

# Rational Suite®

## Release Notes

VERSION: 2002.05.00

PART NUMBER: 800-025341-000

UNIX



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Part Number: 800-025341-000

Version Number: 2002.05.00

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**PATENT**

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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# Rational Suite Release Notes

These release notes provide information on the following topics:

- *What's New in This Release* on page 8
- *Installation, Upgrading, and Licensing* on page 16
  - *Platforms Supported* on page 16
  - *Installation Information* on page 16
  - *Licensing* on page 18
- *Online Documentation* on page 18
- *Known Problems* on page 20
- *Contacting Rational Technical Support* on page 23
- *Contacting Rational Licensing Technical Support* on page 23
- *Receiving Important Product Announcements* on page 25

If you encounter any problems while installing or running Rational Suite for UNIX, check here first to see if you encountered a known problem. Also, refer to the product-specific Release Notes. For a list of product-specific Release Notes, see *Point Product Release Notes* on page 20.

If you find a problem that is not documented, contact Rational Technical Support so that we can investigate it, provide you with a workaround, and track the problem for future action. For more information, see *Contacting Rational Technical Support* on page 23.

See the Rational Suite web site for the latest Release Notes, patches, and additional information: [www.rational.com/products/rs](http://www.rational.com/products/rs).

# What's New in This Release

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## New Rational Suite Edition

A new Rational Suite for UNIX edition, Rational Suite DevelopmentStudio RealTime is included with this release of Rational Suite.

### Rational Suite DevelopmentStudio RealTime

Rational Suite DevelopmentStudio RealTime is our newest edition of Rational Suite for UNIX. This edition of Rational Suite includes Rational Rose RealTime, which is customized for developers who focus on real-time and embedded software development. This Suite edition contains all the tools in Rational Suite DevelopmentStudio, replacing Rational Rose with Rational Rose RealTime.

**Note:** Rational Suite for UNIX will be referred to as Rational Suite for the remainder of this guide.

## New Point Products in Rational Suite

The following point products have been added to Rational Suite:

- Rational Rose RealTime
- Rational Rose RealTime Companion Products
- Rational TestManager and Test Agents
- Crystal Reports

### Rational Rose RealTime

Rational Rose RealTime is provided with Rational Suite DevelopmentStudio RealTime. Your Rational Suite DevelopmentStudio RealTime (UNIX Components) license key can be used to run this product. For more information, see the *Rational Suite Installation Guide*.

### Rational Rose RealTime Companion Products

The Rational Rose RealTime Companion Products are provided with Rational Suite DevelopmentStudio RealTime. These products can be installed from the *Rational Rose RealTime Companion Products* CD and include:

- Rational Quality Architect
- Rational Connexis



For more information about installing the Rational Rose RealTime Companion Products, refer to the *Rational Rose RealTime Professional Edition Release Notes and Installation Guide*. See the Welcome Letter included with the product for your license key.

## **Rational TestManager and UNIX Test Agent**

Rational TestManager is new with this release of Rational Suite. Your Rational Suite DevelopmentStudio for UNIX (Windows Components) or Rational Suite DevelopmentStudio RealTime for UNIX (Windows Components) license key can be used to run this product. For more information, see the *Rational Suite Installation Guide*.

The UNIX Test Agent is installed from the *Rational Test Agent* CD. UNIX Test Agent software works in conjunction with Rational TestManager, which is run from within the Windows environment.

## **Crystal Reports**

Crystal Reports can be used with Rational TestManager or Rational ClearQuest (Windows only) to customize or create new report formats from the standard output generated by these two applications.

Crystal Reports is provided on the *Crystal Reports Pro Edition* CD. To install this product, refer to instructions provided with the CD.

## **New Features in Rational Suite Point Products**

The following section summarizes the new features in Rational Suite point products.

### **Rational Rose**

There are no new features for Rational Rose in this release. Many important fixes have been made to the product and it is highly recommended that you upgrade to version 2002.05.00. For more information, see the Rational Rose Release Notes.

