation Manager to import the Rational Performance Tester PVU license activation kit. This enables you to leverage all the capabilities of Rational Performance Tester agents. If you do not select this feature during the installation, you can use the Modify Packages function of Installation Manager to select it after the installation completes.

    e. When you are finished selecting features, click **Next** to continue.

11. On the common licensing configuration page, if you are using Floating or Token licenses, type the TCP/IP port number and host name of the license servers to use to configure licensing on the workbench computer. Separate the port number and host name with the at sign (@). Separate the port-host pairs with semicolons (;). To use the default port, omit the port number. If you do not know the port numbers and names of license servers to use, you can configure the license servers after installation by using Rational License Key Administrator. For example, to configure three license servers that are named license1, license2, and license3 to use port 27000, the default port, and port 1765 respectively, enter this text:
    `27000@license1;@license2;1765@license3`
    Note: If you are using Authorized User licensing, you do not need to configure your license.

12. On the Summary page, review your choices before installing the product package. To change the choices that you made on previous pages, click **Back**, and make your changes. When you are satisfied with your installation choices, click **Install** to install the package. A progress indicator shows the percentage of the installation that is completed.

13. When the installation process is complete, a message confirms the completion of the process.

14. Click **View log file** to open the installation log file for the current session in a new window. You must close the Installation Log window to continue.

15. Click **Finish** to start the selected package. The Install Package wizard closes and you are returned to the launchpad program.

16. License the product.

Managing Licenses

Using the Manage Licenses wizard, you can apply a license to a product or upgrade trial versions of an offering to a licensed version by importing a product activation kit. You can also enable floating license enforcement for offerings with trial or permanent licenses to use floating license keys from a license server.

For more information about managing licenses for your Rational product, see these resources:

- The technote that describes Rational product activation licensing at
  http://www.ibm.com/support/docview.wss?uid=swg21250404
- The Rational licensing support page at
  http://www.ibm.com/software/rational/support/licensing/
- The Rational Common Licensing information center at
  http://publib.boulder.ibm.com/infocenter/rational/v0r0m0/index.jsp
- The IBM License Metric Tool page to learn about processor virtualization unit
  licensing at
  http://publib.boulder.ibm.com/infocenter/tivihelp/v53r1/index.jsp?topic=%2Fcom
  .ibm.lmt75.doc%2Fcom.ibm.license.mgmt.admin.doc%2Ft_importing_software_
  catalogs.html

License descriptions

As a purchaser of an IBM Rational software product, you can choose from four types of
product licenses:

- Authorized User licenses
- Floating licenses
- Token licenses
- Processor value unit licensing

The best choice for your organization depends upon how many people use the product,
how often they require access, and how you prefer to purchase software.

Authorized User licenses

An IBM Rational Authorized User license authorizes an individual to use a Rational
software product. Purchasers must obtain an Authorized User license for each individual
user who accesses the product in any manner. An Authorized User license cannot be
reassigned unless the purchaser replaces the original assignee on a long-term or
permanent basis.

For example, if you purchase one Authorized User license, you can assign that license to
one individual who can use the Rational software product exclusively. The Authorized
User license does not authorize a second individual to use that product at any time, even
if the licensed individual is not using the product.

Floating licenses

An IBM Rational Floating license is a license for a single software product that can be
shared among multiple team members; however, the total number of concurrent users
cannot exceed the number of floating licenses you purchase. For example, if you
purchase one floating license for a Rational software product, then any user in your
organization can use the product at any given time. Another person who wants to access
the product must wait until the current user logs off.

To use floating licenses, you must obtain floating license keys and install them on a Rational License Server. The server responds to user requests for access to the license keys; the server grants access to the number of concurrent users that equals the number of licenses the organization purchased.

Token licenses

The token-based license model means that you can buy a certain number of token licenses. If you use a Rational tool that checks out a feature that is token-based, the feature line in the license file specifies the number of tokens that are checked out. Token-based licenses can only be used with floating licenses. They cannot be used for authorized user license. For more details about token licensing, contact your local IBM marketing representative.

Processor value unit (PVU) licensing

Processor value unit (PVU) licensing provides the means for IBM to introduce pricing structures that are responsive to both the type and number of processors available to installed products.

Entitlements can be full capacity or subcapacity. Under the processor value unit licensing structure, you license software based on the number of value units assigned to each processor core. For example, processor type A is assigned 80 value units and processor type B is assigned 100 value units. If you license a product to run on two type A processors, you must acquire an entitlement for 160 value units. If the product is to run on two type B processors, the required entitlement is 200 value units.

The processor value units table, which assigns a number of value units to each supported processor type, is regularly updated to provide for the introduction of new processor technologies. Agents retrieve information about the number and type of processor on the monitored computer or partition and the table is used to determine the level of license use in terms of processor value units.

For more information about managing licenses for your Rational product, see the IBM License Metric Tool page to learn about processor virtualization unit licensing at http://publib.boulder.ibm.com/infocenter/tivihelp/v53r1/index.jsp?topic=%2Fcom.ibm.lmt75.doc%2Fcom.ibm.license.mgmt.admin.doc%2Ft_importing_software_catalogs.html

Enabling licenses

If you are installing the software for the first time or want to extend a license to continue using the product, you have options on how to enable licensing for your product.

