



StarTeam 14.0 Update 1

Release Notes

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StarTeam Release Notes

These release notes contain information that might not appear in the Help. Read them in their entirety before you install the product.



Note: This document contains a number of links to external web sites. Micro Focus cannot be responsible for the contents of the website or for the contents of any site to which it might link. Web sites by their nature can change very rapidly and although we try to keep our links up-to-date, we cannot guarantee that they will always work as expected.

What's New

This section contains information about new product features.

StarTeam Command Line Tools

The following are the new commands for this release of the StarTeam Command Line Tools.

list-labels

Use the `list-labels` command to list the active labels for the selected project or view.

list-projects

Use the `list-projects` command to list all of the projects in the StarTeam Server.

list-views

Use the `list-views` command to list the set of all accessible views on a given project.

remove-project

Use the `remove-project` command to delete a project from the StarTeam Server.

remove-view

Use the `remove-view` command to delete a view from the StarTeam Server.

StarTeam Cross-Platform Client

The following are the new features for this release of the StarTeam Cross-Platform Client.

Microsoft Windows 8 Support

Microsoft Windows 8 is now supported.

Custom Layout Rendering

Support has been added to the StarTeam Cross-Platform Client custom layout renderer for **Content**, **Multi-Select Enumeration**, and **Boolean** properties.

Label Table Navigation

The **View Labels** dialog box now supports type-ahead navigation of the label table.

File History Pane

By default, the **File History** pane now shows a column for the **File Name**. This column is useful in identifying when a file name change has occurred that might affect a historical file check-out.

File Performance Updates

Numerous performance enhancements have been added to improve the navigation and calculation of file status.

Change Package Linking

Users can now create manual links between change packages and other Items. This is especially useful when users want to update the process item of an already committed change package.

Disabling a Change

Users now have the option to disable a change within a committed change package. Disabling a change will cause the changed item to be ignored if the change package is replayed to another View.

Cross-View Process Item Navigation

When using cross-view process items, the StarTeam Cross-Platform Client has been enhanced with capabilities to make it easier to use such process items with View Compare/Merge and change packages.

- A new filter called **All Change Packages by Process Item** has been added to the change package perspective for sorting the change packages by the process item used during commit. To help you conduct reviews and to scope View Compare/Merge sessions, this filter finds changes for a common process item.
- Use the **View > Compare/Merge Active Process Item** operation to start a scoped View Compare/Merge session using the active process item, regardless of whether it is an in-view or cross-view process item.

StarTeam Datamart

The following are the new features for this release of StarTeam Datamart.

Microsoft SQL Server 2012 Support

Microsoft SQL Server 2012 is now supported.

Microsoft Windows Server 2012 Support

Microsoft Windows Server 2012 is now supported.

StarTeam Layout Designer

The following are the new features for this release of the StarTeam Layout Designer.

Microsoft Windows 8 Support

Microsoft Windows 8 is now supported.

New StarTeam Layout Designer Properties

The StarTeam Layout Designer now provides the ability to create controls for **Content**, **Multi-Select Enumeration**, and **Boolean** properties.

StarFlow Extensions

The following are the new features for this release of StarFlow Extensions.

Link/Trace APE Control

`LinksAndTracesComponent.java` has been added to the **Alternate Property Editor** gui components for displaying all of the relationships to and from the selected item. The `LinksAndTracesComponent` will display a table with the same content as the **Link** tab available in the StarTeam Cross-Platform Client **Details** pane.

LayoutDesignerAPE Sample

`LayoutDesignerAPE` has been added as a sample of StarFlow Extensions. `LayoutDesignerAPE` can be used and customized to support rendering a custom Layout Form as an Alternate Property Editor in the StarTeam Cross-Platform Client. `LayoutDesignerAPE` is useful for Enterprise Advantage customers wanting to enable workflow with a form designed in the Layout Designer.

StarTeam Notification Agent

The following are the new features for this release of the StarTeam Notification Agent.

Microsoft Windows 8 Support

Microsoft Windows 8 is now supported.

StarTeam Notification Agent as 64-bit Application

StarTeam Notification Agent is now provided as a native 64-bit application for improved performance when monitoring a large number of Projects and Views.

StarTeam Server

The following are the new features for this release of the StarTeam Server.

Import/Export Manager

The **Import/Export Manager** provides performance and scalability improvements by allowing you to selectively move projects from one StarTeam Server to another StarTeam Server. There are many reasons to have multiple servers. In this case, you may want to archive old projects from your active server or

simply separate your different business units. Having the ability to move projects around will provide limitless opportunities for you to keep your active servers lean and full of only the most important projects.

Maintenance Task Scheduler

The **Maintenance Task Scheduler** allows you to schedule scripts to run against local server configurations. The **Maintenance Task Scheduler** provides you with the ability to automate performance improvements on your database on a schedule that you choose. You can run scripts that will update query optimization statistics and online index rebuilding.

Default StarTeamMPX and Borland Connect install

By default, the StarTeam Server now comes bundled with a root Message Broker and Borland Connect. When installing the StarTeam Server, these tools will automatically be installed and configured.

StarTeam Workflow Designer

The following are the new features for this release of the StarTeam Workflow Designer.

Microsoft Windows 8 Support

Microsoft Windows 8 is now supported.

New StarTeam Workflow Designer Properties

StarTeam Workflow Designer now provides the ability to update **Content**, **Multi-Select Enumeration**, and **Boolean** properties via the workflow.

Borland Connect

The following are the new features for this release of Borland Connect.

SCM API

Support has been added to Borland Connect to support the synchronization of files and folders from a 3rd party SCM tool. Samples have been provided in the installation folder for a Subversion connector and a new API has been added to support the creation of a custom SCM connector. See the Borland Connect documentation and community site for further details.

Default StarTeamMPX and Borland Connect install

By default, the StarTeam Server now comes bundled with a root Message Broker and Borland Connect. When installing the StarTeam Server, these tools will automatically be installed and configured.

System Requirements

This section contains system requirements for StarTeam components.

StarTeam Cross-Platform Client System Requirements

The StarTeam Cross-Platform Client is implemented in Java and can be installed on Microsoft Windows systems and any system that supports the Java Runtime Environment (JRE) 1.7.0_17. The StarTeam Cross-Platform Client has been tested on the following systems with the noted hardware and software:

Software

Operating Systems (32- and 64-bit)

- Microsoft Windows 8.
- Microsoft Windows 7.
- Microsoft Windows XP Professional SP3.
- Microsoft Windows Vista SP1.
- Solaris Sparc 10.
- RedHat Enterprise Linux 6.

