OPTIMIZE

MERCURY QUICKTEST PROFESSIONAL™

VERSION 9.1
Installation Guide

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BUSINESS TECHNOLOGY OPTIMIZATION

Mercury QuickTest Professional

Installation Guide

Version 9.1

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Welcome to This Guide

Welcome to the QuickTest Professional Installation Guide. This guide describes how to install and set up QuickTest Professional on a standalone computer.

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How This Guide Is Organized

This guide contains the following chapters:

Chapter 1   Before You Install

Lists the system requirements and access permissions required to install and run QuickTest Professional.

Chapter 2   Setting Up QuickTest Professional

Describes how to install QuickTest on a local computer, and also how to set up and run a silent installation procedure.

Chapter 3   **Working with QuickTest Professional Licenses**

Describes the different license types and how to install them. It also describes how to use the commuter license mechanism.

Chapter 4   **Maintaining and Uninstalling QuickTest Professional**

Describes how to uninstall QuickTest, how to uninstall and install specific QuickTest features, and how to repair an existing installation.

Who Should Read This Guide

This guide is intended for users who need to install and set up QuickTest Professional.

Readers of this guide should have some knowledge of system administration.

QuickTest Professional Online Documentation

QuickTest Professional includes the following online documentation:

Readme provides the latest news and information about QuickTest. Choose **Start** > **Programs** > **QuickTest Professional** > **Readme**.

QuickTest Professional Installation Guide explains how to install and set up QuickTest. Choose **Help** > **Printer-Friendly Documentation** > **Mercury QuickTest Professional Installation Guide**.

QuickTest Professional Tutorial teaches you basic QuickTest skills and shows you how to design tests for your applications. Choose **Help** > **QuickTest Professional Tutorial**.

Product Feature Movies provide an overview and step-by-step instructions describing how to use selected QuickTest features. Choose **Help** > **Product Feature Movies**.

Printer-Friendly Documentation displays the complete documentation set in Adobe portable document format (PDF). Online books can be viewed and printed using Adobe Reader, which can be downloaded from the Adobe Web site (http://www.adobe.com). Choose **Help** > **Printer-Friendly Documentation**.

QuickTest Professional Help includes:

➤ **What's New in QuickTest** describes the newest features, enhancements, and supported environments in the latest version of QuickTest.

➤ **QuickTest User's Guide** describes how to use QuickTest to test your application.

➤ **QuickTest for Business Process Testing User's Guide** provides step-by-step instructions for using QuickTest to create and manage assets for use with Business Process Testing.

➤ **QuickTest Object Model** describes QuickTest test objects, lists the methods and properties associated with each object, and provides syntax information and examples for each method and property.

➤ **QuickTest Advanced References** contains documentation for the following QuickTest COM and XML references:

  • **QuickTest Automation** provides syntax, descriptive information, and examples for the automation objects, methods, and properties. It also contains a detailed overview to help you get started writing QuickTest automation scripts. The automation object model assists you in automating test management, by providing objects, methods and properties that enable you to control virtually every QuickTest feature and capability.

  • **QuickTest Test Results Schema** documents the XML schema that enables you to customize your test results.

  • **QuickTest Test Object Schema** documents the XML schema that enables you to extend test object support in different environments.

  • **QuickTest Object Repository Automation** documents the Object Repository automation object model that enables you to manipulate QuickTest object repositories and their contents from outside of QuickTest.

➤ **VBScript Reference** contains Microsoft VBScript documentation, including VBScript, Script Runtime, and Windows Script Host.

Choose **Help** > **QuickTest Professional Help**. Online Help is also available from specific QuickTest windows and dialog boxes by clicking in the window and pressing F1. You can also view a description, syntax, and examples for a QuickTest test object, method, or property by placing the cursor on it and pressing F1.

Note: Your QuickTest Help may contain additional items relevant to any QuickTest add-ins you have installed. For more information, refer to the relevant add-in documentation.

Additional Online Resources

Mercury Tours sample Web site is the basis for many examples in this guide. The URL for this Web site is http://newtours.mercury.com. Choose **Start** > **Programs** > **QuickTest Professional** > **Sample Applications** > **Mercury Tours Web Site**.

Knowledge Base uses your default Web browser to open the Mercury Customer Support Web Site directly to the Knowledge Base landing page. Choose **Help** > **Knowledge Base**. The URL for this Web site is http://support.mercury.com/cgi-bin/portal/CSO/kbBrowse.jsp.

Customer Support Web Site uses your default Web browser to open the Mercury Customer Support Web site. This site enables you to browse the Mercury Support Knowledge Base and add your own articles. You can also post to and search user discussion forums, submit support requests, download patches and updated documentation, and more. Choose **Help** > **Customer Support Web Site**. The URL for this Web site is http://support.mercury.com.

Send Feedback enables you to send online feedback about QuickTest to the product team. Choose **Help** > **Send Feedback**.

Mercury Home Page uses your default Web browser to access Mercury's Web site. This site provides you with the most up-to-date information on Mercury and its products. This includes new software releases, seminars and trade shows, customer support, educational services, and more. Choose **Help** > **Mercury Home Page**. The URL for this Web site is http://www.mercury.com.

Mercury Best Practices contain guidelines for planning, creating, deploying, and managing a world-class IT environment. Mercury provides three types of best practices: Process Best Practices, Product Best Practices, and People Best Practices. Licensed customers of Mercury software can read and use the Mercury Best Practices available from the Customer Support site, http://support.mercury.com.

Documentation Updates

Mercury is continually updating its product documentation with new information. You can download the latest version of this document from the Customer Support Web site (http://support.mercury.com).

To download updated documentation:

1 In the Customer Support Web site, click the **Documentation** link.

2 Under **Please Select Product**, select **QuickTest Professional**.

Note that if the required product does not appear in the list, you must add it to your customer profile. Click **My Account** to update your profile.

3 Click **Retrieve**. The Documentation page opens and lists the documentation available for the current release and for previous releases. If a document was updated recently, **Updated** appears next to the document name.

4 Click a document link to download the documentation.

Typographical Conventions

This guide uses the following typographical conventions:

UI Elements	This style indicates the names of interface elements on which you perform actions, file names or paths, and other items that require emphasis. For example, "Click the **Save** button."
Arguments	This style indicates method, property, or function arguments and book titles. For example, "Refer to the *Mercury User's Guide*."
<**Replace Value**>	Angle brackets enclose a part of a file path or URL address that should be replaced with an actual value. For example, <**MyProduct installation folder**>**bin**.
Example	This style is used for examples and text that is to be typed literally. For example, "Type Hello in the edit box."
CTRL+C	This style indicates keyboard keys. For example, "Press ENTER."
Function_Name	This style indicates method or function names. For example, "The **wait_window** statement has the following parameters:"
[ ]	Square brackets enclose optional arguments.
{ }	Curly brackets indicate that one of the enclosed values must be assigned to the current argument.
...	In a line of syntax, an ellipsis indicates that more items of the same format may be included. In a programming example, an ellipsis is used to indicate lines of a program that were intentionally omitted.
|	A vertical bar indicates that one of the options separated by the bar should be selected.

1

Before You Install

Welcome to Mercury QuickTest Professional, the advanced keyword-driven testing solution for functional test and regression test automation. QuickTest Professional is part of Mercury Quality Center. This guide describes everything you need to know to install QuickTest Professional on a standalone computer.

Before you install QuickTest Professional, please review the system requirements.

This chapter describes:	On page:
System Requirements	2
Setting the Required Access Permissions	3

System Requirements

To successfully install and run QuickTest Professional, you need to meet the following system requirements:

Computer/Processor   An IBM-PC or compatible with a Pentium III or higher (Pentium IV or higher recommended) microprocessor.

Operating System   Windows 2000—Service Pack 4, Update Rollup 1 for Windows 2000 Service Pack 4, Windows XP 32-Bit Edition—Service Pack 2, Windows XP 64-Bit Edition—Service Pack 1, Windows Server 2003 32-Bit Edition—Service Pack 1, Windows Server 2003 R2 (32-Bit x86), or Windows Vista Beta 2—build 5384.

Memory   Minimum of 256 MB of RAM (512 MB recommended).

Color Settings   Minimum of High Color (16 bit).

Free Hard Disk Space   345 MB of free disk space for application files and folders (recommended 485 MB), and an additional 120 MB of free disk space on the system disk (the disk on which the operating system is installed). The free disk space requirements do not include disk space required for any prerequisites that may need to be installed before installing QuickTest. After QuickTest Professional is installed, it is recommended to have at least 150 MB free disk space on the system disk for the operating system and QuickTest Professional to run correctly.

Browser   Microsoft Internet Explorer 6.0 Service Pack 1 or 7.0 Beta 3 (beta-level support).

Setting the Required Access Permissions

You must make sure the following access permissions are set in order to install and run QuickTest Professional.

Permissions Required to Install QuickTest Professional

You must have administrator permissions on the computer on which you are installing QuickTest, including the part of the installation that occurs after the computer restart.

Permissions Required to Run QuickTest Professional

You must have the following file system permissions:

➤ Full read and write permissions for all the files and folders under the folder in which QuickTest is installed

➤ Full read and write permissions to the Temp folder

➤ Read permissions to the Windows folder and to the System folder

You must have the following registry key permissions:

➤ Full read and write permissions to all the keys under **HKEY_CURRENT_USER\Software\Mercury Interactive**

➤ Read and Query Value permissions to all the **HKEY_LOCAL_MACHINE** and **HKEY_CLASSES_ROO**T keys

Permissions Required When Working with Quality Center

You must have the following permissions to use QuickTest with Quality Center:

➤ Full read and write permissions to the Quality Center cache folder

➤ Full read and write permissions to the QuickTest Add-in for Quality Center installation folder

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Setting Up QuickTest Professional

When you install QuickTest, you must know which type of installation you want to run (Full or Custom), and which type of license you want to install (Demo, Seat, or Concurrent). You can also set up QuickTest to install silently (in the background).

Using Add-ins with QuickTest Professional 9.1

You can use the latest released version of all QuickTest add-ins with QuickTest Professional 9.1. The Peoplesoft Add-in 8.2, Siebel Add-in 8.0, and Terminal Emulators Add-in 8.0 all require you to install the relevant Add-in Upgrade patch before you can use them with QuickTest Professional 9.1.

You can install Add-in Upgrade patches by running the relevant patch executable from the **<QuickTest Professional>\AddinsUpgrade** folder.

Note: If you do not install the relevant Add-in Upgrade patch for these add-ins, they cannot be loaded, and will be labeled as an **Incompatible version** in the Add-in Manager dialog box.

Understanding the QuickTest Professional Setup for Different License Types

The general procedure for installing QuickTest Professional and activating the license differs for seat license installations and concurrent license installations. You can also install a QuickTest Professional demo seat license that can be used for 14 days. This section summarizes these procedures for the two license types and directs you to the detailed information for each step.

Note: You cannot install QuickTest using a demo or seat license on a terminal server using a remote connection. In this case, you can either install a concurrent license or install a demo or seat license directly on the terminal server computer (not using a remote connection).

Setting Up QuickTest Professional with a Seat License

This section summarizes the procedure for setting up QuickTest Professional with a seat license.

To set up QuickTest Professional with a seat license:

1 Run the QuickTest Professional setup program. In the License Type screen, select **Seat**. For more information, see step 5 of "Installing QuickTest Professional" on page 15.

Note: You can choose **Demo** in the License Type screen to install a 14-day demo license for QuickTest Professional. You cannot use a demo license on a computer that has WinRunner or QuickTest installed using a concurrent license.

If you install a demo license, you do not need to follow the steps below. If you want to install a seat license at a later stage, follow steps 2-4 below.

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2 Run QuickTest Professional. Click **Install License** on the displayed warning message and run the first part of the license installation wizard to generate your computer's locking code. For more information, see step 1 of "Requesting a Seat License Key" on page 50.

3 Submit the locking code to Mercury Customer Support to request your license code. For more information, see step 2 of "Requesting a Seat License Key" on page 51.

4 After you receive the license code from Mercury, run the license installation wizard to enter your license code to activate your license. For more information, see "Installing a Seat License Key" on page 51.

Setting Up QuickTest Professional with a Concurrent License

This section summarizes the procedure for setting up QuickTest Professional with a concurrent license. This section is only applicable if your company has a Mercury Functional Testing Concurrent License Server.

To set up QuickTest Professional with a concurrent license:

1 Install the Mercury Functional Testing Concurrent License Server on a network computer and activate the Mercury Functional Testing Concurrent License Server license. For more information, refer to the *Mercury Functional Testing Concurrent License Server Installation Guide*. This guide is installed on the computer where the Mercury Functional Testing Concurrent License Server is installed, and is called **MerLicSvr.pdf**.

2 Run the QuickTest Professional setup program on each client computer. In the License Type screen, select **Concurrent License**. For more information, see step 5 of "Installing QuickTest Professional" on page 15.

3 Begin using QuickTest Professional. When QuickTest Professional opens, it automatically searches for the specified license server and connects to it.

Note: If your computer cannot find and connect to the license server, you may need to set the LSHOST or LSFORCEHOST variable. For more information, see "Setting the LSHOST or LSFORCEHOST Variable" on page 64.

Installing QuickTest Professional

Your QuickTest Professional CD-ROM includes an installation program that guides you through the installation process.

You must be logged on with Administrator privileges to install QuickTest Professional. In addition, you must install QuickTest Professional on a local drive and not on a network drive.

Note: If you have Astra QuickTest and/or Astra LoadTest installed, you must uninstall them before installing QuickTest Professional. After you install QuickTest Professional, you can then reinstall your other Mercury products.

To install QuickTest Professional:

1 Insert the CD-ROM into the CD-ROM drive. If the CD-ROM drive is on your local computer, the QuickTest Professional Setup window opens.

If you are installing from a network drive, double-click **setup.exe** in the root folder of the CD-ROM. The Setup window opens.

Note: Make sure that you are installing QuickTest Professional on a local drive and not a network drive.

➤ To open the Product Information Web site (http://www.mercury.com/us/products/quality-center/functional-testing/quicktest-professional), click **Product Information**.

➤ To view the Readme file, click **Readme**.

➤ To enable the Quality Center (formerly TestDirector) client installed on your computer to work with QuickTest tests that are saved in Quality Center, click **Quality Center Add-in**.

Note: The Quality Center Add-in is installed automatically when you connect QuickTest to Quality Center using the Quality Center Connection dialog box. Alternatively, you can choose to install it manually by selecting the **Quality Center Add-in** as described above.

After you install this add-in, you will be able to work with QuickTest Professional tests in Quality Center. You will also be able to run tests and view the test results in Quality Center.

Refer to the QuickTest Professional Add-in screen (accessible from the main Quality Center screen) for additional information on the QuickTest Professional Add-in for Quality Center.

Note: QuickTest Professional 9.1 supports integration with Quality Center 8.2 Service Pack 1, and Quality Center 9.0 or later. For Business Process Testing, QuickTest Professional 9.1 supports integration only with Quality Center 9.0 or later.
You can install the Quality Center Add-in with all currently supported versions of Quality Center. Refer to the *QuickTest Professional 9.1 Readme* for more information about supported versions.

