

Rhythm 6.0

Release Notes

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2019-02-12

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About Rhythm

Rhythm is an agile project planning and tracking platform designed to allow you to:

- Gather, prioritize, and manage backlog stories.
- Get comprehensive visibility of all your agile assets.
- Promote effective agile planning and execution.
- Easily track release changes and progress.
- Manage Code Reviews directly from within Rhythm in alignment with your agile process.
- · Receive full visibility across the software delivery life-cycle.
- Use Scrum or Kanban agile methodologies.
- Integrate with other issue tracking and requirements management tools.

In addition to the Online Help, Installation Guide, and Release Notes, for more information about Rhythm, refer to *Microfocus.com* and the *Micro Focus Community*. The latest version of the Release Notes and all documentation can be found at *SupportLine*.

What's New in Rhythm

6.0

The following are the latest features for Rhythm:

- Oracle JRE has been replaced with Azul OpenJDK.
- Rhythm now supports password changes forced by the Hub.
- Collapse/expand all features added to the Team Room view.
- Active work days feature introduced. Active work days can now be customized per project. This setting is found under Project Settings in the Administration window. Active work days are the days that will be used when calculating cumulative flow, burndown/burnup and days remaining. By default all 7 days of the week are active.

5.1

The following are the latest features for Rhythm:

- Updated user interface and user experience and color scheme.
- The Team Room Sprint List can be filtered by Tags.
- Enable DimensionsCM as a supported SCM.
- Desktop Notifications for Broadcasted Messages (does not support Internet Explorer, requires HTTPS)
- CSV Export: Choice between Rich Text and Plain Text Descriptions.

5.0.1

The following are the latest features for Rhythm.

CSV Export Options

Rhythm now allows you to choose how you want export your CSV **Description** Text in the **Breakdown** view.



Code Review for Dimensions CM

Rhythm now supports Dimensions CM as an SCM system allowing you to associate Stories/Tasks to your commits so that you can use Rhythm's Code Review with Dimensions CM.

Creating a Dimensions CM SCM Configuration

Rhythm is configured to use StarTeam as its SCM tool by default. To use another:

- 1. Choose a Project from the **Projects** list
- 2. Click Administration.
- 3. Click SCM Configuration.
- Click Dev. A new entry is added to the SCM Configuration list.
- 5. In the Repository group:
 - a) Select Dimensions CM from the Type field.
 - b) Give the configuration a Name.
 - c) In the URL field, enter a Dimensions CM URL in the form of: <host>/<db name>@<connection name>
- 6. In the **Projects/Streams to Monitor** group, click Project or Stream to monitor. If none are added, all are included.
 - a) In the Pattern field, use the * or a regular expression to include Projects/Streams.
 - b) In the Action field, select Include or Exclude.
- 7. In the Authentication group, you only have the Basic option. Enter the Username and Password.
- 8. In the **Commit Association** group, read the information in that section to learn how to associate your commits with Stories and Tasks.
- 9. Click Save.

DimCM Configuration

Configuring a Dimensions CM server to emit ALF events so that Cosmo knows about new changesets in the repository:

- 1. \$DM_ROOT/dm.cfg is where you set up customizations to a Dimensions CM server. This file has lines
 of format "<symbol-name><whitespace><value>". In this file you want to change the symbol
 "DM_ALF_ENDPOINT" to a URL like "http://cosmoserver.example.com:8080/cosmo/
 services/soap/alf".
- 2. \$DM_ROOT/dfs/alf_events_config.xml allows you to filter what events are emitted to the ALF
 endpoints. This is an XML file:

```
<?xml version="1.0" encoding="UTF-8" ?>
<ALFEventsConfig>
    <Databases>
        <Database>
            <Name>*</Name>
            <Projects>
                <Project>
                    <Name>*</Name>
                     <Objects>
                         <Object>
                             <Type>Request</Type>
                             <Events>
                                 <Event>action</Event>
                                 <Event>create</Event>
                                 <Event>update</Event>
                                 <Event>delegate</Event>
                             </Events>
```

```
</Object>
<Object>
<Type>Project</Type>
<Events>
<Event>create</Event>
<Event>deliver</Event>
</Events>
</Object>
</Objects>
</Projects>
</Projects>
</Databases>
</ALFEventsConfig>
```

5.0

The following are the latest features for Rhythm.

