



Atlas 4.2

Release Notes

Micro Focus
The Lawn
22-30 Old Bath Road
Newbury, Berkshire RG14 1QN
UK
<http://www.microfocus.com>

Copyright © Micro Focus 2017. All rights reserved.

MICRO FOCUS, the Micro Focus logo and MF are trademarks or registered trademarks of Micro Focus IP Development Limited or its subsidiaries or affiliated companies in the United States, United Kingdom and other countries.

All other marks are the property of their respective owners.

2017-05-05

Contents

About Atlas	5
What's New in Atlas	6
4.2	6
Restore from Version	6
Additional Relationship Details in Reports	6
Run Comparison Report on Two Past Labels	6
Test Overview Included in Reports	6
Report Format Changes	6
Data Displayed in Filtered Requirement Reports	6
Hierarchical Table of Contents	6
Discussions User Notifications	7
Print Selected Requirements	7
Lock Requirements from the Requirements Grid	7
Editing Multiple Requirements in the Requirements Grid	7
Filter Options in Relationship Diagram	7
Updates to Search Results	7
Export to CSV File from Requirements Grid	7
4.1	7
Time Machine Available from More Perspectives	7
Time Machine Performance Enhancements	8
Ability to Generate Reports Based on Time Machine	8
Access to Reports from All Perspectives	8
Plan Review Comparison Report	8
Directional Flow in Relationship Diagram	8
Visual Indicators in Relationship Diagram	8
Filter Relationship Diagram	8
4.0	8
Rhythm	8
Redesigned Filters	9
Track Requirement Progress across Projects in Gantt	9
New Relationship Capabilities	9
Ability to Push Stories to Multiple Projects	9
Diagramming	9
Synchronizing Requirements	9
Milestone Tracking	9
Date Type User Defined Attribute	10
New Requirement Type: Diagram	10
3.1	10
3.0	10
Additional Report Options	10
Testing Tool Integration	10
Detailed Activity Feed	10
Agree or Disagree in Discussions	10
Intuitive Discussions Functionality	10
Hide Disabled UDAs from UDA List	11
Disabled UDAs No Longer Appear in Various Requirement Views	11
Multi-line Text UDAs	11
Multi-Select List UDAs	11
Open Requirements and Stories from the Tracking Chart	11
Tracking Details Available in Activity Feed	11
Warning for Items Needing Action	11

Navigation within Help	11
Video Training Series Available on YouTube	11
Relationship Diagram	12
Define Project Specific Filters	12
View and Access Plans from Requirements Grid	12
Quickly Save a Snapshot of a Moment in Time Machine	12
File Name Changes Visible in Compare	12
Requirements Recycle Bin	12
Attach Files to Requirements	12
Historical View of Activity Feed	12
Copy and Paste Requirements across Projects	12
Display Search Results from Specific Projects	13
Turn Requirement IDs on or off in Tree	13
Hyperlink Back to Atlas in Exported CSV File	13
Time Machine Difference Overview	13
Version Compare in Activity Feed	13
Detailed Differences in Compare	13
Combined Whiteboards and Concepts in Relationships	13
Show Associated Plan in Requirement Deliver Status	13
Atlas Planning and Tracking Suite	13
Web-Based Training	13
Compare	14
Preserve Microsoft Word Format When Importing	14
Requirement Authoring Improvements	14
Report Generation	14
Cross Project Relationships	14
Time Machine Difference Identification	14
System Requirements	15
Databases	15
Known Issues	17
Restoring a Deleted Requirement	17
Enhanced Security Bundle (ESC) Windows Server Editions	17
IIS Conflict with Default Port	17
Additional Configuration for Atlas and Rally	17
Atlas Search	18
Downloading Concepts from Atlas	18
Copy and Paste Embedded Images to Word	18
Timeout on First Login	18
Updates and SupportLine	19
Contacting Micro Focus	19
Information Needed by Micro Focus SupportLine	19
Creating a Dump File	19

About Atlas

Atlas is a web-based, lightweight Requirements tool focused on enabling business analysts, product managers, and other Project stakeholders to:

- Easily gather and collaborate their ideas using their favorite media (diagrams, work-flows, pictures, presentations, documents, videos).
- Organize and structure those ideas into well formed requirements.
- Prioritize and plan those requirements into a specific time-frame given their agile teams velocity.
- Track the progress of their agile teams work towards their requirements, independently of their agile tool of choice.

