Quick Start for Upgrade Installations
Rational Solutions for Windows, Version 2002.05.20

Please review this entire document *before* installing your new software.

Supplement Overview

This document is a high-level supplement to the installation guides that ship with the product and is tailored to highlight issues for customers upgrading from a previous release of Rational Solutions for Windows.

Unless otherwise specified, all document sections referenced here are in the *Rational Suite Installation Guide*. All Rational product guides mentioned in this document, other than Rational Rose RealTime guides, can be accessed directly from the **Rational Solutions for Windows Online Documentation** CD. Rational Rose RealTime guides can be accessed from one of the **Rational Solutions for Windows** CD's.

What's New in Rational Products for this Release?

An electronic document describing the major new features in this release can be found on our web site at http://www.rational.com/announcing2002_r2.jsp

Supported Operating Systems

The software included in this package is for use on the following desktop operating systems:

- Windows 2000 Professional Service Pack 1 or 2
- Windows NT 4.0 Workstation Service Pack 6a
- Windows 98 Second Edition
- Windows ME
- Windows XP Professional

The following Rational® products either do not support, or provide limited support for, Windows 98 and Windows ME. See the product documentation for more information.

- Rational Suite® DevelopmentStudio RealTime Edition
- Rational® PureCoverage®
- Rational® Purify®
- Rational® Quantify®
- Rational® Robot
- Rational® TestAgent
- Rational® TestManager

The Rational License Server and License Key Administrator run on all the desktop and server Windows platforms that Rational supports. See the *Rational Suite Installation Guide* for a complete list of server operating systems.

Before You Install

If you are upgrading from Rational suite v2002.05.00, you do not need to uninstall the existing software first. If you are upgrading from an earlier version, there are some instances when you do need to uninstall; for more information, carefully read the chapter, "Upgrading from Earlier Versions of Rational Suite" in the *Rational Suite Installation Guide*.

NOTE: Back up your data. Backing up your data, prior to installing any new software, should be a regular practice.

Step	Action
1 Review your product's release notes and installation guides prior to beginning installation	Release notes are located in the C:\Program Files\Rational\doc folder. Most installation manuals are located on the Rational Solutions for Windows Online Documentation CD-ROM. Rational Rose® RealTime Edition manuals may be found on one of the Rational Solutions for Windows CD-ROM's.
2 Rational Suite, Rational® ClearCase® LT, Rational® ClearQuest®, Rational® RequisitePro®, Rational Rose, Rational Testing products, Rational® ProjectConsole, Rational PurifyPlus, and Rational Unified Process® installations have special installation requirements if they have never been previously installed and configured on your machine.	See the "Before you Install" chapters in the client and administrator sections of the *Rational Suite Installation Guide*, or the product's own installation guide and release notes
3 Verify that you meet the hardware and software requirements for this release.	See the desktop and server recommendations and minimum requirements tables in the *Rational Suite Installation Guide* and the product's own release notes
4 Determine how you want to set up your server configuration based on the products you are planning to use.	See the "Before You Install" chapter in the administrator section of the *Rational Suite Installation Guide*
5 Migrate existing datastores and databases for use in this release.	See "Upgrading from Earlier Versions of Rational Suite" in the *Rational Suite Installation Guide*
6 If you are using multiple products from the Rational Suite, all products must be the same version.	See the "Ensuring Version Compatibility" sections in the "Before You Install" chapters of the *Rational Suite Installation Guide*
7 Make sure you have local administrator privileges if you are installing on Windows 2000, Windows NT or Windows XP	Consult your local IT resource if you need assistance getting administrator privileges See the "Installing Rational Suite" chapters in the client or administrator sections of the *Rational Suite Installation Guide*
8 Rational suggests that you disable any virus protection software before upgrading.	See the "Installing Rational Suite" chapters in the client or administrator sections of the *Rational Suite Installation Guide*
9 Exit all other applications before you begin the installation.	See the "Installing Rational Suite" chapters in the client or administrator sections of the *Rational Suite Installation Guide*

Installing Your New Software

There are multiple CD-ROM's in this Upgrade Media Kit. Use CD-ROM 1 to begin installation.

Some products may require a reboot in order to complete the installation. If a reboot is required, login as the same user.

Follow the instructions in the "Installing Rational Suite" chapter of the *Rational Suite Installation Guide* to install your new software.

After You Install

After you upgrade, re-enable any virus protection software.