Code Review

This release of Rhythm introduces native Code Review functionality directly from within Rhythm. Code Review enables you to:

- Understand code changes in context of defined Stories and Tasks.
- Find bugs early in the cycle before they reach production code.
- Keep code clean by supporting your team's coding standards.
- Review code changes from multiple SCM repositories from within a single Rhythm Story/Task.
- Compare differences in-line or side-by-side in a modern editor
- Quickly find historic code changes related to previously delivered Stories and Tasks.
- Keep team members up-to-date on changes in the code and ensure that the team is in agreement with changes.
- Organize and route reviews to specific reviewers.
- Have line-by-line discussions with mark-down notation.

In addition to assigning Reviewers/Watchers and adding/remove Change sets, the **Code Review** window provides a file navigator allowing you to select any file in the change set and see the differences between the files:

UserRule.java com.borland.restserver.test	NI .	-	All	*	Mode: 🚍 🔲
<pre>import org.junit.rules.TestWatcher;</pre>	7	7	import org.jun	it.rul	es.TestWatcher;
<pre>import org.junit.runner.Description;</pre>	8	8			ner.Description;
	9	9			
<pre>import java.util.Collections;</pre>	10				
<pre>import java.util.HashMap;</pre>	11	10	import java.ut	il.Has	hMap;
<pre>import java.util.List;</pre>	12	11	import java.ut	il.Lis	t;
import java.util.Map;	13	12	import java.ut	il.Map	;
client = null;	139	138		clie	nt = null;
user = null;	140	139		user	= null;
description = null;	141	140		desc	ription = null;
<pre>toClean = Collections.emptyMap();</pre>	142	141	();	toC1	ean = <mark>new HashMap<></mark>

You and your team can then perform full discussions, reviews, approval/rejection cycles within a Code Review:



Relationship Tracking

You can now automatically version Stories when a Relationship to other objects (Sprints, Releases, Requirements, Stories) are added/removed. Including these types of actions in version history provides a greater understanding of plan and scope changes. For example, with version compare you can quickly understand if/when a Story was moved out of release scope. This capability also works with manually created Relationships (between Stories and Requirements). For configuration information, refer to the Installation Guide.

Tracking Perspective Provides Metrics Based on Story Count

To Support tracking of both Kanban and Scrum methodologies in the **TRACKING** perspective, you now have the option of displaying tracking data based on **Story Points** or **Number of Stories**.

Updating Attached Files

When you want to make an edit to a file that is already attached to a Story, you can simply download the file rightarrow, make the update, and click rightarrow to upload/replace the original file.

General Field

The **General** field is a text-based field that can be used to capture any business or development process data as needed by the project team. It is not used in Rhythm for any explicit purpose. This field is only available in grids.

4.0 - 4.3

Kanban Support

This release of Rhythm introduces full support of the *Kanban* process framework. The sections below highlight all of the new capabilities.

FOR ADMINISTRATORS

The following features are available for Server or Project Administrators:

Use Scrum, Kanban, or Both!

Administrators can choose if the project uses Scrum or Kanban or both.

Kanban Boards Menu in Planning

When a Project is configured for Kanban, the **PLANNING** menu contains a Kanban Boards option:

Multiple Boards per Project

Use the Kanban Boards view to configure one or more boards for each Project. Click 🍄 to edit.

٥	Pending Features (in definiti		Overall Pr	ogress: 100%	
٥	Priority Customer Issues		Overall Pr	rogress: 25%	
•	Release 2.0		Overall Pr	ogress: 100%	
Decio	igurable Board Backlog Source de how your Board gets its Stories. rd Backlog Source:				
Stories that are assigned to a Sprint.					
C	 Release Stories that are assigned to a Release. 				
۲) Custom Filter				
	Grooming		Ŧ		

Fully Customizable Swimlanes

Add as many swimlanes as your board needs. Drag and drop their positioning.

Configure the WIP Limit, Age Indicator, and Story Status Mapping.

Swimlanes: 🧏 New 🛛 😋 🛛 💼							
Name	WIP Limit	Age Indicator	Story Status Mapping				
✓ Define	00	1 day	Not Started				
Dev in Progress	6	4 days	In Progress				
QA in Progress	3	2 days	In Progress				
Functional Review	00	No	Completed				
🗹 Done	00	No	Accepted				

Displaying WIP limit and Age Indicators

Choose display options for your board.

Senforce WIP
Do not allow Stories to be added to Swimlanes that have reached their WIP limit.
Show Age Indicators
Highlight Stories that have been in their current Swimlane for too long.
☑ Make Available In Team Room
List the Kanban Board in the Team Room menu.

