

# HP Quality Center

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## Installation Guide

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# Welcome to This Guide

Welcome to HP Quality Center, the HP Web-based application life cycle management solution. Quality Center helps you organize and administer all phases of the application life cycle management process, including defining releases, specifying requirements, planning tests, executing tests, and tracking defects.

## How This Guide is Organized

The Quality Center Installation Guide describes the system prerequisites and installation process for Quality Center.

It contains the following chapters:

### **Chapter 1 Before You Install**

Provides an overview of the product, and specifies the system configurations for installing Quality Center. In addition, it provides an installation checklist and other related information to help ensure that you are fully prepared before starting the installation process.

### **Chapter 2 Installing Quality Center**

Describes how to install Quality Center Enterprise Edition and Quality Center Premier Edition.

### **Chapter 3 Installing Quality Center Starter Edition**

Describes how to install Quality Center Starter Edition.

**Chapter 4 Manually Deploying Quality Center on WebLogic**

Describes how to manually deploy Quality Center on the WebLogic application server.

**Chapter 5 Manually Deploying Quality Center on WebSphere**

Describes how to manually deploy Quality Center on the WebSphere application server.

**Chapter 6 Manually Integrating JBoss with Apache**

Describes how to manually configure the Apache Web server to redirect requests to JBoss.

**Chapter 7 Getting Started**

Describes the contents of the Quality Center program folder, how to start and stop Quality Center services, and how to log in to Quality Center.

**Chapter 8 Installing Quality Center Add-ins**

Describes how to install Quality Center integration and synchronization solutions with HP and third-party tools.

**Chapter 9 Verifying the IIS Configuration**

Describes how to verify the Internet Information Server component settings.

**Chapter 10 Customizing Quality Center**

Describes how to customize the names of Quality Center modules, various links, and Tools and Help menus.

**Chapter 11 Changing the JBoss Heap Memory Size and Port**

Describes how to change the default heap memory value and port number for a JBoss application server.

**Chapter 12 Uninstalling Quality Center**

Describes how to uninstall Quality Center from your server machine, and to uninstall the client application.



## Appendix A Troubleshooting Quality Center Installation

Troubleshooting suggestions for dealing with issues relating to the Quality Center installation.

## Documentation Library

The Documentation Library is an online help system that describes how to use Quality Center. You can access the Documentation Library in the following ways:

- ▶ Click **Documentation Library** in the Quality Center Help menu to open the Documentation Library home page. The home page provides quick links to the main help topics.
- ▶ Click **Help on this page** in the Quality Center Help menu to open the Documentation Library to the topic that describes the current page.

### Documentation Library Guides

The Documentation Library consists of the following guides and references, available online, in PDF format, or both. PDFs can be read and printed using Adobe Reader, which can be downloaded from the Adobe Web site (<http://www.adobe.com>).

**Getting Started** explains how to use the Documentation Library and how it is organized. (Available online.)

**What's New?** describes the newest features in the latest version of Quality Center. (Available online and in PDF format.)

You can also access **What's New?** from the Quality Center **Help** menu. In addition, you can select **Help > Product Feature Movies** to view short movies that demonstrate the main product features.

**Readme** provides last-minute news and information about Quality Center.

## **Quality Center Guides**

**HP Quality Center User Guide** explains how to use Quality Center to organize and execute all phases of the application life cycle management process. It describes how to specify releases, define requirements, plan tests, run tests, and track defects. (Available online and in PDF format.)

**HP Quality Center Administrator Guide** explains how to create and maintain projects using Site Administration, and how to customize projects using Project Customization. (Available online and in PDF format.)

**HP Quality Center Tutorial** is a self-paced guide teaching you how to use Quality Center to manage the application life cycle management process. (Available in PDF format.)

**HP Quality Center Installation Guide** explains how to install Quality Center on a server machine in a cluster environment or as a standalone application. (Available in PDF format.)

**HP Quality Center Upgrade Preparation Guide** explains how to detect and repair problems before beginning a project upgrade. (Available in PDF format.)

**HP Quality Center Database Best Practices Guide** provides best practices for deploying Quality Center on database servers. (Available in PDF format.)

## **Business Process Testing Guides**

**HP Business Process Testing User Guide** explains how to use Business Process Testing to create business process tests. (Available online and in PDF format.)

**HP Business Process Testing Tutorial** provides a self-paced guide that teaches you the basics of Business Process Testing in Quality Center. (Available in PDF format.)

## API References

**HP Quality Center Database Reference** provides a complete online reference for the project database tables and fields. (Available online.)

**HP Quality Center Open Test Architecture API Reference** provides a complete online reference for the Quality Center COM-based API. You can use the Quality Center open test architecture to integrate your own configuration management, defect tracking, and home-grown testing tools with a Quality Center project. (Available online.)

**HP Quality Center Site Administration API Reference** provides a complete online reference for the Site Administration COM-based API. You can use the Site Administration API to enable your application to organize, manage, and maintain Quality Center users, projects, domains, connections, and site configuration parameters. (Available online.)

**HP Quality Center Entity Dependencies API Reference** provides an online reference for managing relations between Quality Center entities. The reference covers a subset of the Quality Center COM-based API and a subset of the data tables used when managing relations. You can use this reference to integrate testing tools with Quality Center. (Available online.)

**HP Quality Center Custom Test Type Guide** provides a complete online guide for creating your own testing tool and integrating it into the Quality Center environment. (Available online.)

## Additional Online Resources

The following additional online resources are available from the Quality Center **Help** menu:

**Troubleshooting & Knowledge Base** accesses the Troubleshooting page on the HP Software Support Web site where you can search the Self-solve knowledge base. Choose **Help > Troubleshooting & Knowledge Base**. The URL for this Web site is <http://h20230.www2.hp.com/troubleshooting.jsp>.

**HP Software Support** accesses the HP Software Support Web site. This site enables you to browse the Self-solve knowledge base. You can also post to and search user discussion forums, submit support requests, download patches and updated documentation, and more. Choose **Help > HP Software Support**. The URL for this Web site is [www.hp.com/go/hpssoftwaresupport](http://www.hp.com/go/hpssoftwaresupport).

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract.

To find more information about access levels, go to:  
[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)

To register for an HP Passport user ID, go to:  
<http://h20229.www2.hp.com/passport-registration.html>

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**Add-ins Page** opens the HP Quality Center Add-ins Page, which offers integration and synchronization solutions with HP and third-party tools. For more information, refer to the *HP Quality Center Installation Guide*.

## Documentation Updates

HP Software is continually updating its product documentation with new information.

To check for recent updates, or to verify that you are using the most recent edition of a document, go to the HP Software Product Manuals Web site (<http://h20230.www2.hp.com/selfsolve/manuals>).

# 1

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## Before You Install

This chapter provides an overview of the installation process, and specifies the requirements for installing Quality Center.

**This chapter includes:**

- ▶ About the Quality Center Technology on page 14
- ▶ The Installation Process on page 16
- ▶ Quality Center Editions on page 19
- ▶ System Configurations on page 20
- ▶ Installation Checklist on page 26
- ▶ Quality Center Server-Side Prerequisites on page 28
- ▶ Quality Center Client-Side Prerequisites on page 46
- ▶ Upgrading Projects and Database Schemas on page 50
- ▶ Text Search Configuration on page 55

## About the Quality Center Technology

Quality Center is an enterprise-wide application that is based on Java 2, Enterprise Edition (J2EE) technology. J2EE technology provides a component-based approach to the design, development, assembly, and deployment of enterprise applications. Within the J2EE framework, Quality Center supports clustering. A **cluster** is a group of application servers that run Quality Center as if they were a single entity. Each application server in a cluster is referred to as a **node** or a **cluster node**.

Clusters provide mission-critical services to ensure maximum scalability. The load balancing technique within the cluster is used to distribute client requests across multiple application servers, making it easy to scale to an infinite number of users. The cluster of servers can run on Windows, Linux, Solaris, AIX, and HP-UX based platforms.

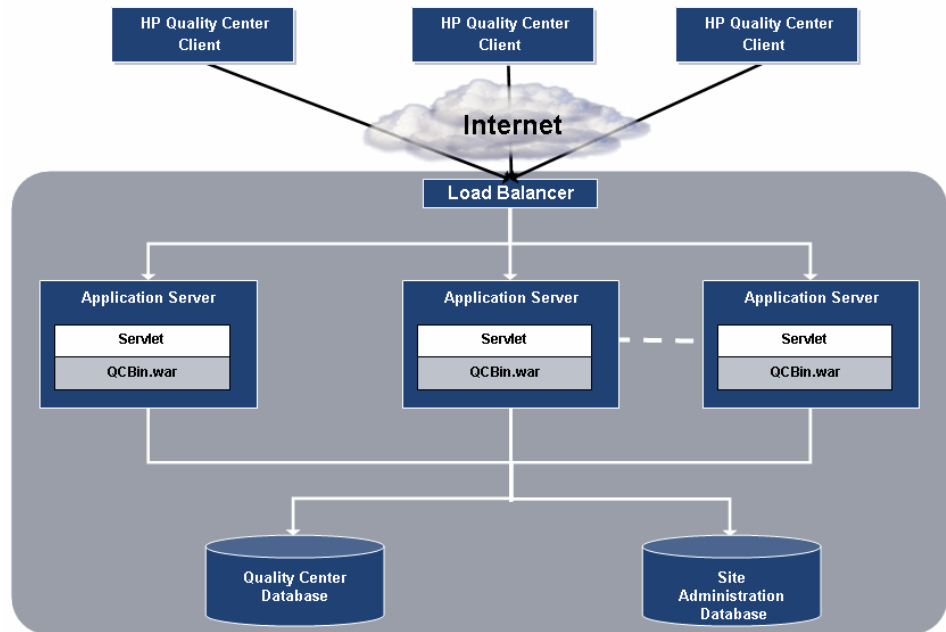
**Quality Center Editions:** Some content in this section is not applicable for Quality Center Starter Edition users. For more information, see “System Configurations” on page 20.

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**Note:** To install Quality Center on cluster nodes, the Quality Center High Availability option must be included in your purchase agreement. For more information, please contact your sales representative.

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The following diagram illustrates how Quality Center client requests are transmitted within a cluster.



- **HP Quality Center Client.** When users log in to Quality Center or Site Administration from their client machine, client components are downloaded to their client machine. Quality Center uses the Component Object Model (COM) interface as an interprocess communicator among the components.
- **Internet.** Client requests are transmitted via the HTTP protocol to the server.
- **Load Balancer.** When working with a load balancer, client requests are transmitted to the load balancer and distributed according to server availability within the cluster.
- **Application Server.** Client requests are dispatched by servlets to the deployed Quality Center application on the application server. Quality Center supports JBoss, WebLogic, and WebSphere.

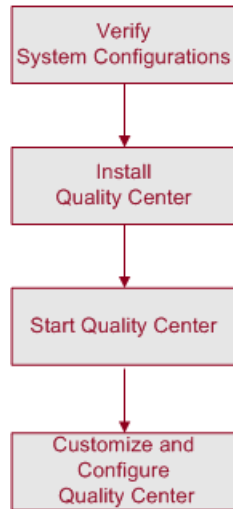
The deployed application contains Quality Center, Site Administration, and associated files which are packaged into a Web Application Archive (WAR) file. Client requests from Quality Center are dispatched to the **qcbn.war** file.

The Java Database Connectivity (JDBC) interface is used to communicate between the application server and the databases.

- **Databases.** The Quality Center schema stores project information. The Site Administration schema stores domain, project, and user data. The schemas can reside on an Oracle or Microsoft SQL Server. For detailed guidelines for deploying Quality Center on database servers, refer to the *Quality Center Database Best Practices Guide*.

## The Installation Process

Installing Quality Center includes the following steps:



### Verify System Configurations

Before you install Quality Center, verify that your server and client machines meet the supported specifications. To verify system specifications for Quality Center, see “System Configurations” on page 20.



In addition to verifying the system specifications, ensure that you have all the information for installing Quality Center on a server machine (see “Installation Checklist” on page 26). For more information on the privileges, permissions, and other information required to install and run Quality Center, see “Quality Center Server-Side Prerequisites” on page 28 and “Quality Center Client-Side Prerequisites” on page 46.

To work with previously created projects, you must upgrade them to your current version of Quality Center. For more information, see “Upgrading Projects and Database Schemas” on page 50.

## **Install Quality Center**

Install Quality Center on your server. You can install Quality Center Enterprise Edition and Quality Center Premier Edition on one of the following platforms: Windows, Solaris, Linux, AIX, or HP-UX. For more information, see Chapter 2, “Installing Quality Center.”

For information on installing Quality Center Starter Edition, see Chapter 3, “Installing Quality Center Starter Edition.”

If you are using JBoss, Quality Center is automatically deployed on your application server. If you are using a WebLogic or WebSphere application server, you must deploy Quality Center manually. For more information, see Chapter 4, “Manually Deploying Quality Center on WebLogic” or Chapter 5, “Manually Deploying Quality Center on WebSphere.”

To use Quality Center on a JBoss application server with an Apache Web server, you need to manually configure the Apache Web server to redirect requests to the JBoss application server. For more information, see Chapter 6, “Manually Integrating JBoss with Apache.”

For information on how to uninstall Quality Center from your server machine, see Chapter 12, “Uninstalling Quality Center.”

## **Start Quality Center**

After you install Quality Center, you can launch it from your Web browser. For more information, see Chapter 7, “Getting Started.”

## Customize and Configure Quality Center

You can customize and configure Quality Center as follows:

- ▶ You can install Quality Center add-ins to enhance the existing functionality. For more information, see Chapter 8, “Installing Quality Center Add-ins.”
- ▶ You can customize the names of the Quality Center modules, and the Tools and Help menus. For more information, see Chapter 10, “Customizing Quality Center”.
- ▶ You can update the heap memory value on the JBoss application server if there is a change in the number of active projects or concurrent user sessions in Quality Center. You can also change the JBoss default port number. For more information, see Chapter 11, “Changing the JBoss Heap Memory Size and Port”.
- ▶ If you encounter a problem in the Internet Information Server (IIS) component after you install Quality Center on Windows, you should check the IIS configuration settings. For more information, see Chapter 9, “Verifying the IIS Configuration”.
- ▶ Additional suggestions for dealing with issues relating to the Quality Center installation are described in Appendix A, “Troubleshooting Quality Center Installation”.

## Quality Center Editions

Quality Center is available in three different editions — Starter, Enterprise and Premier.

- **Quality Center Starter Edition.** Existing Quality Center edition for application teams managing small releases with a maximum of five concurrent users.

To install Quality Center Starter Edition, refer to Chapter 3, “Installing Quality Center Starter Edition.”

- **Quality Center Enterprise Edition.** Existing Quality Center edition for application teams managing medium to large releases. Formerly TestDirector for Quality Center.

To install Quality Center Enterprise Edition, refer to Chapter 2, “Installing Quality Center.”

- **Quality Center Premier Edition.** New Quality Center edition for mature Center of Excellence (CoE) organizations managing enterprise releases.

To install Quality Center Premier Edition, refer to Chapter 2, “Installing Quality Center.”

For detailed information about the functionality available for each edition, refer to the *HP Quality Center User Guide*.

## System Configurations

This section describes the system configurations required for installing Quality Center server systems and client systems.

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**Note:** Refer to [http://www.hp.com/go/TDQC\\_SysReq](http://www.hp.com/go/TDQC_SysReq) for the most updated Quality Center system configurations.

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This section includes the following topics:

- ▶ Server System Configurations for Enterprise Edition and Premier Edition
- ▶ Server System Configurations for Starter Edition
- ▶ Client System Configurations
- ▶ Citrix Configurations
- ▶ VMware ESX Configurations

## Server System Configurations for Enterprise Edition and Premier Edition

This section describes the server system configurations for installing a Quality Center Enterprise Edition and Quality Center Premier Edition server. It includes the following sections: Supported Environments, Recommended Environments, and Guidelines for Implementing Server Configurations.

### Supported Environments

The following applications are supported for installing a Quality Center server. You may use any combination of these applications. To ensure best performance and quick support resolutions, we recommend using specific combinations. For more information, see “Recommended Environments” on page 22.

<b>Operating Systems</b>	Windows Server 2003 (SP2) 32 bit or 64 bit Windows Server 2008 Sun Solaris 9 or 10 64 bit AIX 5.3 64 bit Linux Red Hat 4.5 or 5 Linux Suse 10 64 bit HP-UX 11i v2 (PA-RISC) or v3 64 bit <b>Note:</b> Localized editions of Quality Center are supported only on Windows operating systems.
<b>Application Servers</b>	JBoss 4.0.4 or 4.x WebLogic 9.2 or 10 WebSphere 6.1
<b>Database Servers</b>	Oracle 9.2.0.6 or 10.2.0.3 Microsoft SQL 2005 (SP2)
<b>Web Servers</b>	JBoss 4.0.4 or 4.x Apache 2.x IIS 6 WebLogic 9.x or 10.x IHS Server

## Recommended Environments

The following table includes recommended configurations for each operating system.

Operating System	Application Server	Database Server	Web Server
Windows Server 2003 (SP2) 64 bit	JBoss 4.0.4	Microsoft SQL 2005 (SP2)	JBoss 4.0.4
Sun Solaris 10 64 bit	WebLogic 9.2	Oracle 10.2.0.3	Apache 2.2
AIX 5.3 64 bit	WebSphere 6.1	Oracle 10.2.0.3	IHS Server
Linux Red Hat 4.5 64 bit	WebLogic 9.2	Oracle 10.2.0.3	Apache 2.2
HP-UX 11i v3 64 bit	JBoss 4.0.4	Oracle 10.2.0.3	JBoss 4.0.4

## Guidelines for Implementing Server Configurations

Consider the following guidelines for implementing server configurations:

- ▶ For more information on configuring the database server, refer to the *HP Quality Center Database Best Practices Guide*.
- ▶ You can configure JBoss and WebLogic to work with HTTPS. For more information on configuring JBoss, see HP Software Self-solve knowledge base article KM193181 (<http://h20230.www2.hp.com/selfsolve/document/KM193181>). For more information on configuring WebLogic, see HP Software Self-solve knowledge base article KM201153 (<http://h20230.www2.hp.com/selfsolve/document/KM201153>).
- ▶ In Linux, Solaris, AIX, and HP-UX environments, verify that you have a supported kernel by running `uname -a`.

## Server System Configurations for Starter Edition

This section describes the server system configurations for installing a Quality Center Starter Edition server.

<b>Operating System</b>	Windows XP (SP2)
<b>Database Server</b>	Microsoft SQL Server 2005 Express <b>Note:</b> Installed during the installation process. If SQL Server is already installed on the server machine, you can instruct Quality Center to use it, by providing the administrator name and password.
<b>Application and Web Server</b>	JBoss <b>Note:</b> Installed during the installation process.

## Client System Configurations

This section describes the client system configurations for installing a Quality Center client.

<b>CPU</b>	Pentium IV
<b>Memory (RAM)</b>	1 GB
<b>Free Disk Space</b>	1 GB
<b>Operating System</b>	<ul style="list-style-type: none"> <li>▶ Windows XP (SP2) 32 bit, or (SP3) 32 bit (Recommended)</li> <li>▶ Windows Vista (SP1) 32 bit</li> <li>▶ Windows 2000 32 bit</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>▶ If you are integrating Quality Center with other HP testing tools, you must modify the DCOM permissions on your client machine. For more information, see HP Software Self-solve knowledge base article KM118706 (<a href="http://h20230.www2.hp.com/selfsolve/document/KM118706">http://h20230.www2.hp.com/selfsolve/document/KM118706</a>).</li> <li>▶ You can work with the Quality Center client using a remote desktop.</li> </ul>

<b>Browser</b>	Microsoft Internet Explorer 6 (SP1) or 7 <b>Note:</b> For customers who have restrictions on plugins in their browsers, such as ActiveX, Quality Center can be loaded in the Quality Center Explorer Add-in. For more information on downloading and installing the add-in, see Chapter 8, “Installing Quality Center Add-ins.”
<b>Microsoft Word</b>	The Document Generator, rich text for requirements, and Risk-Based Quality Management reports are available only if Microsoft Word 2003 (SP3) (recommended), or 2007 (SP1) is installed on your machine.
<b>Microsoft Excel</b>	Excel reports and Risk-Based Quality Management reports are available only if Microsoft Excel 2003 (SP3) (recommended), or 2007 (SP1) is installed on your machine.

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**Notes:**

- ▶ If a user connects using a terminal server to a machine running a Quality Center client on Windows 2000 Server, the color depth is downgraded. This is a Windows 2000 Server limitation that restricts the color palette of Terminal Server clients to 256 colors. For greater color depth, install MetaFrame and use the ICA protocol on Windows 2000 Terminal Server, or upgrade to Windows 2003 Server.
  - ▶ For customers using remote or mass distribution mechanisms, Quality Center clients can be installed by selecting **Quality Center Client Side Setup** on the HP Quality Center Add-ins page. For more information on installing add-ins, see Chapter 8, “Installing Quality Center Add-ins.” For more information on installing clients using the Client Side Setup, see HP Software Self-solve knowledge base article KM523641 (<http://h20230.www2.hp.com/selfsolve/document/KM523641>).
-



## Citrix Configurations

To run Quality Center on Citrix, you need the following configurations.

