

# Installing Rational® RequisitePro®

VERSION: 2001A.04.00

PART NUMBER: 800-024487-000

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**Rational®**  
the e-development company™

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U.S. Patent Nos. 5,193,180 and 5,335,344 and 5,535,329 and 5,835,701. Additional patents pending.

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# Preface

## Overview

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Welcome to *Installing Rational RequisitePro*. This document provides the information you need to install RequisitePro, configure enterprise databases for RequisitePro projects, and configure your Web server for RequisiteWeb.

Rational RequisitePro, the premier requirements management tool, integrates a powerful multi-user requirements database utility with the familiar environment of Microsoft Word for Windows, enabling you to simultaneously work with a requirements database and requirements documents.

The Rational Software Setup program lets you perform standard and custom installations of RequisitePro. The common install procedure allows you to install enterprise database configuration scripts, RequisiteWeb components, and related documentation.

This manual provides you with:

- Information needed to perform a typical installation of RequisitePro and RequisiteWeb.
- Information needed to remove RequisitePro and RequisiteWeb from your system.
- Instructions for configuring Oracle and Microsoft SQL Server databases for RequisitePro projects.
- Instructions for installing RequisiteWeb server components on an IIS Web server.
- Notes on configuring the Rational E-mail Reader for use with RequisitePro projects.

## Audience

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This guide is intended for anyone who is installing RequisitePro and its related components. It assumes a basic knowledge of Microsoft Windows and its conventions. Enterprise database configuration requires the support of a database

administrator. To install and configure RequisiteWeb, you should be familiar with the selected platform and Web server.

## Other Resources

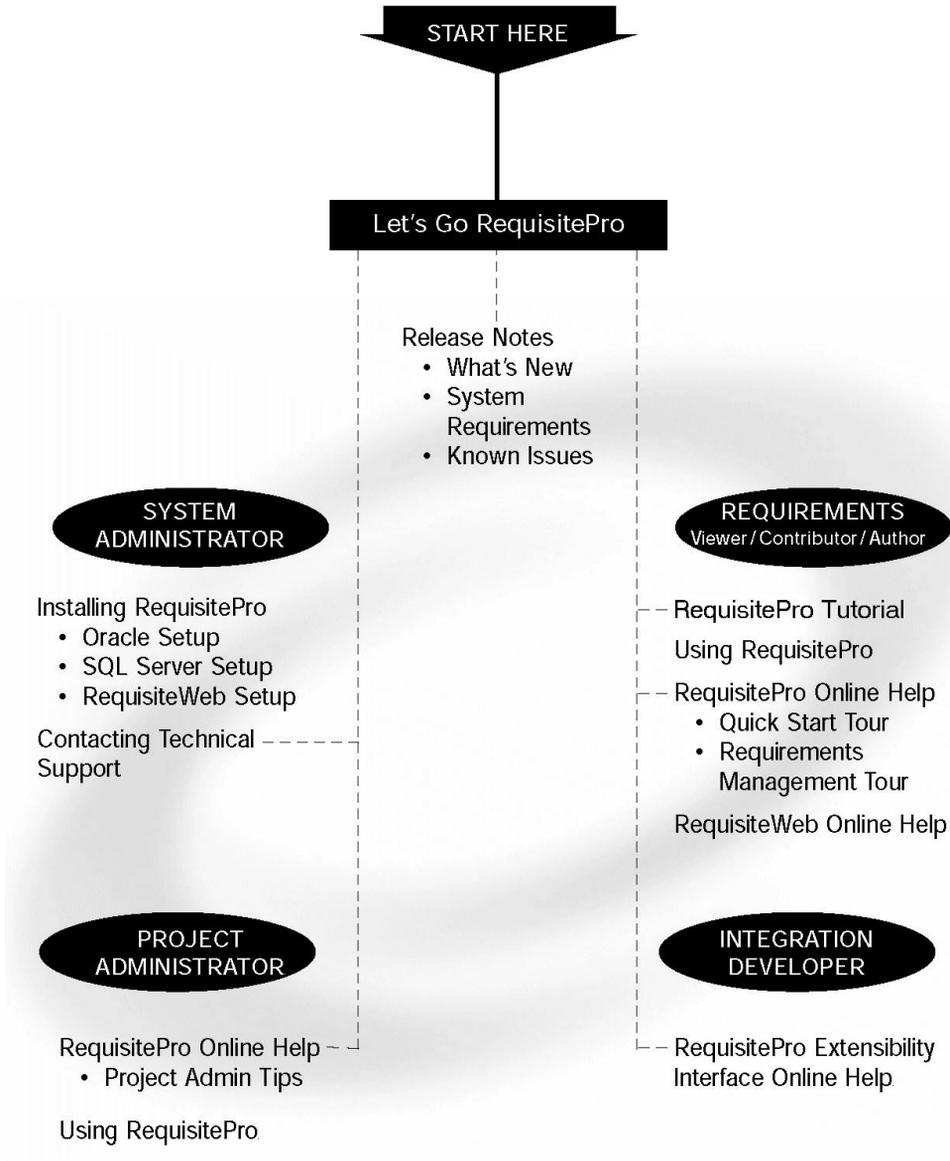
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- The **release notes** appear at the end of the RequisitePro installation. They are available from a link in the **Let's Go RequisitePro** application, which appears when you first launch RequisitePro. They are also available on the Start menu in the Rational RequisitePro program group. You must have a Web browser to view the release notes.
- The *Administering Licenses for Rational Software* manual, included with your installation materials, describes the Web-based license manager AccountLink, the Rational License Key Administrator, and the Rational software licensing model. This manual also provides instructions and troubleshooting information for acquiring, installing, and configuring licenses. You must install license keys to use Rational products; you can install them before or after you install the products.
- The guide *Using Rational RequisitePro* and other Rational product documentation is included on a separate CD: *Rational Solutions for Windows – Online Documentation CD*. Rational online manuals are presented in PDF format. To read PDF files, you must install Adobe Acrobat Reader, available from the Adobe Web site, <http://www.adobe.com/>, or on the *Rational Solutions for Windows* CD in the extras directory.
- **Online Help.** You can view online help within RequisitePro whenever you need assistance. To display the Help Contents, click the Help button on the Tool Palette; on the Help menu, click Contents and Index; or press the F1 key. You can also click the Help button in any dialog box.   

- For information on integrating RequisitePro with Rational Rose and Rational ClearQuest, refer to the manuals *Getting Started with Rational Suite AnalystStudio* and *Configuring Rational Suite* on the *Rational Solutions for Windows – Online Documentation CD*.
- For more detail on the Rational Software Setup program, including information on implementing a silent installation, refer to the manual *Installing Rational Suite* on the *Rational Solutions for Windows – Online Documentation CD*.
- **Rational Training Services.** For more information on training opportunities, see the Rational University Web site: <http://www.rational.com/university>.

# Rational RequisitePro Documentation Roadmap

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## Contacting Rational Technical Publications

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To send feedback about documentation for Rational products, please send e-mail to our technical publications department at [techpubs@rational.com](mailto:techpubs@rational.com).

## Contacting Rational Technical Support

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If you have questions about installing, using, or maintaining this product, contact Rational Technical Support as follows:

**Table 1 Rational Technical Support Information**

Location	Contact Information	Notes
U.S. and Canada	800-433-5444 781-676-2450 <a href="mailto:support@rational.com">support@rational.com</a>	When sending e-mail: <ul style="list-style-type: none"><li>Specify the product name in the subject line, for example, "RequisitePro".</li><li>For existing issues, include your case ID in the subject line.</li></ul>
Europe	+31 (0) 20 4546 200 <a href="mailto:support@europe.rational.com">support@europe.rational.com</a>	
Asia Pacific	+61-2-9419-0111 <a href="mailto:support@apac.rational.com">support@apac.rational.com</a>	
World Wide Web	<a href="http://www.rational.com">http://www.rational.com</a>	Click the Technical Support link.

Please help our Technical Support staff deliver quality customer service by providing complete information. The *techsupport.html* file, which is located in the RequisitePro installation directory and is also available by clicking **Help > Contacting Technical Support**, contains a Customer Information Form. You can use this form to document problems, questions, or suggestions and to detail your company and system information. The form can be copied into your e-mail message.

Attach your *error.log* file (located in the RequisitePro installation directory in the bin folder) if you are getting an error message. Add any files, screen captures, and other information you feel are relevant.

## Licensing Support

Table 2 provides Rational License Support contact information. If you have questions about acquiring license keys for your Rational Software products, contact Rational License Support. See the online help in the Rational License Key Administrator for additional licensing support information.

**Table 2 Rational Licensing Support**

Region	Telephone	E-mail
North and South America	1-800-728-1212 1-781-676-2510 FAX: 781-676-2510	lic_americas@rational.com
<b>Europe</b> (includes Israel and Africa)	Phone: +31 20 4546 200 Fax: +31 20 4546 202	lic_europe@rational.com
Asia Pacific	Phone: +61-2-9419-0111 FAX: +61-2-9419-0123	lic_japan@rational.com (Japanese) lic_apac@rational.com (English only)

## Other Contacts

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### Joining the RequisitePro Users Mailing List

Rational has created an open e-mail list “req\_forum@rational.com” for customers to exchange ideas on using RequisitePro. This list is monitored to ensure that product questions and problems are being answered. To subscribe to the mailing list, go to the following Web site: <http://www.rational.com/support/usergroups>.



This chapter presents system requirements and general guidelines to help you prepare for installing or upgrading Rational RequisitePro. This chapter includes the following topics:

- *System and Software Requirements* on page 2
- *Administrator Privileges* on page 3
- *Installing Multiple Rational Products* on page 3
- *General Requirements* on page 4
- *Installation Types* on page 5
- *Installing Shared Files* on page 5
- *Upgrading Rational RequisitePro* on page 7
- *Silent Installations* on page 7

# System and Software Requirements

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Table 3 describes the system and software requirements for installing the RequisitePro client.

**Table 3 RequisitePro Client Requirements**

Item	Requirement
Operating Systems	One of the following: <ul style="list-style-type: none"><li>▪ Microsoft Windows 2000 Professional Service Pack 1</li><li>▪ Microsoft Windows 98 Second Edition</li><li>▪ Microsoft Windows NT 4.0 Workstation Service Pack 6a</li><li>▪ Microsoft Windows Millennium Edition</li></ul>
Processor	200 MHz or greater; 300 MHz or higher is recommended
Memory	64 MB or greater; 128 MB is recommended. For UCM, 256 MB is recommended for RequisitePro project administrators.
Disk Space	100 MB
Monitor	800 X 600 X 256-color video resolution, or greater; High Color or True Color recommended
Mouse/pointing device	Microsoft Mouse or compatible pointing device
Word Processor	Microsoft Word 97 Service Release 2 or Word 2000 Service Release 1*
Requirement Metrics Reporting	Microsoft Excel 97 Service Release 2 or Excel 2000 Service Release 1*
Browser	Microsoft Internet Explorer 4.0 Service Pack 1 or later* (Required for RequisitePro operation. For RequisiteWeb requirements, see <i>RequisiteWeb System Requirements</i> on page 38.)
LAN Support	Microsoft networks
Automated License Key Requests	Internet connection required for automated license requests
Oracle Client	Versions 7.3.4, 8.0.5, 8.1.5, 8.1.6

\*Recommendations for Microsoft Office:

- with Windows NT, use Office 97 SR2 or Office 2000;
- with Windows 98, Windows ME, and Windows 2000, use Office 2000.

Table 4 describes the system and software requirements for installing an enterprise database for RequisitePro.