FOR ALL USERS

Team Room Menu

Select one of the boards from the menu.

Team Room				
Pending Features (in definition)				
Priority Customer Issues				
🕅 Release 2.0				

Comprehensive Info Pane

Navigate boards, review team stats, see important board information, use Discussions.



Board Backlog Lane

All Stories meeting the **Board Backlog Source** start in this lane. You can also change Sprints/Releases and use Find... to filter specific Stories in the **Board Backlog**.

Board Backlog (0 of ∞)	۲,
CDP Sprint 4	•
Find	
This lane is empty.	

Easy to Navigate Swimlanes

Drag and drop your Stories from lane to lane.

Feedback on Card Movement

Rhythm provides feedback on whether you can move a card.



Interactive Story Cards

The Story Card provides relevant Story details. Double click anywhere in the card to open the **Story Editor**.



Task List Popup

Click the Task Progress Bar to view a Story's Tasks.

Board-Centric Filtering

Filter your Board on User, Type, or Tag.

User:	Any	 Type: 	Any	▼ Tag:	Any	*	Y	
-------	-----	---------------------------	-----	--------	-----	---	---	--

Quick Add

Your board is fully configured but doesn't have the Stories you need? Just add them! They are added to your first lane (after **Board Backlog**).

New Story: 📮 Quick 📮 Detailed

Kanban Cumulative Flow

The Info Pane provides access to the Kanban Cumulative Flow diagram.



All of these features are documented in detail in the Rhythm Online Help.

Work Record Management

The **Task Editor** now contains a **Work Record** pane with a grid listing all work records for the Task. You can add/remove/edit any work record in the list.

Rollup Column

The **Rollup** column displays the total planned points for all items contained within a parent item. It is available in the **Breakdown** view and **Sprints** Panel. Leaf items show the same value in both the **Points** and **Rollup** columns. Whereas the **Points** field is a manually entered value, the **Rollup** field is calculated. This allows you to compare the two values when actual (**Rollup**) may be greater than planned (**Points**).

Tests Tab in Story Editor

The Tests tab in the Story Editor displays the test results returned by your connected testing tool.

License Management

Atlas Planning and Tracking Suite now provides the ability for Administrators to manage *Named* licenses per user, in addition to *Concurrent*.

Web-Based Training

Use the following link to order the new, free Rhythm web-based training. Order it here!

User Capacity Planning

This release introduces user capacity planning:

Individual User Capacity	Each user can now customize their availability at both the Project level and the Sprint level. You can see these values reflected for each user by using a Quick Filter for a user in the Team Room and also in the Task Owner field.
Administrator Manages Availability	Although individual users can modify their own availability (see above), each administrator can open the Edit Sprint window and use the Team Availability grid to change the availability for each user for the <i>current</i> Sprint and Project.
	Note: This applies to <i>Private</i> Projects only.
Task Owner Assignment	To aid in deciding who is available to work on a certain Task, the TEAM ROOM and Story Editor now display all users availability when you attempt to assign a user to a Task that is in a Sprint.
	User A

Remaining: 1.00 Hr Total: 11.00 Hr

This indicates if a team member is over- or under-allocated for the Sprint.

Quick Find

When you are in the **Breakdown** and **Backlog** views of the **PLANNING** perspective, you can use the **Quick Filter**'s text field to search for text in the current view. This capability is invaluable for quickly finding items in the **Backlog**:

- 1. Place cursor in the Quick Filter's text field.
- **2.** Type in the text to search for.
- 3. Click Enter.

This will behave exactly as if you opened the **Filter** dialog box and created a filter using Name Contains <Text> Or ID Equals <Text> (the second part is only if the text is numeric).

Search

Rhythm now provides search capabilities for Stories. Using the search, users can easily scan all Stories and their attributes, including the content of attached files. Used together with the Quick Find and Filtering, all data is quickly at your finger tips.

Change Package Support

Rhythm now provides visibility to change sets/packages and their contents directly from the Rhythm user interface. When your native SCM environment is connected to the Atlas Hub, Rhythm includes change sets/packages in the relationship diagram and Story/Tasks lists. Understanding related files and impacts provides users greater understanding of work context.

These Stories display the Change Packages in the Team Room via the Impact column.

Impact	
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Additionally, any Change Packages associated with a Task are visible in the Story Editor.

When viewing relationships in a Story, Change Packages display in the diagram and you can click them to open the **Change Packages Viewer**.