<b>Citrix Client</b>	Program Neighborhood, Version 8, on: <ul style="list-style-type: none"> <li>▶ Windows 2000 Server/Professional (SP4)</li> <li>▶ Windows XP Professional/Home Edition (SP3)</li> </ul>
<b>Quality Center Server</b>	Supports all environments

## VMware ESX Configurations

Quality Center can be deployed on a VMware ESX 3.5 Server. The system configurations of each virtual machine are the same as the Quality Center server system configurations. For more information, see “System Configurations” on page 20.

## Installation Checklist

Review and verify the following checklist before installing Quality Center on your server machine. The checklist outlines the information that you must supply during the installation process. For more detailed information on the installation configurations, including permissions and privileges, see “Quality Center Server-Side Prerequisites” on page 28.

Check	Information Required
<b>Installation Machine</b>	<ul style="list-style-type: none"> <li>➤ Operating system version</li> <li>➤ CPU type</li> <li>➤ Free disk space</li> <li>➤ Free memory</li> </ul> <p><b>Where to get information?</b></p> <p>For the list of supported operating system versions, see “System Configurations” on page 20.</p>
<b>License Key</b>	<ul style="list-style-type: none"> <li>➤ License file</li> <li>➤ Maintenance key</li> </ul> <p><b>Where to get information?</b></p> <p>The license file was sent to you by email. The maintenance key appears on the box.</p>
<b>Cluster Description</b>	<ul style="list-style-type: none"> <li>➤ Is clustering used?</li> <li>➤ Cluster hosts</li> </ul>
<b>Application Server</b>	<ul style="list-style-type: none"> <li>➤ Server type (JBoss, WebLogic, or WebSphere)</li> <li>➤ Server version</li> </ul> <p>If you use JBoss:</p> <ul style="list-style-type: none"> <li>➤ Port number</li> </ul> <p>To run JBoss as a service on Windows machines:</p> <ul style="list-style-type: none"> <li>➤ JBoss service user name</li> <li>➤ JBoss service user password</li> <li>➤ JBoss service user domain</li> </ul>

Check	Information Required
<b>Web Server</b>	<ul style="list-style-type: none"> <li>▶ Server type (IIS or JBoss)</li> </ul> <p>If you use IIS:</p> <ul style="list-style-type: none"> <li>▶ IIS version</li> <li>▶ Web site</li> </ul>
<b>Mail Server</b>	<ul style="list-style-type: none"> <li>▶ Server type</li> <li>▶ Server host</li> </ul>
<b>Demo Project</b>	<ul style="list-style-type: none"> <li>▶ Is the demo project required?</li> </ul>
<b>Database Server</b>	<ul style="list-style-type: none"> <li>▶ Database type</li> <li>▶ Database version</li> <li>▶ Database server name</li> <li>▶ Database administrator user name</li> <li>▶ Database administrator user password</li> <li>▶ Database port</li> </ul> <p>If you use Oracle:</p> <ul style="list-style-type: none"> <li>▶ Database SID</li> <li>▶ Default tablespace</li> <li>▶ Temp tablespace</li> </ul>
<b>Site Administration</b>	<ul style="list-style-type: none"> <li>▶ Site Administrator user name</li> <li>▶ Site Administrator password</li> </ul>
<b>Existing Quality Center Installation</b>	<p>If there is an existing Site Administration schema, provide the following information for the existing version:</p> <ul style="list-style-type: none"> <li>▶ Quality Center version</li> <li>▶ Quality Center host</li> <li>▶ Will the schema be used in the new version?</li> <li>▶ Database server name</li> <li>▶ Database administrator user name</li> <li>▶ Database administrator password</li> <li>▶ Site Administration database schema name</li> <li>▶ Site Administration database schema password</li> <li>▶ Repository folder</li> </ul>
<b>Repository</b>	<ul style="list-style-type: none"> <li>▶ Repository folder</li> </ul>

## Quality Center Server-Side Prerequisites

The following prerequisites must be met before you can install Quality Center on your server machine.

✓	Topics	Page:
	System Configurations	29
	Permissions Required to Install Quality Center	29
	License File and Maintenance Key	31
	Clustering Configuration	31
	Application Server Information	31
	Web Server Information	33
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	Mail Server Information	35
	Database Prerequisites for Oracle	35
	Database Prerequisites for Microsoft SQL	41
	Quality Center Site Administration Login Credentials	45
	Quality Center Repository Path	45

For the Quality Center server installation checklist, see “Installation Checklist” on page 26.

## System Configurations

Verify that your server machine meets the Quality Center system configurations. For more information on system requirements and supported configurations, see “System Configurations” on page 20.

## Permissions Required to Install Quality Center

Verify that you have the required permissions to install Quality Center on a Windows, Solaris, Linux, AIX, or HP-UX server machine.

## Installing on Windows

To install on Windows, you must be logged on as a local or domain user with administrator permissions. The user name of the logged on user installing Quality Center cannot include a pound sign (“#”).

---

**Note:** If you are a local user and the repository is on a remote machine, you must have full read and write permissions on the shared repository directory.

---

### You must have the following file system and registry key permissions:

- ▶ Full read and write permissions for all the files and directories under the directory in which Quality Center is installed. The installation directory path is specified by the user during installation. By default, Quality Center writes the installation files to **C:\Program Files\HP\Quality Center**.
- ▶ Full read and write permissions to the **Repository** directory which contains the Site Administration and Quality Center directories. The repository path is specified by the user during installation. By default, it is located in the Quality Center installation directory. For more information on the repository, refer to the *HP Quality Center Administrator Guide*.
- ▶ Full read and write permissions to the system root (**%systemroot%**) directory. The installer program writes the product information to the **vpd.properties** file in the system root directory. If you do not have these permissions, you can still install Quality Center, but you cannot install any patches.

- ▶ Full read and write permissions to the Temp (%TEMP% or %TMP%) directory. The installer program writes installation and log files to this directory.
- ▶ Full read and write permissions to all the keys under **HKEY\_LOCAL\_MACHINE\SOFTWARE\Mercury Interactive**

### **Installing on Solaris, Linux, AIX, or HP-UX**

To install on Solaris, Linux, AIX, or HP-UX you must have the following file system permissions:

- ▶ Full read and write permissions for all the files and directories under the directory in which Quality Center is installed. By default, the Quality Center installation files are written to **/opt/HP/QualityCenter**. If users do not have the required permissions on **/opt**, Quality Center can be installed in a different folder.
- ▶ Full read and write permissions to the Repository directory which contains the Site Administration and Quality Center directories. The repository path is specified by the user during installation. By default, it is located in the Quality Center installation directory. For more information on the repository, refer to the *HP Quality Center Administrator Guide*.
- ▶ Full read and write permissions to the user home directory (~). The installer program writes the product information (the **vpd.properties** file) and the installation log files to the user home directory, which is typically located at **/home/<installer user name>**. If you do not have these permissions, you can still install Quality Center, but you cannot uninstall Quality Center or install any patches.
- ▶ Full read and write permissions to the **tmp** directory. The installer program writes the source files, JVM, and log files to a temporary directory. The location of this directory is usually **/tmp/HP** or **/var/tmp/HP**.

## License File and Maintenance Key

Verify that you have the Quality Center license file and maintenance key.

- ▶ You need to specify the path to the license file. The license file was sent to you by email and has a **.license** file extension by default. If you do not have a valid license file, you can submit a request for a Quality Center license key by visiting the HP Software Support Web site (<http://www.hp.com/go/hpsoftwaresupport>) and clicking the Licenses & Passwords link.
- ▶ The maintenance key was supplied to you with the product package when you purchased Quality Center. This field is not mandatory.

## Clustering Configuration

Verify whether you are installing Quality Center on a single node or as a cluster (ask your system administrator). For more information on cluster nodes, see Chapter 2, “Installing Quality Center.”

If you are installing Quality Center on cluster nodes, verify which machine to use as the first node to start the installation, and the number of machines you should use. This depends on the number of users and availability considerations. When installing Quality Center on additional nodes, install the same version of Quality Center on all nodes, and insert the same repository and database details that you used on the first node.

---

**Note:** To install Quality Center on cluster nodes, the Quality Center High Availability option must be included in your purchase agreement. For more information, please contact your sales representative.

---

## Application Server Information

Verify which application server to use. You can use JBoss, WebLogic or WebSphere.

**Quality Center Starter Edition:** You can only use a JBoss server.

If you are using JBoss, Quality Center is deployed automatically when the installation process finishes.

If you are using a WebLogic or WebSphere application server, you must deploy Quality Center manually after you install Quality Center. For more information on manual deployment, see “Manually Deploying Quality Center on WebLogic” on page 95, and “Manually Deploying Quality Center on WebSphere” on page 99.

### **JBoss Application Server**

If you are using a JBoss application server, you must verify the following issues:

- ▶ For JBoss on Windows, verify that the user account set to run JBoss as a service is the same as the user account that is used to install Quality Center. The user must have full administrator privileges on the Quality Center server machine, as described in “Permissions Required to Install Quality Center” on page 29.
- ▶ For JBoss on Solaris, Linux, AIX, or HP-UX, verify that the user has full control permissions to run JBoss, as described in “Permissions Required to Install Quality Center” on page 29.
- ▶ Verify that the JBoss application server heap memory size is sufficient (the default is up to 1024 MB). Note that the maximum JBoss heap value cannot exceed your maximum memory (RAM) size. You can change the JBoss memory heap size during installation from the JBoss Advanced Options dialog box. For information on changing the heap size after installation, see “Changing the JBoss Heap Memory Size and Port” on page 127.
- ▶ Verify that the default JBoss port (8080) is not reserved or already in use. You can change the JBoss port during installation from the JBoss Advanced Options dialog box. For information on changing the port after installation, see “Changing the JBoss Port Number” on page 131.
- ▶ If you are upgrading from a previous version of Quality Center on the same machine, verify that you have the same Windows user name, password, and domain that you previously used to enable JBoss to run as a service using your local network. If you are upgrading from a different machine, you can use any user, provided that the user has permissions on the shared repository.



### **WebLogic/WebSphere Application Server**

If you are using a WebLogic/WebSphere application server, verify the following issues:

- ▶ The user account that is used to install and run Quality Center has full permissions on the Quality Center installation directory.
- ▶ If upgrading from a previous version of Quality Center, the user account that is used to install and run Quality Center has full permissions on the existing Quality Center repository directory.

### **Web Server Information**

Verify and consider the following issues:

- ▶ If you are using a JBoss application server, you can integrate JBoss with the IIS Web server or with the JBoss Web server during installation.  
**Quality Center Starter Edition:** You can only use a JBoss server.
- ▶ If you are using an application server other than JBoss, or JBoss with an Apache Web server, you must deploy the Web server after installation.
- ▶ If you are using an Apache Web server to integrate Quality Center with Apache, you can manually configure the Apache Web server to redirect requests to JBoss. The Quality Center installation DVD includes the appropriate Apache configuration files and the integration files. For information on how to integrate Quality Center with Apache, see Chapter 6, “Manually Integrating JBoss with Apache.”

## Quality Center Demo Project and Mercury Tours

Verify which additional Quality Center components you want to install:

- **Quality Center Demo Project.** This helps you get started with Quality Center and is a prerequisite for working with the *HP Quality Center Tutorial*.

---

**Important:** You may encounter some problems when working with the **QualityCenter\_Demo** project included in the Quality Center 10.00 server installation. It is recommended that you import the demo project available with Quality Center 10.00 Patch 1 (or above). Importing this project enables you to run all lessons in the *HP Quality Center Tutorial*.

### To import the Quality Center\_Demo project:

- 1** Obtain the **QualityCenter\_Demo.qcp** file. This file is distributed with Quality Center 10.00 Patch 1 (or above). You can obtain this file without installing the Quality Center patch.

To download the patch, visit the HP Software Support web site at (<http://www.hp.com/go/hpsoftwaresupport>) and select **Where do I find > Software patches**.

Extract the **QualityCenter\_Demo.qcp** file from the archive file.

- 2** In Site Administration, import the **QualityCenter\_Demo.qcp** file. For more information, refer to the *HP Quality Center Administrator Guide*.

- 
- **Mercury Tours.** This is a sample Web-based travel reservation application that you must install to work with the *HP Quality Center Tutorial*.

## Mail Server Information

Verify which mail server to use. Ask your system administrator for assistance. If you are using an SMTP Server, check that you have the SMTP Server name. The installer checks that the specified mail server name is valid and that the mail server is running.

## Database Prerequisites for Oracle

Verify that you have the following Oracle database information.

<b>Database type and version</b>	Verify that Quality Center supports your database type and version. For the list of supported databases, see “System Configurations” on page 20.
<b>Database server name</b>	Verify the name of the database server.
<b>Database user permissions</b>	Verify that you have the database permissions required to install Quality Center on the Oracle database server. For a list of required permissions, see “User Permissions for Installing Quality Center on an Oracle Database” on page 37.

<b>Database schema name and password</b>	<ul style="list-style-type: none"><li>➤ The default Site Administration database schema name is <code>qcsiteadmin_db</code>. If you want to rename the schema, you can change the name in the Advanced Database Server Configuration dialog box. For more information, see step 21 on page 76.</li><li>➤ You can create your own Quality Center user password for accessing the database schema.</li><li>➤ If there is an existing database schema, verify whether you want to:<ul style="list-style-type: none"><li>➤ Upgrade the existing schema and switch all users to Quality Center 10.00.</li><li>➤ Create a copy of the existing schema and upgrade the copy. This enables you to work with Quality Center 10.00 and previous versions of Quality Center simultaneously (recommended option).</li></ul></li><li>➤ To install Quality Center on an existing database schema (second node or upgrade), you must have:<ul style="list-style-type: none"><li>➤ The existing database schema name and the database administrator permissions required to install Quality Center on the database server.</li><li>➤ Full read/write permissions on the existing repository (see “Permissions Required to Install Quality Center” on page 29).</li><li>➤ If you are using an existing Site Administration user, the same password as the one in the previous version of Quality Center (see “Quality Center Site Administration Login Credentials” on page 45).</li><li>➤ The Quality Center server must have access to the previous Site Administration schema repository path.</li><li>➤ Full read/write permissions for the Quality Center user to the previous Site Administration schema repository path.</li></ul></li></ul>
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<b>Database tablespace name and size</b>	<ul style="list-style-type: none"> <li>▶ Verify the name of the database server, and check the connection to the database server. Ping the database server machine name to test DNS resolution.</li> <li>▶ Verify you have the tablespace names (default and temporary) and the minimum tablespace sizes for storing the Quality Center schema.</li> <li>▶ Verify that the tablespace is not locked.</li> </ul>
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## User Permissions for Installing Quality Center on an Oracle Database

To install Quality Center on an Oracle database server, the installing database user must have sufficient permissions to perform certain administrative tasks in Oracle. These tasks include creating the Quality Center project user schema, copying data between projects, and checking that there is sufficient storage in a specific tablespace.

If you have the Oracle `system` user, you can use this user to install Quality Center. If you are unable to use the Oracle `system` user due to security reasons, it is recommended that your database administrator create a Quality Center database administrative user, for example `qc_admin_db`, with the specific privileges required to install Quality Center.

Your database administrator can create a Quality Center database administrative user using the example script, `qc_admin_db__oracle.sql`, which is located in the `\utilities\databases\scripts` directory on the installation DVD. This script creates the Quality Center database administrative user with the recommended grants required on the database. Your database administrator should run the script and create this user on the staging database server.

Following are the recommended privileges required by the Quality Center database administrative user. Additional explanations about these privileges can be found in the notes at the end of the table.

Privilege	Description
<b>CREATE SESSION WITH ADMIN OPTION <sup>(1)</sup></b>	Quality Center uses this privilege to connect to the database as the Quality Center database administrative user.
<b>CREATE USER</b>	Required to create a new project user schema when creating a new Quality Center project.
<b>DROP USER</b>	When deleting a Quality Center project, Quality Center attempts to remove the database schema from the database server. If there is an insufficient privileges error, Quality Center ignores the error and requests that the user notify the database administrator to delete (drop) the database user schema.
<b>CREATE TABLE WITH ADMIN OPTION <sup>(1)</sup></b>	Required for granting this permission to a newly created Quality Center project user schema.
<b>CREATE VIEW WITH ADMIN OPTION <sup>(1)</sup></b>	Required to create views for Quality Center projects.
<b>CREATE TRIGGER WITH ADMIN OPTION <sup>(1)</sup></b>	Required to create triggers for Quality Center projects. Quality Center uses database triggers to collect change history for specific tables.
<b>CREATE SEQUENCE WITH ADMIN OPTION <sup>(1)</sup></b>	Required to create sequences for Quality Center projects.
<b>CREATE PROCEDURE WITH ADMIN OPTION <sup>(1)</sup></b>	Required to create stored packages for Quality Center projects. Quality Center uses packages to collect change history for specific tables.
<b>CTXAPP Role WITH ADMIN OPTION <sup>(1)</sup></b>	Enables Quality Center to use the Oracle text searching feature. This role exists only if the Oracle text search component was installed and enabled on the database server.

Privilege	Description
<b>SELECT ON DBA_FREE_SPACE</b> <sup>(2)</sup>	Required to check free space on the database server prior to creating a new database schema for Site Administration or a new project.
<b>SELECT ON SYS.DBA_TABLESPACES</b> <sup>(2)</sup>	Required to collect a list of tablespaces that exist on the database server prior to creating a new database schema for Site Administration or a new project.
<b>SELECT ON SYS.DBA_USERS</b> <sup>(2)</sup>	Required to verify the existence of specific database project users. For example, you might want to verify the existence of an Oracle CTXSYS user before creating a new Quality Center project.
<b>SELECT ON SYS.DBA_REGISTRY</b> <sup>(2)</sup>	Required to verify that the text search component is installed on the database server.
<b>SELECT ON SYS.DBA_ROLES</b> <sup>(2)</sup>	Required to verify that the text search role (CTXAPP) is installed on the database server.
<b>SELECT ANY TABLE WITH ADMIN OPTION</b> <sup>(1)</sup> and <b>INSERT ANY TABLE</b>	Required for various administrative operations when upgrading the Site Administration schema during installation using the copy and upgrade method, and for enhancing performance when copying a project that has the same source and target database server.
<p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>➤ <sup>(1)</sup> A Quality Center database administrative user must have privileges <b>with Admin Option</b>.</li> <li>➤ <sup>(2)</sup> The <b>SELECT ON SYS</b> privileges can be given directly by the table owner, or through a database application role. To avoid giving these privileges each time, you can grant this role to the Quality Center database administrative user. The recommended name for this role is QC_SELECT_ON_SYS_OBJECTS. You can create this role using the <b>qc_sys_db__oracle.sql</b> example script, which is located in the <b>\utilities\databases\scripts</b> directory on the installation DVD. You should run this script before you run the <b>qc_admin_db__oracle.sql</b> script.</li> </ul>	

When creating a new project or restoring an existing one, Quality Center creates a project user schema. This user schema hosts all the tables that are used by the project for storing and retrieving data. Following are the required privileges for a Quality Center project user schema:

Project User Schema Privilege	Description
<b>QUOTA UNLIMITED ON &lt;default tablespace&gt;</b>	Required for creating database objects that are owned by the Quality Center project user schema. This requirement allows users to create tables in the default tablespace. It replaces the <b>UNLIMITED TABLESPACE</b> system privilege that gave users system privileges to create tables in any tablespace, including the <b>SYSTEM</b> tablespace.
<b>CREATE SESSION</b>	Quality Center uses this privilege to connect to the database user schema to perform required operations, for example creating database objects such as tables, and using them to insert, retrieve, and delete data from them.
<ul style="list-style-type: none"> <li>➤ <b>CREATE TABLE</b></li> <li>➤ <b>CREATE VIEW</b></li> <li>➤ <b>CREATE TRIGGER</b></li> <li>➤ <b>CREATE SEQUENCE</b></li> <li>➤ <b>CREATE PROCEDURE</b></li> <li>➤ <b>CTXAPP Role</b></li> </ul>	For a description of these privileges, see the table of required Quality Center database administrative user privileges on page 38.

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**Tip:** The installation DVD contains an example script that describes the recommended permissions required for the Quality Center database project user schema. This script contains information, and does not need to be run. It is located at `\utilities\databases\scripts\qc_project_db__oracle.sql`.

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## Database Prerequisites for Microsoft SQL

Verify that you have the following Microsoft SQL database information.