➤ The utilities, features, and information that were available in the **QuickTest Plus Toolkit** in previous versions of QuickTest have been incorporated into the main QuickTest Professional application. These include:

• Code and SDK samples, which can now be installed by selecting **Samples** in the Select Features screen during the QuickTest custom installation. For more information, see steps 10 and 11.

• Object repository merge functionality, which is now available in the QuickTest Object Repository Merge Tool.

- External Action Call Modification utility, which is now handled by the QuickTest Missing Resources pane.

- The Register Browser Control utility.

- The License Validation utility.

For more information about these utilities and features, and answers to frequently asked questions, refer to the *Mercury QuickTest Professional User's Guide* and the *QuickTest Professional Knowledge Base* (http://support.mercury.com/cgi-bin/portal/CSO/kbBrowse.jsp).

➤ To open the contact information page on the Mercury Web site (http://www.mercury.com/us/company/corporate-info/contact-us), click **Contact Mercury**.

➤ To open the Mercury Customer Support Web site (http://support.mercury.com), click **Support**.

➤ To view the contents of the QuickTest Professional CD-ROM, click **Browse CD**.

➤ To exit the QuickTest Professional Setup window, click **Exit**.

2 Click **QuickTest Professional Setup** to start the QuickTest Professional Setup program.

Notes: If you are upgrading from QuickTest Professional 8.2 or 9.0, the Setup program detects it and asks whether you want to upgrade to QuickTest Professional 9.1, or whether you want to uninstall your current version and then install QuickTest Professional 9.1. Click **Yes** to upgrade, or click **No** to uninstall the existing version and then install the new version.

If you are upgrading from QuickTest Professional 6.5 or 8.0.x, the Setup program detects it and asks whether you want to uninstall your current version and then install QuickTest Professional 9.1. Click **Yes** to uninstall QuickTest Professional 6.5 or 8.0.x. At the end of the uninstall process, you need to restart your computer, and then the installation of the new version begins.

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3 QuickTest requires specific software, for example, .NET Framework 2.0, to be installed before you install QuickTest. If Setup finds that the prerequisite software is not already installed on your computer, the following screen opens. Click **OK** and follow the on-screen instructions to install the listed software before continuing with the QuickTest installation. If you click **Cancel**, Setup will exit because QuickTest cannot be installed without the prerequisite software.
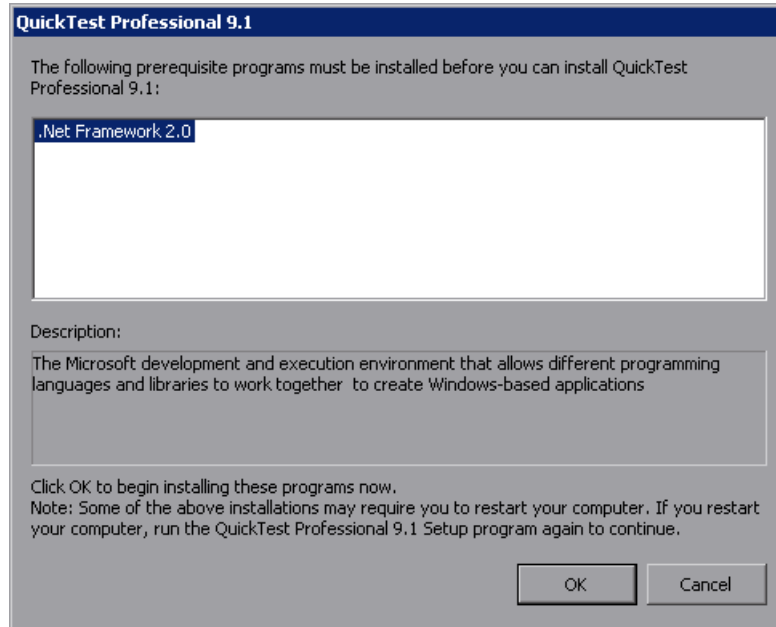
If you are requested to restart your computer after installing the prerequisite software, you should do so. To continue with the installation after restarting your computer, run the Setup program again.

4 The QuickTest Professional Setup program starts and the License Agreement screen opens. Read the agreement.
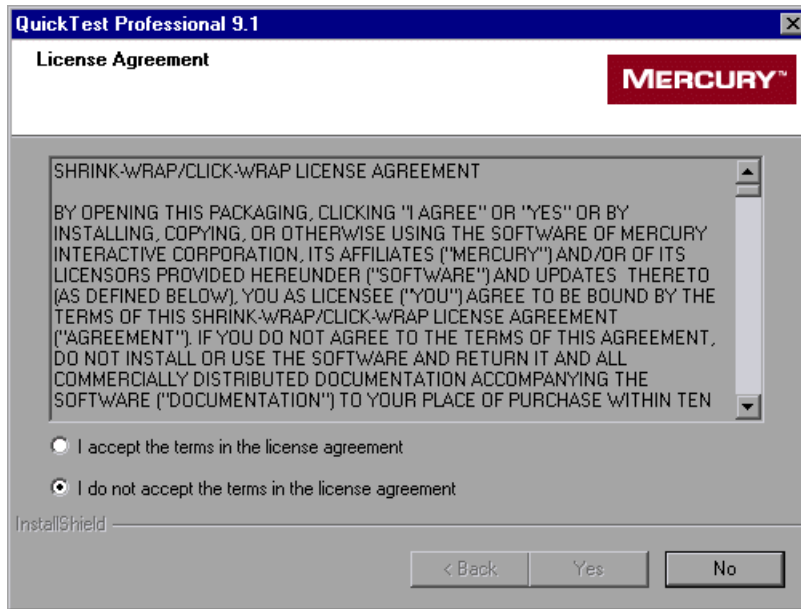
To install QuickTest Professional, you must accept the terms of the license agreement by selecting **I accept the terms in the license agreement** and clicking **Yes**. If you click **No**, the setup program will close.

5 If you do not already have a license installed, the QuickTest Professional License Type screen opens. Select a license type.
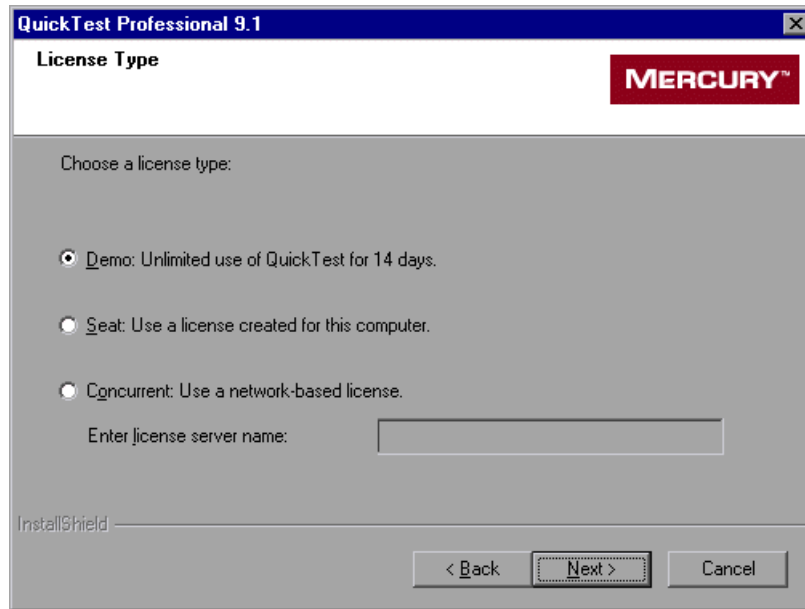
➤ **Demo: Unlimited use of QuickTest for 14 days**

A 14-day demo license that is specific to the computer on which it is installed. To use QuickTest Professional beyond the 14-day period, you must contact Mercury to obtain a permanent license.

➤ **Seat: Use a license created for this computer**

A permanent license that is specific to the computer on which it is installed. When you select this option, you also get a 14-day demo period during which you must request a seat license key for a permanent license from the Mercury Customer Service Web site. After you receive the seat license key, you can activate it to work with QuickTest Professional permanently. For more information, see "Requesting a Seat License Key" on page 50.

➤ **Concurrent: Use a network-based license**

A license server on the network regulates the number of concurrent QuickTest Professional users. You can work with a concurrent license only if a concurrent license server is installed on your local network, and that license server has at least one available license that is not currently in use.

If you know the name of the concurrent license server to which you want to connect, you can specify it in the text box. If you select this option but do not specify a concurrent license server, QuickTest will try to locate one for you when you open QuickTest.

For more information, refer to the *Mercury Functional Testing Concurrent License Server Installation Guide*.

Notes:

You cannot use a demo license on a computer that has WinRunner or QuickTest installed using a concurrent license.
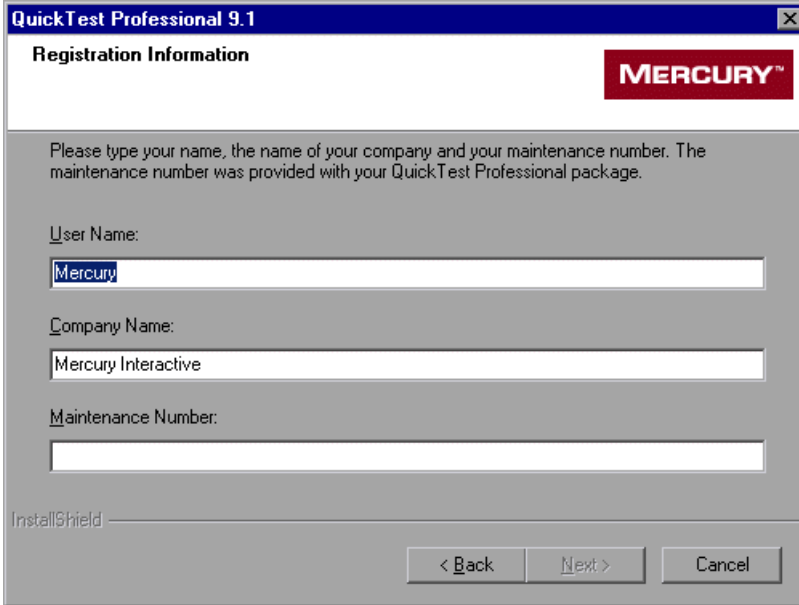
If you already have a QuickTest Professional license installed, the License Type screen does not open. For information on changing your license type or modifying an existing license code, see "Modifying License Information" on page 62.

You cannot install QuickTest using a demo or seat license on a terminal server using a remote connection. In this situation, you can either install a concurrent license or install a demo or seat license directly on the terminal server computer (not using a remote connection).

For additional license information, see "Working with QuickTest Professional Licenses" on page 47.

Click **Next** to proceed. If you chose to use a **Demo** license, proceed to step 8. If you chose to use a **Seat** or **Concurrent** license, proceed to step 6.

6 In the Registration Information screen, type your name, the name of your company, and the QuickTest Professional maintenance number you received in your QuickTest Professional package or by e-mail from Mercury Customer Support.

Click **Next** to proceed. A summary of the registration information you entered opens.

Click **Yes** to confirm the registration information. If you are upgrading your QuickTest Professional version, proceed to step 10. Otherwise, proceed to step 7.

7 If you are installing QuickTest Professional on a computer running Windows XP Service Pack 2 or later, Windows 2003 Server, or Windows Vista, the Enable QuickTest Professional Remote Execution from Quality Center screen opens.
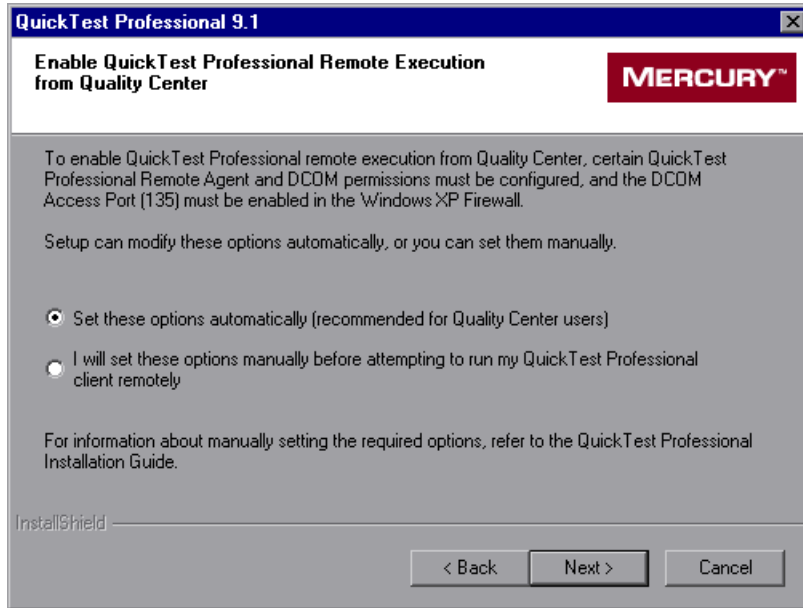
If you want to run QuickTest tests remotely from Quality Center, you must first change DCOM permissions and security settings and open a firewall port on your QuickTest computer. If you do not intend to run QuickTest tests remotely from Quality Center, you do not need to make these changes. These changes are only required if you are running QuickTest on Windows XP Service Pack 2 or later, Windows 2003 Server, or Windows Vista.

If you choose not to automatically make these changes during the QuickTest installation, you can make the required changes manually before attempting to remotely run QuickTest tests from Quality Center. For more information on making these changes manually, see "Modifying DCOM Permissions to Enable Remote QuickTest Execution" on page 30.

Note: Contact Microsoft Support if you have questions regarding changes in DCOM securities on Windows XP Service Pack 2 or later, Windows 2003 Server, or Windows Vista.

Click **Next** to proceed.

8 QuickTest Professional uses the Microsoft Script Debugger application during test runs. For this reason, the **Disable script debugging** and **Enable third-party browser extensions** options must be selected in Microsoft Internet Explorer. If these options are not already selected, the Set Internet Explorer Advanced Options screen opens.

In the Set Internet Explorer Advanced Options screen, select whether you want the setup program to automatically set these options, or whether you want to set these options manually.
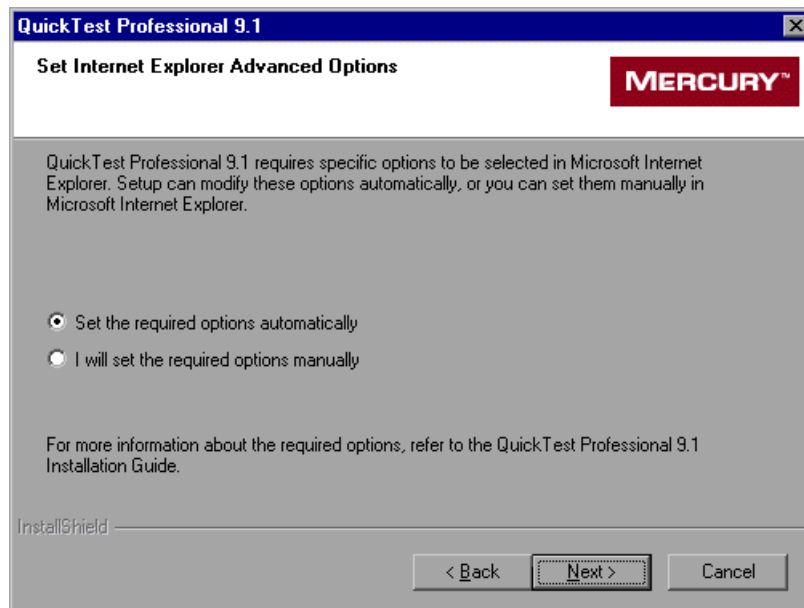
If you choose not to set these options during setup, you should set them manually in your Microsoft Internet Explorer browser before running QuickTest Professional. Click **Next** to proceed.