Accessing Stories in Native SCM Environments

Rhythm provides direct Story and Task links to the StarTeam Cross-Platform Client when Atlas Hub file activity is detected. Task links can be used to establish StarTeam Cross-Platform Client work context for developer activity, for example, check-ins. Check-in's in task context automatically create related changes packages that are in turn visible in Rhythm. Just click the **ID** field in the **Story Editor**.



Relationship Impact Management

Rhythm now provides more ways to understand related work and the impact of change. Using the relationship diagram, users view related items and can filter on item type, relationship type, or relationship status. This aids in quickly understanding how data is related and how change propagates through related items.

Team Room Cumulative Flow

The **Team Room Cumulative Flow** chart represents the amount of work in the Sprint in different states for each day of the Sprint. The vertical axis represents the points in the Sprint. The horizontal axis represents each day of the sprint. It includes **Points Not Started** (light green), **Points In Progress** (green), **Points Completed** (dark green), and **Points Accepted** (blue). The height of the chart defines the scope. If something is added or the estimate is increased, then the whole chart gets taller. If something is removed

or the estimate decreased, then the chart gets smaller. It provides the ability to see changes in scope in the sprint.



Additionally, when a Quick Filter is applied, the chart adjusts to the items selected in the Filter.

Tracking Cumulative Flow

The **TRACKING Cumulative Flow** chart represents the amount of work in the Release in different states for each Sprint of the Release. The vertical axis represents the total number of Points or Stories in the Sprint (depending on whether the release was planned and tracked with Points or Stories). The horizontal axis represents each Sprint of the Release. It includes **Points Not Started** (light green), **Points In Progress** (green), **Points Completed** (dark green), and **Points Accepted** (blue). The height of the chart defines the scope. If something is added or the estimate is increased, then the whole chart gets taller. If something is removed or the estimate decreased, then the chart gets smaller. It provides the ability to see changes in scope in the Release.



Team Room Burndown Chart

The **Team Room Burndown** chart now displays (1) Capacity (2) ideal Burndown (3) current Burndown and (4) Burnup. Additionally, when a Quick Filter is applied, the chart adjusts to the items selected in the Filter.



Sprint Activity Window

The **Sprint Activity** window is available in the **TEAM ROOM** for the **Sprint List** and **Sprint Cards** views. It provides activity that occurs on all Tasks, Stories, and Discussions for all users. You can filter Tasks by **Date** (From, To), **Type**, **User** and many more (see below). You can use this information to:

- Provide detailed support or explanation for data in the TEAM ROOM Charts (status changes, work record hours, etc).
- Filter by **Type** to see what was Added/Created or Removed/Deleted and by whom. You can also isolate Tasks by: Edited, Worked, Discussed, Carry Over, Blocked/Unblocked.
- Use the data however you need to as the basis for your daily stand-ups or Sprint retrospective.

From the top-right of the TEAM ROOM, click the Sprint Activity button:

Decorators for Story Tabs

In the Story Editor, the tabs for Discussions , Attachments , Relationships , and Tags will now show orange decorators when items exist.

Team Room Points By Type

The **Team Room Points By Type** chart is now clickable and will apply a filter with the items selected. Use this bias chart to quickly understand the allocation distribution for Epic, Themes, Stories, Defects, and Tech Todo's. Additionally, when a Quick Filter is applied, the chart adjusts to the items selected in the Filter.



TEAM ROOM Health Auto-Filters

The **TEAM ROOM Health & Progress** chart is now enabled with clickable auto filters. When warning labels are clicked, for example 1 Story without Tasks, the full **TEAM ROOM** is automatically filtered to show only those items matching the criteria. Locating health and progress issues has never been easier.

Filter Sensitive TEAM ROOM Charts

Team room filtering has been updated to apply to not only the grids, but also to all visible charts and health. As selection filters are applied/removed, **TEAM ROOM** charts and health are updated to reflected the target data. The available filtered **TEAM ROOM** charts enable you to quickly identify trends and problem areas. Click the clear icon ((S)) to clear any filter.

Copy Tasks Preview Window

The new **Import Task** preview capability an enables you to quickly identify which Story to copy Tasks from. It provides a one-click action to provide visibility to selected Story Tasks before electing to copy them. This lets you accurately copy predefined Tasks from existing Stories and templates.

Project Quick Switch

You can now use the **Switch Project** menu (available in all perspectives) to quickly change from the current Project to any of your *Favorite* Projects.

