Rational. Team Webtop™

Product Manual

IBM Rational Team Webtop

Product Manual

Release 1.1

Before using this information, be sure to read the general information under Appendix A, “Notices”on page 43.

This edition applies to **VERSION 1.0, IBM Rational Team Webtop** and to all subsequent releases and modifications until otherwise indicated in new editions.

Table of contents

1 Introduction

This manual describes the IBM® Rational® Team Webtop™ tool. The Rational Team Webtop is a powerful centralized solution, that allows users to access the data stored under IBM® Rational® DOORS®, IBM® Rational® Tau® and IBM® Rational® Change tools from one place.

This chapter contains the following sections:

- About Rational Team Webtop
- Key Webtop features
- Contacting IBM Rational Software Support
- Conventions used in this Guide

About Rational Team Webtop

Rational Team Webtop is an exemplary implementation of a browser based composite application built on Rational Change, Tau, DOORS and IBM® Rational® Harmony™. Webtop provides a single point of entry and User Interface (UI) for users to access relevant application lifecycle data, regardless of where that data is held.

Webtop is staged as a state of the art reviewing tool, that help users to effectively carry out their review activities for the different stages of the application lifecycle data residing under disparate repositories, (For example, requirement data (DOORS), Design data (Tau) from within Webtop.

Webtop aims to replace the current solution, where, users in order to access application lifecycle data that spans multiple disciplines, are required to use multiple tools, with different user interfaces, integrated through a set of point to point integrations.

Key Webtop features

Rational Team Webtop is a web-based tool that primarily allows users to perform tasks such as create new projects, add roles to users, view project data, review project data, create external links, add comments, etc.

This section describes the following primary features of Webtop.

- Projects
- Review data

- External relationships
- Process guidance
- Roles

Projects

The projects feature enables aggregation of data from disparate repositories, thereby bringing together multiple tools within Webtop. The project consists of a single Change database and a set of DOORS and Tau projects. These projects are selected at the time of a project creation. For more information on creating a project, see Create new project (page 9).

Review data

The reviewing feature allows users to review the data stored under multiple disparate repositories such as DOORS, Change and Tau, and raise a work item or change request against any object for the defects, or any suggestions found at the time of a review.

External relationships

The External Relationships (ER) is a powerful feature of Webtop, that essentially means linking objects between different repositories (for example, linking Requirements (DOORS) and Design data (Tau). However, the current release of Webtop supports only creating a link between an object from any repository and a change request. For more information on creating ER see, Creating an external relationship (page 29).

Roles

The identity a user assumes is called a role. The Webtop provides set of roles that can be assigned to users. A role essentially describes the set of tasks a person is allowed to perform.

Process guidance

The process guidance basically guides the user on what process to use or what step to follow next in a process, etc. The processes are available under the tool called Rational Harmony. The Webtop allows you to connect to this tool using a URL. For more information on the process guidance see, Using Process Guidance (page 36).

Note This tool is not packaged along with the Webtop. The user needs to purchase this tool separately in order to use this feature.

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, a single reference site for all 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.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 *critical* 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 *significant* business impact: The program is usable, but it is severely limited.
3	The problem has *some* business impact: The program is usable, but less significant features (not critical to operations) are unavailable.
4	The problem has *minimal* business impact: The problem causes little impact on operations or a reasonable circumvention to the problem was implemented.

2. Describe your problem and gather background information, When describing a problem to IBM, be as specific as possible. Include all relevant background information so that IBM 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.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/.

Conventions used in this Guide

Typeface	Description
Italic	Used for book titles and terminology.
Bold	Used for items that you can select and menu paths, also used for emphasis.
`Courier`	Used for commands, file names, and directory paths. Represents command syntax to be entered verbatim. Signifies computer output that displays on-screen.

2 Webtop administration

The Webtop administration allows the administrators to carry out the administrative tasks such as creating new projects, managing users, providing access to the users etc.

This chapter contains the following sections:

- How the RLS tools information is displayed
- Create new project
- Manage users
- About Roles

Note The Administration menu appears disabled for the normal users. Only the users with the administrator privileges have this option enabled.

How the RLS tools information is displayed

The Webtop is configured to a IBM® Rational® Directory Server (RDS) instance, which acts like a central repository. The IBM® Rational® Solutions for Enterprise Lifecycle Management (RLS) applications that are registered with RDS are fetched and listed in the Webtop.

Starting Rational Team Webtop

When the Rational Team Webtop is started for the very first time, the user is presented with an extended login form, asking for the RDS details. The user must be a valid RLS user to logon to the Webtop.

You can access the Rational Team Webtop through your browser.

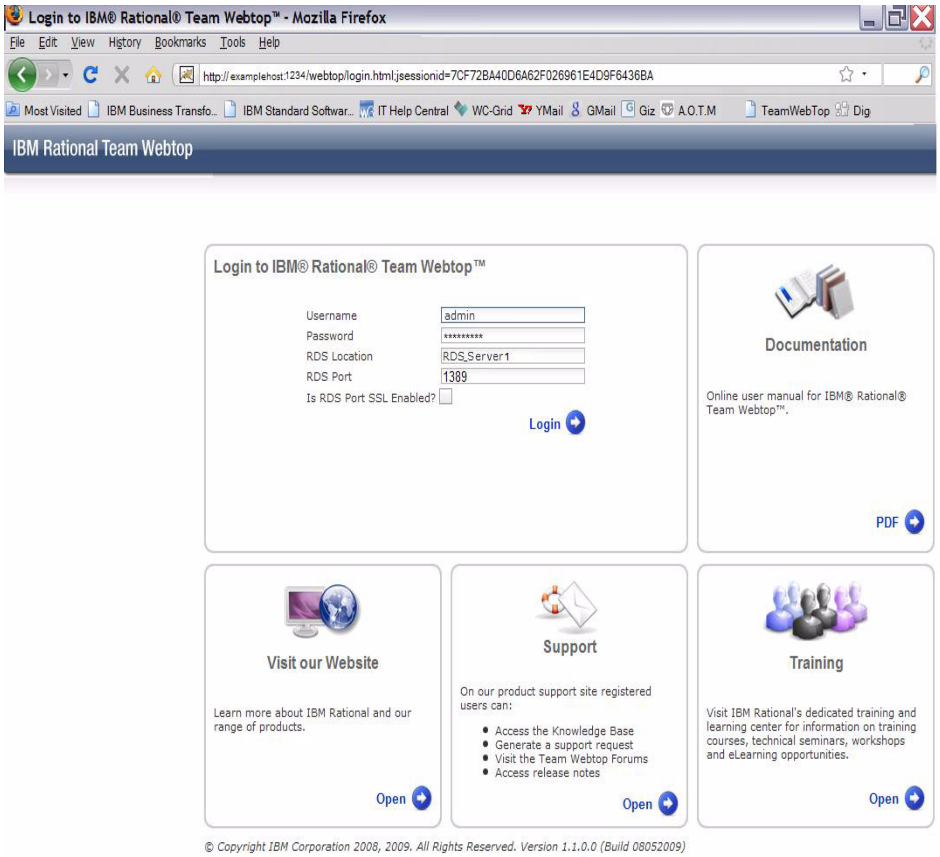
To log on to Rational Team Webtop:

1. In your default browser, type the URL for the Rational Team Webtop.

   For example:

   `http://examplehost:8080/webtop`

   The **Welcome** screen is displayed.