9 If the Microsoft Script Debugger is not installed on your computer, the Debugging Support screen opens. You can specify whether or not to download and (optionally) install the Microsoft Script Debugger to utilize the QuickTest Professional debugging features. If you do not install the Microsoft Script Debugger, you will not be able to use QuickTest Professional to debug your scripts.
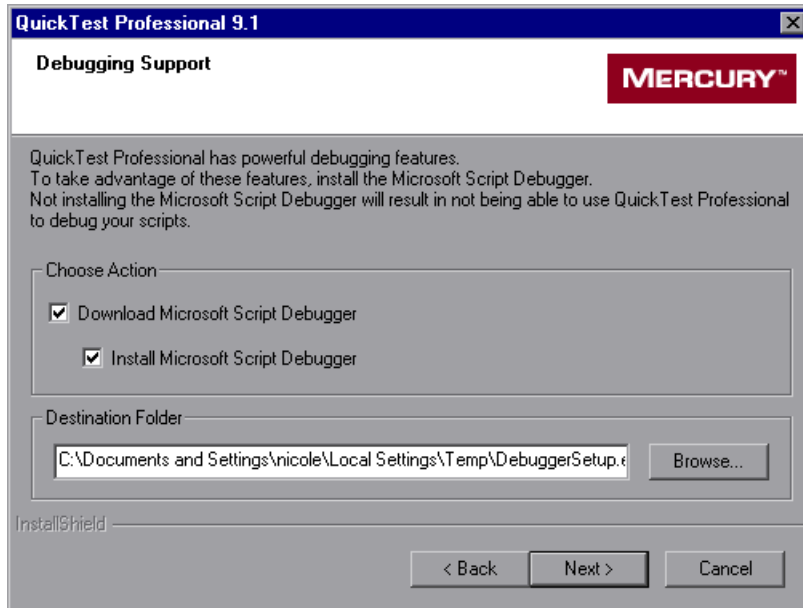
Note: If you are installing QuickTest on a computer with Microsoft Internet Explorer 7 Beta 3 installed, it is recommended that you specify to download and install the Microsoft Script Debugger in the screen above. If you choose to install the Microsoft Script Debugger at a later time on a computer with Microsoft Internet Explorer 7 Beta 3 installed, you must install it silently using the **/q** command-line option.

Select the appropriate check boxes, according to your preferences:

➤ **Download Microsoft Script Debugger.** Downloads the Microsoft Script Debugger to the specified destination folder.

➤ **Install Microsoft Script Debugger.** Installs the Microsoft Script Debugger.

To select a different location to which to download and save the file, click **Browse**, choose a folder, and click **OK**.

Click **Next** to proceed.

 10 In the Setup Type screen, select **Full** or **Custom** installation. The Custom installation enables you to select which QuickTest Professional features to install, and is recommended only for advanced users.
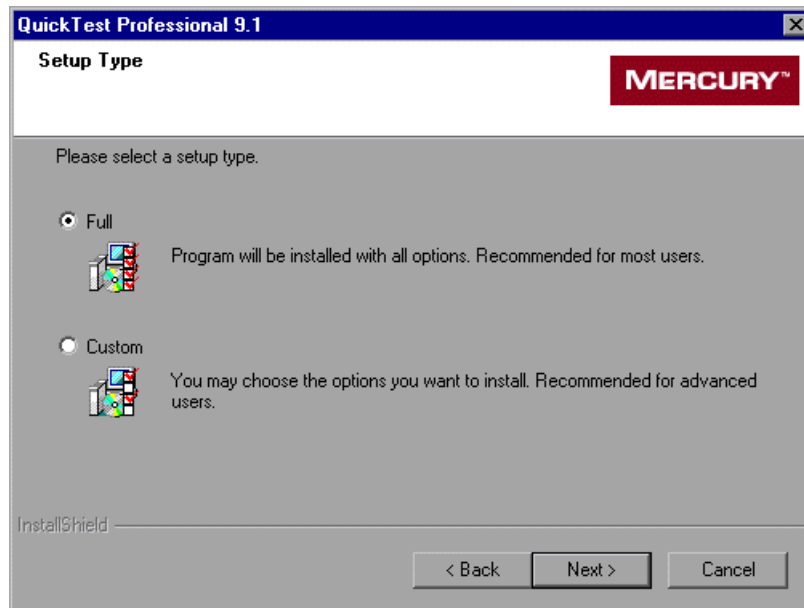
Click **Next** to proceed. If you chose the **Custom** installation, proceed to step 11. If you chose the **Full** installation, and are upgrading your QuickTest Professional version, proceed to step 13. If you chose the **Full** installation, and are performing a clean installation, proceed to step 12.

11 In the Select Features screen, select the features you want to install.
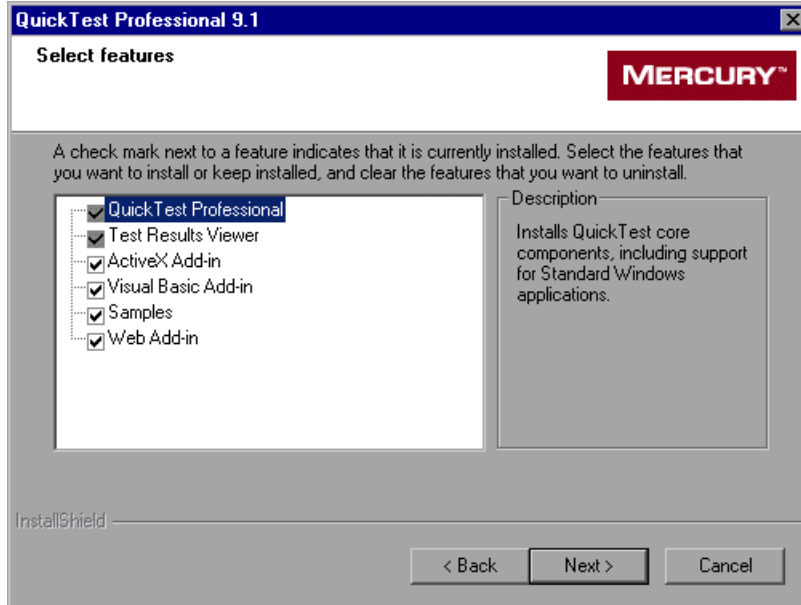
If you want to view test results without installing QuickTest Professional, you can install the **Test Results Viewer** only. This is a standalone application that enables you to view the results of any QuickTest Professional test.

Notes:

If you are installing QuickTest Professional, you must also select the **Test Results Viewer** option.

To install only the Test Results Viewer, you must first clear all Add-in and Samples options, then clear the QuickTest Professional option.

You must select the **QuickTest Professional** option if this is your first installation of QuickTest Professional 9.1.

Click **Next** to proceed. If you are upgrading your QuickTest Professional version, proceed to step 13. Otherwise, proceed to step 12.

12 In the Choose Destination Location screen, choose the location where you
want to install QuickTest Professional.
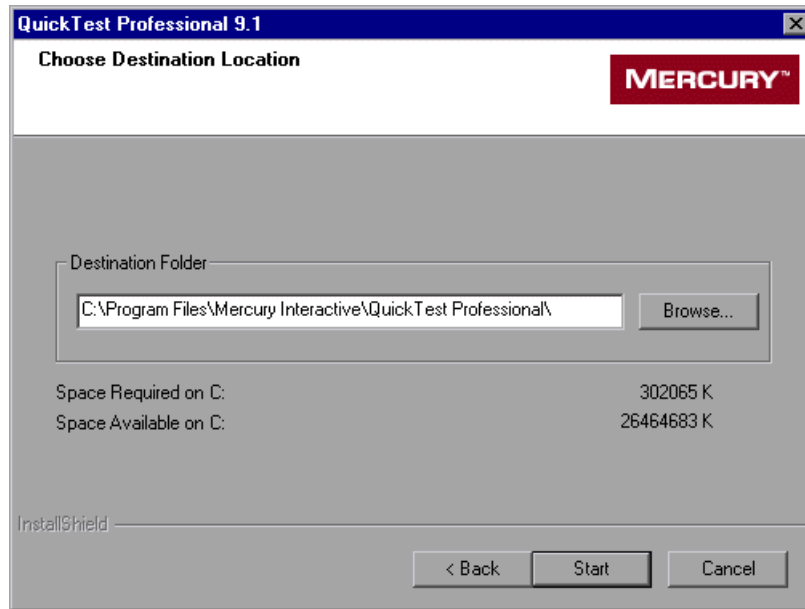
To select a different location, click **Browse**, choose a folder, and then click
OK. You must specify a folder on a mapped drive (not a UNC path). If the
destination folder does not exist, the setup program asks if you want it to be
created.

Ensure that you install QuickTest Professional on a drive with a sufficient
amount of free disk space. For more information, see "System
Requirements" on page 2.

Click **Start** to proceed.

The installation process begins. When the installation process is complete, the Customer Registration screen opens so that you can register your copy of QuickTest Professional online.
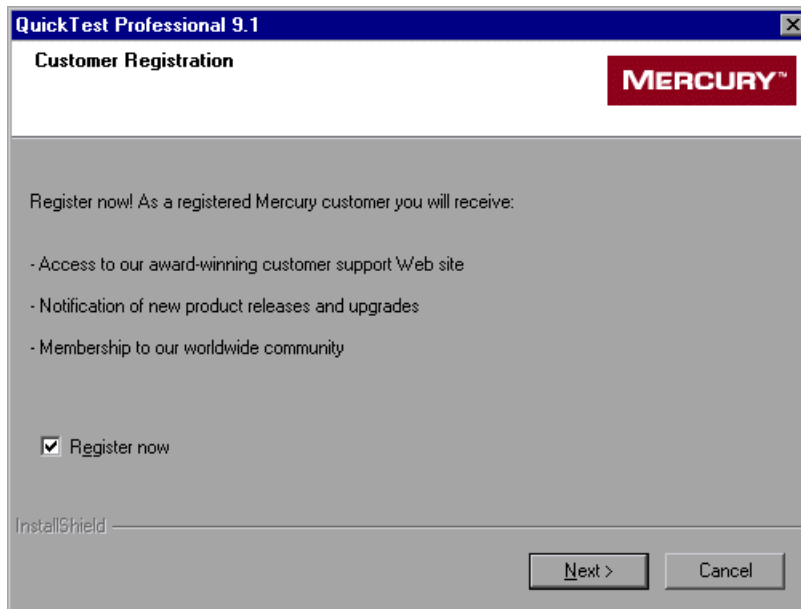
Register your copy of QuickTest Professional to become a licensed user with all applicable rights and privileges.

If you register, you receive:

➤ access to the Mercury award-winning Customer Support Web site

➤ notification of new product releases and upgrades

➤ membership to the Mercury worldwide community of testers

If your address changes, notify Mercury or your local representative so that you can continue to receive product information and updates.

To register now, confirm that the **Register now** check box is selected. Click **Next**. Your browser opens to the Mercury Customer Support site (http://support.mercury.com). Follow the directions on the Customer Support site. When you are finished, proceed to step 15.

To register at a later time, or if you are already a registered user, clear the **Register now** check box and click **Next** to finish your QuickTest Professional installation.

13 The installation process checks whether there are any critical updates to be installed for the version of QuickTest Professional you are installing. If no critical updates are found, the installation continues with step 15.

If it finds any critical updates to be installed, the Select Updates screen opens.
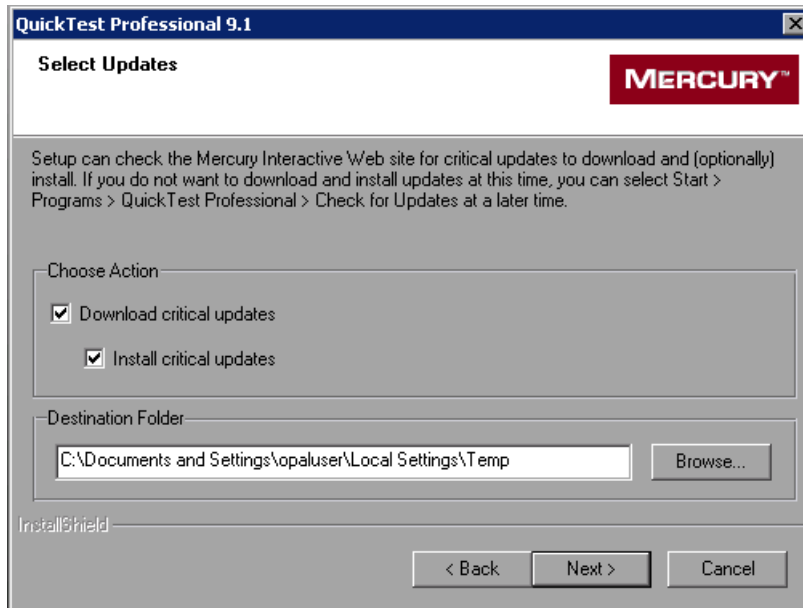
Choose one of the following options:

➤ **Download critical updates.** Downloads the critical update(s) to the specified destination folder.

➤ **Install critical updates.** Installs the critical update(s).

Note: If you choose not to download and (optionally) install critical updates at this time, you can check for updates at a later time by choosing **Start** > **Programs** > **QuickTest Professional** > **Check for Updates**.

To select a different location to which to download and/or save the file, click **Browse**, choose a folder, and click **OK**.

Click **Next** to proceed. If you chose to download and/or install critical updates, the following screen opens. Otherwise, continue with step 15.

14 A list of all available critical updates opens. Select the updates that you want to download and (optionally) install. Clear the updates that you do not want to download or install.
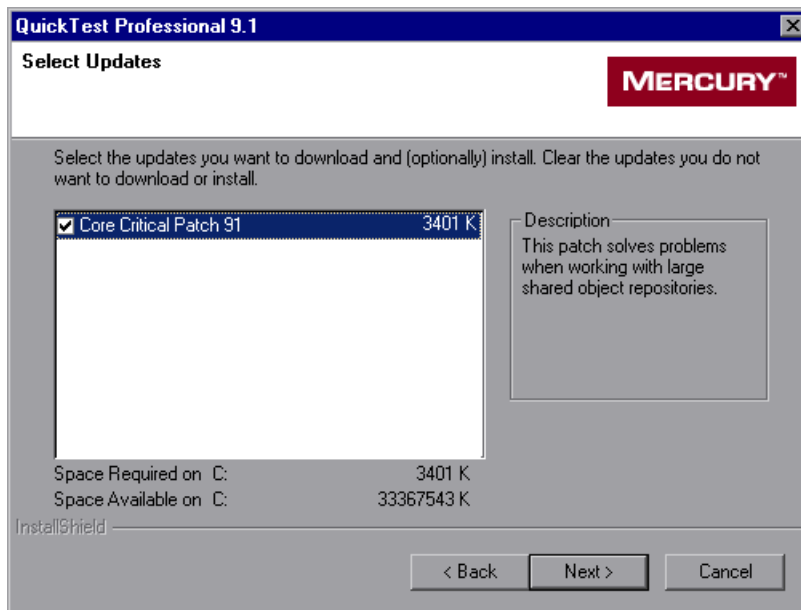
Click **Next** to proceed. QuickTest downloads the specified critical updates, according to the option you selected in step 13. If you chose to download and install the updates, they are installed at the end of the installation process, after you restart your computer.