**Table 4 RequisitePro Enterprise Database Requirements**

Item	Requirement
Microsoft SQL Server	7.0 or 2000
Oracle Server	Versions 7.3.4, 8.1.5, 8.1.6, 8.1.7 <b>Note:</b> If you are using a version 7.3.4 server, we recommend that you use a version 7.3.4 client.
Memory	128 MB minimum; for projects with approximately 50,000 requirements, 256 MB is recommended. <b>Note:</b> Memory requirements vary depending on the number of concurrent users, the amount of data being requested, and the size of the database.
Disk Space	96 MB

## Administrator Privileges

To use the Rational Software Setup program on a Windows NT or 2000 system, you must have Windows NT or 2000 administrator privileges on the local system. Log in as one of the following users:

- local administrator
- member of the local administrator group
- domain administrator who is a member of the local administrator group

## Installing Multiple Rational Products

If you install individual Rational products and a Rational Suite edition on the same system, the system user will first obtain a Suite license by default. To change the order in which users obtain licenses on that system, see the *Administering Licenses for Rational Software* manual.

# General Requirements

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Here is a list of general requirements for installing Rational RequisitePro and related components for the first time at your site.

- 1 Make sure that you have a current backup of your Registry and system directories.
- 2 Install the Rational license keys. You can acquire and import the Rational license keys before or after installing Rational RequisitePro. See the *Administering Licenses for Rational Software* manual for more information about licenses, including the procedure for obtaining a license key.

**Note:** You must install Rational licenses to use Rational products.

- 3 The Rational Software Installation procedure uses C:\Program Files\Rational as the default install path.

If your C:\ drive lacks sufficient free disk space, you may either specify another drive during the installation procedure or make space available on the default drive. Some files will be installed on your C:\ drive; the Software Setup wizard will report the amount of space required on all drives for your installation.

**Note:** If you have already installed a Rational product, you cannot select an alternate location for another Rational product installation.

**Note:** The instructions in this guide assume that you are installing Windows applications on your C:\ drive. If this is not the case, substitute the appropriate drive when performing all procedures.

- 4 The RequisitePro installation requires specific versions of Microsoft files whether you are installing RequisitePro for the first time or upgrading RequisitePro from an earlier version. The Rational Software Setup program will install the files, or you may choose to install the files from other sources. For more information, see *Installing Shared Files* on page 5.
- 5 To install the database configuration scripts (for Oracle, or SQL Server), select the **Custom** Installation Type in the Rational Software Setup procedure.

## Installation Types

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The Rational Software Setup program provides you with several installation types, allowing you to install the configuration most appropriate for your system. The following table describes each type.

**Table 5 Installation Types**

Type	Description
Typical	<ul style="list-style-type: none"><li>▪ Installs the most commonly used features for a product.</li><li>▪ Use this option for standard installations.</li></ul>
Custom	<ul style="list-style-type: none"><li>▪ Allows you to add or remove product features for installation.</li><li>▪ Defaults to all features in a Typical installation.</li><li>▪ Use this option to install Web Server Components on a Web Server for RequisiteWeb, or database configuration scripts for Oracle, and SQL Server.</li></ul>
Compact/Laptop	<ul style="list-style-type: none"><li>▪ Installs a subset of the standard configuration. May omit optional files, including online documentation or online help.</li><li>▪ Use this option for installations on systems with limited disk space.</li></ul>
Minimal	<ul style="list-style-type: none"><li>▪ Installs the files needed to run the program from a CD or network location.</li><li>▪ Use this option to run the program from a centrally managed location.</li></ul> <p><b>Note:</b> You must have write permission to run products from a minimal install area.</p>

## Installing Shared Files

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The Rational Software Setup program installs shared components that are provided by sources other than Rational. These software components are potentially used by other applications on your system. Setup installs the U.S. English version of these files. It does not overwrite newer file versions.

If the Setup program needs to update shared components it displays a list of the shared components that require updates. The files listed must be installed on your system before the installation can proceed.

### Installing Files Yourself

In general, we recommend that you allow the installation procedure to install shared files for you. In the following circumstances, you may want to install the files yourself:

- You are using a U.S. English system, but installing new files may invalidate your current environment. In this case, you need to determine how to correct your environment so that you can run existing tools and the Rational products you want to install.
- Your site may mandate that you obtain shared files directly from the source, for example, from Microsoft, rather than using files supplied by a third party. Or your site may prohibit end users from installing shared components.
- You may want to install equivalent files that are localized to your language.

The check box, **Replace files with newer versions in English**, is enabled when you have installed earlier versions of shared files that are localized to a non-U.S. English language.

- If you select this check box, the U.S. English versions of the files will replace your localized versions.
- If you clear this check box, you can save and print the list of files that need to be updated. You will need to update the files yourself.
- There may be a later version of the files available. Rational products should work with the supplied version of shared files or any later versions.

## Ensuring Version Compatibility

When you have older Rational products installed on your system, you have to ensure that all Rational products on that system are upgraded to the same version. Because Rational tools share files and components, a new installation can cause the older Rational products to stop working. If the Rational Software Setup detects older products on your system, you will see the **Upgrade Compatibility** dialog box.

For each of the Rational products listed in the **Upgrade Compatibility** dialog box, we strongly recommend that you do one of the following:

- **Upgrade it:** Complete the installation, and then restart the Setup program to upgrade the older Rational products. For example, if you have standalone installations of Rational point-products on your system, you must upgrade each product. If you have a Rational Suite and a point-product on the same system, upgrade both Rational products to the same version. Upgrading each product updates all necessary files, registry entries, startup menu items, and shared components on your system.
- **Remove it:** Complete this installation and then remove the older Rational products from the system.

## Upgrading Rational RequisitePro

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Here is a list of general requirements for upgrading Rational RequisitePro at your site.

- If you are using multiple products from the Rational Suite, all products must be from the same Suite version (installed from the same CD-ROM). For information about the order in which you should upgrade integrated products and convert schemas and data, see *Configuring Rational Suite* and the *Rational Suite Release Notes*.
- For information on removing RequisitePro from your system, see *Removing RequisitePro* on page 13.
- To upgrade RequisiteWeb, you must remove earlier versions of RequisiteWeb. See *Uninstalling RequisiteWeb* on page 53.

## Silent Installations

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You can configure Rational Software Setup to perform silent installations of Rational software. Silent installations allow you to perform an installation of a Rational Software product, using the same parameters, repeatedly on a number of systems. For more information on silent installations, see the guide *Installing Rational Suites* on the Rational Solutions for Windows – Online Documentation CD.



This chapter describes how to use the Rational Software Setup wizard to install Rational RequisitePro, version 2001A.04.00

For the most current information related to RequisitePro features and known issues, refer to the release notes, which appear at the end of the RequisitePro installation. The release notes are available from a link in the Let's Go RequisitePro application, which appears when you first launch RequisitePro. After the program is installed, you can access the release notes from the Windows Start menu in the Rational RequisitePro program group.

## Installing RequisitePro with Rational Software Setup

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**Caution:** Interrupting an installation that is in progress may leave your system in an indeterminate state. If you try to close the Rational Software Setup window while the installation is in progress, you are asked to confirm that you want to exit from the incomplete installation.

This section describes a typical installation of Rational RequisitePro.

- 1 Insert the Windows disc 1 into your system's CD drive. The setup program starts automatically.

If autorun is disabled on your system, click **Start > Run**. Using the drive letter of your CD-ROM drive, enter `drive:\SETUP.EXE`.

The Rational Software Setup wizard will guide you through the software installation. On each dialog box, click **Next** to proceed to the next one.

- 2 The **Rational Software Setup** dialog box provides general information about the software installation. Click **Browse** to review Rational product information. To view this product gallery, you must have a Web browser.
- 3 Choose Rational RequisitePro at the **Choose Product** dialog box.

A green dot next to a Rational product indicates you have a license key for that product. If you do not see a green dot next to the product you want to install, you may want to install license keys before you install the Rational product. Click the

**Configure Licenses** button to launch the Rational License Key Administrator. If you do not install the license keys before you install the product, the Rational License Key Administrator will appear at the end of the installation.

- 4 The License Agreement dialog box displays the Rational Software license agreement. If you accept the license agreement, the installation continues installing Rational Suite on your system. If you do not accept the license agreement, the installation does not let you proceed further. If you exit from the installation by clicking the **Finish** button at this point, no changes are made to your system.
- 5 The Setup Configuration dialog box describes the setup options for this software installation. Select the installation option and install path. The options are **Typical**, **Custom**, **Compact/Laptop**, and **Minimal**, described in *Installation Types* on page 5.

Confirm that you have sufficient free space for the installation. If the amount of free space is less than the amount required, either exit from the installation procedure and make more space available on the specified disk or specify an alternate Install Path. To specify another installation path, type the new path in the **Install Path** field or use the **Browse** button to select a drive and directory.

The installation program requires that all Rational programs be installed in the same directory. If any Rational product has been previously installed with the Rational Software Setup program, the browse option and Install Path field are disabled. You must remove and reinstall Rational Suite to specify a new Install Path.

**Note:** The setup procedure installs Microsoft Core Components and some additional files on your C:\ drive, even if you have specified an alternate drive for installation. These files can require up to 20 MB of disk space on your C:\ drive.

If you are an administrator who is responsible for setting up an Oracle or SQL Server database for RequisitePro, select the **Custom** installation option. If you choose either of the other options, go to step 10. When you choose the **Custom** installation option, the Choose Features dialog box appears, which lets you specify exactly which features and subfeatures to install on your system. Use the + to expand and select or deselect options as desired. Dependencies between some features may force an installation option, even if you have deselected it.

- 6 At the Choose Features dialog box, click Rational RequisitePro and select the **Oracle Setup** or **SQL Server Setup** option if you plan to use one of those databases for your RequisitePro projects.  
If you select either option, the program will install schema creation scripts in one or both of the following default locations on your local machine:

```
c:\Program Files\Rational\RequisitePro\database\sqlserver
c:\Program Files\Rational\RequisitePro\database\oracle
```

For more information on configuring Oracle, or SQL Server for RequisitePro projects, refer to *Configuring Enterprise Databases* on page 15.

- 7 At the Software Use dialog box, select the option that corresponds to your intended use. For more information, refer to *Installation Types* on page 5.
- 8 The Update Shared Components dialog box appears if the Rational Software Setup program needs to update some shared files or components on your system. Click **Next** to have Rational Software Setup install these files for you or **Cancel** to install these files yourself. For additional information, see *Installing Shared Files* on page 5 or the Rational Software Setup online help.

**Note:** The Rational Software Setup wizard does not recalculate the disk space required for your updated selections.

- 9 The Upgrade Compatibility dialog box appears if you have older Rational products installed on your system. Because Rational tools share files and components, this installation can cause the older Rational products to stop working. You will see no visual clue to indicate that the older products may be compromised.

For each of the older products listed, we strongly recommend that you take one of the following actions:

- **Upgrade it:** Complete this installation, and then restart the Setup wizard to upgrade the next product. Upgrading a product updates all necessary files, registry entries, startup menu items, and shared components on your system.
- **Remove it:** Complete this installation, and then use the Control Panel's Add/Remove Programs tool to remove the next product. Removing a product deletes files, registry entries, and startup menu items from your system.

More information about interactions between specific products is available at the Web site <http://www.rational.com/sitewide/support/index.jtmpl>. Click **Patches and Upgrades**, and then click **Upgrade Compatibility**.

- 10 The Confirmation dialog box displays the product features that will be installed.
- 11 The Error Summary dialog box displays errors from the first part of the software installation. If the installation is successful, you will not see this dialog box.

The Rational Software Setup program writes a log of installation activities. The log file is located in <Install Path>\Rational\RSSetup\RSsetup.log.

## Possible Reboot Required

If files required for the installation are in use during the Rational Software Setup program, and if the program needs to install shared components on your system, the Setup program may require that you reboot your system. After rebooting, do the following:

- 1 Log on as the same administrator identity to complete the installation procedure. If you do not log on as the same administrator identity, the installation does not complete correctly. The installation process completes on your system.
- 2 Click **Finish** to exit from the Rational Software Setup program.