In addition to the *Online Help*, *Installation Guide*, and *Release Notes*, for more information about Micro Focus Atlas, refer to [Microfocus.com](https://microfocus.com) and the [Microfocus Community](#).

What's New in Atlas

4.2

The following are the latest features for Atlas:

Restore from Version

At times, you may want to return to previous versions of a Requirement. Restoring a previous version only restores the description, name, and attributes. Relationships, discussions, attachments, and tags are retained from the current version.

Additional Relationship Details in Reports

Reports now contain more details regarding Relationships. Details included are Direction, Relationships Type, Status, Item Type, and Name. Additionally for version comparison reports, a column displays at the beginning of the table indicating the type of change.

Run Comparison Report on Two Past Labels

You can now compare two labels in the Time Machine in a report. The report always compares the most recent label to the older label, regardless of the label you are viewing in Atlas.

Test Overview Included in Reports

An overview of test results is now an option to include in all reports. Check Test Overview when selecting items to include the report.

Report Format Changes

This release introduces several enhancements to the report formatting, such as:

- The reports ignore extra returns within requirement descriptions, reducing the amount of whitespace within each requirement entry.
- Page breaks only occur for top level-requirements, removing gaps and extra page space between related information.

Data Displayed in Filtered Requirement Reports

When creating a Requirement report with a filter, the report includes the name of the parent, but does not include details if the parent does not meet filter specifications. This gives context to requirement locations within the hierarchy.

Sibling requirements that do not meet the filter specifications do not appear in the report.

Hierarchical Table of Contents

The generated report table of contents is now in an hierarchical structure that goes five levels deep. Any requirements deeper than five levels are presented on the fifth level in the table of contents.

Discussions User Notifications

Discussions notifications have been expanded so that users mentioned anywhere in the discussion thread and users participating in the discussion will receive email notifications, if the administrator enabled e-mail notifications.

Print Selected Requirements

Print Selected Requirements generates a Microsoft Word document of the requirements that you select from the Requirements Tree. It is a quick way to generate a filtered Requirements report from the Define perspective.

Lock Requirements from the Requirements Grid

When you edit a requirement, the requirement is locked so other users cannot edit. If another user attempts to edit the locked requirement, they receive a message stating that the requirement is locked. If you have customized the Requirements Grid columns to show the **Lock** column, a lock icon appears in the column next to the locked Requirements.

Editing Multiple Requirements in the Requirements Grid

When there are multiple requirements needing the same edits, the Requirements Grid provides an easy way to select a group of requirements and make the change once. Select the requirements to edit, activate one of the column for one of the requirements, and make the change. All the selected requirements reflect the change.

Filter Options in Relationship Diagram

You can now filter the Relationship Diagram by Relationship Type, Relationship Status, and Item Type.

Updates to Search Results

Search results are now configurable and resizable

Additionally, an Item Type column is now available, displaying the type of item that matches your search.

Export to CSV File from Requirements Grid

Exporting to a CSV file from the Requirements Grid offers more control over the information included in the exported file than exporting from the Requirements Tree. The exported file maintains the filters, column selection, column order, and sort order of your Requirements Grid.

4.1

The following are the latest features for Atlas:

Time Machine Available from More Perspectives

Time Machine is now available in all perspectives, except Home.

Time Machine Performance Enhancements

Various enhancements to Time Machine improves the performance. For example: a shared Web cache is enabled across the application, allowing faster load times.