15 The InstallShield Wizard Complete screen prompts you to restart your computer.
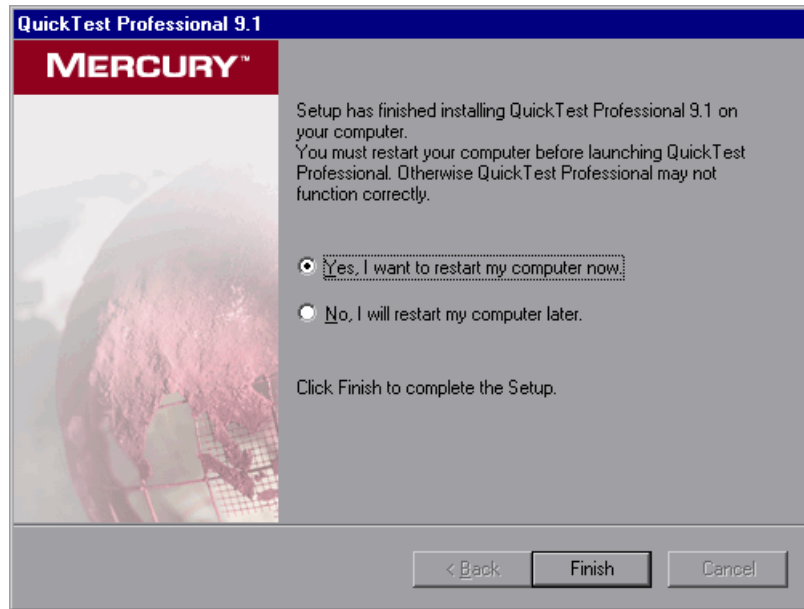
Note: It is recommended that you restart your computer as soon as possible. Delaying the system restart may result in unexpected QuickTest behavior.

Click **Finish** to complete the setup process.

Note: If you chose to download and install critical updates, they are installed after you restart your computer. Installing the critical updates may take time.

16 After you restart the computer, the setup process finishes and asks whether you want to view the QuickTest Professional Readme file. Select the check box if you want to view the Readme file, and click **Finish**.
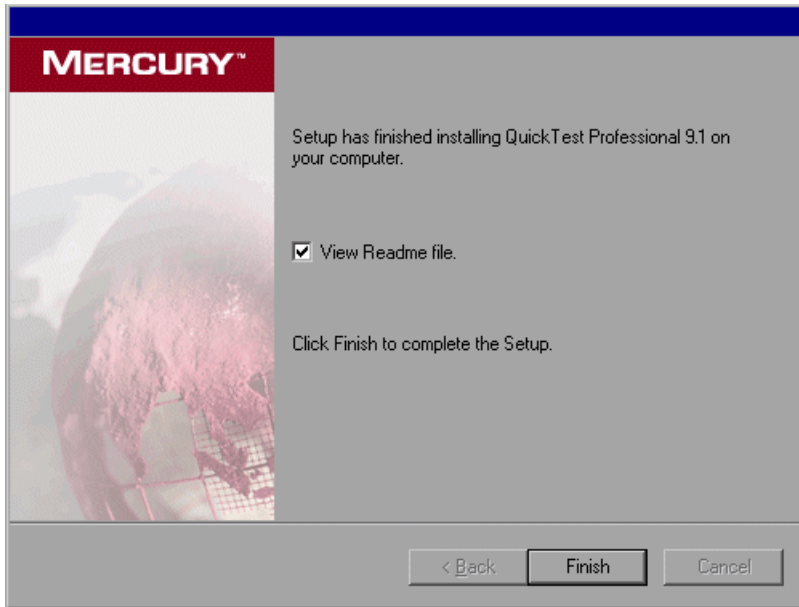
If you select the **View Readme file** check box, the QuickTest Professional Readme file opens after you click **Finish**. The Readme file contains the latest technical and troubleshooting information. To open the Readme file at another time, choose **Start** > **Programs** > **QuickTest Professional** > **Readme**.

17 When you click **Finish**, if you chose to install a Demo or Concurrent license, you can open and start using QuickTest Professional. If you chose to install QuickTest with a seat license, the QuickTest Professional License Installation - Welcome screen opens.

If you have a seat license key code, proceed to step 3 on page 54 to install the seat license.

Otherwise, click **Cancel**. (You will be prompted to install the seat license when you open QuickTest.)

Modifying DCOM Permissions to Enable Remote QuickTest Execution

This section describes how to manually change DCOM permissions and open firewall ports to enable remote execution of QuickTest. These changes are only required if you are running QuickTest on Windows XP Service Pack 2, Windows 2003 Server Service Pack 1 or later, or Windows Vista.

If you chose to automatically make these changes during the QuickTest installation, you do not need to make these manual changes. If you do not intend to execute QuickTest tests remotely from Quality Center, you do not need to make these manual changes.

Note: The security changes described in this section should be performed by your System Administrator. Please contact Microsoft Support if you have questions regarding changes in DCOM securities on Windows XP Service Pack 2, Windows 2003 Server Service Pack 1 or later, or Windows Vista.

Tip: The Mercury Support Knowledge Base provides utilities to assist you in making these changes. For more information, refer to the *QuickTest Professional Knowledge Base* (http://support.mercury.com/cgi-bin/portal/CSO/kbBrowse.jsp) and search for Problem ID 43245.

In addition to following the procedures below, before remotely running a test you must also make sure that the **Allow other Mercury products to run tests and components** option is selected in the Run tab of the QuickTest Options dialog box. For more information, refer to the *Mercury QuickTest Professional User's Guide*.

To enable Windows to authenticate the remote user:

1 Add both machines to the same domain.

2 For domain users logged into both machines, add these domain users to the Local Administrators group on the QuickTest computer. This enables Windows to authenticate the remote user executing the tests against the DCOM objects.

To configure the Windows Firewall to enable port 135 for DCOM:

Note: If you disabled the firewall installed with Windows XP Service Pack 2, Windows 2003 Server, or Windows Vista, you do not need to open port 135 for DCOM, as described in this procedure.

---

1 On the QuickTest computer, choose **Start** > **Control Panel** > **Windows Firewall**. The Windows Firewall dialog box opens.

2 Select the **Exceptions** tab.

3 Click **Add Program**. The Add a Program dialog box opens.

4 Select or browse to the Remote Agent (<**QuickTest Professional installation**>**bin****AQTRmtAgent.exe**) and click **OK**.

Note: If you do not configure the Remote Agent as an exception as described above, a Windows Security Alert message will appear while running a test remotely. Click **Unblock** to solve this problem. The next time you remotely execute an automated test, the warning will not appear.

---

5 Click **OK** to close the Windows Firewall dialog box.

> **Note:** For more information, a list of port assignments for commonly-used services can be found at:
> http://www.microsoft.com/resources/documentation/Windows/2000/server/reskit/en-us/Default.asp?url=/resources/documentation/windows/2000/server/reskit/en-us/cnet/cnfc_por_SIMW.asp.

To modify DCOM security properties:

1 Choose **Start > Run,** type **dcomcnfg,** and press ENTER. The Component Services window opens.

2 Navigate to **Console Root** > **Component Services** > **Computers** > **My Computer.**

> **Note:** If a Windows Security Alert message opens, click **Ask me later** or **Unblock**.

3 Right-click **My Computer** and select **Properties**.

4 Select the **Default Properties** tab.

5 Make sure the **Default Impersonation Level** is **Identify** and click **Apply**.

6 Select the **COM Security** tab.

7 In the Access Permissions area, click **Edit Limits**. The Access Permission dialog box opens.

8 Click **Add**. The Select Users or Groups dialog box opens.

9 Click **Advanced**.

10 Click **Locations**. In the displayed dialog box, select your computer name and click **OK**.

11 Click **Find Now**.

 12 Select the following users and groups from the local machine and click **OK**:

  ➤ Administrator

  ➤ Administrators

  ➤ Authenticated Users

  ➤ Anonymous Logon

  ➤ Everyone

  ➤ Interactive

  ➤ Network

  ➤ System

 13 Add the following users from the domain and click **OK**:

  ➤ <domain user logged into the QuickTest computer>

  ➤ <domain user logged into the Quality Center computer that is performing the remote execution>

 14 In the Access Permission dialog box, assign **Local Access** and **Remote Access** permissions to the groups and users in the list and click **OK**.

 15 In the Launch and Activation Permissions area, click **Edit Limits**. The Launch Permission dialog box opens.

 16 Repeat steps 8 to 13.

 17 In the Access Permission dialog box, assign **Local Launch**, **Remote Launch**, **Local Activation**, and **Remote Activation** permissions to the groups and users in the list and click **OK**.

 To configure security settings for the QuickTest Remote Agent DCOM applications:

 1 In the Component Services window, navigate to **Console Root** > **Component Services** > **Computers** > **My Computer** > **DCOM Config**.

 2 Right-click the **AQTRmtAgent** item and select **Properties**. The AQTRmtAgent Properties dialog box opens.

 3 In the Identity tab, select **The interactive user**. This enables the DCOM application to authenticate the process against the logged-in Windows user and run the process in that security context.

4 Select the **Security** tab.

5 In the Launch and Activation Permissions area, select **Customize** and click **Edit**. The Launch Permission dialog box opens.

6 Click **Add**. The Select Users or Groups dialog box opens.

7 Click **Advanced**.

8 Click **Locations**. In the displayed dialog box, select your computer name and click **OK**.

9 Click **Find Now**.

10 Select the following users and groups from the local machine and click **OK**:

> ➤ Administrator

> ➤ Administrators

> ➤ Authenticated Users

> ➤ Anonymous Logon

> ➤ Everyone

> ➤ Interactive

> ➤ Network

> ➤ System

11 Add the following users from the domain and click **OK**:

> ➤ <domain user logged into the QuickTest computer>

> ➤ <domain user logged into the Quality Center computer that is performing the remote execution>

12 In the Launch Permission dialog box, for all the groups and users in the list, select **Allow** for all permissions and click **OK**.

13 In the Access Permissions area, select **Customize** and click **Edit**. The Access Permission dialog box opens.

14 Repeat steps 6 to 12.

15 Click **Apply** to save the changes and click **OK** to close the dialog box.

16 Close the Component Services window.

17 You can now remotely execute a QuickTest test from Quality Center.

Note: Before remotely running a test, you must also make sure that the **Allow other Mercury products to run tests and components** option is selected in the Run tab of the QuickTest Options dialog box. For more information, refer to the *Mercury QuickTest Professional User's Guide*.

Modifying User Account Control Settings to Connect with Quality Center on Windows Vista

If you are running QuickTest on Windows Vista, you must disable User Account Control (UAC) before the first time you connect with Quality Center. After you have connected with Quality Center for the first time, you can enable User Account Control (UAC) again if required.

This change is only required if you are running QuickTest on Windows Vista. If you do not intend to execute QuickTest tests remotely from Quality Center, you do not need to make these changes.

Note: The security changes described in this section should be performed by your System Administrator. Please contact Microsoft Support if you have questions regarding changes in User Account Control (UAC) on Windows Vista.

To disable User Account Control (UAC) on Windows Vista:

1 Choose **Start** > **Settings** > **Control Panel** > **User Accounts.**

2 Click the **Change Security Settings** option.

3 Clear the **Use User Account Control (UAC) to help protect your computer** check box.

4 Click **OK**.

Browsing the QuickTest Professional Program Folder

After the QuickTest Professional setup process is complete, the following items are added to your QuickTest Professional program folder (**Start** > **Programs** > **QuickTest Professional**).

Note: If you performed an upgrade installation, or uninstalled a previous version of QuickTest Professional before installing this version, you may have additional (outdated) items in your QuickTest Professional program folder. In addition, if you have QuickTest Professional external add-ins installed, you may have items in your program folder that relate specifically to these add-ins.

➤ **Documentation**. Provides the following links to commonly used documentation files:

➤ **QuickTest Automation Reference**. Opens the QuickTest Automation Reference. The automation object model assists you in automating test management, by providing objects, methods and properties that enable you to control virtually every QuickTest feature and capability. The QuickTest Automation Reference provides syntax, descriptive information, and examples for the objects, methods, and properties. It also contains a detailed overview to help you get started writing QuickTest automation scripts.

➤ **QuickTest Professional Help**. Opens a comprehensive help file containing the *QuickTest Professional User's Guide*, the *QuickTest Professional for Business Process Testing User's Guide*, the corresponding user's guide for each installed add-in (if any), the *QuickTest Professional Object Model Reference* (including the relevant sections for any installed add-ins), and the *Microsoft VBScript Reference*.

➤ **Printer-Friendly Documentation**. Opens a page that provides links to printer-friendly versions of all QuickTest documentation, in Adobe Acrobat Reader (PDF) format.

➤ **Tutorial**. Opens the QuickTest Professional tutorial, which teaches you basic QuickTest skills and shows you how to start testing your applications.

➤ **QuickTest Professional Code Samples Plus.** Opens the QuickTest Professional Code Samples Plus Help, which in previous versions provided answers to frequently asked questions, tips and tricks, sample function libraries, and code and SDK samples. The utilities, features, and information that were available using QuickTest Professional Code Samples Plus have been incorporated into the main QuickTest Professional application.

➤ **Tools.** Contains the following utilities and tools that assist you with the testing process:

➤ **Remote Agent.** Activates the QuickTest Remote Agent, which determines how QuickTest behaves when a test is run by a remote application such as Quality Center. For more information, refer to the *QuickTest Professional User's Guide*.

➤ **Password Encoder.** Opens the Password Encoder dialog box, which enables you to encode passwords. You can use the resulting strings as method arguments or Data Table parameter values (tests only). For more information, refer to the *QuickTest Professional User's Guide*.

➤ **Test Batch Runner.** (Relevant only for tests) Opens the Test Batch Runner dialog box, which enables you to set up QuickTest to run several tests in succession. For more information, refer to the *QuickTest Professional User's Guide*.

➤ **Test Results Deletion Tool.** Opens the Test Results Deletion Tool dialog box, which enables you to delete unwanted or obsolete results from your system according to specific criteria that you define. For more information, refer to the *QuickTest Professional User's Guide*.

➤ **Action Conversion Tool.** Enables you to convert test actions that were created using QuickTest Professional to scripted components for use in business process testing. For more information, click the **Help** button in the Action Conversion Tool window.

