

erwin DI Business User Portal

Life Cycle Guide

Release v10.2

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Understanding your Support

Review support maintenance programs and offerings.

Registering for Support

Access the erwin support site and click Sign in to register for product support.

Accessing Technical Support

For your convenience, erwin provides easy access to "One Stop" support for <u>erwin DI Business User Portal (BUP)</u>, and includes the following:

- Online and telephone contact information for technical assistance and customer services
- Information about user communities and forums
- Product and documentation downloads
- erwin Support policies and guidelines
- Other helpful resources appropriate for your product

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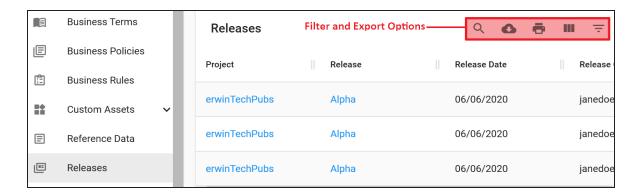
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Releases

You can view release projects, release objects, and other relevant details for a release in a grid. Also, navigate across the grid using advanced filtering mechanisms to view the rows. You can further drill down to view project details, release details, and release object details.

To view the list of Release objects, on the menu, click Releases.

The Releases page appears. It displays a list of release objects in a grid.



Refer to the following table for descriptions of options under the Filter and Export section.

Icons	Description
0	Use this option to search for releases.
•	Use this option to download the list of releases in a XLSX format.
٩	Use this option to print a list of releases.
	Use this option to select columns that you want to display in the grid. By default, all
	columns are selected.
÷	Use this option to filter rows in the grid based on the available columns.

Project Details

You can view details of each project in the grid. The project details include project owner and number of release objects in the project.

To view project details, on the Releases page, click < Project_Name >.

The Details tab appears. It displays the Project Details and Audit Details sections.

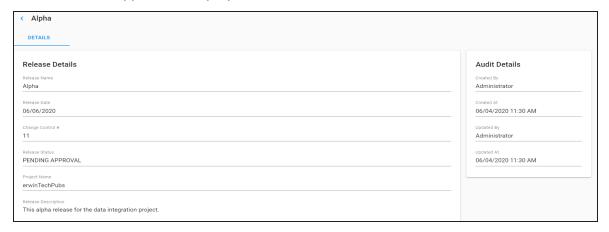


Release Details

You can view release details, such as release date, change control number, and release status.

To view release details, on the Releases page, click <Release Name>.

The Details tab appears. It displays the Release Details and Audit Details sections.

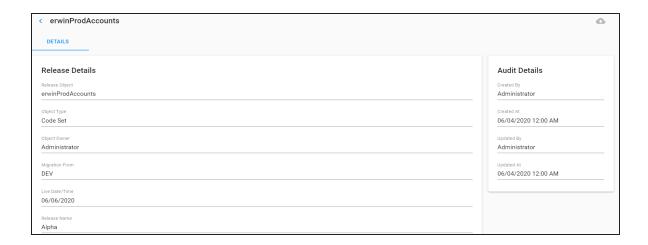


Release Object Details

You can view release object details, such as object type, object owner, and object status.

To view release object details, on the **Releases** page, click <Release_Object_Name>.

The Details tab appears. It displays Release Details and Audit Details sections.

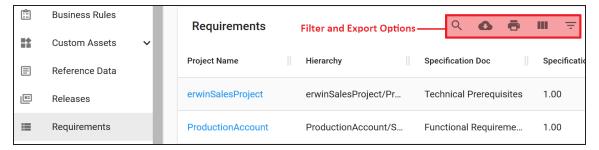


Requirements

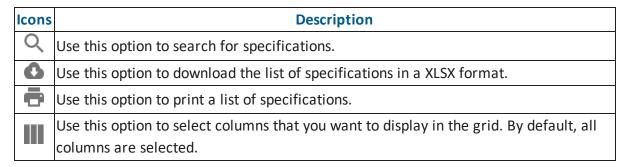
You can view projects and specifications that are created to document requirements. The Requirements grid lists projects, specification documents, their owners, hierarchy, status, and so on.

To view the list of specifications, on the menu, click Requirements.

The Requirements page appears. It displays a list of specifications in a grid.



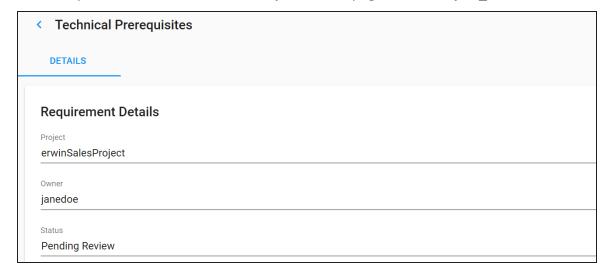
Refer to the following table for descriptions of options under the Filter and Export section.



Icons	Description
<u>-</u>	Use this option to filter rows in the grid based on the available columns.

You can view specification details such as specification's owner and status.

To view specification details, on the **Requirements** page, click < Project_Name>.

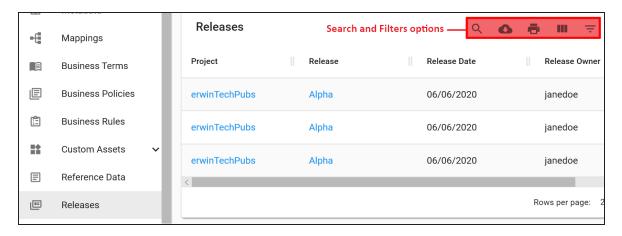


Reports

You can view reports that are enabled and activate. You can also view the SQL query used to generate these reports and the output of the reports.

To view the Reports list, on the menu, click **Reports**.

The Reports page appears. It displays a list of reports in a grid.



Refer to the following table for descriptions of options under the Filter and Export section.

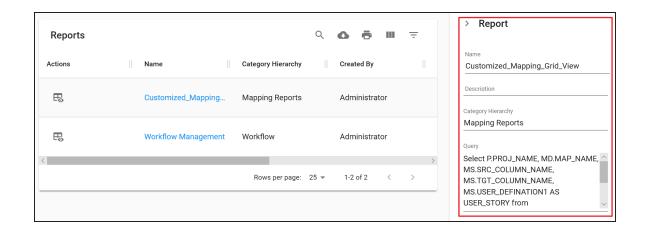
Icons	Description
Q	Use this option to search for required cards.
0	Use this option to download the list of report in a XLSX format.
	Use this option to print the reports.
	Use this option to select columns that you want to display in the grid. By default, all
	columns are selected.
÷	Use this option to filter rows in the grid based on the available columns.

Report Details

You can view report details, such as report name, its description, and the SQL query used to generate the report.

To view report details, on the **Reports** page, click < Report_Name >.

The **Report** pane appears on the right side of the page.

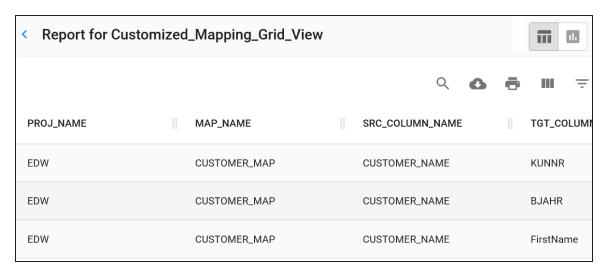


Report Output

You can view the report output in the grid and chart view.

To view the report outputs, on the **Reports** page, click \blacksquare .

By default, report output appears in a grid view.



To view the report output in the chart view, click ...