## Configuring E-mail for Discussions

Use the Rational E-mail Reader application to configure e-mail for all discussion participants with a valid e-mail address in their RequisitePro user information. The Rational E-mail Reader application is included with your Rational Software installation at the following default location:

```
c:\Program Files\Rational\common\mailreader.exe
```

This application offers full e-mail integration with RequisitePro by associating an e-mail handler with each RequisitePro project. Initial discussion items and replies are automatically stored in the RequisitePro database and sent to discussion participants via e-mail. Participants can reply to the discussion items using their e-mail, as well as from within RequisitePro.

**Caution:** The E-mail Setup option on the RequisitePro Tools menu only configures notification e-mail for users who initiate a discussion or reply to a discussion from within the RequisitePro Discussion dialog box. To allow users to reply to discussions via e-mail, and to enable discussion e-mail for RequisiteWeb users, configure an e-mail handler for each project using the Rational E-mail Reader.

## Discussion E-mail Configuration Requirements

- You must configure a unique e-mail address for each RequisitePro project
- **For RequisiteWeb:** You must run the Rational E-mail Reader on a different server than the Internet Information Services (IIS) server where RequisiteWeb is installed.
- **For RequisitePro and RequisiteWeb:** In order to enable e-mail for RequisiteWeb discussions, you must configure discussion e-mail using the **SMTP** protocol option in the Rational E-mail Reader. The MAPI protocol option is not supported for RequisitePro and RequisiteWeb.

- In order to complete the Rational E-mail Reader setup for SMTP protocol, you need the following information from your e-mail administrator:
  - SMTP Server name
  - POP3 Server name
  - E-mail address; one for each RequisitePro project
  - POP3 server login and password for the e-mail address
- Be sure to specify a **Log File Path** on the **Reader Information and Options** tab in the Rational E-mail Reader.

**Note:** Refer to the online help in the Rational E-mail Reader for more information.

## Removing RequisitePro

---

This section describes how to remove RequisitePro from your system.

### Preparing to Remove RequisitePro

Make sure that no one is using RequisitePro and any associated files. You will not be able to remove files that are in use.

To remove RequisitePro from a Windows NT system, you must have Windows NT administrator privileges on the local machine.

### To Remove RequisitePro

Use the Windows **Add/Remove Programs** control panel to select and remove RequisitePro. The Rational Software Setup removes RequisitePro from your system.

**Note:** Removing RequisitePro does not remove RequisitePro project data from your system.

**Note:** If you are upgrading to a new version of RequisitePro that uses a different installation path and you choose to leave the previous directories intact, you should delete the .gid files from your former help directories; for example:

```
\Rational\RequisitePro 4.5\help\reqpro.gid
```

This prevents the new RequisitePro help from looking in the old directories for its contents information.



## Introduction

---

This chapter describes how to configure Oracle® and Microsoft® SQL Server databases for RequisitePro projects. This information is also available in electronic format.

**Note:** The use of client/server databases offers significantly increased power and expandability to your organization's implementation of Rational RequisitePro. RequisitePro can be used with Oracle7, Oracle8, Microsoft SQL Server 7.0, and Microsoft Access databases. The RequisitePro Data Transfer Wizard enables you to move a Rational RequisitePro project from one database to another.

## Database Setup

To create and access RequisitePro projects in Oracle, or Microsoft SQL Server databases, you must configure an Oracle, or SQL Server schema on your database server. Refer to Oracle or Microsoft documentation for information on installing Oracle, or Microsoft SQL Server. To configure an Oracle, or SQL Server database for RequisitePro projects, refer to the sections *Configuring Oracle for RequisitePro* on page 16 and *Configuring SQL Server for RequisitePro* on page 27.

## Client Installation

Access to RequisitePro projects on Oracle and SQL Server databases requires the installation of RequisitePro on the client PC. If you are using an Oracle database, you must also install the Oracle client software on your PC.

See *System and Software Requirements* on page 2 for RequisitePro system requirements.

## Installing Database Configuration Scripts

If you are responsible for setting up an Oracle or SQL Server database for RequisitePro, you should have installed the database configuration scripts with the **Custom** installation option, described in *Installing RequisitePro with Rational Software Setup* on page 9.

If you selected the Oracle or SQL Server options, the program installed schema creation scripts in one or both of the following locations on your local machine:

C:\Program Files\Rational\RequisitePro\database\oracle

C:\Program Files\Rational\RequisitePro\database\sqlserver

## Configuring Oracle for RequisitePro

---

### Purpose

This section provides information about configuring Rational RequisitePro for use with an Oracle database server. It includes:

- database management information for setting up an Oracle schema to accommodate Requisite projects,
- instructions for accessing an Oracle host from the client PC using Oracle's SQL\*Net or Net8 Easy Configuration tool, and
- a procedure for creating a RequisitePro project in the Oracle database.

These instructions are intended for use by Oracle database administrators, system administrators, and RequisitePro project administrators.

For the most current information related to Oracle database configuration, refer to the “Oracle Database Configuration for RequisitePro” document that is, by default, at the following location on your system after installation:

C:\Program Files\Rational\RequisitePro\help\OracleSetup.html

### Introduction

To create and access RequisitePro projects in the Oracle database, follow the instructions in this document for enabling your Oracle database compatibility. RequisitePro supports multiple projects within a single Oracle schema. Refer to *Creating a Project in Oracle* on page 24 for instructions on adding an Oracle database project within RequisitePro. Use the same schema name for each of your RequisitePro projects.

### Prerequisites

This document assumes that you have Oracle installed on your LAN and the Oracle client software installed on your PC. Refer to the Oracle documentation for all questions regarding that product.

The following installation and configuration tasks must be accomplished prior to performing the RequisitePro/Oracle integration outlined in this document.

## Oracle Database Administration

### Notice to database administrator:

For proper execution of the RequisitePro application, be sure to set the initialization parameter, `OPEN_CURSORS`, to at least 110.

In order to configure access to Oracle for RequisitePro projects, the database administrator must establish the following:

- Oracle database server name (TCP/IP Host Name)
- Oracle database alias or service name
- Oracle schema name for storing RequisitePro projects (see procedure below)
- your user ID for logging on to the Oracle database
- your user password for logging on to the Oracle database

The following sections provide instructions for configuring the last three of these items.

## Platform Compatibility

RequisitePro database implementation is compatible with all Oracle-supported platforms.

## Creating an Oracle Schema for RequisitePro

Oracle database administration allows the creation of multiple schemas within your Oracle database instance. **Use the scripts listed below to create a RequisitePro user and schema** within Oracle for storing your projects. The RequisitePro scripts are designed to initially allocate disk space for the various database tables and indexes that are used by RequisitePro, based on the following approximations:

- 25 projects
- 250 documents (10 per project)
- 125 document types (5 per project)
- 125 requirement types (5 per project)
- 1,250 user defined attributes (10 per requirement type)
- 125 user groups (5 per project)
- 100 users
- 12,500 requirements (500 per project)

- 12,500 discussions (500 per project)

The scripts simply provide an initial size for the RequisitePro schema. They in no way imply any constraints on size or number of projects.

Extents are set to the same size as the initial allocations. They define additional table space that Oracle will allocate if the original allocation becomes insufficient.

As database administrator, you can customize the scripts to adjust the table space allocations for tables and indexes in order to accommodate your organization's intended use of RequisitePro. See the section *Editing Scripts* on page 19.

## Schema Creation Scripts

The following scripts are used for creating a RequisitePro schema within your Oracle database. They can be run automatically by executing the main script, `CREATE_REQPRO`, as described in the procedure *Creating a Schema* on page 21, or you can run them individually as needed.

**CREATE\_REQPRO.** Establishes a log that can be used to review the results of running the script and runs the other scripts, listed below.

**TABLESPACE.** Creates table spaces for data and indexes. Creates disk files to support these table spaces.

**CREATE\_USER.** Creates the default RequisitePro user (REQPRO) and password (REQPRO) and connects to the database with that user ID.

**TABLES.** Creates tables for the RequisitePro database.

**PRIMARY.** Creates primary keys for each table in RequisitePro.

**INDEXES.** Creates indexes for the RequisitePro database.

**FOREIGN.** Creates foreign key relationships between tables.

**FUNCTIONS.** Creates customer-defined functions for use within RequisitePro.

**SEQUENCE.** Creates sequences and triggers for auto-sequencing primary keys.

**PROCEDURES.** Creates stored procedures for use within RequisitePro.

**DATA.** Inserts data into the RqKeys and RqRequisite tables.

**GRANT\_ROLE.** Creates a user role with access to the RequisitePro schema objects.

## Installing the RequisitePro Scripts

If you did not install the Oracle database creation scripts as described in *Installing RequisitePro with Rational Software Setup* on page 9, you must repeat the Custom installation procedure.

After installation, the scripts are located, by default, at the following location on your local machine:

```
C:\Program Files\Rational\RequisitePro\database\oracle
```

Copy the scripts to a subdirectory on your Oracle database server. We suggest that you create a “sql” directory below the home directory on the server.

**Note:** If your database server is running on an international operating system, be sure that the path to these scripts does not include folders with double-byte character names.

## Editing Scripts

All modifications described below are made in the CREATE\_REQPRO script, unless otherwise indicated.

### Modifying the User Name and Password (Optional)

If you want to create the RequisitePro schema with a different entry than the default user name and password values of “ReqPro”, modify the following entries:

```
DEFINE USR=reqpro
DEFINE PWD=reqpro
```

### Specifying the Path for the Schema Scripts

Edit the `DEFINE PATH` entry to indicate the full path where the RequisitePro SQL scripts are located. The suggested path (from “Installing the RequisitePro Scripts,” above) is:

```
DEFINE PATH="$HOME/sql/"
```

**Note:** If your environment limits your path to a maximum 8-character name for directories, be sure to reflect this format in your entry.

### Indicating Data and Index Files Directory

Edit the `DEFINE ORACLE_DATA` entry to indicate the path and directory where the data file for the data table space will be created:

```
DEFINE ORACLE_DATA=<full path>/ORACLE_DATA/
```

Edit the `DEFINE ORACLE_INDEX` entry to indicate the path and directory where the data file for the index table space will be created:

```
DEFINE ORACLE_INDEX=<full path>/ORACLE_INDEX/
```

### Specifying a Temporary Tablespace

Edit the `DEFINE TEMP` entry in the `CREATE_REQPRO` script to assign temporary tablespace for storing temporary objects for the user's operations.

```
DEFINE TEMP=TEMP
```

Make sure that the value for this entry is a valid, existing tablespace in your Oracle database. Some versions of Oracle use "TEMPORARY\_DATA" rather than "TEMP." Your installation of Oracle may contain a custom name for the temporary tablespace.

### Customizing Disk Space Allocation for Database Objects

The schema creation scripts are designed to allocate disk space for the various database tables and indexes that are used by an average set of RequisitePro projects, as described in *Creating an Oracle Schema for RequisitePro* on page 17.

If you anticipate a much larger or smaller requirement for your organization's use of RequisitePro, you can customize the disk space allocation specified in the `CREATE_REQPRO` script to accommodate your projected capacity.

Edit the following sizing variables:

```
SMALL      = 10K
MEDIUM    = 100K
LARGE      = 1000K
REQS       = 6000K
REQHIST    = 75000K
```

**Note:** The last two variables, `REQS` and `REQHIST`, are used for the requirements (RqRequirements) and requirement history (RqRequirementHistory) tables, respectively.

Edit the `DEFINE DATA_SIZE` and `DEFINE INDEX_SIZE` entries to reflect the change in the total size of the database caused by your edits to the sizing variables.

### Modifying the Limits of the VARCHAR2 Data Type

RequisitePro uses the `VARCHAR2` data type to store searchable text for requirement text, revision history reasons, and textual attribute values.

Although Oracle7 supports a maximum of 2,000 characters in the VARCHAR2 data type, Oracle8 supports up to 4,000, allowing you to expand the constraints on the size of the searchable text from 2,000 to 4,000 characters.

