

RTIME KNOWN ISSUES, WORKAROUNDS and CORRECTIONS

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Display Issues

Fonts and screen do not display properly

RTIME launches yet the screen does not appear properly and the fonts are displaying. On some installations, the MS Trebuchet Font has an issue.

To Correct:

In order to resolve this, you must uninstall and reinstall the font. Follow the steps exactly.

Download the fonts from <http://>

1. Go to C:\windows\fonts
2. Note the date and file size of Trebuchet MS (True Type) and Trebuchet MS Bold (True Type) Files
3. Copy the both of these file to some new Folder X
4. Then delete these same two files in the folder you copied them from i.e C:\windows\fonts (you may have to do this on an individual file basis because you may get the error "Cannot access file, make sure disk is not full or locked" even if both of these conditions are NOT true and you delete en masse)
5. On the File pulldown in the folder window for C:\windows\fonts select Install New Font ...
6. In the pop-up dialog, browse to the folder you copied the fonts to i.e Folder X
7. Select the fonts you find there (should be Trebuchet MS (True Type) and Trebuchet MS Bold (True Type)),
8. Be sure that the box 'Copy fonts to Fonts folder' checkbox is selected
9. Click OK
10. Reboot

Project/Manager Zone Issues

Copy Project – Does not copy tasks and new tasks cannot be added

If a project is copied and the user attempts to add a task, there is no phase displayed to map it to and therefore does not allow for the task to be entered. Phases are not copying forward and as a result neither are the tasks.

Workaround: If copying the project is required, reset the methodology once copied and copy and paste each task. The project data, requirements and test cases will copy over properly.

If a requirement class type is deleted from the admin zone then all classes that use that class are deleted. There is a warning in the admin zone now to hopefully prevent administrators from doing this.

MS Project Visual Basic Debug (Edit Copy of Object Failed) Appears if Logmein Sessions is open

If a Logmein session is open and you attempt to run the MS Project gateway the gateway(macro) will fail. This seems to happen with SmartFTP as well.

Workaround: Close those applications and rerun the MS Project gateway to generate the Project Plan.

MS Project Template displays "Incorrect Template" message

When you right-click to generate an MS Project from Manager Zone, a error "incorrect RTIME Template" is displayed.

To correct: It is typically a security/permissions error on the windows folder where the MS Project template is stored. (c:/program files/rtime) The folder must be set to allow an Administrator to run the application.

MS Project Macro Fails (4.6 Only)

If file extensions are hidden, the MS Project macro will fail when trying to move the information from the active project (rtemplate) to the Global.mpt file.

To Correct: Replace rTemplate.mpp in RTIME directory with file attached.

Excel Export Issues

Formatting on Excel Export of Requirements

When exporting requirements to Excel, the description field expands and makes resizing difficult.

Workaround: Zoom Out making the spreadsheet 50%. Grab the description field column and make is smaller.

Report Issues

An strange XML Tag is in My Reports

An XML tag shows up in my reports on the detailed description field. (Example below)

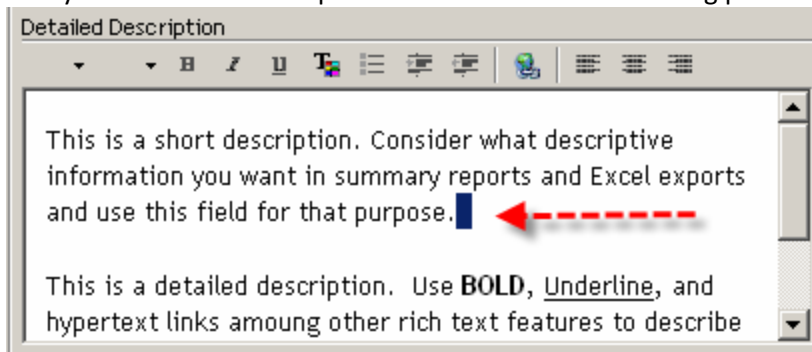
Detail Description:

This is a short description. Consider what descriptive information you want in summary reports and Excel exports and use this field for that purpose. <?xml:namespace prefix = o ns = "urn:schemas-microsoft-com:office:office" />

This is a detailed description. Use **BOLD**, Underline, and hypertext links among other rich text features to describe the requirement. www.qavantage.com

This occurs when you copy and paste text into the field.

To correct: Click into the detailed description field. Highlight any extra spaces between the last line of text where this is occurring and delete it. In the future, after pasting into this field, always remove the extra spaces at the end of the text being pasted.



