



Installation Guide

Before using this information, be sure to read the general information under the “Notices” section on page 79.

This edition applies to **VERSION 4.0, Rational Dashboard** and to all subsequent releases and modifications until otherwise indicated in new editions.

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About this manual

Welcome to IBM Rational Dashboard, a powerful tool to measure, analyze and manage the complete development lifecycle.

Typographical Conventions

The following typographical conventions are used in this manual:

Typeface or Symbol	Meaning
Bold	Book titles, important items, and selectable objects, including buttons and menus. For example: Click Yes to continue.
Courier	Commands, files, and directories; computer output. For example: Edit your <code>.properties</code> file.
>	A menu choice. For example: Select File > Open. This means select the File menu, then select the Open command from it.

Related Documentation

The following table describes where to find information in the IBM Rational Dashboard documentation set:

For information on	See
How to install IBM Rational Dashboard and set up licenses to use it.	Installation Guide
Getting Started with IBM Rational Dashboard	IBM Rational Dashboard Online Help
How to use IBM Rational Synergy	IBM Rational Synergy Walkthrough
How to use IBM Rational DOORS	IBM Rational DOORS Walkthrough

You will find PDF versions of the manuals on:

- The IBM Rational documentation CD
- Our web site at <https://www.ibm.com/software/rational/support/>

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Introduction

This chapter contains the following introduction topics:

- Document Purpose
- Intended Audience
- Document Organization

Document Purpose

The document provides technical information required to install IBM Rational Dashboard. The IBM Rational Dashboard Installation Guide walks users through the process of installing the following components: IBM Rational Dashboard Portal, IBM Rational Dashboard Tools and IBM Rational Dashboard Web Services.

The instructions provided in Section 4 of this document are for a full setup, often called a “clean install”, of IBM Rational Dashboard onto a Windows computer. These instructions are intended for a computer where IBM Rational Dashboard has not been previously installed.

For instructions on updating from a previously installed version of IBM Rational Dashboard, please see Section 6 Updating Prior Version.

Intended Audience

The installation document is intended for IBM Rational Dashboard administrators, integrators, software developers, programmers and installers. The reader of this document will be directly involved in installing, configuring, verifying and administering the operation of IBM Rational Dashboard and the associated system, database and network resources.

Document Organization

This document is organized in the following sections:

- Section 1 – Introduction
- Section 2 – Overview
- Section 3 – Prerequisites
- Section 4 – Application Installation and Licensing
- Section 5 – Installing LDAP Membership Provider
- Section 6 – Updating Prior Version
- Section 7 – Test Installation
- Section 8 – Troubleshoot Installation
- Section 9 – Un-Install IBM Rational Dashboard
- Section 10 – Contact Information
- Section 11 – Notices

2 Overview

IBM Rational Dashboard Installer allows users to install one, two or all three components. This chapter contains a description of each IBM Rational Dashboard component:

- IBM Rational Dashboard Windows Tools
- IBM Rational Dashboard Portal
- IBM Rational Dashboard Web Services

Dashboard Windows Tools

IBM Rational Dashboard Tools is a collection of Windows applications including the IBM Rational Dashboard Collector, User Sync Utility and Exchanger. The IBM Rational Dashboard Collector is a Windows application used to collect data from various sources including IBM Rational DOORS, IBM Rational Change and IBM Rational Synergy. The Collector uses Web Services to connect to the IBM Rational Dashboard Portal. The IBM Rational Dashboard Collector can be installed and run on any machine that has an existing DOORS and/or Synergy client and can also be installed on multiple machines. No license is required for IBM Rational Dashboard Collector.

Dashboard Portal

IBM Rational Dashboard Portal is the web application used to view, manage and configure projects/units, and graphs within them. IBM Rational Dashboard Portal runs in Microsoft IIS and uses .NET Framework. IBM Rational Dashboard Portal requires a license and can only be installed once per license.

Dashboard Web Services

IBM Rational Dashboard Web Services are web-based services that connect IBM Rational Dashboard Collector and IBM Rational Dashboard Portal. Web Service implementation allows IBM Rational Dashboard Collector to be installed on a different server than IBM Rational Dashboard Portal. Web Services have a distinct set of methods that retrieve information required by IBM Rational Dashboard Collector and IBM Rational Dashboard Portal. Web Services process data collected by IBM Rational Dashboard Collector and inserts the data into database tables for querying by IBM Rational Dashboard Portal. IBM Rational Dashboard Web Services run in Microsoft IIS and use .NET Framework. Only one installation of IBM Rational Dashboard Web Services is required for multiple IBM Rational Dashboard Portal licensed users.

3 Prerequisites

All prerequisites are required for proper IBM Rational Dashboard installation. This chapter contains the following IBM Rational Dashboard prerequisite requirements:

- IBM Rational Dashboard Windows Tools Requirements
- IBM Rational Dashboard Portal Requirements
- IBM Rational Dashboard Web Services Requirements

IBM Rational Dashboard Windows Tools Requirements

Recommended hardware configuration:

- AMD/Intel 3 GHz or AMD/Intel 64 Bit Processor
- 1 GB of Physical RAM
- 100 MB of free disk space

Supported Operating Systems:

- Windows Vista
- Windows XP Professional SP2
- Windows Server 2003

.NET Framework 2.0 is required

IBM Rational DOORS/IBM Rational Synergy clients must be available on the machine where the IBM Rational Dashboard Collector is installed.

IBM Rational Dashboard Portal Requirements

Recommended hardware configuration for a system running up to 50 IBM Rational Dashboard Portal concurrent users:

- Intel Dual Processor or AMD/Intel 64 Bit Processor
- 4 GB of RAM
- 500 MB of free disk space

After the initial 50 users, add 1 GB of RAM for each additional 25 users that are expected to be online concurrently. For example, 100 concurrent users, require 6GB of RAM.

Supported Windows Operating Systems:

- Windows XP Professional (test and demonstration only – not production)
- Windows Vista (test and demonstration only – not production)
- Windows Server 2003 (production)

Required System Components (must be installed prior to installing IBM Rational Dashboard):

- .NET Framework 2.0
- Microsoft SQL Server (2005 or 2008) -- Microsoft SQL Server Express (2005 or 2008) can be used for test or demonstration purposes
- Microsoft SQL Server Management Studio – Must be installed on the machine where the IBM Rational Dashboard installation is being run. The Configuration Utility (run during the installation) requires support files (the SMO DLLs) from the SQL Management Studio to function correctly.
- Windows account with permissions to create users and databases in SQL - In order to run the configuration utility, which creates and configures the database, the Windows account used to run the install must be able to create users and databases in SQL.
- Internet Information Server version 5, 6, or 7

Please see the section titled “Planning a SQL Server Database” for information on how to configure either Microsoft SQL Server or Microsoft SQL Server Express with IBM Rational Dashboard.

IBM Rational Dashboard Web Services Requirements

IBM Rational Dashboard Web Services must be installed on the same computer as IBM Rational Dashboard Portal.

Recommended hardware configuration for a system running up to 50 IBM Rational Dashboard Portal concurrent users:

- Intel Dual Processor or AMD/Intel 64 Bit Processor
- 4 GB of RAM
- 500 MB of free disk space

After the initial 50 users, add 1 GB of RAM for each additional 25 users that are expected to be online concurrently. For example, 100 concurrent users, require 6GB of RAM.

Supported Windows Operating Systems:

- Windows XP Professional (test and demonstration only – not production)
- Windows Vista (test and demonstration only – not production)
- Windows Server 2003 (production)

Required System Components (must be installed prior to IBM Rational Dashboard Web Services):

- .NET Framework 2.0
- Internet Information Server version 5, 6, or 7

Planning a SQL Server Database

IBM Rational Dashboard requires either a Microsoft SQL Server or Microsoft SQL Server Express database server. This chapter explains installation and configuration requirements for the database server. If your organization already has a SQL Server database server already configured, the IBM Rational Dashboard may be configured to use that server. You should review this section with your database administrator to see if using an existing database server is practical.

SQL Server and SQL Server Express are products available from Microsoft. Information on planning, installing, configuring, securing and maintaining the software is available from their website. In addition, SQL Server Express is available for download from the Microsoft web site at no cost. SQL Server Express contains connection, performance and capacity restrictions not present in SQL Server. You should review the SQL Server Express product information on the Microsoft web site to determine if it meets your business needs.

When installing either version of SQL Server, you must complete the following prior to installing the Portal software:

- Install SQL Server or SQL Server Express database and set the security to mixed mode, which enables Windows Authentication as well as named SQL users.
- Install SQL Server Management Studio Client tools on the same machine as the Portal and Web Services. The Portal Installer uses these client tools to install a new database and to update existing ones.

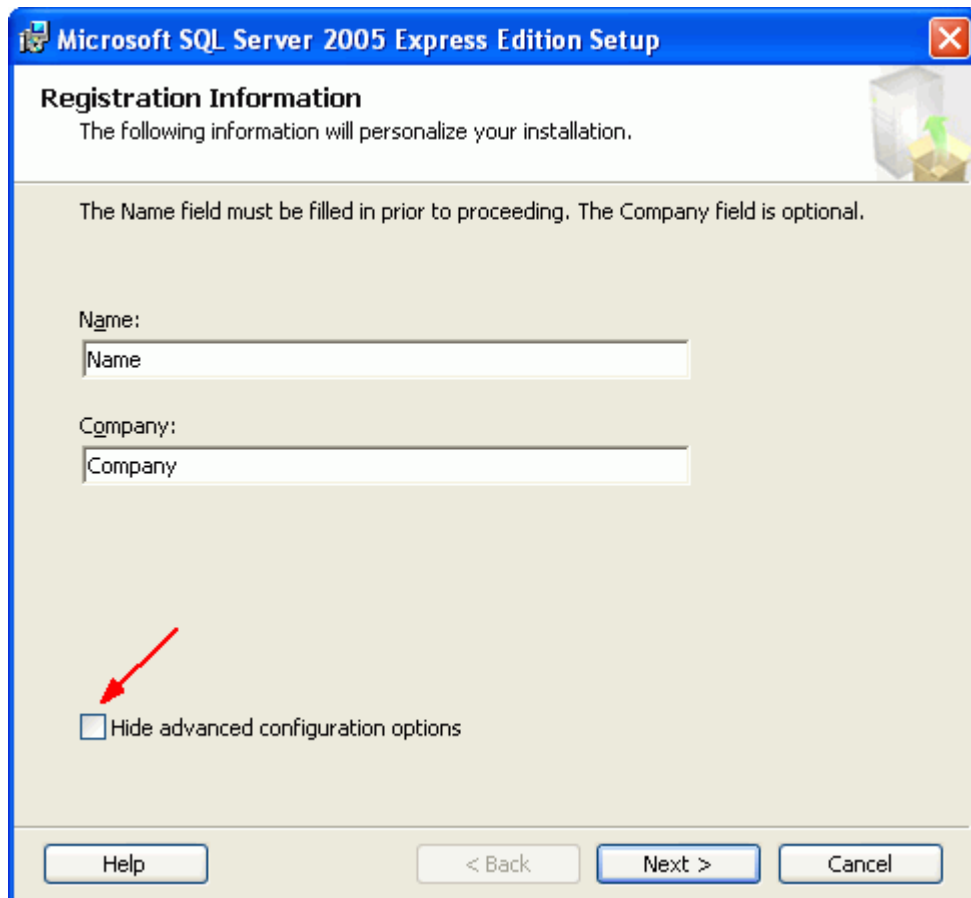
If you are using Microsoft SQL Server Express, you must enable network communication protocols for the SQL Server Express instance. The network communication protocols are disabled by default.

Also, when using SQL Server Express, you should configure a named instance of the database. SQL Server Express allows you to select either a default instance or a named instance. It is recommended that a named instance be used with IBM Rational Dashboard to simplify the configuration of the database when more than one instance is installed. (Other applications using SQL Server Express will use their own named instances.)

SQL Server Express Setup

This section provides guidance for installing Microsoft SQL Server Express 2005. These instructions will also work with Microsoft SQL Server Express 2008. When the SQL Express setup application is started, you will be prompted for your name and the name of your company.

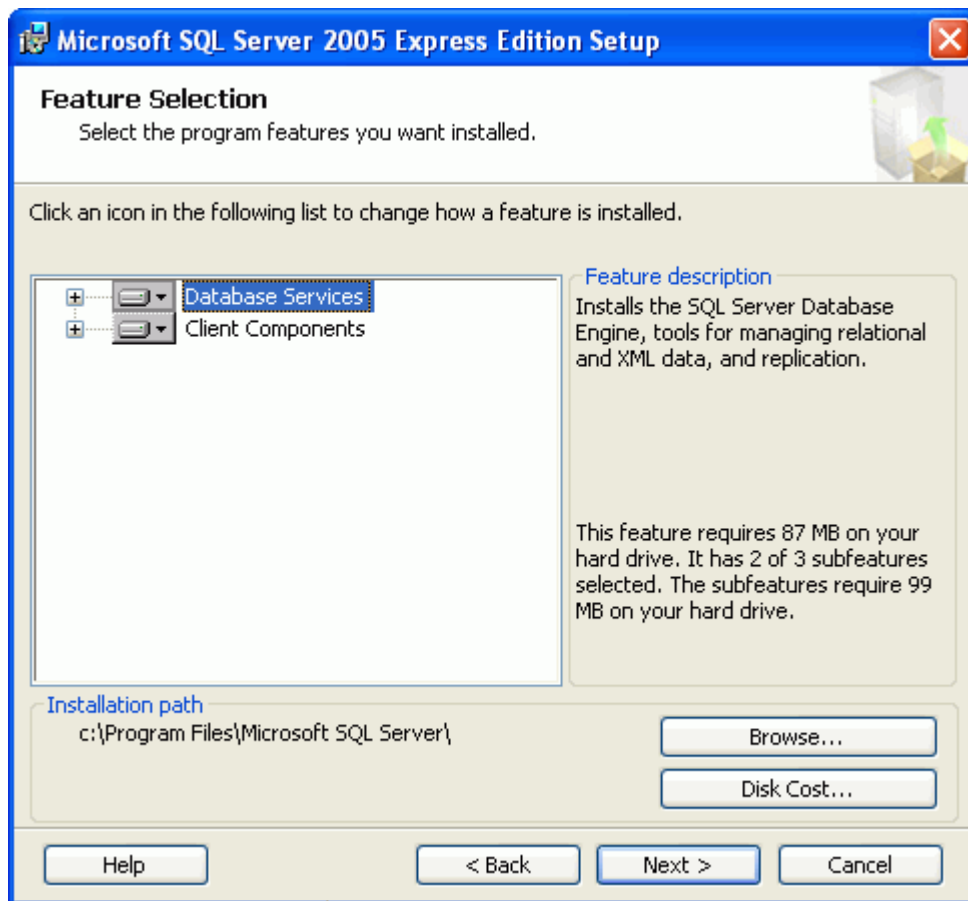
Notice the checkbox for “Hide advanced configuration options.” Make sure you **CLEAR THIS CHECKBOX** so that the advanced options **are not** hidden. This is necessary in order to configure a named instance of the database.



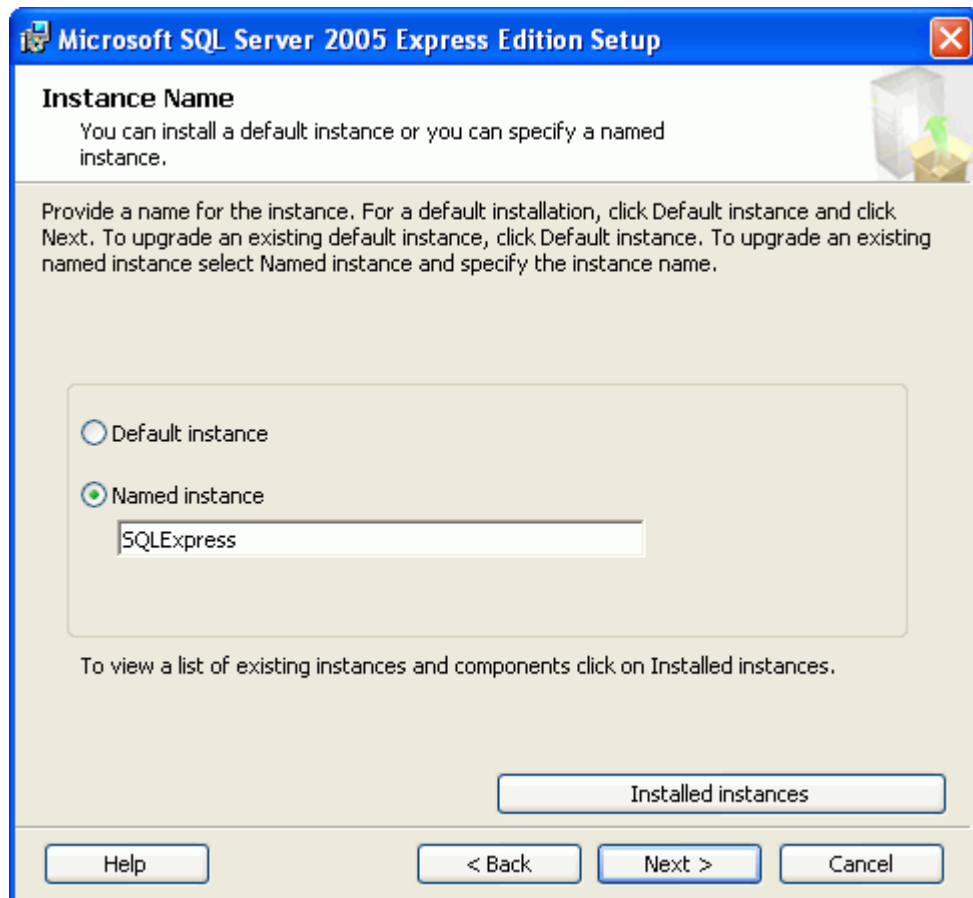
The screenshot shows the "Registration Information" dialog box for Microsoft SQL Server 2005 Express Edition Setup. The dialog has a blue title bar with the text "Microsoft SQL Server 2005 Express Edition Setup" and a close button (X) in the top right corner. Below the title bar, the text "Registration Information" is displayed in bold, followed by the instruction "The following information will personalize your installation." To the right of this text is a small icon of a box with a green arrow pointing up. Below this, a note states: "The Name field must be filled in prior to proceeding. The Company field is optional." There are two text input fields: "Name:" with a text box containing "Name", and "Company:" with a text box containing "Company". At the bottom left, there is a checkbox labeled "Hide advanced configuration options" which is currently unchecked. A red arrow points to this checkbox. At the bottom of the dialog, there are four buttons: "Help", "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a blue border.

Select the **Next** button to continue to the Feature Selection screen.

Make sure both the **Database Services** and **Client Components** options are selected to be installed. Select the **Next** button to continue to the Instance Name screen.



On the Instance Name screen, you will be prompted for the type of instance to use for your new SQL Express database. This is either default or named. For IBM Rational Dashboard, it is recommended that you select a named instance and name the instance “SQLExpress”.



Select **Next** to continue to the Authentication Mode screen.

Select the **Mixed Mode** option, as the Windows Integrated security mode (for SQL Express 2005) is not supported. Specify the sa logon password and select **Next** to continue.