The RequisitePro Oracle scripts set the limit on this data type to 2000 characters to accommodate both Oracle7 and Oracle8 databases. To modify this limit for Oracle8 databases, increase the MAX\_VARCHAR value in the CREATE\_REQPRO script from 2000 to a maximum of 4000.

## Creating a Schema

The Oracle database administrator performs the following procedure to create a RequisitePro schema in Oracle:

- 1 Edit the CREATE\_REQPRO script, as described above in the section *Editing Scripts* on page 19.
- 2 On the Oracle database server, log on to SQL\*Plus with system administrator permissions.

**Note:** If you run SQL\*Plus from a remote client, you need to edit the RequisitePro CREATE\_USER script. Change the entry `connect &3/&4` to the following:  
`connect &3/&4@<target Oracle database server alias>`

- 3 Run the CREATE\_REQPRO script using the command:  
`@<setup directory>\CREATE_REQPRO`

This script runs the schema creation scripts. A message appears upon successful completion of the schema creation. If errors occur or the completion message does not appear, review the log CREATE\_REQPRO.LOG.

## User ID for Accessing Oracle Database

All RequisitePro projects should access the Oracle database using the same user ID, which was created during the schema creation process, described above. The initial user name and password created by the script are "reqpro" and "reqpro", unless you modified the CREATE\_REQPRO script, as described in *Editing Scripts* on page 19. You can also change the password using your Oracle database utilities.

Each user does not need a separate Oracle account because RequisitePro uses its own user and user group tables to control access to a project.

## Using Multiple Projects within an Oracle Database

RequisitePro supports multiple projects within a single Oracle schema. Refer to the procedure *Creating a Project in Oracle* on page 24 for instructions on adding an Oracle database project within RequisitePro. Use the same schema name for each of your RequisitePro projects.

## Connecting Projects Across Databases

Perform the following steps to enable cross-project traceability between projects in distributed Oracle databases. Refer to the following sections for details.

- Creating a reference to the remote database instance
- Creating a database link to the remote database
- Defining database aliases on each RequisitePro client

### Creating a reference to the remote database instance

In order to run traceability queries between projects in distributed Oracle databases, you need to define a reference in each database instance that refers to the remote database instances. Edit the `tnsnames.ora` file, located on the Oracle server, to define the name, host, port, and protocol of the remote service.

The following example shows the syntax for defining the database instance “server02” as a remote database server to “server01” in the `tnsnames.ora` file:

```
Server02.world =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS =
        (COMMUNITY = tcp.world)
        (PROTOCOL = TCP)
        (Host = server02)
        (Port = 1521)))
    (CONNECT_DATA = (SID = ORCL)))
```

In similar fashion, the “server02” database instance needs an entry to define the remote “server01” database instance:

```
Server01.world =
  (DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS =
        (COMMUNITY = tcp.world)
        (PROTOCOL = TCP)
        (Host = server01)
        (Port = 1521)))
    (CONNECT_DATA = (SID = ORCL)))
```

**Note:** This feature was tested using TNSNAMES for service name resolution. Use of Oracle Names Server or any other name server mechanism requires a different setup.

## Creating a database link to the remote database

Next, create a database link to each remote database in each database instance using a SQL utility. The link should be defined under the user account that owns the RequisitePro schema. The following example shows the required syntax for linking to “server02” from “server01”:

```
CREATE DATABASE LINK server02.world
CONNECT TO reqpro IDENTIFIED BY reqpro
USING 'server02.world';
```

A similar statement should be executed on the server02 database instance in order to define a link to server01.

If the `db_name.db_domain` does not result in a unique name for each database for which a link is required, use the `@connection_qualifier` syntax to create a unique name.

This naming convention will work regardless of the setting of the `global_names` parameter in the `init.ora` file.

## Defining database aliases on each RequisitePro client

Define SQL\*Net database aliases or Net8 service names (resulting in local `tnsnames.ora` file entries) on each RequisitePro client machine (or shared centrally on a network) for each database instance. The database alias or service name on the client **MUST** match the database link you defined in the previous step for RequisitePro cross-project traceability to function correctly.

For more information on configuring client PCs for use with a Rational RequisitePro Oracle database, refer to the following section.

## Setting Up PCs for Oracle Access

Use the Oracle SQL\*Net or Net8 Easy Configuration tool to configure access from your client PC to the Oracle database server. If you plan to share projects with other users, be sure to use a consistent database alias or service name, as determined by your database administrator.

## Creating a Project in Oracle

**Note:** To convert a project from an existing Microsoft Access database to an Oracle database, use the Database Type Conversion Wizard. Open the Database Type Conversion Wizard in Windows Explorer. The executable, `rqdbtypewiz.exe`, is located in the directory: `\Program Files\Rational\RequisitePro\bin\`

Perform the following steps to create a RequisitePro project that uses the Oracle database server for storing the RequisitePro project database.

In order for you to configure your access to Oracle from RequisitePro, the database administrator must provide the following information:

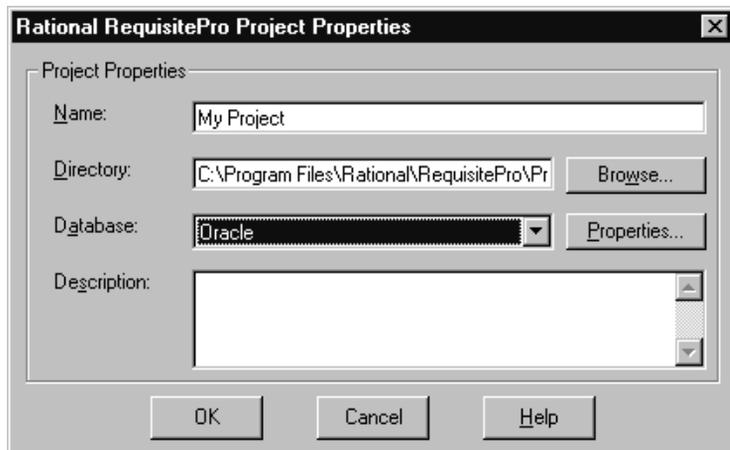
- Oracle database server name (TCP/IP Host Name)
- Oracle database alias or service name
- Oracle schema name for storing RequisitePro projects (see procedure below)
- your user ID for logging on to the Oracle database
- your user password for logging on to the Oracle database

1 In RequisitePro on the **Project** menu, click **New**. The Create RequisitePro Project dialog box appears.

2 Select a project template.

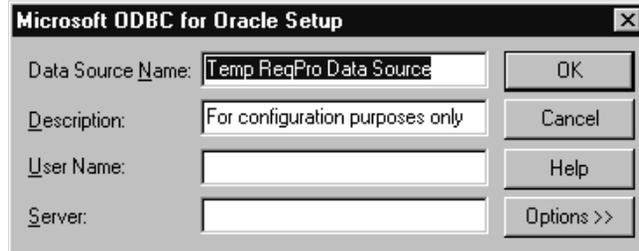
**Note:** The details in the lower part of the dialog box provide an explanation as you select each template.

3 Click **Create**. The Rational RequisitePro Project Properties dialog box appears.

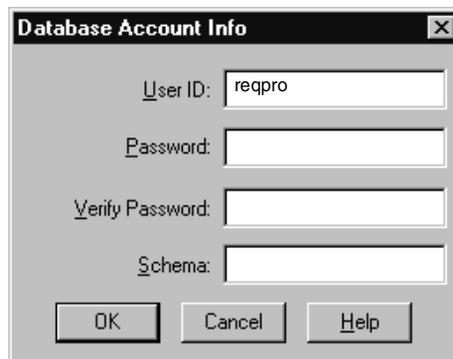


4 Enter a project name and directory location.

- 5 At the **Database** field, select **Oracle** from the drop-down list and click the **Properties** button. The Database Properties dialog box appears.
- 6 Click the **Configure** button. The Microsoft ODBC for Oracle Setup dialog box appears.



- 7 Do not modify the default entries in the **Data Source Name** and **Description** fields.
- 8 Type your **User Name** for logging into the Oracle database, as provided by your Oracle database administrator. By default, the user name is "reqpro".
- 9 For the **Server** field, type the alias or service name you entered when configuring your PC for access to the Oracle database.  
**Note:** This database alias or service name must be identical when configuring all PCs that will access shared RequisitePro projects in the Oracle database.
- 10 Click **OK**. The Database Properties dialog box appears.
- 11 Click the **Account Info** button. The Database Account Info dialog box appears.



- 12 Do not modify the User ID field. This should match the user name you entered in the previous dialog box.

- 13 Type your user password for logging into the Oracle server. This should be supplied to you by your Oracle database administrator.
- 14 Retype your password in the **Verify Password** field.
- 15 In the **Schema** field, type the name of the Oracle schema that your Oracle database administrator has established for storing RequisitePro data in Oracle.
- 16 Click **OK** to close the Database Account Info dialog box. Click **OK** to close the Database Properties dialog.
- 17 Finish creating your project, then click **OK** to close the Project dialog box.

## Archiving and Baselining an Oracle Project

Refer to the topics “Archiving enterprise database projects” and “Baselining projects with Unified Change Management” in the RequisitePro online help. These help topics are also available in Let’s Go RequisitePro. Click the Project Administration Tips icon and select the appropriate link.

## Deleting Data from an Oracle Project

**Note:** You will no longer be able access project data once the Oracle project data has been deleted.

To delete data from an Oracle project on your database server click **Start > Programs > Oracle > Application Development > SQL Plus**. Log on as the ReqPro user and from the `SQL>` command prompt type the following:

```
select id, name from rqprojects;
```

This will list the ID and Name of all of the projects within your schema. Once you have identified the project that includes the data you wish to delete type the following from the `SQL>` command prompt:

```
exec rqdelete_project (project ID#);
```

Be sure to replace (project ID#) with the ID number of the project you wish to delete. Once the `exec rqdelete_project` command is executed all data from the Oracle project that you selected will be deleted.

# Configuring SQL Server for RequisitePro

---

## Purpose

This section provides information about configuring Rational RequisitePro for use with Microsoft SQL Server. The section includes:

- database management information for setting up a SQL Server schema to accommodate RequisitePro projects
- a procedure for creating a RequisitePro project in the SQL Server database

This document is intended for use by SQL Server database administrators, system administrators, and RequisitePro project administrators.

For the most current information related to SQL Server database configuration, refer to the document “SQL Server Database Configuration for RequisitePro” that is, by default, at the following location on your system after installation:

C:\Program Files\Rational\RequisitePro\help\SQLsetup.html

## Introduction

To create and access RequisitePro projects in the SQL Server database, follow the instructions in this section for enabling your SQL Server database compatibility. RequisitePro supports multiple projects within a single SQL Server schema. Refer to the procedure *Creating a Project in SQL Server* on page 31 for instructions on adding an SQL Server database project within RequisitePro. Use the same schema name for each of your RequisitePro projects.

## Prerequisites

This document assumes that you have SQL Server, Version 7.0 or 2000, installed on your LAN. Refer to the SQL Server documentation for all questions regarding that product.

**Note:** If you have an existing RequisitePro database in SQL Server, and your SQL Server software has been upgraded to version 7.0 or 2000 from a previous version, then you must run the following stored procedure in SQL Server to set the database compatibility level to 70 for SQL Server 7.0 or 80 for SQL Server 2000:

```
sp_dbcmptlevel <database name>, 70 (or 80)
```

for example:

```
sp_dbcmptlevel RequisitePro, 70
```

The above procedure is required to prevent SQL Server Syntax Errors in RequisitePro.

The following installation and configuration tasks need to be accomplished prior to performing the RequisitePro/SQL Server integration outlined in this document.

## **SQL Server Database Administration**

Prior to configuring your access to SQL Server from RequisitePro, the database administrator must establish the following:

- SQL Server machine name (TCP/IP Host Name)
- SQL Server default database for RequisitePro projects, such as “RequisitePro”
- a user ID for logging on to the SQL Server database, such as “ReqPro”
- a user password for logging on to the SQL Server database, such as “reqpro”

The following sections provide instructions for configuring the last three of these items.