➤ **Silent Test Runner.** (Relevant only for tests) Opens the Silent Test Runner dialog box, which enables you to run a QuickTest test the way it is run from LoadRunner and Business Availability Center. For more information, refer to the *QuickTest Professional User's Guide*.

➤ **License Validation Utility.** Opens the License Validation utility, which enables you to retrieve and validate license information. For more information, refer to the *QuickTest Professional User's Guide*.

> ➤ **Register New Browser Control**. Opens the Register Browser Control Utility, which enables you to register your browser control application so that QuickTest Professional recognizes your Web object when recording or running tests. For more information, refer to the *QuickTest Professional User's Guide*.

> ➤ **Sample Applications**. Contains the following links to sample applications that you can use to practice testing with QuickTest:

>> ➤ **Flight**. Opens a sample flight reservation Windows application. To access the application, enter any username and the password **mercury**.

>> ➤ **Mercury Tours Web Site**. Opens a sample flight reservation Web application. This Web application is used as a basis for the QuickTest tutorial. For more information, refer to the *Mercury QuickTest Professional Tutorial*.

> ➤ **QuickTest Professional**. Opens the QuickTest Professional application.

> ➤ **Test Results Viewer.** Opens the Test Results window, which enables you to select a test, component, or business process test and view information about the steps performed during the run session. For more information, refer to the *QuickTest Professional User's Guide*.

> ➤ **Readme**. Opens the QuickTest Professional Readme, which provides the latest news and information on QuickTest Professional.

> ➤ **Check for Updates**. Checks online for any available updates to QuickTest Professional. You can choose which updates you want to download and (optionally) install. For more information, refer to the *QuickTest Professional User's Guide*.

> ➤ **Uninstall QuickTest Professional**. Uninstalls QuickTest Professional and all of its components, including built-in and external add-ins. For more information, see "Maintaining and Uninstalling QuickTest Professional" on page 79.

Setting Up a Silent Installation

You can run the QuickTest setup application silently on your computer. This means that the entire setup process runs in the background without requiring you to navigate through the setup screens.

Before you run a silent installation, you (or the system administrator) must record the installation preferences of an initial QuickTest seat installation on a computer with an identical computer configuration. Your silent installation will install an exact copy of the recorded configuration.

Notes: To install QuickTest silently, you must already have the Microsoft .NET Framework version 2.0 installed before you record and run the silent installation process.

Silent installation is not supported for Windows XP 64-Bit Edition.

Setting Up a Silent Installation for an Add-in

You can use the silent installation mechanism to install QuickTest Professional external add-ins and the Quality Center Add-in.

You perform a silent installation of QuickTest Professional add-ins in much the same way you perform a silent QuickTest Professional core installation, with the following differences:

➤ You must record the installation preferences for the add-in installation on a computer with an identical computer configuration and an identical QuickTest Professional configuration.

➤ You must make sure that you save the **Setup.iss** file for the add-in installation in a different location than where you saved the **Setup.iss** file for the core installation (if one exists).

Recording an Initial Seat Installation

You record your initial installation on a computer with a configuration that is identical to the computer(s) that will later run the silent installation, including:

➤ identical operating systems

➤ same drive letter for installation files

➤ neither computer should have QuickTest installed prior to running the silent installation

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Note: If either computer already has QuickTest installed, you should uninstall QuickTest before beginning the silent installation process to ensure that both computers have identical configurations.

The selections that you make while recording the installation process are recorded and saved by default in the **Setup.iss** file located in the Windows installation folder of the recording computer.

To record a seat installation:

1 Insert the QuickTest Professional installation CD-ROM into the CD-ROM drive.

2 Choose **Start > Run** from the computer on which you want to record the installation (the recording computer), and type **<QuickTest installation CD-ROM>\QuickTest\setup.exe -r**.

Note: The **Setup.iss** file is automatically saved in the same directory as the **setup.exe** file. If you want to specify a different location for the **Setup.iss** file, specify its full path using the **-f1** option. For example: **<QuickTest installation CD-ROM>\QuickTest\setup.exe -r -f1"C:\MyDir\Setup.iss"**.

If you are recording a seat installation for an add-in, you must make sure you save the **Setup.iss** file in a different location than the **Setup.iss** file you created for the core installation (if one exists).

---

3 Click **OK**. The QuickTest installation begins. For information on how to install QuickTest, see "Installing QuickTest Professional" on page 9. While recording your installation, consider the following:

➤ In the license type screen, select **Seat**.

➤ For any screens requiring a destination folder, be sure to choose a drive that all silent installation users have on their computer. If the destination folder you choose already exists on your computer, ensure that it exists for all silent installation users. If the folder you choose is a new folder, ensure that it is a new folder for all users.

➤ In the Customer Registration screen, clear the **Register now** check box. Register at the Mercury Customer Support Web site at another time. If you select the **Register now** check box, the silent installation user will be required to respond to certain dialog boxes and Web pages, so the installation will not be entirely silent.

➤ If the installation process finds critical updates to install, select **Do nothing with the found updates**. You cannot download and/or install critical updates during a silent installation. You can install critical updates on the silent installation computers at a later date, by choosing **Start** > **Programs** > **QuickTest Professional** > **Check for Updates**.

➤ In the Setup Complete screen, it is recommended to select **Yes, I want to restart my computer now** to properly complete the installation process. Note that the silent installation computer automatically restarts at the end of the silent installation process, regardless of the option you select in this screen.

4 After restarting your computer, copy the **Setup.iss** file from the Windows installation folder of the recording computer to a network folder or to the local computer on which you want to perform the silent installation.

Running a Silent Installation

You can run a silent installation of QuickTest based on a recorded installation. This enables you to install QuickTest on your computer with the identical installation options and features as the recorded installation, without having to navigate through the installation screens.

Before you begin, you must know the path of the **Setup.iss** file that was created by the recording computer.

To run a silent installation:

1 It is recommended to save any open files and close all open applications before running the silent installation.

Important Note: Your computer automatically restarts at the end of the silent installation.

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2 Choose **Start** > **Run** on the computer on which you want to install QuickTest silently, and type:
<QuickTest installation file path>\QuickTest\setup.exe -s -f1"<setup.iss path>".

Note: If the **Setup.iss** file is located in the same directory as the **setup.exe** file, you do not need to specify its path. If you want to specify a name and/or location for the log file that is automatically created by the silent installation, specify its full path using the **-f2** option. For example:
<QuickTest installation file path>\QuickTest\setup.exe -s -f1"C:\Mydir\Setup.iss" -f2"C:\Mydir\Setup.log".

If you do not specify a name or path for the log file, it is called **Setup.log** and is created in the same directory as the **Setup.iss** file.

---

3 Click **OK**. The installation begins to run in the background. The installation takes several minutes.

Your computer automatically restarts when the silent installation is complete.

Using the Silent Installation Log File

Information regarding the status of the silent installation can be found in the log file created by the silent installation. You can use the information in the log file to help identify the cause of a problem in the silent installation.

By default, the log file is called **Setup.log**, and is located in the same folder as the **Setup.iss** file. If you used the **-f2** option while running the silent installation, the log file may have a different name and/or location.

The **Setup.log** file contains three sections. The first section, **[InstallShield Silent]**, identifies the version of InstallShield Silent used in the silent installation. It also identifies the file as a log file.

The second section, **[Application]**, identifies the installed application's name and version, and your company name.

The third section, **[ResponseResult]**, contains the result code indicating whether the silent installation succeeded. The result codes indicate the status of the silent installation, as shown below:

Installation Result Code	Description
0	Silent installation performed successfully.
1	General error.
2	Invalid mode.
3	Required data not found in the **Setup.iss** file.
4	Insufficient memory available.
5	File does not exist.
6	Cannot write to the **Setup.iss** file.
7	Unable to write to the log file.
8	Invalid path to the **Setup.iss** file.
9	Not a valid list type (string or number).
10	Invalid data type.
11	Unknown error during setup.
12	Screens are not in expected order.
51	Cannot create the specified folder.

Installation Result Code	Description
52	Cannot access the specified file or folder.
53	Invalid option selected.

Troubleshooting Silent Installation Problems

If your computer does not restart at the end of the silent installation, then the installation was not successful.

The silent installation option requires that the computer on which the installation is recorded and all computers running the silent installation have identical configurations. If one or more of the configuration elements differ, the silent installation stops running without completing the installation process.

If a silent installation fails, check the log file, as described in the previous section. Also check the following:

➤ **Did the recording computer or the silent installation computer have QuickTest installed prior to the installation?**

If the recording computer and the silent installation computer have different configurations of QuickTest, the silent installation fails.

If either computer already has QuickTest installed, you should uninstall QuickTest before beginning the silent installation process to ensure that both computers have identical configurations.

➤ **Does the silent installation computer have the same drive letter(s) as those that the recording computer used for destination folders?**

During the silent installation, the setup program attempts to install QuickTest files in the paths selected by the recording computer. If the silent installation computer does not have the same drives available, the silent installation fails.

➤ **Do the selected destination folders exist on one computer and not on the other?**

When you select a new destination folder, the setup program asks you if you want to create the new folder. When you select an existing folder, the setup program does not create a new folder. If the new folder message is necessary for one computer and not for the other, the silent installation fails.

➤ **Are both computers running on the same operating system?**

If only one of the computers requires a special step due to the operating system being used, the silent installation fails.

➤ **Was Register now (selected by default) selected in the Customer Registration screen while recording the installation?**

The installation requires input from the user, and is therefore not silent, since it requires registering on the Mercury Customer Support Web site.

When you (or the system administrator) record the installation, it is recommended to clear the **Register now** check box in the Customer Registration screen.

If you have checked the information in the log file and all of the issues described in this troubleshooting section and you are still unable to perform the silent installation successfully, contact Mercury Customer Support.

3

Working with QuickTest Professional Licenses

You can install QuickTest Professional using a *seat* license (formerly known as a local or standalone license) or a *concurrent* license (formerly known as a floating license).

Understanding QuickTest License Types

To use QuickTest Professional, you must have a valid license. There are two types of licenses: seat and concurrent. The table below summarizes the differences between the two license types.

Topic	Seat License	Concurrent License
General description	The license is specific to the computer on which it is installed.	Each license entitles the organization to one additional concurrent user.
Number of installations per license key	Each installation of QuickTest Professional requires a distinct license key.	There is no limit to the number of QuickTest Professional installations on the network, but a special concurrent license server regulates the number of computers that can run a copy of QuickTest Professional at any time.
Maintenance number	The license key is based partially on the maintenance number. The maintenance number identifies the customer.	The license key is based partially on the maintenance number. The maintenance number identifies the customer and indicates how many concurrent users the license supports.

Topic	Seat License	Concurrent License
Other issues	The license key is based partially on the locking code, which is a code that identifies the computer on which QuickTest Professional is installed. The supplied license key works only for the computer on which the locking code was generated. **Note:** A computer with multiple bootable partitions may generate a different locking code for each partition. If a different locking code is generated for a partition, you will need to request a unique license key for it.	Not supported for Unix networks. It is recommended that the concurrent license server has a fixed IP address. QuickTest Professional client computers must have TCP/IP installed. To use concurrent licenses across networks, UDP port 5093 must be open on the server.
Entering license key	At the end of the installation procedure, QuickTest asks you to enter the license key. If you do not have a license key at that point, QuickTest asks you to enter the key the first time you open QuickTest.	Each time QuickTest opens, it automatically searches the same subnet for the concurrent license server. You do not need to enter a license key for your QuickTest client installation.

Validating Licenses

You can decode and validate the license keys of QuickTest Professional using the License Validation Utility. This enables you to view and copy license and license validation information for troubleshooting purposes. For more information, refer to the *Mercury QuickTest Professional User's Guide*.

Requesting a Seat License Key

When you install QuickTest Professional with a seat license for the first time, it includes a 14-day demo license. To use QuickTest Professional beyond the 14-day period, you must request and activate a license key for your copy of QuickTest Professional.

To request a seat license key:

1 Perform one of the following:

➤ From the license warning message displayed when you start QuickTest Professional, click **Install License**.

➤ From within QuickTest Professional, choose **Help** > **About QuickTest Professional**. The About QuickTest Professional dialog box opens. Click **License**. The License Summary dialog box opens. Click **Modify License**.

The License Type screen opens. Choose **Seat license** and click **Next.** Click **Yes** to install a new license key. The Welcome screen opens.
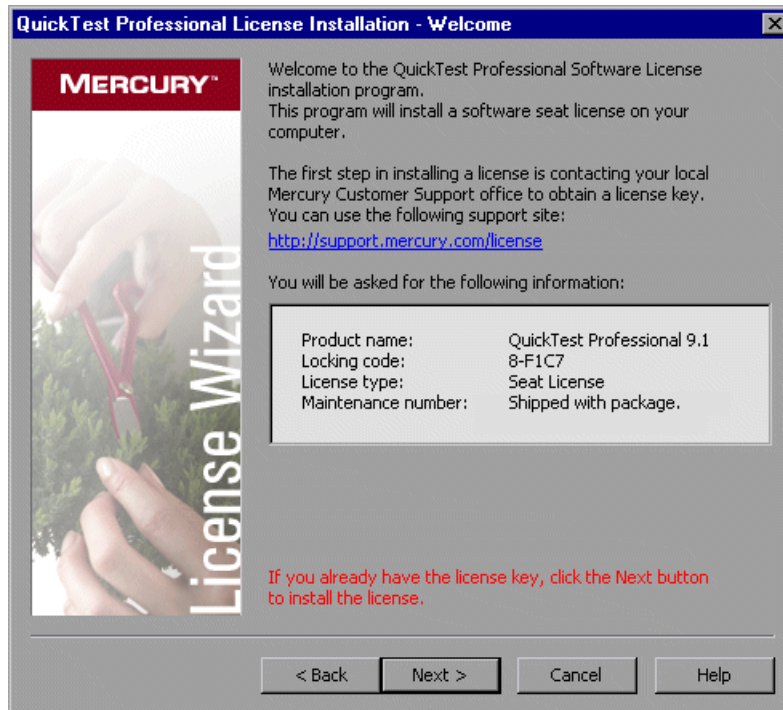
2 To request a license key, click the link in the center of the Welcome screen or browse to the Mercury Customer Support license request page (http://support.mercury.com/license). Fill in the online form. You will need to copy and paste the locking code, license type, and maintenance number from the Welcome screen. After you submit the form, you will receive your license key via e-mail.

3 Click **Cancel** and wait for your license key to arrive by e-mail. When it arrives, follow the instructions as described in "Installing a Seat License Key" on page 51.

Installing a Seat License Key

After you receive your seat license key from Mercury Customer Support, you must install it.

Note: You must have Administrator privileges to install a license key. You cannot install a seat license key remotely (for example, using Symantec pcAnywhere, Citrix, or Terminal Server).

To install a seat license key:

1 Perform one of the following:

➤ From the warning message displayed when you start QuickTest Professional, click **Install License**.

➤ From within QuickTest Professional, choose **Help** > **About QuickTest Professional**. In the About QuickTest Professional dialog box, click **License**. Then in the License Summary dialog box, click **Modify License**.