### **Rational ClearQuest**

Rational ClearQuest UNIX, version 2002.05.00, includes many enhancements aimed at improving the user experience by providing more intuitive interfaces and by supporting the common needs of end users.

## **New Features at a Glance**

### UNIX Client Enhancements

- Display only valid actions for any state
- Results set updated automatically

### Miscellaneous Enhancements

- Support for multiple schema repositories

## **UNIX Client Enhancements**

### Display only valid actions for any state

When a user clicks on the Actions button, Rational ClearQuest UNIX will display only the actions available at that particular time, based on the user's permissions, and the state of the record. Note that due to potential performance issues, ClearQuest will not execute access control hooks when calculating valid actions.

### Results set updated automatically

When a record is modified, the display fields in a query results set are dynamically updated with the modifications made to the record in that client session.

## **Miscellaneous Enhancements**

### Support for multiple schema repositories

With this release, ClearQuest supports an easy mechanism to manage multiple schema repositories by introducing connections, previously known unofficially as dbsets. A connection is a reference to a schema repository and its associated user databases. ClearQuest can now support multiple connections on a per-machine basis. The list of connections available on a particular machine is displayed during the login process by clicking the ... button so that users can easily switch between schema repositories to select an appropriate user database.

## **Rational Purify, Quantify and PureCoverage**

This section summarizes the new features for Rational Purify, Quantify and PureCoverage, version 2002.05.00.

### **Solaris**

This release provides support for the following compilers: Forte 6 Update 2 compiler (compiler version 5.3) and gcc 2.95.3 compiler.

## HP-UX

This release supports the following compilers:

- gcc 2.95.2 and 2.95.3 compilers
- aCC 3.27 and 3.30 compilers

This release supports the LD\_PRELOAD environment variable. This feature is available on HP-UX 11.00, AR0301(DART52) or later releases (ld and linker tools patch PHSS\_22478). Please see the product release notes for known issues with LD\_PRELOAD usage.

## Rational Unified Process

In this release, the Rational Unified Process (RUP) variant, RUP (Generic), has been replaced with RUP (Classic). For more information about the new features in Rational Unified Process, refer to the online Rational Unified Process Release Notes.

**Note:** Rational Unified Process is not supported on HP-UX 10.20. Supported HP-UX platforms for this product include HP-UX 11.00 and 11.11.

## SoDA

This section describes the changes made to Rational SoDA, version 2002.05.00.

### Rose Domain

In this release, domains for Rational Rose 2001a and 2002 are provided with SoDA. The Rose domain for version 2000e is no longer included. You must have Rational Rose installed in order to use the Rose domain. During the installation process, you will be asked for the location of your Rose installation. SoDA will automatically enable the Rose domain compatible with the release of Rose that you are using.

The Rose 2002 domain operates as a client-server application; if you have Rose already running on your machine, the Rose domain will connect to that instance of Rose for retrieving model information.

The Rose 2002 domain supports JPEG, TIFF and Postscript graphics.

Note that the JPG and TIFF graphics rendered in a FrameMaker+SGML document may not always appear as cleanly as Postscript images. This is most observable when a graphic is scaled to a small size. Increasing the visible size of your document (say to 140% or more) will reveal the missing detail. Printed documents are not affected.

If you are using Rose for the first time, it is recommended that you run Rose at least once before attempting to generate a Rose template. This ensures that Rose properly sets up your Windows emulation environment.

By default, a JPEG file is created for each Rose or RoseRT diagram requested from your model. This default can be overridden by using the environment variable `SODA_GRAPHIC_FORMAT` to specify the type of graphics files to be exported from the Rose or RoseRT domains. Setting `SODA_GRAPHIC_FORMAT` to `tiff` before starting SoDA, will cause TIFF files to be generated rather than JPG. Setting `SODA_GRAPHIC_FORMAT` to `eps`, will cause encapsulated Postscript files to be generated.

If you are using SoDA on HP-UX, please see the Known Limitations section of the *Rational SoDA for Frame Release Notes* for important information regarding using the Rose integration on that platform.