<b>Database type and version</b>	<ul style="list-style-type: none"> <li>▶ Verify that Quality Center supports your database type and version. For the list of supported databases, see “System Configurations” on page 20.</li> <li>▶ Verify the database server authentication type: Windows or Microsoft SQL Server authentication.</li> <li>▶ For Microsoft SQL Server Windows Authentication, check that you can log in to the database. If you upgrade a project to Quality Center 10.00, you must use the same type of Microsoft SQL Server authentication that you used before the upgrade.</li> </ul>
<b>Database server name</b>	<p>Verify the name of the database server.</p>
<b>Database user permissions</b>	<p>Verify that you have the database permissions required to install Quality Center on the Microsoft SQL database server (not applicable for Microsoft SQL Server Windows Authentication). For a list of required permissions, see “User Permissions for Installing Quality Center on a Microsoft SQL Server” on page 43.</p>

<b>Database schema name and password</b>	<ul style="list-style-type: none"><li>➤ The default Site Administration database schema name is <code>qcsiteadmin_db</code>. If you want to rename the schema, you can change the name in the Advanced Database Server Configuration dialog box. For more information, see step 21 on page 76.</li><li>➤ You can create your own Quality Center user password for accessing the database schema.</li><li>➤ If there is an existing database schema, verify whether you want to:<ul style="list-style-type: none"><li>➤ Upgrade the existing schema and switch all users to Quality Center 10.00.</li><li>➤ Create a copy of the existing schema and upgrade the copy. This enables you to work with Quality Center 10.00 and previous versions of Quality Center simultaneously (recommended option).</li></ul></li><li>➤ To install Quality Center on an existing database schema (second node or upgrade), you must have:<ul style="list-style-type: none"><li>➤ The existing database schema name and the database administrator permissions required to install Quality Center on the database server.</li><li>➤ Full read and write permissions on the existing repository (see “Permissions Required to Install Quality Center” on page 29).</li><li>➤ If you are using an existing Site Administration user, the password should be the same as the one in the previous version of Quality Center (see “Quality Center Site Administration Login Credentials” on page 45).</li></ul></li></ul>
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## User Permissions for Installing Quality Center on a Microsoft SQL Server

To install Quality Center on a Microsoft SQL database server, the installing database user must have sufficient permissions to perform certain administrative tasks in SQL.

If you have the SQL **sa** user, you can use this user to install Quality Center. If you are unable to use the SQL **sa** user due to security reasons, it is recommended that your database administrator create a Quality Center database administrative user, for example **td\_db\_admin**, with the specific privileges required to install Quality Center.

The **td\_db\_admin** user must have the **Database Creators** role. You can also grant the **td\_db\_admin** user the **Security Administrators** role, which will allow it to create a **td** user with only those privileges required for running Quality Center. Alternatively, you can create a **td** user before installing Quality Center. To create a **td** user, follow steps 1-3 below, and type **td** as the user name. The **td** user should be assigned the database **db\_ddladmin** role. It is important that the **td** user is not assigned any server role.

### To create a Quality Center database administrative user on Microsoft SQL Server 2005:

- 1** Open the **SQL Server Management Studio**.
- 2** In the **Object Explorer** pane, under the Quality Center database server, expand the **Security** folder.
- 3** Right-click the **Logins** folder, and select **New Login**.
- 4** Type **td\_db\_admin** as the user name, and select the authentication type (enter password if necessary).
- 5** Click the **Server Roles** tab, and select the **dbcreator** option.
- 6** Click **OK**.

**To test the Quality Center database administrative user (SQL Server Authentication):**

- ▶ To verify the select sysdatabases table permission in the master database:

```
SELECT name FROM sysdatabases where name=<db_name>
```

- ▶ To verify the create database permission:

```
CREATE DATABASE <dbName> -- the database name must not already exist
```

- ▶ To verify the drop database permission:

```
DROP DATABASE <database_name> -- the database name must exist
```

- ▶ To verify the select syslogins permission:

```
SELECT COUNT(*) FROM master..syslogins WHERE name=<dbOwnerName>
```

---

**Note:** The dbOwnerName must be set to **td**.

---

**To test the Quality Center database administrative user (Windows Authentication):**

- ▶ To verify the change database context permission:

```
USE <dbName>
```

- ▶ To verify the create database permission:

```
CREATE DATABASE <dbName> -- the database name must not already exist
```

- ▶ To verify the select on syslogins permission:

```
SELECT COUNT(*) FROM master..syslogins WHERE name='<dbOwnerName>'
```

- To verify the select on sysusers permission:

```
SELECT COUNT(*) FROM master..sysusers WHERE name='<dbOwnerName>'
```

## Quality Center Site Administration Login Credentials

You define the site administrator name and password when you log in to Quality Center Site Administration for the first time.

- For a clean installation, you can use any valid Quality Center Site Administration user name and password.
- For an existing database schema, if you are using an existing Site Administration user, the password should be the same as the one in the previous version of Quality Center. In addition, the project directory should point to your existing domain repository.

## Quality Center Repository Path

The location of the repository directory is specified by the user during installation. The default location is **C:\Program Files\HP\Quality Center\repository**. You must have full control permissions on the Quality Center repository path as described in “Permissions Required to Install Quality Center” on page 29.

## Quality Center Client-Side Prerequisites

The following prerequisites must be met before you can download Quality Center to your client machine.

✓	Topics	Page:
	System Configurations	46
	Permissions Required to Download Quality Center	46
	Internet Explorer Configuration	47
	.NET Framework Installation	49

### System Configurations

Verify that your client machines meet the Quality Center system configurations. For more information on client system requirements for Quality Center, see “Client System Configurations” on page 23.

### Permissions Required to Download Quality Center

To download Quality Center on a client machine, you must be logged on as a local or domain user with administrator privileges, and have the file system and registry permissions listed below. After you have installed Quality Center on a client machine, a user with minimum privileges (for example, **Users** group privileges) can start the Quality Center client.

You must have the following file system permissions:

- ▶ Full read and write permissions on **C:\Program Files\Common Files\Mercury Interactive**. This is where the Quality Center ActiveX files and executables are stored.
- ▶ Full read and write permissions on **C:\WINNT** (or **C:\Windows** on Windows XP). This is where the **mercury.ini** file is stored.
- ▶ Full read and write permissions to the Temp (%TEMP% or %TMP%) directory. The installer program writes installation and log files to this directory. This is generally located at **C:\Documents and Settings\\Local Settings\Temp**.

You must have full read and write permissions on the following registry keys:

- HKEY\_CLASSES\_ROOT\AppID
- HKEY\_CLASSES\_ROOT\CLSID
- HKEY\_CLASSES\_ROOT
- HKEY\_CLASSES\_ROOT\Interface
- HKEY\_CLASSES\_ROOT\TypeLib
- HKEY\_CURRENT\_USER\Software
- HKEY\_LOCAL\_MACHINE\SOFTWARE
- HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Cryptography\RNG

### Internet Explorer Configuration

Before you download Quality Center on a client machine, you must perform the following configurations to the Internet Explorer browser on the client machine.

- Configure the Custom Level security settings. The Custom Level security setting should be configured for the specific zone of the Quality Center server.
- Set Internet Explorer as the default Web browser. This ensures that external links to Quality Center entities will open in Quality Center.

**To configure security settings on the client machine:**

- 1** In Internet Explorer, select **Tools > Internet Options**. The Internet Options dialog box opens.
- 2** Click the **Security** tab. The Web content zone of the Quality Center server (**Internet** or **Local intranet**) is automatically selected. Click **Custom Level**.
- 3** In the Security Settings dialog box, configure the following settings.

Under **.NET Framework-reliant components**:

- Set **Run components not signed with Authenticode** to **Enable**.
- Set **Run components signed with Authenticode** to **Enable**.

Under **ActiveX controls and plug-ins**:

- Set **Run ActiveX controls and plug-ins** to **Enable**.
- Set **Download signed ActiveX controls** to **Enable** or **Prompt**.

---

**Note:** You do not need to enable **Download signed ActiveX controls** if you install the Quality Center client by selecting **Quality Center Client Side Setup** in the HP Quality Center Add-ins page. This enables you to install all Quality Center modules on a client machine without downloading them through a browser. For more information on installing add-ins, see Chapter 8, “Installing Quality Center Add-ins.”

---

**4** Click **OK**.

**To set Internet Explorer as the default web browser:**

- 1** In Internet Explorer, select **Tools > Internet Options**. The Internet Options dialog box opens.
- 2** Click the **Programs** tab.
- 3** Set Internet Explorer as the default browser:

- Internet Explorer 6: Select the option **Internet Explorer should check to see whether it is the default browser**.

Close and reopen Internet Explorer. If you are prompted, confirm that Internet Explorer should be the default browser.

- Internet Explorer 7: Under **Default web browser**, make sure that Internet Explorer is set as the default browser. If not, click the **Make default** button.



## **.NET Framework Installation**

To install a Quality Center client, Microsoft .NET Framework 2.0 (SP1) must be installed on the client machine. If it is not already installed, Quality Center prompts you to install it during the client installation. To perform the installation, follow the instructions in the Software Update Installation Wizard (if Windows Installer 3.1 is not installed) and the Microsoft .NET Framework 2.0 Setup.

The first time you run Quality Center, the user interface and configuration files for running Quality Center using Microsoft .NET framework are downloaded to **C:\Program Files\Common Files\Mercury Interactive\Quality Center\Client\Client.cab** on the client machine. If .NET Framework 2.0 was not previously installed on the machine, **dotnetfx.exe** is also downloaded to **C:\Program Files\Common Files\Mercury Interactive\Quality Center**.

## Upgrading Projects and Database Schemas

This section describes how to upgrade your projects and existing database schemas to Quality Center 10.00.

This section includes:

- Upgrading Projects from Previous Versions and Editions
- Upgrading from Legacy Version Control Projects
- Upgrading Existing Schema

### Upgrading Projects from Previous Versions and Editions

The following table describes the process required for working with a previously created project. For more information on upgrading projects, refer to the *HP Quality Center Administrator Guide*.

From version:	To Quality Center 10.00:
Quality Center 9.2 or Quality Center 9.0	<ol style="list-style-type: none"><li>1 If you are working with Microsoft SQL Server 2000 database server, you must migrate your database to a supported database. For more information, consult your database administrator.</li><li>2 Install Quality Center 10.00. The installation process updates your data schema.</li><li>3 Upgrade your projects using Quality Center Site Administration 10.00.</li></ol>

From version:	To Quality Center 10.00:
Quality Center Starter Edition 9.0	Starter Edition: <ol style="list-style-type: none"> <li>1 If you are upgrading to Quality Center Starter Edition 10.00, note that the MSDE 2000 database server is not supported in Quality Center 10.00. During the installation process of Quality Center 10.00, Microsoft SQL Server 2005 Express is installed on your server machine. The MSDE 2000 database is automatically upgraded to Microsoft SQL Server 2005 Express. The Site Administration schema is also upgraded.</li> <li>2 Upgrade your projects using Quality Center Site Administration 10.00.</li> </ol>
	Enterprise Edition: <ol style="list-style-type: none"> <li>1 If you are upgrading to Quality Center Enterprise Edition 10.00, you must first migrate the MSDE 2000 database to a supported database. For more information, consult your database administrator.</li> <li>2 Install Quality Center 10.00. The installation process updates your data schema.</li> <li>3 Upgrade your projects using Quality Center Site Administration 10.00.</li> </ol>
Quality Center 8.x, TestDirector 8.0, or TestDirector 7.6	Projects must first be upgraded to Quality Center 9.0 or 9.2.

From version:	To Quality Center 10.00:
Quality Center Starter Edition 10.00	<ol style="list-style-type: none"> <li>1 If you are upgrading to Quality Center Enterprise Edition or Quality Center Premier Edition, migrate your Microsoft SQL Server 2005 Express database to a supported database. For more information, consult your database administrator.</li> <li>2 Install Quality Center Enterprise Edition or Quality Center Premier Edition on a supported operating system. When upgrading an existing Site Administration database schema, you must use the migrated database name.</li> <li>3 You do not need to upgrade your projects.</li> </ol>
Quality Center Enterprise Edition 10.00	If you are upgrading to Quality Center Premier Edition, you do not need to upgrade your projects.

### Upgrading from Legacy Version Control Projects

Projects from Quality Center 9.0 or 9.2 that use version control cannot be upgraded to Quality Center 10.00 while version control is enabled. After you disable version control for a project, previous history will not be available.

#### To disable project version control before Quality Center 10.00 installation:

- 1 Log in to Site Administration 9.0 or 9.2.
- 2 Disable version control for the project.
- 3 Install Quality Center 10.00.
- 4 Log in to Site Administration 10.00.
- 5 Upgrade the project.
- 6 Enable version control for the upgraded project.

#### To disable project version control after Quality Center 10.00 installation:

- 1 Log in to Site Administration 10.00.
- 2 Remove the project.
- 3 Log in to Site Administration 9.0 or 9.2.

- 4 Disable version control for the project.
- 5 Log in to Site Administration 10.00.
- 6 Restore the project.
- 7 Upgrade the project.

## Upgrading Existing Schema

If you are upgrading to Quality Center 10.00 from a previous Quality Center version, during the installation process, you must provide the name of the existing database schema, and choose one of the following schema upgrade options:

- **Upgrade existing schema.** Uses the existing Site Administration database schema. Choose this option if you want to upgrade the existing schema and switch all users to Quality Center 10.00. If you choose this option, you cannot work with projects or users created in previous versions of Quality Center until you upgrade them to Quality Center 10.00.
- **Upgrade a copy of the existing schema.** Creates a copy of the existing Site Administration database schema, and upgrades the copy. This is the recommended option as it enables you to work in Quality Center 10.00 with new and upgraded projects, and to continue to work in your previous version of Quality Center with projects that have not been upgraded. This allows you to upgrade your existing projects incrementally. For further notes and guidelines on upgrading a copy of the existing schema, see “Guidelines for Upgrading a Copy of the Existing Schema” on page 54.

---

**Note:** The new database schema is created in the same tablespace as the existing Site Administration database.

---

For more information on using an existing database schema, see “Database Prerequisites for Oracle” on page 35, or “Database Prerequisites for Microsoft SQL” on page 41.

## Guidelines for Upgrading a Copy of the Existing Schema

If a Site Administration database schema exists on your database server machine and you choose to upgrade a copy of the existing schema, consider the following guidelines:

<b>Quality Center users</b>	After you install Quality Center 10.00, if you add or delete users, or update user details in your previous version of Quality Center, you must make the same changes in Quality Center 10.00.
<b>Quality Center configuration parameters</b>	After you install Quality Center 10.00, if you modify configuration parameters in your previous version of Quality Center, you must make the same changes in Quality Center 10.00.
<b>Server node configuration</b>	If you are working with server nodes, in the <b>Servers</b> tab in Site Administration for Quality Center 10.00, you must reconfigure the settings for the Quality Center server log file and the maximum number of database connections.
<b>Quality Center repository path</b>	The repository path in your previous version must be defined as a network path, so that it can be accessed by both the previous Quality Center server and by the Quality Center 10.00 server.
<b>DATACONST table</b>	The following constants must be set as network paths in the <b>DATACONST</b> table: <code>db_directory</code> , <code>tests_directory</code> , <code>unix_db_directory</code> , and <code>unix_tests_directory</code> . This enables them to be accessed by both the previous Quality Center server and by the Quality Center 10.00 server.
<b>Operating System</b>	Quality Center 10.00 must be installed on the same operating system as your previous version of Quality Center.

## Text Search Configuration

Text search is available only if the text searching feature has been installed and configured on an Oracle or Microsoft SQL database server.

- ▶ For Microsoft SQL 2005 SP2 and Oracle 10.2.0.3, the text search feature is installed by default, and no configuration is required.
- ▶ For Oracle 9.2.0.6, you must install and configure the text searching feature on your Oracle database server. For more information on enabling the text search feature on the Oracle 9.2.0.6 database server and in Quality Center, refer to the *HP Quality Center Administrator Guide*.





# 2

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## Installing Quality Center

This chapter describes how to install Quality Center Enterprise Edition and Quality Center Premier Edition. It also describes how to run the Quality Center setup to install silently.

For information on installing Quality Center Starter Edition, see Chapter 3, “Installing Quality Center Starter Edition.”

### **This chapter includes:**

- ▶ About Installing Quality Center on page 57
- ▶ Mounting the File System Repository in a Clustered Environment on page 58
- ▶ Installing Quality Center on page 62
- ▶ Installing Quality Center in Silent Mode on page 85

### **About Installing Quality Center**

You can install Quality Center on a single node or as a cluster. When you install Quality Center on cluster nodes, all nodes must be identical. For example, all nodes must use the same application server, operating system, Quality Center directory location, and Site Administration database. In addition, you must install the same version of Quality Center on all nodes.

If you are working in a clustered environment in Solaris, Linux, AIX, or HP-UX, you must mount the file system repository before you start the Quality Center installation process. For more information, see “Mounting the File System Repository in a Clustered Environment” on page 58.

**Note:** When you are installing Quality Center on a secondary node of a cluster, you are not required to set up the database, because it was set up when you installed the primary node. Some of the dialog boxes described in this installation procedure are needed only for the primary node and are not displayed if you are installing a secondary node.

---

## Mounting the File System Repository in a Clustered Environment

When working in a clustered environment in Solaris, Linux, AIX, or HP-UX, you must mount the file system repository before you start the Quality Center installation process. The mount to the file system repository should not use any cache mechanisms.

**To mount a file system repository in Linux:**

- ▶ **NFS mounts:** When using NFS mounts, modify the `/etc/fstab` file as follows:

```
<source> <target> nfs sync,noac 0 0
```

- ▶ **SMBFS mounts:** When using SMBFS (mounted from a Windows machine), modify the `/etc/fstab` file as follows:

```
<source> <target> smbfs
credentials=/root/.smbpasswd,rw,gid=<GID>,uid=<UID>,
fmask=0777,dmask=0777 0 0
```

For example:

```
//qcserver/QCrepository /mnt/QCrepository smbfs
credentials=/root/.smbpasswd,rw,gid=10,uid=qcadmin,
fmask=0777,dmask=0777 0 0
```

Where:

- `//qcserver/QCrepository` is the UNC of the source path
- `uid=qcadmin` is a domain user. Note that `qcadmin` must be a user on the Windows server, and must belong to the Administrators group.
- `/mnt/QCrepository` is the local folder

The `qcadmin` in this example must be defined in the credential file (`/root/.smbpasswd`) as follows:

```
username = qcadmin
password = <qcadmin-password>
```

Edit the `/etc/samba/smb.conf` file and change the **workgroup** value to a domain name (for example: MERCURY).

#### To mount a file system repository in Solaris:

**NFS mounts:** When using NFS mounts, modify the `/etc/vfstab` file as follows:

```
<source> - <target> nfs - yes sync,noac
```

#### To mount a file system repository in AIX:

- **SMB mount:** When using SMB mounts, do the following:

```
mount -v cifs -n server/user/pass -o uid=<UID>,fmode=750 /<SHARE NAME> /mnt
```

If `cifs` is not installed, use `smit` install (with the installation DVD inserted) to install it.

- **NFS mounts:** When using NFS mounts, modify the `/etc/fstab` file as follows:

```
mount <remote machine>:<remote path> <local path>
```

For example:

```
#> mount venus:target /vol/vol1/a-m/apollo

* Pathname of mount point      [/target]      /
* Pathname of remote directory [vol/vol1/a-m/apollo]
* Host where remote directory resides [venus]
Mount type name                []
* Security method              [sys]
* Mount now, add entry to /etc/filesystems or both? both
* /etc/filesystems entry will mount the directory yes
* Mode for this NFS file system      read-write
* Attempt mount in foreground or background      background
Number of times to attempt mount      []
Buffer size for read                [4096]
Buffer size for writes               [4096]
NFS timeout. In tenths of a second    []
NFS version for this NFS filesystem    any
Transport protocol to use            tcp
Internet port number for server        []
* Allow execution of setuid and setgid programs      yes
* Allow device access via this mount?              yes
* Server supports long device numbers?            yes
* Mount file system soft or hard                  hard
Minimum time, in seconds, for holding      [3]
attribute cache after file modification
Allow keyboard interrupts on hard mounts?      yes
Maximum time, in seconds, for holding        [60]
Minimum time, in seconds, for holding        [30]
Maximum time, in seconds, for holding        [60]
attribute cache after directory modification
Minimum & maximum time, in seconds, for      []
The maximum number of biod daemons allowed    [6]
* Use acls on this mount?                      no
Number of NFS retransmits                  []
* Exchange POSIX pathconf information?          no
* Inherit group IDs?                          no
```

This will mount **/target** from **venus:/vol/vol1/a-m/apollo** and add the following lines to the **/etc/filesystem**:

```
/target:
  dev      = "/vol/vol1/a-m/apollo"
  vfs      = nfs
  nodename = venus
  mount    = true
  options  = bg,hard,intr,rsize=4096,wsize=4096,proto=tcp,sec=sys
  account  = false
```

The mount point is automatically mounted on reboot.

## Installing Quality Center

This section describes how to install Quality Center 10.00.

Before installing Quality Center, consider the following:

- ▶ Verify that you meet the installation specifications in the “Quality Center Server-Side Prerequisites” on page 28.
- ▶ If you are upgrading your projects and existing database schemas to Quality Center 10.00, see “Upgrading Projects and Database Schemas” on page 50.
- ▶ If you encounter problems during the Quality Center installation process, see Appendix A, “Troubleshooting Quality Center Installation,” for troubleshooting suggestions.