## **Platform Compatibility**

RequisitePro database implementation is compatible with all Microsoft SQL Server-supported platforms.

## **Creating a SQL Server Database for RequisitePro**

Use the following instructions to create a SQL Server database and schema for RequisitePro projects. The initial database size is based on the following approximations for your use of RequisitePro:

- 25 projects
- 250 documents (10 per project)
- 125 document types (5 per project)
- 125 requirement types (5 per project)
- 1,250 user-defined attributes (10 per requirement type)
- 125 user groups (5 per project)
- 100 users
- 12,500 requirements (500 per project)
- 12,500 discussions (500 per project)

To create a database in **SQL Server 7.0**, do the following:

- 1 Enter a name for the RequisitePro database. The database has an .MDF extension. The recommended database name is “RequisitePro.”

**Note:** If you use a different database name, you will need to modify the database configuration scripts to reflect the actual name.

- 2 Set the initial size of the database to 150 MB.
- 3 Set the initial size of the transaction log file (.LDF) to one third the size of the database (in this case, 50 MB).

## Schema Creation Scripts

The scripts listed below are used for creating a RequisitePro schema within your SQL Server database.

- **Login and User.** Creates a default RequisitePro login and user. For more information refer to the section below, “Default Login and User.”
- **Tables and Indexes.** Creates the tables and indexes required by RequisitePro.
- **Triggers.** Creates triggers that enforce cascading deletes.
- **Initial Data.** Inserts data required by RequisitePro when it first runs.

## Installing the RequisitePro Scripts

If you did not install the SQL Server database creation scripts as described in *Installing RequisitePro with Rational Software Setup* on page 9, you must repeat the Custom installation procedure.

After installation, the scripts are located, by default, at the following location on your local machine:

C:\Program Files\Rational\RequisitePro\database\sqlserver

Copy the scripts to a subdirectory on your SQL Server database server. We suggest that you create a “sql” directory below the home directory on the server.

## Running Schema Creation Scripts

The scripts listed below are used for creating a RequisitePro schema within your SQL Server database. Run the scripts in the sequence presented below. Run the scripts individually using the **SQL Server Query Analyzer**. Be sure to select the RequisitePro database in the DB drop-down list when running the scripts.

- 1 login and user.sql
- 2 tables and indexes.sql
- 3 triggers.sql
- 4 initial data.sql

## Default Login and User

The schema creation scripts, described above, create default user information for accessing and creating projects in SQL Server. The user name also establishes the ownership and name of the schema (by default, “reqpro”). The default user permissions are required for use with RequisitePro.

**Note:** If you modify the **login and user.sql** script to use a different login and user name, you will need to modify subsequent scripts.

The scripts create the following default user information:

The ReqPro user is assigned the following statement permissions in SQL Server:

User	Login	Password
ReqPro	ReqPro	reqpro

User	Statement Permissions
ReqPro	Create Default, Create Procedure, Create Rule, Create Table, Create View

As the owner of the RequisitePro database objects, the ReqPro user is automatically assigned the following database permissions in SQL Server:

User	Database Permissions
ReqPro	Select, Insert, Update, Delete, DRI on all Tables and Views

## Creating a Project in SQL Server

**Note:** To convert a project from an existing Microsoft Access database to an Oracle database, use the Database Type Conversion Wizard. Open the Database Type Conversion Wizard in Windows Explorer. The executable, `rqdbtypewiz.exe`, is located in the directory: `\Program Files\Rational\RequisitePro\bin\`

Perform the following steps to create a RequisitePro project that uses the SQL Server for the project database.

In order to configure access to SQL Server from RequisitePro, the database administrator must provide you with the following information:

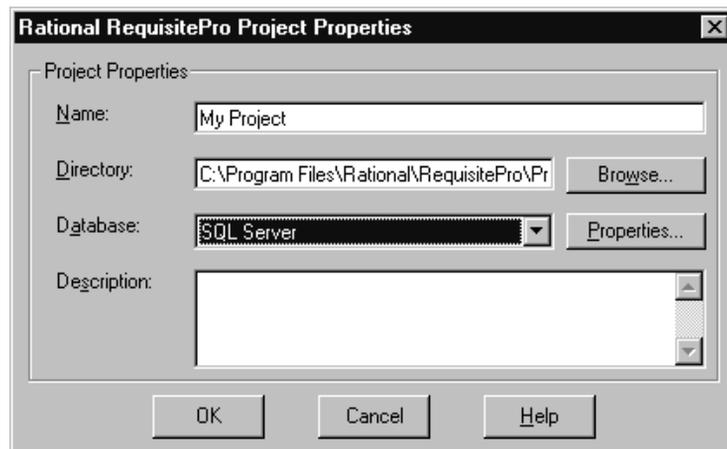
- SQL Server machine name (TCP/IP Host Name)
- SQL Server default database for RequisitePro projects, such as “RequisitePro”
- a user ID for logging on to the SQL Server database, such as “ReqPro”
- a user password for logging on to the SQL Server database, such as “reqpro”

1 Start RequisitePro. In RequisitePro on the **Project** menu, click **New**. The Create RequisitePro Project dialog box appears.

2 Select a project template.

**Note:** The details in the lower part of the dialog box provide an explanation as you select each template.

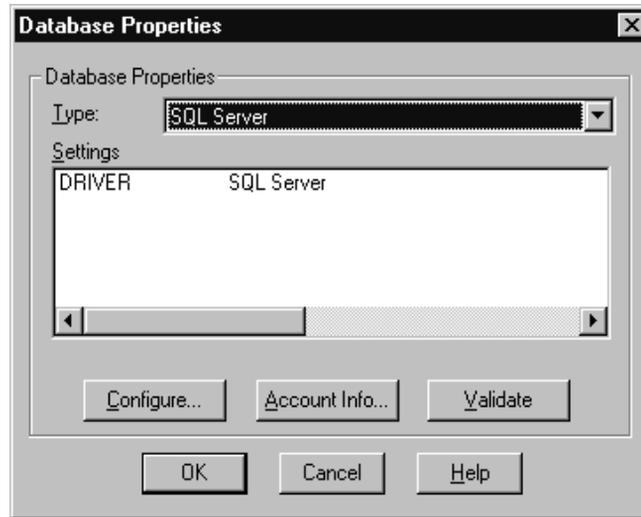
3 Click **Create**. The Rational RequisitePro Project Properties dialog box appears.



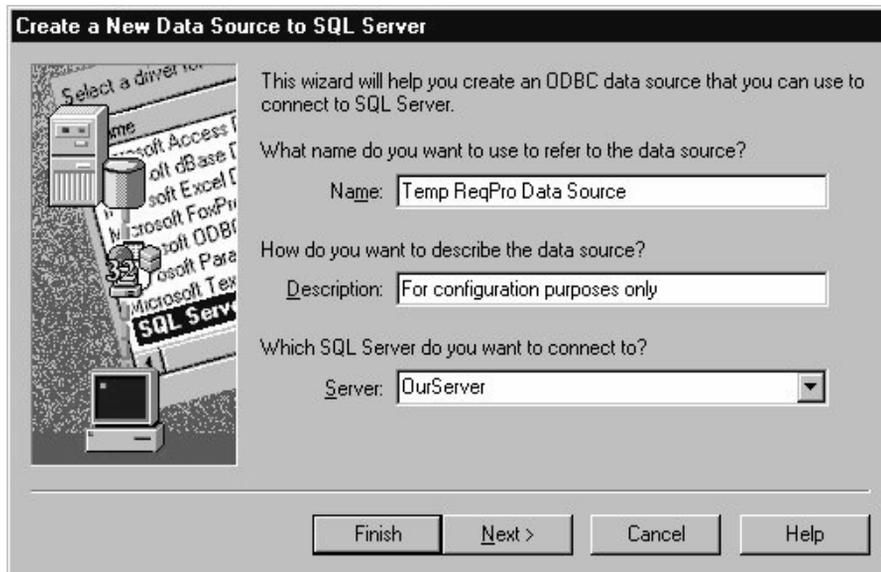
4 Enter a project name and directory location.

5 At the **Database** field, select **SQL Server** from the drop-down list.

- 6 Click the **Properties** button. The Database Properties dialog box appears.

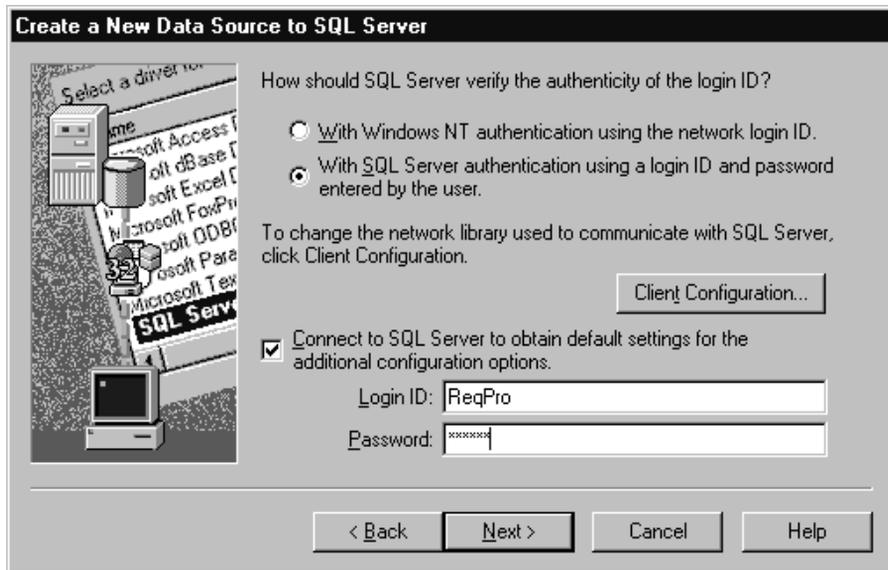


- 7 At the Database Properties dialog box, click the **Configure** button. The "Create a New Data Source to SQL Server" dialog box appears.



- 8 Do not modify the data source **Name** or **Description** fields. In the **Server** field, type the name of the SQL Server, supplied by your database administrator.

- 9 Click **Next**. The second data source screen appears.



- 10 Select the option **With SQL Server authentication using a login ID and password entered by the user**.

**Note:** RequisitePro does not support Windows NT authentication.

- 11 Be sure the check box **Connect to SQL Server to obtain default settings for the additional configuration options** is checked.

- 12 Type the **login ID** and **password** supplied by your database administrator, such as "ReqPro" and "reqpro." Click **Next**.

- 13 Click the check box **Change the default database to** and select a database name supplied by your database administrator, such as "RequisitePro." Click **Next**.

- 14 Click **Next** to accept the default language, character, and regional settings. The use of log files, shown on the following screen, is optional.

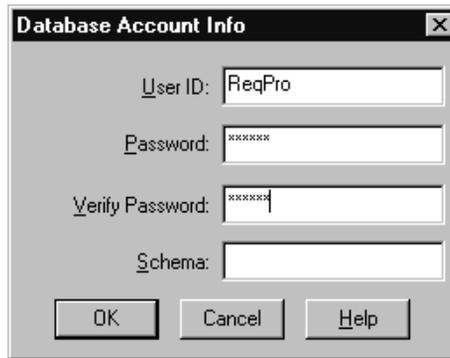
**Note:** Do not select the check box **Change the language of SQL Server system messages to...** Selecting this check box prevents users from opening the project after its initial creation.

- 15 Click **Finish**. The ODBC Microsoft SQL Server Setup dialog box appears.

- 16 Click the **Test Data Source** button. The SQL Server ODBC Data Source Test dialog box appears.

- 17 Click **OK**. The ODBC Microsoft SQL Server Setup dialog box appears.