Ability to Generate Reports Based on Time Machine

While in a Time Machine view, you can now generate a report based on the view.

Access to Reports from All Perspectives

Reports are now accessible from any perspective.

Plan Review Comparison Report

Plan Review reports now have the option to create a comparison to Time Label states created in the Time Machine. The report notes items added, items modified, and items deleted. The index notes areas that are modified or unchanged, giving you a quick glance and access to the areas that most interest you.

Directional Flow in Relationship Diagram

Relationship Diagrams are organized by To and From relationships. When you select a requirement and view the Relationships Diagram, requirements linking to the requirement display on the left of the diagram flowing to the selected requirement. Whereas, requirements linking from the selected requirement display to the right flowing away from the requirement.

Visual Indicators in Relationship Diagram

Relationship Diagrams have indicators to help determine relationship and status at a glance.

- Orange lines indicate a relationship with an external project.
- Gray lines indicate a relationship within the project.
- Solid lines indicate a normal status.
- Dashed lines indicate a deferred or suspect status.

Additionally, if you hover over the connecting lines, status details appear.

Filter Relationship Diagram

You can filter the Relationship Diagram to display relationships based on Relationship Type and Relationship Status.

4.0

Rhythm

Rhythm is the new delivery-focused application within the Atlas Planning and Tracking Suite allowing agile teams to breakdown and manage work delivery in agile cadence. Some features include:

- Enables definition and breakdown of program objectives into actionable stories.
- Defines/manages sprints and team releases.

- Collaborate and status with the Team Room's List and Card views.
- Tracks progress against defined dates and payloads.

Redesigned Filters

Filters now open in a separate dialog box that has been redesigned to show filters in a clear, concise, and understandable way. You can view the filter list while creating new filters and make inline edits of a selected filter. Additionally, you can duplicate an existing filter to use its criteria toward a new filter.

Track Requirement Progress across Projects in Gantt

Atlas offers a new column in the Gantt chart called Projects, enabling you to quickly view the requirement's progress across all projects. Click the Requirement to open the various associated stories and projects.

New Relationship Capabilities

Relationship types and direction can be defined through the relationship dialog boxes as you step through setting up relationships. This offers more control over the direction and type of relationship while you are creating it or editing it.

Additionally, relationships can be filtered by status in the Relationship tab.

Ability to Push Stories to Multiple Projects

Atlas now provides the ability to push stories to multiple projects. The Server Administrator creates a Delivery Projects user defined attribute, assigns projects to it, and attaches the UDA to the appropriate Requirement Type. When users push to backlog, a story is added to the projects that were selected in the Delivery Projects UDA.

Diagramming

Atlas now contains native diagramming capabilities that you can use as Concept or Requirement types. The vast *Shapes* library contains the following for standard diagrams: BPMN, UML, Flowcharts, Use Case, Lean Mapping, Process Engineering, SysML, EIP, Cisco, AWS, Azure, and more. For mockups, there are shapes for Windows Applications, Internet Applications, iOS, and Android.



Watch a video to learn how to diagram [here](#).

Synchronizing Requirements

Many times the same Requirements are used for multiple Projects. Atlas provides the ability to reuse requirements by defining them once centrally, and connecting (synchronizing) them with other Projects.

Milestone Tracking

Agile teams move quickly, incrementally adding new capability sprint after sprint. The agile delivery team is dependent on requirement information to assure priorities/expectations are clearly understood upfront. When the project milestone planning (content, priority, purpose, and timing) side is not ready, the delivery team is left to make assumptions to fill in the gaps. This practice can lead to misaligned expectations and rework. Those on the business side need to align their milestone planning with the delivery team's sprints.


Atlas Requirement Date Planning enables Atlas users to define specific definition dates for features, and measure/track against those time-frames. By defining and tracking the project milestones, Atlas users can

align their work with the delivery team, assuring business needs are available when requested by engineering.