### To install Quality Center:

- 1** If you have been working with a previous version of Quality Center, back up your existing projects before installing the new version. For more information, refer to the *HP Quality Center Administrator Guide*.
- 2** Log in to the Quality Center server machine with the appropriate permissions. For a list of required permissions, see “Permissions Required to Install Quality Center” on page 29.
- 3** If Quality Center is installed on the machine, uninstall it. For more information, see Chapter 12, “Uninstalling Quality Center.”

After you uninstall Quality Center, verify that the **<Quality Center home>\application** directory was deleted.

- 4** Insert the HP Quality Center 10.00 Software installation DVD into the DVD drive and run the appropriate **setup** file for your platform.

If you are working on Solaris, Linux, AIX, or HP-UX platforms:

- ▶ To install in console mode, use the **console** option. For example, `linux_setup.bin -console`.
- ▶ To install in UI mode, make sure that the `DISPLAY` environment variable is properly configured on the Quality Center host machine, and that the machine from which you are installing is running an X-server (for example, Exceed).

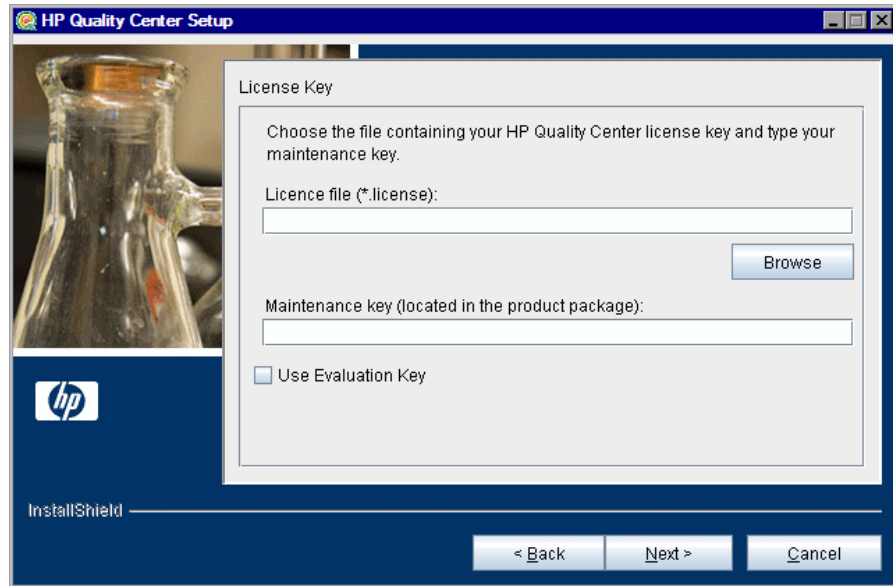
5 The Welcome dialog box opens. Click **Next**.

6 The License Agreement dialog box opens.

Read the license agreement. To accept the terms of the license agreement, select **I accept the terms of the license agreement**.

Click **Next**.

7 The License Key dialog box opens.



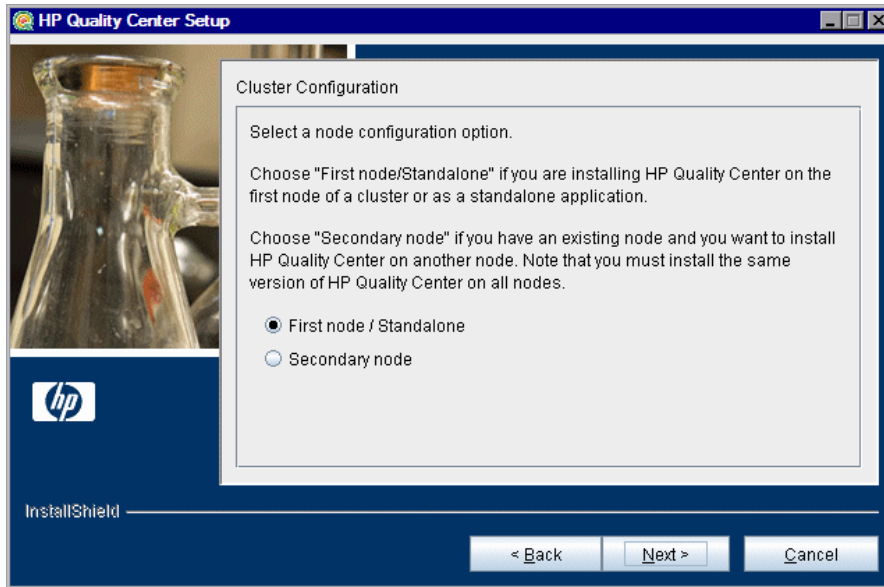
**License file.** Select the Quality Center license file path. If you do not have a license file, select **Use Evaluation Key** for a 30-day trial version of Quality Center.

**Maintenance key.** Type the maintenance number supplied to you when you purchased Quality Center.

For more information on the license file and maintenance key, see “License File and Maintenance Key” on page 31.

Click **Next**.

8 The Cluster Configuration dialog box opens.



Select a node configuration option:

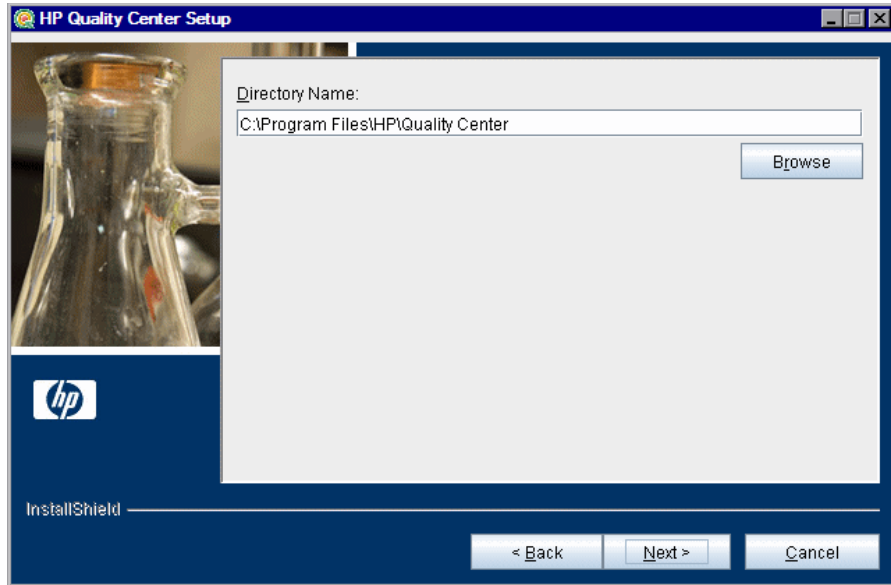
- ▶ **First node/Standalone.** Installs Quality Center on the first node of a cluster or as a stand-alone application.
- ▶ **Secondary node.** If you have an existing node, installs Quality Center on another node to create a cluster.

For more information on cluster configuration, see “Clustering Configuration” on page 31.

Click **Next**.



9 The Directory Name dialog box opens.

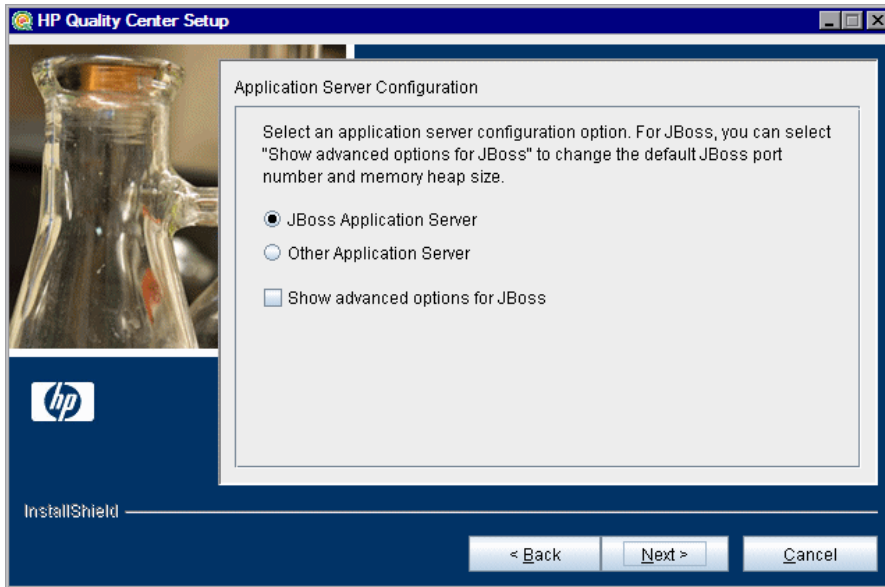


Specify the location in which you want to install Quality Center. To browse possible locations, click the **Browse** button, select a location, and click **OK**.

For more information on the required installation directory permissions, see “Permissions Required to Install Quality Center” on page 29.

Click **Next**.

**10** The Application Server Configuration dialog box opens.



Select one of the following application server configuration options:

- ▶ **JBoss Application Server.** Select this option to work with JBoss.  
To change the default JBoss port number or change the JBoss memory heap size, select **Show advanced options for JBoss**.
- ▶ **Other Application Server.** Select this option to work with WebLogic or WebSphere.

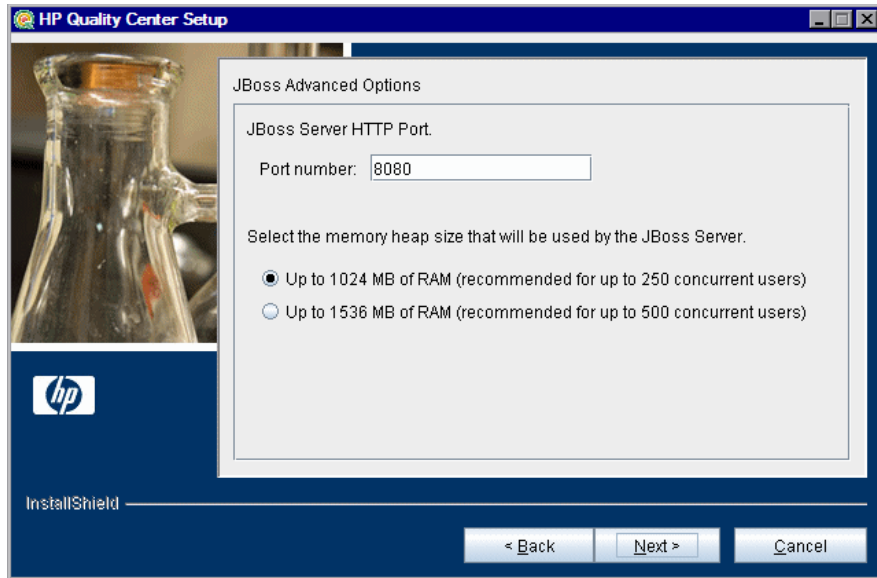
For more information on the application server options, see “Application Server Information” on page 31.

Click **Next**.

- 11** If you selected **JBoss Application Server**, proceed to step 12 on page 67.  
If you selected **Other Application Server**, proceed to step 17 on page 72.

- 12** If you did not select **Show advanced options for JBoss**, proceed to step 13 on page 68.

If you selected **Show advanced options for JBoss**, the JBoss Advanced Options dialog box opens.



In the **Port number** box, you can change the JBoss server HTTP port number. The default port is 8080.

Select the JBoss memory heap size to be used by the JBoss server. The default setting is up to 1024 MB. Note that the maximum JBoss heap value cannot exceed your maximum memory (RAM) size. For more information on JBoss performance tuning, refer to the JBoss documentation.

Click **Next**.

---

**Note:** You can update the heap memory value and port number on the JBoss application server after you have installed Quality Center. For details, see Chapter 11, “Changing the JBoss Heap Memory Size and Port.”

---

**13** If you selected **JBoss Application Server**, the JBoss Service dialog box opens.



Type the **User name**, **Password**, and **Domain** to be used to run JBoss as a service. This enables the JBoss service to access your local network.

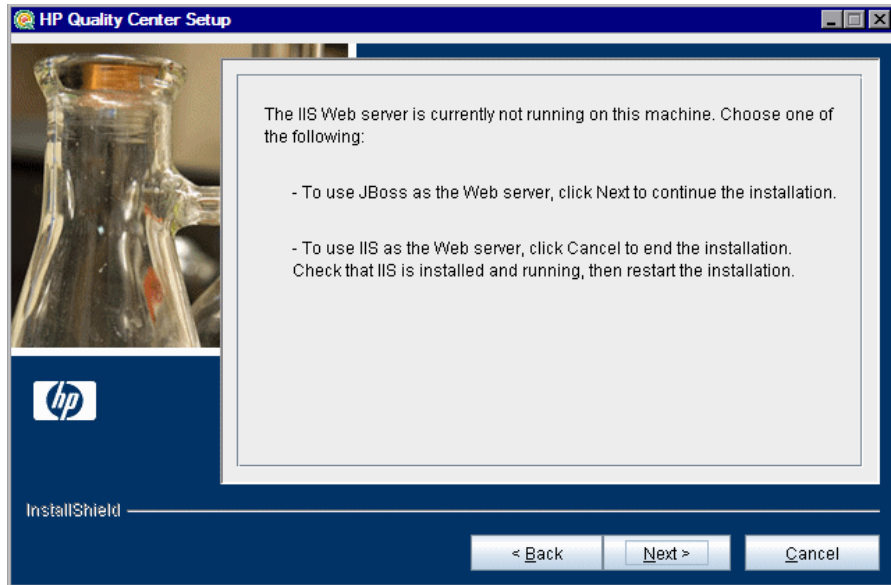
If you leave these fields blank, the local system account is used to run the JBoss service, and the JBoss service does not have access to your local network. This means that the repository and the database must be on the local machine.

For more information about user permissions, see “JBoss on Windows” on page 32.

Click **Next**.

- 14** If the IIS Web server is installed on your machine, proceed to step 15 on page 70.

If the IIS Web server is not installed on your machine, the following dialog box opens.

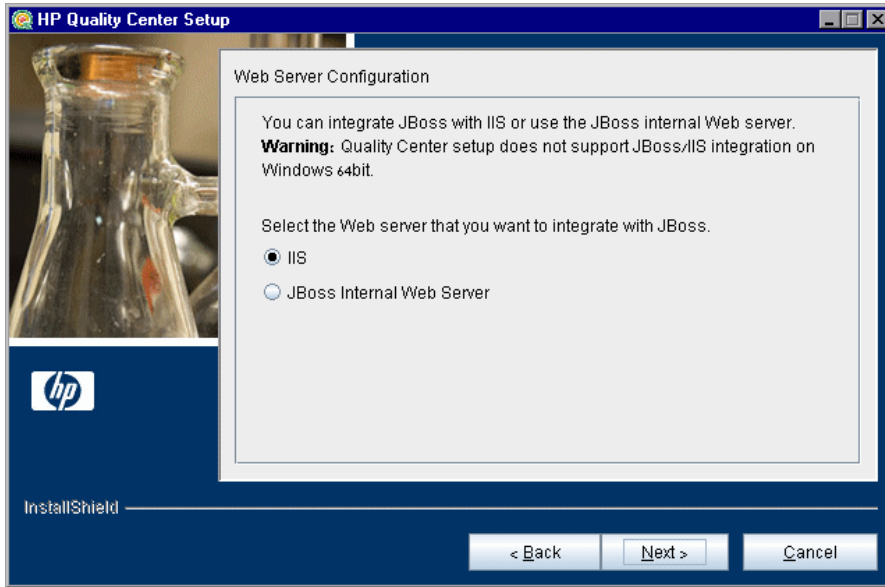


The Quality Center installation can integrate JBoss with the IIS Web server or with the JBoss Web server. Alternatively, you can manually integrate JBoss with the Apache Web server. For more information, see Chapter 6, “Manually Integrating JBoss with Apache.” By default, Quality Center integrates JBoss with the IIS Web server.

Choose one of the following options:

- ▶ To use JBoss as the Web server, click **Next** to continue the installation. Proceed to step 17 on page 72.
- ▶ To use IIS as the Web server, click **Cancel** to end the installation. Check that IIS is installed and running, then restart the installation.

- 15** If the IIS Web server is installed on your machine, the Web Server Configuration dialog box opens.



Select the Web server that you want to integrate with JBoss. For more information on the Web server options, see “Web Server Information” on page 33.

---

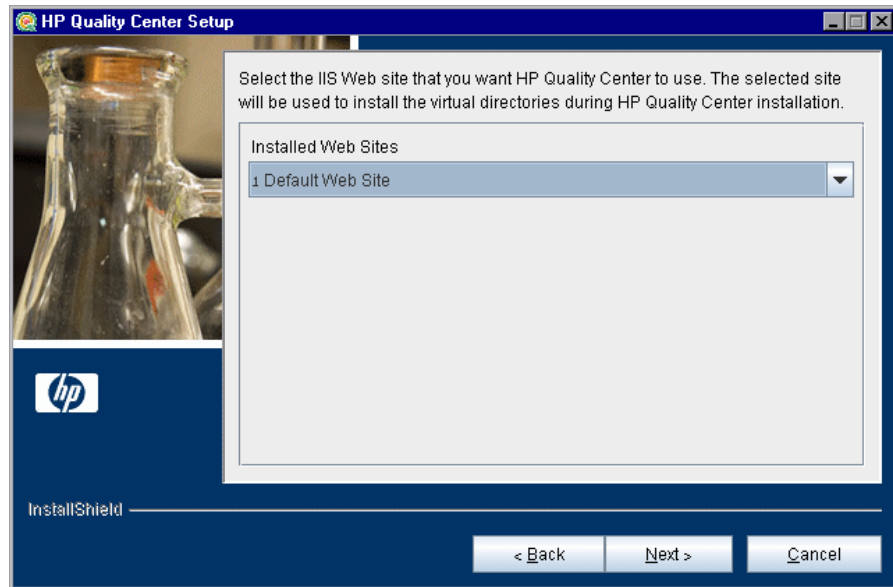
**Notes:**

- ▶ For information on how to configure the IIS Web server to work with Quality Center on a Windows 64bit machine, see HP Software Self-solve knowledge base article KM524615 (<http://h20230.www2.hp.com/selfsolve/document/KM524615>).
- ▶ For information on how to redirect requests to JBoss from an IIS server on a remote machine, see HP Software Self-solve knowledge base article KM190530 (<http://h20230.www2.hp.com/selfsolve/document/KM190530>).

---

Click **Next**.

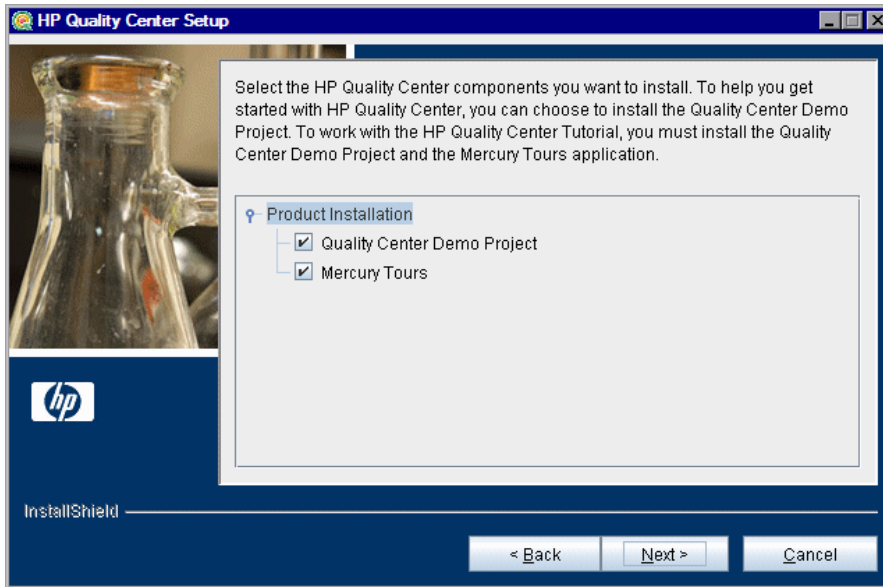
- 16** If you selected **JBoss Internal Web Server**, proceed to step 17 on page 72.  
If you selected **IIS**, the IIS Web Site dialog box opens.



Select the IIS Web site that you want Quality Center to use. It is recommended that you use the **Default Web Site**.

Click **Next**.

17 The HP Quality Center Components dialog box opens.



To help you get started with Quality Center, you can choose to install the Quality Center Demo Project. This project is a prerequisite for the Quality Center Tutorial, together with its accompanying sample Web-based travel reservation application, Mercury Tours.

