

IBM ClearQuest

Version 10.0.3

*Guide for updating from IBM
ClearQuest 9.1.0.x and later versions to
IBM ClearQuest 10.0.3 and later*



Contents

Updating from previous IBM ClearQuest versions to IBM ClearQuest v10.0.3 and later	3
Update	3
Prerequisites.....	3
Uninstall previous versions of IBM ClearQuest	4
Install IBM ClearQuest.....	4
Post install instructions	4
Incompatible behavior	5
IBM ClearQuest v10.0.3 documentation.....	7
Support	7
References	7
Appendix: Troubleshooting known issues.....	8

© Copyright IBM Technologies Ltd. 2023

Updating from previous IBM ClearQuest versions to IBM ClearQuest v10.0.3 and later

This guide provides the information about how to update from 64-bit IBM ClearQuest v9.1.0 through v10.0.2 to 64-bit IBM ClearQuest v10.0.3 and later.

ClearQuest can be installed on Windows and Linux platforms on the x86_64 hardware. See the System Requirements document for a list of the operating systems supported by ClearQuest versions.

Update

To update to ClearQuest version 10.0.3, you must do the following on each host:

1. Uninstall the existing versions of ClearQuest.
2. Install ClearQuest 10.0.3

Prerequisites

- You will need to uninstall previous versions of IBM ClearQuest before installing a new version of the IBM ClearQuest.
- You should have the software and follow the instructions in the software order acknowledgment letter for accessing the License & Delivery portal and activating your entitlements. The letter describes how to create a license server and how to add entitlements to it.
- You have Java version 11 on your system. For more details, see the “Hardware, software, and database requirements” and “Reconfiguring ClearQuest to use a different JRE” topics in the local Help.
Note the following:
 - IBM Java is no longer packaged with ClearQuest.
 - The user must install Java 11 on their system before installing ClearQuest.
 - Only Java 11 is supported.
- IBM Installation Manager version 1.9.1 or later is installed.
- To install ClearQuest 10.0.3, you must update your Installation Manager repositories to include both the 10.0.0 repository and the 10.0.3 repository. To access the Repositories panel, click **File > Preferences > Repositories**. To add a repository, click **Add**.
- If you are installing ClearQuest on Linux and your database is on MS SQL server, you must first install the Microsoft ODBC driver for SQL server otherwise your database connection profiles will not be preserved, and you will have to reestablish them. See <https://docs.microsoft.com/en-us/sql/connect/odbc/linux-mac/installing-the-microsoft-odbc-driver-for-sql-server?view=sql-server-ver15> for instructions on installing the driver.

Uninstall previous versions of IBM ClearQuest

See the IBM ClearQuest v9.1.x local help for instructions about how to uninstall the IBM ClearQuest product.

Install IBM ClearQuest

See the IBM ClearQuest v10.0.3 local Help for instructions about how to install the IBM ClearQuest v10.0.3 product.

1. Refer to the IBM ClearQuest v10.0.3 requirement site.
2. Download your IBM ClearQuest v10.0.3 (64-bit) product and extract the image on your computer. You must provide to IBM Installation Manager the location of each extracted download.
3. Use IBM Installation Manager and the instructions in its help to install one or more IBM products. See the online help about using IBM Installation Manager to install the product.
4. Start ClearQuest v10.0.3.

Note: During the ClearQuest install, if you want to re-use your existing ClearQuest settings, such as your ClearQuest DB connections, select the “Use Preserved Settings” option from the Installation Manager.

.

Post install instructions

Attention: To avoid odd or unexplained behaviors, we recommend clearing your browser cache before opening the ClearQuest Web for the first time.

Incompatible behavior

The following changes exist in this release:

IBM ClearQuest Eclipse Client and Designer

After installing ClearQuest v10.0.3, and before starting the ClearQuest Eclipse Client or Designer, you must delete or rename the Eclipse cache directory created by the previous version. The cache directory is named `.Rational\ClearQuest` and is found on Windows in the profile directory of the user, such as `C:\Users\user-id\.Rational\ClearQuest`. On Linux, it is found in the home directory of the user, such as `~/.Rational/ClearQuest`.

IBM ClearQuest v10.0.3 FTS support

Before uninstalling IBM ClearQuest, use the FTS command-line option of **prep_upgd_was_profiles** to create a backup of all your full-text search WebSphere Application Server profile data on the server, and delete the profiles. After installing ClearQuest v10.0.3, use the **restore_was_profiles** command to restore the profiles. Once you restore your FTS with ClearQuest v10.0.3, your FTS settings and functionality will continue to work as they used to work in ClearQuest.

For more details, see the [“Upgrading or reinstalling ClearQuest in a full-text search deployment with multiple WebSphere profiles”](#) topic in the IBM ClearQuest v10.0.3 Help.

BIRT ClearQuest Reports and BIRT Designer

Your ClearQuest BIRT reports and designs will continue to work after migrating from IBM ClearQuest to IBM ClearQuest v10.0.3. Follow the local Help steps for updating BIRT as documented in Help topics for BIRT reports.

Attention: If you have BIRT reports created using IBM Rational ClearQuest and you migrated to IBM ClearQuest v10.0.3, those BIRT reports will [fail to appear](#) and [run](#) under IBM ClearQuest v10.0.3. To fix those issues, see the [Appendix](#) technotes at the end of this document.

ClearQuest Web settings migration

The “Settings” option that you had under IBM ClearQuest Web “Site Administration” options are not going to be preserved when you migrate to IBM ClearQuest v10.0.3 Web. You need to record those settings and re-enter them after installing IBM ClearQuest v10.0.3.