- 18 Click **OK**. You return to the Database Properties dialog box.
- 19 At the Database Properties dialog box, click the **Account Info** button. The Database Account Info dialog box appears.



- 20 Type the **User ID** and **Password**, supplied by your database administrator for accessing the SQL Server database, such as “ReqPro” and “reqpro.”
- 21 Retype your password in the **Verify Password** field.
- 22 In the **Schema** field, type the user name of the owner of the RequisitePro database tables, supplied by your database administrator, such as “ReqPro.”
- 23 Click **OK** to close the Database Account Info dialog box. Click **OK** to close the Database Properties dialog box.
- 24 Finish creating your project, then click **OK** to close the Project dialog box.

## Archiving and Baselineing an SQL Server Project

Refer to the topics “Archiving enterprise database projects” and “Baselining projects with Unified Change Management” in the RequisitePro online help. These help topics are also available in Let’s Go RequisitePro. Click the Project Administration Tips icon and select the appropriate link.

## Deleting Data from a SQL Project

**Note:** You will no longer be able to access project data once the SQL project data has been deleted.

To delete data from an SQL project on your database server click **Start > Programs > Microsoft SQL Server > Query Analyzer**. Log on as the ReqPro user and in the Query Window type the following:

```
select id, name from rqprojects
```

Execute the query and it will list the ID and Name of all of the projects within your schema. Once you have identified the project that includes the data you wish to delete type the following in the Query Window:

```
exec rqdelete_project (project ID#)
```

Be sure to replace (projet ID#) with the ID number of the project you wish to delete. Once the `exec rqdelete_project` query is executed all data from the SQL project that you selected will be deleted.



# Installing and Configuring Rational RequisiteWeb

# 4

## Introduction

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This chapter presents instructions for configuring a Windows Web server for RequisiteWeb.

Rational RequisiteWeb allows clients to read, create, and modify Rational RequisitePro project requirements across an intranet. RequisiteWeb uses the browsers Netscape Navigator and Microsoft Internet Explorer to provide platform-independent, thin-client access to RequisitePro project data. RequisiteWeb can only be installed on a Windows server.

This chapter contains the following sections:

- RequisiteWeb System Requirements
- Configuring the RequisiteWeb Server
- Configuring the Web Server Components
- Configuring E-mail for Discussions
- Uninstalling RequisiteWeb
- Troubleshooting

For the most current information on RequisiteWeb, including installation, configuration, and known issues, refer to the *RequisiteWeb Installation and Configuration* document that is on the Rational Solutions for Windows CD at: `\RequisitePro\ReqWeb\RequisiteWebInstall.html`

It is also located, by default, in your RequisiteWeb installation at: `C:\Program Files\Rational\RequisitePro\ReqWeb\RequisiteWebInstall.html`

The *RequisiteWeb Installation and Configuration* document is also available from the online Release Notes in RequisitePro.

# RequisiteWeb System Requirements

## Server Requirements

The following table summarizes the requirements for the RequisiteWeb server.

**Table 6 RequisiteWeb Server Requirements**

Item	Requirement
Operating System	One of the following: Microsoft Windows 2000 Advanced Server NT Server 4.0, Service Pack 6A or later; NT 4.0 Option Pack
HTTP Server	One of the following: Internet Information Server (IIS) 4.0 and Microsoft Transaction Server (MTS) 2.0 Internet Information Services (IIS) 5.0
Processor	400 MHz or greater
Memory	128 MB. For projects with more than 10,000 requirements or Web sites with more than 10 concurrent users, 256 MB or more is recommended.
Disk space	RequisiteWeb (includes system DLLs) -- 40 MB
Other products	Microsoft Word 2000 <b>Note:</b> Microsoft Word licenses are required for all concurrent RequisiteWeb end users. Oracle, version 7.3 or greater, client software (for accessing projects in an Oracle database). Microsoft Internet Explorer 5, 6 or Internet Explorer 4 with the XML parser available at <a href="http://msdn.microsoft.com/downloads/tools/xmlparser/xmlmdl.asp">http://msdn.microsoft.com/downloads/tools/xmlparser/xmlmdl.asp</a>

**Note:** The RequisiteWeb server cannot be implemented on a Primary Domain Controller or Backup Domain Controller.

## RequisiteWeb Security Requirements

Use caution when modifying permissions on RequisiteWeb-related folders.

## Client Requirements

To access RequisiteWeb from client machines, you must install one of the following Web browsers on the client system. No additional client installation is required for use of RequisiteWeb.

- Microsoft Internet Explorer 4.X or 5.X
- Netscape Navigator 4.X or 6.X

**Note:** For proper RequisiteWeb operation, you must set your browser to allow cookies.

## Configuring the RequisiteWeb Server

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Before you configure RequisiteWeb, Microsoft Internet Information Server (IIS) and Microsoft Word must be installed on your Windows server. For more information on IIS, see Microsoft Servers at <http://www.microsoft.com/servers>.

This section describes installation and configuration of the RequisiteWeb components on your server. The following procedures are provided:

- Installing the Oracle Client
- Creating the RequisiteWeb User on the Windows Domain Server
- Adding the ReqWeb User to the Local Administrator Group
- Assigning DCOM Permissions to the Local Administrators Group
- Configuring the Web Server Components

### Installing the Oracle Client

To access RequisitePro projects that are stored in an Oracle database, you must configure Oracle client software on the server.

**Important:** When setting up RequisiteWeb on a server, you must install the Oracle client software *before* installing RequisiteWeb if you are using a version of Oracle earlier than Oracle 8.1.7.

## Creating the RequisiteWeb User on the Windows Domain Server

RequisiteWeb requires that you create an administrative user, ReqWebUser, for accessing RequisiteWeb components

When you create the ReqWeb user on the Windows domain server be sure to log on to your Windows domain server as an administrator.

**Table 7 Creating a Domain User**

Step	NT 4.0	Windows 2000 Server
1	On the domain server, click <b>Start &gt; Programs &gt; Administrative Tools (Common) &gt; User Manager for Domains</b> .	On the domain server, click <b>Start &gt; Programs &gt; Administrative Tools &gt; Computer Management</b> .
2	Click <b>User &gt; New User</b> .	Expand <b>Domain Users and Groups</b> . Right-click on <b>Users</b> ; select <b>New User</b> .
3	In the <b>Username</b> field, type ReqWebUser and type a password of your choice.	In the <b>Username</b> field, type ReqWebUser and type a password of your choice.
4	Clear the check box <b>User must change password at next login</b> and select the check box <b>Password never expires</b> . Click <b>Add</b> ; click <b>Close</b> .	Clear the check box <b>User must change password at next logon</b> and select the check box <b>Password never expires</b> . Click <b>Create</b> ; click <b>Close</b> .
5	Click the <b>Groups</b> button. In the <b>Not a Member Of</b> list select Domain Admins and click <b>Add</b> . Click <b>OK</b> twice.	Double-click the ReqWebUser. In the <b>ReqWebUser Properties</b> dialog box select the <b>Member Of</b> tab and click <b>Add</b> . Select your domain from the <b>Look in</b> field. Select Domain Admins from the <b>Name</b> column and click <b>Add</b> . Click <b>OK</b> .
5	Close the <b>User Manager</b> application.	Close the <b>Computer Management</b> application.

## Adding the ReqWeb User to the Local Administrator Group

**Note:** Be sure to log on to your RequisiteWeb server as a local user for the following procedure.

**Table 8 Adding the ReqWebUser to the Local Administrators**

Step	NT 4.0	Windows 2000 Server
1	On the Windows server, click <b>Start &gt; Programs &gt; Administrative Tools (Common) &gt; User Manager for Domains</b> .	On the Windows server, click <b>Start &gt; Programs &gt; Administrative Tools &gt; Computer Management</b> .
2	Click <b>User &gt; Select Domain</b> and select your domain server and type your machine name. Click <b>OK</b> .	Expand <b>Local Users and Groups</b> . Select <b>Groups</b> . Right-click Administrators and select <b>Add to Group</b> . In the Administrators Properties dialog box, click <b>Add</b> .
3	Under the <b>Groups</b> column double-click <b>Administrators</b> .	The <b>Select Users or Groups</b> dialog box appears. At the <b>Look in</b> field, select the domain where you created the ReqWebUser.
4	In the <b>Local Group Properties</b> dialog box click <b>Add</b> . Select your Domain Server in the <b>List Names From</b> drop-down menu. Select ReqWebUser in the <b>Names</b> list and click <b>Add</b> . Click <b>OK</b> .	Select the ReqWebUser and click <b>Add</b> .
5	Click <b>OK</b> in the <b>Local Group Properties</b> dialog box to close it.	Click <b>OK</b> to close the <b>Select Users or Groups</b> dialog box. Click <b>OK</b> to finish.
6	Close the <b>User Manager</b> application.	Close the <b>Computer Management</b> application.

**Note:** If any of your RequisitePro project files are located on a server other than the Windows server, the ReqWebUser must have Change or Modify permission for the directory containing the RequisitePro (.rqs) project file on the remote file server.

## Assigning DCOM Permissions to the Local Administrators Group

RequisiteWeb uses the DCOM and a local user with Administrator permissions to launch Microsoft Word.

**Note:** If you have not already installed Microsoft Word you must do so now.

Use DCOM to give the **ReqWebUser** user **access** and **launch** permissions for **Microsoft Word** and Microsoft Word Basic, if it appears in your DCOM application list. The following sections provide detailed instructions for these procedures.

### To Assign Access Permissions to the Local Administrators Group:

- 1 On the **Start** menu, click **Run**, and type `dcomcnfg`  
**Note:** At this point you may see the **DCOM Configuration Warning** dialog box. Disregard the warning and proceed to the next step.
- 2 Select the **Default Security** tab. Under **Default Access Permissions** click the **Edit Default** button.
- 3 In the **Registry Value Permissions** dialog box click **Add**.
- 4 At the **Add Users and Groups** dialog box, select your local machine from the **List Names From** drop-down menu.
- 5 Select the Administrators group in the **Names** list and click **Add**.
- 6 At the **Type of Access** field, select **Allow Access**. Click **OK** twice to return to the **Distributed COM Configuration Properties** dialog box.

### To Assign Launch Permissions to the Local Administrators Group:

- 1 Select the **Default Security** tab. Under **Default Launch Permissions** click the **Edit Default** button.
- 2 In the **Registry Value Permissions** dialog box click **Add**.
- 3 At the **Add Users and Groups** dialog box, select your local machine from the **List Names From** drop-down menu.
- 4 Select the Administrators group in the **Names** list and click **Add**.
- 5 At the **Type of Access** field, select **Allow Launch**. Click **OK** twice to return to the **Distributed COM Configuration Properties** dialog box.
- 6 Close DCOM and restart your system.

## Installing RequisiteWeb on the Server

**Note:** For current RequisiteWeb users, be sure to remove any earlier version of RequisiteWeb prior to installing the current release of RequisiteWeb on your server. Do not remove your ReqWeb virtual directory; instead, redirect it to the components in your new RequisiteWeb installation. Refer to *Uninstalling RequisiteWeb* on page 53 for specific instructions. Be sure to retain your existing `catalog.txt` file. You must also reset your DCOM configuration settings for Word Document and, if it exists, Word Basic to their default values.

**Note:** To install RequisiteWeb, you must have a Rational license key. You can acquire and import the Rational license keys before or after installing Rational RequisitePro. If you install RequisiteWeb as part of a Rational Suite, you must select the appropriate

Suite license usage order. In the Rational License Administrator, click **Settings > License Usage Mapper**. See *Prioritizing Licenses on Your System (License Usage Mapper)* in the *Administering Licenses for Rational Software* manual.