Adobe Acrobat

For viewing the PDF manuals.

Web browser (for online help)

- Internet Explorer 8 or later (Microsoft Windows only).
- Firefox 4 or later.

Hardware

Processor 32-bit dual core.

RAM 2 GB minimum.

Hard disk space 200 MB to install the application. Also, sufficient disk space is required for your working files. The amount will vary depending on your use of the product.

Display	Required	SVGA, high color mode, 1024x768.
	Recommended	1280x1024 or more.

StarTeam Datamart System Requirements

The following are the system requirements for installing and running this release of StarTeam Datamart.

Operating Systems

- Microsoft Windows Server 2012.
- Microsoft Windows Server 2008 R2 (32- and 64-bit).
- Microsoft Windows Server 2008 (64-bit).
- Microsoft Windows Server 2003 R2 SP2 (32-bit).

Databases

- Oracle 11g R2.
- Oracle 11g, version 11.1.0.6.0.
- Oracle 10g R2, version 10.2.0.4.0.

- Microsoft SQL Server 2012.
- Microsoft SQL Server 2008 R2.
- Microsoft SQL Server 2008.
- Microsoft SQL Server 2005 SP3.



Note: For database system requirements, refer to the database vendor guidelines.

JDBC Drivers It is necessary to download and install the native JDBC drivers for Microsoft or Oracle databases on the computer that hosts the StarTeam Datamart Extractor. The native drivers provide greater performance than other re-distributable drivers and include support for double-byte characters. You can download these drivers for free at the web site for the appropriate vendor:

- Microsoft SQL Server Driver for JDBC is available for download at this URL as of the time of release: <http://msdn.microsoft.com/en-us/data/aa937724.aspx>.
- The Oracle JDBC drivers are available for download at this URL as of the release: http://www.oracle.com/technology/software/tech/java/sqlj_jdbc/index.html.

Processor

- 600-MHz Pentium III-class processor or greater.
- 600-MHz Sun SPARC/UltraSPARC.

RAM

- 512 MB minimum.
- 1 GB or more recommended.

Optional reporting software

- Business Objects 6.5, XI, and XIR2 or higher (required when using StarTeam Datamart Synchronizer) .
- Crystal Reports 10 or higher.

Hard disk space 100 MB available disk space for application and installation.



Note: The StarTeam Datamart Extractor benefits from hardware that provides faster data write speeds such as high RPM hard drives.

StarTeam Layout Designer System Requirements

The Layout Designer can be installed on Microsoft Windows systems that support the Java Runtime Environment (JRE) 1.6.0_13. The system requirements are listed below:

Software

Operating Systems (32-bit)

- Microsoft Windows 8.
- Microsoft Windows XP Professional SP3.
- Microsoft Windows Vista SP1.
- Red Hat Enterprise Linux (WS) 5.1.

Hardware

Processor 32-bit dual core.

RAM 2 GB minimum.

Hard disk space 200 MB to install the application. Also, sufficient disk space is required for your working files. The amount will vary depending on your use of the product.

Display	Required	SVGA, high color mode, 1024x768.
	Recommended	1280x1024 or more.

StarTeam Server System Requirements

We recommend installing the StarTeam Server on a dedicated application server and installing the database on a separate server unless you are using a supported version of Microsoft SQL Server Express as your database.

There should be a dedicated connection between the computers running the StarTeam Server and the database management system. For optimal performance, both machines should be on the same physical switch.

The following shows the minimum and recommended hardware for the computer on which you deploy the Server application and database. Although specific processor speeds are listed, you should always use the fastest available CPU to maximum performance.



Note: The StarTeam Cross-Platform Client only supports StarTeam Server versions greater than 2009.



Important: If you are upgrading from a previous version of StarTeam Server, you must review the upgrade instructions in the *StarTeam Installation Guide*. There are some steps that you must complete in order for the upgrade to complete successfully. Failure to complete these steps can cause the upgrade to fail.

Operating Systems

- Microsoft Windows Server 2012 (64-bit).
- Microsoft Windows Server 2008 (32- and 64-bit).
- Microsoft Windows Server 2008 R2 (64-bit).



Note: You cannot install a 64-bit Microsoft Windows StarTeam component on a 32-bit Microsoft Windows system. The installer will return an error upon attempting to install the Java VM.

Databases

StarTeam Server supports both 32-bit and 64-bit databases. The following databases have been tested and are supported for the StarTeam Server:

- 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 11g R2.
- Oracle Database 11g version 11.1.0.6 (32-bit).
- Oracle Database 10g R2 version 10.2.0.4 (32-bit).



Note: You can install Microsoft SSE as part of the StarTeam Server installation. You must purchase the other database products from the appropriate vendor. Refer to the *StarTeam Installation Guide* for more information about recommended system configurations for running StarTeam and SSE on the

same computer and for running StarTeam Server and its associated database on separate computers.



Important: Never modify database contents or vault files other than through a StarTeam client or the **Server Administration** tool. Direct database manipulation is unsupported.

Password

By default, the installer uses the following username and password:

User name	sa
Password	StarTeam123

Web Browsers

- Internet Explorer 8 or later.
- Firefox 4 or later.

Third Party Software

Please ensure these other software requirements are met:

JRE

The StarTeam Server uses the Java Runtime Environment (JRE) 1.7.0_17 which is automatically installed at C:\Program Files\Borland\Java\Oracle1.7.0_17.

Adobe Acrobat

Required for viewing the documentation in PDF format.

Virus Scanning Utilities

Every StarTeam Server computer should be equipped with a virus protection utility that has up-to-date virus definition files. All StarTeam Servers should also be equipped with up-to-date virus protection and the settings should be set to alert only the administrator. The StarTeam administrator should halt the StarTeam Server immediately upon virus detection, perform a full backup, and then follow the instructions provided by the virus protection vendor for cleaning the virus from the infected file. If the infected file cannot be cleaned or if problems exist, contact <http://supportline.microfocus.com> before restarting the StarTeam Server. Some viruses can be immediately destructive to the repository and in rare cases data loss will be inevitable. We strongly recommend that you perform regular backups.

A virus that might be a nuisance to a file system can be far more destructive when checked into the repository. For example, many virus protection utilities are set by default or can be set to delete infected files. If an archive file is deleted by the virus protection utility, data may be lost.