2. In the **Welcome** screen, type the following details.

Field name	Description	Example value
Username	Administrator user. The user must be a valid RLS user.	admin
Password	Password for the administrator user	pass123
RDS Location	Host name or IP address of the server where RDS is running	RDSServer1

Field name	Description	Example value
RDS Port	RDS port number	1389
Is RDS Port SSL Enabled	To enable SSL authentication	Check this option if you want to authenticate securely using SSL

Note If **Is RDS Port SSL Enabled** check box is checked and a non-SSL port number is provided in the **RDS Port** field, or if a SSL port number is given in the **RDS Port** field and the check box is not checked, the login will fail.

3. Click **Submit**.

Note The next time the user logging on to this instance will have to provide only the user name and password for the Rational Team Webtop.
On successful login, the user automatically becomes the Webtop administrator. This also enables the administration menu for the administrator to perform all the administrative tasks.

Administration menu

The administration menu allows you create new projects and provide access to the users, using the **New Project** and **Manage Users** options.

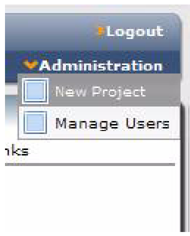
Create new project

You can create new projects and provide access to the users for the projects. The **New Project** option contains two tabs:

- **Data Source** - This tab allows you to provide the details for the new project.
- **Project Users** - This tab allows you to provide access to the users.

To create a new project:

1. Choose **Administration > New Project**.



2. In the **Project Name** box, type the name for the new project.
3. In the **Process Guidance Base URL** box, type the base URL for the Rational Harmony repository. For example, `http://harmony:1234`. This field enables the users to access the Harmony repository to view the process guidance. For more information on the process guidance see, Using Process Guidance (page 36).
4. Under **Project Data**, select **Change**. In the **Change Repository** box, select the change repository from the list.

   Notice that the **Role to login** with the list of roles and the **Initial State** options are enabled, as soon as you selected the change repository. These are the user defined roles and initial state of the work item in the Change tool, that are listed here. You can assign these roles and work item state to the users for the selected change repository.
5. In the **Role to login** list, select the role from the list.

   Webtop accesses the information in Change using this role.
6. In the **Initial State** list, select the state from the list.

   Initial state is the state to which a newly created work item would be transitioned to.
7. Under **Project Data**, select **DOORS**. In the **DOORS Repository** box, select the DOORS repository from the list.

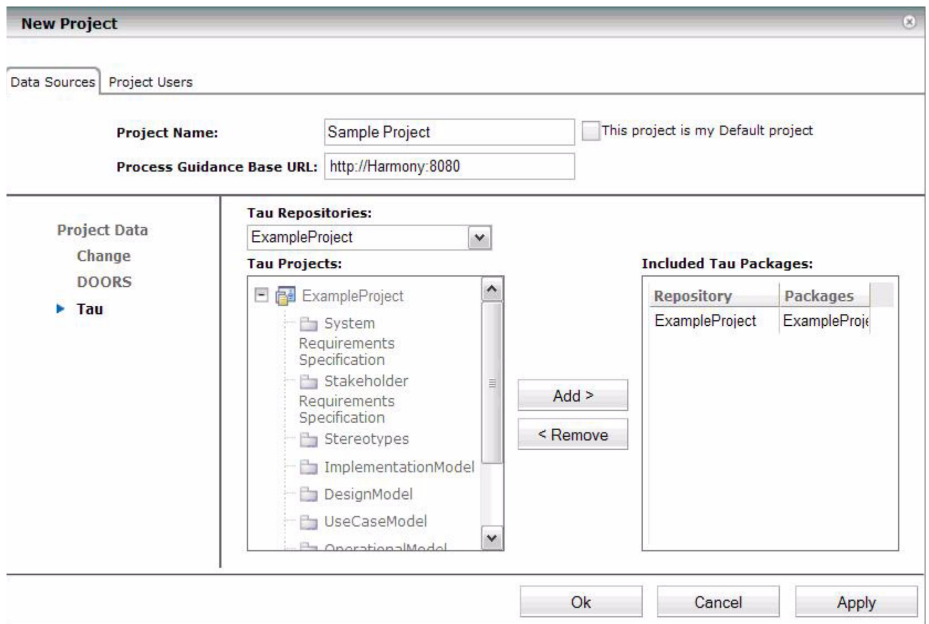
   The list of DOORS projects for the selected repository are listed under the **Included DOORS Project** box.
8. Select a DOORS project by clicking the check box next to the project. You can select multiple DOORS projects.
9. Under **Project Data**, select **Tau**. In the **Included Tau Project box**, select a Tau repository.

You can select multiple repositories. Select a Tau project or a Tau package to be included as part of Webtop Project definition.

Note In Tau, the projects are referred as repositories.

10. Click the check box next to **This project is my default project** to make the project a default project.

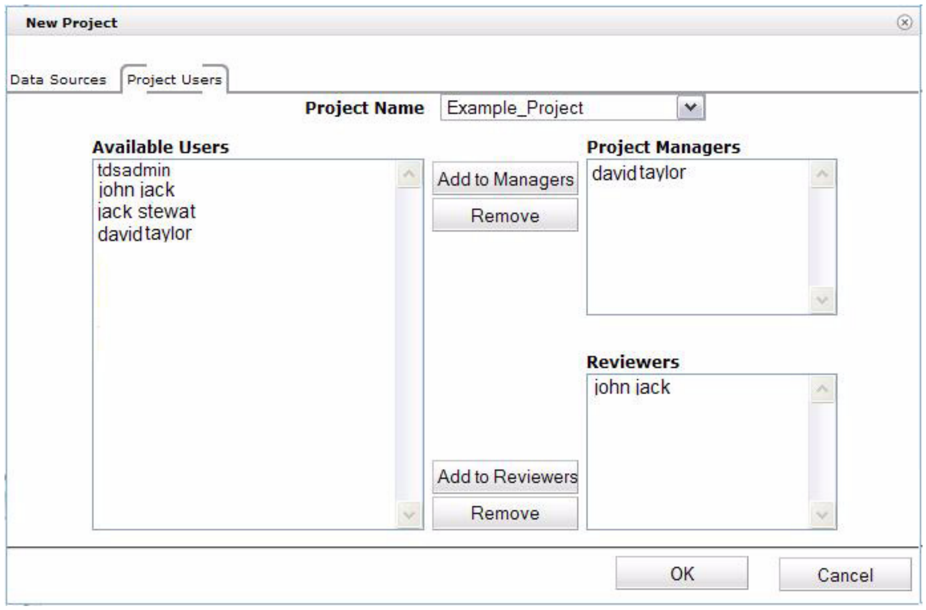
    This causes the project to open automatically, when the user logs in next time.