Several Rational products have post-installation requirements if they have never been previously installed or configured on your machine. To configure Rational ClearCase LT, Rational ClearQuest, Rational ProjectConsole, Rational RequisitePro, or Rational testing products see the product's own installation manual for details:

- *Rational ClearCase LT Installation Guide*

- *Rational ClearQuest Installation Guide*

- *Rational ProjectConsole Installation Guide*

- *Rational RequisitePro Installation Guide*

- *Rational Testing Products Installation Guide*

Upgrade Licensing Notes

Rational Suite, version 2002.05.20 software will run with Rational Suite, version 2002.05.00 license keys. If you are an existing customer and are using version 2002.05.00 of a Rational product, you do not need to obtain new license keys in order to run version 2002.05.20 of the same product.

Frequently Asked Questions

1 What happens to my existing databases, repositories and data during an uninstall?

Removing an earlier version of a product does not delete any of your databases or license files. Directories containing files you created while using Rational products are not deleted.

2 Do I have to upgrade all of the systems and products my company uses at once?

It is recommended. Rational products share many components. If you choose to upgrade only a subset of the products on your workstation, the setup program will upgrade all shared components and some of the other products will no longer work correctly. To prevent any such problems, either run the setup program and upgrade all the products, or remove them.

3 If I choose to install the software on drive D: why does the product still need room on drive C: as well?

Even if you have specified an alternate drive for installation, the setup program needs room on the same drive as the operating system (usually the C:\ drive) to install and modify various system .dll files, as well as to install a small amount of information in the C:\flexlm directory if you have the Rational License Server installed.

4   Will I have to perform a separate data upgrade to use version 2002.05.20 products?

If you are upgrading from v2002.05.00, then you do not have to perform a separate data upgrade. If you are up upgrading from an earlier version, then refer to the "Upgrading from Earlier Versions of Rational Suite" chapter in the *Rational Suite Installation Guide*, for instructions on how to migrate your data for use in this release.

5   What is a "network installation" and how do I do it?

A network installation allows you to install the files needed to run Rational products from a network location. Check with your administrator about the proper network location. If you are the administrator, and are setting up a network installation for the first time, the procedure for setting up a network installation is documented in the *Rational Suite Installation Guide*, "Silent and Network Installations". As the administrator, you must have write permissions to set up the network installation area, but client users do not need write permissions to run the network installation.

If you previously installed Rational products on your systems by using the network installation option, follow these steps to upgrade those products:
   a.   Completely remove the earlier version of the Rational product from your computer.
   b.   Perform a new installation to install the latest version of the Rational product as documented in *Rational Suite Installation Guide*, "Silent and Network Installations".

6   Will I have to reboot the machine after installation?

In many cases, a reboot is required after installing the new software. The setup program will inform you to reboot your machine, as necessary. Remember to use the same login as that which was used during the installation to allow the software configuration to complete. Once the login successfully completes, you can logout and login as another user.

7   What is new in this version of the software?

Major new features in version 2002.05.20 are presented in the What's New in Rational Solutions for Windows document found on our web site at
http://www.rational.com/announcing2002_r2.jsp or review the *Rational Suite Release Notes*.

8   I get .dll error messages during the installation. Why do I get these?

There are various reasons these messages are displayed:

When the message indicates that the setup cannot register a .dll, these should not be ignored. Typically, these messages are caused by 1) improper write or administrator permissions to the workstation, or 2) incorrect versions of the minimum software requirements for installation, such as Internet Explorer or the operating system.

Some messages are merely informational; telling you that the program updated a .dll, or did not update a .dll because the one you have is newer. These are no cause for alarm.

Some messages inform you the .dll also exists in another directory and is a different version. Most of the time, these messages are no cause for alarm. If a problem does exist, first make sure that both are the same version by copying the newer one over the older one.

9   What if I still have trouble installing?

Contact Rational Customer Service in either of these two ways:

- Submit a support request online at:
  http://www.rational.com/support/forms/supportrequest-new.jsp

- Send an email to:

In North and South America	support@rational.com
In Europe, Middle East and Africa	support@europe.rational.com
In Asia Pacific	support@apac.rational.com

10   How can I submit feedback regarding this document?

Please feel free to email feedback about this document to: upgrades@rational.com

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Part Number: 800-025931-000

Version Number: 2002.05.20

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PATENT

Portions covered by U.S. Patent Nos. 5,193,180 and 5,335,334 and 5,535,329 and 5,574,898 and 5,649,200 and 5,675,802 and 5,754,760 and 5,835,701 and 6,049,666 and 6,126,329 and 6,167,534 and 6,206,584. U.S. Patents Pending. International Patents Pending. Purify is licensed under Sun Microsystems, Inc., U.S. Patent No. 5,404,499.

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