Another example is that a virus may not be detected in the archive and may sit dormant waiting to infect the computers of all project users. Your network will rapidly spread the virus and a data loss could occur.



Note: If any process or program such as anti-virus software alters files under StarTeam control the system could behave erratically. It is highly recommended that these processes not be allowed to modify system or data files under StarTeam control.

StarTeam Server and Microsoft SQL Server Express on the Same Computer

When Microsoft SQL Server Express is used, the database typically resides on the same computer as the corresponding StarTeam Server application. The following hardware recommendations for a joint

StarTeam Server/Microsoft SQL Server Express computer are based on the number of seats (registered users). However, your situation might vary depending on the size of your StarTeam projects and the number of projects managed by the StarTeam Server configuration.

The following lists suggested system configuration requirements if you are using Microsoft SQL Server Express and the StarTeam Server on the same computer:

Less than 50 Seats	32-bit dual core machine with 4 GB of RAM
50-100 Seats	32-bit quad core machine with 4-8 GB of RAM



Note: Microsoft SQL Server Express is not recommended for configurations serving more than 100 registered users.

StarTeam Server and Database on Different Computers

The following hardware recommendations apply when the StarTeam Server application is executing on a different computer than the database server. They are based on the number of peak users (maximum concurrent users during peak periods). However, your situation might vary depending on the size of your StarTeam projects and the number of projects managed by the server configuration.

Number of Peak Users

Less than 100	32-bit, dual-core systems with 4 GB of memory.
100 - 200	32-bit, quad-core systems with 4-8 GB of memory.
More than 200	64-bit, quad-core systems with 8-16 GB of memory.

Database Server System Requirements

The following recommendations apply to the database server when it is not on the same computer as the StarTeam Server. The number of peak users is the maximum number of concurrent users during peak usage periods.

Number of Peak Users

Less than 100	Computer with a dual core processor and 4 GB of RAM.	
100-200	Minimum	Computer with quad processors and 4 GB of RAM.
	Recommended	Minimum configuration plus RAID system.
More than 200	Minimum	Any high-performance Enterprise Server with quad processors and 4-8 GB of RAM.
	Recommended	Minimum configuration plus RAID system.

Large Memory Support

On 32-bit Microsoft Windows systems, you can use 4 GB RAM tuning to enable the StarTeam Server application to utilize 3 GBs of memory. To enable this feature, you must add the /3GB switch to the `Boot.ini` file. For information about setting this switch, refer to <http://msdn2.microsoft.com/en-us/library/aa366521.aspx>.

On 32-bit Microsoft Windows, you should also be aware of the maximum page file size, which can affect memory allocation when multiple applications are run on the same computer. See: <http://support.microsoft.com/kb/237740>.

You should also be aware of **Page Table Entry (PTE)** limitations when the /3GB switch is used. Refer to <http://support.microsoft.com/default.aspx?scid=kb;EN-US;311901>.

Unicode Character Sets

While StarTeam Server supports data in all languages that can be encoded in UTF-8, it only uses ASCII characters (0-127) as it expands keywords. Keyword expansion and EOL conversion should work for all “ASCII-based” encodings, which include UTF-8, Cp1252, and so on. For the various UTF-16 encodings, StarTeam Server currently performs EOL conversion, but does not expand keywords.

The internal names of custom fields must be ASCII, but the display names can be in non-English character sets.

System Requirements for Linux

- Red Hat Enterprise Linux 5.5 (32-bit).



Note: Advanced platform storage, virtualization, and high availability features (Red Hat Global File System & Cluster Suite) are not supported.

- JRE or JDK (Version 1.7.0_17 or above).
- Oracle Client 11g R2.
- Oracle Client 11g version 11.1.0.6 (32-bit).
- Oracle Client 10g R2 version 10.2.0.4 (32-bit).



Note: The Oracle database does not have to reside on the same machine as the StarTeam Server.

StarTeam Web Client System Requirements

Web Browsers

- Internet Explorer 8 or later.
- Firefox 4 on Microsoft Windows and Linux.

StarTeam Web Server System Requirements

Operating Systems Microsoft Windows Server 2008 R2 SP1 (64-bit)

Hardware

Processor	64-bit quad core.
RAM	8 GB minimum.
Hard disk space	200 MB to install the application.



Note: You cannot install a 64-bit Microsoft Windows StarTeam component on a 32-bit Microsoft Windows system. The installer will return an error upon attempting to install the Java VM.

StarTeam Workflow Extensions System Requirements

Extensions and the Workflow Designer

They have the same system requirements as the StarTeam Cross-Platform Client.

Notification Agent

Has the same system requirements as the StarTeam Server.

We recommend installing the StarTeam Server prior to installing the StarTeam Notification Agent.

StarTeamMPX System Requirements



Important: Prior to installing, please read the *StarTeamMPX Administrator's Guide* and the *StarTeam Installation Guide* on the **Product Documentation** page of the Micro Focus web site at <http://supportline.microfocus.com/productdoc.aspx>. Proper planning is required in order to achieve best results from StarTeamMPX.

The StarTeam Server must be installed prior to installing the Message Broker and Cache Agent. StarTeamMPX transmitters have the same system requirements as the StarTeam Server because they are part of that system. The StarTeamMPX Message Broker is required. The StarTeamMPX Message Broker is a publish/subscribe messaging engine that broadcasts messages to subscriber components on a topic basis. It is a stand-alone process that can run on a separate computer to offload network processing overhead in high-volume environments. For details, see the *StarTeam Server System Requirements* in this document. You can also set up Cache Agents in tiers at a variety of locations so that file contents and objects, transmitted by the file transmitter, can be network near any StarTeam user. Cache Agents work with the StarTeam Cross-Platform Client to check out files and fetch objects faster.

Message Brokers and Cache Agent



Note: For the StarTeamMPX Cache Agent, these requirements should be sufficient for teams that have 50 to 100 members.

Operating Systems

- Microsoft Windows Server 2012 (64-bit).
- Microsoft Windows Server 2008 (32- and 64-bit).
- Microsoft Windows Server 2008 R2 (64-bit).



Note: You cannot install a 64-bit Microsoft Windows StarTeam component on a 32-bit Microsoft Windows system. The installer will return an error upon attempting to install the Java VM.