To provide access to users:

1. Click the **Project Users** tab.
2. Select the users from the **Available Users** list box and click **Add to Managers** to grant user a manager role or click **Add to Reviewers** to grant user a normal user or reviewer role.

3. Click **OK**.



4. To remove the users, select the user and click **Remove.**

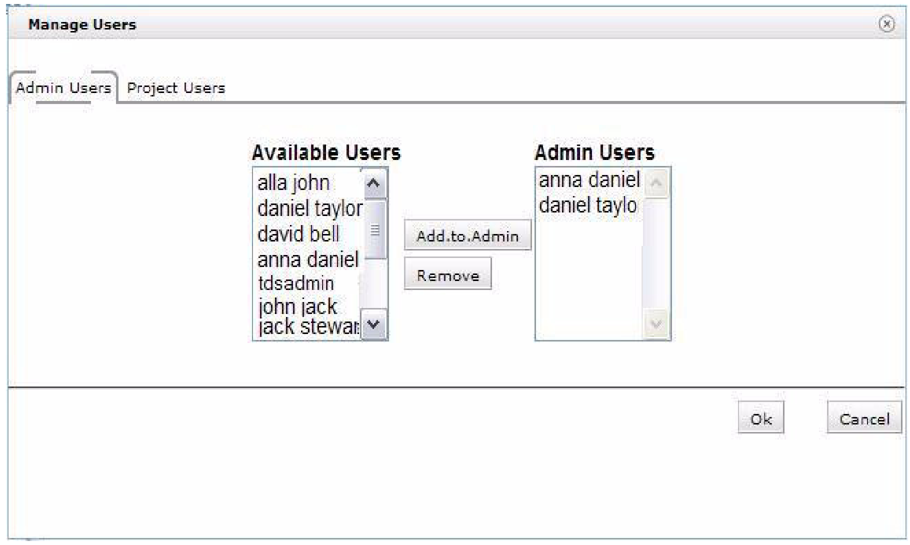
Manage users

The Manage users option allows the administrator to add users as *admin users, project managers,* and *project users*. The users added as admin users have the administrator privileges to carry out all administration tasks.

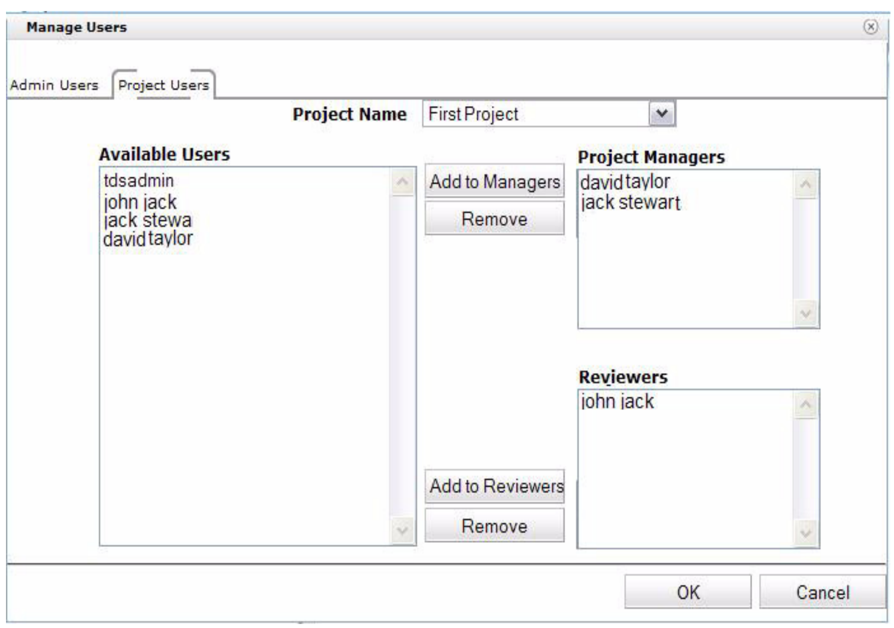
To add users as admin users and project users:

1. Under the **Admin Users** tab, select the users from the **Available Users** list box and click **Add to Admin**.

2. Click **OK**.



3. Click the **Project Users** tab.
4. Under **Project Users** tab, select the users from the **Available Users** list box and click **Add to Managers** or **Add to Reviewers**.



Projects menu

The project menu allows you to:

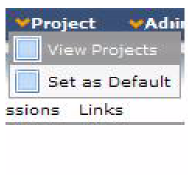
- Perform various activities such as open, edit, delete projects, etc. using the **View Projects** option.
- Set the open project as a default project using the **Set as default** option.

View Projects

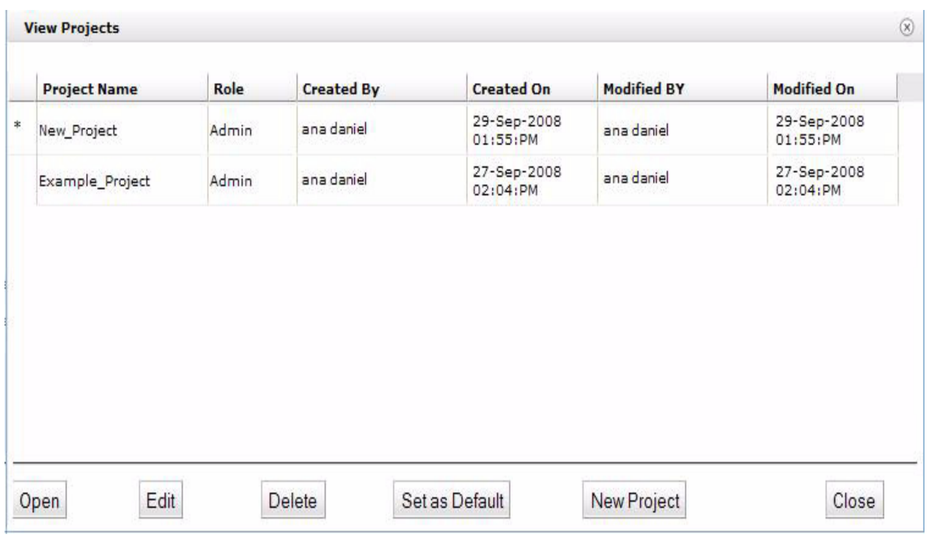
The view projects option allows you to view, open, edit, delete, create new projects, and set the project as default project.