The screenshot shows the 'Authentication Mode' dialog box in the Microsoft SQL Server 2005 Express Edition Setup. The title bar reads 'Microsoft SQL Server 2005 Express Edition Setup'. The main heading is 'Authentication Mode', with a sub-explanation: 'The authentication mode specifies the security used when connecting to SQL Server.' Below this, it says 'Select the authentication mode to use for this installation.' There are two radio button options: 'Windows Authentication Mode' (unselected) and 'Mixed Mode (Windows Authentication and SQL Server Authentication)' (selected). Underneath, it says 'Specify the sa logon password below:' followed by two text boxes. The first is labeled 'Enter password:' and contains '*****'. The second is labeled 'Confirm password:' and also contains '*****'. At the bottom, there are four buttons: 'Help', '< Back', 'Next >', and 'Cancel'.

The default selections are acceptable for the remaining screens of the SQL Server 2005 Express Setup. Once the 'Ready to Install' screen appears, select the **Install** button to install SQL Server 2005 Express.

4 Application Installation and Licensing

This chapter contains the following application installation topic:

- Run IBM Rational Dashboard Installation
- IBM Rational Dashboard License Interface

Run IBM Rational Dashboard Installation

The Setup Application will guide you through the following steps:

- Welcome Screen
- IBM Rational Dashboard Portal Installation
- IBM Rational Dashboard Web Services Installation
- IBM Rational Dashboard Windows Tools Installation

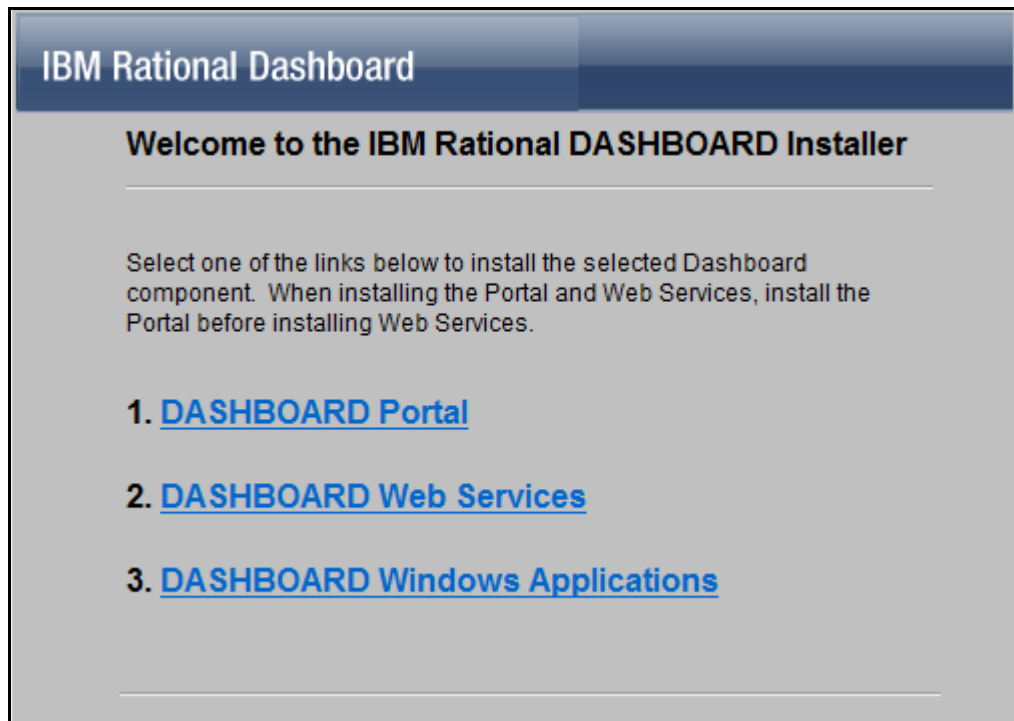
It is strongly recommended that you exit all Windows programs before running this setup program.

It is strongly recommended that you backup all databases associated with IBM Rational Dashboard if you had a previous IBM Rational Dashboard installation.

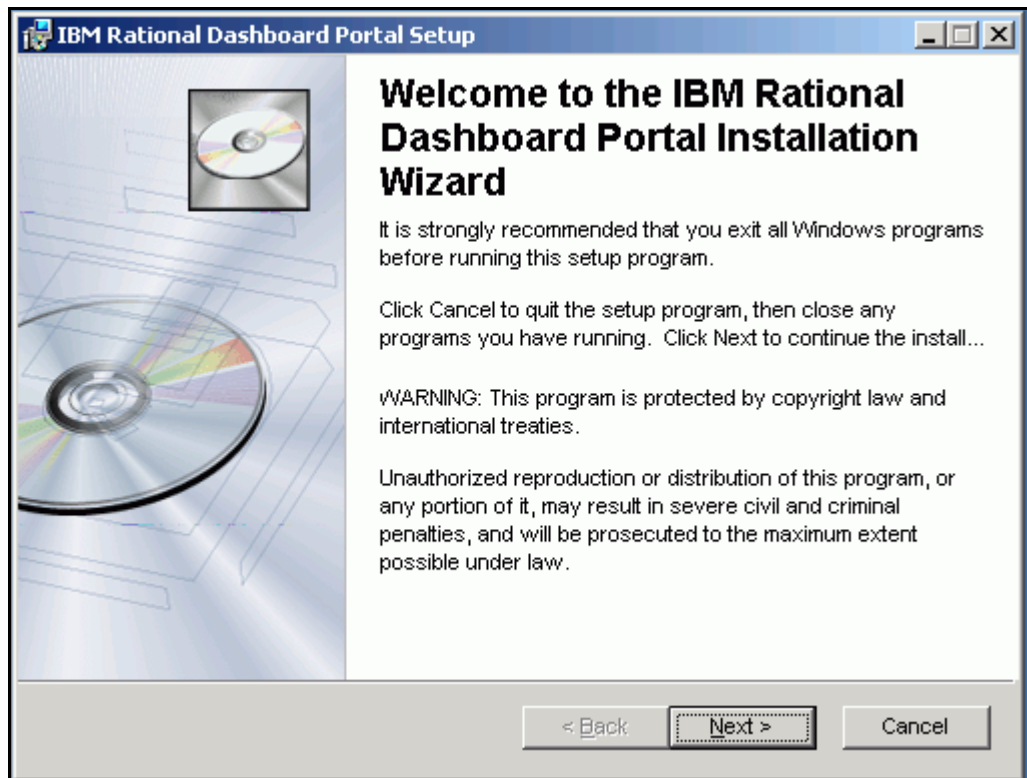
Start IBM Rational Dashboard Setup Application, follow these steps:

1. Exit all Windows Applications before running the installers
2. Unzip the archive and open the `Setup.html` file.

3. Click the **Dashboard Portal** link on the Welcome screen to install the IBM Rational Dashboard Portal or **View license agreement** to review the licensing agreement.

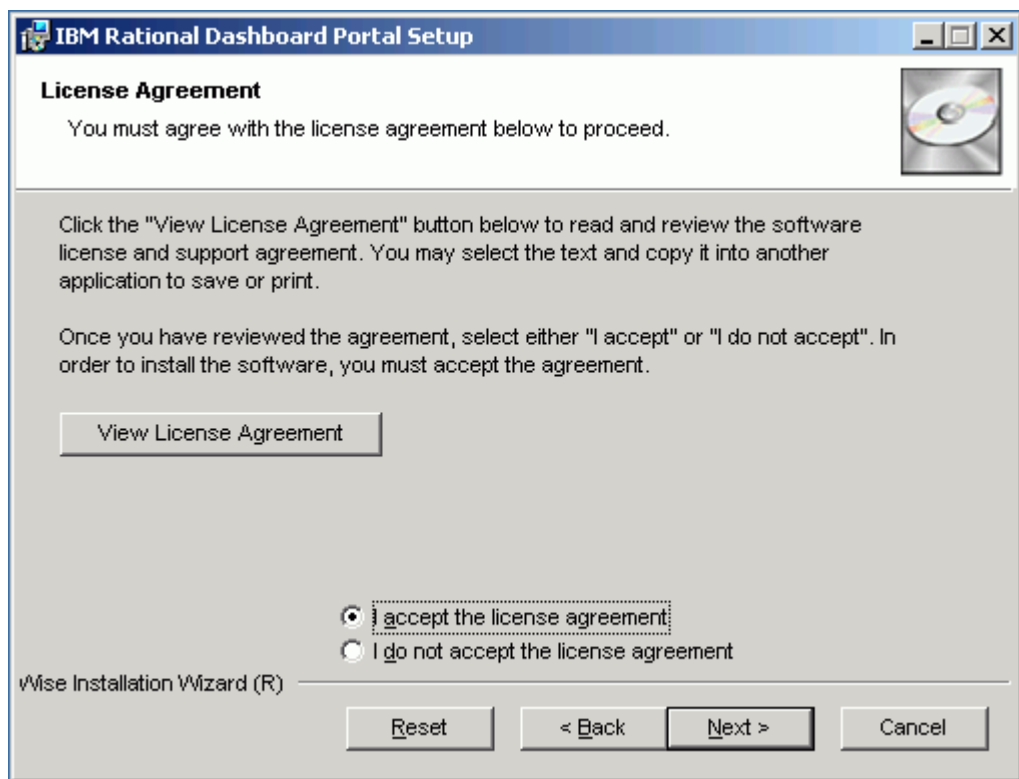


4. Click **Next** on the Welcome screen for the IBM Rational Dashboard Portal Installation or **Cancel** to exit the installation.

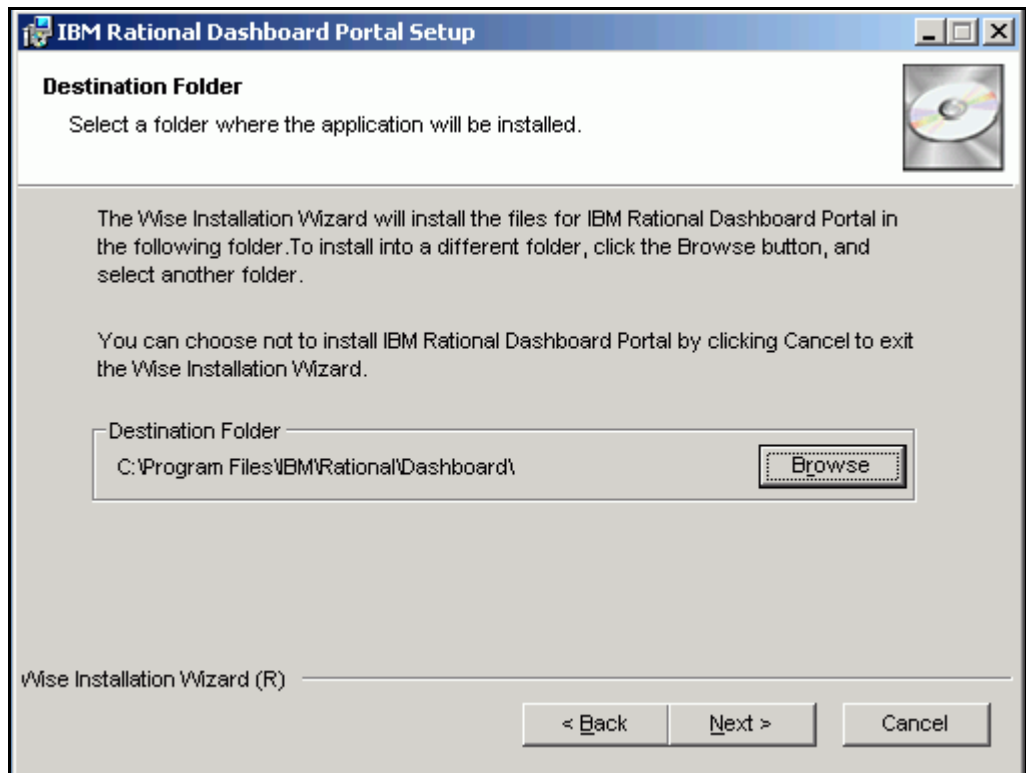


IBM Rational Dashboard Portal Installation requires users to accept the terms of the End User License Agreement. The End User License Agreement can be reviewed by selecting the View License Agreement button on the License Agreement screen.

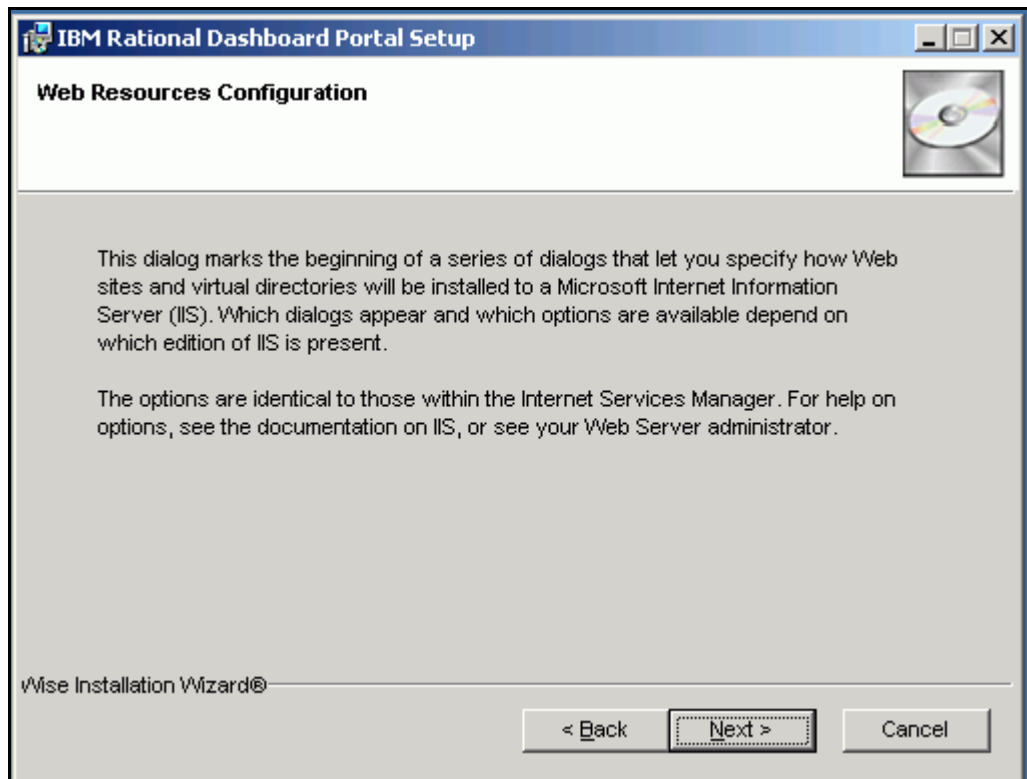
5. Select the 'View License Agreement' button to review the software license and support agreement.
6. Select the **I accept the license agreement** radio button and click **Next** to accept the agreement and proceed.
7. If you do not accept the license agreement, click **Cancel** to exit the Setup Application.



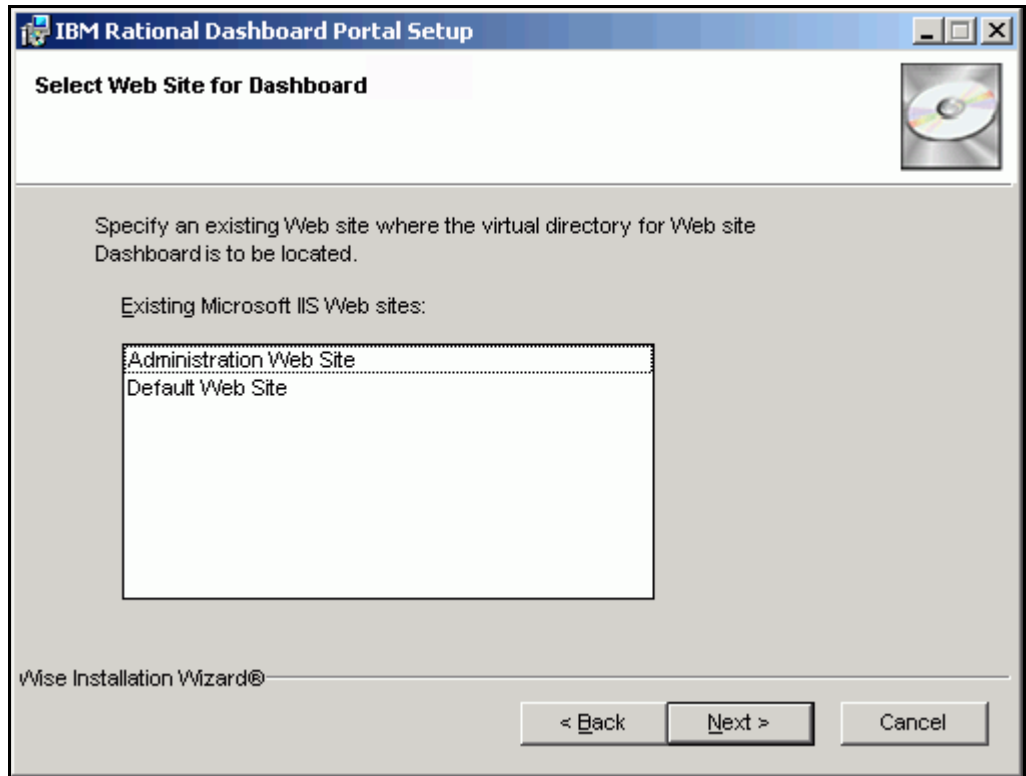
8. Click on the **Browse** button to select or enter a folder name where the Portal will be installed.
9. Click **Next** to continue IBM Rational Dashboard Portal Installation.



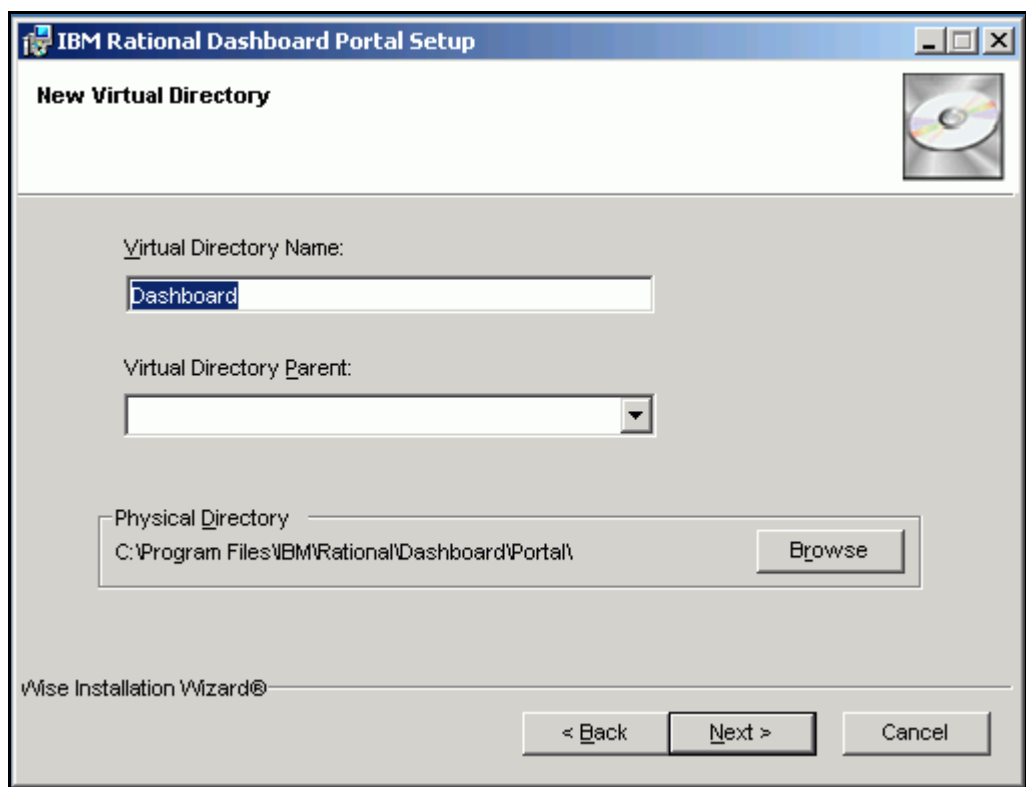
10. The next screen introduces IIS configuration for the IBM Rational Dashboard Portal.
11. Click **Next** to continue IBM Rational Dashboard Portal Installation, **Back** to return to the Destination Folder Screen or **Cancel** to exit the installation.