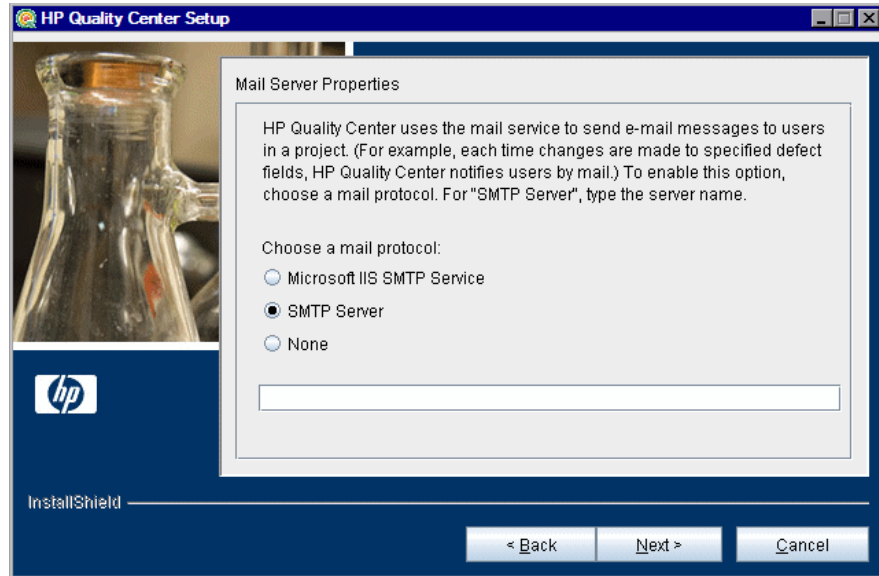
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**Important:** It is recommended that you import the Quality Center Demo Project available with Quality Center 10.00 Patch 1 (or above). Importing this project enables you to run all lessons in the *HP Quality Center Tutorial*. For more information, see “Quality Center Demo Project and Mercury Tours” on page 34.

---

Click **Next**.



**18** The Mail Server Properties dialog box opens.

To enable Quality Center to send emails to users in a Quality Center project, choose a mail protocol. For **SMTP Server**, type the server name.

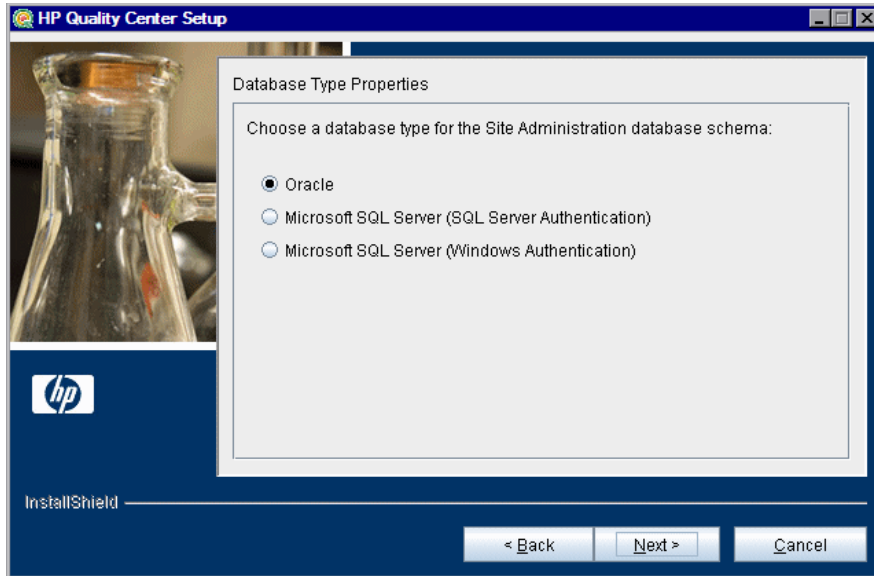
Click **Next**.

---

**Note:** To work with Microsoft IIS SMTP Service, perform the following steps:

- a** Open the Internet Information Services (IIS) Manager window.
  - b** In the Tree pane, right-click **Default SMTP Virtual Server** and choose **Properties**. The Default SMTP Virtual Server Properties dialog box opens.
  - c** In the Access tab, click the **Connection** button. The Connection dialog box opens. Choose **All except the list below** and click **OK**.
  - d** Click the **Relay** button. The Relay Restrictions dialog box opens. Choose **All except the list below** and click **OK**.
  - e** Click **OK** to close the Default SMTP Virtual Server Properties dialog box.
-

19 The Database Type Properties dialog box opens.



Select a database type for the Site Administration database schema.

If you select a Microsoft SQL Server, choose the authentication type:

- ▶ **Microsoft SQL Server (SQL Server Authentication).** Authenticates the user to the database using a database user name and password.
- ▶ **Microsoft SQL Server (Windows Authentication).** Windows authentication relies on the user being authenticated by the operating system.

For more information on database requirements, see “Database Prerequisites for Oracle” on page 35, and “Database Prerequisites for Microsoft SQL” on page 41.

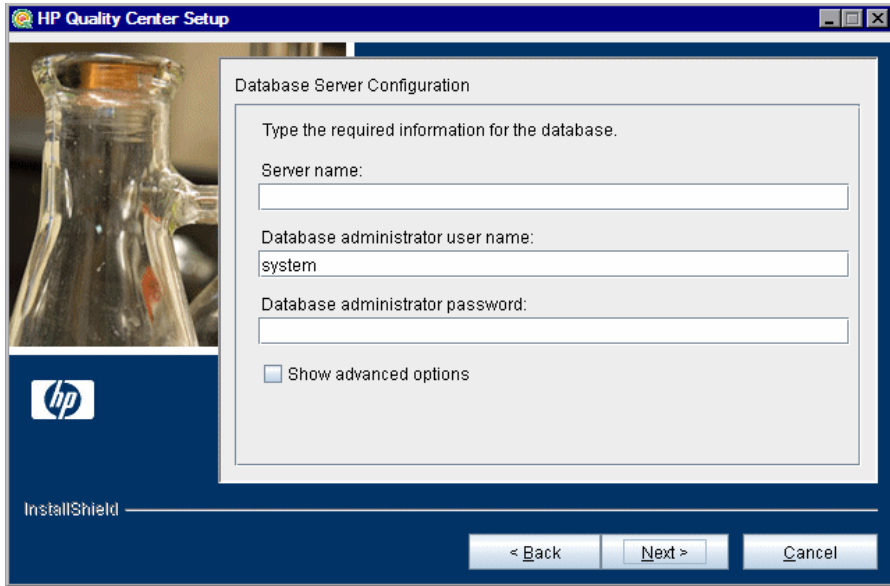
---

**Note:** When upgrading a project to Quality Center 10.00, you must use the same type of SQL authentication that you used before the upgrade.

---

Click **Next**.

**20** The Database Server Configuration dialog box opens.



Specify the following database connection information:

- **Server name.** Type the database server name. For example, dbsrv01.
- **Database administrator user name.** Type the name of the user with the administrative permissions required to install Quality Center on the database server. Not applicable for **Microsoft SQL Server (Windows Authentication)**.
- **Database administrator password.** Type the database administrator password. Not applicable for **Microsoft SQL Server (Windows Authentication)**.
- **Show advanced options.** Select this option to define advanced options for your database type. These advanced options include the Site Administration database schema name and password, the database port, and the Oracle system identifier.

For more information on database requirements, see “Database Prerequisites for Oracle” on page 35, and “Database Prerequisites for Microsoft SQL” on page 41.

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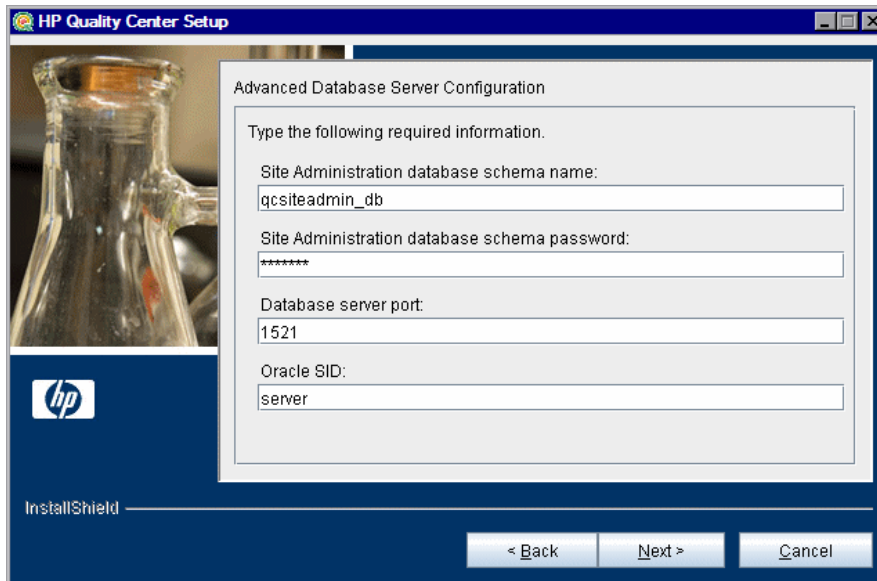
**Note:** If you are installing Quality Center using a named instance of Microsoft SQL Server, you must install Quality Center using a non-named instance and then change it afterwards. For more information on how to use a named instance of Microsoft SQL Server with Quality Center, see HP Software Self-solve knowledge base article KM194198 (<http://h20230.www2.hp.com/selfsolve/document/KM194198>).

---

Click **Next**.

**21** If you did not select **Show advanced options**, proceed to step 22 on page 78.

If you selected **Show advanced options**, the Advanced Database Server Configuration dialog box opens.



Specify the following advanced database connection information:

- ▶ **Site Administration database schema name.** Type a Site Administration database schema name, or accept the default schema name.

---

**Note:** When upgrading an existing Site Administration database schema to work in Quality Center 10.00, you must use the same name that you used before the upgrade.

---

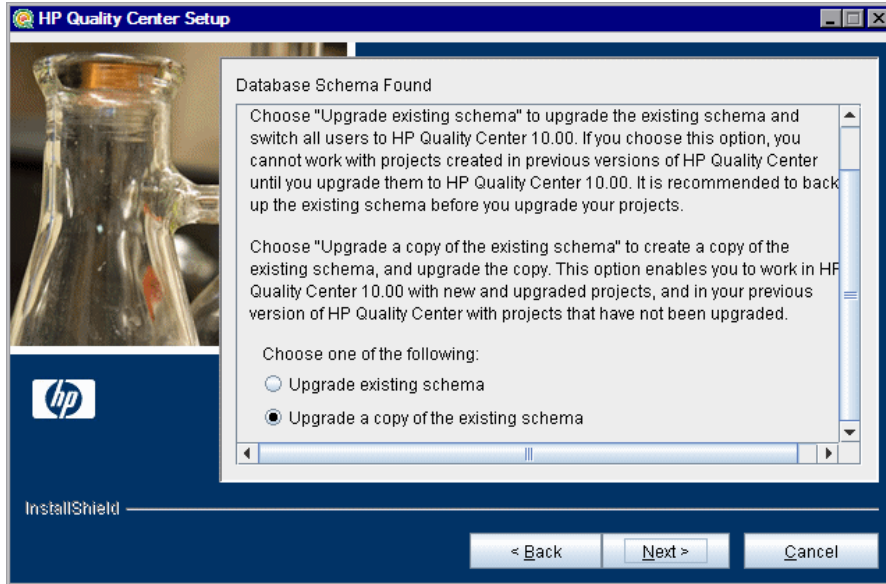
- ▶ **Site Administration database schema password.** Type the password for accessing the Site Administration database. This is a required field. Not applicable for **Microsoft SQL Server (Windows Authentication)**.
- ▶ **Database server port.** Type the database server port number, or accept the default port number.
- ▶ **Oracle SID.** Type the Oracle system identifier. This is an Oracle parameter that identifies the specific Oracle instance on the host machine on which the Oracle server is installed. Not applicable for **Microsoft SQL Server**.

Click **Next**.

- 22** For **Oracle**, if the Site Administration database does not exist, proceed to step 24 on page 80.

For **Microsoft SQL Server**, if the Site Administration database does not exist, proceed to step 25 on page 81.

If the Site Administration database already exists, the Database Schema Found dialog box opens.



Choose one of the following schema upgrade options:

- **Upgrade existing schema.** Uses the existing Site Administration database schema. Choose this option if you want to upgrade the existing schema and switch all users to Quality Center 10.00.
- **Upgrade a copy of the existing schema.** Creates a copy of the existing Site Administration database schema, and upgrades the copy. Choose this option to work in Quality Center 10.00 and previous versions of Quality Center simultaneously.

---

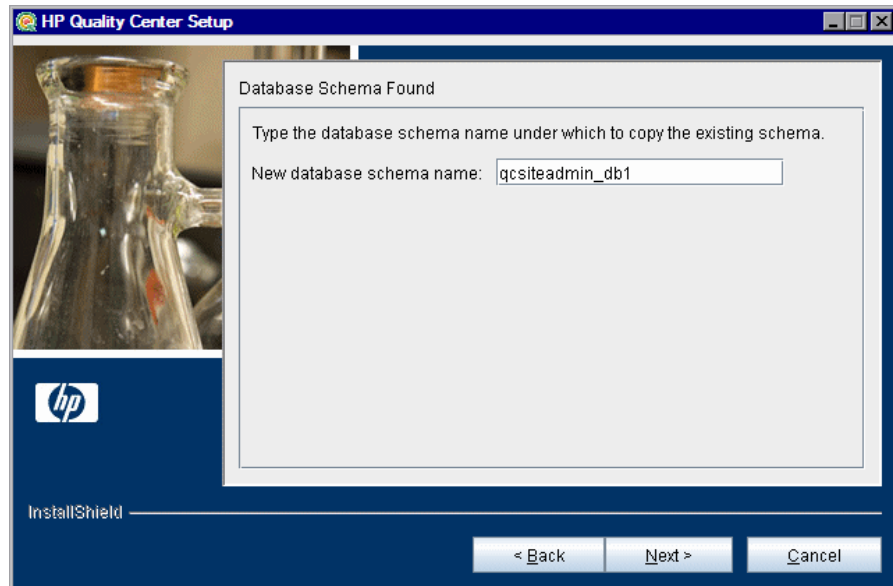
**Important:** Consider carefully before deciding which schema upgrade option to use. For more details on the schema upgrade options, and additional notes and guidelines, see “Upgrading Existing Schema” on page 53.

---

Click **Next**.

**23** If you selected **Upgrade existing schema**, proceed to step 25 on page 81.

If you selected **Upgrade a copy of the existing schema**, the Database Schema Found dialog box opens.



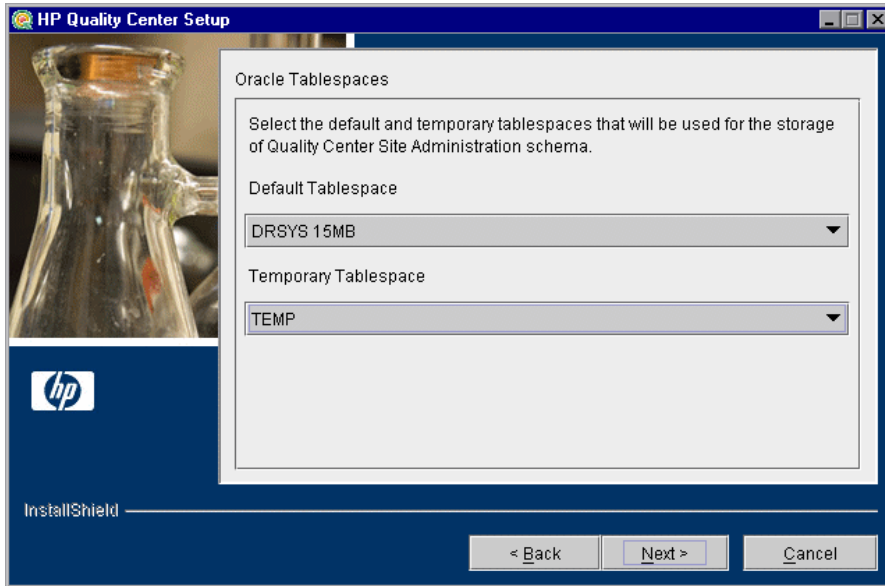
Choose a schema name under which to copy the existing Site Administration database. By default, Quality Center saves it with an incremental number suffix (for example, qcsiteadmin\_db1).

Click **Next**, and proceed to step 25 on page 81.

- 24** If you are installing Quality Center on a **Microsoft SQL Server**, proceed to step 25 on page 81.

If you are installing Quality Center on an additional node, or if the Site Administration database already exists, the new database schema is created in the same tablespace as the existing schema. Proceed to step 25.

If you are installing Quality Center on **Oracle**, the Oracle Tablespaces dialog box opens.



Under **Default Tablespace**, select a default storage location from the list.

Under **Temporary Tablespace**, select a temporary storage location from the list.

Click **Next**.



**25** The Define HP Quality Center Site Administrator dialog box opens.

You use the site administrator name and password that you define in this dialog box to log in to Quality Center Site Administration for the first time. After installation, you can change the site administrator or add other site administrators from Site Administration.

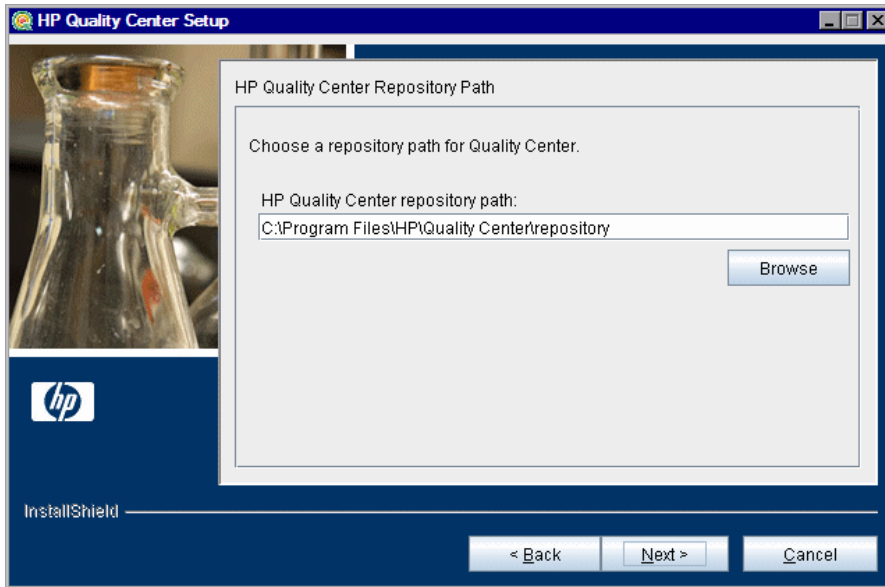
Type a site administrator **User name** and **Password**, and retype the password to confirm.

**Notes:**

- It is important that you remember the site administrator user name and password as otherwise you cannot log in to Site Administration.
- For an existing database schema, if you are using an existing user, the password should be the same as the one in the previous version of Quality Center. For more information, see “Quality Center Site Administration Login Credentials” on page 45.

Click **Next**.

**26** The HP Quality Center Repository Path dialog box opens.



In the **HP Quality Center repository path** box, click the browse button to choose a repository path, or accept the default path.

For more information on the Repository path, see “Quality Center Repository Path” on page 45.

---

**Note:** To work with cluster nodes, make sure that all nodes have access to this path.

---

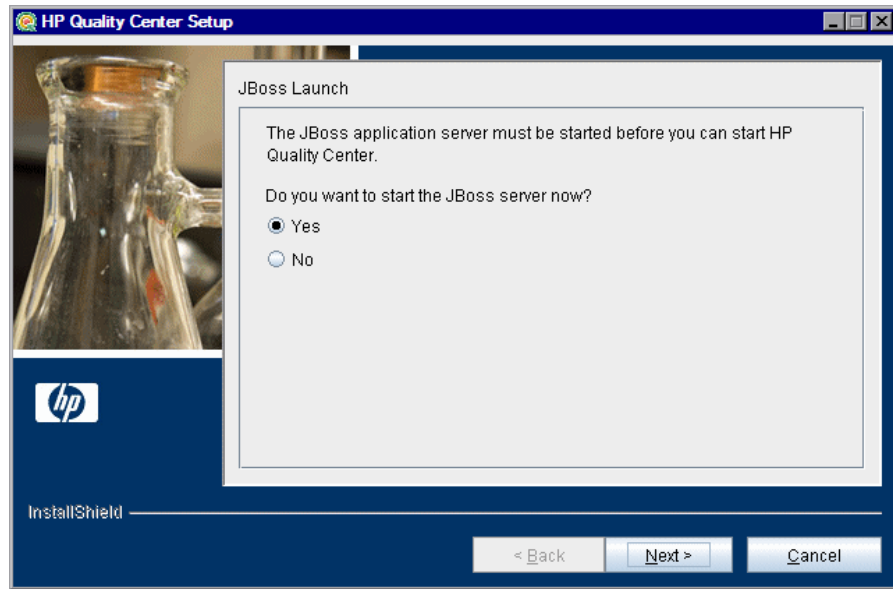
Click **Next**.

**27** The Installation Summary dialog box opens. To review or change any settings, click **Back**.

To accept the settings and start the installation process, click **Next**. The installation process starts.