Date Type User Defined Attribute

The Date Type User Defined Attribute type allows Administrators to create any date value for their projects.

New Requirement Type: Diagram

A new *Diagram* Requirement Type allows you to create diagrams instead of text descriptions for your Requirements. The Diagram Requirement Type is designated with a  icon in the Requirement Tree.

3.1

This release of Atlas includes numerous performances improvements and fixes targeted at enhancing and stabilizing your experience with the Atlas platform.

3.0

Additional Report Options

You can now add or remove page breaks between Atlas artifacts like Requirements and Stories. Additionally, you can choose to include system attributes in your reports.



Testing Tool Integration

Atlas can now connect directly to your testing tool to send and synchronize Requirements. When tests occur, Atlas receives the test execution status in the context of the Requirements. To do this, an administrator will connect your testing tool to Atlas via Micro Focus Connect, and users can use the **Define** and **Track** perspectives to view test execution details.

Detailed Activity Feed

The activity feed is now organized into easy to follows sections with nesting to identify relationships. At a glance, you can view changes to your items, track status on Requirements and Stories, and view warnings that highlight items that Atlas has identified may need action.

Agree or Disagree in Discussions

With the new Agree or Disagree buttons, you no longer have to reply to a discussion to express your opinion on a topic. Quickly click  (Agree) or  (Disagree) button next to the user's comment. After the team has come to a resolution, contributors can close the discussions as Approved or Rejected.

Intuitive Discussions Functionality

Discussions are now organized by topic with replies nested below the associated topics. Collapsed topics contain details of last time or date updated, participant names, topic title, description, and approve or reject status. Additionally, clicking GoTo on a discussion from the Activity Feed will open the discussion in the exact position of the new item.

Hide Disabled UDAs from UDA List

With a click of a checkbox, you can now hide disabled UDAs from the UDA list in the Administrator Tool, making it easy to find the relevant UDAs for your Project.

Disabled UDAs No Longer Appear in Various Requirement Views

When disabling an UDA in the Administrator Tools, the UDA no longer appears in such areas as the Requirement Grid and the Attributes tab.

Multi-line Text UDAs

You can create multi-line text fields for a UDA. All attributes over 50 characters long will render a multi-line text box.

Multi-Select List UDAs

Administrators now have the ability to create lists with multiple selections. Choose **List - Multi Select** data type in the Administrator Tool to create the new list.

Open Requirements and Stories from the Tracking Chart

You may want to view the details of a requirement or a story while viewing the Tracking chart. Click the icon next to the requirement or story and the item will open in a new browser tab.

Tracking Details Available in Activity Feed

When you first log in, you can quickly view tracking details on the latest changes right in your Activity feed. Plan names are displayed with the Requirement or story, as is status details, and pie chart.

Warning for Items Needing Action

Check the **Warning** checkbox in the Activity feed to find items that require action, such as items with no relationships.

Navigation within Help

Access the Atlas Online Help from anywhere in Atlas with the Information icon. Choose Atlas Context Help to open help relevant to the perspective you are currently using or access the Atlas Online Help to view all topics. The Atlas Online Help contains a table of contents, index, and search, making navigating to any topic convenient and easy.

Video Training Series Available on YouTube

View the Atlas video training series on [YouTube](#).

Relationship Diagram

The new Relationship Diagram provides a graphical representation of the relationship between items, allowing you to visualize the relationships for a requirement. It displays not only the top-level relationships, but also allows you to click and follow relationships further down the hierarchy.

Define Project Specific Filters

As you interact with many Projects, you want to define filters that are Project specific. This release provides the ability to define filter specific to each Project, making you results list manageable and succinct.

View and Access Plans from Requirements Grid

The new Plan column in the Requirements Grid allows you to see if a Requirement has been added to a Plan(s). Selecting the plan from the Requirements Grid or the **Plans for Requirement** dialog, opens the plan in view mode. Additionally, you can add the Requirement to a Plan or remove the Requirement from a plan all within the **Plans for Requirement** dialog.