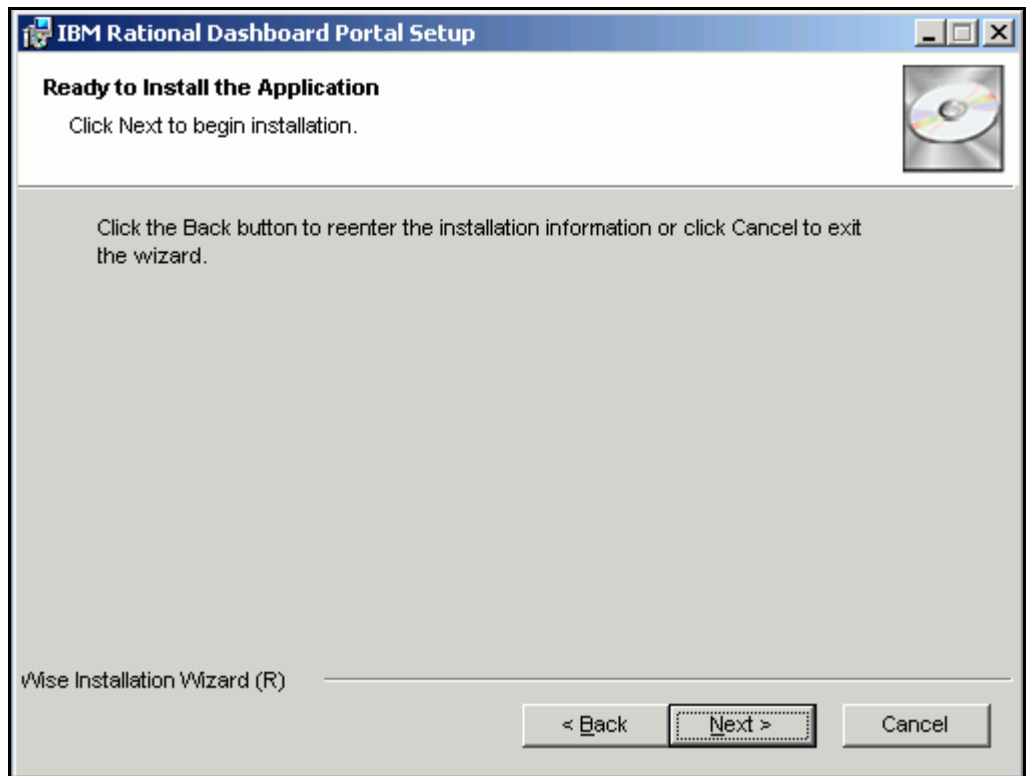
12. Select the Web Site where the virtual directory for the IBM Rational Dashboard Portal will be located. If you do not have multiple existing IIS Web Sites, this step will not be included in the installation and the virtual directory will be created under the Default Web Site.
13. Select the **Next** button to continue with the installation of IBM Rational Dashboard Portal.



14. Enter a **Virtual Directory Name**. This will become part of the web address used to access the Portal. For example, a virtual directory named “Dashboard” will become http://server/Dashboard/Default.aspx”. Unless the name “Dashboard” conflicts with an application already installed, it is recommended that you do not change this name.
15. Select the **Virtual Directory Parent**. This option, for advanced installations only, allows the IBM Rational Dashboard Portal virtual directory to be placed inside another/existing virtual directory to inherit settings and permissions. It is recommended that you leave this field blank.
16. Select the **Physical Directory**. This will be assigned as the Local Path in the virtual directory. When connecting to the virtual directory, all content will come from this location. It is recommended that you do not change this path unless you have modified the destination location for the IBM Rational Dashboard Portal installation.
17. Click **Next** to continue IBM Rational Dashboard Portal Installation.



18. Click **Next** to continue IBM Rational Dashboard Portal Installation, **Back** to return to the New Virtual Directory Screen or **Cancel** to exit the installation.



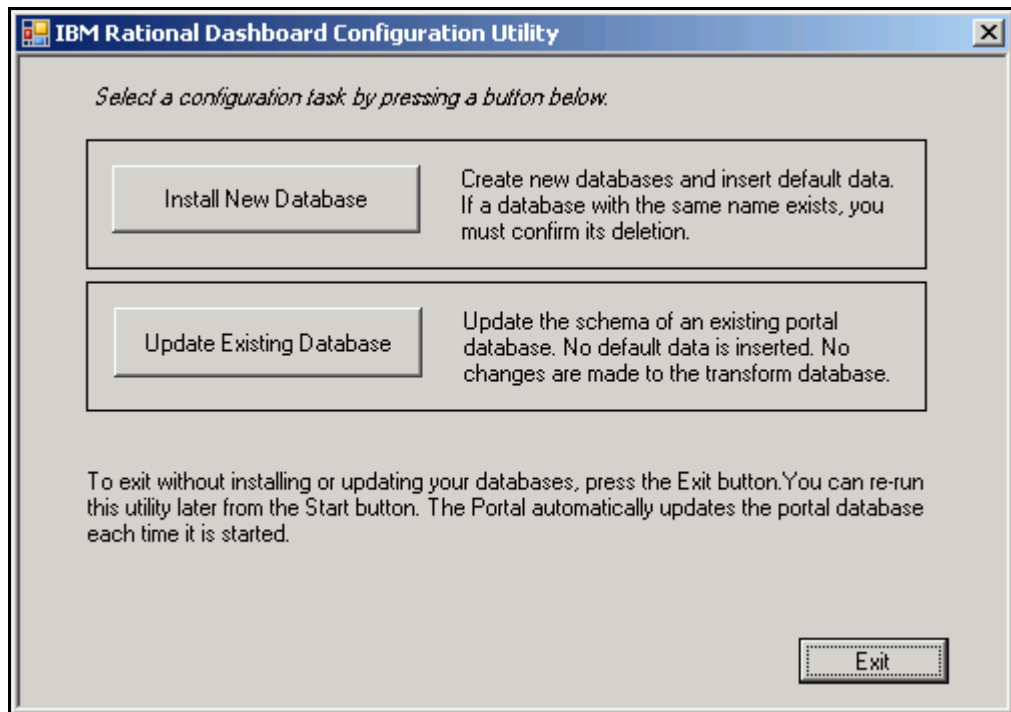
Note:

During installation on Vista, the installer briefly displays a command window after the Next button is pressed.

WARNING: If you are planning to connect to an existing IBM Rational Dashboard database which does not need to be updated, select the Exit button on the IBM Rational Dashboard Configuration Utility window and skip the following steps for database creation and configuration. This applies to reinstallations of current software.

The IBM Rational Dashboard Configuration Utility provides default suggestions for all information requested. You may customize this information by entering alternate information. If you choose not to use the default suggestions, note the customized information for future reference. Setup information will be necessary for support assistance.

19. If you are installing a new database for this IBM Rational Dashboard installation, select the **Install New Database** button. If you are planning to use an existing IBM Rational Dashboard database (installed with a prior version), select the **Update Existing Database** button and skip to step 32.



20. If you are using Microsoft SQL Server (developer, professional, standard or enterprise editions), enter only the server name of the computer hosting your SQL database.

If you are using Microsoft SQL Server Express, always check the **“I am using SQL 2005 Express or 2008 Express”** checkbox.

The server name may not contain a colon “:” or an underscore “_”.

IBM Rational Dashboard Configuration Utility

1. Server | 2. Database Name | 3. Authentication | 4. Confirm | 5. Results

Enter the Windows computer name of the system running SQL Server 2005 or 2008.
The server name may not contain a colon (:) or an underscore (_).

Server name:

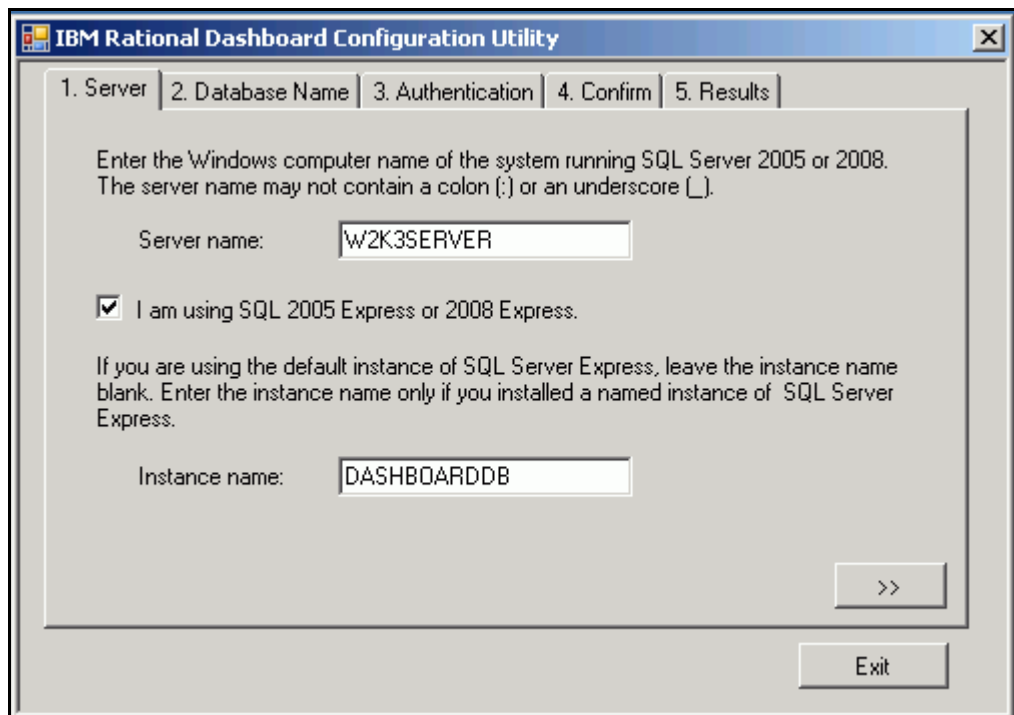
I am using SQL 2005 Express or 2008 Express.

>>

Exit

21. **SQL Server users should skip this step.** If you are using the default instance of Microsoft SQL Server Express, leave the instance name blank. Enter the instance name only if you installed a named instance of Microsoft SQL Express.
-

Note- Mouse over “I am using SQL 2005 Express or 2008 Express” for the following tool tip: **How to Check Default Versus Named Instance.** Use SQL Server Management Studio to check connection parameters. If you connect with the COMPUTER name, then you have a default instance. If you connect with the COMPUTER\INSTANCE, then you have a named instance.



22. Click the “>>” button to continue or the **Exit** button to cancel the Configuration Utility.

23. Enter the names for the Portal and Transform Databases or accept the default names. The names entered in the fields will be used as the names for the two databases created by the Configuration Utility. **Normally these databases do not exist.**
24. If a database currently exists, check the **“Delete/drop the databases and re-create them?”** checkbox.

Note- checking this box permanently deletes the previous database. Creating a back up database is recommended before deleting and recreating the database.

25. Click the **“>>”** button to continue. The **“<<”** button will return you to the server selection tab and the **Exit** button will cancel the database installation.

IBM Rational Dashboard Configuration Utility

1. Server | 2. Database Name | 3. Authentication | 4. Confirm | 5. Results

Enter the names of new or existing portal and transform databases. These fields may not be blank. If the database exists and you intend to re-create it, you should check the "Delete/drop" checkbox below.

Portal Database:

Transform Database:

If the specified databases exist, you may select the option below to delete the databases and then re-create them. If the option is not selected, the portal database is updated and the transform database is not changed

Delete/drop the databases and re-create them?

<< >> Exit

26. Enter text for a SQL Server Username and associated Password. If the **Create the SQL named user if it does not exist** checkbox is checked, the Configuration utility will create a new user in both databases (specified in tab 2) and configure login security in both databases. Your Windows login (for the user running the installation) must have permission to create a user in the database server (specified in tab 1). If the username already exists, then uncheck the **Create the SQL named user if it does not exist** option.

IBM Rational Dashboard Configuration Utility

1. Server | 2. Database Name | 3. Authentication | 4. Confirm | 5. Results

Enter user name and password for a SQL Server named user. Do not enter a Windows username (domain\user).

Create the SQL named user if it does not exist .

Username:

Password:

I need to override the default connection strings to my database.

<< >>

Exit

27. Depending on your database and network security, you may need to over-ride the default connection string. To do this, click on the checkbox marked “**I need to override the default connection strings to my database.**” In the two text boxes, you need to enter two connection strings: the first connection string is used to check, drop (optionally) and create the databases; the second connection string is used to configure each database. Notice that the second string must have the text “{0}” which is replaced with a database name before use.

IBM Rational Dashboard Configuration Utility

1. Server | 2. Database Name | 3. Authentication | 4. Confirm | 5. Results

Enter user name and password for a SQL Server named user. Do not enter a Windows username (domain\user).

Create the SQL named user if it does not exist .

Username:

Password:

I need to override the default connection strings to my database.

Server Connect:

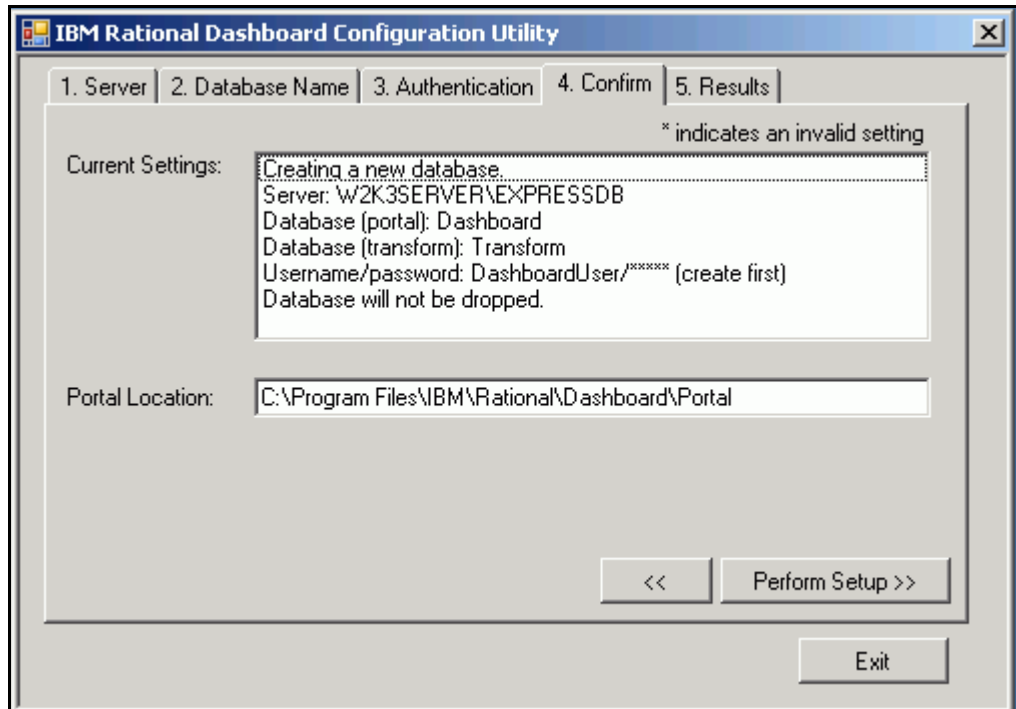
Database Connect:

<< >>

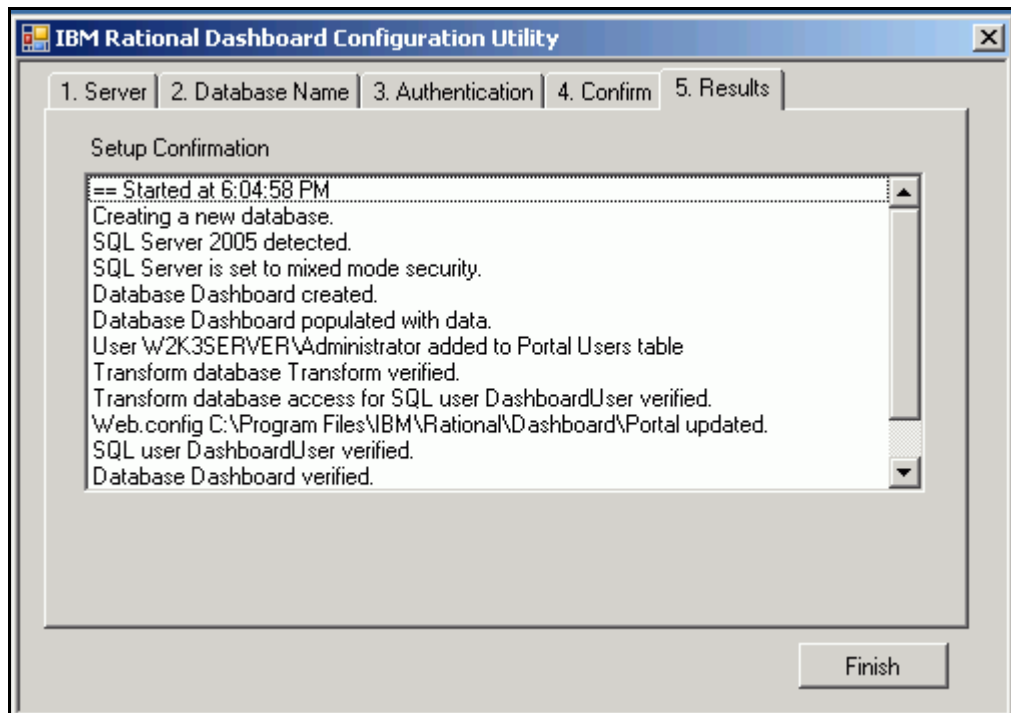
Exit

28. Click “>>” to continue, “<<” to return to the previous screen or **Exit** to cancel the database installation.

29. Review the server, database, and user details prior to continuing and note all changes to the default information for future reference. This information will be necessary when requesting troubleshooting assistance.
30. Click **Perform Setup** ">>" to continue the installation, "<<" to return to the previous screen or **Exit** to cancel the database installation.