### **Rose Templates**

Users of Rational Rose who are upgrading from SoDA 3.0.1C or earlier should note that the schema for the Rose 2001a and 2002 domains is different from that of the Rose 98 domain shipped with previous versions of SoDA. The Rose templates shipped with SoDA have been updated to the new schema; however, your existing Rose templates cannot be edited or generated using newer Rose domains. An upgrade utility is provided with SoDA for upgrading older Rose templates for compatibility with Rose 2002. The utility is accessible through the **SoDA>Utilities>Upgrade Document** menu option. See the “Upgrading SoDA” section of the online help for more information.

### **Ghostscript Support**

SoDA is shipped with Ghostscript 2.6.1, which is used during generation of Rose templates to improve the appearance of Postscript diagrams. Ghostscript may be installed while installing SoDA.

### **Rose RealTime Domain**

SoDA now includes a domain compatible with Rose RealTime 2002.05.00 for UNIX.

### **Apex Domain**

The Apex domain supports Apex 3.2, and Apex 4.0 in this release. The Apex domain for version 3.0 is no longer included on the distribution media. Contact Rational Customer Support if you still require this combination.

The Apex domain for Apex 4.0 includes the Apex/ClearCase integration. Apex/ClearCase provides the Apex development environment while enabling the use of ClearCase for configuration management and version control. If you are using the Apex/ClearCase integrations, there are a few limitations to be noted:

- Apex and SoDA must be started within the context of a ClearCase view. For example, you can use the **cleartool setview** command to activate the view through which Apex accesses versioned files.
- The **VersionHistory** property will return the ClearCase version for a ClearCase-versioned file.
- View-extended path names should not be used for accessing files within a ClearCase subsystem. Instead, use the VOB path, for example, /vobs/source/project1.rss.

### **TestMate Domain**

The TestMate domain supports TestMate 3.2 and TestMate 4.0 in this release. The TestMate 3.0 integration domain is no longer included.

### **ClearCase Domain**

The SoDA integration domain for ClearCase 3.0 and later is included in this release. This version of the ClearCase domain contains an updated schema for better compatibility with the ClearCase domain available on Windows. ClearCase 4.0 or later is required to use the UCM features of the ClearCase domain.

### **ClearQuest Domain**

This release of SoDA includes support for ClearQuest 2002.05.00 on UNIX. If you have Rational ClearQuest for Solaris or HP-UX, you may use SoDA to document your ClearQuest database.

The ClearQuest domain utilizes a feature of SoDA/Frame called dynamic schema generation. This feature allows SoDA to determine the schema corresponding to a particular ClearQuest database at runtime. Since different ClearQuest databases will have different schemas, the properties and relationships available within a ClearQuest template depend on the database being documented. SoDA communicates with ClearQuest to determine the schema for a particular database as needed. This may happen during template customization, or during generation. SoDA will prompt you for a login name and password for your ClearQuest database. There will be a short delay while SoDA communicates with ClearQuest to obtain the database schema.

For further information on how to use the ClearQuest integration, please see the on-line help.

## Rational RequisitePro

This section describes new features in Rational RequisitePro and Rational RequisiteWeb, version 2002.05.00. For more information, see the online *Rational RequisitePro Release Notes*.

### Enhanced RequisitePro Environment

When you start RequisitePro, the **Open Project** dialog box appears, which enables you to select a project to work with or to create a new project. Click the **Existing** tab to select a project from your project list, or click the **New** tab to create a project.

The Explorer is RequisitePro's primary navigation window. In this window, project artifacts (documents, requirements, views, and packages) are displayed hierarchically in a tree browser. Project information is organized in packages, which are units of related artifacts. When you select an artifact, a description of it appears in the window below the Explorer.

You can use the Explorer to access, view, and edit your project artifacts. For example, you can double-click or right-click a view or a document to open it, you can select requirements and edit them, and you can drag and drop artifacts between packages. The Explorer reflects saved changes made to an open document, view, or requirement.