Requirements/Analyst Zone Issues

Images do not display properly in reports (4.5 Only)

On upgrades from 4.5 V2 - the embedded image reports have issues displaying and or cause an report error.

To Correct: Locate and move the cViewImage.dll into a new folder named "cViewImage" and place the folder into the C:\Program Files directory.

Images do not copy on requirements

When copying a requirement from one class to another or one project to another the image does not get copied.

Workaround: The image will be attached to the project level. However to display in the reports, re-attach image to the requirement once moved.

Images – attaching an image file causes RTIME to close (4.5 to 5.5 2034 Only)

From the Requirement form, RTIME will close out if you attempt to upload an attachment that contains a " ' " (single Quote) in the file name.

Workaround: Upgrade to 5.5 2041 or higher.

Excel Planning Tool Issues

Macros Do Not Run on Feature Prioritization Tool

To Correct: Excel Macro Security needs to be set to Medium or Low to allow macros to run. Instructions for how to do this in Excel 2003 and 2007 are in the “instructions tab” in the Excel workbook.

Task Issues

Tasks - Can't copy entire phases of tasks between same or different project;

Workaround: Copy one task at a time and paste it on the project level. By selecting the correct deliverable it will properly map to the correct phase. Refresh and the task will show up under the correct phase.

Tasks - Can't paste a copied task to a phase

Workaround: Copy the and paste it on the project level. By selecting the correct deliverable for the task, it will properly map to the correct phase. Refresh and the task will show up under the correct phase.

Tasks – Orphaned, Lost in tree but shows in My Task

When a methodology changes or a phase is deleted from a project mid project, tasks defined and mapped will be lost in the tree but remain in the worklist (My Tasks). And, as there is no known deliverable for the task to be linked to, you cannot open the task from the list, delete it, etc.

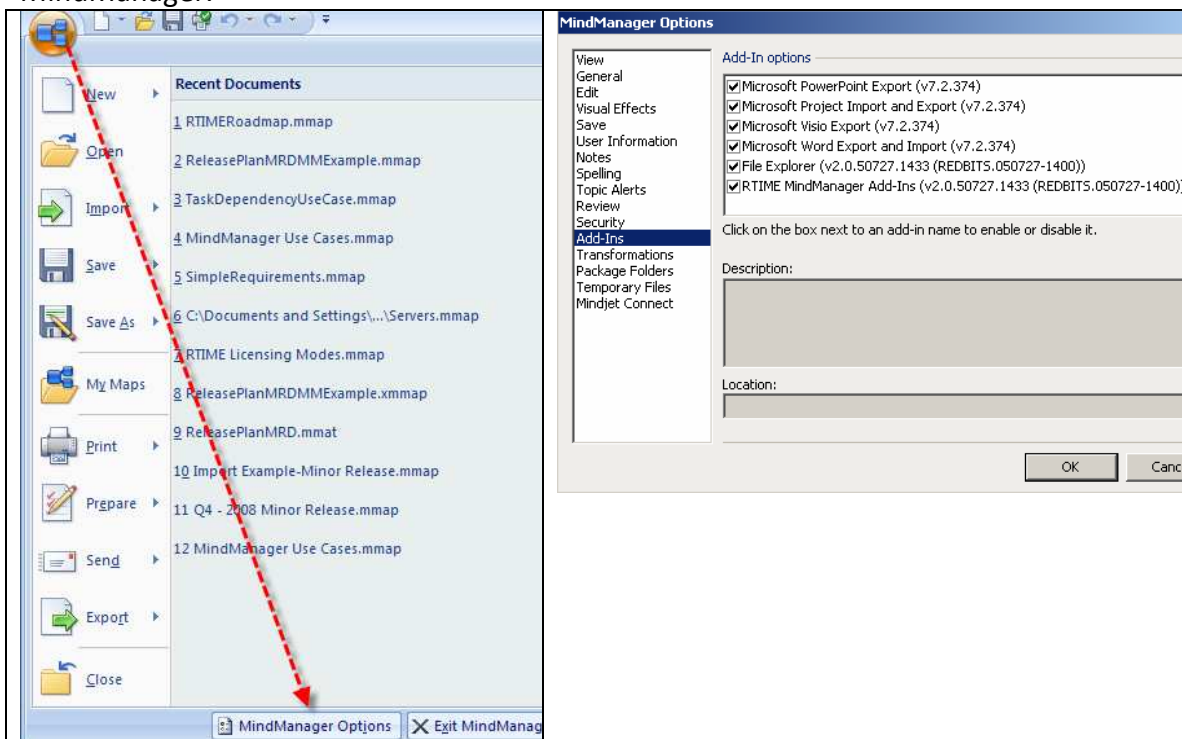
Workaround: Short term a warning message has been added
Warning: If you already created tasks, changing the methodology will cause problems. Tasks will be lost unless they are mapped to a deliverable in the methodology you are choosing. Are you sure you want to continue?