**28** If your application server is other than JBoss, proceed to step 29.

If your application server is JBoss, the JBoss Launch dialog box opens.



Choose one of the following options:

- ▶ **Yes.** To start the JBoss server now.
- ▶ **No.** To manually start the JBoss server later.

Click **Next**.

**29** When the installation process completes, the Installation Complete dialog box opens. Click **Finish**.

---

**Note:** If you are using JBoss, Quality Center is automatically deployed on your application server. If you are using another application server, you must deploy Quality Center manually. For more information on manually deploying Quality Center, see “Manually Deploying Quality Center on WebLogic” on page 95, and “Manually Deploying Quality Center on WebSphere” on page 99.

---

- 30** If you are prompted to restart your computer, you can choose to restart your computer at a later time, but you must restart your computer before you configure or use Quality Center. If you are prompted to restart, it is strongly recommended that you restart your computer as soon as possible. You must also restart your computer before you install any Quality Center related files, such as integration add-ins.

---

**Note:** To work with Quality Center, you may need to disable conflicting applications that are running on the Quality Center server machine. For a list of these applications, see HP Software Self-solve knowledge base article KM176429 (<http://h20230.www2.hp.com/selfsolve/document/KM176429>).

---

- 31** If you selected the IIS Web server, from the Windows **Start** menu, select **Run**, and type the IISReset command.

## Installing Quality Center in Silent Mode

You can install Quality Center using a silent installation. A silent installation runs the entire setup process in the background without requiring you to navigate through the setup screens and input your selections. Instead, all configuration parameters are allocated values you define in a response file. To run silent installations for different configurations, you can create multiple response files.

This section includes the following topics:

- ▶ Notes and Limitations
- ▶ Running a Silent Installation

### Notes and Limitations

Before running a silent installation, consider the following issues:

- ▶ When running an installation in silent mode, no messages are displayed. Instead, you can view installation information in the log file, including information on whether the installation was successful. The installation log file can be found under the `%tmp%\HP` directory for Windows platforms. The log file can also be found under the home directory (`~`) of the user installing Quality Center for Solaris, Linux, AIX, and HP-UX platforms.
- ▶ The parameter `-silent` should appear only once, either in the response file or in the command line. If it appears in both the response file and the command line, the installation does not run. No error message displays.
- ▶ To troubleshoot installation issues, you can generate a log file for the launcher by adding the following command line to the launcher:

```
-is:log <path of output log>
```

For example:

```
-is:log c:\temp\launcher.log
```

This log file provides additional information not otherwise displayed, such as errors that may occur when launching the installation.

## Running a Silent Installation

You run a silent installation using a response file. You can create a response file using a response file template or by recording installation values during an installation.

### To run a silent installation:

- 1** Uninstall any previous installations of Quality Center from the server machine.
- 2** You can create a response file using a response file template or by recording installation values during an installation.
  - ▶ To create a response file template, and then modify it to meet your installation needs, run the appropriate **setup** file for your platform from the command line, with the following option: `–options-template <response file full path>`. For example, on Windows, run the command line: `setup.exe –options-template <response file full path>`
  - ▶ To create a response file by recording installation values during an installation, run the appropriate **setup** file for your platform from the command line, with the following option: `–options-record <response file full path>`. For example, on Windows, run the command line: `setup.exe –options-record <response file full path>`
- 3** To run a silent installation using a response file, run the appropriate **setup** file for your platform from the command line, with the following option: `–silent –options <response file full path>`. For example, on Windows, run the command line: `setup.exe –silent –options <response file full path>`

# 3

---

## Installing Quality Center Starter Edition

This chapter describes how to install Quality Center Starter Edition.

**This chapter includes:**

- ▶ About Installing Quality Center Starter Edition on page 87
- ▶ Installing Quality Center Starter Edition on page 88

### About Installing Quality Center Starter Edition

During the installation process, the following components are installed: JBoss application server, JBoss web server, and Microsoft SQL 2005 Express. If Microsoft SQL 2005 is already installed on the server machine, you can use the existing installation, by providing the database administrator name and password.

During the installation process, the following Quality Center components are also installed:

- ▶ **Quality Center Demo Project.** This helps you get started with Quality Center. You use the demo project when you work with the HP Quality Center Tutorial.

---

**Important:** It is recommended that you import the Quality Center Demo Project available with Quality Center 10.00 Patch 1 (or above). Importing this project enables you to run all lessons in the *HP Quality Center Tutorial*. For more information, see "Quality Center Demo Project and Mercury Tours" on page 34.

---

- ▶ **Mercury Tours.** This is a sample Web-based travel reservation application that you use when you work with the HP Quality Center Tutorial.

## Installing Quality Center Starter Edition

This section describes how to install Quality Center Starter Edition.

Before installing Quality Center, consider the following:

- ▶ Verify that you meet the installation specifications in the "Quality Center Server-Side Prerequisites" on page 28.
- ▶ If you are upgrading your projects and existing database schemas to Quality Center 10.00, see "Upgrading Projects and Database Schemas" on page 50.
- ▶ If you encounter problems during the Quality Center installation process, see Appendix A, "Troubleshooting Quality Center Installation," for troubleshooting suggestions.

### To install Quality Center Starter Edition:

- 1** If you have been working with a previous version of Quality Center, back up your existing projects before installing the new version. For more information, refer to the *HP Quality Center Administrator Guide*.
- 2** Log in to the Quality Center server machine with the appropriate permissions. For a list of required permissions, see "Permissions Required to Install Quality Center" on page 29.
- 3** If Quality Center is installed on the machine, uninstall it. For more information, see Chapter 12, "Uninstalling Quality Center."
- 4** Insert the HP Quality Center 10.00 Software installation DVD into the DVD drive and run the Starter Edition **setup.exe** file.

The Quality Center Starter Edition installation wizard launches.

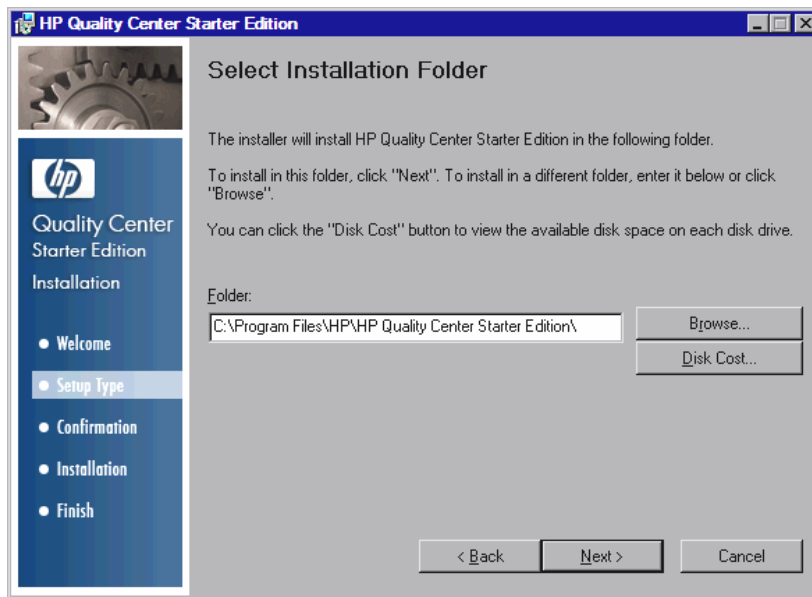
- 5** The Welcome dialog box opens. Click **Next**.
- 6** The License Agreement dialog box opens.

Read the license agreement. To accept the terms of the license agreement, select **I agree**. Click **Next**.



**7** The Customer Information dialog box opens. Type your **Name** and **Organization**. Click **Next**.

**8** The Select Installation Folder dialog box opens.



Specify the location in which you want to install Quality Center. To browse possible locations, click the **Browse** button, select a location, and click **OK**.

For more information on the required installation directory permissions, see "Permissions Required to Install Quality Center" on page 29.

Click **Next**.

**9** The Confirm Installation dialog box opens.

To review or change any settings, click **Back**.

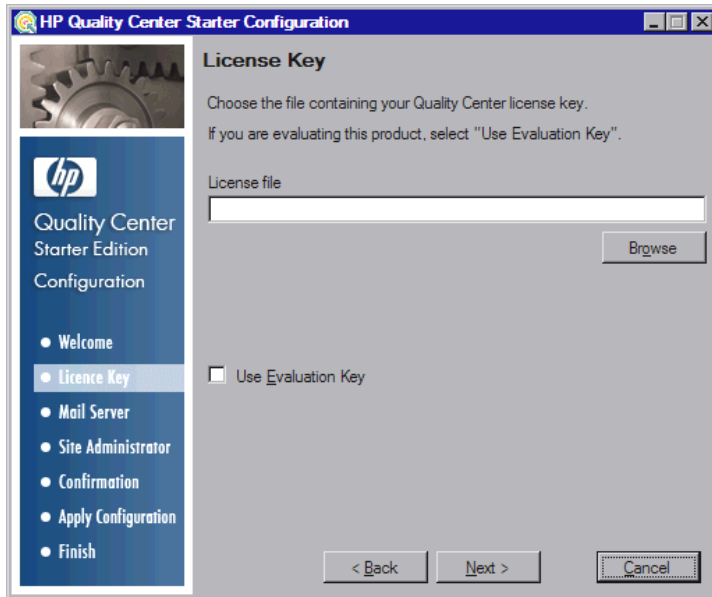
To accept the settings and start the installation process, click **Next**. The Quality Center files are installed on the server machine.

When the installation process completes, the Installation Complete dialog box opens. Click **Finish**.

The Quality Center Starter Edition configuration wizard launches.

**10** The Welcome dialog box opens. Click **Next**.

11 The License Key dialog box opens.

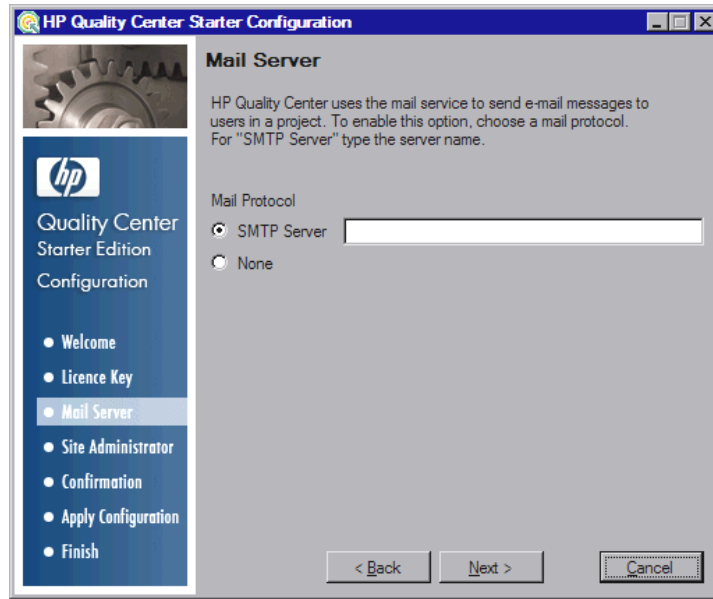


Select one of the following options:

- Under **License file**, select the Quality Center license file path.
- If you do not have a license file, select **Use Evaluation Key** for a 30-day trial version of Quality Center Starter Edition.

Click **Next**.

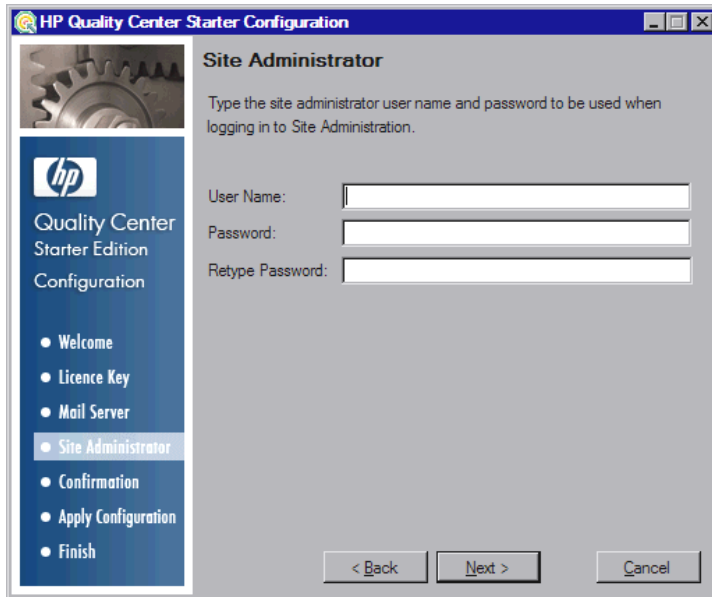
**12** The Mail Server dialog box opens.



To enable Quality Center to send emails to users in a Quality Center project, under **SMTP Server**, type the mail server name.

Click **Next**.

**13** The Site Administrator dialog box opens.



You use the site administrator name and password to log in to Quality Center Site Administration for the first time. After installation, you can change the site administrator or add other site administrators from Site Administration.

Type a site administrator **User name** and **Password**, and retype the password to confirm.

---

**Note:** It is important that you remember the site administrator user name and password as otherwise you cannot log in to Site Administration.

---

**14** The Confirmation dialog box opens.

To review or change any settings, click **Back**.

To accept the settings and start the installation process, click **Next**. The configuration process starts.

- 15** If Microsoft SQL Server Express is already installed on the machine, you are prompted to enter the administrator name and password.
- 16** When the installation process completes, the Installation Complete dialog box opens. Click **Finish**.
- 17** If you are prompted to restart your computer, you can choose to restart your computer at a later time, but you must restart your computer before you configure or use Quality Center. It is strongly recommended that you restart your computer as soon as possible. You must also restart your computer before you install any Quality Center related files, such as integration add-ins.

---

**Note:** To work with Quality Center, you may need to disable conflicting applications that are running on the Quality Center server machine. For a list of these applications, see HP Software Self-solve knowledge base article KM176429 (<http://h20230.www2.hp.com/selfsolve/document/KM176429>).

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# 4

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## Manually Deploying Quality Center on WebLogic

To work with Quality Center on a WebLogic application server, you must manually deploy Quality Center after installation. You also need to manually undeploy and redeploy Quality Center when installing patches or updating Quality Center files.

---

### Notes:

- ▶ You can change the WebLogic user name without having to reinstall Quality Center. For more information, see HP Software Self-solve knowledge base article KM195708 (<http://h20230.www2.hp.com/selfsolve/document/KM195708>).
  - ▶ When Quality Center is deployed on a WebLogic application server, a **ClassNotFoundException** Java exception might occur when one of the internal Java classes is not found. For more information, see HP Software Self-solve knowledge base article KM524610 (<http://h20230.www2.hp.com/selfsolve/document/KM524610>).
- 

### This chapter includes:

- ▶ Manually Deploying Quality Center on WebLogic on page 96
- ▶ Manually Undeploying Quality Center on WebLogic on page 97

## Manually Deploying Quality Center on WebLogic

You must manually deploy Quality Center on the WebLogic application server.

---

**Note:** When restarting the Quality Center application on WebLogic, you should restart the WebLogic domain on which Quality Center is deployed, rather than restarting the Quality Center application in the WebLogic console.

---

### To manually deploy Quality Center on WebLogic:

- 1** Navigate to the Quality Center home directory, and open the `\application` folder. By default, the home directory is `C:\Program Files\HP\Quality Center` on Windows, and `/opt/HP/QualityCenter` on Solaris, Linux, AIX, and HP-UX.
- 2** Copy the `mtours1.war` and `qcbn.war` files to the `<WebLogic home>/server` or `<WebLogic domain home>/servers` directory.

---

**Note:** The `mtours1.war` file is only available if you installed Mercury Tours.

---

- 3** Rename `mtours1.war` as `mtours.war`.
- 4** Start **Admin Server** on the WebLogic domain.
- 5** Log in to the WebLogic Server Administration Console. The default address is `http://<WebLogic server machine name>:7001/console`. Perform the following steps:
  - a** Click **Lock & Edit**.
  - b** In the left pane of the console, click the **Deployments** node.
  - c** In the right pane, click **Install**.
  - d** In the Install Application Assistant, click **Location: <WebLogic machine name>**.



- e** Navigate to the <WebLogic home>/server or <WebLogic domain home>/servers directory, and select the **qcbn.war** file.
  - f** Click **Next**.
  - g** Choose **Install this deployment as an application**, and click **Next**.
  - h** In the **Optional Settings** page, make sure that the name of the deployment is **qcbn**, and click **Next**.
  - i** Click **Finish**.
  - j** Click **Activate Changes**.
  - k** Click the **Deployments** node.
  - l** Select the **qcbn** Web Application, and choose **Start > Servicing all requests**.
  - m** Repeat to deploy **mtours.war**.
- 6** When the deployment process completes, start Quality Center. For more information, see “Starting Quality Center.”

## Manually Undeploying Quality Center on WebLogic

If you install a patch or update the **qcbn.war** file, you need to undeploy and redeploy the war file for the changes to take effect in Quality Center.

**To manually undeploy Quality Center on WebLogic:**

- 1** Log in to the WebLogic Server Administration Console. The default address is **http://<WebLogic server machine name>:7001/console**. Perform the following steps:
  - a** Click **Lock & Edit**.
  - b** In the left pane of the console, click the **Deployments** node.
  - c** Select the **qcbn** Web Application, and click **Stop**.
  - d** Select the **qcbn** Web Application, and click **Delete**.
  - e** Click **Yes** to confirm.
  - f** Click **Activate Changes**.

- g** Repeat to undeploy **mtours.war**.
- 2** Delete the war files from the **<WebLogic home>/server** or **<WebLogic domain home>/servers** directory.

---

**Important:** Do not delete the subdirectories under the **\application** directory. These subdirectories are required for Quality Center patches and extensions.

---

# 5

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## Manually Deploying Quality Center on WebSphere

To work with Quality Center on a WebSphere application server, you must manually deploy Quality Center after installation. You also need to manually undeploy and redeploy Quality Center when installing patches or updating Quality Center files.

**This chapter includes:**

- ▶ Manually Deploying Quality Center on WebSphere on page 99
- ▶ Manually Undeploying Quality Center on WebSphere on page 100

### Manually Deploying Quality Center on WebSphere

You must manually deploy Quality Center on the WebSphere application server.

---

**Note:** Verify the default maximum upload file size on the WebSphere application server. If the **qcbn.war** file size is larger than the default file size, you must increase the default maximum upload file size accordingly.

---

**To manually deploy Quality Center on WebSphere:**

- 1** Rename **mtours1.war** as **mtours.war**.
- 2** Start the WebSphere application server.
- 3** Launch the WebSphere Administrative Console and perform the following steps to deploy the Quality Center **qcbn.war** and **mtours.war** files:
  - a** In the Administrative Console, choose **Applications > Install New Application**.
  - b** Enter the remote file system path of the **qcbn.war** file, that was created during the installation of Quality Center. For example:  
C:\Program Files\HP\Quality Center\application\qcbn.war
  - c** Type **qcbn** as the context root of the Web module, and click **Next**.
  - d** On the subsequent screens, choose the default options, and click **Next** until you get to the last screen. Click **Finish**.
  - e** After deployment has finished, click **Save**.
  - f** Repeat to deploy **mtours.war**.

---

**Note:** The **mtours1.war** file is only available if you installed Mercury Tours.

---

- 4** Start the deployed **qcbn\_war** application from **Applications > Enterprise Applications**.
- 5** When the deployment process completes, start Quality Center. For more information, see “Starting Quality Center” on page 112.

## Manually Undeploying Quality Center on WebSphere

If you install a patch or update the **qcbn.war** file, you need to undeploy and redeploy the war file for the changes to take effect in Quality Center.

**To manually undeploy Quality Center on WebSphere:**

- 1** Start the WebSphere application server.
- 2** Launch the WebSphere Administrative Console and perform the following steps to undeploy the war files:
  - a** In the Administrative Console, choose **Applications > Enterprise Application**.
  - b** Select **qcbn.war** and click **Stop**.
  - c** Select **qcbn.war** and click **Uninstall**.



# 6

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## Manually Integrating JBoss with Apache

To use Quality Center with an Apache Web server, you need to manually configure the Apache Web server to redirect requests to the JBoss application server.

### **This chapter includes:**

- ▶ About Manually Integrating JBoss with Apache on page 103
- ▶ Integrating JBoss with Apache on Windows on page 104
- ▶ Integrating JBoss with Apache on Other Platforms on page 105
- ▶ Apache-JBoss Integration Configuration Files on page 106

### **About Manually Integrating JBoss with Apache**

When you install Quality Center, it does not automatically configure Apache to redirect requests to the JBoss application server. You must perform this configuration manually. The Quality Center installation DVD contains all the required files to enable you to configure the Apache-JBoss integration on Windows, Solaris, Linux, AIX, and HP-UX platforms.

All requests handled by the Apache Web server are redirected to a Tomcat server (which is a Servlet container delivered with JBoss). The communication between Apache and JBoss is implemented by using the AJP13 protocol, using an appropriate connector (called **mod\_jk**).