- 1 Log on to the RequisiteWeb Windows server as a local administrator.
- 2 Insert the Rational Solutions for Windows CD disc 1 into your system's CD drive. The setup program starts automatically. If autorun is disabled on your system, click **Start > Run**. Using the drive letter of your CD-ROM drive, type `<drive:>\SETUP.EXE`, where `<drive:>` is the drive letter of your CD-ROM drive. The Rational Software Setup wizard guides you through the software installation.
- 3 On each screen, click the **Next** button to proceed to the next screen. The Rational Software Setup program writes a log of the installation activities. The log file is located, by default, in `C:\Program Files\Rational\RSSetup\RSSetup.log`
- 4 At the Choose Product screen, select **Rational RequisitePro** under the **Product** list.
- 5 At the Select Configuration screen, click **Custom**.

**Note:** If your database server is running on an international operating system, be sure that the install path does not include folders with double-byte character names.

- 6 At the Choose Features screen, select the **Web Server Components** check box.
- 7 Select or clear the following optional check boxes:
  - Leave the **RequisitePro** check box selected.
  - Leave the **Rational Synchronizer** check box unmarked.
  - The **Sample Projects** option, under the expanded RequisitePro options, allows you to include the RequisitePro Learning Project and QuarterByte Bank example projects. These projects are helpful for testing and learning RequisiteWeb.
  - The **Oracle Setup** and **SQL Server Setup** options are required for database administrators who are configuring Oracle or SQL Server databases for RequisitePro projects.

## Reboot Required

If files that are required for the installation are in use during the installation procedure, the Rational Windows Setup program may require that you reboot your system to complete the installation.

After rebooting, log on as the **same** user to complete the installation procedure.

To complete your RequisiteWeb install, you must have a Rational license key. You can acquire and import the Rational license keys before or after installing Rational RequisitePro. If you install RequisiteWeb as part of a Rational Suite, you must select the appropriate Suite license usage order. In the Rational License Administrator, click **Settings > License Usage Mapper**. See *Prioritizing Licenses on Your System (License Usage Mapper)* in the *Administering Licenses for Rational Software* manual.

**Note:** If you do not install your Rational product in the default C:\ directory you must edit your `wrapper.properties` file as follows:

In your Windows Explorer, navigate to the directory where you installed your Rational products. Locate `\Rational\jakarta-tomcat\bin`. Using a text editor, open the `wrapper.properties` file and check that **java\_home** and **tomcat\_home** paths reflect your installation directory.

## Configuring the Web Server Components

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This section presents procedures for installing and configuring Web Server components on a Windows IIS Server. Be sure to log on as an administrator before you begin the installation process.

This section contains the following procedures:

- 1 Configuring the Tomcat Servlet Engine
- 2 Testing Tomcat
- 3 Creating a ReqWeb Virtual Directory on IIS
- 4 Creating a Jakarta Virtual Directory on IIS
- 5 Adding a JSP Filter

**Note:** The instructions in this document assume that you are installing Windows applications on your C:\ drive. Substitute the appropriate drive, if necessary, when performing all procedures.

### Configuring the Tomcat Servlet Engine

To configure Tomcat on your Windows IIS server:

- 1 Open an MS\_DOS shell and navigate to the following directory:  
C:\Program Files\Rational\Jakarta-tomcat\bin
- 2 Within this directory type the following:  
tomcat\_svc
- 3 Close the MS\_DOS shell.

- 4 Run Tomcat as a service and make the RqTomcat service start automatically during the system start up by completing one of the following sets of procedures depending on your system:

Step	Windows NT	Windows 2000
1	Go to <b>Start &gt; Settings &gt; Control Panel &gt; Services</b> .	Go to <b>Start &gt; Settings &gt; Control Panel &gt; Administrative Tools &gt; Services</b> .
2	Locate the <b>RqTomcat</b> service and double-click on the icon to display the <b>Properties</b> dialog box.	Locate the <b>RqTomcat</b> service and double-click on the icon to display the <b>Properties</b> dialog box.
3	Select <b>Automatic</b> under <b>Startup type</b> .	On the <b>General tab</b> select <b>Automatic</b> in the <b>Startup type</b> drop-down menu.
4	Under <b>Log On As</b> select <b>This account</b> .	Select the <b>Log On</b> tab and then select <b>This account</b> .
5	In the <b>This account</b> and <b>Password</b> dialog boxes type the name and password of the domain and the domain user that is used for RequisitePro (e.g. "Domain"\ReqWebUser). <b>Note:</b> You must replace the "Domain" entry with the correct RequisiteWeb domain. Click <b>OK</b> .	In the <b>This account</b> and <b>Password</b> dialog boxes type the name and password of the domain and the domain user that is used for RequisitePro (e.g. "Domain"\ReqWebUser). <b>Note:</b> You must replace the "Domain" entry with the correct RequisiteWeb domain.
6	In the services window click the <b>Start</b> button.	On the <b>General tab</b> under <b>Service status</b> click the <b>Start</b> button.
7	Click <b>Close</b> to finish.	Click <b>OK</b> to finish.

**Note:** If you receive an error message while attempting to run the Tomcat service, refer to *Troubleshooting* on page 55.

## Testing Tomcat

To verify that Tomcat is installed and configured correctly, open a browser on your RequisiteWeb Windows server and enter the following URL address:

`http://localhost:8080/servlet/SnoopServlet`

**Note:** The URL is case sensitive.

Snoop Servlet is a Tomcat web page that displays information about your Tomcat installation. The words "Snoop Servlet" should appear at the top of the displayed web page. If they do not, check the steps for installing Tomcat, above; or, refer to *Troubleshooting* on page 55.

## Creating a ReqWeb Virtual Directory on IIS

To create a virtual directory for RequisiteWeb on your RequisiteWeb Requirements server:

- 1 Launch the Internet Service Manager by doing one of the following:
  - In Windows NT 4.0, click **Start > Programs > Windows NT 4.0 Option Pack > Microsoft Internet Information Server > Internet Service Manager**.
  - In Windows 2000 Server, click **Start > Programs > Administrative Tools/Internet Services Manager**.
- 2 Right-click the Default Web Site and select **New Virtual Directory**.
- 3 In the Virtual Directory Creation Wizard, click **Next** and type an **Alias**: ReqWeb.
- 4 Click **Next** and browse to and select  
C:\Program Files\Rational\jakarta-tomcat\webapps\ReqWeb
- 5 Click **Next** and make sure that only the **Read** and **Run** options are checked if using Windows 2000 and that only the **Read** and **Script** options are checked if using Windows NT.
- 6 Click **Next** and **Finish** to complete the wizard.

## Creating a Jakarta Virtual Directory on IIS

To configure a virtual directory for Jakarta Tomcat on your RequisiteWeb server:

- 1 Launch the Internet Services Manager by doing one of the following:
  - In Windows NT 4.0, click **Start > Programs > Windows NT 4.0 Option Pack > Microsoft Internet Information Server > Internet Service Manager**.
  - In Windows 2000 Server, click **Start > Programs > Administrative Tools/Internet Services Manager**.
- 2 Right-click the Default Web Site and select **New > Virtual Directory**.
- 3 In the Virtual Directory Creation Wizard, click **Next** and type an **Alias**: jakarta.  
**Note:** The alias, jakarta, must be lower-case.
- 4 Click **Next** and browse to and select  
C:\Program Files\Rational\jakarta-tomcat\jakarta
- 5 Click **Next** and make sure that only the **Read**, **Run**, and **Execute** options are checked if using Windows 2000 and that only the **Read**, **Script**, and **Execute** options are checked if using Windows NT.

- 6 Click **Next** and **Finish** to complete the wizard. Leave the Internet Services Manager open.

## Adding a JSP Filter

The following filter setting instructs IIS to process JSP pages using Tomcat.

- 1 Right-click on the Default Web Site and select **Properties**.
- 2 At the **ISAPI Filters** tab, click **Add**.
- 3 Type the filter name: jakarta
 

**Note:** The filter name, jakarta, must be lower-case.
- 4 Browse to and select  
C:\Program Files\Rational\Jakarta-Tomcat\jakarta\isapi\_redirect.dll
 

**Note:** You may not be able to see the isapi\_redirect.dll file. If not, type isapi\_redirect.dll in the **File name** box.
- 5 Click **OK** to close the dialog boxes.
 

**Note:** To test your JSP filter, right-click on the Default Web Site, select **Properties** and click the **ISAPI Filters** tab. A green up-arrow should appear next to jakarta under the **Status** column.
- 6 Leave the Internet Services Manager open.

**Table 9 ReqWeb Virtual Directory Configuration in IIS**

Step	Windows NT 4.0/IIS 4.0	Windows 2000 Server/IIS 5.0
1	Right-click the ReqWeb virtual directory (located under the Default Web Site) and select <b>Properties</b> .	Right-click the ReqWeb virtual directory (located under the Default Web Site) and select <b>Properties</b> .
2	At the Properties dialog box, click the <b>Virtual Directory</b> tab. Select <b>Read</b> permission; clear <b>Write</b> permission. Be sure that the <b>Application Settings</b> section contains the <b>Name</b> "ReqWeb". Clear the box <b>Run in separate memory space</b> . At the <b>Permissions</b> list, select <b>Script</b> .	At the Properties dialog box, click the <b>Virtual Directory</b> tab. Select <b>Read</b> permission; clear <b>Write</b> permission. Clear the <b>Directory Browsing</b> check box. Be sure that the <b>Application Settings</b> section contains the <b>Application Name</b> "ReqWeb". Accept <b>Medium</b> Application Protection.

**Table 9 ReqWeb Virtual Directory Configuration in IIS**

3	<p>Click <b>Configuration</b>.</p> <p>At the Application Configuration dialog box, click the <b>App Options</b> tab.</p> <p>Select <b>Enable session state</b>.</p> <p>Set <b>ASP Script timeout</b> to at least 90 seconds.</p> <p>Keep default values for all other settings. Click <b>OK</b>.</p>	<p>Click <b>Configuration</b>.</p> <p>At the Application Configuration dialog box, click the <b>App Options</b> tab.</p> <p>Select <b>Enable session state</b> and set Session timeout to 20 minutes.</p> <p>Set <b>ASP Script timeout</b> to at least 90 seconds.</p> <p>Keep default values for all other settings. Click <b>OK</b>.</p>
4	<p>At the Properties dialog box, click the <b>Directory Security</b> tab.</p> <p>In <b>Anonymous Access and Authentication Control</b>, click <b>Edit</b>.</p>	<p>At the Properties dialog box, click the <b>Directory Security</b> tab.</p> <p>In <b>Anonymous access and authentication control</b>, click <b>Edit</b>.</p>
5	<p>At the Authentication Methods dialog box, select <b>Allow Anonymous Access</b>, clear all other check boxes and click <b>Edit</b>.</p>	<p>At the Authentication Methods dialog box, select <b>Anonymous Access</b>, clear all other check boxes and click <b>Edit</b>.</p>
6	<p>In the Anonymous User Account dialog box, at <b>Username</b> field, replace the default entry by typing: "Domain"\ReqWebUser, and type a password of your choice.</p> <p>Clear the check box <b>Enable Automatic Password Synchronization</b>. Click <b>OK</b> twice.</p>	<p>In the Anonymous User Account dialog box, at <b>Username</b> field, replace the default entry by typing: "Domain"\ReqWebUser, and type a password of your choice.</p> <p>Clear the check box <b>Allow IIS to control password</b>. Click <b>OK</b> twice.</p>