Quickly Save a Snapshot of a Moment in Time Machine

The new Save feature in Time Machine allows you to quickly save the moment you are viewing.

File Name Changes Visible in Compare

When comparing versions, file changes are available in the Files field of the attributes. The comparison tracks when files are added, removed, or names have changed.

Requirements Recycle Bin

Retrieve recently deleted requirements from the Recycle Bin. The Recycle Bin displays the last 50 deleted requirements. To ease your search, use **Find Requirements** or select a month and year to display only the Requirements meeting your criteria. Click the Retrieve icon to replace the requirement within the tree.

Attach Files to Requirements

You can attach any file type to your Requirement. While in the Define perspective, open your Requirement, click the Attachment tab, and browse to your file.

Historical View of Activity Feed

Choose a date to view the Activity Feed at any point in the past for that Project, allowing you to quickly view past changes.

Copy and Paste Requirements across Projects

You may have requirements in one project that you'd like to reuse in another. However, you don't want to reuse all requirement so an import and export would require too much pruning work to be efficient. Atlas allows you to copy your selected requirements across projects with a simple copy and paste. Requirement and Project IDs are copied, but Relationships and child Requirements do not copy and paste with the selected Requirements.

Display Search Results from Specific Projects

You can now display search results from all projects, current project, or specific projects. This provides manageable sized search results and allows you to search in projects of interest to you.

Turn Requirement IDs on or off in Tree

With a simple click of a button, you can view Requirement IDs in the Tree View.

Hyperlink Back to Atlas in Exported CSV File

Atlas provides a link to each original requirement in the last column of the exported CSV file. Copy and paste the link into a browser to navigate back to the requirement in Atlas.

Time Machine Difference Overview

The Time Machine in the Tracking perspective uses Atlas's version capability to allow you to view historical delivery data. The Difference Overview panel helps you quickly understand the true changes that have occurred over time across the integrated tools.

Version Compare in Activity Feed

You can now view version comparisons of Requirements and Stories on the Activity feed.

Detailed Differences in Compare

For easy identification of changes, Compare provides detailed differences highlighting description changes in color when comparing versions of Requirements and Stories.

Combined Whiteboards and Concepts in Relationships

When adding Relationships, Whiteboards and Concepts are combined on one tab. You can now see to which Whiteboard the concepts belong instead of seeing a long list of concepts.

Show Associated Plan in Requirement Deliver Status

While in a Requirement, you can quickly view the associated Plan. If there isn't an associated Plan, you can click the field and select a Plan right within the Requirement. Additionally, you can click the Plan in the Delivery Status of the Requirement and you can open it. If the requirement is in multiple plans, the Deliver Status states "Multiple." Click **Multiple** to show a menu that allows you to choose the plan to open.

Atlas Planning and Tracking Suite

Atlas, Atlas Hub, Micro Focus Connect and StarTeam Agile are now installed together as part of the new **Atlas Planning and Tracking Suite**.

Web-Based Training

Use the following link to order the new, free Atlas web-based training. Order it [here!](#)

Compare

The *Compare* feature allows you to select two assets of the same type and compare the changes in the fields between the two different versions.

You can compare versions of Requirements and Stories.

Preserve Microsoft Word Format When Importing

When importing Microsoft Word documents as requirements, Atlas preserves tables, bulleted and ordered lists, font colors, and formatting.

Requirement Authoring Improvements

With this release, there are several usability improvement with Requirement authoring, including: (1) Improved image resizing, (2) Drag and drop images within the Requirement Editor, (3) Paste images directly in Google Chrome, (4) Indicate spelling errors for misspelled words, and (5) Press Ctrl+Click on the misspelled word to enable the built in browser context menu with spelling suggestions.