## Integrating JBoss with Apache on Windows

You must manually integrate JBoss on the Apache Web server for Windows.

**To integrate JBoss with Apache:**

- 1** Install Quality Center with JBoss as the application server and Web server.
- 2** Install the Apache Web server.
- 3** Navigate to the **<Apache Home directory>\conf** directory.
- 4** Navigate to **ApacheIntegration\windows**, located on the Quality Center DVD. The **qc\_integration** folder is displayed.
- 5** Copy the **qc\_integration** folder and its contents to the **<Apache Home directory>\conf** directory.
- 6** Download **mod\_jk.so** module compatible with your Apache Web server's version from <http://tomcat.apache.org/download-connectors.cgi>, and copy it to the **<Apache Home directory>\conf\qc\_integration** directory.
- 7** Rename the **mod\_jk** module as **mod\_jk.so**. For example, if you downloaded **mod\_jk-1.2.27-httpd-2.2.10.so**, rename it as **mod\_jk.so**.
- 8** Add the following lines to the **httpd.conf** file in the **<Apache Home directory>\conf** directory:

```
#Quality Center integration:This includes points to the Jboss-Apache #configuration file
(for Quality Center)
#Load mod_jk module
LoadModule jk_module conf\qc_integration\mod_jk.so
Include conf\qc_integration\mod_jk.conf
```

- 9** Restart the Apache Web server.

You can now connect to your Quality Center site using the following URL:  
[http://<Quality Center server name>\[:<port number>\]/qcbn](http://<Quality Center server name>[:<port number>]/qcbn).

For more details regarding the Apache-Jboss integration configuration files, see “Apache-JBoss Integration Configuration Files” below.



## Integrating JBoss with Apache on Other Platforms

You must manually integrate JBoss on the Apache Web server for Linux, Solaris, AIX or HP-UX.

**To integrate JBoss with Apache on Linux, Solaris, AIX or HP-UX:**

- 1** Install Quality Center with JBoss as the application server and Web server.
- 2** Install the Apache Web server.
- 3** Navigate to the <Apache Home directory>/conf directory.
- 4** Navigate to **ApacheIntegration/linux-solaris-aix-hpux**, located on the Quality Center DVD. The **qc\_integration** folder is displayed.
- 5** Copy the **qc\_integration** folder and its contents to the <Apache Home directory>/conf directory.
- 6** Download **mod\_jk.so** module compatible with your Apache Web server's version from <http://tomcat.apache.org/download-connectors.cgi>, and copy it to the <Apache Home directory>/conf/qc\_integration directory.
- 7** Rename the **mod\_jk** module as **mod\_jk.so**. For example, if you downloaded **mod\_jk-1.2.27-httpd-2.2.10.so**, rename it as **mod\_jk.so**.
- 8** Add the following lines to the **httpd.conf** file in the <Apache Home directory>/conf directory:

```
#Quality Center integration:This includes points to the Jboss-Apache
#configuration file (for Quality Center)
#Load mod_jk module
LoadModule jk_module conf/qc_integration/mod_jk.so
Include conf/qc_integration/mod_jk.conf
```

- 9** Restart the Apache Web server.

You can now connect to your Quality Center site using the following URL:  
[http://<Quality Center server name>\[:port number\]/qcbn](http://<Quality Center server name>[:port number]/qcbn).

For more details regarding the Apache-Jboss integration configuration files, see “Apache-JBoss Integration Configuration Files” below.

## Apache-JBoss Integration Configuration Files

The following files are related to the Apache-JBoss integration:

- ▶ **mod\_jk.so.** This file is the connector between the Apache Web server and the Tomcat component delivered with JBoss.
- ▶ **httpd.conf.** This is the configuration file for the Apache Web server.

After integrating JBoss with Apache, the following lines can be found in the file:

On Windows:

```
LoadModule jk_module conf\qc_integration\mod_jk.so
Include conf\qc_integration\mod_jk.conf
```

On Linux, Solaris, AIX, or HP-UX:

```
LoadModule jk_module conf/qc_integration/mod_jk.so
Include conf/qc_integration/mod_jk.conf
```

- ▶ **workers.properties.** This file defines a Tomcat instance that waits to execute requests on behalf of a Web server (in this case Apache).

The content of the file defines a worker (an instance of Tomcat) that handles Quality Center requests (in this case the worker name is `jboss0_ajp13_qc`.)

```
# Defining a worker named jboss0_ajp13_qc and of type ajp13
# Note that the name and the type do not have to match.
worker.list=jboss0_ajp13_qc
worker.jboss0_ajp13_qc.port=8009
worker.jboss0_ajp13_qc.type=ajp13
worker.jboss0_ajp13_qc.host=localhost
worker.jboss0_ajp13_qc.lbfactor=50
worker.jboss0_ajp13_qc.cachesize=10
worker.jboss0_ajp13_qc.cache_timeout=600
worker.jboss0_ajp13_qc.socket_keepalive=1
worker.jboss0_ajp13_qc.socket_timeout=300
```

- **mod\_jk.conf.** This is a configuration file containing information describing which requests are redirected from Apache to the Tomcat instance. It also contains the path to the **workers.properties** file and general configuration issues.

On Windows:

```
# Where to find workers.properties
# Update this path to match your conf directory location (put workers.properties
next to httpd.conf)
JkWorkersFile conf\qc_integration\workers.properties
# Where to put jk logs
# Update this path to match your logs directory location (put mod_jk.log next to
access_log)
JkLogFile conf\qc_integration\log\mod_jk.log
# Set the jk log level [debug/error/info]
JkLogLevel info
# Select the log format
JkLogStampFormat "[%a %b %d %H:%M:%S %Y] "
# JkOptions indicate to send SSL KEY SIZE,
JkOptions +ForwardKeySize +ForwardURICompat -ForwardDirectories
#Order to flush response output stream whenever flushed in tomcat
JkOptions +FlushPackets
# JkRequestLogFormat set the request format
# JkRequestLogFormat "%w %V %T"
# Send everything for context /examples to worker named worker1 (ajp13)
JkMount /memory jboss0_ajp13_qc
JkMount /memory/* jboss0_ajp13_qc
JkMount /jk jboss0_ajp13_qc
JkMount /jk/* jboss0_ajp13_qc
JkMount /qcbn jboss0_ajp13_qc
JkMount /qcbn/* jboss0_ajp13_qc
```

On Linux, Solaris, AIX, or HP-UX:

```
# Where to find workers.properties
# Update this path to match your conf directory location (put workers.properties
next to httpd.conf)
JkWorkersFile conf/qc_integration/workers.properties
# Where to put jk logs
# Update this path to match your logs directory location (put mod_jk.log next to
access_log)
JkLogFile conf/qc_integration/log/mod_jk.log
# Set the jk log level [debug/error/info]
JkLogLevel info
# Select the log format
JkLogStampFormat "[%a %b %d %H:%M:%S %Y] "
# JkOptions indicate to send SSL KEY SIZE,
JkOptions +ForwardKeySize +ForwardURICompat -ForwardDirectories
#Order to flush response output stream whenever flushed in tomcat
JkOptions +FlushPackets
# JkRequestLogFormat set the request format
# JkRequestLogFormat "%w %V %T"
# Send everything for context /examples to worker named worker1 (ajp13)
JkMount /memory jboss0_ajp13_qc
JkMount /memory/* jboss0_ajp13_qc
JkMount /jk jboss0_ajp13_qc
JkMount /jk/* jboss0_ajp13_qc
JkMount /qcbn jboss0_ajp13_qc
JkMount /qcbn/* jboss0_ajp13_qc
```

# 7

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## Getting Started

This chapter introduces Quality Center options and resources. It also explains how to start Quality Center.

**This chapter includes:**

- ▶ Browsing the Quality Center Program Folder on page 109
- ▶ Starting and Stopping Quality Center Services on page 110
- ▶ Starting Quality Center on page 112

### Browsing the Quality Center Program Folder

In Windows, after the Quality Center setup process is complete, the following items are added to your HP Quality Center program folder (**Start > Programs > HP Quality Center**):

Option	Description
<b>Documentation Library</b>	Opens an online help system that provides access to Quality Center guides and references that are available online, in PDF format, or both.
<b>HP Quality Center</b>	Opens the Quality Center application. For more information, refer to the <i>HP Quality Center User Guide</i> .
<b>Mercury Tours Demo</b>	Opens a sample flight reservation Web application. This Web application is used as a basis for the Quality Center Tutorial. For more information, refer to the <i>HP Quality Center Tutorial</i> . <b>Note:</b> This application is only available if you selected it during the Quality Center installation.

Option	Description
Readme	Opens the Quality Center Readme, which provides the latest news and information about Quality Center.
Site Administration	Opens the Site Administration application. For more information, refer to the <i>HP Quality Center Administrator Guide</i> .

---

**Note:** If you are using an application server other than JBoss, only HP Quality Center and Mercury Tours Demo are available in the program folder.

---

## Starting and Stopping Quality Center Services

This section describes how to start or stop Quality Center services from Windows, Linux, Solaris, AIX, and HP-UX.

### To start or stop Quality Center services from Windows:



In the system tray, right-click the Quality Center icon and choose **Start Quality Center** or **Stop Quality Center**.

---

**Tip:** If you are working with JBoss, you can also start and stop Quality Center from the **HP Quality Center** service in the Services manager.

---

**To start or stop Quality Center services from Linux, Solaris, AIX, or HP-UX:**

- ▶ If you are working with JBoss, run the following commands:

<b>To start:</b>	<QC installation directory>/jboss/bin/run.sh start
<b>To stop:</b>	Use one of the following options: <ul style="list-style-type: none"> <li>▶ &lt;QC installation directory&gt;/jboss/bin/run.sh stop (or Ctrl-C in console)</li> <li>▶ kill &lt;jboss process ID&gt;</li> </ul>

- ▶ If you are working with WebLogic, run the following commands:

<b>To start:</b>	<WebLogic installation directory>/user_projects/domains/ <QC domain name>/startWeblogic.sh
<b>To stop:</b>	Use one of the following options: <ul style="list-style-type: none"> <li>▶ &lt;WebLogic installation directory&gt;/user_projects/domains/ &lt;QC domain name&gt;/stopWeblogic.sh</li> <li>▶ kill &lt;weblogic process ID&gt;</li> </ul>

- ▶ If you are working with WebSphere, run the following commands:

<b>To start:</b>	<WebSphere installation directory>/WebSphere/AppServer/bin/startServer.sh <WebSphere server name>
<b>To stop:</b>	<WebSphere installation directory>/WebSphere/AppServer/bin/stopServer.sh <WebSphere server name>

## Starting Quality Center

You launch Quality Center on your workstation from your Web browser.

---

**Note:** Multiple instances of Quality Center using the same browser process are not supported. To open another instance of Quality Center, you must launch a new browser process.

---

### To start Quality Center:

- 1 Open your Web browser and type your Quality Center URL  
`http://<Quality Center server name>[:port number]/qcbn.`

The Quality Center Options window opens.





The Quality Center Options window contains the following links:

Option	Description
<b>Quality Center</b>	Opens the Quality Center application. For more information, refer to the <i>HP Quality Center User Guide</i> .
<b>Site Administration</b>	Opens the Site Administration application. For more information, refer to the <i>HP Quality Center Administrator Guide</i> .
<b>Add-ins Page</b>	Opens the Quality Center Add-ins page. For more information, see “Installing Quality Center Add-ins” on page 117.
<b>Readme</b>	Opens the Quality Center Readme, which provides the latest news and information about Quality Center.

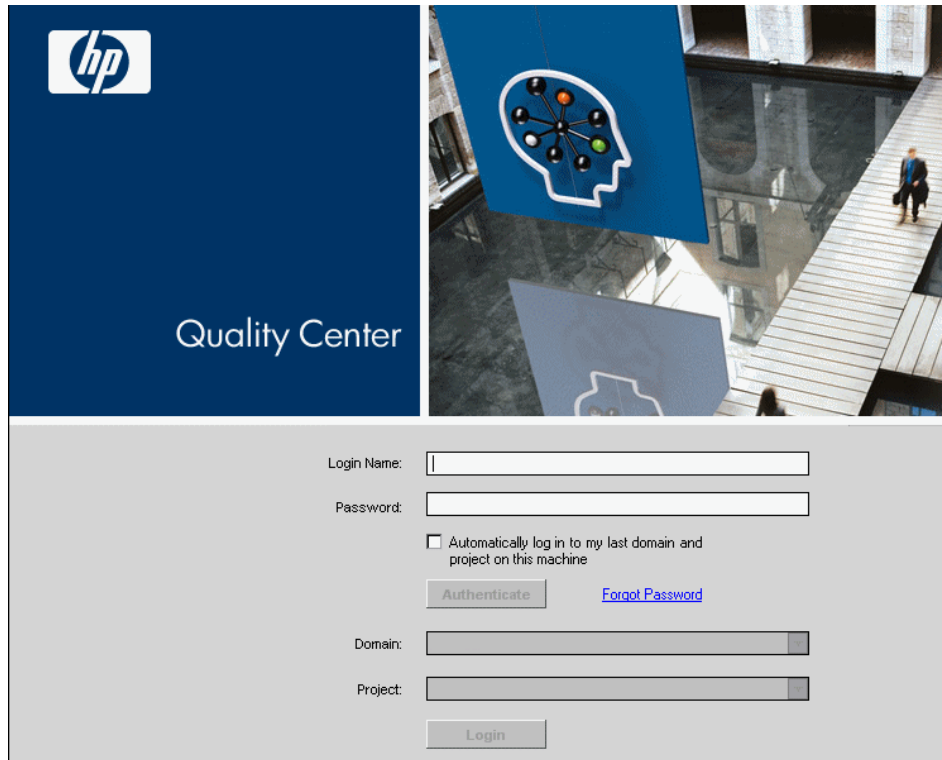
- 2 Click the **Quality Center** link. Each time Quality Center is run, it carries out a version check. If it detects a newer version, it downloads the necessary files to your machine.

---

**Notes:**

- ▶ Quality Center prompts you to install Microsoft .NET Framework 2.0 if it is not already installed on your machine. To perform the installation, follow the instructions in the Software Update Installation Wizard (if Windows Installer 3.1 is not installed) and in the Microsoft .NET Framework 2.0 Setup.
  - ▶ If ArgsEditor.dll fails to register during the Quality Center download, you must reinstall Visual C++ 2005 Redistributable. For more information, see HP Software Self-solve knowledge base article KM523641 (<http://h20230.www2.hp.com/selfsolve/document/KM523641>).
-

After the Quality Center version has been checked and files have been updated as necessary, the Quality Center Login window opens.



The screenshot displays the Quality Center login interface. At the top left, the HP logo is visible above the text 'Quality Center'. To the right, a blue banner features a white outline of a head containing a network diagram of interconnected nodes. Below this, the login form includes the following elements:

- Login Name:** A text input field.
- Password:** A text input field.
- Automatically log in to my last domain and project on this machine
- Authenticate:** A button.
- [Forgot Password](#): A blue link.
- Domain:** A text input field.
- Project:** A text input field.
- Login:** A button.

- 3** In the **Login Name** box, type your user name.
- 4** In the **Password** box, type the password.
- 5** Select the **Automatically log in to my last domain and project on this machine** check box if you want Quality Center to automatically log in to the last project in which you were working.
- 6** Click **Authenticate**. Quality Center verifies your user name and password and determines which domains and projects you can access. If you specified automatic login, Quality Center opens.

If authentication fails, check your user name and password are correct and try again.

- 7** In the **Domain** list, select a domain. By default, the last domain in which you were working is displayed.
- 8** In the **Project** list, select a project. By default, the last project in which you were working is displayed.

If the demonstration project was installed on the Quality Center server, you can select the **QualityCenter\_Demo** project (make sure that you select **DEFAULT** in the **Domain** list). This project helps introduce you to Quality Center modules. For more information, refer to the *HP Quality Center Tutorial*.

- 9** Click **Login**. Quality Center opens and displays the module in which you last worked during your previous session.



# 8

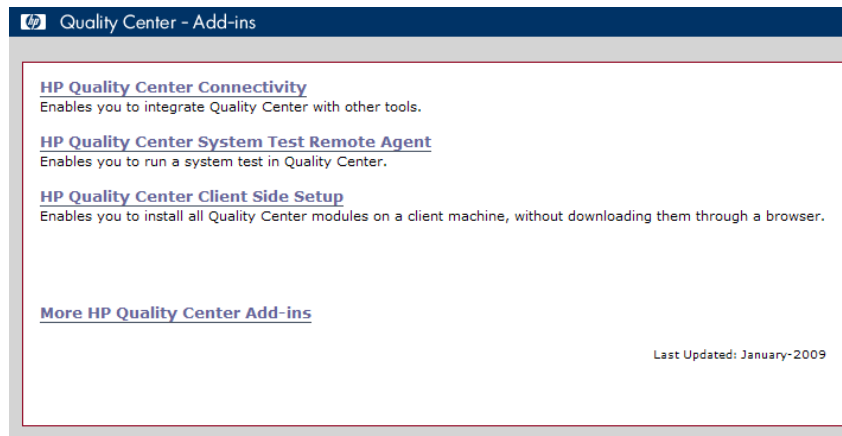
## Installing Quality Center Add-ins

Quality Center offers integration and synchronization solutions with HP and third-party tools. To integrate Quality Center with other tools, you may need to install appropriate add-ins from the Quality Center Add-ins page.

**Note:** If you are integrating Quality Center with another tool, you can verify that you are using a supported version. On the Add-ins page, click the **More Quality Center Add-ins** link, and choose the appropriate Quality Center integrations matrix.

**To install a Quality Center add-in:**

- 1 Click **Add-ins Page** in the Quality Center Options window or choose **Help > Add-ins Page** in the Quality Center main window. The Quality Center Add-ins page opens.



The following Quality Center add-ins are available:

- ▶ **HP Quality Center Connectivity.** Enables you to integrate Quality Center with other tools.
  - ▶ **HP Quality Center System Test Remote Agent.** Enables you to run a system test on a machine. You can run a system test to retrieve a machine's system information, view a captured desktop image of a test run on a machine, or restart a machine.
  - ▶ **HP Quality Center Client Side Setup.** Enables you to install all Quality Center modules on a client machine, without downloading them through a browser.
  - ▶ **More HP Quality Center Add-ins.** Enables you to install additional add-ins. This page is continuously updated by HP. The add-ins include integration and synchronization solutions with HP and third-party tools.
- 2** Click an add-in link. A page with additional information about the add-in opens. If you click the More Quality Center Add-ins link, the More Quality Center Add-ins page opens, enabling you to select additional add-ins.
  - 3** Click the add-in guide link (where applicable) for instructions on using the add-in.
  - 4** Click the **Download Add-in** link to download and install the add-in. Follow the instructions on your screen.

# 9

---

## Verifying the IIS Configuration

If you encounter a problem in the Internet Information Server (IIS) component after you install Quality Center on Windows, check the IIS configuration settings.

**This chapter includes:**

- IIS Account Settings on page 119
- Quality Center Virtual Directory Settings on page 121

### IIS Account Settings

The Quality Center installation creates the IUSR\_<COMPUTER NAME> account. IIS uses this account to redirect users from IIS to Quality Center when they open Quality Center.

**To check the IIS account:**

- 1** From the **Start** menu, choose **Control Panel > Administrative Tools > Internet Information Services (IIS) Manager**. The Internet Information Services (IIS) Manager window opens.
- 2** Expand the tree in the left pane, if needed, and select the directory in which your Quality Center virtual directory is located. This is the IIS Web site that was selected during the Quality Center installation (for example, **Default Web Site**). For more information, see Chapter 2, “Installing Quality Center.”
- 3** Right-click the Quality Center virtual directory (by default, **quality\_center**) and choose **Properties**. The **quality\_center Properties** dialog box opens.
- 4** Click the **Directory Security** tab.

- 5 In the Anonymous Access and Authentication Control section, click the **Edit** button. The Authentication Methods dialog box opens.

The Authentication Methods dialog box contains four methods for setting up the user account used by IIS to authenticate user access: anonymous access, integrated Windows authentication, basic authentication, and .Net Passport authentication.

► **Anonymous Access Authentication.**

If **Enable Anonymous access** is selected, when a user logs on to <Quality Center server>/qcbn, IIS redirects the connection from IIS to Quality Center.

To check or change this account, click the Anonymous Access **Edit** button. The user account for IIS anonymous access is IUSR\_<COMPUTER NAME>.

► **Integrated Windows Authentication.**

The Integrated Windows Authentication method is best suited for an intranet environment. IIS uses the current Windows user information on the client machine to authenticate the user according to the Windows domain.

► **Basic Authentication.**

If **Basic authentication** is selected, when a user logs on to <Quality Center server>/qcbn, IIS authenticates the user according to the Windows domain.