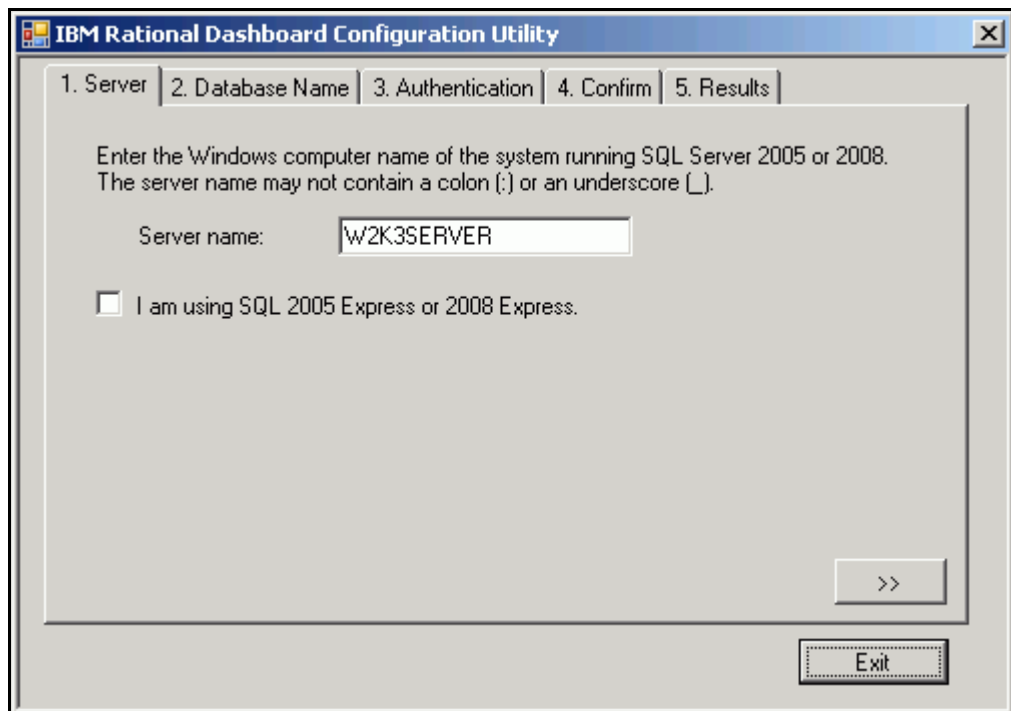
31. The Results tab verifies each step of the installation process. A time stamp labeled Finished will verify that the installation has completed. Verify the installation finished with no errors, select the **Finish** button to complete the IBM Rational Dashboard Database installation and skip to step 44.



32. For an existing database update, if you are using Microsoft SQL Server (developer, professional, standard or enterprise editions), enter only the server name of the computer hosting the IBM Rational Dashboard database to be updated.

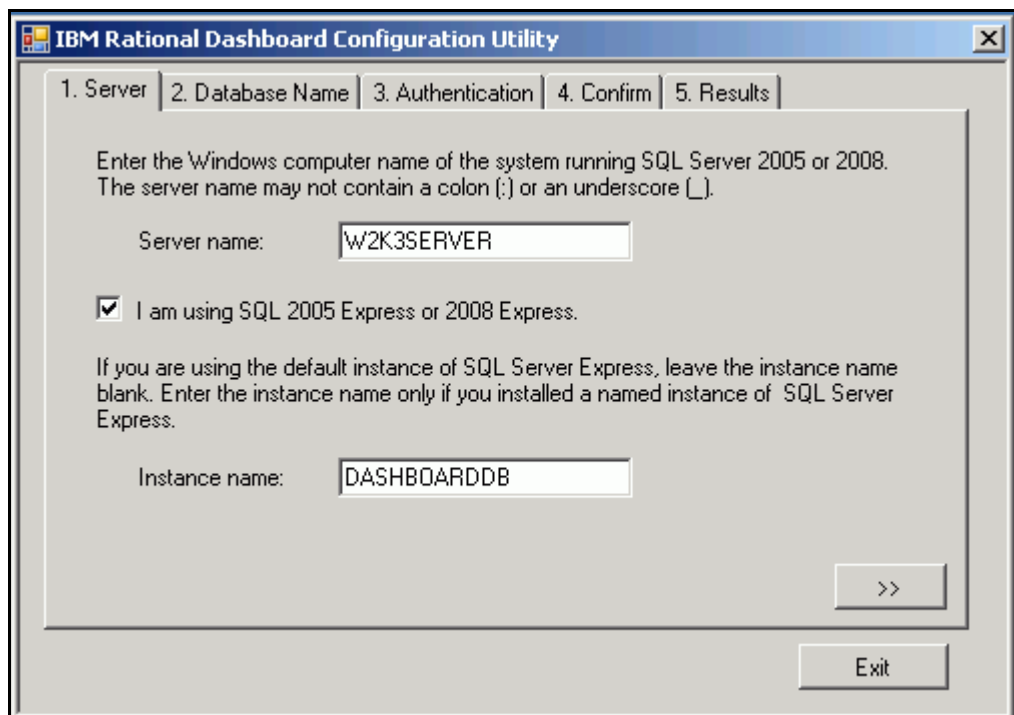
If you are using Microsoft SQL Server Express, always check the **“I am using SQL 2005 Express or 2008 Express”** checkbox.

The server name may not contain a colon “:” or an underscore “_” .



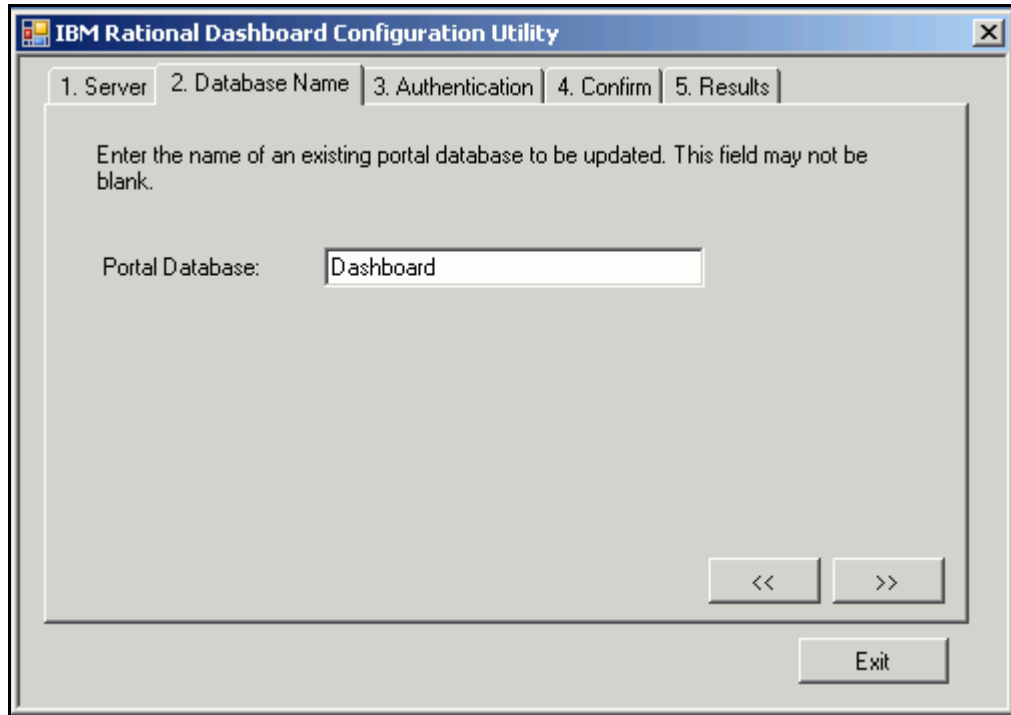
33. **Microsoft SQL Server users should skip this step.** If you are using the default instance of Microsoft SQL Server Express, leave the instance name blank. Enter the instance name only if you installed a named instance of Microsoft SQL Express.
-

Note- Mouse over “I am using SQL 2005 Express or 2008 Express” for the following tool tip: **How to Check Default Versus Named Instance.** Use SQL Server Management Studio to check connection parameters. If you connect with the COMPUTER name, then you have a default instance. If you connect with the COMPUTER\INSTANCE, then you have a named instance.



34. Click the “>>” button to continue or the **Exit** button to cancel the Configuration Utility.

35. Enter the name for the IBM Rational Dashboard Portal Database to be updated.
36. Click the “>>” button to continue. The “<<” button will return you to the server selection tab and the **Exit** button will cancel the database update.



37. Enter the login name and password of the existing account for the IBM Rational Dashboard database on the SQL Server. This account must have permissions to modify the database schema.

The screenshot shows a Windows-style dialog box titled "IBM Rational Dashboard Configuration Utility". At the top, there is a tabbed interface with five tabs: "1. Server", "2. Database Name", "3. Authentication" (which is currently selected), "4. Confirm", and "5. Results". The main content area contains the following text: "Enter user name and password for a SQL Server named user. Do not enter a Windows username (domain\user).". Below this text is a checked checkbox labeled "Create the SQL named user if it does not exist.". There are two text input fields: "Username:" with the value "DashboardUser" and "Password:" with the value "12Password34". Below the password field is an unchecked checkbox labeled "I need to override the default connection strings to my database.". At the bottom right of the dialog, there are three buttons: "<<", ">>", and "Exit".

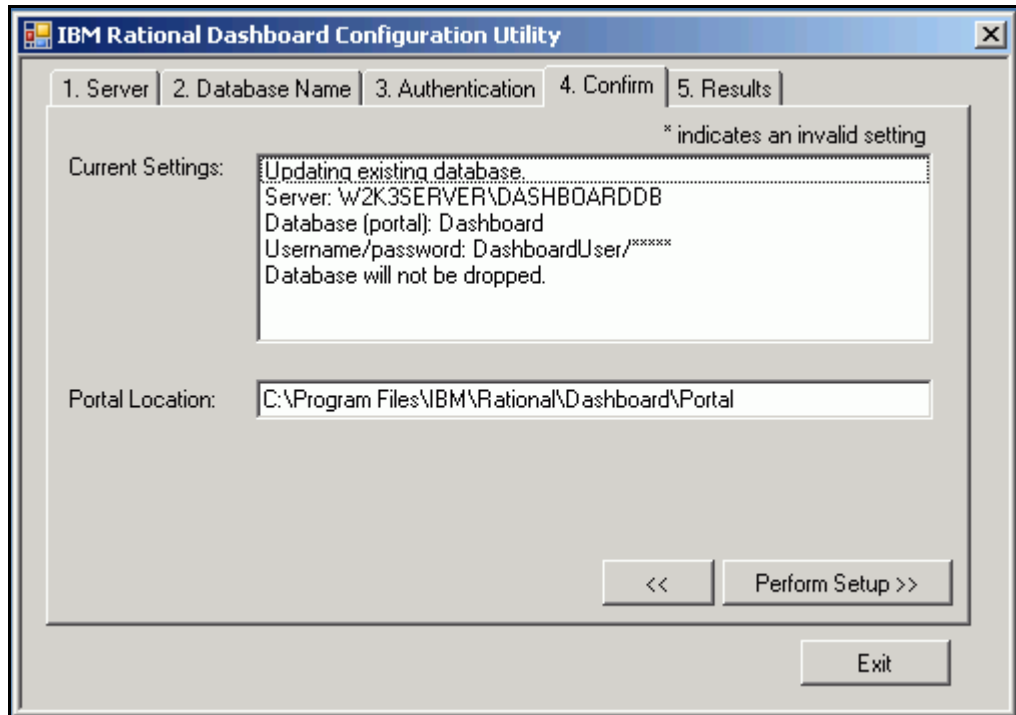
38. Depending on your database and network security, you may need to over-ride the default connection string. To do this, click on the checkbox marked “**I need to override the default connection strings to my database.**” In the two text boxes, you need to enter two connection strings: the first connection string is used to check, drop (optionally) and create the databases; the second connection string is used to configure each database. Notice that the second string must have the text “{0}” which is replaced with a database name before use.

The screenshot shows the 'IBM Rational Dashboard Configuration Utility' window, specifically the '3. Authentication' step. The window title bar includes the IBM logo and the text 'IBM Rational Dashboard Configuration Utility'. Below the title bar is a tabbed interface with five tabs: '1. Server', '2. Database Name', '3. Authentication', '4. Confirm', and '5. Results'. The '3. Authentication' tab is active. The main content area contains the following text and controls:

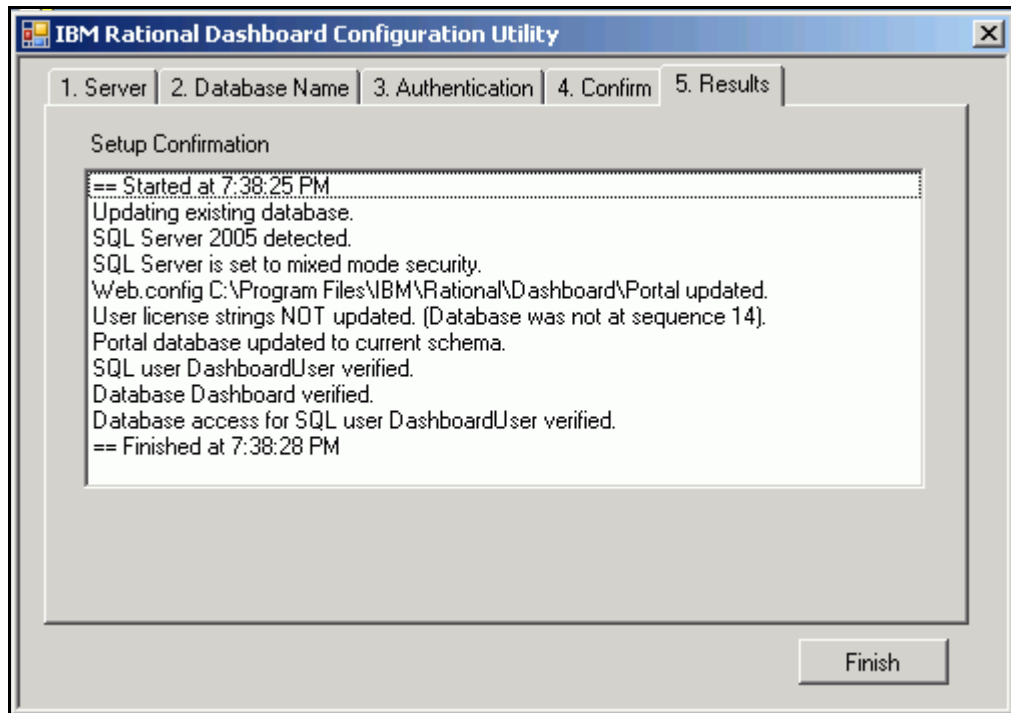
- Instruction: "Enter user name and password for a SQL Server named user. Do not enter a Windows username (domain\user)." followed by a checked checkbox "Create the SQL named user if it does not exist."
- Username field: "Username: DashboardUser"
- Password field: "Password: 12Password34"
- A checked checkbox with the text "I need to override the default connection strings to my database."
- Server Connect field: "server=W2K3SERVER;integrated security=true;pooling=false;"
- Database Connect field: "server=W2K3SERVER;database={0};integrated security=false;userid=DashboardUser;password=12Password34"
- Navigation buttons: "<<" and ">>"
- Exit button: "Exit"

39. Click “>>” to continue, “<<” to return to the previous screen or **Exit** to cancel the database update.

40. Review the server, database, and user details prior to continuing and note all changes to the default information for future reference. This information will be necessary when requesting troubleshooting assistance.
41. Click “**Perform Setup >>**” to continue the installation, “<<” to return to the previous screen or **Exit** to cancel the database update.



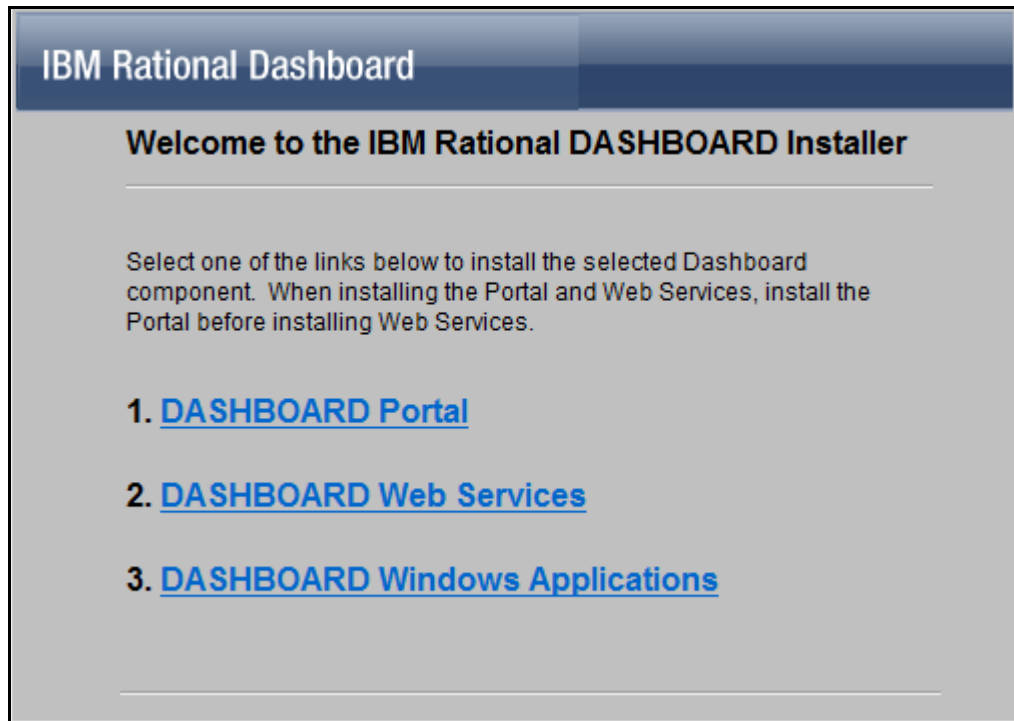
42. The Results tab verifies each step of the update process. A time stamp labeled Finished will verify that the update has completed. Verify the update finished with no errors and select the **Finish** button to complete the IBM Rational Dashboard Database update.



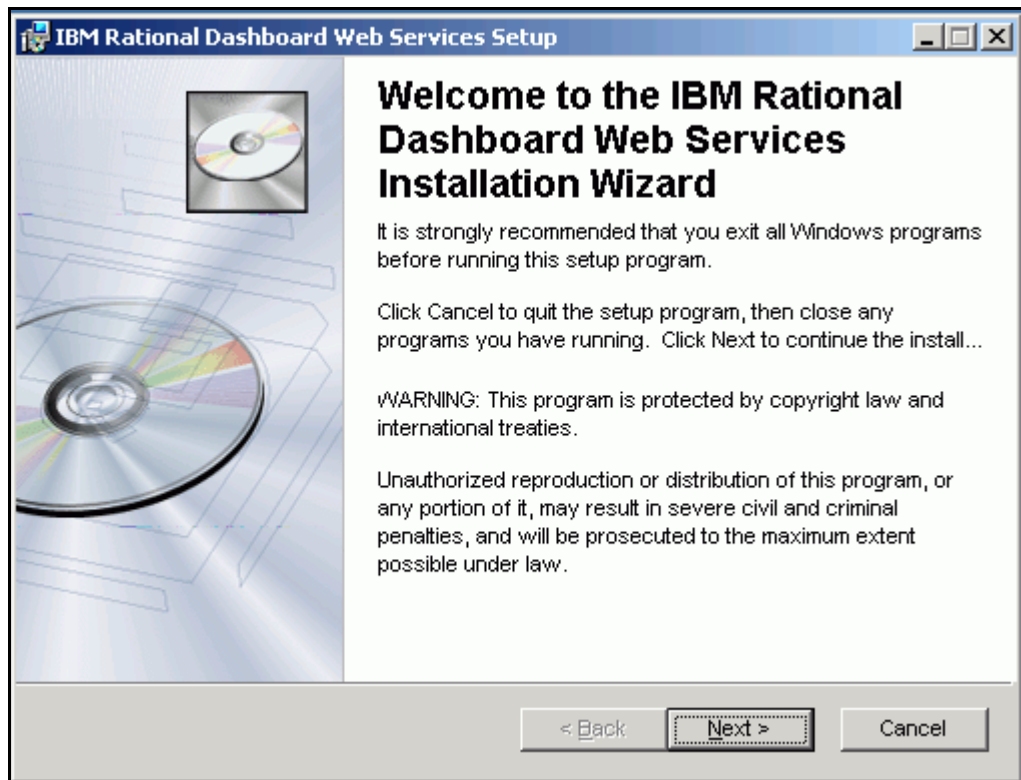
43. The IBM Rational Dashboard Portal has been successfully completed. Click the **Finish** button to exit the Portal installation and return to the Welcome screen for the IBM Rational Dashboard Installer.