Report Generation

A Microsoft Word-based report generation capability that allows for the creation of detailed requirement, plan and tracking reports. Report scope can be narrowed down using either filters or generated for full projects. Each report can optionally include Attributes, Relationships, Tags, Discussions and Delivery Tracking data.

Cross Project Relationships

Relationship management has been extended to provide the ability to create relationships across projects. This enables users to accurately represent the complex dependencies that exist in large projects.

Time Machine Difference Identification

The **Time Machine** allows users to view delivery status at an historic plan date/time. The newly added **Difference** view enables users to understand date and scope changes quickly and in detail.

System Requirements

Atlas has the following system requirements:

Server

Operating Systems

- Microsoft Windows Server 2012 R2 (64-bit)
- Microsoft Windows Server 2012 (64-bit).
- Microsoft Windows Server 2008 R2 SP2 (64-bit).

Hardware

Minimum 64-bit quad core system with 16 GB RAM.

Client

Browsers

- Internet Explorer 10+.
- Mozilla Firefox, recent versions.
- Google Chrome, recent versions.



Note: Other products used with Atlas, for example, Micro Focus Connect, have their own set of system requirements. Please refer to the *Release Notes* for those products.

Screen Resolution

Minimum 1680x1050 resolution.

Databases

Atlas Hub is a server application installed with Micro Focus Atlas. It contains the database that Micro Focus Atlas uses. Atlas Hub supports both 32-bit and 64-bit databases. The following databases have been tested and are supported:

- Microsoft SQL Server 2014
- Microsoft SQL Server 2012 Express
- Microsoft SQL Server 2012 SP1
- Microsoft SQL Server 2008 Express R2
- Microsoft SQL Server 2008 Express
- Microsoft SQL Server 2008 R2 SP2
- Microsoft SQL Server 2008 SP3
- Oracle Database 12c version 12.1.0.2.0
- Oracle Database 11g R2
- PostgreSQL 9.3



Important: Never modify database contents or vault files other than through the Atlas Hub client or the Server Administration Tool. Direct database manipulation is unsupported.

Database User and Password

The PostgreSQL database server installed by default with Atlas Hub has two default users created:

- Admin user = `postgres`

- Superuser = Borland_Login

The password for both is Borland_123.

When you use the default PostgreSQL database, you will be asked for a **System Password**. It is the same as the Admin user password, Borland_123.

Known Issues

This section identifies known issues in Micro Focus Atlas.

Restoring a Deleted Requirement

Restoring a deleted Requirement that was the remote end of a cross project relationship causes a runtime error.

Refreshing the **Define** view (via browser refresh or navigate away and return to **Define**) will update the Requirement tree and the restored Requirement will be at the root level. Relationships are not restored for the Requirement. The relationships will need to be manually restored.

The remote end of a cross project relationship is the end that is not in the project in which the relationship is created.

Enhanced Security Bundle (ESC) Windows Server Editions

If Atlas does not show the login dialog after installation on Window Server 2008, 2012 or 2012 R2, there may be an issue with ESC.

You can disable ESC using the Administrator tools. For more information, go to <https://technet.microsoft.com/en-us/library/cc775800%28v=ws.10%29.aspx>.

IIS Conflict with Default Port

If after installation, the Atlas Apache server fails to start, check if there is an IIS Server running. It may be listening on port 80. The installer prompts the user if IIS should be stopped as a service. If a user clicks **Next** without stopping the IIS service, the Apache server fails to start.

Additional Configuration for Atlas and Rally

When using Atlas with Micro Focus Connect for CA Agile Central, you may want to modify the Micro Focus Connect configuration for *Story* property mappings.