To check the Windows domain for basic authentication, select the **Basic authentication** check box and click **Yes** to confirm. Then, click the Basic Authentication **Edit** button. The Basic Authentication Domain dialog box opens. If a domain is defined in the **Domain Name** box, the client can access IIS with any user account from that domain. If no domain is defined, the local domain is used, and the client can access IIS with any local user account.

When basic authentication is selected, the Web browser transmits user accounts across the network in an unencrypted form.



➤ **.Net Passport Authentication.**

When **.NET Passport authentication** is selected, requests coming into IIS must contain .NET Passport credentials either on the query string or within a cookie.

## Quality Center Virtual Directory Settings

Verify that the default virtual directory (by default, **quality\_center**) is configured properly.

**To check the configuration for the Quality Center virtual folders:**

- 1** From the **Start** menu, choose **Programs > Administrative Tools > Internet Information Services (IIS) Manager**. The Internet Information Services (IIS) Manager window opens.
- 2** Expand the tree in the left pane, if needed, and select the directory in which your Quality Center virtual directory is located. This is the IIS Web site that was selected during the Quality Center installation (for example, **Default Web Site**). For more information, see Chapter 2, “Installing Quality Center.”
- 3** Right-click the Quality Center virtual directory (by default, **quality\_center**) and choose **Properties**. The **quality\_center** Properties dialog box opens. In the **Virtual Directory** tab, verify that the following options are set:
  - **Read** is selected.
  - **Script source access**, **Write**, and **Directory browsing** are cleared.
  - The **Application name** box is enabled and the **Remove** button is visible.
  - **Scripts and Executables** is selected in the **Execute Permissions** list.
  - **DefaultAppPool** is selected in the **Application Protection** list.
- 4** Click **OK** to close the **quality\_center** Properties dialog box.



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---

## Customizing Quality Center

You can customize the names of the Quality Center modules, and the Tools and Help menus, by modifying the **QCClient.UI.Ax.dll.config** file on your Quality Center server machine.

**To customize Quality Center:**

- 1** On your server machine, extract the **QCClient.UI.Ax.dll.config** file from **Client.cab**. This file is located:
  - ▶ **JBoss:** In the `[Install Dir]\[Server]\server\default\deploy\20qcbin.war` file, (after extracting the war file, the **Client.cab** file is located under the `\Install` directory).
  - ▶ **Other deployments:** Initially in the **application** directory. From this directory, you can move the file to an alternative location.
- 2** Open the **QCClient.UI.Ax.dll.config** file (this is in **.xml** format).
- 3** To delete Quality Center modules or rearrange their order, locate the `<Modules>` section of the file, and delete or move the selected module section as required.

---

**Note:** To customize a module name, add the **REPLACE\_TITLE** parameter in the **Site Configuration** tab in Site Administration. For more information, refer to the *HP Quality Center Administrator Guide*.

---

- 4 You can change or delete the Document Generator item in the Tools menu. This is defined in the Tools section of the file. In the same section, you can also add new items to the Tools menu.

The following is the syntax of an entry in the Tools line:

```
<TDFrame
  Tools="<Tool_Name>,{<Tool_ID>}"
  Workflow="{<Workflow_ID>}"
  Parameters="<parameters>"
/>
```

- 5 To change, delete, or rearrange the list of items in the Help menu, change the default names, IDs, and URLs listed in the OnlineHelpItem line. The following is the syntax of an entry in the OnlineHelpItem line:

```
<OnlineHelpItem
  ID="<Help_ID>"
  Name="<Help_Name>"
  Url="<Help_URL>"
```

To create a separator line between two items in the Help menu, use the following syntax:

```
<OnlineHelpItem
  ID="<Help_ID>"
  Name="<Help_Name>"
  Url="<Help_URL>"
  IsFirstInGroup="true" />
```

---

**Note:** The first two menu items in the Help menu, **Help on this page** and **Documentation Library**, and the last Help menu item, **About HP Quality Center Software**, cannot be moved or changed. They do not have corresponding entries in the **QCClient.UI.Ax.dll.config** file. The above step only affects the menu items between them.

---

- 6 Unzip the **Client.cab** file to a temporary folder named **Client** which must be under the temp folder. For example, C:\temp\Client.
- 7 Replace the **QCClient.UI.Ax.dll.config** file with the modified file.
- 8 Store the temporary folder on a logical drive, for example X, by running the following command:

```
subst [X]: <temp folder>
```

For example, subst X: C:\temp

- 9 Create a new **Client.cab** file with the command:

```
cabarc -r -p -P Client\ -s 6144 N <temp folder>\Client.cab X:\Client\*.*
```

---

**Note:** To use this command you must first download **cabsdk.exe** (the Cabinet Software Development Kit) from the Microsoft Download Center.

---

- 10 Add a class 3 digital signature to the new **Client.cab** file.

---

**Note:** The digital signature must be a signature of a trusted provider.

---

- 11 Replace the old cab file with the new file.
- 12 Rebuild the war file.
- 13 Redeploy the war file. During the redeployment you cannot use Quality Center.



# 11

---

## Changing the JBoss Heap Memory Size and Port

After installing Quality Center, you can update the heap memory value on the JBoss application server if there is a change in the number of active projects or concurrent user sessions in Quality Center. You can also change the JBoss default port number.

**This chapter includes:**

- ▶ Changing the JBoss Heap Memory Size on page 127
- ▶ Changing the JBoss Port Number on page 131

### Changing the JBoss Heap Memory Size

If you select JBoss as the application server during the Quality Center installation, you can specify the memory heap value that is used by the JBoss server, or accept the default value (1024-1536 MB).

After you install Quality Center, you may need to change the JBoss heap memory values. For example, you may want to increase the JBoss heap size if there is an increase in the number of active projects in Quality Center, or an increase in the number of concurrent user sessions.

---

**Note:** The maximum JBoss heap value cannot exceed your maximum memory (RAM) size.

---

This section includes the following topics:

- Changing the JBoss Heap Size on Windows
- Changing the JBoss Heap Size on Solaris, Linux, AIX, and HP-UX

## Changing the JBoss Heap Size on Windows

You can change the JBoss heap memory size on Windows server machines by uninstalling the Quality Center service, modifying the heap size in the **InstallJbossService.bat** file, and reinstalling the Quality Center service. You also need to modify the **run.bat** file to make sure that it is synchronized with the service.

### To change the JBoss heap memory size on Windows:

- 1** Verify that all users have logged out from Quality Center projects, and stop the Quality Center Service.
- 2** Open Command Prompt, and navigate to the `<QC_Installation_Path>\jboss\bin` folder. By default, the Quality Center installation path is `[drive]:\Program Files\HP\Quality Center`.
- 3** To uninstall the existing service, run the following command:

```
InstallJbossService.bat -uninstall
```

- 4** To change the heap size, perform the following:
  - a** Open the **InstallJbossService.bat** file, and modify the heap size parameter as required. For example, if the heap memory is currently from 128 MB - 1024 MB:

```
set JAVA_OPTS=%JAVA_OPTS% -Xms128m -Xmx1024m
```

you can increase the heap size from 128 MB - 1536 MB as follows:

```
set JAVA_OPTS=%JAVA_OPTS% -Xms128m -Xmx1536m
```

- b** Save and close the **InstallJbossService.bat** file.



**5** To reinstall the service with the modified heap size parameter, perform the following:

**a** Run the following command:

```
InstallJbossService.bat -install
```

**b** From the **Start** menu, choose **Control Panel > Administrative Tools > Services**, and verify that the service has been installed.

**c** Start the **HP Quality Center** service.

**d** Check that the specified heap size is shown as total memory. Open your Web browser, and type the following URL:

```
http://<Quality Center server name>:<port number>/qcbn/debug
```

---

**Note:** If you are working with cluster nodes, the Quality Center server name should be the node machine name, and you must perform the above steps on each node.

---

**6** To modify the **run.bat** file, perform the following:

**a** Navigate to the **<QC\_Installation\_Path>\jboss\bin** folder.

**b** In the **run.bat** file, change the heap size so that it is synchronized with the heap size changes you made in the **InstallJbossService.bat** file.

**c** Save and close the **run.bat** file.

## Changing the JBoss Heap Size on Solaris, Linux, AIX, and HP-UX

You can change the JBoss heap memory size on Solaris, Linux, AIX, and HP-UX server machines by modifying the `run.sh` file.

**To change the JBoss heap memory size on Solaris, Linux, AIX, and HP-UX:**

- 1** Navigate to the `$JBOSS_HOME/bin` directory.
- 2** To change the heap size, perform the following:
  - a** Open the `run.sh` file, and modify the heap size parameter as required. For example, if the heap memory is currently from 128 MB - 1024 MB:

```
set JAVA_OPTS=%JAVA_OPTS% -Xms128m -Xmx1024m
```

you can increase the heap size from 128 MB - 1536 MB as follows:

```
set JAVA_OPTS=%JAVA_OPTS% -Xms128m -Xmx1536m
```

- b** Save and close the `run.sh` file.
- 3** Verify that all users have logged out from Quality Center projects, and restart the Quality Center service by running:
  - a** `run.sh -stop`.
  - b** `run ps -ef | grep java` (to make sure that the JBoss server has stopped)
  - c** `run.sh -start`
- 4** Check that the specified heap size is shown as total memory. Open your Web browser, and type the following URL:

`http://<Quality Center server name>:<port number>/qcbn/debug`

---

**Note:** If you are working with cluster nodes, the Quality Center server name should be the node machine name, and you must perform the above steps on each node.

---

## Changing the JBoss Port Number

After you install Quality Center, you may need to change the port number on the JBoss application server if the port has been reserved or is already in use. The default port is 8080. You can change the port by updating the port number in the **server.xml** file.

If you are using JBoss as your application server and as your Web server, the port number is shared, so you only need to change the port number on the application server. If the IIS Web server is installed on your machine, you must also change the port number on the IIS Web server.

### To change the port number on the JBoss application server:

- 1** Change the port number in the **server.xml** file.
  - a** Navigate to `<QC_Installation_Path>\jboss\server\default\deploy\jbossweb-tomcat5.sar`, and open the **server.xml** file in a text editor.
  - b** Change the port number. For example, if `Connector port="8080"`, you can change it to `Connector port="8081"`.
- 2** Stop the JBoss application server. For more information on stopping and starting JBoss, see “Starting and Stopping Quality Center Services” on page 110.
- 3** Restart JBoss.
- 4** Log in to Quality Center using the new port number.

### To change the port number on the IIS Web server:

- 1** From the **Start** menu, choose **Programs > Administrative Tools > Internet Information Services (IIS) Manager**. The Internet Information Services (IIS) Manager window opens.
- 2** Expand the tree in the left pane, and stop the default Web site by right-clicking **Default Web Site**, and selecting **Stop**. The service is marked **(Stopped)**.
- 3** Right-click **Default Web Site** and select **Properties**.
- 4** Click the **Web Site** tab, change the port number in the **TCP Port** box, and click **OK**.

**5** To restart the default Web site, right-click **Default Web Site**, and select **Start**.

**6** When you open Quality Center, type the new port number in your Quality Center URL

`http://<Quality Center server name>:<port number>/qcbn`

For example, if you changed the port from 8080 to 8081 on server Lab1, type

`http://Lab1:8081/qcbn`

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---

## Uninstalling Quality Center

You can uninstall Quality Center from your server machine. When uninstalling Quality Center, projects are not deleted. You can also uninstall Quality Center components from a workstation that has been used to access Quality Center.

### **This chapter includes:**

- Uninstalling Quality Center from Windows on page 133
- Uninstalling Quality Center from Other Platforms on page 134
- Uninstalling Quality Center Components from a Workstation on page 134

### Uninstalling Quality Center from Windows

This section describes how to uninstall Quality Center from your Windows server machine.

#### **To uninstall Quality Center from Windows:**

- 1** Make sure that the application server is running.
- 2** To open the HP Quality Center Uninstall Wizard, you can:
  - Choose **Control Panel > Add/Remove Programs**, select **HP Quality Center**, and click the **Change/Remove** button. Follow the instructions on your screen.
  - Locate the Quality Center home directory ([drive]:\HP\Quality Center). In the **\_uninst** subdirectory, double-click **uninstall.exe**.
- 3** Click **Next**. Follow the instructions on your screen.

## Uninstalling Quality Center from Other Platforms

This section describes how to uninstall Quality Center from your Linux, Solaris, AIX, or HP-UX server machine.

---

**Note:** To uninstall Quality Center, use the same user that installed Quality Center.

---

**To uninstall Quality Center from Linux, Solaris, AIX, or HP-UX:**

- 1 Make sure that the application server is running.
- 2 Type the following command at the system prompt:

```
/[directory]/[Quality_Center_directory]/_uninst/uninstall.bin
```

The HP Quality Center Uninstall wizard opens.

- 3 Click **Next**. Follow the instructions on your screen.

## Uninstalling Quality Center Components from a Workstation

When you run Quality Center on your client computer, client components are downloaded to your workstation. You can use the client uninstall utility to remove all Quality Center client components, including files and registry keys. To download the utility, see HP Software Self-solve knowledge base article KM176290 (<http://h20230.www2.hp.com/selfsolve/document/KM176290>).

If the workstation is used to access Quality Center after the utility has been run, all necessary components are downloaded from the Quality Center server.

# A

---

## Troubleshooting Quality Center Installation

This chapter contains troubleshooting suggestions for issues relating to the Quality Center installation.

### **This chapter includes:**

- Disabling Validation Checks on page 135
- Checking the Installation Log Files on page 137
- Quality Center Installation Already Exists on page 137
- Database Validator Fails on page 138
- IIS Site Not Responding on page 139
- JBoss Does Not Start on page 140
- Parameters of a Previous Installation are Used on page 141

### **Disabling Validation Checks**

During installation, the Quality Center installer automatically performs validation checks to verify that particular installation requirements are met. If validation fails, you can disable checks in the installer by adding arguments to the installer command. You should disable validation checks only if you are sure that the validation result is wrong.

For example, you can disable the installation location validator that checks that the installation folder is accessible and that the user has read and write permissions to it. Type `setup.exe -W installLocationValidator.active=false`

You can disable the following installation validators:

Validator	Checks	To disable
<b>Existing installation</b>	Checks whether a Quality Center installation already exists on the server. For troubleshooting tips, see “Quality Center Installation Already Exists” on page 137.	-W handleExistingInstallationSequence.active=false
<b>Operating system and license</b>	Checks that the operating system is supported with the given license.	-W licenseAndOSValidatorSequence.active=false
<b>Mail server</b>	Checks that the mail server name is valid.	-W mailServerValidator.active=false
<b>Database parameters</b>	Checks the database version and system user permissions. For troubleshooting tips, see “Database Validator Fails” on page 138.	-W dbValidatorSequence.active=false
<b>Database existence</b>	Checks that the <b>TD</b> user owns the existing database schema tables.	-W dbExistsValidator.active=false
<b>Repository folder</b>	Checks that the repository folder is accessible, and the user has read and write permissions to it.	-W repositoryValidator.active=false
<b>Installation location</b>	Checks that the installation folder is accessible, and the user has read and write permissions to it.	-W installLocationValidator.active=false



## Checking the Installation Log Files

If you encounter problems installing Quality Center, check for errors in the following log files:

Log	Path
InstallShield log	%TEMP%\Mercury\HP_Quality_Center. <log_creation_date>.install.html
InstallShield second log	%TEMP%\Mercury\HP_Quality_Center. <log_creation_date>.install.is.log
Schema creation logs	<Quality Center installation folder>\log\sa
Schema creation second log	<Quality Center installation folder>\InstallInfo\log
JBoss server log	<Quality Center installation folder>\jboss\server \default\log\process.log

## Quality Center Installation Already Exists

If during installation, an error message displays that a Quality Center installation already exists, you should verify that Quality Center is not installed, and that there are no traces of an old installation.

**To verify that Quality Center is not installed:**

- 1** From the **Start** menu, choose **Control Panel > Add/Remove Programs**.
- 2** In the program list, check for **Mercury Quality Center** or **HP Quality Center**.
- 3** If either appears in the program list, click **Remove**, and follow the instructions on your screen.
- 4** After you uninstall Quality Center, check that the <Quality Center home>\application directory was deleted. If it was not deleted, delete the directory before you install Quality Center.

**To remove traces of an old Quality Center installation:**

- 1** Navigate to the system root (%systemroot%) directory (on Linux, Solaris, AIX, or HP-UX go to the /home directory).
- 2** Make a backup of the **vpd.properties** file.
- 3** In a text editor, open the **vpd.properties** file and delete any lines that mention **Quality Center**.

## **Database Validator Fails**

During Quality Center installation, if the database validator fails, perform the following checks:

- Check that the input parameters are correct.
- Check that the Site Administration schema name was provided.
- If upgrading a Microsoft SQL Server site schema, check whether the same authentication type was used as the one used in the previous installation.

**To check whether the parameters are correct:**

- 1** Read the error message that displays during installation, and try to understand and resolve the problem from the root cause.
- 2** If you cannot understand the problem from the message, check with your database administrator.
- 3** If no error was found and you are sure that the parameters are correct, disable the DB parameters validator as described in “Disabling Validation Checks” on page 135.

**To check that the Site Administration schema name was provided:**

- 1** Open a database query tool.
- 2** Make sure the **PROJECTS** table exists in the schema. This table exists in the Site Administration schema only and not in the project schema.

**To check the SQL authentication type of a previous installation (when upgrading an SQL Server site schema):**

- 1** Navigate to the Quality Center home directory, and open the `\application` folder. By default, the home directory is `C:\Program Files\HP\Quality Center` on Windows, and `/opt/HP/QualityCenter` on Solaris, Linux, AIX, and HP-UX.
- 2** Extract the contents of `qcbn.war` into a temp file, and open the `siteadmin.xml` file in a text editor.
- 3** Search for the “native” property. If its value is set to “Y”, Windows authentication was used. Make sure that the new installation uses the same authentication type (Microsoft SQL Server authentication or Windows authentication) as the previous installation.

## **IIS Site Not Responding**

If you are using an IIS Web server and a message displays that the IIS site is not responding, verify that JBoss is running and that IIS was configured successfully.

**To verify that JBoss is running:**

- 1** Wait approximately 20 minutes in case the machine is slow, or JBoss and IIS are running slowly.
- 2** Open your Web browser and type your JBoss URL. By default, this is `http://localhost:8080/qcbn`.
- 3** Check if the Quality Center Welcome page is displayed.

If the Welcome page is displayed, the problem is within IIS.

If the Welcome page is not displayed, the problem is within JBoss. Follow the steps described in “JBoss Does Not Start” on page 140.

**To check the IIS configuration:**

- 1** Open the IIS manager (choose **Start > Run**, and type `inetmgr`).
- 2** Select the Web site that was selected during installation. The default Web site used during installation is **Default Web Site**. For more information on selecting the IIS Web site, see step 16 on page 71.
- 3** Check that the Web site contains a folder named **quality\_center**. If there is no **quality\_center** folder, you must install Quality Center again.
- 4** Right-click the **Default Web Site** directory, and click **Properties**.
- 5** Click the **ISAPI Filters** tab, and check that the **quality\_center** folder is listed as a filter and has a green arrow. If the filter is not enabled, install Quality Center again.
- 6** For IIS 6.0, click the **Web Service Extensions** folder, and make sure that the **QC** extension exists and is allowed.

If the **QC** extension is not allowed, select **QC** and click **Allow**.

If the **QC** extension does not exist, select **All unknown ISAPI extensions** and click **Allow**.

## **JBoss Does Not Start**

If you are using a JBoss application server, and you get a message that JBoss does not start, perform the following checks:

- ▶ Check that JBoss works.
- ▶ Check the JBoss service user.
- ▶ Check that there are no JBoss script errors.

**To check JBoss works:**

- 1** Wait about 20 minutes in case the machine is slow, or JBoss and IIS are working slowly.
- 2** Open your Web browser and type your JBoss URL. By default, this is `http://localhost:8080/qcbin`.

- 3 Check if the Quality Center Welcome page is displayed.

If the Welcome page is not displayed, the problem is within JBoss. Check the other JBoss troubleshooting options.

**To check the JBoss service user:**

- 1 Open the Services control panel (choose **Start > Run**, and type `services.msc`).
- 2 Right-click the **HP Quality Center** service, and click **Properties**.
- 3 Click the **Log On** tab.
- 4 Enter the user information and restart the service.

**To check if the JBoss script has an error:**

- 1 Run Jboss manually. Open command window, (choose **Start > Run**, and type `cmd`).
- 2 Change the folder to `<Quality Center installation folder>/jboss/bin`.
- 3 Run `run.bat`.
- 4 Check if there are any errors.

## Parameters of a Previous Installation are Used

When installing on UNIX type operating systems, if the parameters of a previous installation are used during installation, this indicates that the installer does not have access to the `/tmp/HP` folder and files inside it. If the current installation cannot override the files in the `/tmp` folder, the parameters will be incorrect.

**To check permissions:**

- 1 Navigate to the `/tmp` folder, and run `ls -l` to check whether the installer can write to `tmp/HP`.
- 2 Navigate to the `/tmp/HP` folder, and run `ls -l` again to check the permissions and ownership of files within this folder.