44. Click the **Dashboard Web Services** link to install IBM Rational Dashboard Web Services or **View license agreement** to review the licensing agreement.

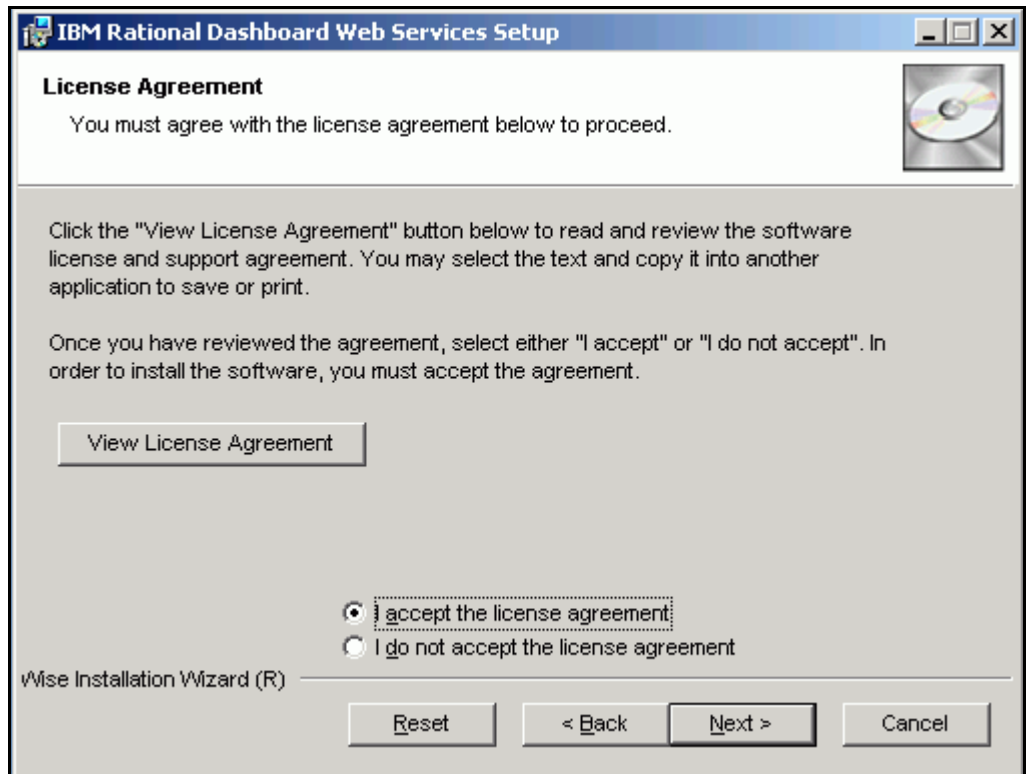


45. Click **Next** on the Welcome screen for the IBM Rational Dashboard Web Services Installation or **Cancel** to exit the installation.

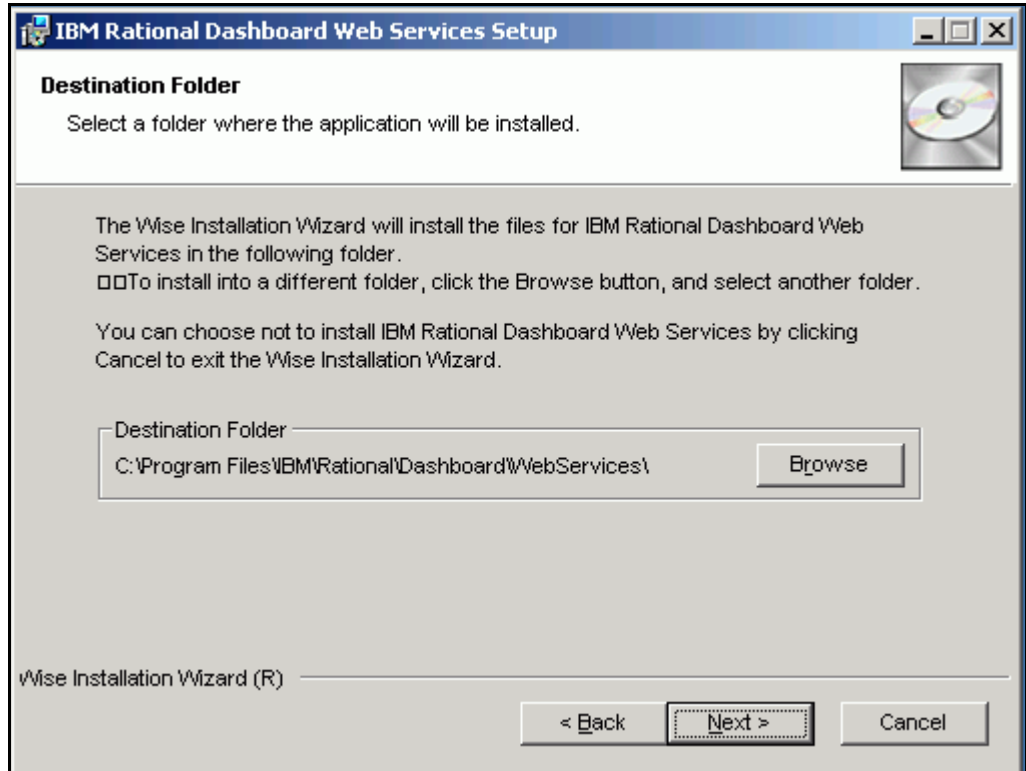


IBM Rational Dashboard Web Services Installation requires users to accept the terms of the End User License Agreement. The End User License Agreement can be reviewed by selecting the View License Agreement button on the License Agreement screen.

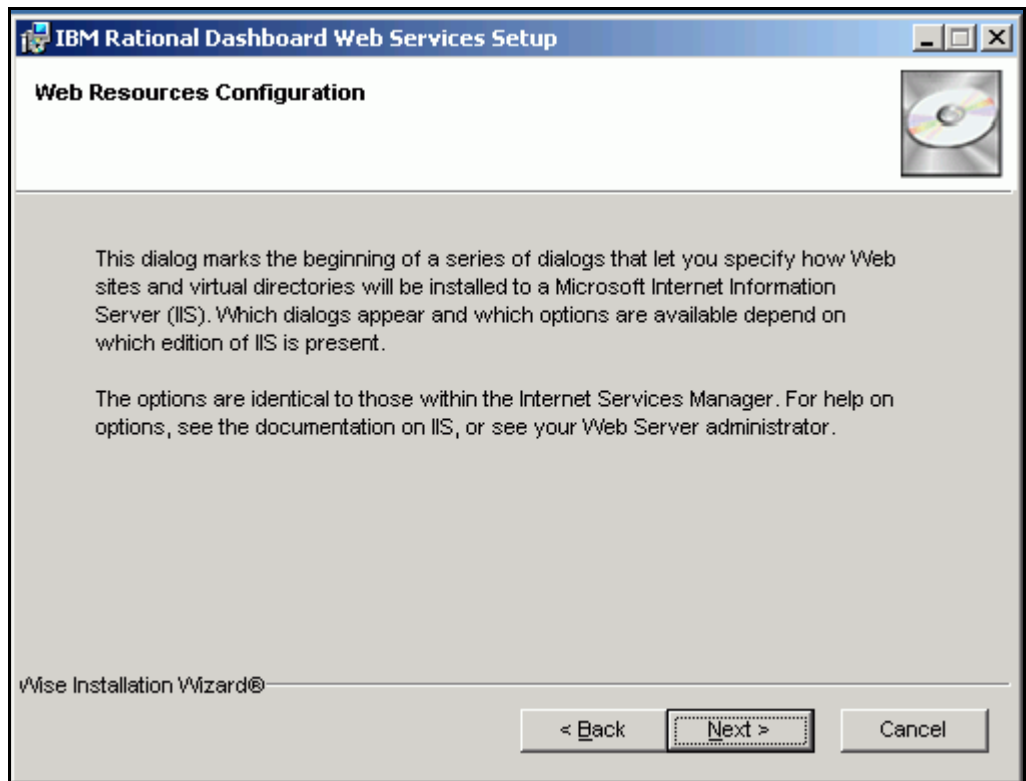
46. Select the 'View License Agreement' button to review the software license and support agreement.
47. Select the **I accept the license agreement** radio button and click **Next** to accept the agreement and proceed.
48. Click **Cancel** to exit the Setup Application.



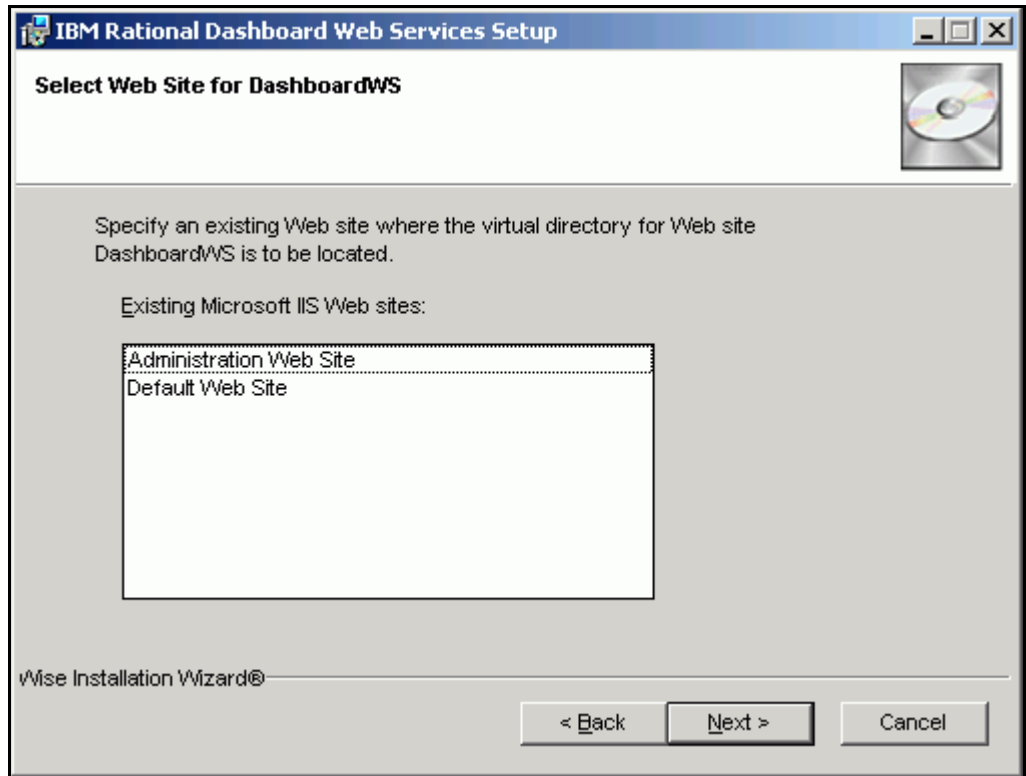
49. Select the destination folder for the IBM Rational Dashboard Web Services Setup by clicking the Browse button. Move to the next step if you are installing to the default location.
50. Click **Next** to continue IBM Rational Dashboard Web Services Installation.



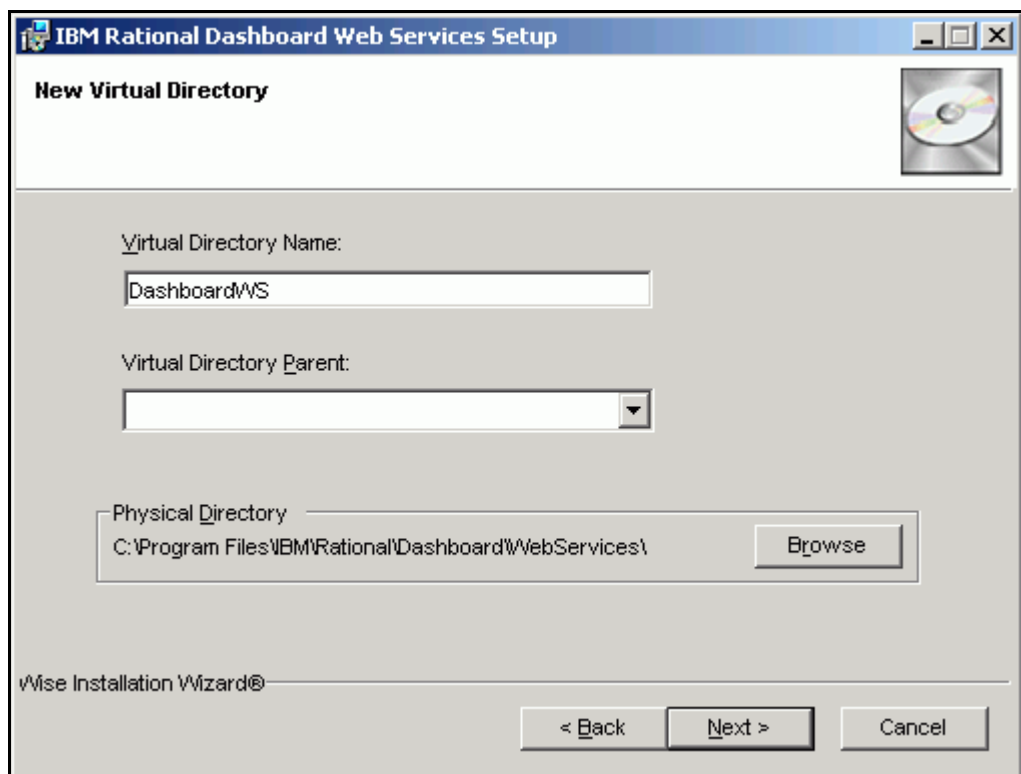
51. The next screen introduces IIS configuration for Web Services.
52. Click **Next** to continue IBM Rational Dashboard Web Services Installation, **Back** to return to the Destination Folder Screen or **Cancel** to exit the installation.



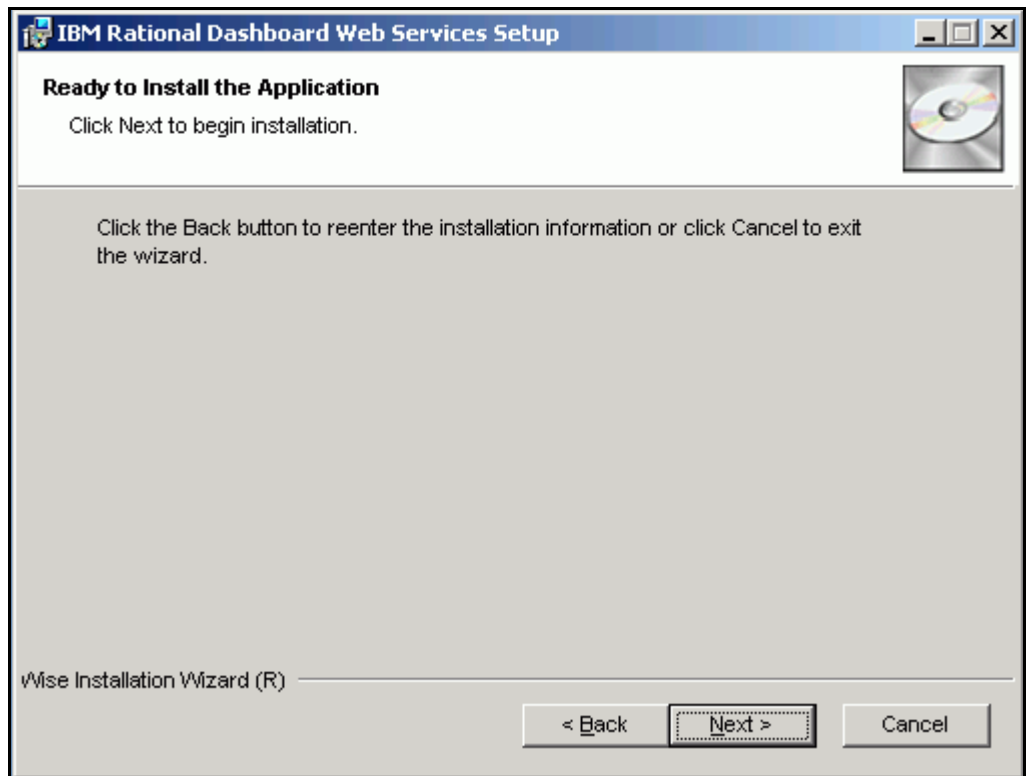
53. Select the Web Site where the virtual directory for the IBM Rational Dashboard Web Services will be located. If you do not have multiple existing IIS Web Sites, this step will not be included in the installation and the virtual directory will be created under the Default Web Site.
54. Select Next to continue with the installation of the IBM Rational Dashboard Web Services.



55. Enter a **Virtual Directory Name**. This will become part of the web address used by client applications to access Web Services. Unless the name “DashboardWS” conflicts with an application already installed, it is recommended that you do not change this name.
56. Select the **Virtual Directory Parent**. This option, for advanced installations only, allows the IBM Rational Dashboard Web Services virtual directory to be placed inside an existing virtual directory to inherit settings and permissions. It is recommended that you leave this field blank.
57. Select the **Physical Directory**. This will be assigned as the Local Path in the virtual directory. When connecting to the virtual directory, all content will come from this location. It is recommended that you do not change this path unless you have modified the destination location for the IBM Rational Dashboard Web Services installation.
58. Click **Next** to continue with the installation.



59. Click **Next** to start the installation. Click **Back** to modify settings on previous pages. Click **Cancel** to terminate the installation.



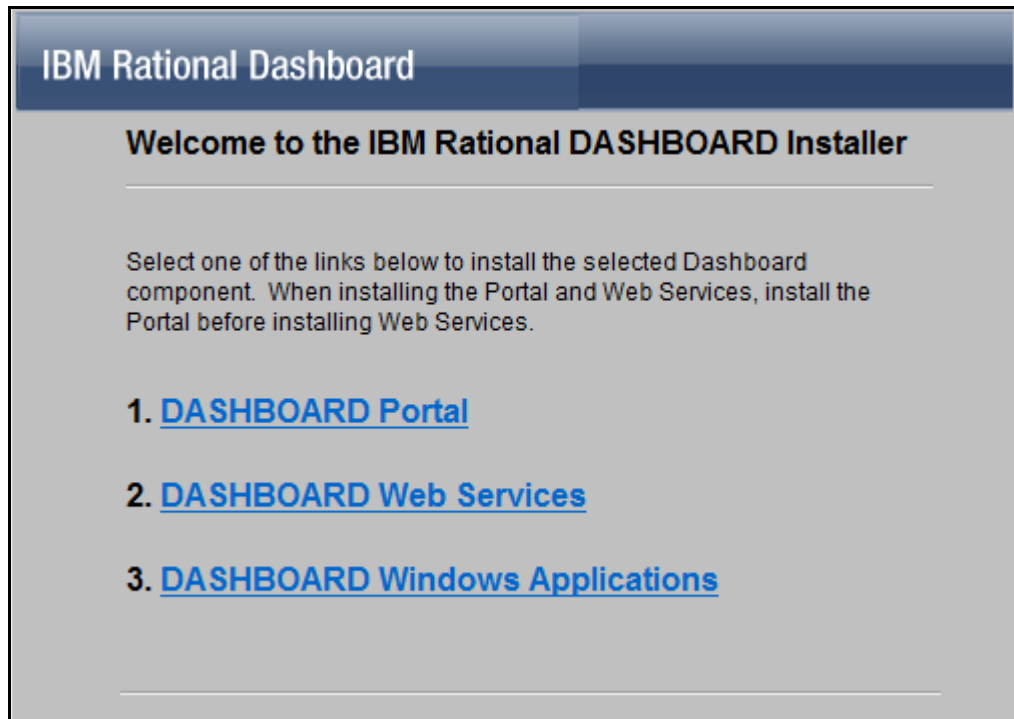
Note:

During installation on Vista, the installer briefly displays a command window after the Next button is pressed.