### Opening Existing Projects

The Open Project dialog box lists all projects; those most recently opened are listed first. You can sort projects alphabetically by clicking the project heading.

### New Project Template Structure

This release of RequisitePro provides new project template structure intended to accelerate your organization's requirements management strategy. The Use-Case, Traditional, and Composite templates provide new organizational structure, queries, and documents in accordance with the principles of the Rational Unified Process. Each template contains a Glossary document and a Requirements Management Plan document, which save project managers time by providing base content common to most requirements management needs, including descriptions of project artifacts, common terms, and roles. These templates are intended to be modified, manipulated, customized, and enhanced as the project evolves.

### Querying by Document Position

When you are creating queries on the **Location** attribute, you can select the **Sort by document position** check box to sort the requirements in the view in the same order as in the document that contains them.

## **New Quick Tour**

Quick Tour is a quick introduction to RequisitePro. It walks you through the basic tasks that you perform in a requirements project, such as how to create projects, documents, and requirements and how to set requirement attributes and establish traceability. You can open Quick Tour from the Let's Go RequisitePro help screen or from the Help menu.

## **Rational Developer Network Link**

From RequisitePro, you can open the Rational Developer Network by clicking **Help > Rational on the Web > Rational Developer Network**. Rational Developer Network is also available in Let's Go RequisitePro.

## **RequisitePro Extensibility Interface Changes**

The Rational RequisitePro Extensibility Interface contains new classes, methods, and properties. For more information, see the RequisitePro Extensibility Interface online reference topic "About this Release."

## **Rational ClearCase LT**

Rational ClearCase LT is included on a separate CD as an optional product for you to install. For information about the new features in Rational ClearCase LT, see the *Rational ClearCase LT Release Notes*.

# Installation, Upgrading, and Licensing

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## Platforms Supported

The following platforms are supported in Rational Suite, version 2002.05.00:

- Solaris 2.6, 2.7 (Solaris 7), and 2.8 (Solaris 8)
- HP-UX 10.20, 11.00, and 11.11

Note the following point product exceptions:

- Rational Unified Process is not supported on HP-UX 10.20. Supported HP-UX platforms for this product include HP-UX 11.00 and 11.11.
- Rational Rose RealTime is not supported on HP-UX 11.0 or 11.11. For more information, see “Installation Requirements for Rational Rose RealTime” in the *Rational Suite Installation Guide*.

## Web Browsers

Rational Rose RealTime requires Netscape 4.7 or 6.0.

## Installation Information

### Installing Windows Components

Windows Components must be installed on a Windows operating system: Windows NT or Windows 2000. If you plan to install the Windows components of Rational Suite, you will need the *Rational Solutions for Windows* CD to install the latest versions of the Windows software.

**Important:** Back up any user files *before* starting this procedure. Backing up your data prior to installing any new software should be a regular practice.

You also need to uninstall any previous versions of Rational Suite from the target system.



To uninstall a Rational product, click **Settings > Control Panel**. Double-click **Add/Remove Programs**. Click the Rational product you want to remove and click **Add/Remove**. Do *not* attempt to remove a product by just deleting program directories; there are many registry entries that need to be modified as well.

**Note:** If you have uninstalled a Rational Suite product and plan to reinstall the product or install a new version, we recommend that you reboot your system after you have removed the software. Once you have rebooted, proceed with the installation.

The Rational Software setup program may install Microsoft Shared components into the Windows 9x System, and Windows NT System32 directories. These Microsoft components are not removed when you uninstall Rational Suite. Other programs may use these files; therefore, following Microsoft guidelines, we do not remove them from your system.

In addition, a minimal number of files will remain under the folder *drive:\Program Files\Rational\*. This is because our uninstall deliberately does not delete files that you have created while using the products. You may manually delete these files if you wish to remove them from your system. Do *not* delete the entire *\Program Files\Rational* folder itself unless you are certain that you have uninstalled all products installed from the *Rational Solutions for Windows* CD (or other Rational product CDs).