Processor/ Hardware

- Disk appropriate for size of cache; fast disk preferable but not mandatory.
- 100 Megabit NIC or better
- 1 CPU P4 1Ghz or better

RAM

256 MB memory or better.



Note: A StarTeamMPX Cache Agent supports memory caching, which is important if object caching is enabled. Therefore, additional memory should be available to support the desired amount of memory caching. The default memory cache size is 100MB.

Hard disk space 12 MB to install the application plus sufficient disk space for the desired size of each StarTeamMPX Cache Agent's cache.

Display SVGA, high color mode, 1024x768 or greater
Recommended resolution: 1280x1024 or more

Other Adobe Acrobat Reader for viewing the *StarTeamMPX Administrator's Guide*.)

Hardware Recommendations

The following are the recommended system configurations according to the number of peak users:

Less than 100	32-bit, dual-core systems with 4GB of memory.
100-200	32-bit, quad-core systems with 4-8GB of memory.
More than 200	64-bit, quad-core systems with 8-16GB of memory.

For the Message Broker, the number of peak users is typically lower than the number of peak users connected to the StarTeam Server since multiple Message Brokers are used in medium-to-large deployments. The number of peak users connected to a Cache Agent is significantly lower because Cache Agents are only used in short bursts. As a result, less hardware resources are typically required to support the Message Broker and Cache Agent compared to the StarTeam Server. Moreover, for a given geographic location, the Message Broker and Cache Agent are typically deployed on the same machine.

StarTeam Visual Studio Integration System Requirements

The StarTeam Visual Studio Integration should run on any platform on which Microsoft Visual Studio 2010 or 2012 is supported.

This integration was tested with the following:

Platforms	<ul style="list-style-type: none"> • Microsoft Windows 7. • Microsoft Windows Vista Business SP1. • Microsoft Windows XP SP3 (32-bit versions).
Microsoft Visual Studio	<ul style="list-style-type: none"> • Microsoft Visual Studio 2010 Professional and Standard Editions. • Microsoft Visual Studio 2012 Professional and Standard Editions.
StarTeam Server	14.0 Update 1, 14.0, 13.0, 12.5, 12.0, 2009 Release 2, 2009.



Note: The StarTeam Visual Studio Integration was compiled with the StarTeam 13.0 SDK.

StarTeam Eclipse Client System Requirements

The following are the system requirements for running the StarTeam Eclipse Client.



Important: For the StarTeam Eclipse Client, we recommend the use of a 1.6 JRE. The latest 1.6 JRE can be downloaded at <http://java.sun.com/products/archive/j2se/6u2/index.html>. To specify the use of the 1.6 JRE when launching Eclipse, place the `-vm` command line argument at the beginning of the `eclipse.ini` file (example: `-vm C:\jre1.6.0_29\bin\javaw.exe`).

Eclipse Versions	3.6, 3.7, 4.2.
Java Versions	1.6 and above.
Operating Systems	<ul style="list-style-type: none"> • Microsoft Windows 7 (32-bit and 64-bit). • Microsoft Windows XP Professional SP3 (32-bit and 64-bit). • Microsoft Windows Vista Business SP2 (32-bit and 64-bit). • Solaris 10 (32-bit). • Red Hat Enterprise Linux 5.5 (32-bit).
StarTeam Server Versions	2009, 2009 Release 2, 12.0, 12.5, 13.0, 14.0, 14.0 Update 1.
Product Interoperability	<ul style="list-style-type: none"> • This release of the StarTeam Eclipse Client was tested on Eclipse 3.6, 3.7 and 4.2 with Rational Application Developer 7.5, Together 2008 R2 SP1, and

JBuilder 2008 R2. While the tests were limited, no problems in using this version of the StarTeam Eclipse Client with any of these products have been found.

- If you are using StarTeam with Together, be aware that the StarTeam Eclipse Client works with Sun JRE 1.6, but the latest Together 2008 R3 (released in November 2010) works with either JRE 1.5 or 1.6. If you are using Together 2008 R2 SP1 and it was installed with the installer, it puts JRE 1.5 in a jre directory in the root of Eclipse. However, Together 2008 R2 SP1 works well with JRE 1.6. You can replace the JRE that came with Together with JRE 1.6 or install Together from the update site (online or archived) to an Eclipse instance configured to run with 1.6.

Hard Disk Space

In addition to the space required for Eclipse, hard disk space of 37 MB to install the application.



Note: Sufficient disk space is required for your working files. The amount will vary depending on your use of the product.



Note: It is strongly recommended that the Java memory allocation heap be increased when using this product. This setting is specified using the Java commands (`-vmargs`) `-Xms` and `Xmx`. Determining the proper settings will depend on the amount of physical memory available. Significant performance improvement will be recognized by utilizing greater amounts of memory. However, large heaps should be avoided if there is insufficient physical memory to avoid paging. For additional information regarding memory heap settings please refer to Eclipse.org, IBM.com and Java.Sun.com.

If a previous version of this product is installed on the target computer it should be uninstalled or disabled prior to installing this version.

StarTeam Quality Center Synchronizer System Requirements

StarTeam Quality Center Synchronizer has been tested on Microsoft Windows Server 2003 SP2 (32-bit version). It is recommended that you install the Synchronizer on the same computer on which the Synchronizer for Quality Center database resides, unless that is not a Microsoft Windows platform. Because of the OTA APIs, the Synchronizer must run on a Microsoft Windows operating system. It has no unusual operating system requirements.

- The Enterprise or Enterprise Advantage edition of the StarTeam Server for Microsoft Windows.
- Quality Center 9.0, 9.2, 10.0, and 11.0.
- A Java Runtime Environment (JRE), version 1.6.0_02 or later.

The software listed above does not need to be located on the same machine as the Synchronizer, which can, if desired, run on a separate machine. However, the Synchronizer must have network access to the Synchronizer for Quality Center database and the StarTeam Server.

Known Issues

The following sections contain the known issues for this release.