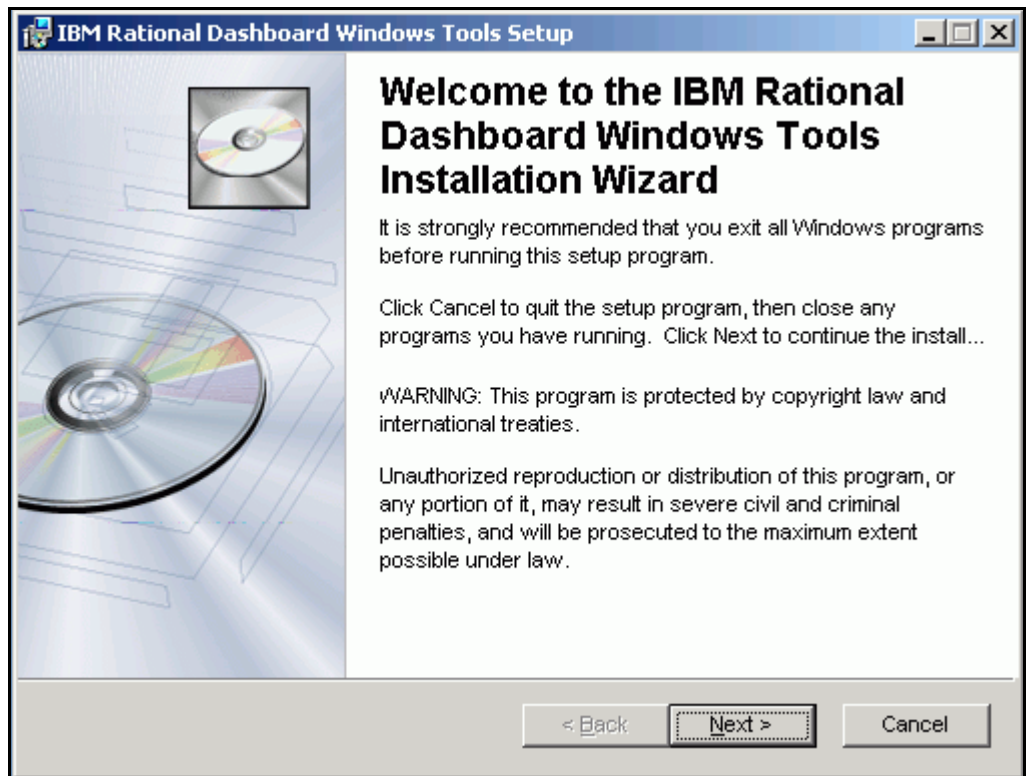
60. The IBM Rational Dashboard Web Services installation has been successfully completed. Click the **Finish** button to exit the IBM Rational Dashboard Web Services installation and return to the Welcome screen for the IBM Rational Dashboard Installer.



61. Click the **Dashboard Windows Applications** link to install the IBM Rational Dashboard Windows Tools or **View license agreement** to review the licensing agreement.

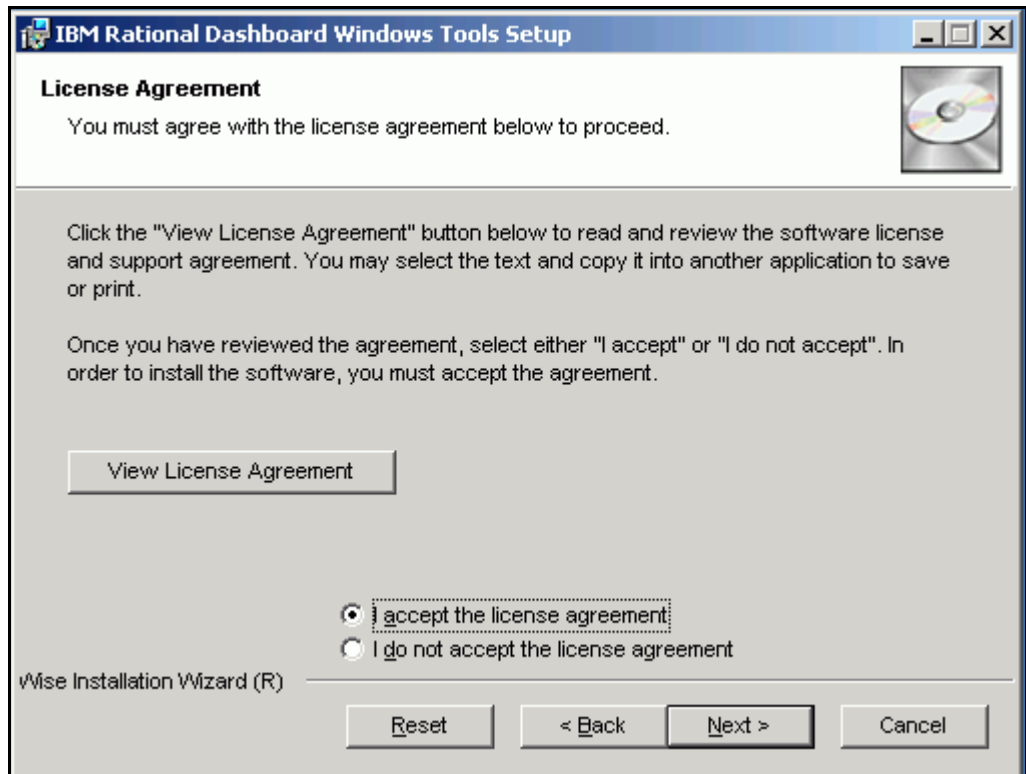


62. Click **Next** on the Welcome screen for the IBM Rational Dashboard Windows Tools Installation or **Cancel** to exit the installation.

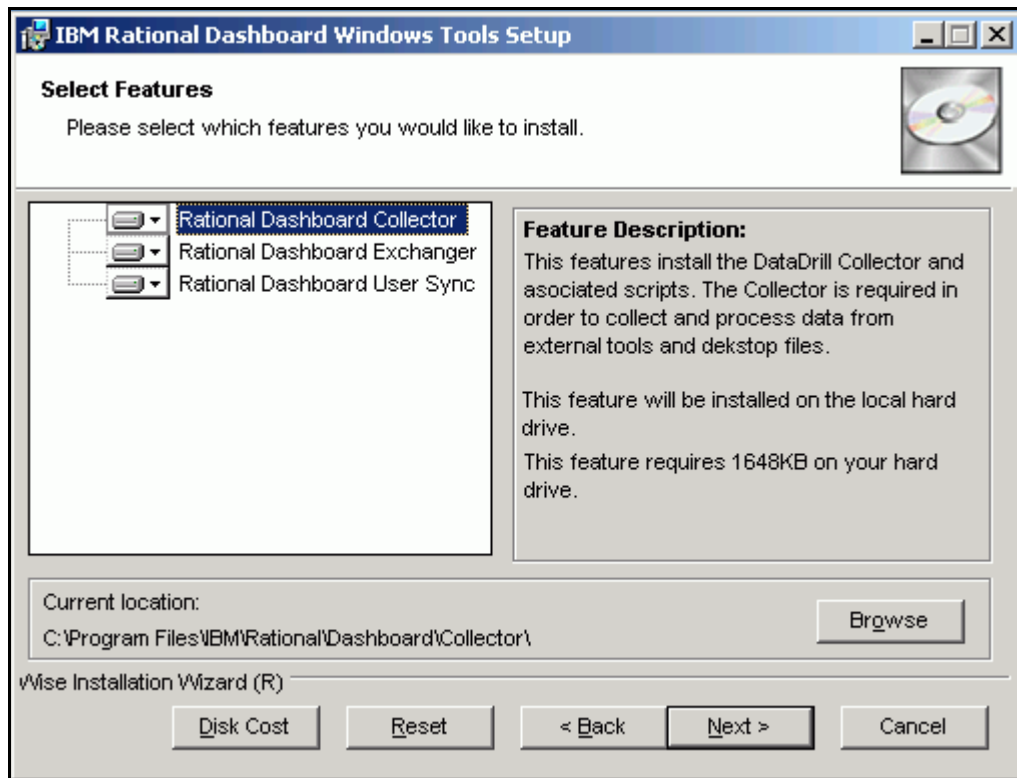


IBM Rational Dashboard Windows Tools Installation requires users to accept the terms of the End User License Agreement. The End User License Agreement can be reviewed by selecting the View License Agreement button on the License Agreement screen.

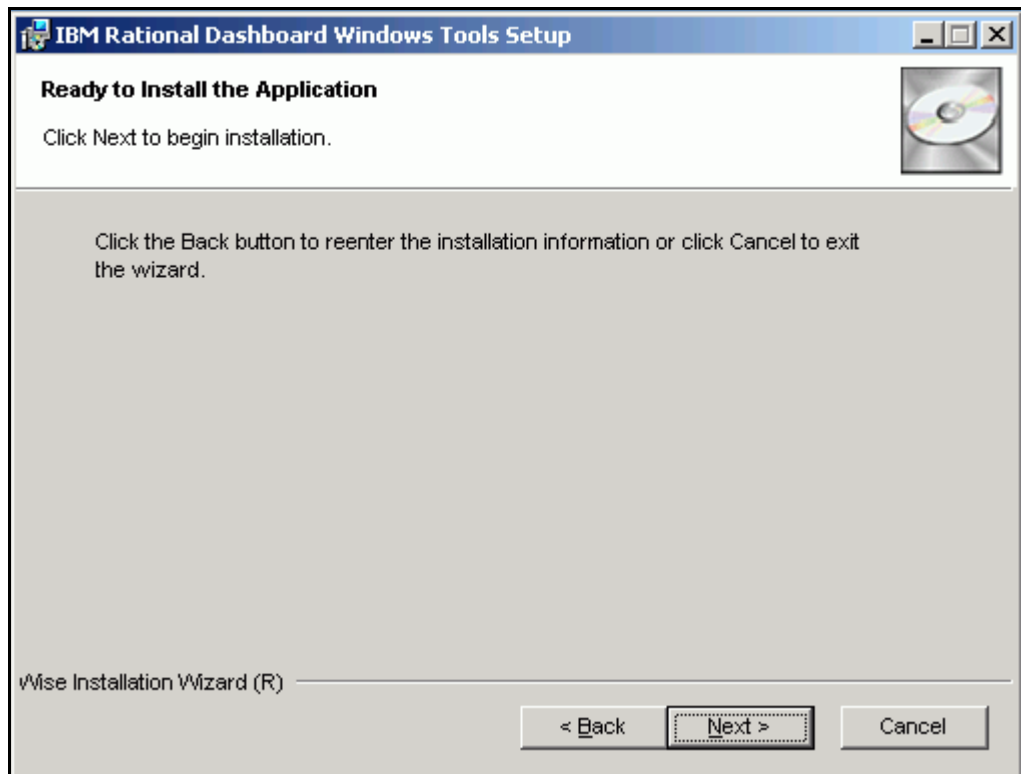
63. Select the **View License Agreement** button to review the software license and support agreement.
64. Select the **I accept the license agreement** radio button and click **Next** to accept the agreement and proceed.
65. If you do not agree with the license, click **Cancel** to exit the Setup Application.



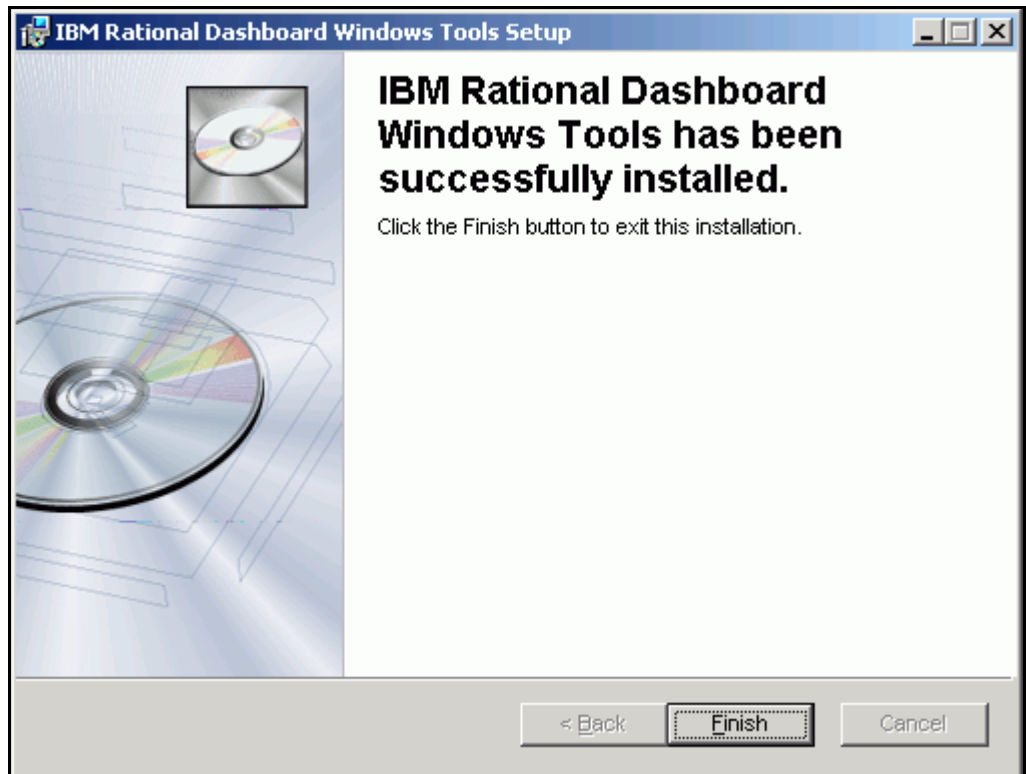
66. Select the IBM Rational Dashboard Windows Tools that you would like to install on the system.
67. Select the destination folder for the IBM Rational Dashboard Windows Tools Setup by clicking the Browse button. Move to the next step if you are installing at the default location.
68. Click **Next** to continue IBM Rational Dashboard Windows Tools Installation.



69. Click **Next** to continue IBM Rational Dashboard Windows Tools Installation, **Back** to return to the Destination Folder Screen or **Cancel** to exit the installation.



70. The IBM Rational Dashboard Windows Tools installation has been successfully completed. Click the **Finish** button to exit the IBM Rational Dashboard installation.



Post Installation Notes

If you have installed IBM Rational Dashboard to a drive other than C:\, the following additional steps will need to be performed in order for all sections of IBM Rational Dashboard to work as expected.

1. Copy the Business Objects folder to the drive where IBM Rational Dashboard is installed. The tools necessary to run the Crystal Reports contained in the IBM Rational Dashboard Reports tab are installed by default to C:\Program Files\Business Objects.
2. Update the IBM Rational Dashboard Web Services web.config portal location. The drive for the selected portal installation location defaults to the C:\ drive. The Web Services web.config file is located by default at C:\Program Files\IBM\Rational\Dashboard\WebServices\web.config

IBM Rational Dashboard License Interface

After installing IBM Rational Dashboard, it is necessary to apply a license using the IBM Rational Dashboard License Interface in order to access the software. The steps to apply a license are as follows:

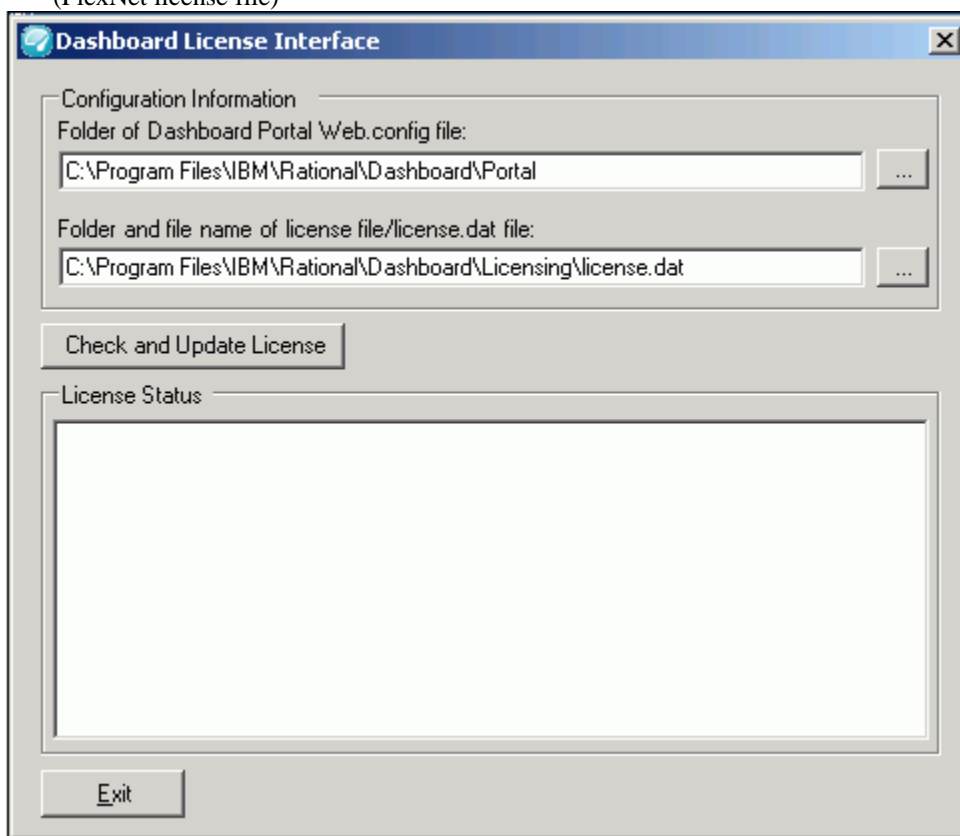
1. Start the IBM Rational Dashboard License Interface.

Start > Programs > IBM > Rational > Dashboard > Dashboard Licensing Utility

2. Click “...” button to select the folder location of your IBM Rational Dashboard web.config file.

Default location: C:\Program Files\IBM\Rational\Dashboard\Portal

3. Click “...” button to select the file that contains your IBM Rational Dashboard license (FlexNet license file)



4. Click **Check and Update License** to update IBM Rational Dashboard with your current license file.
5. Click **Exit** to close the IBM Rational Dashboard License Interface.

5

Installing LDAP Membership Provider

This chapter contains the following information on installing the LDAP Membership Provider.

- Pre-Requisites for LDAP Membership Provider
 - Configuring the Dashboard Portal to use LDAP
-

Pre-Requisites

The LDAP Membership provider allows users to enter LDAP accounts and passwords when logging into the IBM Rational Dashboard Portal. Because Dashboard is an ASP.NET application, it uses a built-in mechanism, called a membership provider, to authenticate against external lists of users (such as LDAP). The IBM Rational Dashboard LDAP Membership provider is an add-on which uses the membership provider mechanism of ASP.NET.