## Installation Issues

### Installing Online Documentation

You must install the product *before* you install the online documentation. To support the links on the online documentation page (accessed when you type `rsdsu_help`), you must install the documentation into the product directory.

### Installing Rational Rose Using Ask Mode

When you install Rational Rose on HP-UX and use the **Ask** mode feature, you may be prompted to reinstall several components of the HP-UX 11.00 version. This only happens if you choose to install both HP-UX versions of Rose. This is because Rational Rose shares many of the same files between the HP-UX 10.20 version and HP-UX 11.00 version. The install script installs all of the HP-UX 10.20 files followed by the HP-UX 11.00 files. You can answer **No** to reinstalling these files.

## Licensing

With your software media kit, you received an envelope containing your Startup License Key Certificates for this product. You need these keys to run your software. The startup license keys will expire a few weeks after shipment. Be sure to request your permanent license keys as soon as they are available. The availability date for your permanent keys is indicated in the top section of your Startup License Key Certificate.

Please check the *Rational Suite Installation Guide* for detailed instructions on how to install your startup license keys and how to request your permanent license keys.

Versions 2002.05.00 and 2001A.04.00 will run with version 2000.02.10 license keys. If you are an existing customer and are using version 2000.02.10 of Rational Suite DevelopmentStudio, you do not need to obtain new license keys.

If you are an existing customer and are using a version of Rational Suite DevelopmentStudio prior to version 2000.02.10, you need to return your old license keys and request new ones. For more information, see “Requesting License Keys” in the *Rational Suite Installation Guide*.

## Online Documentation

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Rational Suite documentation is provided on the *Rational Solutions for UNIX Online Documentation* CD. You can access the documentation directly from the CD or you can install the documentation in the product installation area so that multiple users can have access to this information. Generally, guides are provided in either HTML or PDF format. In some cases, both formats (HTML and PDF) are provided.

If you prefer printed copies, the complete Rational Suite product documentation set can be ordered separately. For more information, contact your Rational sales office.

A README file located in the `/docs` directory provides information about problems that were not known at the time of printing the *Rational Suite Release Notes*. The README file also provides path information for locating PDF files for those customers who may not have access to a Web browser.

## Installing the Documentation

Refer to the *Rational Suite Installation Guide* for instructions about how to install the Rational Suite documentation.

The *Rational Suite Installation Guide* can be found on the *Rational Solutions for UNIX Online Documentation CD* at the following location:

`/docs/pdf/suite/suite_install.pdf`

## Viewing Documentation Online

You can view all of the Rational Suite documentation both directly from the CD and from the installed product area.

### Prerequisites

A standard Web browser (for example, Netscape 4.7 or higher) is required to view HTML documents. Adobe Acrobat is required to view the PDF files. Netscape Navigator 4.7 and Adobe Acrobat 4.0 can be installed from the *Rational Suite DevelopmentStudio UNIX Online Documentation CD*.

The version of Netscape provided with Rational Suite is configured to launch Adobe Acrobat automatically when you click a link to a PDF file from the online documentation page.

If you choose not to install the version of Netscape provided with Rational Suite, you can access the PDF files with the Adobe Acrobat **acroread** executable. Also, you should point your browser to the following location to access an HTML page that contains links to all documents (HTML and PDF):

`rational_dir/releases/DevelopmentStudioUNIX.2002.05.00/docs/index.html`

**Note:** Netscape Navigator and Adobe Acrobat are installed in the `rational_dir/base/cots` directory, where `rational_dir` is the installation path for the Suite.

### Viewing Documentation from the CD

To view documents directly from the CD, run the command `rs_help` from the CD's root directory.

### Viewing Documentation from the Installation Area

To view documents from the installed product area, run the command `rsdsu_help`

**Note:** You must set up your Suite environment for the shell that you are using by running `rs_setup.csh`, or `rs_setup.ksh` before you can use this command.

## Point Product Release Notes

The Release Notes for each point product provide important information that is specific for each product. These release notes can be found online in the **/docs** area.