StarTeam Command Line Known Issues

stcmd Path Specifications

stcmd path specifications must use Java conventions (not Microsoft Windows). For example, the following will throw an `IndexOutOfBoundsException` exception:

```
stcmd co -rp "c:\temp" -p
"Administrator:Administrator@localhost:49201/StarDraw/
StarDraw" *
```

The following will work correctly on all platforms that support the java virtual machine (Microsoft Windows, Unix and Mac):

```
stcmd co -rp "c:/temp" -p
"Administrator:Administrator@localhost:49201/StarDraw/
StarDraw" *
```

Quoted Argument with a Space

When specifying a quoted argument that contains a space, the beginning quote must be preceded by a space. The following are examples of both incorrect and correct syntax for arguments with spaces:

Incorrect: `stcmd set project="StarFlow Extensions"`

Correct: `stcmd set project = "StarFlow Extensions"`

Incorrect: `stcmd select name from File where query="Flagged Items"`

Correct: `stcmd select name from File where query = "Flagged Items"`

Documentation Known Issues

StarTeam Server Help

Help content when viewed using Internet Explorer 10 does not display correctly. This issue can be resolved by setting the browser **Compatibility Mode** to Internet Explorer 9 in the **Developer Tools** (F12) preferences of Internet Explorer 10.

Eclipse Infocenter

When you open the first instance of a StarTeam application, such as the StarTeam Cross-Platform Client, and click on the **Help Topics** menu, the Eclipse Infocenter opens and displays the correct help contents for that application. However, when you close the application, and/or open another StarTeam Application, such as the Server Administrator Tool, when you click on the Help menu, the Eclipse Infocenter displays the help from the previous application, in this case, the StarTeam Cross-Platform Client. The workaround for this is to go into the installation directory of the first application in which you clicked Help (StarTeam Cross-Platform Client in this example), and in the `\borland-help` subfolder, double-click `shutdown.bat`. This releases the previous applications Help contents from memory so the correct help will display when you open it in the second application.

StarTeam SDK Known Issues

The following are known issues in the StarTeam SDK.

PATH Variable When you install the product on Microsoft Windows, the StarTeam SDK runtime will also be installed if necessary. If an error indicates that you must manually edit the *PATH* system variable and refers you to the readme file, the length of the *PATH* variable on the target computer has exceeded the Microsoft Windows maximum. You must shorten the text and either include the new path for the StarTeam SDK runtime or run the StarTeam installer a second time. The *PATH* system variable cannot exceed 1024 characters. The 1024 characters must include the StarTeam SDK runtime paths which, by default, are C:\Program Files\Borland\StarTeam SDK <version>\bin and C:\Program Files\Borland\StarTeam SDK <version>\lib.



Note: Removing text from the Microsoft Windows path may cause undesired application failure. It is very important to be certain that a path is obsolete before manually deleting it from the *PATH* system variable. If you are uncertain, please use the obsolete application's uninstaller or consult your system administrator before taking any action.

StarTeam Cross-Platform Client Known Issues

The following are known issues found in the StarTeam Cross-Platform Client.

- Micro Focus recommends that you shut down all other applications when installing StarTeam components because other applications can cause the installer to hang. Shutting down all applications resolves such issues during installation.
- On a Microsoft Windows 7 platform, the Help is only available from the PDF versions. Access the help from the **Start** menu or from the pdf subfolder in the client installation folder. For example, C:\Program Files\Borland\StarTeam Cross-Platform Client Client <version>\PDF.
- On Microsoft Windows XP SP3, opening Help (**Help > Help Topics**) requires you to change your Internet Explorer security setting to view the Help. As a workaround, follow the steps below:
 1. Open Internet Explorer.
 2. Select **Tools > Internet Options**.
 3. Select the **Advanced** tab.
 4. Scroll down to the **Security** options.
 5. Select the option to **Allow active content to run in files on My Computer**.
- When running the StarTeam Cross-Platform Client with 'User Account Control' turned on, you may experience some security warnings regarding local files that are not accessible. Launching the StarTeam Cross-Platform Client for the first time, and initializing the log with help launched, are two examples where you will experience the security issue.



Note: If a security warnings does appear, it will not prevent you from working normally in StarTeam.

StarTeam Datamart Known Issues

The following are known issues in StarTeam Datamart.

Datamart Hangs when using Microsoft SQL Server 2008 and 2008R2

The following 1.6.0_29 JRE bug was found that can cause StarTeam Datamart to hang when used with Microsoft SQL Server 2008 and 2008R2.

http://bugs.sun.com/bugdatabase/view_bug.do;jsessionid=b401c81e03da5fffffa6f06031d6f25a2?bug_id=7103725.

To work around this bug until a fixed JRE build is provided in a patch, please use the following instructions:

1. Install the 1.6.0_27 JRE from <http://www.oracle.com/technetwork/java/javasebusiness/downloads/java-archive-downloads-javase6-419409.html> into the C:\Program Files\Borland\Java folder.
2. Modify `Java.ini` under C:\Program Files\Borland\Java to include the new JRE version with the following:

```
[Sun1.6.0_27]
folder=Sun1.6.0_27
vendor=Sun
version=1.6.0_27
exe=bin\javaw.exe
dll=bin\client\jvm.dll
```

3. Modify `StarTeamDatamart.stjava` to use the newly installed JRE:

```
[Java VM]
name=Sun1.6.0_27
```

Uninstalling Datamart

StarTeam Datamart uses InstallAnywhere for installation. If you encounter one of the following error messages when uninstalling this product from a Microsoft Windows system:

Can't launch executable. Could not find a suitable Java Virtual Machine on your system.

or

Windows error 3 occurred while loading the Java VM.

you may need to install JRE 1.7.0_17 from <http://www.oracle.com/technetwork/java/javase/downloads/index.html>. A copy of it is also on the StarTeam CD in the Utility folder.

StarTeam Server Known Issues

ODBC/DSN Decommission Process and the workaround

During the database upgrade process for existing pre-13.0 configurations, the ODBC DSN information in the configuration file is replaced with entries for direct database connectivity. During this time, we are able to detect the database server and instance name and update the configuration accordingly.

Connecting to a database (Microsoft SQL Server or Oracle) running on a non-default port is now supported directly during the creation of a new configuration. There is an option to select the port, if desired. However for Microsoft SQL Server configurations upgraded to 12.0 from previous versions of StarTeam, the default port will always be assumed. This is because the workaround to connect to a Microsoft SQL Server on a non-default port using ODBC does not return the port information when queried.

If attempting to upgrade an existing configuration to 14.0 Update 1, where the Microsoft SQL Server ODBC DSN used by the existing configuration references a non-default port, it may be necessary to edit the StarTeam Server configuration file to enter the correct port.