To perform the above mentioned activities:

1. In the **Projects** menu, click **View Projects**.



The **View Projects** dialog box appears with the list of existing projects.



2. To open the project, select the project and click **Open**.
3. To edit the project, select the project and click **Edit**.

The **Edit Project** dialog box appears. Modify the details in the **Edit Project** dialog box and click **OK**. For more information on the details see, Create new project (page 9).

4. To delete the project:
   - In the view projects dialog box, select the project and click **Delete**.
   - The message box appears. Click **OK** in the message box.
5. To set the project as default project:
   - In the view projects dialog box, select the project and click **Set as Default**.
6. To create a new project, click **New**.

   Type the details for the new project. For more information on creating a new project see, Create new project (page 9).
7. Click **OK**.
8. Click **Close** to exit the **View Projects** dialog box.

About Roles

Roles are assigned to users, and a user can have more than one role. For example, a user can be a both Reviewer and a Manager.

The following are the pre-defined roles:

- Admin Users
- Project Managers
- Project Users

The following table describes the pre-defined roles:

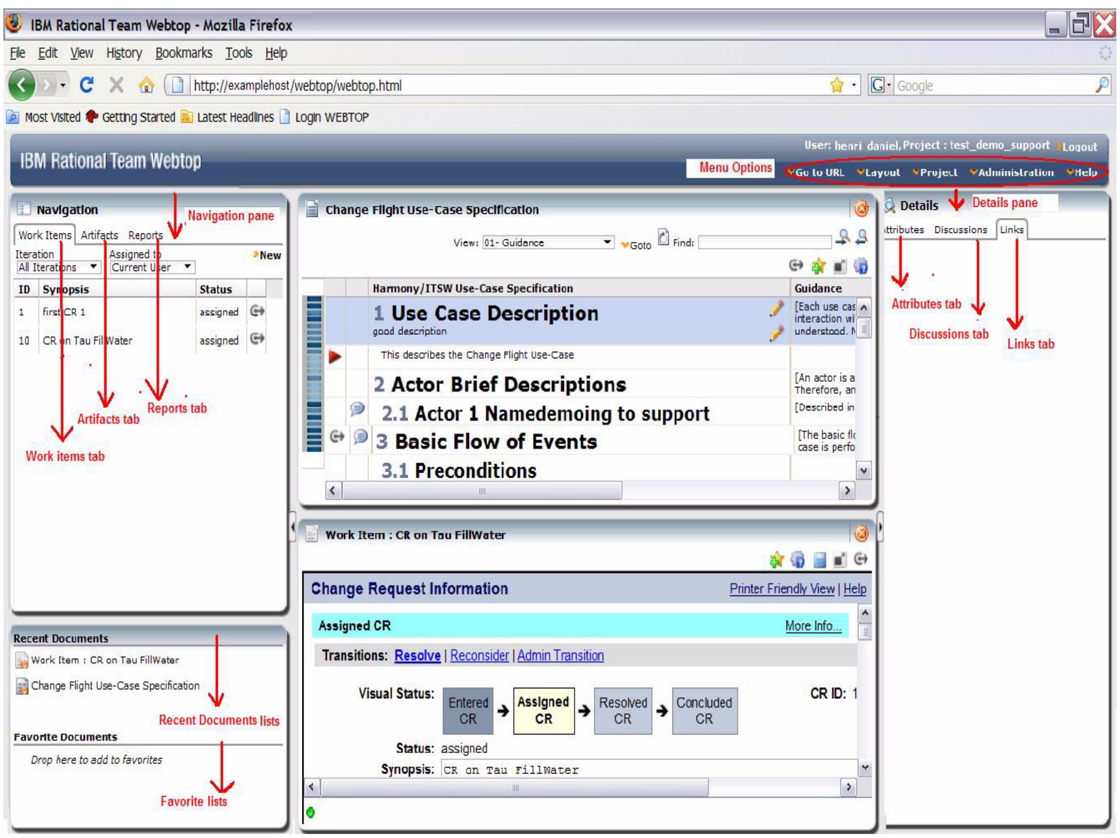
Roles	Capabilities
Admin Users	Allows the users to carry out all the administrative tasks such as creating, editing projects, providing access to users, adding process guidance etc. The administrator can also choose to assign other users the administrator role, thereby allowing them to perform minimal administrative tasks such as creating projects, editing projects etc.
Project Managers	Allows the user to perform certain administrator tasks such as creating project, editing project, etc. along with the other normal tasks such as opening existing projects, performing reviews, etc.
Project Users	Allows read-only access to the users. The users can open the projects assigned to them, and perform the reviews.

3 Webtop interface overview

This chapter provides you the information about the Webtop interface. The Webtop interface is divided into the following sections:

- Navigation panel
- Details panel
- Recent Documents panel
- Workarea panel
- About Views

The following diagram displays the complete Webtop interface:



Navigation panel

The navigation panel is organized into two sections:

- Work Items tab
- Artifacts tab

Work Items tab

The **Work Items** tab displays all the work items raised by the users and the links created between the objects. For more information on work items see, Working with Work Items (page27).

Artifacts tab

The artifacts tab displays the information from the RLS applications such as DOORS and Tau. You can access these applications from Rational Team Webtop to perform your day-to-day tasks such as reviewing, raising a work item, initiating a discussion, etc.

For example, you can perform a review task on one of the system requirement documents and raise a work item for the defects found or any suggestions on the enhancements in the document.

Details panel

The Details panel contains two sections with information about the currently selected object (project, folder, module, and so on). The Details panel is organized into three separate sections:

- Attributes tab
- Discussions tab
- Links tab

Attributes tab

The Attributes tab contains information about the attributes that apply to the current DOORS and Tau objects. The attributes define the features of the selected object. All of an object's attributes are read-only.

Discussions tab

The Discussions tab contains information about the discussions that apply to the current DOORS object. Discussions allows reviewers to exchange views about the content of a module or an object within the module or object itself.

You can maintain running discussions about objects and modules of the DOORS. The discussions are presented to you in the **Discussions** tab of the Details Panel.