**Note:** Rational Purify, Quantify and PureCoverage provide separate release notes for each platform: Solaris and HP-UX.

## Additional Documentation

Rational ClearCase LT documentation can be found on the *Rational ClearCase LT* CD.

## Known Problems

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The following section contains the known problems associated with this release. Further information about point product issues can be found in the product-specific release notes.

Table 1 lists known problems with the Suite.

**Table 1** Known Problems with DevelopmentStudio for UNIX

ID	Description
5571	Remote installation of Solaris point products from an HP-UX system is not supported. <b>Workaround:</b> Run the Solaris installation either locally or from a remote Solaris system.
N/A	Cannot uninstall a single architecture. If both HP and Solaris editions of the Suite are installed in the same <i>rational_dir</i> , there is no selection to uninstall just one. <b>Workaround:</b> It is not recommended that different editions of the Suite be installed in the same directory. The <b>uninstall</b> command cannot uninstall multiple editions of the Suite. It only gives you the ability to uninstall individual point products.
5560	The viewrup command does not work on HP-UX 10.20. <b>Note:</b> Rational Unified Process is not supported on HP-UX 10.20. Supported HP-UX platforms include: 11.00 and 11.11 <b>Workaround:</b> If the product is installed on an NFS-mounted drive, do the following: <ol style="list-style-type: none"><li>1 Log on to an HP-UX 11.0 or 11.11 system</li><li>2 Change to the directory where Rational Suite is installed.</li><li>3 Run <code>rs_setup.*sh</code></li><li>4 Enter the following command: <code>viewrup</code></li></ol>

**Table 1 Known Problems with DevelopmentStudio for UNIX (continued)**

ID	Description
N/A	<p>Receive the message “Cannot find license file” when trying to use the Rational ClearCase/ClearQuest integration.</p> <p>On Solaris 2.6, 2.7 (Solaris 7), and 2.8 (Solaris 8) there is a problem with the select() system call if the file descriptor limit is set above 1024. This manifests itself as a license checkout failure when applications are run or when the license server is started. Ensure that the file descriptor limit is set to 1024. A user can set this limit using the limit or ulimit command as summarized below.</p> <p>For sh, ksh, bash users:</p> <pre>ulimit -n 1024</pre> <p>For csh, tcsh users:</p> <pre>limit descriptors 1024</pre> <p>You can check the limit by running the same command without specifying the 1024. For more information, see the man page for the <code>limit</code> or <code>ulimit</code> commands (for example, <code>man limit</code>). To set the system-wide default, refer to this web page: <a href="http://help.netscape.com/kb/corporate/19990716-3.html">help.netscape.com/kb/corporate/19990716-3.html</a>.</p>
3984	<p><b>Rose/SoDA Integration on HP-UX</b></p> <p>At the time of publication, there was an outstanding issue relating to the use of SoDA's Rose integration on HP-UX. In some situations, the Rose application may terminate or issue Ole exception errors while SoDA is generating a template. This is usually caused by registry entries that are incompatible with SoDA's Rose client application.</p> <p>The SoDA-Rose integration is sensitive to the default registry settings and certain personalized settings that you may have in the &lt;user&gt;.reg file in your home directory. You may use either of the following methods to generate SoDA templates on HP-UX:</p> <ol style="list-style-type: none"> <li>1 Before generating a Rose template on HP-UX, ensure that Rose is not running on your desktop. SoDA will automatically start Rose as a background task when you generate a template. If you allow SoDA to start Rose, template generation should proceed normally with no errors.</li> <li>2 Modify the &lt;user&gt;.reg file in your home directory. In the section [HKEY_CURRENT_USER\Software\Rational Software\Rose\Rose], add the following key: “AutoConstructMainDiagrams”=“Yes”. This key may already exist in your personal registry file. If so, ensure that the value for this key is “Yes”. If you do not have a &lt;user&gt;.reg file in your home directory, you may create one based on the default file provided in your Rose installation. See the Rose product documentation for further information.</li> </ol> <p>These restrictions for using SoDA on HP-UX will be removed in a future patch release.</p>