Before installing the LDAP membership provider, you should ensure that:

- IBM Rational Dashboard has been installed and configured correctly.
- An IBM Rational Dashboard Administrator account exists and can access the Admin tab login in order to create and modify accounts
- An LDAP server (Apache Directory Server or Sun One) has been installed and configured.

The LDAP Membership Provider is provided as a single DLL file. The IBM Rational Dashboard installer automatically copies this file into the Portal's \Bin subfolder.

Configuring the Portal to Use the LDAP Membership Provider

Login authentication for the IBM Rational Dashboard Portal is configured via a web.config file, located in the Portal's root folder. The web.config file can be modified using a text editor. You may also use an XML editor, many of which identify comments and provide features which make editing easier.

To configure the Portal to use LDAP, follow these steps in the indicated order:

1. Configure a Dashboard Administrator account for LDAP login
2. Disable Windows and other types of authentication
3. Enable forms authentication using the LDAP membership provider

4. Enter your site's LDAP server information
5. Login to LDAP

If you do not perform the first step, you will not be able to modify or configure your site after switching to LDAP (since no accounts will have been configured to use LDAP) and you will have to switch back to Windows authentication.

Configure an Administrator Account for LDAP Login:

On the Admin tab of the Portal, you should create a new account, or modify an existing account such that the account allows an LDAP user to access the portal with an administrator license. To make this change, select the "Admin" tab and then click on the "Accounts" command from the left-hand side navigation bar. You can then select the "Edit" button corresponding to the account you wish to modify, or select the "Add" button to create a new one.

In the following figure, the page which allows editing a user is shown. The account field is filled in with "ldapadmin" which is the id of a user which has previously been defined in the LDAP server. (Note that when using a Windows authentication, the account field would be filled in with an account of the form DOMAIN\username.)

Edit User Administration -> Edit User

Account: ldapadmin (39) ex. DOMAIN\username

Display name: LDAP Administrator ex. First M. Last

Initials: LADM ex. FML

Email: ex. name@company.com

License:

 Unlicensed

 Executive

 Manager

 Administrator

 Last license change: 15/6/2008 9:15:00 PM

Options:

 Is account suspended?

 Remove from domain sync? with role: (not sync-ed to a domain group)

Role Membership:

member of these roles	assign	available roles
	<input type="button" value="v"/> <input type="button" value="v"/>	Administration Role Collect Role Department Role Library Role Sample View Sync Executives

Note: Role membership assignments are saved immediately.

Once you have made the appropriate changes, press the "save" button to save and return to the previous screen.

Disable Windows Authentication:

After installation, the Portal web.config file is configured for Windows authentication via two lines in the <system.web> section. The default location for the web.config file is C:\Program Files\IBM\Rational\Dashboard\Portal\web.config. To disable Windows authentication, make the changes shown below:

(before)

```
<authentication mode="Windows"/>
<identity impersonate="true"/>
```

(before)

To turn off Windows authentication, you can comment the lines out using the XML comment syntax:

(after)

```
<!--
<authentication mode="Windows"/>
<identity impersonate="true"/>
-->
```

(after)

Note that the XML comments start with “<!--” and then two hyphens. XML comments end with two hyphens and then “>”.

Once the above changes are made, be sure to save your changes.

Enable Forms Authentication Using LDAP Membership:

Immediately after the changes made above, enter the following text into the web.config file. Notice that the forms authentication options (for both non-SSL and SSL) are entered immediately after the windows authentication options which were commented out in the last section.

Example of Web.config for Non-SSL LDAP:

The following example provides a sample of configuring a non-SSL connection from IBM Rational Dashboard to an LDAP server.

(after)

```
<!--
<authentication mode="Windows"/>
<identity impersonate="true"/>
-->

<authentication mode="Forms">
<forms loginUrl="App_UI/Misc/Login.aspx"
      name=".DashAuth"
      path="/"
      defaultUrl ="Default.aspx" />
</authentication>
<authorization>
<deny users="?" />
<allow users ="*" />
```

```

</authorization>

<membership defaultProvider="LdapMembershipProvider">
<providers>
    <add name="LdapMembershipProvider"
        type="Distributive.Security.LdapProvider, LdapMembership,
            Version=1.0.0.0, Culture=neutral "
        ldapServer="localhost"
        ldapPort="389"
        ldapDn="ou=system"
        ldapUseSSL="false"
        ldapProperty="uid"
        ldapCertificate="none" />
    </providers>
</membership>
(after)

```

Once these changes are made, save the web.config file.

Example of Web.config for SSL (Secure Mode) LDAP:

The following example provides a sample of configuring a SSL connection from Dashboard to an LDAP server.

```

(after)
<authentication mode="Forms">
<forms loginUrl="App_UI/Misc/Login.aspx"
    name=".DashAuth"
    path="/"
    defaultUrl = "Default.aspx" />
</authentication>
<authorization>
<deny users="?" />
<allow users = "*" />
</authorization>

<membership defaultProvider="LdapMembershipProvider">
<providers>
    <add name="LdapMembershipProvider"
        type="Distributive.Security.LdapProvider, LdapMembership,
            Version=1.0.0.0, Culture=neutral "
        ldapServer="localhost"
        ldapPort="636"
        ldapDn="ou=system"
        ldapUseSSL="true"
        ldapProperty="uid"
        ldapCertificate="x509cert.cer" />
    </providers>
</membership>
(after)

```

Make sure that the double quotes are simple (straight down) double quotes and not open and close quotes (which are automatically created by word processing programs such as Microsoft Word)

The **case of the attribute names is important**. For example, you must enter “ldapServer” and not “ldapservice” or “LdapServer”.

Once the above changes are made, be sure to save your changes.

Enter LDAP Server Information:

The LDAP membership provider must be configured in the <membership> section of the web.config file. All attributes are shown in the following table.

Attribute	Description	Default
ldapServer	The ip address or name of the LDAP server.	
ldapDn	The distinguished name within the LDAP server where the user list is located	
ldapPort	The port number of the LDAP server.	“389”
ldapProperty	The property retrieved during login which is compared to the user name entered into the Portal login page.	“uid”
ldapUseSSL	Either “false” or “true”, indicating that the LDAP server uses SSL.	“false”
ldapCertificate	The drive, folder and file name of an X509 certificate used by the LDAP server. If no certificate checking is required, you may enter the value “none”.	“none”

The first two, ldapServer and ldapDn, are required. The ldapPort is optional and should be changed if the port number is not 389. While the ldapProperty is also optional, in most cases you will need to ask your LDAP administrator for the name of the property which contains the users login name.

Notes:

The **case of the attribute names is important**. For example, you must enter “ldapServer” -- not “ldapservice” or “LdapServer”.

You must enter values for the ldapServer property and ldapDn (distinguished name) property. These are the first two rows in the table above and highlighted in yellow in the previous example.

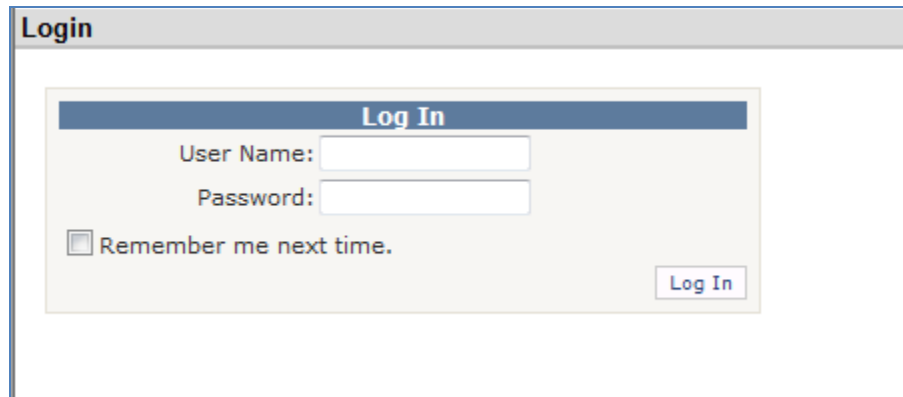
It is imperative that you enter the string “LDAP://” in all upper case letters and not in any other form. (For example “ldap://” will not function correctly.)

Windows folder and file security must be set to allow the account being used for the Portal ASP.NET application pool (for example, the ASPNET worker process) to access the certificate file specified by the ldapCertificate property.

If the file specified in the ldapCertification property does not have a folder name, then the file must be located in the Portal \bin subfolder. Otherwise, you should include a full path, drive and folder, for the file.

Login to LDAP:

Once the previous steps are completed, your EXPRESS portal will display a login window as shown in the following figure. Users must enter the LDAP account name and password to login.



The image shows a web browser window titled "Login". Inside the window is a smaller form titled "Log In". The form contains the following elements:

- A label "User Name:" followed by a text input field.
- A label "Password:" followed by a text input field.
- A checkbox labeled "Remember me next time."
- A "Log In" button located at the bottom right of the form.

If a configuration error occurs, please check the Portal log file, located in the \Logs subfolder of the Portal. Additional information, depending on the type of error, may be available in the System Event log.

6

Updating Prior Version

This chapter contains the following information on updating prior versions.

- Pre-Update Instructions
- Removing Prior IBM Rational Dashboard Versions
- Installation of IBM Rational Dashboard

Pre-Update Instructions

Prior to beginning the process of updating the current installation of IBM Rational Dashboard, perform the following steps in order to facilitate the final installation steps.

1. Save the Portal web.config file to another location in order to verify the connection string for the database is correct after the update process is complete. The web.config file is located by default at C:\Program Files\Telelogic\Dashboard\Portal
2. Save the collector.set file to another location in order to save all currently created Collector sources. The collector.set file is located by default at C:\Program Files\Telelogic\Dashboard\Collector
3. Save the .bin files containing the collection details. The files are located by default at C:\Program Files\Telelogic\Dashboard\Portal\Logs
4. Backup all existing databases that are used by IBM Rational Dashboard. The default databases are Dashboard and Transform.

Removing Prior IBM Rational Dashboard Versions

It is necessary to remove any previously installed version of Telelogic Dashboard before beginning the installation process for IBM Rational Dashboard version 4.0.0. The steps to complete the removal of Telelogic Dashboard are detailed below.

To remove Telelogic Dashboard Portal:

1. Log into the machine as an Administrator user where Telelogic Dashboard Portal is installed.
2. Open the Add or Remove Programs window (Start > Control Panel > Add or Remove Programs).
3. Select Telelogic Dashboard from the list of options.

4. Select **Remove/Uninstall**.
5. Delete the Portal folder (C:\Program Files\Telelogic\Dashboard\Portal) and all of its subfolders.

To remove Telelogic Dashboard Web Services:

1. Log into the machine where Telelogic Dashboard Web Services is installed as an Administrator user.
2. Open the Add or Remove Programs window (Start > Control Panel > Add or Remove Programs).
3. Select Telelogic Dashboard Web Services from the list.
4. Click **Remove/Uninstall**.
5. Delete the WebServices folder (C:\Program Files\Telelogic\Dashboard\WebServices) and all of its subfolders.

To remove Telelogic Dashboard Collector:

1. Log into the machine where Telelogic Dashboard Collector is installed as an Administrator user.
2. Open the Add or Remove Programs window (Start > Control Panel > Add or Remove Programs).
3. Select Telelogic Dashboard Collector from the list of options.
4. Click **Remove/Uninstall**.
5. Delete the Collector folder (C:\Program Files\Telelogic\Dashboard\Collector)
6. Delete any remaining folders for the Telelogic Dashboard installation (C:\Program Files\Telelogic\Dashboard)

To remove IIS Virtual Directories:

1. Log into the machine where Telelogic Dashboard Portal is installed as an Administrator user.
2. Open the IIS Manager (Start > Control Panel > Administrative Tools > Internet Information Services (IIS) Manager)
3. Expand the Tree until the Virtual Directories are visible
4. Delete the Dashboard and DashboardWS virtual directories

Installation of IBM Rational Dashboard

This section contains steps on how to complete the update from a prior version to IBM Rational Dashboard version 4.0.0.

1. Perform the steps found in Section 4 Application Installation and Licensing. Use the 'Update Existing Database' functionality in the IBM Rational Dashboard Configuration Utility.
2. Once installation is complete, copy the collector.set file saved in the Pre-Update Instruction section to the IBM Rational Collector installation location. The collector.set file is located by default at C:\Program Files\IBM\Rational\Dashboard\Collector
3. Copy the .bin files saved in the Pre-Update Instruction section to the logs folder of the new installation. The default location is C:\Program Files\IBM\Rational\Dashboard\Portal\Logs
4. Update the Portal_Location in the web services web.config (if necessary). The web.config is located by default at C:\Program Files\IBM\Rational\Dashboard\WebServices

7 Testing Installation

This chapter contains the following installation testing topics:

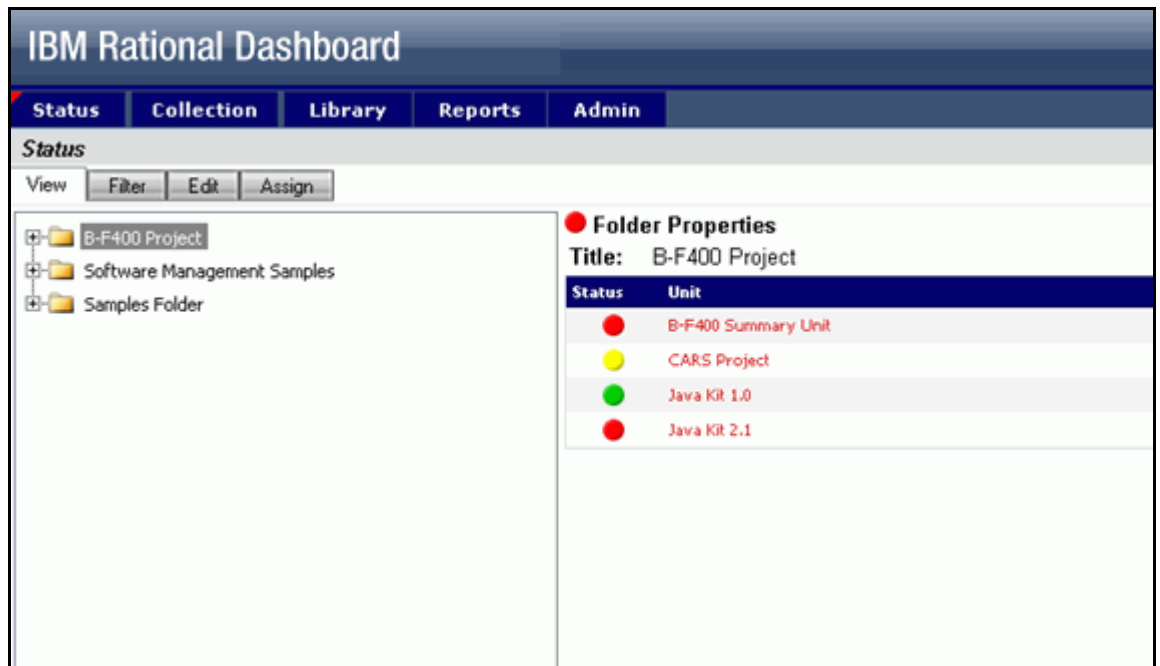
- Testing IBM Rational Dashboard Portal
- Testing IBM Rational Dashboard Web Services

Testing IBM Rational Dashboard Portal

This section contains test procedures for verifying IBM Rational Dashboard Portal has been correctly installed and configured.

To Test IBM Rational Dashboard Portal:

1. Log on to the server, where IBM Rational Dashboard Portal was installed, as the administrator user that was used during installation, and navigate to: `http://Server Name/Dashboard/`
2. Replace Server Name with the name of the server where IBM Rational Dashboard is installed.
3. You should see the IBM Rational Dashboard Portal user interface screen shown below. If you do not see this screen, then troubleshooting steps for the installation should be taken. Possible errors and the steps to correct them are listed in Section 7 Troubleshoot Installation.




Testing IBM Rational Dashboard Web Services

This section contains test procedures for verifying IBM Rational Dashboard Web Services have been correctly installed and configured.

To Test IBM Rational Dashboard Web Services:

1. Log on to the server, where IBM Rational Dashboard Portal was installed, as the administrator user that was used during installation, and navigate to the WSAPI page by entering the following address into your web browser:
<http://ServerName/DashboardWS/WSAPI.asmx>
2. Replace Server Name with the name of the server where IBM Rational Dashboard is installed.
3. You should see the WSAPI screen shown below. If you do not see this screen, then troubleshooting steps for the installation should be taken. Possible errors and the steps to correct them are listed in Section 7 Troubleshooting Installation.



The screenshot shows a web page titled "WSAPI" with a dark blue header. Below the header, there is a paragraph stating: "The following operations are supported. For a formal definition, please review the [Service Description](#)." Below this paragraph is a bulleted list of ten operations, each with a blue link:

- [GetAccountInformation](#)
- [GetCollectionDates](#)
- [GetInformation](#)
- [GetInterfaces](#)
- [GetItems](#)
- [RegisterCollector](#)
- [SendCollectionItemData](#)
- [SendCollectionSummary](#)
- [SendContainerItems](#)
- [UpdateChangedUnits](#)

8

Troubleshooting Installation

This chapter contains the following Installation Testing topics:

- Database Not Created During Install
- Server Application Unavailable
- Server Error in '/DashboardWS' Application
- Invalid Database Connection String
- The Page Cannot Be Displayed
- Invalid License String
- System and Application Log Files
- Error Viewing Crystal Reports

Database Not Created During Install

This section contains troubleshooting information when the Database Configuration utility cannot create the database needed for IBM Rational Dashboard.

To correct this problem, please try these steps:

1. Review the Database Configuration utility log file. As the utility executes, it writes to a log file located in the same folder as the utility. The default is "C:\Program Files\IBM\Rational\Dashboard\Configuration\setup.log". Using Notepad, open the `setup.log` file and see what has been happening.
2. Check the SQL Server product name. If this is SQL developer, standard, or enterprise, then re-run the IBM Rational Dashboard Configuration utility (`DatabaseSetup.exe`) and make sure you do not set the checkbox for a named instance. If this is SQL Express, then start the SQL Management Console and read the instance name by examining the button to stop service.
3. Make sure that the user who is running the configuration utility has create permission in the SQL database

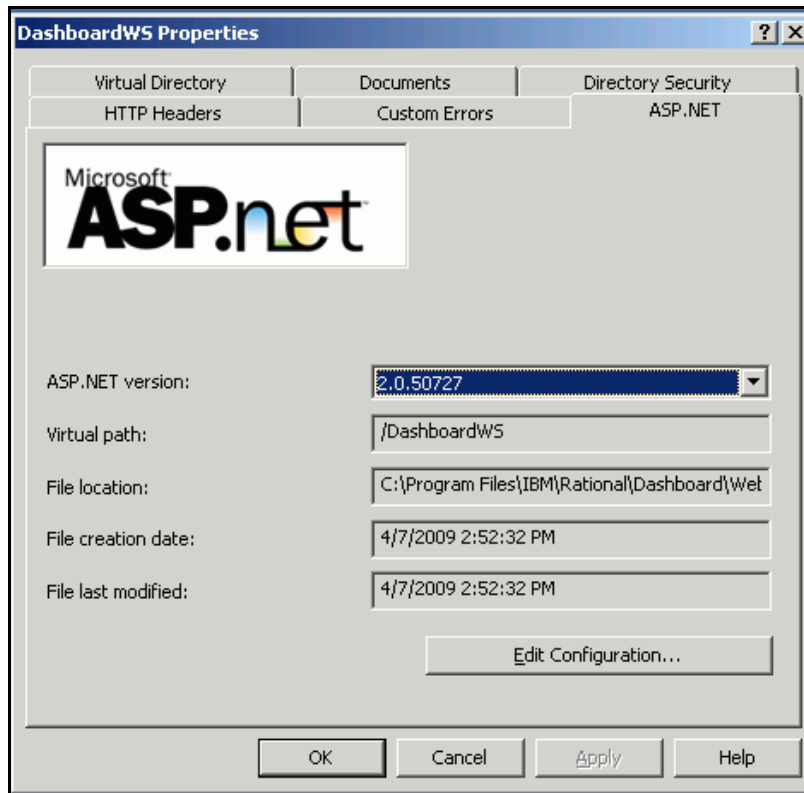
Server
Application
Unavailable

This section contains troubleshooting information when a Server Application Unavailable message is given.