One workaround is to delete the task in the My Tasks list by accessing it through RTIME Community and recreate the task. The other is to remove the task(s) in the database.

MindManager Add-In

The RTIME Export Add-In does not show up on MindManager Menu

Open MindManager (version 7 or 8) and go to the Options Menu. From the Options Menu, Select Add-Ins. Find the RTIME Add-In and Check it. Click OK. Close and Restart MindManager.



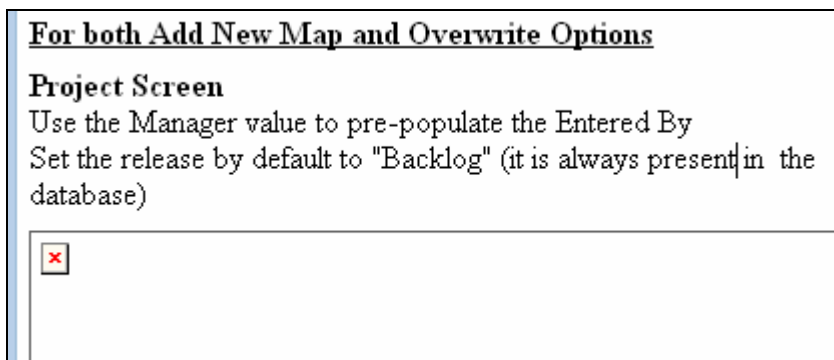
RTIME displays a RED X where an image should be

If you get a red X inside RTIME (where your image should be) from an imported Mind Map, the images in the MindMap were NOT set to an absolute path. You will need to import the Map again and follow the instructions for [dealing with images](#)

<http://www.qavantage.toolsforproductmanagement.com/help/mindmanagerimages.htm>

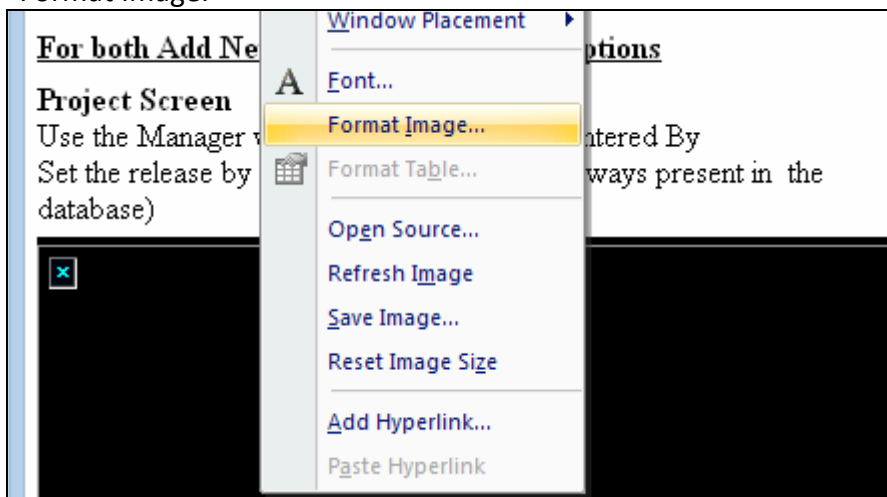
Images do not show in MindManager when I generate a map from RTIME.

If a requirement is imported from Mind Manger and then exported back to the map you may get a red X as shown below in the MindMap notes field where the image should be.

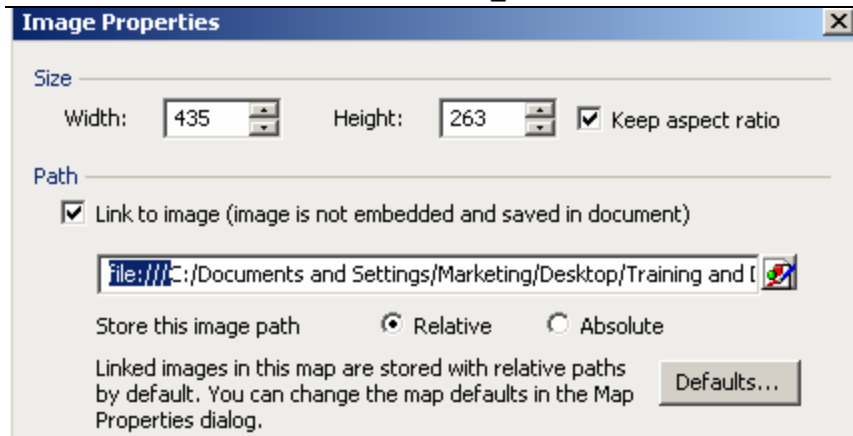


To Correct:

Step 1: Right-Click on the image “placeholder” where the X is displayed and select “Format Image.”