Note: You can also activate the seat license as part of the QuickTest installation. After you click **Finish** in the final installation screen, the QuickTest Professional License Installation - Welcome screen opens, as described below.

The License Type screen opens.
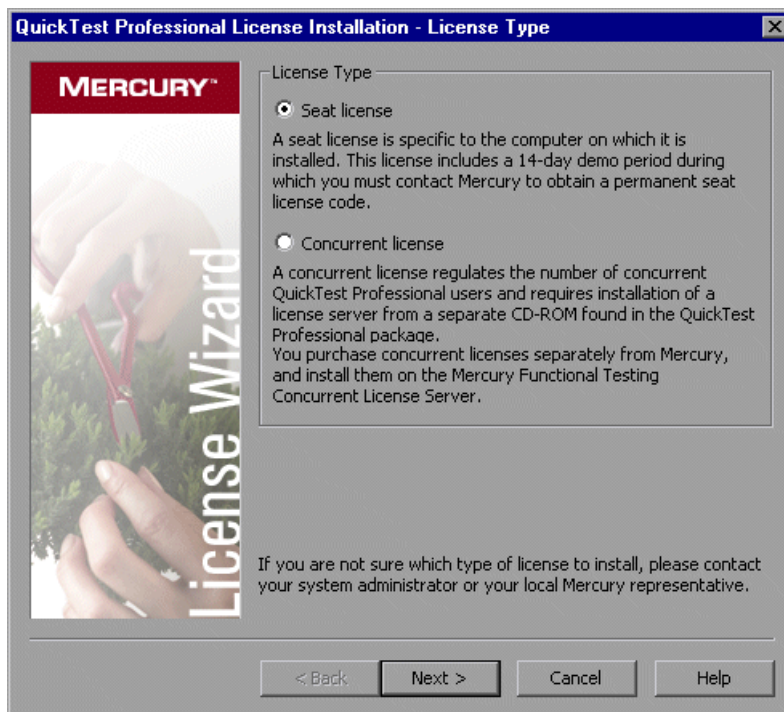
2 Choose **Seat license** and click **Next.** In the confirmation box, click **Yes** to install a new license key. The Welcome screen opens.
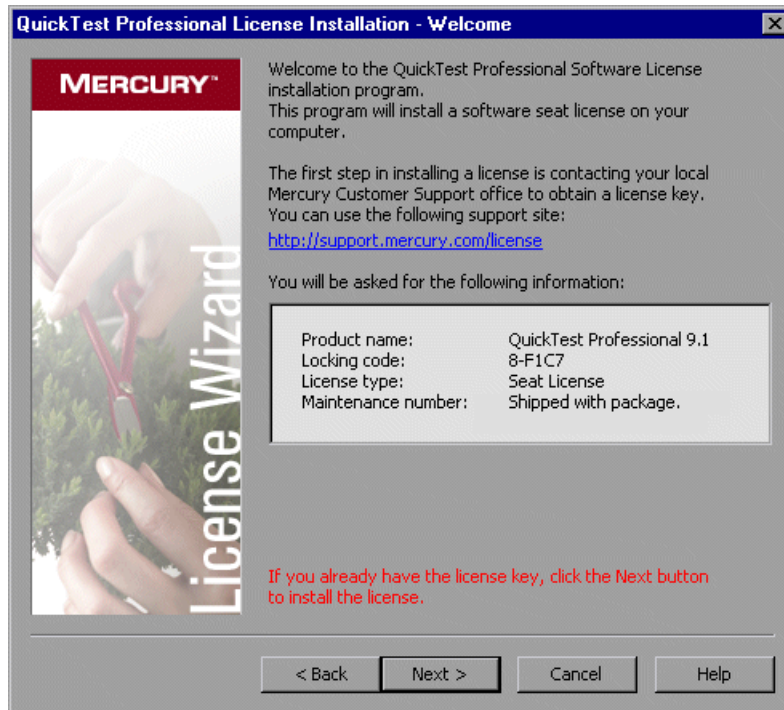
Tip: Check that the locking code in the above screen matches the locking code you sent to Mercury when you requested a license key.

3 Click **Next** to begin installing the license. The License Key screen opens.
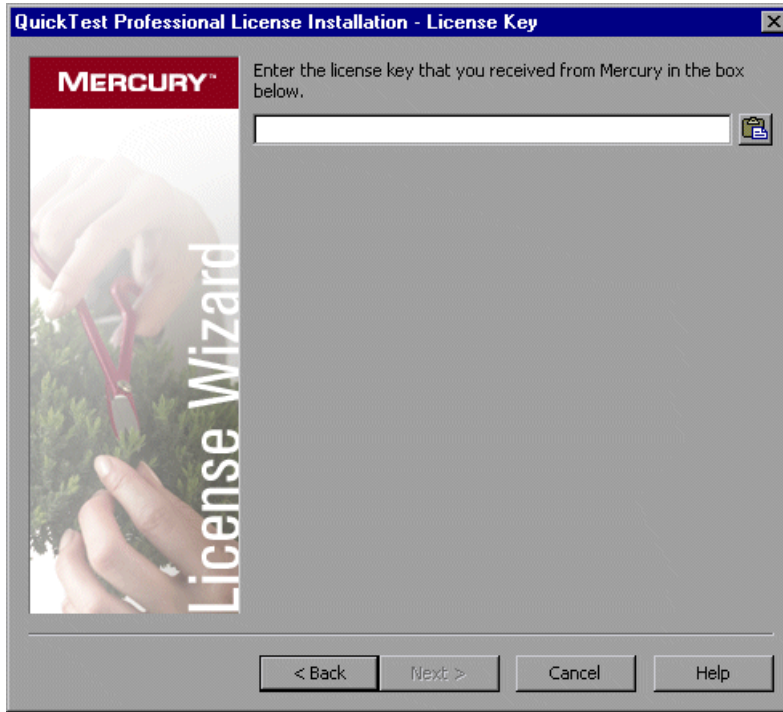
Notes:

The license key is valid only for the computer with the locking code that you entered in the Mercury Customer Support license request form.

A computer with multiple bootable partitions may generate a different locking code for each partition. If a different locking code is generated for a partition, you will need to request a unique license key for it.

 4 Enter the license key you received from Mercury, including the # character
 at the end of the license key.

 Tip: If you copy the license key to your clipboard, you can paste it in the
 license key box by clicking the **Paste From Clipboard** button.

 5 Click **Next**. The Install Summary screen opens.

6 Verify that the information is correct and click **Next**. The Finish screen opens.

If you entered a valid license key, the Finish screen confirms that your license key was successfully installed.

If the license could not be installed successfully, a message is displayed describing why. For example, if a seat license was previously installed on your computer, and you try to install a seat license again using the same license key, the license installation will not succeed. If the license could not be installed, a **Send to Support** button is displayed. You can click **Send to Support** to create an e-mail with licensing information and send it to your nearest Mercury Customer Support location. Make sure that you fill in the required information in the e-mail so that customer support can assist you.

Tip: You can install another license by selecting the **Install another license** check box, clicking **Finish** and continuing with step 2 on page 51.

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 7 If you do not want to install another QuickTest license, click **Finish** to complete the license activation process and close the wizard.

## Working with a Concurrent License

If there is an accessible concurrent license server on your network with an available license, you can connect to it. This enables you to use a concurrent license instead of a seat license. For more information on working with concurrent license servers, and the supported versions, refer to the *Mercury Functional Testing Concurrent License Server Installation Guide*.

Note: You can also specify a concurrent license server during the QuickTest installation procedure. For more information, see "Installing QuickTest Professional" on page 9.

To work with a concurrent license:

 1 Perform one of the following:

 ➤ From the license warning message displayed when you start QuickTest Professional, click **Install License**.

 ➤ From within QuickTest Professional, choose **Help** > **About QuickTest Professional**. The About QuickTest Professional dialog box opens. Click **License**. The License Summary dialog box opens. Click **Modify License**.

The License Type screen opens.
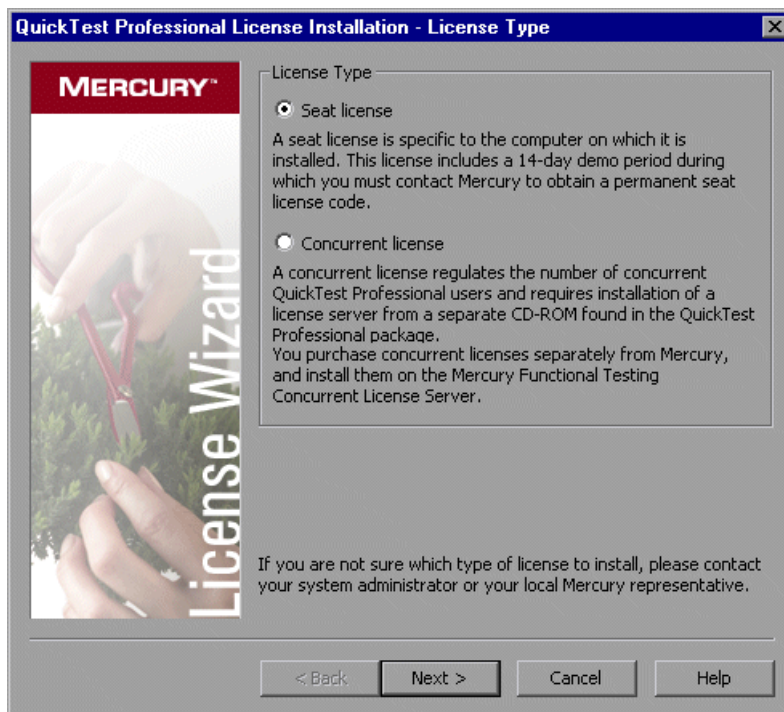
2 Choose **Concurrent license** and click **Next.** The Concurrent License Server screen opens.

3 In the edit box, either enter the name or IP address of the concurrent license server to which you want to connect, or leave the box blank to instruct QuickTest to search for an available server on your local network.

Note: If you want to specify multiple host names (for example, if there are multiple concurrent license servers running on one network), use a semicolon (;) to separate the host names or IP addresses.

Tip: When you activate a concurrent license using the License Wizard, the LSHOST user variable is automatically defined with the concurrent license server you specified. You can modify the concurrent license server either by running the License Wizard or by setting the LSHOST or LSFORCEHOST user variable. For more information, see "Setting the LSHOST or LSFORCEHOST Variable" on page 64.

4 Click **Check Connection**. If QuickTest can connect to the concurrent license server, a success message is displayed.

Note: If the installation cannot connect to a concurrent license server, the Concurrent License Server screen informs you of this.

Tip: If you want to specify the name of a concurrent license server that is currently unavailable, but will be available later, you can enter the name of the concurrent license server in the edit box. Even though the Concurrent License Server screen informs you that the specified server is not available for connection, the next time you open QuickTest, QuickTest will try to locate the server you specified.

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5 Click **Next**. The installation informs you that the concurrent license activation was successful.
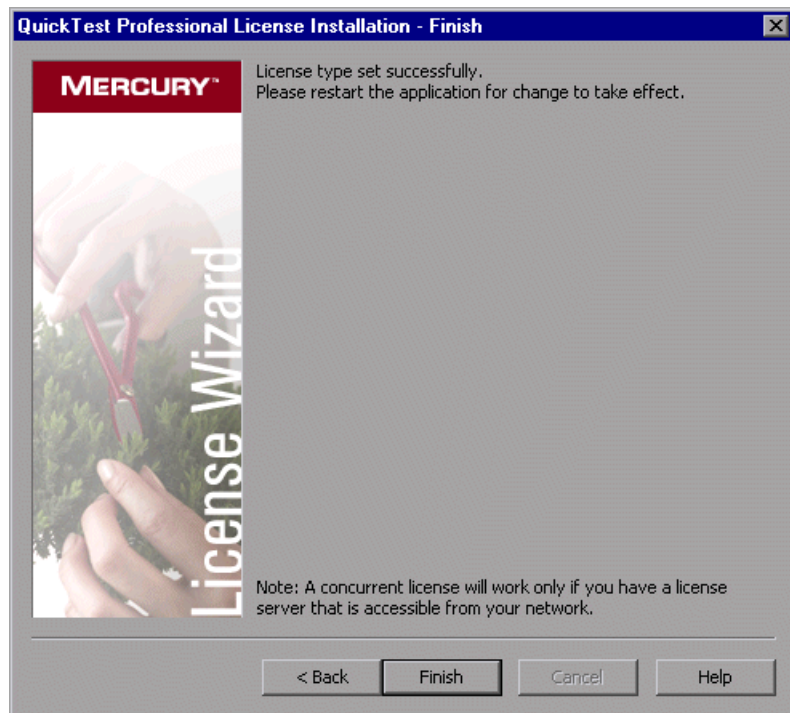
6 Click **Finish** to close the wizard. If QuickTest Professional is open, you must close and restart it to use the concurrent license server.

Modifying License Information

After you install QuickTest Professional, you can modify your license key and/or change your license type at any time. You can request a new seat license on the Mercury Customer Support Web site. The URL for the License Request Web site is http://support.mercury.com/license.

Note: You must be logged in with administrator privileges to change the license type used by your QuickTest installation from seat to concurrent or vice versa.

To modify your license information:

1 Open QuickTest Professional.

2 Click **Help** > **About QuickTest Professional**. The About QuickTest Professional dialog box opens.

3 Click **License**. The License Summary dialog box opens.
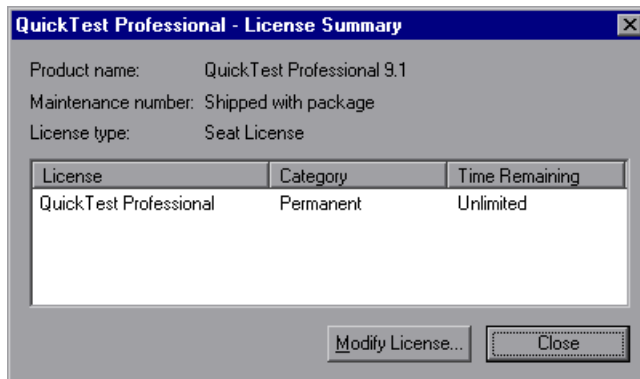
 4 Click **Modify License**. The License Type screen opens.
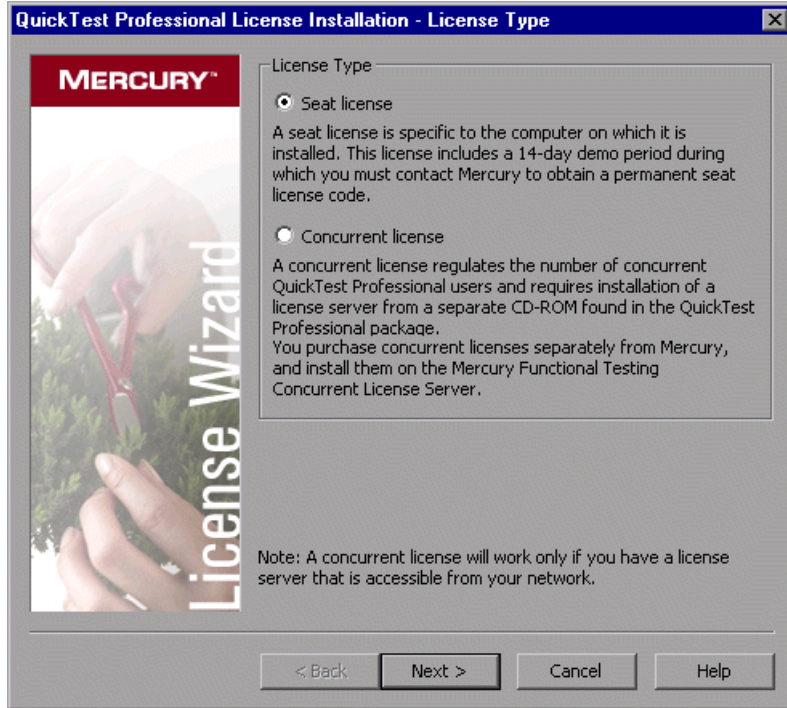
➤ To change your license type from concurrent to seat, select **Seat license** and click **Next**. A confirmation box opens.