To verify ASP Framework (v2.0.50727) snap-in is installed and running in IIS:

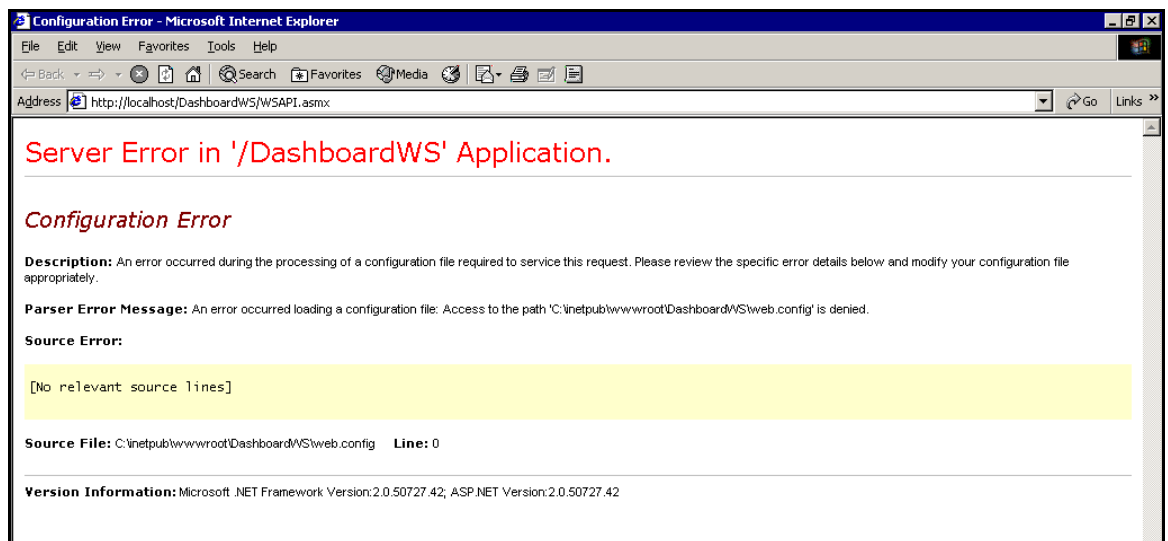
1. Check the properties for DashboardWS
Control Panel > Administrative Tools > Internet Information Service (IIS), right click on **properties**.
2. Verify the ASP tab is present and ASP version is set to 2.0.50727.
3. If you do not see the tab and v2.0.50727, the framework is not running correctly.
4. Microsoft reports this error on some servers that were running previous versions of the framework. Take the following corrective steps:
 - a. Open regedit and backup your registry
 - b. Search for 40607 and delete the keys
 - c. Remove: HKEY_CLASSES_ROOT\CLSID\
{7D23CCC6-A390-406E-AB67-2F8B7558F6F6}
 - d. Close regedit
 - e. Re-register ASP with aspnet_regiis -i
5. Confirm in DashboardWS Properties
Control Panel > Administrative Tools > Internet Information Service (IIS), right click on **properties**.

ASP tab and ASP version is set to 2.0.50727



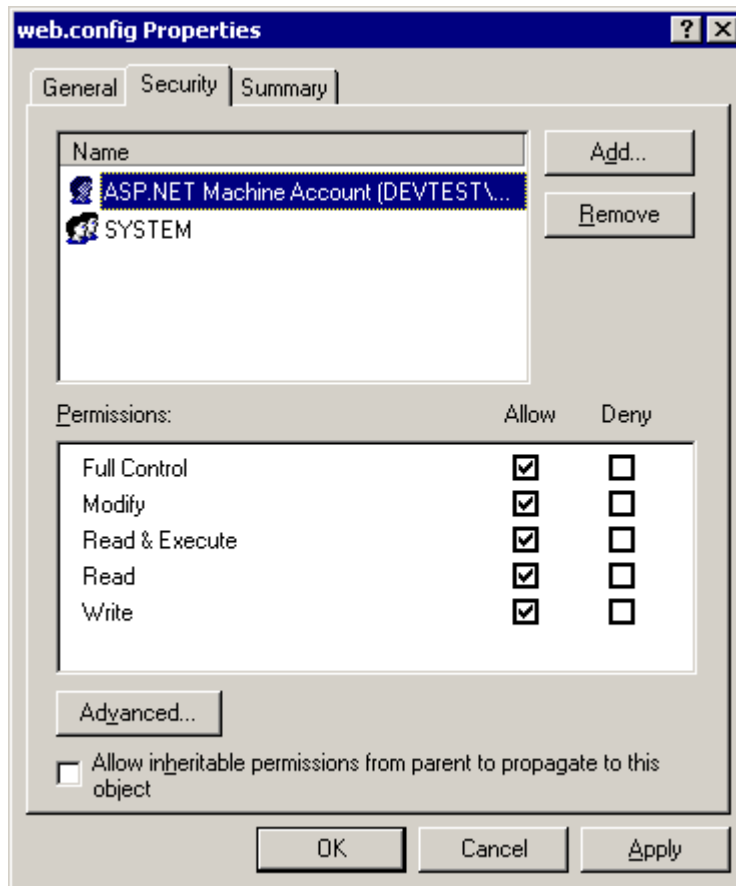
Server
Error in '/DashboardWS'
Application

This section contains troubleshooting information when you try to run IBM Rational Dashboard Web Services and get Server Error in '/DashboardWS' application.



To verify permissions:

1. Verify permissions on the `web.config` file. Default IBM Rational Dashboard Web Services location: `C:\Program Files\IBM\Rational\Dashboard\WebServices`
2. The local ASP account must have Full Control of the `web.config` file: Right mouse click on the `web.config` file and select Properties > Security
3. Permissions are Allow: Full Control, Modify, Read & Execute, Read and Write.



**Invalid
Database
Connection
String**

This section contains troubleshooting information when you get an Invalid Database Connection String message.

To check database creation:

1. Invalid database connection string: `dbtype=SQLSERVER2000; server=ServerName; UID=TeleDash; PWD=TeleDashPass; database=Dashboard_01` indicates there was a problem with the database creation during the install.

2. Check the `Portal_db_create_log.txt` file, created during the install, in your user's temp directory. This file contains details about the creation of the database.
 3. [DBNETLIB]Specified SQL server not found. – Indicates the Database Server was not found, check the name you specified during the install. Verify you are using the correct Server Name and Instance Name of your SQL Server.
 4. Login failed for user 'TeleDash' – Indicates the 'TeleDash' user was not created in the database prior to the installation.
 5. Could not locate entry in sysdatabases for database 'Dashboard_01'. – Indicates the 'TeleDash' user was not added to the Database Creators (dbcreator) role in the Database Server.
 6. CREATE TABLE permission denied in database... – Indicates the 'TeleDash' user was not added to the Database Creators (dbcreator) role in the Database Server.
-

The Page Cannot Be Displayed

This section contains troubleshooting information when you get The Page Cannot Be Displayed message.

To check IIS:

1. The Page Cannot Be Displayed message indicates there is a problem with IIS.
 2. Verify IIS is running: Internet Explorer: <http://localhost/>
 3. If you get another, The Page Cannot Be Displayed error, IIS is not running.
 4. Reboot your machine and verify IIS is running: Internet Explorer: <http://localhost/>
 5. If you get an Under Construction page or a login prompt then IIS is running correctly. Navigate to the IBM Rational Dashboard Portal again.
 6. If you get another, The Page Cannot Be Displayed error, contact your server administrator to perform further IIS diagnostic tests.
-

Invalid License String

This section contains troubleshooting information when you get the error message License String was found but is not valid or in the correct format.

To check License String:

1. Run the License Check Utility. The `Liccheck.exe` is located by default at:
`C:\Program Files\IBM\Rational\Dashboard\Licensing\Liccheck.exe`

2. The utility is run on a DOS command prompt and will quickly identify whether you have a valid license.
3. If you do not have a valid license, contact support to verify that you have a valid license. Support contact information is listed in section 9 of this document.

System and Application Log Files

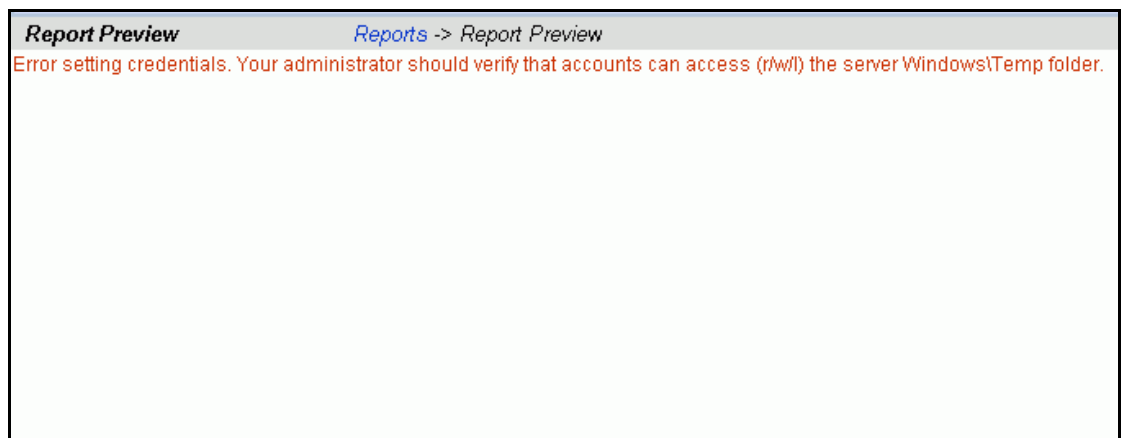
This section contains information about the location of the System and Application files. The log files may contain helpful information for resolving issues with installation or operation.

To locate Log files:

1. IBM Rational Dashboard Portal System log file location: (Default Location)
C:\Program Files\IBM\Rational\Dashboard\Portal\logs\PortalLog.txt
2. IBM Rational Dashboard Services log file location: (Default Location)
C:\Program Files\IBM\Rational\Dashboard\Portal\logs\WSLog.txt
3. IBM Rational Dashboard Collector log file location: (Default Location)
C:\Program Files\IBM\Rational\Dashboard\Collector\logfile.txt
4. IBM Rational Dashboard Database Setup utility log file location: (Default Location)
C:\Program Files\IBM\Rational\Dashboard\Configuration\setup.log

Error Viewing Crystal Reports

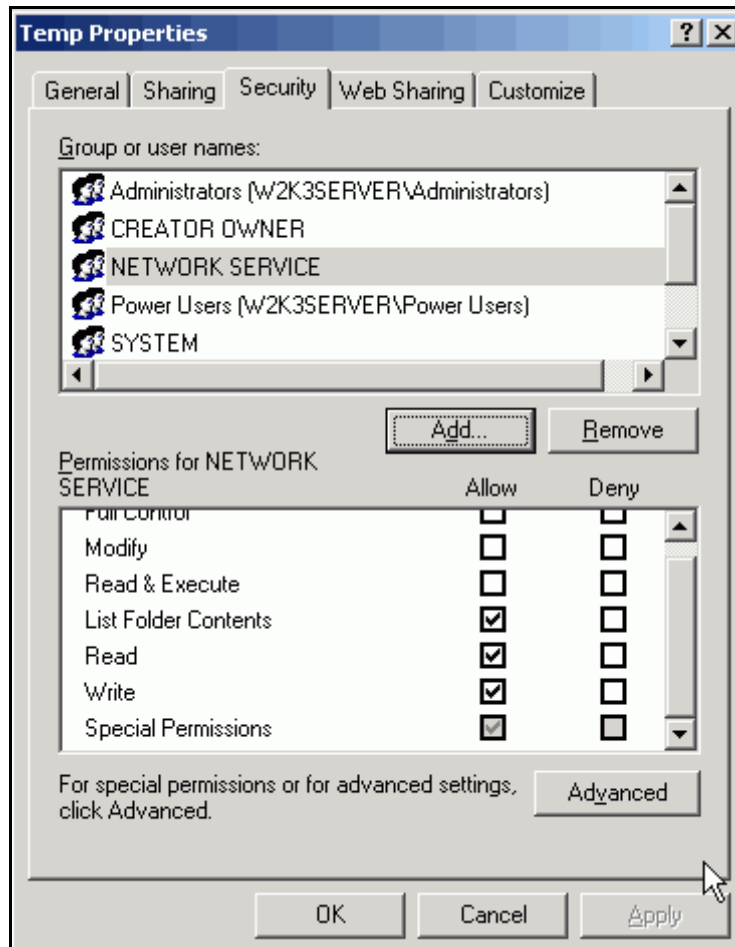
This section contains troubleshooting information when you get an error message while trying to view the Crystal Reports on the Reports tab in IBM Rational Dashboard.



To Verify Permissions:

1. Verify permissions on the Windows\temp directory

2. The Network Service or IIS_WPG account must have permission to this folder: Right mouse click on the **Temp** folder and select Properties > Security
3. Permissions are Allow: Read, Write, List Folder Contents



9

Un-Install IBM Rational Dashboard

This chapter contains the following IBM Rational Dashboard Un-Install topics:

- Un-Install IBM Rational Dashboard Portal
- Un-Install IBM Rational Dashboard Collector
- Un-Install IBM Rational Dashboard Web Services
- Manually Remove Remaining Folders and Files
- Manually Remove Remaining Start Menu Items
- Remove Databases

Caution: Before Un-Installing, be sure to save any files that you may need after a re-installation including: the `web.config`, `PortalLog.txt`, `WSLog.txt`, `logfile.txt`, collection detail files and any other files tailored after the installation.

Un-Install IBM Rational Dashboard Portal

To remove IBM Rational Dashboard Portal:

1. Log into the machine where IBM Rational Dashboard Portal is installed as an Administrator user.
2. Start > Settings > Control Panel; Double click **Add/Remove** Programs.
3. Select **IBM Rational Dashboard Portal** from the list of currently installed programs.
4. Click **Change/Remove**.
5. Click **OK** to un-install IBM Rational Dashboard Portal and all of its features.

Un-Install IBM Rational Dashboard Collector

To remove IBM Rational Dashboard Collector:

1. Log into the machine where IBM Rational Dashboard Collector is installed as an Administrator user.
2. Start > Settings > Control Panel; Double click **Add/Remove** Programs.
3. Select **IBM Rational Dashboard Collector** from the list of currently installed programs.
4. Click **Change/Remove**.
5. Click **OK** to un-install IBM Rational Dashboard Collector and all of its features.

Un-Install IBM Rational Dashboard Web Services

To remove IBM Rational Dashboard Web Services:

1. Log into the machine where IBM Rational Dashboard Web Services is installed as an Administrator user.
2. Start > Settings > Control Panel; Double click **Add/Remove** Programs.
3. Select **IBM Rational Dashboard Web Services** from the list of currently installed programs.
4. Click **Change/Remove**.
5. Click **OK** to un-install IBM Rational Dashboard Web Services and all of its features.

Manually Remove Remaining Folders And Files

The un-install process removes any files that were placed on your system during the installation process. The un-install does not remove files that were created by IBM Rational Dashboard through normal operation. In addition, the un-install process does not remove files that you copied in manually using the Windows File Manager or another method.

To manually remove remaining folders and files:

1. Review all files and folders to determine whether to save the file prior to removing them.

2. Once you determine that they are no longer needed, the following folders may be removed using the Windows File Manager: (Default Location)
 - C:\Program Files\IBM\Rational\Dashboard, and all subfolders
-

Manually Remove Remaining Start Menu Items

To manually remove remaining Start Menu Items:

1. Start Menu > Programs > IBM > Rational, right click **Dashboard folder**.
 2. Select **Delete**.
-

Remove Databases

To remove databases:

1. Start SQL Enterprise Manager or SQL Server Configuration Manager Utility for SQL Server Express.
2. Manually remove the “Dashboard” and “Transform” databases (default names).

10 Contact Information

This chapter contains the following topics:

- Contacting IBM Rational Software Support
- Prerequisites
- Submitting problems
- Other information

Contacting IBM Rational Software Support

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

Note: If you are a heritage Telelogic customer, you can go to <http://support.telelogic.com/toolbar> and download the IBM Rational Telelogic Software Support browser toolbar. This toolbar helps simplify the transition to the IBM Rational Telelogic product online resources. Also, a single reference site for all IBM Rational Telelogic support resources is located at <http://www.ibm.com/software/rational/support/telelogic/>

Prerequisites

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

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

To submit your problem online (from the IBM Web site) to IBM Rational Software Support, you must additionally:

- Be a registered user on the IBM Rational Software Support Web site. For details about registering, go to <http://www-01.ibm.com/software/support/>.

- Be listed as an authorized caller in the service request tool.

Submitting Problems

To submit your problem to IBM Rational Software Support:

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

Use the following table to determine the severity level.

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

2. Describe your problem and gather background information. When describing a problem to IBM, be as specific as possible. Include all relevant background information so that IBM Rational Software Support specialists can help you solve the problem efficiently. To save time, know the answers to these questions:
 - What software versions were you running when the problem occurred?
To determine the exact product name and version, use the option applicable to you:
 - Start the IBM Installation Manager and select **File > View Installed Packages**. Expand a package group and select a package to see the package name and version number.
 - Start your product, and click **Help > About** to see the offering name and version number.
 - What is your operating system and version number (including any service packs or patches)?
 - Do you have logs, traces, and messages that are related to the problem symptoms?
 - Can you recreate the problem? If so, what steps do you perform to recreate the problem?

- Did you make any changes to the system? For example, did you make changes to the hardware, operating system, networking software, or other system components?
 - Are you currently using a workaround for the problem? If so, be prepared to describe the workaround when you report the problem.
3. Submit your problem to IBM Rational Software Support. You can submit your problem to IBM Rational Software Support in the following ways:
- **Online:** Go to the IBM Rational Software Support Web site at <https://www.ibm.com/software/rational/support/> and in the Rational support task navigator, click **Open Service Request**. Select the electronic problem reporting tool, and open a Problem Management Record (PMR), describing the problem accurately in your own words.
For more information about opening a service request, go to <http://www.ibm.com/software/support/help.html>
You can also open an online service request using the IBM Support Assistant. For more information, go to <http://www-01.ibm.com/software/support/isa/faq.html>.
 - **By phone:** For the phone number to call in your country or region, go to the IBM directory of worldwide contacts at <http://www.ibm.com/planetwide/> and click the name of your country or geographic region.
 - **Through your IBM Representative:** If you cannot access IBM Rational Software Support online or by phone, contact your IBM Representative. If necessary, your IBM Representative can open a service request for you. You can find complete contact information for each country at <http://www.ibm.com/planetwide/>.

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

Other Information

For Rational software product news, events, and other information, visit the IBM Rational Software Web site on <http://www.ibm.com/software/rational/>.

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