**Table 1 Known Problems with DevelopmentStudio for UNIX (continued)**

ID	Description
N/A	<p>Frame *.lck files are not always removed on HP-UX 11.00</p> <p>When you close a document using FrameMaker+SGML 5.5.6, the Frame *.lck files are not always removed. This is a known issue with FrameMaker+SGML. When the document is re-opened, the <b>Document in Use</b> dialog is displayed.</p> <p><b>Workaround:</b> Click <b>Reset Lock and Open</b> to continue editing the document.</p> <p>Also, if you specify a filename in the <b>Generate Into</b> box on HP-UX, you may see a generation report containing the message "The specified name is invalid." This can occur if you previously generated another (or the same) template as the same target file. If a *.lck file exists for the target file from the previous generation, SoDA will not be able to write the document after generation.</p> <p><b>Workaround:</b> Manually remove the *.lck file prior to generation.</p>
55623	<p>A mixed license file (one with both Suite and Developer Tools named user licenses) can be requested from AccountLink. When you attempt to set up the named user licenses for Developer Tools, you should be prompted for authorized user names. This does not occur if there is a Floating license for another Rational product in the license file, for example, a Rational Suite license. (Reference Tech Note ID: 17853)</p> <p><b>Workaround:</b> Make a copy of the license file (<i>filename.upd</i>). Remove all but the Named User licenses and save the license file. Rerun the <b>license_setup</b> and import the new license file. You will be prompted for the user names to be served.</p>
5553	<p>An error may occur during SoDA <b>post_install</b> when SoDA tries to remove a link when the file is a directory. This can happen if files were copied using the <code>cp -r</code> command on Solaris. Links are not copied but full copies of the files are. When you get this error, the link for FrameMaker+SGML will not be performed/created? so SoDA will not work.</p> <p><b>Workaround:</b></p> <ol style="list-style-type: none"> <li>Use the following command to copy the files. <pre>find . -depth -print   cpio -pdmu /destination</pre> <p>This command requires that you are in the source directory and that the destination directory exists.</p> </li> <li>Run <b>post_install</b> for SoDA and point to the properly copied directory.</li> </ol>

## 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:

Your Location	Telephone	Facsimile	E-mail
North America	(800) 433-5444 (toll free) (408) 863-4000 Cupertino, CA	(781) 676-2460 Lexington, MA	support@rational.com
Europe, Middle East, Africa	+31 (0) 20-4546-202 Netherlands	+31 (0) 20-4545-201 Netherlands	support@europe.rational.com
Asia Pacific	+61-2-9419-0111 Australia	+61-2-9419-0123 Australia	support@apac.rational.com

**Note:** When you contact Rational Technical Support, please be prepared to supply the following information:

- Your name, telephone number, and company name
- Your operating system and version number
- Your case ID number (if you are following up on a previously-reported problem)

## Contacting Rational Licensing Technical Support

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Asia Pacific (Korea)	+82-2-556-9420	+82-2-556-9426	license@apac.rational.com
Asia Pacific (Mainland China, Hong Kong, and Taiwan)	+61-2-9419-0111	+61-2-9419-0123	license@china.rational.com

<b>Your Location</b>	<b>Telephone</b>	<b>Facsimile</b>	<b>E-mail</b>
Europe Middle East Africa	+31 20-4546-200	+31 20-4546-202	license@europe.rational.com
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North America (West Coast) Cen- tral America	800-433-5444 (toll free)	408-863-4001	license@rational.com

## **Accessing Additional Support Materials**

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### **Online Support on the World Wide Web**

Online support can be found on the World Wide Web at the following location:  
[www.rational.com/support/](http://www.rational.com/support/)

This location includes any updates not available at the printing of this manual in relation to such documents as:

- Installation manual
- Usage Notes

This website also includes such information as:

- Technical Application Notes (TAN)
- Frequently Asked Questions (FAQ)

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