Licenses for this product are enabled in three ways:

- Importing a product activation kit
- Enabling Rational Common Licensing to obtain access to floating license key

Activation kits

The Product Activation Kit CD contains the permanent license key for you product. You use Installation Manager to import the activation kit to your product.

Floating license enforcement

Optionally, you can obtain floating license keys, install IBM Rational License Server, and enable floating license enforcement for your product. Floating license enforcement provides these benefits:

- License compliance enforcement throughout the organization
- Fewer license purchases
- License keys served for IBM Rational Team Unifying and Software Delivery Platform desktop products from the same license server
- Some versions of Rational products require an upgraded version of the Rational License Server. See this support article for license upgrade information: http://www.ibm.com/support/docview.wss?uid=swg21250404

For more information about obtaining activation kits and floating licenses, see Purchasing licenses.

Purchasing licenses

You can purchase new licenses if your current product license is about to expire or to acquire additional product licenses for team members.

To purchase a new license:

1. Determine the type of license to purchase.
2. Go to ibm.com or contact your IBM sales representative to purchase the product license. For details, visit the IBM web page on How to buy software.
3. Depending on the type of license you purchase, use the Proof of Entitlement that you receive and complete one of these steps to enable your product:
4. If you purchase Authorized User licenses for your product, go to IBM Passport Advantage, and follow the instructions there for downloading your product activation kit. After you have downloaded the activation kit, import the product activation .jar file by using Installation Manager.

Back up the product activation .jar file. If you uninstall the product and then install the product again, you might need to use the product activation .jar file to license the product again.

- If you purchase floating licenses for your product, go to the IBM Rational Licensing and Download Center, log in (IBM registration is required), and then click the link to connect to the IBM Rational License Key Center. There you can use your Proof of Entitlement to obtain floating license keys for your license server.

Optionally, you can go to IBM Passport Advantage to download the activation kit for your product. After importing the activation kit, you can switch from a floating to a permanent license type if you use your computer offline for long periods.

To import the activation kit or enable floating license support for your product, use the Manage Licenses wizard in Installation Manager.

Viewing license information for installed packages

You can review license information for your installed packages, including license types and expiration dates, from Installation Manager.

To review your license information:

1. Start Installation Manager.
2. On the main page, click Manage Licenses.

The package vendor, current license types, and expiration dates are displayed for each installed package.

Contacting IBM Software Support

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

Prerequisites

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

- To learn more about Passport Advantage, visit the Passport Advantage FAQs at http://www.ibm.com/software/lotus/passportadvantage/brochures_faqs_quickguides.html.
- For further assistance, contact your IBM representative.

To submit your problem *online* (from the IBM website) to IBM Software Support, you must additionally:

- Be a registered user on the IBM Support website. For details about registering, see Registering on the IBM Software Support website.
- Be listed as an authorized caller in the service request tool.

Procedure

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

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

2. Describe your problem and gather background information, When describing a problem to IBM, be as specific as possible. Include all relevant background information so that IBM Software Support specialists can help you solve the problem efficiently. To save time, know the answers to these questions:

- What software versions were you running when the problem occurred?
- To determine the exact product name and version, use the option applicable to you:
  - Start the IBM Installation Manager and select File > View Installed Packages. Expand a package group and select a package to see the package name and version number.
  - Start your product, and click Help > About to see the offering name and version number.
- What is your operating system and version number (including any service packs or patches)?
- Do you have logs, traces, and messages that are related to the problem symptoms?
- Can you recreate the problem? If so, what steps do you perform to recreate the problem?
- Did you make any changes to the system? For example, did you make changes to the hardware, operating system, networking software, or other system components?

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

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

   - **Online**: Go to the IBM Rational Software Support website at https://www.ibm.com/software/rational/support/ and in the Rational support task navigator, click Open Service Request. Select the electronic problem reporting tool, and open a Problem Management Record (PMR), describing the problem accurately in your own words.
     o For more information about opening a service request, go to http://www.ibm.com/software/support/help.html
     o You can also open an online service request using the IBM Support Assistant. For more information, see Using the IBM Support Assistant to open a service request

   - **By phone**: For the phone number to call in your country or region, go to the IBM directory of worldwide contacts at http://www.ibm.com/planetwide/ and click the name of your country or geographic region.
   - **Through your IBM Representative**: If you cannot access IBM Software Support online or by phone, contact your IBM Representative. If necessary, your IBM Representative can open a service request for you. You can find complete contact information for each country at http://www.ibm.com/planetwide/.

If the problem you submit is for a software defect or for missing or inaccurate documentation, IBM Software Support creates an Authorized Program Analysis Report (APAR). The APAR describes the problem in detail. Whenever possible, IBM Software Support provides a workaround that you can implement until the APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the Software Support website daily, so that other users who experience the same problem can benefit from the same resolution.

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