Objects with discussions have a Discussion icon in the discussion column. You can create, view, modify and close discussions for modules and for objects

Links tab

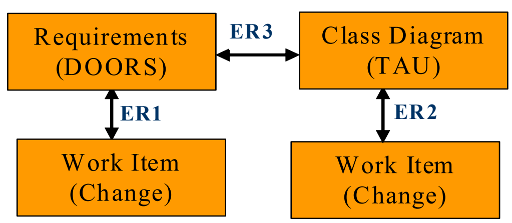
Links provide improved understanding of the changes and easier determination of the impact of a changed information across various stages of the application lifecycle data. You can follow these links by simply clicking them.

The links tab shows two types of links:

- **External link** - shows the related external relationship between the object from one repository to the other. The external relationships essentially means linking objects between different repositories.

  For example, when a work item is raised, you can find out which requirements are affected by tracing the link from the work item to the requirement document, and from requirement document to the work item. For more information on external relationships see, Working with External Relationship (page28).

  The following diagram shows the example of the external link:



- **Native link** - shows the related relationship between objects within the same repository. For more information on native links see, Opening objects in native client (page32).

Recent Documents panel

This section is organized into the following:

- Recent Documents
- Favorites Documents

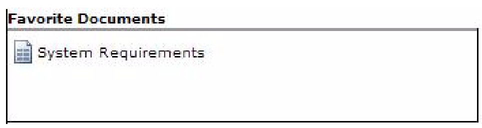
Recent Documents

Whenever you open the object, it is added to the recent item list. This help you to track the recently opened objects.

Favorites Documents

If you use certain objects regularly, you can add them to your favorites list. Instead of navigating through the database hierarchy to access the object, you can open it from your favorites list.

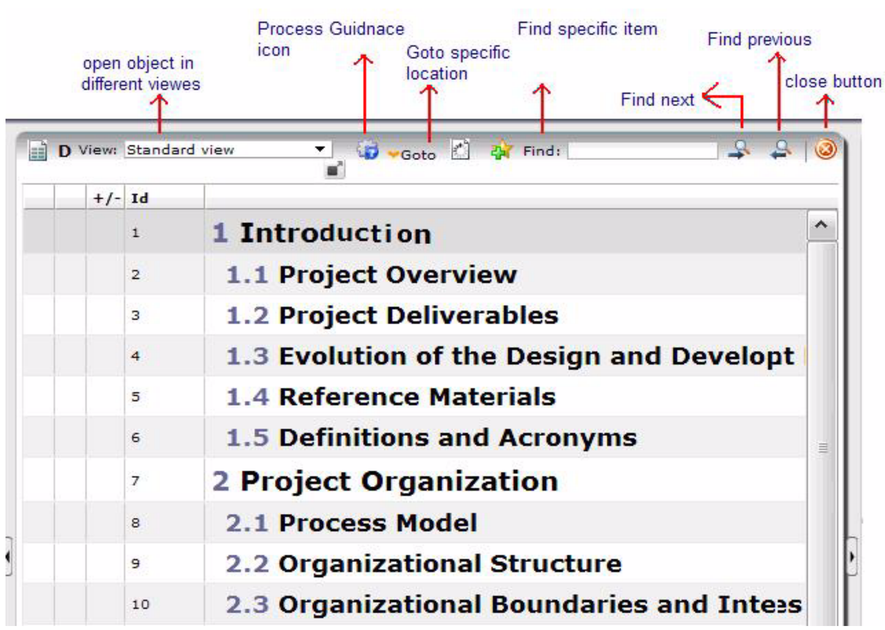
The favorites list is displayed below the Artifacts Explorer:



Workarea panel

The Workarea panel displays the contents of the objects along with the related icons and options. You can use the icons and options to access various information such as the process guidance, external links, etc. for the opened object.

The following screen shot displays the sample workarea with the related icons and options for the DOORS object.



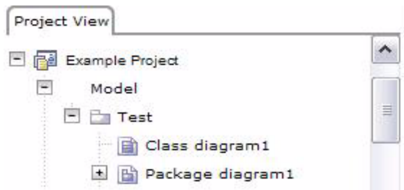
About Views

The views show the complete or part of the component. The views allow you to navigate through different types of information. In Webtop, each view is displayed in a tree like structure. The Webtop views are organized into two separate views:

- Project View
- Global View

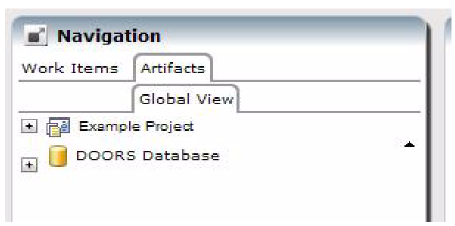
Project View

This view displays all the existing projects and its objects. This view lets you navigate through the projects and see the objects of that project.



Global View

The global view is basically a repository view. This view displays the entire tree of the repository. For example, the DOORS repository along with all the components of that repository.

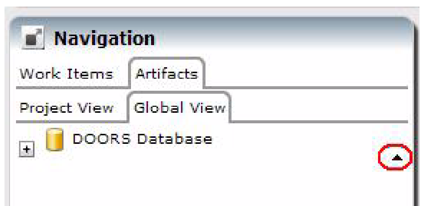


Note You can set these projects and repository as a root project or repository to view only the components you need to work with. For more information on setting as the root see, Setting as root (page23).

Setting as root

To set the project as root:

In **Project View** or **Global View**, select the project or repository and click the arrow icon ▲ displayed in the right side of the Project or Global View. This will make the object as a root objects, cutting down the tree to only show the selected object.



4 Getting started

This chapter describes each feature in detail to help you get started withe Webtop. This chapter contains the following sections:

- Working with Artifacts
- Working with Work Items
- Working with External Relationship
- Using Discussions
- Using Process Guidance
- Using Favorite Documents

Working with Artifacts

You can access the artifacts to carry out your tasks such as reviewing, raising work items, etc. For more information on artifacts see, Artifacts tab (page 18).

To work with the artifacts, see:

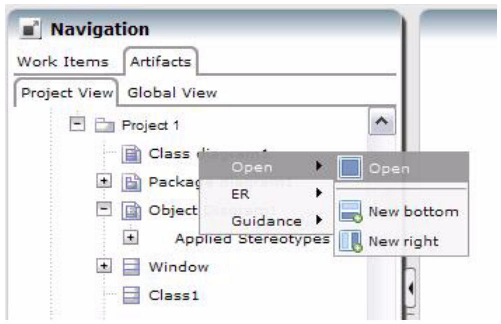
- Open Artifacts
- Display Artifacts

Open Artifacts

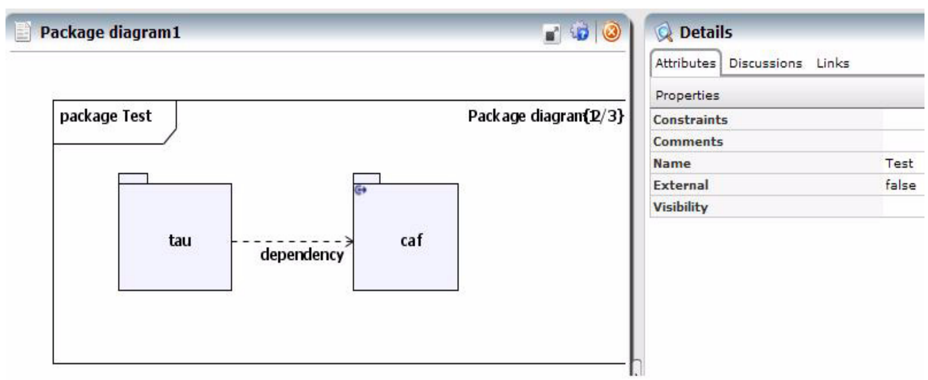
To open an artifact:

1. In the **Artifacts** tab, expand the artifact by clicking the plus sign displayed against the artifact.
2. Right-click an object under the artifact, click **Open** and then click **Open** or drag the artifact into the Workarea panel.

You can also click **New bottom** or **New right** options to display the contents at the desired frame.



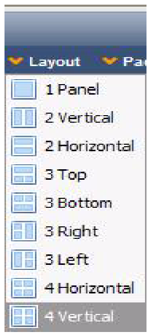
If the object is the database root, a project, or a folder, its contents are displayed in the Artifacts Explorer, and its properties are displayed in the attributes section of the Details Panel.



Display Artifacts

When you open a artifact in **Artifacts** tab, it opens in its default view. You can open up to four artifacts at the one time.

You can control the way artifacts are displayed using the **Layout** menu.



Working with Work Items

The work items or change requests are basically a problem report that tracks the defects or the enhancement requests raised by the reviewers. The user can assign a work item to an object residing under different repositories.

The Webtop allows you to:

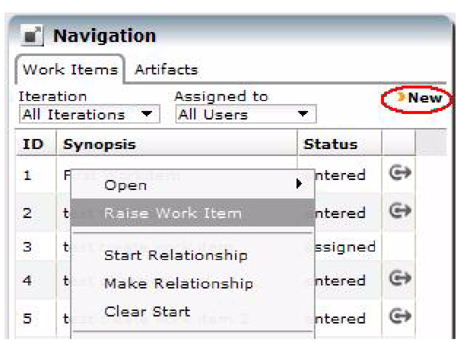
- Raise a work item
- Filter work items

Raise a work item

To raise a work item:

1. In the **Work Items** tab, right-click and select **Raise Work item** or click **New**.

   The **New Work Item** form is opened in the Artifacts Explorer.



2. Type the details for the work item and click **Submit**.

   The work item is created.

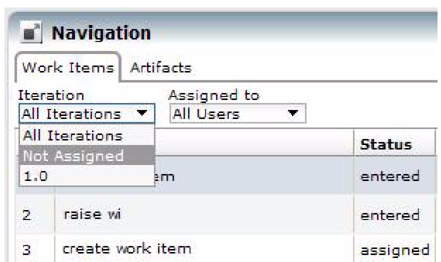
Filter work items

You can filter the work items based on their status and particular user.

To filter the work item:

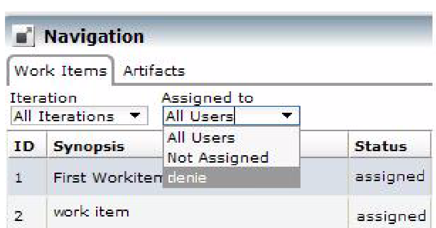
1. In the **Work Items** tab, click the **Iteration list** box, and select the option from the list.

   The work items as per your selected criteria is listed. By default, the **Work Items** tab displays All Iterations.



2. In the **Work Items** tab, click the **Assigned to** list box, and select the user name from the list.

   The work items assigned to the selected user is listed.



Working with External Relationship

With external relationship, you can create a link between the object and a work item, view the linked object, open the linked objects in Webtop and open the objects in the native client.

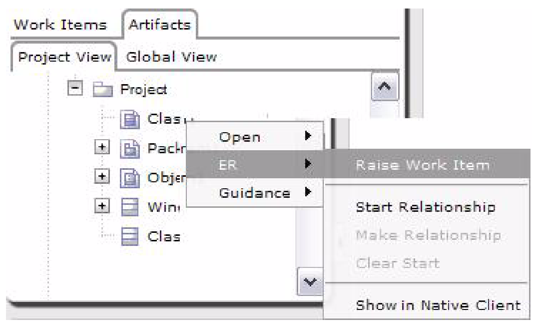
Creating an external relationship

You can create a link in two ways.

To link an object, do one of the following:

1. In the **Artifacts** tab, right-click the object and click **Raise Work Item**.

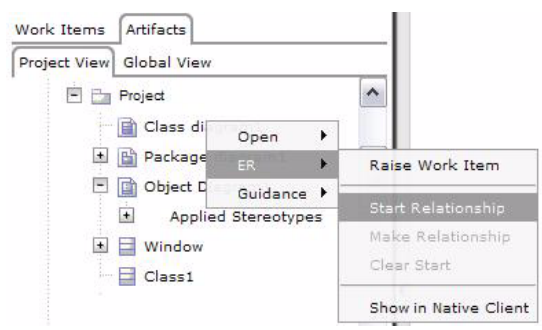
   The **New Work Item** form is opened in the Artifacts Explorer.



2. Type the details for the work item and click **Submit**.

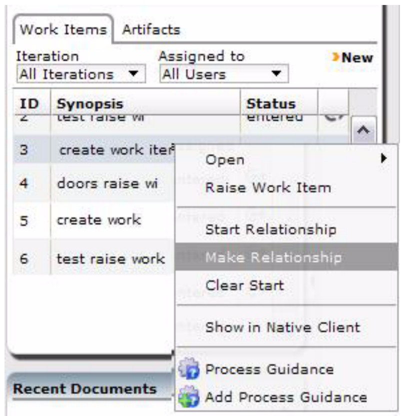
   Notice that the link icon  is assigned to the object and the related work item.

3. In the **Artifacts** tab, right-click the object, select **Start Relationship**.



4. Go to the **Work Items** tab, right-click the **work item** and then click **Make Relationship**.

The link is created between the object and the work item and the link icon is displayed in front of the object and the work item.



Viewing an external relationship link

You can view the external relationship for an work item or for an object. For example, you can open the link attached to the work item to view the object that is linked with the work item or you can open the link attached to the object to view the related work item raised for this particular object.