Sign Rhythm	Zulu Production	
🏫 Home 🛛 🚊	Find Favorite Projects	۲
Favorice Projects	Access Rights Testing	
Access Righ	Change Packages Demo	Report Drovoct Cost

Attachments

Stories allow you add file attachments, just like Atlas. Refer to the topic titled Using Attachments with Stories in the online help.

Bulk Edit in Grids

You can now perform bulk edits on multiple rows for any visible column in grids.

Customizable Swimlanes

Task Status values are now customizable.

For Administrators	In Admin Tools , click the Task Status/Swimlanes tab to create new Status values and enable the ones you want the team to use.	
Users	In grids and the Story Editor	The Status control will contain the number of Status Values that are defined. Just click the Value.
	In the Team Room	When you select a Story in the Sprint Cards view, your tasks display in columns based on the Status Values. Simply drag- drop the Task to change the Status .

Discussions

Stories in Rhythm allow you to have Discussion Topics, similar to those in Atlas. Refer to the topic titled *Discussions* in the online help.

Import/Export

You can now import Stories into or export Stories out of a CSV file.

- **Import** Use your favorite CSV editing tool, such as Microsoft Excel, to create Stories and import directly into Rhythm.
- Export Export selected Stories out of Rhythm and use your tool of choice to consume the data.

Input Streams

Input Streams (¹¹) enable business and quality teams to work in seamless cadence with the Agile development team. Using Micro Focus Connect, *Input Streams* allow you to pull in external Requirements and Defects into the Rhythm **Breakdown** view for you to review and discuss. If you then choose to *Accept* them, new Epics/Defects are created in Rhythm with clear traceability back to the original external asset. This link provides a mechanism for feedback to the original author.

Relationships

You can now create direct, traceable relationships from Story to Story. Further, you can view and track the relationship directly back to the Requirement or other related asset in Atlas and monitor and action any changes. Refer to the topic titled *Relationships* in the online help.

StarTeam Agile Replacement

StarTeam Agile customers should now use Rhythm as their agile tracking tool. If you plan to continue to use StarTeam Agile, you need to open the ALMConfiguration.xml file and change this value: <goToStarTeamAgile>TRUE</goToStarTeamAgile>. Additionally, refer to the installation guide to learn about enabling the StarTeam Agile .WAR file.

Tags

You can now *Tag* Stories. This provides the ability to tag similar Stories with relevant labels to group and review the items together. Refer to the topic titled *Using Tags* in the online help.

Versions

Stories now save versions for every time the Story is changed. You can easily see how the Story changed by comparing the differences. Refer to the topic titled *Viewing and Comparing Versions of a Story* in the online help.

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.

System Requirements

Rhythm has the following system requirements:

Server

Component	Description		
Operating Systems	 Microsoft Windows Server 2016 (64-bit). 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.		
Software	For Rhythm, ensure that StarTeamMPX or ActiveMQ MPX is installed and configured during Atlas Hub installation.		

Client

Component	Description	
Browsers	 Internet Explorer 11+. Mozilla Firefox, recent versions. Google Chrome, recent versions. 	
	Note: Other products used within Atlas Planning and Tracking Suite, for example, Micro Focus Connect, have their own set of system requirements. Please refer to the <i>Release Notes</i> for those products.	
Screen Resolution	Minimum 1680x1050 resolution.	

Databases

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

- Microsoft SQL Server 2016
- 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 12.2
- Oracle Database 12c version 12.1.0.2.0
- Oracle Database 11g R2
- PostgreSQL 9.6
- PostgreSQL 9.3



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

Database User and Password

The PostgreSQL database server installed by default with 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.

Integrations

The following describes how Rhythm integrates with other products:

Atlas	Atlas and Rhythm are tightly integrated, even sharing Projects and Users. You <i>Push</i> Requirements from Atlas into Rhythm as Epics, using one of the following methods:	
	Individual Requirement	From the Actions menu 후 of a Requirement, select Send to delivery Backlog .
	Full Plans	In the Atlas Plan perspective, edit a plan and click Send to delivery Backlog.
Micro Focus Connect	This application allows you to synchronize your Requirements/Defects from third-party applications into the Atlas Hub. Then, you can create Input Streams to pick and choose which items to import as Stories. Some examples include Rally, Microsoft Team Foundation Server, JIRA, and VersionOne.	
SCM Code Review Tools	Rhythm currently integrates with StarTeam and Git for using its built-in code review features.	

Known Issues

This section identifies known issues in Rhythm.

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.

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.

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