Installation Issues

- Multiple SDKs on 64-bit OS** If you install multiple SDKs on a 64-bit OS (one 32-bit and one 64-bit), the shortcuts for the first SDK will be overwritten with the shortcuts to the last SDK installed. This means that you can only uninstall the 'last' SDK using the shortcuts in the program group.
- Linux** On Linux, selecting the **Embed Preedit String into client window** option is preventing input into the **Password** field in the Japanese language (like it was in previous releases), and also in the English language in this release. French and German are fine. We recommend you uncheck the **Embed Preedit String into client window** option in both English and Japanese languages.
- Canceling an Installation** If you cancel the installation of the StarTeam Server after you have already installed the StarTeam Runtime, and then install the StarTeam Server again, letting it finish, at the end of the installation you will not be prompted to reboot the computer, even though rebooting is required.

Server Issues

- Native-II Vault** Disk volumes used for hives by one StarTeam Server configuration should not be used by any other process including other StarTeam Server configurations.
- Hive threshold limits should never be set to 100%. You should never totally fill a drive anyway, but when a hive is set to 100% and runs out of disk space, the Server still checks this hive when it is this hive's turn in the hive rotation. The resulting error is: `no space left on device`. The workaround is to clear the **Allow new archives** check box in **Hive Manager** for this hive.
- Time Issues** StarTeam Server stores time stamps in UTC (also known as Universal Coordinated Time, Greenwich Time, or Zulu Time) format and adjusts the time stamp for the time zone that the computer specifies. For example, if a file is saved and checked in at 5 P.M. in California, its time stamp in California is 5 P.M. However, its time stamp on a computer in New York would be 8 P.M., the time it was in New York when the file was checked in. When a file is modified, the time stamp reflects that of the operating system. This means that if a file is checked in by a user in one time zone and modified by a user in another, the file's time stamp may appear to be earlier than the most recently checked-in revision. This does not affect file statuses within StarTeam because the UTC times are used to calculate statuses.
- If you are in an area that observes Daylight Savings Time (DST), the StarTeam status bar may display the incorrect time when rolling back a view (**ViewSelect Configuration Configuration As Of**). For example, if you are currently in DST and rollback the view to a point in time prior to DST, the time display in the status bar (lower left corner of the StarTeam window) will be ahead by one hour. If you are not currently in DST and rollback the view to a point in time during DST, the time in the status bar will be behind one hour.
- Microsoft Project Tasks** Microsoft Project tasks imported into a StarTeam Server should not have work records that occur before the start date. If they do, the work hours will not be subtracted from the remaining work.
- Disk-Imaging Software** Disk-imaging software, such as Norton Ghost, does not work well with StarTeam. StarTeam needs to be installed on each workstation. StarTeam creates a unique `connectionmanager.ini` file for each workstation. The `connectionmanager.ini` is used to identify one workstation from another. If you use disk-imaging software, this `.ini` file is copied, and when the image is installed to another computer, there are now two or more workstations with the same `.ini` file. This can lead to unusual status problems.

Logging in Using Previously Logged on User

When working in the **Server Administration** tool and logging in using a previously logged on user, an error displays indicating that A user has already been logged on for this session. As a workaround, close and reopen the **Server Administration** tool and log on again. Click **OK** to terminate the program.

To avoid this situation, be sure to stop the StarTeam Server application before shutting down Microsoft Windows or run the StarTeam Server as a service.

StarTeam Web Client Known Issues

StarTeam Web Client has the following limitations and known issues:

- Custom components are not visible in StarTeam Web Client 13.0.
- Item properties of the types: **Content**, **Map**, **Multi-Select Enumeration**, **Boolean**, and **Date** cannot be edited in the StarTeam Web Client 13.0.
- On the first attempt to view **Item Properties** for a specific type of Item, if multiple Items are selected then the StarTeam Web Client will display a warning that the editor file could not be found. After closing this warning, the editors display correctly and further attempts to open editors of this type will not display the warning. This issue is not present if only a single Item is selected for editing the first time.

StarTeam Web Server Known Issues

- When administering the StarTeam Web Server for multiple combined StarTeam repositories that add up to more than 1000 projects, you must use Mozilla Firefox 10.0.2 or greater. All other browsers fail or lock-up when trying to load the **Web Server Administration** user interface.
- The first person to log into a project that contains over 100 views will experience a load delay that could last several minutes depending on the quantity of views. This is a one-time cost for the project. No other user will experience the delay unless the StarTeam Web Server is restarted.
- On some Microsoft Windows 2008 Server operating systems, the StarTeam Web Server installation will fail to copy the required libraries from the StarTeam install location to the StarTeam Web Server install location. If this occurs, the files must be manually copied from the SDK to the StarTeam Web Server. Copy the following files to YOUR_PATH\StarTeam <version> Web Server\apache-tomcat-5.5.33\shared\lib:

```
YOUR_PATH\StarTeam SDK <version>\lib\ss.jar  
YOUR_PATH\StarTeam SDK <version>\lib\starteam130.jar  
YOUR_PATH\StarTeam SDK <version>\lib\starteam130-resources.jar  
YOUR_PATH\StarTeam SDK <version>\lib\StarTeam.Encryption.dll  
YOUR_PATH\StarTeam SDK <version>\lib\StarTeam.Environment.dll  
YOUR_PATH\StarTeam SDK <version>\lib\StarTeam.FileAccess.dll  
YOUR_PATH\StarTeam SDK <version>\lib\StarTeam.Profile.dll
```
- The StarTeam Web Server, installed as a service, can fail to stop. This can happen when the StarTeam Web Server is configured to support over 1000 projects. The process will exit, but Microsoft Windows will show a failed error message.
- Default memory settings may be insufficient for very large data-sets, such as more than 1000 projects. There are two files that may need to be modified before the StarTeam Web Server can be started, depending on the action you perform:

Running as a Service

Edit either the file: YOUR_PATH\StarTeam <version> Web Server \StarTeamService32.bat or YOUR_PATH\StarTeam <version> Web Server \StarTeamService64.bat depending on your operating system. Change the value of **JVM_MAX_MEMORY** to a MB value of your choice. For 32-bit operating systems, a maximum of approximately 1.8 GB is generally the limit. The **JAVA_HOME** and

PRODUCT_JVM variables should be validated for accuracy. They are set according to typical path locations.

Running from the Start Menu

Edit the file: YOUR_PATH\StarTeam <version> Web Server\ apache-tomcat-5.5.33\bin\setenv.bat. Change the value of -Xmx4096M to a MB value of your choice. For 32-bit operating systems, a maximum of approximately 1.8 GB is generally the limit. The *JRE_HOME* variable should be validated for accuracy. It is set according to typical path locations.