 • If you already have a valid seat license key installed, click **No** to save your selected license type.

 • If you checked out a commuter license and want to use it now, click **No**.

 • If you do not have a seat license key installed, click **Yes**.

 The Welcome screen opens. Follow steps 4 - 7 in "Installing a Seat License Key" on page 51.

➤ To change your license type from seat to concurrent, select **Concurrent license** and click **Next**. Follow steps 2 - 6 in "Working with a Concurrent License" on page 57.

Note: To work with a concurrent license, a concurrent license server must be installed on and accessible from the network, and a concurrent license must be available. For information on installing a concurrent license server, refer to the *Mercury Functional Testing Concurrent License Server Installation Guide*.

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5 Click **Close** to close the About QuickTest Professional dialog box.

6 Restart QuickTest Professional to apply your changes.

Setting the LSHOST or LSFORCEHOST Variable

In addition to using the License Wizard to specify the concurrent license server to which you want QuickTest to connect, you can also specify a concurrent license server using Windows Environment variables. For example, you can use the LSHOST variable to set the preferred concurrent license server for a QuickTest client. If the specified concurrent license server cannot be found in the local subnet, then a search is conducted on the entire network. Alternatively, you can use the LSFORCEHOST variable to restrict QuickTest to a specific concurrent license server.

Note: If you activated a concurrent license using the License Wizard, the LSHOST user variable is already defined with the concurrent license server you specified.

To set the LSHOST or LSFORCEHOST variables:

1 Open the Environment Variables dialog box. (Choose **Start > Settings > Control Panel**. Double-click **System**. In the System Properties dialog box, click the **Advanced** tab. Then click the **Environment Variables** button. The Environment Variables dialog box opens.)
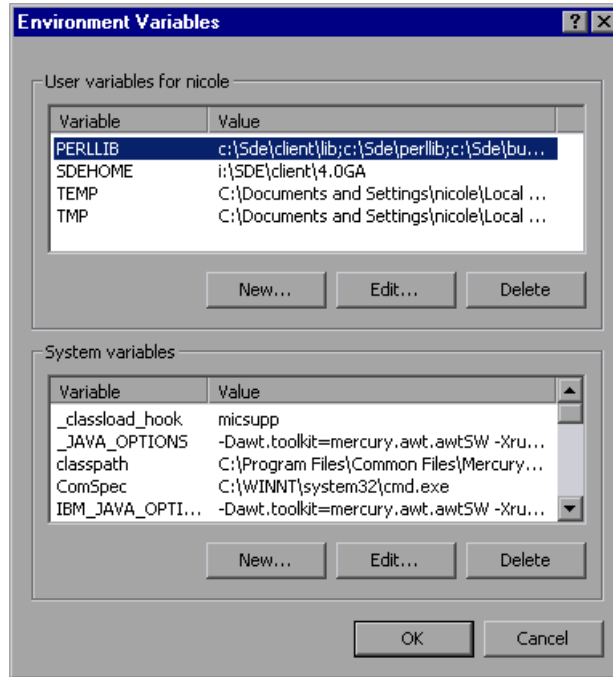
Note: If the concurrent license server is already defined using an LSHOST or LSFORCEHOST system variable, you do not need to define it using the user variable.

2 Under **User variables for <user name>**, click **New**. The New User Variable dialog box opens.

3 In the **Variable Name** box, type LSHOST or LSFORCEHOST.

4 In the **Variable Value** box, type the full name of the concurrent license server. Alternatively, you can enter the IP address of the host computer.

Notes:

The LSHOST and LSHOSTFORCE environment variable values are limited to 64 characters.

For multiple host names (for example, where there are Mercury Functional Testing Concurrent License Servers running on one network), use a semicolon (;) to separate the hosts' names or IP addresses in the **Variable Value** box.

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5 Click **OK** to close the New User Variable dialog box.

6 Click **OK** to close the Environment Variables dialog box.

7 Click **OK** to close the System Properties dialog box.

Working with Commuter Licenses

If you use QuickTest with a concurrent license, but cannot connect your computer to your network (for example, during a business trip), you can install a commuter license. Commuter licenses are available in companies that have only concurrent licenses (not seat licenses).

For example, suppose you need to travel on business with your laptop computer and you want to use QuickTest while you are away. You can check out a QuickTest license from the concurrent license server to use for the duration of your trip, and then check the license back in upon your return. Commuter licenses are valid for up to 30 days, according to your requirements.

Tip: If you have a concurrent license and are located far from the concurrent license server, you can also use a commuter license if you encounter network traffic.

For more information, see "Checking Out a Commuter License" on page 67, and "Checking In a Commuter License" on page 69.

Note: Installing a commuter license requires administrator permissions for the computer on which you want to use the license.

In addition, if you are unable to check out a license before you disconnect from the network (that is, leave for your trip), or if you checked out a license but it expired because your return was delayed, you can ask a local network user to check out a commuter license and send it to you remotely. For more information, see "Obtaining a Commuter License Remotely" on page 71.

Note: Commuter licensing is supported by Mercury Functional Testing Concurrent License Server version 7.6 and later. If you have upgraded to Mercury Functional Testing Concurrent License Server version 7.6 or later, you need to request a new server license key to enable the commuter licensing functionality. For details, contact Mercury Customer Support or your local representative.

Checking Out a Commuter License

Before you check out a commuter license, ensure that the computer (for example, a laptop) on which you want to install the commuter license has QuickTest installed, is connected to the network, and has access to a concurrent license server with an available QuickTest license. After you have checked out the license, you can disconnect the computer from the network.

To check out a commuter license:

1 Run the **WCommute.exe** file located in **<QuickTest installation folder>\bin**. The WCommute dialog box opens.
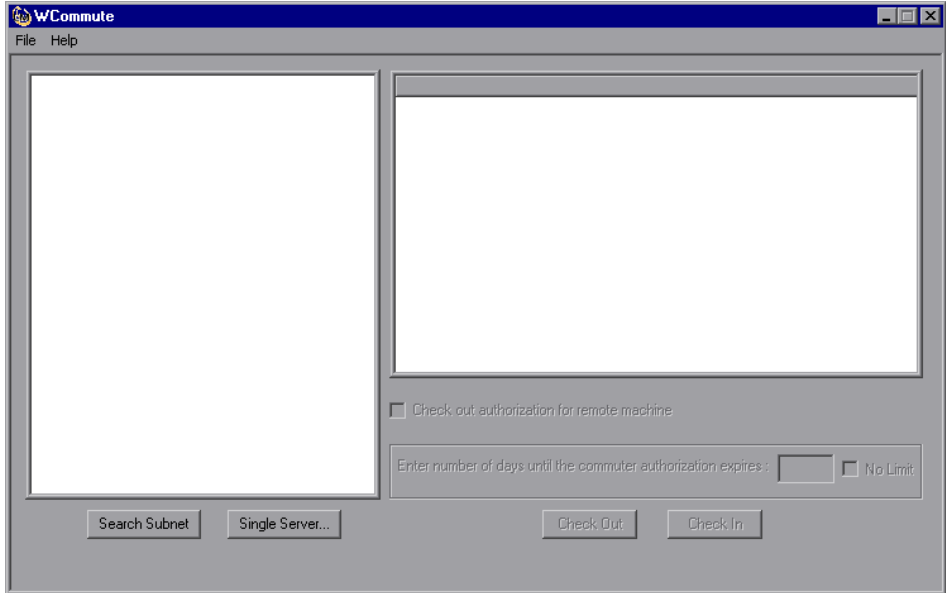
2 To see commuter licenses available on all concurrent license servers located within your subnet, click **Search Subnet**. If you want to specify a particular concurrent license server, or if you want to select a concurrent license server outside of your subnet, click **Single Server**.

➤ If you click **Search Subnet**, the WCommute utility searches the subnet for concurrent license servers that support commuter licensing and displays them in the WCommute dialog box. Note that this process may take several minutes.

➤ If you click **Single Server**, a dialog box opens enabling you to specify the concurrent license server you want to locate. Enter the concurrent license server computer's host name, IP address, or IPX address and click **OK**. The specified concurrent license server is located and displayed in the WCommute dialog box.

For each concurrent license server, a list of available commuter licenses is displayed. A red check mark next to a commuter license means that the license is already checked out to your computer. You cannot check out multiple licenses for the same application to the same computer. Click a license to view the license details in the right pane of the dialog box.

3 Select the license that you want to check out.

4 In the **Enter number of days until the commuter authorization expires** box, specify the maximum number of days to check out the license (up to a maximum of 30 days).

Note: When you check out a license, it decreases the number of licenses available for use by others. Therefore, you should specify the absolute minimum number of days that you require.

---

5 Click **Check Out**. The selected license is saved locally on your computer.

6 To use the new checked-out license, open QuickTest and change your license type from concurrent to seat. In the confirmation message that opens after you change the license type, click **No** to use the commuter license. For more information, see "Modifying License Information" on page 62.

Checking In a Commuter License

When you finish using the commuter license, you should check it in from your computer to the concurrent license server from which you checked it out. This makes the license available to other users.

Note: If your license expires, you do not need to check it in. When a license expires, you can no longer use it. The license is automatically returned to the concurrent license server, even if your computer is not connected to the concurrent license server network.

To check in a commuter license:

1 Run the **WCommute.exe** file located in **<QuickTest installation folder>\bin**. The WCommute dialog box opens.
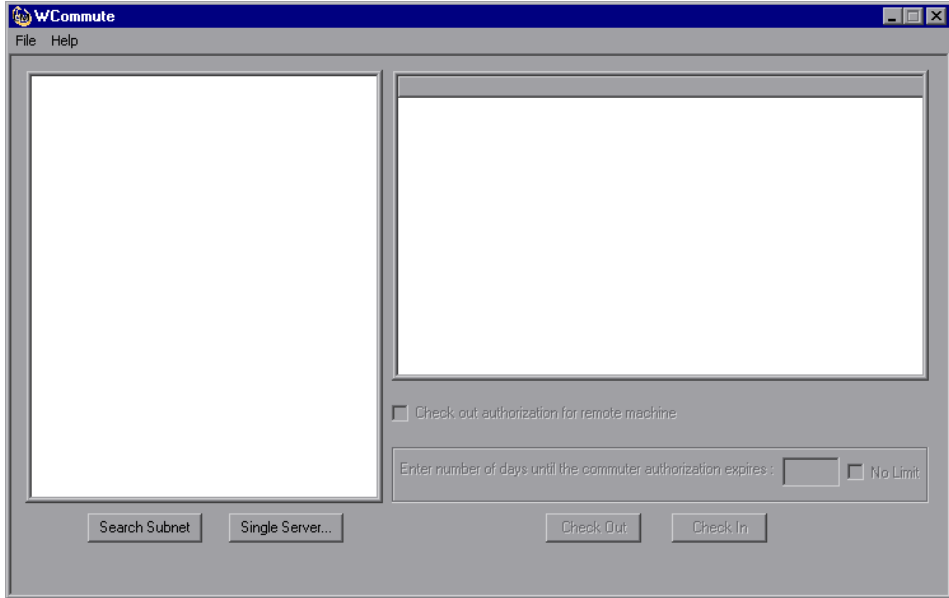
2 Locate the concurrent license server for the commuter license you want to check in, as described in step 2 of "Checking Out a Commuter License" on page 68. You must check in the license to the same concurrent license server from which you checked it out.

3 Select the license you previously checked out.

Tip: The checked-out license is indicated by a red check mark.

---

4 Click **Check In**. The license is returned to the concurrent license server, and is made available for use by others.

Note: Before you can use QuickTest again, you must change your license type from seat to concurrent. For more information, see "Modifying License Information" on page 62.

Obtaining a Commuter License Remotely

A local network user can locally check out a QuickTest commuter license and send it to you for installation on a remote computer. This is useful in situations in which you are currently not connected to the concurrent license server network. For example, you may be out of the office on an extended business trip, but need to be able to use QuickTest.

To obtain a commuter license remotely:

1 Run the WRCommute utility to generate a commuter locking code for your computer and send the commuter locking code to a local user who has access to the concurrent license server. For more information, see "Step 1: Generating a Remote Computer Locking Code" on page 72.

2 Ask the local user to run the WCommute utility (entering the commuter locking code you generated) to check out a remote commuter license, and send it to you. For more information, see "Step 2: Checking Out a Commuter License for a Remote Computer" on page 73.

3 Run the WRCommute utility to install the remote commuter license on your computer. For more information, see "Step 3: Installing a Commuter License on a Remote Computer" on page 76.

4 Open QuickTest and change your license type from concurrent to seat. In the confirmation message that opens after you change the license type, click **No** to use the commuter license. For more information, see "Modifying License Information" on page 62.

Step 1: Generating a Remote Computer Locking Code

The first step in remotely obtaining a commuter license is to generate a
locking code on your computer using the WRCommute utility, and transfer
it (by e-mail) to a network user who has access to the concurrent license
server.

Note: The remote computer locking code used to lock a commuter license is
not the same as the locking code displayed by the ECHOID utility. You must
use the WRCommute utility to obtain the commuter license locking code.

To generate a locking code on a remote computer:

1 Run the **WRCommute.exe** file located in **<QuickTest installation
folder>\bin**. The WRCommute dialog box opens.
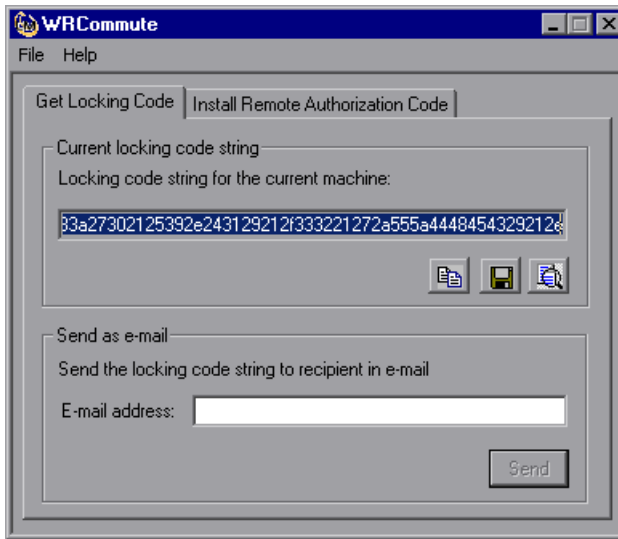
The **Locking code string for the current machine** box contains the locking
code that you need to e-mail to a network user who has access to the
concurrent license server containing the QuickTest licenses.