To view the external relationship, do one of the following:

1. In the **Work Items** tab, click the External Relationship icon.

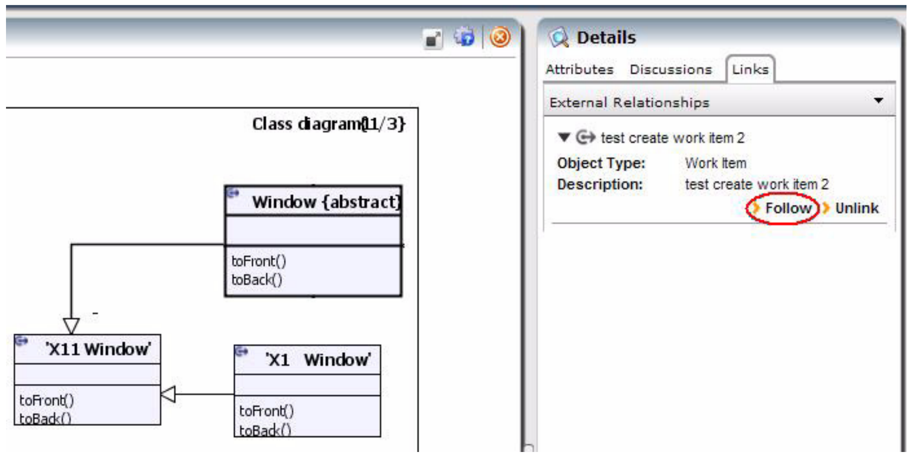
   The related object is opened in the Artifacts Explorer.

2. With the object opened in the **Artifacts** tab, click External Relationship icon displayed against the item in an object.

3. In the Artifacts Explorer, select the item in the object.

4. In the **Links** tab, click **External Relationship** and then click **Follow**.

The related work item is opened in the Artifacts Explorer.



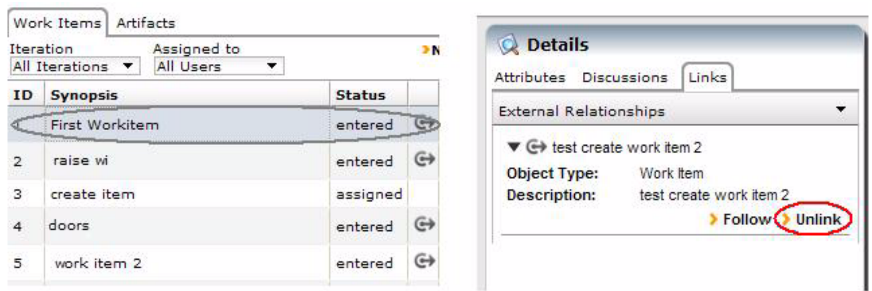
Unlinking the objects

To unlink the objects, do the following:

1. Open the object in the **Artifacts** tab, select the item that has a link.
2. In the **Links** tab, click **Unlink**.

   OR
3. In the **Work Items** tab, select the work item and from the **Links** tab, click **Unlink**.

The link is removed from the selected work item.



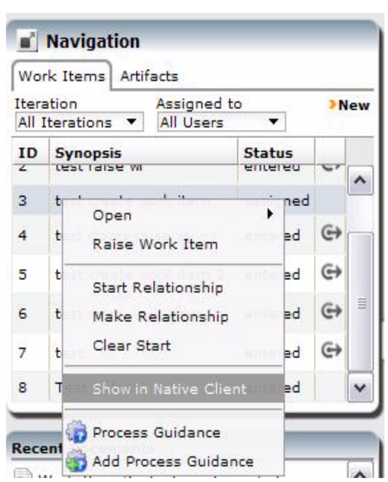
Opening objects in native client

You can open the objects in the native client (For example, DOORS or Tau). For this, the respective application must be installed in the same machine where the Webtop is installed. The change requests are automatically opened in the native client and they do not need any separate installation.

Opening Work Items

To open the Change Requests in native client:

1. With object opened in the Artifacts Explorer, right-click and then click **Show in Native Client**.
2. In the **Work Items** tab, right-click the work item and click **Show in Native Client**.



Opening Tau objects

To open the Tau objects in native client:

1. With object opened in the Workarea panel, click the native link icon.

   You are prompted to choose an application to open the object.

2. In the **Launch Application** dialog box, click **Choose** and select the Tau Native Client.

   You are prompted to register the Uniform Resource Name (URN). This essentially means pointing to a directory where the Tau project files are located on the local hard disk.

3. In the **Browse For Folder** dialog box, select the directory path for the Tau object.

4. Click **OK**.

   The selected object is opened in the native client.

Opening DOORS objects

To open the DOORS objects in native client:

1. With object opened in the Workarea panel, click the native link icon.

2. Click **OK**.

   The selected object is opened in the native client.

Using Discussions

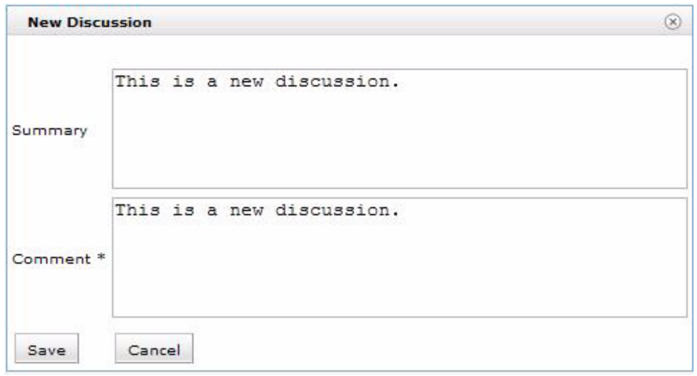
You can create, view, modify and close discussions for modules and for objects in modules. Currently, the Discussions can be raised only for the DOORS projects.

Create a discussion

To create a module or object discussion:

1. With the module closed, select it in the Artifacts Explorer, select the **Discussions** tab in the Details Panel, then click **New**.

The **New Discussion** dialog box is displayed.



2. Type a summary and your comment.
3. Click **Save**.

   The comment is saved and the discussion created.

View a discussion

To view a module discussion:

1. With the module closed, select it in the Artifacts Explorer, then select the **Discussions** tab in the Details Panel.

   The discussions for the module are displayed. There are **Open discussions** and **Closed discussions**.
2. Expand the discussion you want to view.

   The full discussion is displayed.

Add a comment to a discussion

To add a comment to a discussion:

1. With the module closed, select it in the Artifacts Explorer, then select the **Discussions** tab in the Details Panel.

   The discussions for the module are displayed. There are **Open discussions** and **Closed discussions**.
2. Expand the discussion you want to add a comment to.

   The full discussion is displayed.
3. Click **New Comment** within the discussion.

The **New Comment** dialog box is displayed.

4. Type your comment and click **Save**.

   The comment is added.