- Properties whose values are Deleted Users will display as "Deleted User" in the StarTeam Web Client.

StarTeamMPX Known Issues

- If you receive either of the following errors when installing StarTeamMPX Cache Agent:

Error 1723

There is a problem with this Windows Installer package. A DLL required for this install to complete could not be run. Contact your support personnel or package vendor.

WARNING! Failed to install Visual C++ Runtime Libraries. Please make sure to run vcredist_x86.exe before running StarTeamMPX Cache Agent.

This happens when you have an old version (2.0) of Windows Installer. Windows Installer 3.0 or later is recommended. For more information, see <http://www.microsoft.com/downloads/details.aspx?FamilyId=32BC1BEE-A3F9-4C13-9C99-220B62A191EE&displaylang=en>.

- Checkout data will not be included in the generated .cotrc file if a Cache Agent performed the checkout. Data will only be included in the .cotrc file if the check-out operation was performed by the StarTeam Server.

StarTeam Visual Studio Integration Known Issues and Limitations

Known Issues

- The Microsoft Visual Studio integration does not support source code operations on Web Site projects that use a local IIS server. This is a known bug. There is no workaround other than using the embedded client and pointing it to the local files in the IIS server.
- When changing the source code provider for a solution from StarTeam SCC (or any SCC provider) to the StarTeam Visual Studio Integration you must unbind the SCC integration using the **File > Source Control > Change Source Control** menu, then set StarTeam Visual Studio Integration (**Tools > Options > Source Control**) as your source control provider. The system displays the **File > Source Control > Change Source Control** menu only if you have a solution that is bound to an SCC provider.
- The StarTeam Visual Studio Integration uses Install Anywhere for installation. If you encounter the following error when uninstalling this integration:

```
"Can't launch executable. Could not find a suitable Java Virtual Machine on your system..."
```

You may need to install JRE 1.6.0_02 or earlier from <http://java.sun.com/products/archive/index.html>.

- When the connection to StarTeamMPX has been broken for solutions or projects placed into StarTeam Server with StarTeamMPX enabled, using the integration **Update Solution** or **Refresh** commands does not work. As a workaround for this issue, you can either:

- Log off and log on to the StarTeam Server.
- Perform a manual refresh using the StarTeam **Refresh** command or the **Refresh** button in the StarTeam **Items** or StarTeam **Folders** pane.
- Rich text support appears to be in place when copying and pasting text, images, or hyperlinks into text-based fields for a Change Request, Task, Topic, or Requirement. Once the item is saved to the StarTeam Server, the formatting and images are removed.
- When upgrading projects from the 2005 version of StarTeam Visual Studio Integration to this integration, one person needs to migrate the project and check in the changes. That user must have the project and solution files current on disk so that they have the StarTeam sync records and no Unknown file statuses. After that, all users must pull the project or solution to their workspace for use in Microsoft Visual Studio 2010 or 2012. You will get an error message if you try converting your Microsoft Visual Studio 2005 project to a Microsoft Visual Studio 2010 or 2012 project by using the **StarTeam > Pull Solution** (or **Pull Project**) commands in Microsoft Visual Studio 2010 or 2012. Perform the steps in the following example instead. For example:
 1. Open the StarTeam Cross-Platform Client (or Microsoft Windows client) and open the Microsoft Visual Studio 2005 project. Make sure that none of the files have an `Unknown` status. If any files have this status, select them, and choose **File > Update Status** from the main menu. If the files are not in your workspace, you will see a `Missing` status. In this case, you must check them out.
 2. Open the Microsoft Visual Studio 2005 `.sln` file in Microsoft Visual Studio 2010 or 2012. Doing so automatically opens the **Conversion** wizard which converts the Microsoft Visual Studio 2005 solution and project files so that they can be used in Microsoft Visual Studio 2010 or 2012.
 3. After completing the steps in the wizard, the solution and project files are marked as `Modified by StarTeam`. Choose **StarTeam > Pending Checkins** window to check in the files.
 4. Advise other users to open Microsoft Visual Studio, and choose **StarTeam > Pull Solution** (or **Pull Project**) to bring the files to their own respective workspaces for use in Microsoft Visual Studio.
- If you have a locally-modified file open and another user renames that same file and checks in the changes (including the solution file) and then you update the solution, you must manually merge the file from your local workspace with the renamed file to make sure that all of your changes are preserved. Additionally, you will no longer see the file by its original name in the Solution Explorer (your original file with its changes still exists in your local workspace), and you might see an error message if you have the file open in the **Designer**.
- Unlike Visual SourceSafe, you must save your files so that changes are recognized by the integration before accessing most StarTeam file commands. However, changes are automatically saved when using the StarTeam **Place Solution**, **Place Project**, **Update Solution**, **Update Project**, or **Commit Project** commands.
- If you use the options to either exclusively or non-exclusively lock files on check-out (found in the **File** tab of the StarTeam **Personal Options** dialog), and you check out but do not modify files or if you modify files and revert your changes, the files will not appear in the StarTeam Pending Checkins dialog. In this case, the files remained locked until you manually unlock them. This behavior differs from Visual SourceSafe where the check in dialog displays locked files and the check in operation unlocks unmodified files.
- Sometimes the **Project Load Failure** dialog box displays when you pull the project, but it can be ignored. The solution opens anyway.

Limitations

- In the embedded client, the following new custom field types are not available: Boolean, Content, Date, Map, Group, Group List, Time span, User, User List, and Multiple Enumerated.
- You cannot view the properties of either a change package or its changes in the **Changes** tab of the StarTeam Visual Studio Integration embedded client, but you can view this information in the **Change** tab of the StarTeam Cross-Platform Client.
- The StarTeam Cross-Platform Client is optional software, but you cannot use the **Launch Client** menu item from the **StarTeam** menu if it is not installed. If the menu item is selected, but the StarTeam Cross-Platform Client is not installed, StarTeam generates an appropriate error message.

- Changing the working folder in the StarTeam Visual Studio Integration does not change the alternate working folder in the StarTeam Cross-Platform Client.
- On Microsoft Windows Vista and Microsoft Windows 7 only, the default installation folder for the StarTeam File Compare/Merge component is C:\Users\Public\Borland\File Compare Merge. If you change that location during installation, you must select a folder that all users can write to.