**Table 9 ReqWeb Virtual Directory Configuration in IIS**

7	<p>At the Properties dialog box, click the <b>Documents</b> tab.</p> <p>Select the <b>Enable Default Document</b> check box. Click <b>Add</b>.</p> <p>At the Add Default Document dialog box, type <code>index.html</code>. Click <b>OK</b>.</p> <p>At the Properties dialog box, on the <b>Documents</b> tab, select the <code>index.html</code> entry in the default document list. Use the up arrow to move that entry to the top of the list.</p> <p>Click <b>OK</b>.</p> <p><b>Note:</b> If you are using SSL skip step 8.</p>	<p>At the Properties dialog box, click the <b>Documents</b> tab.</p> <p>Select the <b>Enable Default Document</b> check box. Click <b>Add</b>.</p> <p>At the Add Default Document dialog box, type <code>index.html</code>. Click <b>OK</b>.</p> <p>At the Properties dialog box, on the <b>Documents</b> tab, select the <code>index.html</code> entry in the default document list. Use the up arrow to move that entry to the top of the list.</p> <p>Click <b>OK</b>.</p> <p><b>Note:</b> If you are using SSL skip step 8.</p>
8	<p>At the Properties dialog box, click the <b>HTTP Headers</b> tab.</p> <p>Check <b>Enable Content Expiration</b> and select <b>Expire Immediately</b>.</p> <p>Click <b>OK</b>.</p>	<p>At the Properties dialog box, click the <b>HTTP Headers</b> tab.</p> <p>Check <b>Enable Content Expiration</b> and select <b>Expire Immediately</b>.</p> <p>Click <b>OK</b>.</p>
9	<p>Close the Internet Service Manager</p>	<p>Close the Internet Services Manager.</p>

## Testing RequisiteWeb

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To test a RequisitePro project in RequisiteWeb:

- 1 Open your browser.
- 2 Set the URL address to the full path to the logon page in the RequisiteWeb virtual directory; for example: `http://<server name>/reqweb`  
**Note:** Be sure to use the server name rather than an IP address.
- 3 Navigate to that address. The RequisiteWeb log on page appears.
- 4 Select a RequisitePro project that contains documents from the **Project** list. If your project does not appear on the list, refer to the procedure *Managing RequisitePro Projects for RequisiteWeb* on page 51.
- 5 Type your RequisitePro **User** name and **Password** and click **Log On**.
- 6 Click the **Documents** icon, select a document and open it. Once the document opens RequisiteWeb has been properly installed.

**Note:** If the Microsoft Word installer appears, you must allow it to complete.

## Final Steps

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To finish configuring your RequisiteWeb installation, refer to the following sections:

- *Managing RequisitePro Projects for RequisiteWeb* on page 51
- *Configuring E-mail for Discussions* on page 52
- *Uninstalling RequisiteWeb* on page 53

## Managing RequisitePro Projects for RequisiteWeb

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While RequisiteWeb provides features for accessing and editing requirements and documents in projects, you must use the full RequisitePro PC client application to create projects and documents. RequisitePro offers project templates and other management tools for creating and modifying project structure and security. For more information refer to the guide *Using Rational RequisitePro* or the RequisitePro online help.

### Using the RequisiteWeb Project Catalog

RequisiteWeb uses a catalog text file to provide access to RequisitePro projects. By default, the file contains entries for the RequisitePro Learning Project and another sample project. The projects that are listed in your catalog file appear in the **Projects** drop-down list on the RequisiteWeb logon page.

To add your own projects to the catalog, you must enter the full path for the project file, which has a .rqs extension. For instructions on modifying the catalog, see *Editing the RequisitePro Projects Catalog* on page 52.

### Accessing Projects on Different Servers

By default, local projects are created in the following directory:

C:\Program Files\Rational\RequisitePro\ReqWeb\Projects

RequisiteWeb can open SQL Server- and Oracle-based projects that are not physically located on the RequisiteWeb server; however, in this case the ReqWebUser domain user must have Change or Modify permission for the directory containing the RequisitePro (.rqs) project file on the remote project server.

In order to access RequisitePro projects that are stored in an Oracle database, you must configure Oracle client software on the server. Refer to the sections *Setting Up PCs for Oracle Access* on page 23. That section refers to a RequisitePro installation on a client PC; you must perform that procedure on the RequisiteWeb server.

**Important:** You must install the Oracle client software *before* installing the JDK if you are using a version of Oracle that is earlier than 8.1.7.

## Editing the RequisitePro Projects Catalog

To edit the catalog, perform the following procedure on the RequisiteWeb server:

- 1 Navigate to the directory:  
C:\Program Files\Rational\RequisitePro\ReqWeb\Projects
- 2 Using a text editor, open the catalog.txt file.
- 3 Create an entry on each line with the full path to the RequisitePro project file. Copy the format of default project entries.

**Note:** Use a full path for local projects on the Requirements server. To access projects on another server, you must specify a Universal Naming Convention (UNC) path to the shared folder containing the RequisitePro .rqs file.

- 4 Save and close the catalog.txt file.

**Note:** In order to view updates to the catalog.txt file, users must log off RequisiteWeb and then select a project at the RequisiteWeb project “log on” page.

## Configuring E-mail for Discussions

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To configure e-mail for RequisitePro discussions, refer to *Configuring E-mail for Discussions* on page 12 in this guide. You use the same Rational E-mail Reader session for both RequisitePro and RequisiteWeb; however, note the following requirements when configuring the Rational E-mail Reader for both RequisitePro and RequisiteWeb:

- You must run the Rational E-mail Reader on a **different** server than the RequisiteWeb server.
- In order to enable e-mail for RequisiteWeb discussions, you must configure discussion e-mail using the **SMTP** protocol option in the Rational E-mail Reader. The MAPI protocol option is not supported for RequisitePro or RequisiteWeb.
- The E-mail Setup option on the RequisitePro Tools menu **does not** configure e-mail for RequisiteWeb discussions. Use the Rational E-mail Reader, as described on page 12, to configure e-mail for RequisiteWeb discussions.

## Uninstalling RequisiteWeb

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This section describes how to remove RequisiteWeb from a RequisiteWeb server. Prior to removing RequisiteWeb from your system, make sure that no one is using RequisiteWeb or any associated files. You will not be able to remove files that are in use.

RequisiteWeb installs a new project catalog containing paths to new sample projects. Be sure to make a copy of your existing `catalog.txt` file before removing RequisiteWeb. If you are upgrading from an earlier release of RequisiteWeb, the `catalog.txt` file should be located in the following default directory: `C:\inetpub\wwwroot\reqweb`

Add your previous `catalog.txt` entries to the new catalog file that is installed with the new version of RequisiteWeb in the default directory:

`C:\Program Files\Rational\RequisitePro\ReqWeb\Projects`

For more information, see *Managing RequisitePro Projects for RequisiteWeb* on page 51.

## Removing RequisiteWeb

To remove RequisiteWeb from a Windows NT or Windows 2000 server, you must have Windows administrator privileges on that machine. Use the following instructions to:

- Remove or redirect the ReqWeb virtual directory
- Stop the IIS Admin Service
- Remove the RequisiteWeb program files
- Restart your Web Publishing Service

## Removing or Redirecting the ReqWeb Virtual Directory

- 1 Launch the Internet Services Manager by doing one of the following:
  - Click **Start > Run**, and type `inetmgr`. Click **OK**.
  - In Windows NT 4.0, click **Start > Programs > Windows NT 4.0 Option Pack > Microsoft Internet Information Server > Internet Service Manager**.
  - In Windows 2000 Server, click **Start > Programs > Administrative Tools/Internet Services Manager**.
- 2 Select the Default Web Site and click the **Stop** button on the toolbar.
- 3 Right-click on the ReqWeb virtual directory and select **Properties**. The ReqWeb Properties dialog box appears. Click the **Virtual Directory** tab.
- 4 Depending on whether you are upgrading or simply removing RequisiteWeb from your system, do one of the following:

- If you are upgrading to a new version of RequisiteWeb, do not delete your ReqWeb virtual directory. After you have installed your new version of RequisiteWeb, you will redirect the ReqWeb virtual directory to the new path, described in *Creating a ReqWeb Virtual Directory on IIS* on page 47.
- If you are not upgrading, but simply removing all RequisiteWeb components from your system, click **Remove** and click **OK** to close the dialog box.

## Stopping the IIS Admin Service

Perform the instructions in the following table. Refer to the column that corresponds to your operating system.

Step	Windows NT 4.0	Windows 2000 Advanced Server
1	Close the Internet Service Manager.	In the Internet Services Manager, right-click on the server name.
2	At the Start/Run command line, type cmd.	Select <b>Restart IIS</b> .
3	In the MS-DOS window, type the following: net stop iisadmin /y and press <b>Enter</b> .	At the Stop/Start/Reboot dialog box, select <b>Stop Internet Services on &lt;server name&gt;</b> .
4	The following message appears: "The IIS Admin Service was stopped successfully." The C:\ prompt appears after the command is successfully executed. Type exit to close the MS-DOS window.	Click <b>OK</b> to close the dialog box. Close the Internet Services Manager.

## Removing the RequisiteWeb Program

Use the **Add/Remove Programs** function in the Windows Control Panel to select and remove **RequisitePro**. After the uninstall process is complete, check to see if the C:\Program Files\Rational\RequisitePro\ReqWeb directory is still present on the server. If so, delete the ReqWeb directory and its subdirectories.

## Restarting the Web Publishing Service

Perform the instructions in the following table. Refer to the column that corresponds to your operating system.

Step	Windows NT 4.0	Windows 2000 Advanced Server
1	In the MS-DOS window, type the following: <code>net start w3svc</code> and press <b>Enter</b> .	In the Internet Services Manager, right-click on your server name.
2	The following message appears: "The World Wide Web Publishing Service was started successfully." The C:\ prompt appears after the command is successfully executed.	Select <b>Restart IIS</b> . At the Stop/Start/Reboot dialog box, select Restart Internet Services on <server name>.
3	Type <code>exit</code> to close the MS-DOS window.	Click <b>OK</b> to close the dialog box and close the Internet Services Manager.

## Troubleshooting

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### Tomcat

If you receive an error message while attempting to run the Tomcat service, right-click on **My Computer** and choose **properties**. In the **System Properties** dialog box select the **Advanced** tab and choose **Environment Variables**. Check the following values under **System variables**:

1 `java_home`

This should point to the jre installed with your Rational product. By default the location is C:\Program Files\Rational\common\java\jre1.2.2

2 `tomcat_home`

This should point to the Tomcat installed with your Rational product. By default the location is C:\Program Files\Rational\jakarta-tomcat

3 `path`

This should include the java executable installed with your Rational product. By default the location is C:\Program Files\Rational\common\java\jre1.2.2\bin

- 4 In your Windows Explorer navigate to C:\Program Files\Rational\jakarta-tomcat\bin. Using a text editor, open the wrapper.properties file and check your java\_home and tomcat\_home paths.

If you have any problems running the Rational Software Setup program, try the following suggestions before you call Rational Customer Support for help:

- Be sure to 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 top of 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.
- Make certain that your system meets the minimum system requirements listed in: “System and Software Requirements” on page 2 and “RequisiteWeb System Requirements” on page 38.

## Installation Messages

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Contact Rational Customer Support for information and assistance regarding any error messages you encounter while installing Rational software. See “Contacting Rational Technical Support” on page xiv contact information.

Installation error messages, including messages for silent installations, are displayed in the file <Install Path>\RSSetup\Error.log. For more information on silent installations, refer to the guide *Installing Rational Suite*, which is included on the CD: *Rational Solutions for Windows – Online Documentation CD*.

**Table 10 Silent Installation Messages**

Message	Description
Product "ProductName" specified in response file is not contained in the product list.	This error message appears when the response.ini file contains an invalid product name.
Unable to open response file.	Typically, this error occurs when the installation procedure cannot locate the response.ini file. Either you have specified an incorrect path or the response.ini file is not in the default location.
Information required to remove the specified product cannot be found. The product may not be removed automatically.	When trying to remove a product with the /uninstall switch, you either specified a product that is not installed on your system or you incorrectly typed the product name on the command line.  Confirm that you are specifying a product on your system. Confirm that you have typed the product name exactly as it appears in the Rational Software Setup program.

## Support Information

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Contact Rational Customer Support if you have questions regarding the installation, use, or maintenance of this Rational Software product.

*Contacting Rational Technical Support* on page xiv provides Rational Customer Support telephone and e-mail contact information.

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