1. Edit the CA Agile Central connector configuration using Micro Focus Connect Web.
2. Edit the Story mappings:
 - a) Delete the default mapping for Release.
 - b) Add a Type Mapping.
 - **Rally Type:** HierarchicalRequirement
 - **Atlas Hub Type:** Story
 - c) Add a field Mapping
 - **Rally Field:** Release
 - **Direction:** Bi-Directional
 - **Atlas Hub Field:** Usr_Release

Atlas Search

When installing Atlas and the hub on the same machine, the `<hostname>` element in your `ALMConfiguration.xml` might be set to **localhost**. If it is, Atlas Search will not work. To fix this, change `<hostname>` to the actual network name for the machine.

Downloading Concepts from Atlas

When you open a concept via QuickLook, you can view it inline if it is an image, notes, and PDF. For other types, you see a message: "This concept can't be viewed within Atlas. You can download it instead." The phrase "download it instead" is a hyperlink.

Click on the hyperlink. The browser will open a new tab and one of two things will happen:

1. The browser will try to render it, if it can. It may be possible depending on the plugins you have or the Browser configuration.
2. If it can't render it, it will open a "Save As" dialog, allowing you to save the file anywhere on your computer.

If you want to download the file but the browser renders it in the new tab, right-click **download it instead** and choose **Save Link As** (Firefox and Chrome) or **Save target as** (Internet Explorer). A **Save As** dialog appears.

Copy and Paste Embedded Images to Word

When there are images in a requirement description (or anywhere the HTML Editor is used), if the image is linked, it works as expect. You can copy and paste into Word, and the image shows up as long as the link it points to is accessible.

However, if the image is embedded, doing a paste in Word does not include the image. This is standard in Word. It does not decode the embedded image. To paste the embedded image in Word, select **Paste Special...**, then choose **Device Independent Bitmap**. Word will decode the image and paste it properly.

Timeout on First Login

Occasionally after starting the server, Atlas times out on the very first login. Data caching on the first access takes a long time and causes Atlas to time out. The timeout does not indicate a serious problem, and you are able to login subsequently without problems.

Updates and SupportLine

Our Web site gives up-to-date details of contact numbers and addresses.

Contacting Micro Focus

Micro Focus is committed to providing world-class technical support and consulting services. Micro Focus provides worldwide support, delivering timely, reliable service to ensure every customer's business success.

All customers who are under a maintenance and support contract, as well as prospective customers who are evaluating products, are eligible for customer support. Our highly trained staff respond to your requests as quickly and professionally as possible.

Visit <http://supportline.microfocus.com/assistedservices.asp> to communicate directly with Micro Focus SupportLine to resolve your issues, or email supportline@microfocus.com.

Visit Micro Focus SupportLine at <http://supportline.microfocus.com> for up-to-date support news and access to other support information. First time users may be required to register to the site.

Information Needed by Micro Focus SupportLine

When contacting Micro Focus SupportLine, please include the following information if possible. The more information you can give, the better Micro Focus SupportLine can help you.

- The name and version number of all products that you think might be causing an issue.
- Your computer make and model.
- System information such as operating system name and version, processors, and memory details.
- Any detailed description of the issue, including steps to reproduce the issue.
- Exact wording of any error messages involved.
- Your serial number.

To find out these numbers, look in the subject line and body of your Electronic Product Delivery Notice email that you received from Micro Focus.

Creating a Dump File

If reporting a protection violation you might be asked to provide a dump (.dmp) file. To produce a dump file you use the Unexpected Error dialog box that is displayed when a protection violation occurs. Unless requested by Micro Focus SupportLine, leave the dump setting as `Normal` (recommended), click **Dump**, then specify a location and name for the dump file. Once the dump file has been written you can email it to Micro Focus SupportLine

You may also be asked to provide a log file created by the Consolidated Tracing Facility (CTF) - a tracing infrastructure that enables you to quickly and easily produce diagnostic information detailing the operation of a number of Micro Focus software components.

Index

A

Atlas
about 5

C

contact information 19
Customer Care 19

D

database support 15
downloads 19

P

product support 19
Product Support 19

S

serial number 19
SupportLine 19

W

WebSync 19
works order number 19