2 Send the locking code to the local network user in one of the following ways:

➤ Select the locking code string and click the **Copy to clipboard** button to copy the string to your Windows clipboard. Then open your e-mail program and paste the string into a new e-mail message and e-mail it to the local network user.

➤ Click the **Save lock code string to file** button to save the locking code in a file. Specify the name and location for the file, and then attach the file to a new e-mail message and e-mail it to the local network user.

➤ Click the **Display locking code string** button to display the entire locking code in another dialog box. You can then select the locking code string, right-click it and select **Copy** to copy it to your Windows clipboard. Then open your e-mail program and paste the string into a new e-mail message and e-mail it to the local network user.

➤ In the **E-mail address** box, enter the e-mail address of the local network user and click **Send**. Note that this option is supported only if Microsoft Outlook Express is set up as your e-mail client.

Step 2: Checking Out a Commuter License for a Remote Computer

After a local network user receives the locking code, the user can check out the license and transfer it to you (by e-mail). To do this, the user must have QuickTest installed on his or her computer and also have access to the concurrent license server with an available QuickTest license.

To check out a commuter license for a remote computer:

1 Run the **WCommute.exe** file located in **<QuickTest installation folder>\bin**. The WCommute dialog box opens.
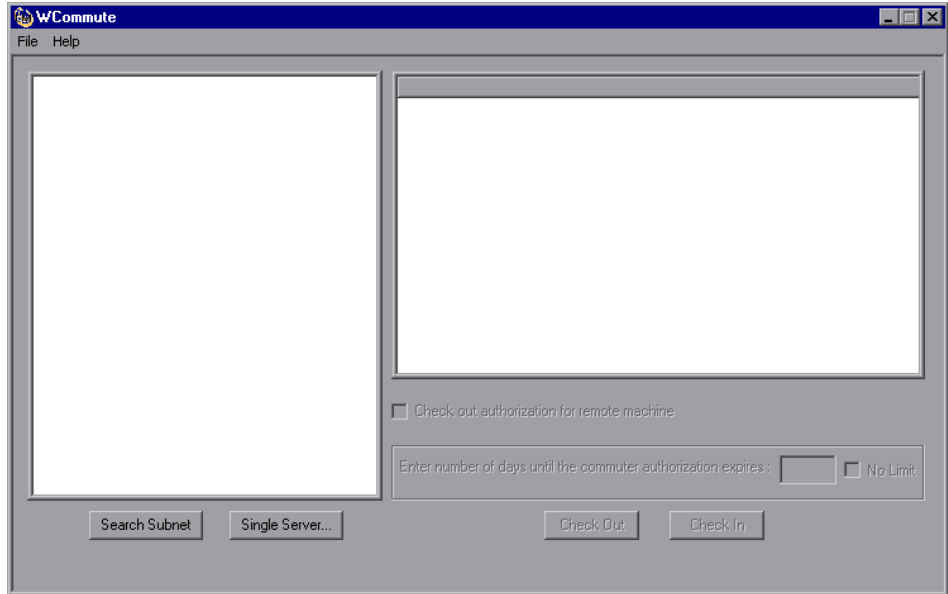
2 Locate the concurrent license server from which you want to check out a remote commuter license, as described in step 2 of "Checking Out a Commuter License" on page 67.

For each concurrent license server, a list of commuter licenses that you can check out is displayed.

3 Select the license that you want to check out.

4 Select the **Check out authorization for remote machine** check box.

5 In the **Enter the number of days until the authorization expires** box, specify the number of days to check out the license (up to a maximum of 30 days).

Note: When you check out a license for a remote machine, it cannot be checked in and remains in use (unavailable to other users) for the number of days specified. Therefore, you should specify the absolute minimum number of days required.

---

6 Click **Check Out**. The Locking Code for Remote Machine dialog box opens.
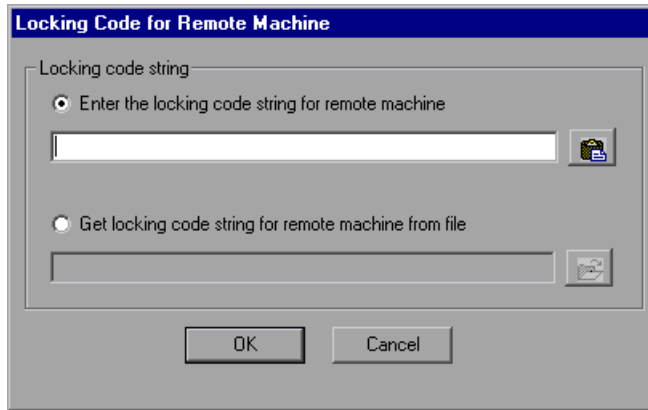
7 Enter the locking code that the remote user e-mailed you in one of the following ways:

➤ If the locking code was e-mailed to you in the body of an e-mail, copy it to your Windows clipboard. In the Locking Code for Remote Machine dialog box, select **Enter the locking code string for remote machine** and then click the **Paste from clipboard** button.

➤ If the locking code was e-mailed to you as an attached file, save the attachment and then select **Get locking code string for remote machine from file**. Click the **Load** button. Select the file that contains the locking code and click **Open**.

8 Click **OK**. The Remote Commuter Licensing dialog box opens.
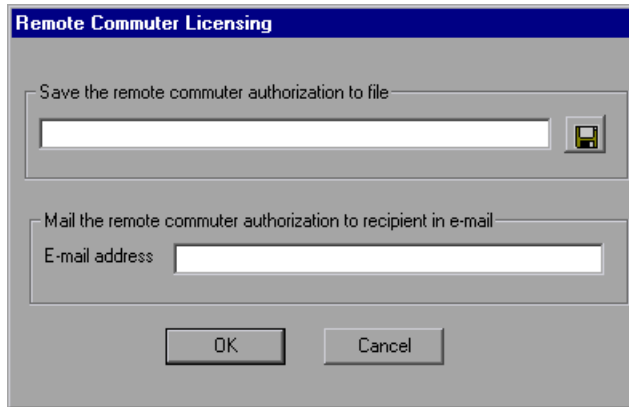
9 Send the commuter license to the remote user in one of the following ways:

- ➤ Click the **Save** button to save the locking code in a file. Specify the name and location for the file, click **Save** and then click **OK**. Attach the file to a new e-mail message and e-mail it to the remote user.

- ➤ In the **E-mail address** box, enter the e-mail address of the remote user. Click **Send** and then click **OK**. Note that this option is supported only if Microsoft Outlook Express is set up as your e-mail client.

Step 3: Installing a Commuter License on a Remote Computer

The final step in remotely obtaining a commuter license is to install the license that was sent to you by the network user on your computer.

To install a commuter license on a remote computer:

1 Ensure that you are logged in to your computer with administrator privileges.

2 Run the **WRCommute.exe** file located in **<QuickTest installation folder>\bin**. The WRCommute dialog box opens.

 3 Click the **Install Remote Authorization Code** tab.
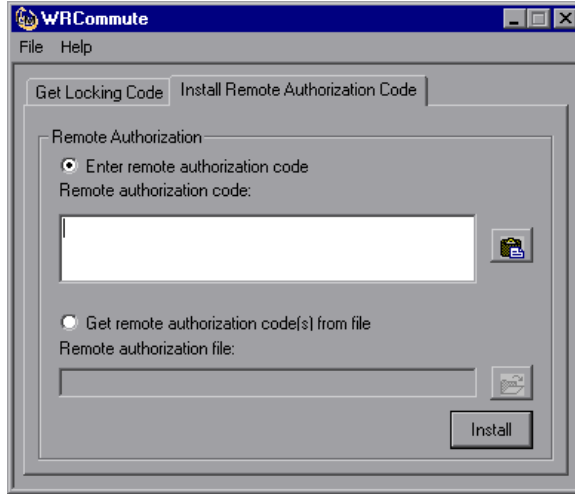
 4 Enter the commuter license that the network user e-mailed you, as follows:

➤ If the commuter license was e-mailed to you in the body of an e-mail, copy it to your Windows clipboard. In the Install Remote Authorization Code tab of the WRCommute dialog box, select **Enter remote authorization code** and then click the **Paste from clipboard** button.

➤ If the commuter license was e-mailed to you as an attached file, save the attachment and then select **Get remote authorization code(s) from file.** Click the **Load** button. Select the file that contains the locking code and click the **Open** button.

 5 Click **Install**. The new license code is installed on your computer.

Step 4: Modifying the License Type on the Remote Computer

Open QuickTest and change your license type from concurrent to seat. In the confirmation message that opens after you change the license type, click **No** to use the commuter license. For more information, see "Modifying License Information" on page 62.

Note: A remote commuter license cannot be checked in to the concurrent license server when you have finished using it—it simply expires on the remote computer. After you return to your office and are reconnected to the network, you should change your license type from seat to concurrent. For more information, see "Modifying License Information" on page 62.

4

Maintaining and Uninstalling QuickTest Professional

You can install and uninstall individual QuickTest Professional features, or uninstall all QuickTest Professional software and files (including core and external add-ins). You can also repair a QuickTest Professional installation that has become corrupted.

This chapter describes:	On page:
Installing and Uninstalling Specific QuickTest Professional Features	79
Repairing Your QuickTest Professional Installation	81
Uninstalling QuickTest Professional and Installed Add-ins	82

Installing and Uninstalling Specific QuickTest Professional Features

Your QuickTest Professional CD-ROM enables you to install or uninstall specific QuickTest Professional features. For example, you can install or uninstall a core add-in or the sample applications provided with QuickTest Professional.

The procedure for installing or uninstalling features is similar to the procedure for performing a Custom installation. For more information on the specific screens mentioned in the procedure below, see "Installing QuickTest Professional" on page 9.

Note: Before uninstalling QuickTest Professional features, make sure that you have a minimum of 50 MB free disk space.

To install or uninstall QuickTest Professional features:

1 Insert the QuickTest Professional CD-ROM into the CD-ROM drive. If the CD-ROM drive is on your local computer, the QuickTest Professional Setup window opens.

If the CD-ROM is in a network drive, double-click **setup.exe** in the root folder of the CD-ROM. The QuickTest Professional Setup window opens.

Note: You must use the same QuickTest Professional version that you used for the original installation.

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2 Click **QuickTest Professional Setup**. The Setup Maintenance screen opens.

3 Select **Modify** and click **Next**.

4 In the Select Features screen, select the check boxes of feature(s) you want to install, and clear the check boxes of features you want to uninstall. Click **Start**. The Setup Status screen displays the progress of the application modification.

5 The Complete screen prompts you to restart your computer. Click **Finish**.

Note: It is recommended that you restart your computer as soon as possible. Delaying the system restart may result in unexpected QuickTest behavior.

Repairing Your QuickTest Professional Installation

Your QuickTest Professional CD-ROM enables you to repair an existing QuickTest Professional installation, by replacing any missing or damaged files from your previous QuickTest Professional installation.

To repair your QuickTest Professional installation:

1 Insert the QuickTest Professional CD-ROM into the CD-ROM drive. If the CD-ROM drive is on your local computer, the QuickTest Professional Setup window opens.

If the CD-ROM is in a network drive, double-click **setup.exe** in the root folder of the CD-ROM. The QuickTest Professional Setup window opens.

Note: To use the QuickTest Professional CD-ROM to repair an installation, you must use the same CD-ROM that you used for the original installation.

---

2 Click **QuickTest Professional Setup**. The Setup Maintenance screen opens.

3 Select **Repair** and click **Next**. The Setup Status screen displays the progress of the repair process.

4 The Complete screen prompts you to restart your computer. Click **Finish**.

Note: It is recommended that you restart your computer as soon as possible. Delaying the system restart may result in unexpected QuickTest behavior.

Uninstalling QuickTest Professional and Installed Add-ins

Your QuickTest Professional installation includes an uninstall program that uninstalls QuickTest Professional features and add-ins (built-in and external) from your computer and removes QuickTest Professional shortcuts from your Start menu.

Before uninstalling QuickTest, make sure that you have a minimum of 50 MB free disk space.

Notes:

You can uninstall specific QuickTest Professional features as described in "Installing and Uninstalling Specific QuickTest Professional Features" on page 79.

You can uninstall specific external QuickTest Professional add-ins using the **Add/Remove Programs** option in the Windows Control Panel. For more information, refer to the relevant add-in documentation.

If you have external 6.5.x add-ins that were installed directly on QuickTest Professional 8.0.x or later, and you then upgraded them to version 8.x or later to work over QuickTest Professional 9.1, the uninstall program does not uninstall these add-ins. In this case, after uninstalling QuickTest Professional, manually delete any files that remain in the QuickTest Professional installation folder.

You can uninstall QuickTest Professional either using the **Uninstall QuickTest Professional** menu command, or using the QuickTest Professional CD-ROM.

To uninstall QuickTest Professional using the Uninstall QuickTest Professional menu command:

 1 Choose **Programs** > **QuickTest Professional** > **Uninstall QuickTest Professional** from the **Start** menu.

 2 A message prompts you to confirm your decision to uninstall QuickTest Professional. Click **Yes** to uninstall QuickTest Professional. Click **No** to keep QuickTest Professional installed on your computer.

The uninstall program removes all QuickTest Professional features from your computer (including any QuickTest Professional built-in and external add-ins).

3 When the uninstall process is complete, choose to restart your computer and click **Finish**.

Note: You can save any open files, but you should restart your computer as soon as possible. Delaying the system restart could result in unexpected system problems.

To uninstall QuickTest Professional using the QuickTest Professional CD-ROM:

1 Insert the QuickTest Professional CD-ROM into the CD-ROM drive. If the CD-ROM drive is on your local computer, the QuickTest Professional Setup window opens.

If the CD-ROM is in a network drive, double-click **setup.exe** in the root folder of the CD-ROM. The QuickTest Professional Setup window opens.

Note: You must use the same CD-ROM that you used for the original installation.

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2 Click **QuickTest Professional Setup**. The InstallShield Wizard Setup Maintenance screen opens.

3 Select **Remove** and click **Next**.

4 A message prompts you to confirm your decision to uninstall QuickTest Professional. Click **OK** to uninstall QuickTest Professional. Click **Cancel** to keep QuickTest Professional installed on your computer and return to the previous screen.

The uninstall program removes all QuickTest Professional features from your computer (including any QuickTest Professional built-in and external add-ins).

Note: Uninstalling QuickTest Professional does not uninstall any non-Mercury applications that you install as part of the QuickTest Professional installation, for example, the Microsoft Script Debugger or the Microsoft .NET Framework. You can uninstall these applications using the **Add/Remove Programs** dialog box in the **Control Panel**.

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 5 When the uninstall process is complete, choose to restart your computer and click **Finish**.

Note: You can save any open files, but you should restart your computer as soon as possible. Delaying the system restart could result in unexpected system problems.