Close a discussion

To close a discussion:

1. With the module closed, select it in the Artifacts Explorer, then select the **Discussions** tab in the Details Panel.
2. The discussions for the module are displayed. There are **Open discussions** and **Closed discussions**.
3. Expand the **Open discussion** you want to close.

   The full discussion is displayed.
4. Select **Close**.

   The **Change Status** dialog box is displayed.
5. Type your comment and click **Save**.

   The comment is added and the discussion is closed.

Reopen a discussion

To reopen a module discussion:

1. With the module closed, select it in the Artifacts Explorer, then select the **Discussions** tab in the Details Panel.
2. The discussions for the object are displayed. There are **Open discussions** and **Closed discussions**.
3. Expand the **Closed discussion** you want to reopen.

   The full discussion is displayed.
4. Select **Open**, and enter a comment.

   The **Change Status** dialog box is displayed.
5. Type your comment and click **Save**.

   The comment is added and the discussion is reopened.

Using Process Guidance

The process guidance allow the users to perform their tasks more effectively. You can use this feature from within Webtop, to get the help on the process that can be followed to complete a particular task.

To use this feature, the administrator must:

a. Add the base URL at the time of project creation.

b. Manually add the process guidance to an object by providing a relative URL.

The combination of a base URL and a relative URL provides a concrete link to the Process Guidance of an object. Once these two URLs are added by the administrator, the users with *Project Manager* or *Project Users* role can access the process guidance for a related object from the Webtop.

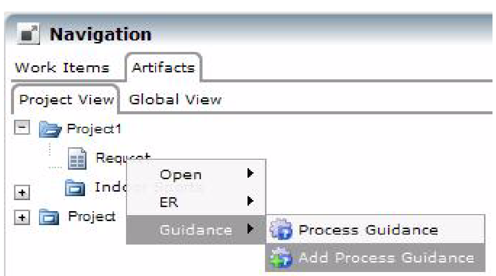
Note To use this feature, the Rational Harmony tool must be installed.

Adding a process guidance

Before adding the process guidance, make sure that the base URL for the Rational Harmony tool is provided in the EPF Link box, at the time of creating the new project. This essentially enables the access to the Harmony tool from the Webtop. For more information on EPF Link see, Create new project (page 9).

To add the process guidance:

1. In the **Artifacts** tab, right-click the object, select **Guidance** and then click **Add Process Guidance**.

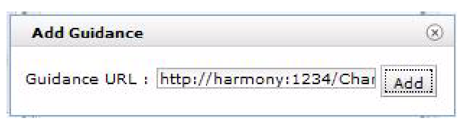


OR

In the **Work Items** tab, right-click the work item and then click **Add Process Guidance**.

2. In the **Add Guidance** dialog box, type the relative URL for the process guidance. For example, `http://harmony:1234/changeRequest`.

   Where, *harmony* is the host name, *1234* is the port number, and *changeRequest* is the object name.



3. Click **Add**.

   The process guidance is added to the selected object.

Note If process guidance is added for any change request, it is automatically applied for any other Change Request. However, for other objects, the administrator need to add the process guidance individually to the each object.

Open a process guidance

You can open the process guidance for a particular object, based on the URLs added by the administrator at the time of a project creation.

To open the process guidance:

- In the **Artifacts** tab, right-click the object, select **Guidance**, and then click **Process Guidance**.

OR

- In the **Work Items** tab, right-click the work item and select **Process Guidance**.

The Process Guidance is opened in a separate window.

Using Favorite Documents

You can use the favorites documents to access the objects that you use regularly. The Webtop allows you to:

- Add an object to the list of favorites
- Open an object from the list of favorites

Add an object to the list of favorites

To add an object to your list of favorites:

1. Select the module in the Artifacts Explorer that you want to add to your Favorites.
2. Either:
    - Right-click **Add To Favorites**.
    - Drag the object into the **Favorites** area.

Open an object from the list of favorites

To open an object in your favorites list, either:

- Double-click it.
- Right-click **Open > Open**.

5 Troubleshooting

This chapter describes the possible problems and solutions for Rational Team Webtop.

Problems and Solutions

1. *Webtop application is stuck or doesn't behave as expected while performing certain operations.*

   If you face any problem while performing certain tasks in Webtop, review the following error logs carefully for any errors.

   - <WEBTOP-Home>\webtopServer\webtop.log
   - <WEBTOP-Home>\webtopServer\tauWebAccess.log
   - <WEBTOP-Home>\webtopServer\caf.log
   - <WEBTOP-Home>\webtopServer\change.log

   The default log level is ERROR. Only the errors that occurred at the time of performing certain tasks are recorded in these files.

   You can change this log level to OFF, FATAL, ERROR, WARN, INFO, DEBUG etc. by manually editing the log4j.properties file found under:

   - <WEBTOP-Home>\pyramidServer\webapps\webtop\WEB-INF\classes\log4j.properties
   - <WEBTOP-Home>\pyramidServer\webapps\change\WEB-INF\classes\log4j.properties
   - <WEBTOP-Home>\pyramidServer\webapps\caf\WEB-INF\classes\log4j.properties
   - <WEBTOP-Home>\pyramidServer\webapps\tau\WEB-INF\classes\log4j.properties

The content of the log files will be similar to the one given below (the highlighted ones are frequently used). The circled value shall be changed to ERROR, WARN, and DEBUG to get more information.

```
#### Use two appenders, one to log to console, another to log to a file
log4j.rootLogger=DEBUG, stdout, webtop

#### Disable Tomcat Logging
log4j.logger.org.apache=ERROR

#### Disable httpclient wire logging
log4j.logger.httpclient.wire=ERROR

#### Disable Spring Logging
log4j.logger.org.springframework=ERROR

#### Disable ACEGI Logging
log4j.logger.org.acegisecurity=ERROR

#### First appender writes to console
log4j.appender.stdout=org.apache.log4j.ConsoleAppender
log4j.appender.stdout.layout=org.apache.log4j.PatternLayout
log4j.appender.stdout.layout.ConversionPattern=<%d{dd MMM yyyy HH:MM:ss}> [%-5p] WEBTOP :: %c - %m%n

#### Second appender writes to a file
log4j.appender.webtop=org.apache.log4j.RollingFileAppender
log4j.appender.webtop.layout=org.apache.log4j.PatternLayout
log4j.appender.webtop.layout.ConversionPattern=<%d{dd MMM yyyy HH:MM:ss}> [%-5p] WEBTOP :: %c - %m%n
log4j.appender.webtop.File=webtop.log
```

2. *The user is able to see only few Change repositories in the drop down list and upon selecting the repository, the Roles and Entered states drop down list values dosen't get populated, and the Webtop server (Tomcat) console prints the message "NotLoggedInException".*

Try logging into Change with the same user credentials that was used for logging to Webtop.

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