Remove the File:/// information in front of the image path. This will properly reset the image path.



MindMap Is Missing Some Topics on Import

The Topic has the exact same name

The title (topic) text is **exactly the same for two or more requirements**. RTIME will ignore the 2nd and any other topics if the titles are exactly the same. Use unique titles to avoid this problem.

MindMap Does Not Import

Nothing happens when import is clicked or I get an error, can't find file.

This can occur if you are using vista due to 2 possible causes.

The client.id file cannot be located in the C:/Program Files/RTIME directory. If it is not there, then it is probably located in a "virtual store" folder. It must be found and moved into the C:/Program Files/RTIME directory. See the next page for detailed steps on how to do this.

The other possible cause is that the client.id file cannot be found because the extensions on the machine are not displayed. This can be changed in the control panel settings, under folder options. Check "off" hide known extensions.

I get an error at the end of the import wizard

When you create a dependency between two requirements with long titles RTIME does not have enough space to store the dependency title which is a combining of the two

titles. Try to shorten the titles or contact QAVantage to have a patch applied to your database.

RTIME Administration

When Adding a Team Member RTIME Errors Out

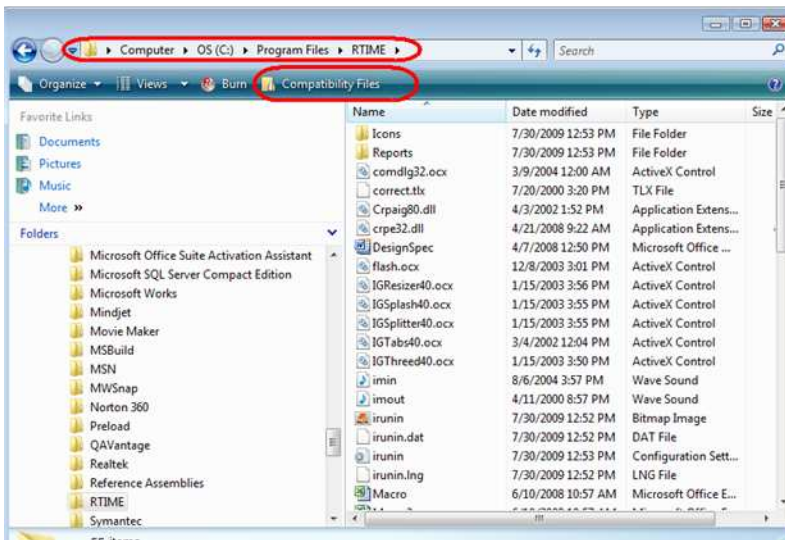
This can occur if you are using VISTA

The client.id file needed for this function was installed in a “virtual store” folder. It must be found and moved into the C:/Program Files/RTIME directory.

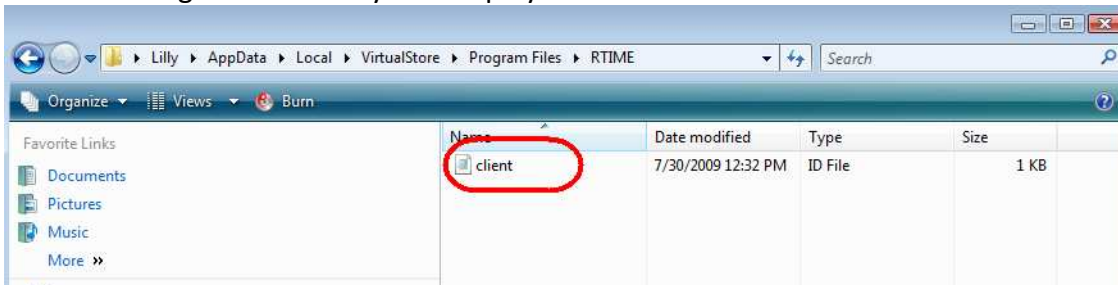
To do this:

Navigate to the folder C:/Program Files/RTIME

Click “Compatibility Files” at the top of the screen



This will change the directory and display the client id file stored in the virtual store..



Right click to copy the file from this location and paste in into the previous directory C:/Program files/RTIME