StarTeam Eclipse Client Known Issues

The following are known issues in this release:

- You cannot view the properties of a change package in the **Change** view in the StarTeam Eclipse Client, but you can view this information in the **Change** tab in the StarTeam Cross-Platform Client .
- When using the StarTeam Eclipse Client along with the **Tasktop Dev** plug-in for StarTeam, the preferences for **Team > StarTeam > Synchronize** should all be turned off since the **Tasktop Dev** plug-in will handle the synchronization capabilities. The preferences for **Team > StarTeam > Synchronize** have all been turned off by default now as well.
- The StarTeam Eclipse Client does not support the ability to perform a check out and merge action. You will receive a message that an internal error occurred if you try this option.
- In Eclipse 4.2, if you close Eclipse while an embedded item editor is open, an error occurs when you reopen Eclipse as it attempts to reopen the editor document window. You will need to close the document window and reopen the item in the StarTeam Classic view.
- Checkout of a linked file from the **Link** view does not check out the revision linked, instead it checks out the tip revision of the linked file.
- To check out a missing file, you cannot use an item view pane, you must use the **Synchronize** view.
- The **Error Log** window may show warnings such as, NLS unused message: ... in: com.borland. These messages can be ignored.
- The **Detail** view uses Firefox to display the contents in HTML. An error message containing the phrase No more handles ... may be displayed if the browser has been updated. Please see <http://www-01.ibm.com/support/docview.wss?uid=swg21271865> for more information on how to resolve this issue.
- Only the latest version of StarTeam File Compare/Merge works as an alternate merge/compare tool. The 11.0.xxx versions will not correctly auto-merge the file content. Pre-11.0.xxx versions will work, but the latest version is recommended. You can download the StarTeam File Compare/Merge installation file from the Micro Focus Product Updates downloads site.
- Alternate Property Editors are not available to display as embedded editors and will show in a dialog regardless of the embedded editor setting.
- If you change the Working Folder while the StarTeam Eclipse Client is running, it can cause Team Synchronization errors.
- This release will not open the StarTeam **Classic** perspective in Solaris 10.
- Solaris cannot open the **Annotation View** or the **Details View**. Therefore, annotation hover hyperlinks can not be displayed.
- Solaris does not support embed-able browsers. Therefore, annotation pop-ups in Solaris will not include selectable process links.
- If your monitor's display appearance is set to the Microsoft Windows Classic theme, filter combo boxes display incorrectly (too narrow) in the Eclipse UI. The workaround is to use the Microsoft Windows XP theme. To change this setting, select **Display** from the Microsoft Windows **Control Panel**. The theme is set on the Appearance tab. This is an Eclipse bug. For more information, see https://bugs.eclipse.org/bugs/show_bug.cgi?id=155159.
- If you enable StarTeamMPX for both the StarTeam Eclipse Client and StarTeam Server, and you log on manually in the StarTeam Eclipse Client, the client prompts you to take advantage of StarTeamMPX. If your logon is performed automatically using stored account information, the client does not display any StarTeamMPX prompts. However, a system job for StarTeamMPX is started. System jobs handle all StarTeamMPX events. These jobs are initially invisible in the Eclipse **Progress** view. You can display them by clicking on the drop down view menu in the **Progress** view, selecting **Preferences**, and

checking the option to **Show sleeping and system operations** in the **Progress Preferences** dialog box.

- You can only overwrite files with outgoing changes using the context menu **Replace** with commands. For files with incoming changes only, you must first modify the files locally (to make them conflicting) before performing a force check-in.
- When you refresh the status after renaming a folder with a file added to it, the client shows the set of changes as an incoming deletion of the folder and an incoming addition of that folder and its new files. The local history is disconnected. However, this does not damage the continuity and consistency of the remote history on the server.
- While you can use drag-and-drop to move workspace resources, you cannot use it to share workspace resources. This is an Eclipse bug. For more information, see https://bugs.eclipse.org/bugs/show_bug.cgi?id=187972.

StarTeam Quality Center Synchronizer Known Issues

The following are known issues in StarTeam Quality Center Synchronizer.

- Large synchronizations may result in out of memory errors. In these cases, we recommend adding `-Xmx256m` (or up to `-Xmx1024m`, depending on available resources) to the following line in `run.bat` or `run-again.bat`.

```
%JAVA% -classpath "%_CLASSMATE% com.starbase.mtdsync.App BugSync.ini
```

such that it reads:

```
%JAVA% -Xmx256m -classpath "%_CLASSPATH% com.starbase.mtdsync.App BugSync.ini
```

- If the **LookupList** field value is also the name of the list, the Synchronizer will not create that value in the corresponding StarTeam enumerated field, but instead generates an error. The work around is to manually add the value to the actual list in StarTeam Quality Center Synchronizer.
- The 2005 R2 Synchronizer allowed an empty Quality Center field mapped to a StarTeam enumeration to result in the StarTeam enumeration having an empty value. This was accomplished by setting the value of the StarTeam enumeration to 0 or -1. This functionality has been removed because these values are not allowed by the StarTeam client. If the Quality Center value is empty and is mapped to a StarTeam enumeration, the default value of the enumeration in StarTeam will be used. Even if the mapping is owned by Quality Center, if the value in StarTeam is empty, the StarTeam change request will be updated with the default value. In the 2005 R2 Synchronizer, if the `vts_create_custom_fields` directive was used to create an enumeration field in StarTeam, these newly created enumeration fields did not have the default value correctly set. If such a property is encountered during synchronization, a warning message is generated indicating that the user should use a 2006 or later client and set the default value in the customize dialog. If a Quality Center field is mapped to a StarTeam enumeration and that Quality Center field allows blanks, a warning is generated indicating that the user should customize the Quality Center field to make it "Required".
- Quality Center does not convert times to local time when the Quality Center server is running in a different time zone than the Synchronizer, so times must be translated into the time zone of the server. Quality Center now performs the translation based upon a time zone ID code that specifies the time zone of the Quality Center server.

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.

Additional Information Needed by Micro Focus SupportLine

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.

Creating Debug Files

If you encounter an error when compiling a program that requires you to contact Micro Focus SupportLine, your support representative might request that you provide additional debug files (as well as source and data files) to help us determine the cause of the problem. If so, they will advise you how to create them.

Licensing Information

This product includes software developed by the Indiana University Extreme! Lab (<http://www.extreme.indiana.edu/>) and software developed by the Apache Software Foundation (<http://www.apache.org/>).

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