The same also applies to the “Settings” option under “Preferences”.

Single Sign-On

If you have configured Single Sign-On with ClearQuest, you will need to reconfigure it for ClearQuest v10.0.3. You can use the same configuration files and script as used to set up SSO with ClearQuest. Some modifications to the configuration files may be needed to account for your new installation directories. If you require a new version of the configuration script, or additional guidance to reconfigure Single Sign-On, contact [IBM Support](#).

cq_setup.csh and cq_setup.sh

The reinstallation of IBM ClearQuest v10.0.3 does not preserve the cq_setup.csh and cq_setup.sh scripts. The scripts will be regenerated during install. Any customized scripts from a previous version will still be available for reference in the Rational.preserve directory.

MultiSite shipping server

If you are using the IBM Rational ClearQuest MultiSite Shipping Server Extension, you must process all packets in your shipping bays before uninstalling the current version of IBM ClearQuest. During this processing, other replica sites must pause sending new packets to the host being updated.

IBM ClearQuest v10.0.3 documentation

- The ClearQuest v10.0.3 Help is published on <https://www.ibm.com/docs/en/rational-clearquest/10.0.3> or you can access the IBM ClearQuest v10.0.3 Help installed with the product.

Support

For technical support, contact IBM Customer Support at <https://www.ibm.com/mysupport> and in addition to providing details for your issue, also provide the following information:

- Your name, company name, telephone number, and email address
- Your operating system, version number, and any applied service packs or patches
- Product name and release number
- Your Support Ticket Number (if you are following up on a previously reported problem)

For blogs, forums, and more for ClearQuest v10.0.3, go to the IBM Software website at <https://www.ibm.com/products/software>.

References

- The following table shows a list of the equivalent file paths for IBM ClearQuest v10.0.3 on a Windows platform.

IBM ClearQuest 9.1.x Path	IBM ClearQuest v10.0.3 equivalent
C:\Program Files\IBM\RationalSDLC	C:\Program Files\IBM\ClearQuest
C:\Program Files\IBM\RationalSDLC\ClearQuest	C:\Program Files\IBM\ ClearQuest
C:\Program Files\IBM\RationalSDLC\Common	C:\Program Files\IBM\ ClearQuest

- The following table shows a list of the equivalent file paths for IBM ClearQuest v10.0.3 on a Linux platform.

IBM ClearQuest 9.1.x Path	IBM ClearQuest v10.0.3 equivalent
/opt/ibm/RationalSDLC	/opt/ibm/clearquest
/opt/ibm/RationalSDLC/clearquest	/opt/ibm/clearquest
/opt/ibm/RationalSDLC/common	/opt/ibm/clearquest

- The following table shows the Installation Manager panel values for silent installation where %PLATFORM% should be replaced with win_x86_64 or linux_x86_64 based on current operation system.

Previous values 9.1.x	New values
<data key='user.CQEmailFromField,com.ibm.rational.clearquest.%PLATFORM%' value=''/>	<data key='user.CQEmailFromField,com.ibm.clearquest.clearquest.%PLATFORM%' value=''/>
<data key='user.CQMTPServer,com.ibm.rational.clearquest.%PLATFORM%' value=''/>	<data key='user.CQMTPServer,com.ibm.clearquest.clearquest.%PLATFORM%' value=''/>
<data key='user.CQUseEmailNotification,com.ibm.rational.clearquest.%PLATFORM%' value=''/>	<data key='user.CQUseEmailNotification,com.ibm.clearquest.clearquest.%PLATFORM%' value=''/>
<data key='user.KEEP_RATIONAL_PRESERVE_FOLDER' value=''/>	<data key='user.CQ_KEEP_RATIONAL_PRESERVE_FOLDER,com.ibm.clearquest.clearquest.%PLATFORM%' value='false'/>
<data key='user.IHS_WebServId' value=''/>	<data key='user.CQ_IHS_WebServId,com.ibm.clearquest.clearquest.%PLATFORM%' value=''/>
<data key='user.IHS_PluginPath' value=''/>	<data key='user.CQ_IHS_PluginPath,com.ibm.clearquest.clearquest.%PLATFORM%' value=''/>
<data key='user.IHS_ConfFile' value=''/>	<data key='user.CQ_IHS_ConfFile,com.ibm.clearquest.clearquest.%PLATFORM%' value=''/>
<data key='user.IHS_ConfScriptRoot' value=''/>	<data key='user.CQ_IHS_ConfScriptRoot,com.ibm.clearquest.clearquest.%PLATFORM%' value=''/>
<data key='user.IHS_ServerRoot' value=''/>	<data key='user.CQ_IHS_ServerRoot,com.ibm.clearquest.clearquest.%PLATFORM%' value=''/>
<data key='user.IHS_Configuration' value=''/>	<data key='user.CQ_IHS_Configuration,com.ibm.clearquest.clearquest.%PLATFORM%' value=''/>

- Response file properties specific to linux-x86_64

<data key='user.Common_AdminDir' value=''/>	<data key='user.Common_AdminDir,com.ibm.clearquest.clearquest.%PLATFORM%' value=''/>
<data key='user.Common_TempDir' value=''/>	<data key='user.Common_TempDir,com.ibm.clearquest.clearquest.%PLATFORM%' value=''/>

Appendix: Troubleshooting known issues

There are two known issues:

- If you are using Email 7.2 package or earlier, you must apply and update to Email 8.1 or later.
- If you are using EmailPlus 2.2 package or earlier, you must apply and update to EmailPlus 2.3 or later.