HP ALM Lab Management

Software Version: 11.52

Troubleshooting Guide

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Contents

Welcome to This Guide

Introduction

Welcome to the HP ALM Lab Management Troubleshooting Guide.

This guide provides information in troubleshooting problems related to working with ALM Lab Management.

Note: For detailed instructions regarding references to the HP ALM Lab Management user interface, see the HP ALM Lab Management Guide.

1 Troubleshooting HP ALM Lab Service

This chapter provides information for troubleshooting issues related to the HP ALM Lab Service.

HP ALM Lab Service Registration has failed

Problem description

After sending a registration request to the server, you see the following error:

> Failed to register host.
>
> Cannot connect to server http://<server-name>/qcbin.
>
> If your host uses a proxy server to connect to the internet, make sure you have configured
>
> the Lab Service agent to use the proxy server.

Explanation

This error is displayed when the testing host uses a proxy server to connect to the internet. Lab Service is trying to send a request directly through HTTP (instead of through the proxy), so the registration request fails.

Troubleshooting Steps

Make the following configuration changes to resolve this issue:

- Explicitly configure the service to use the proxy server by modifying the configuration file **HP.ALM.Lab.Agent.RemoteService.exe.config**. You can usually find this file in **C:\Program Files\HP\HP ALM Lab Service**.

- Follow the MSDN instructions from the topic entitled '<defaultProxy> Element (Network Settings)', which is available *here*.

o   Make sure to insert the following element definition:

```
<system.net>
 <defaultProxy>
  <proxy
    proxyaddress="http://<proxy IP>:<port>"
    bypassonlocal="false"/>
 </defaultProxy>
</system.net>
```

- To apply the changes:

  o   Find the Lab Service tray icon in the Windows tray, right click and select **Exit**.

  o   Re-open Lab Service (launch from **Start > All programs > Startup**)

  o   Right click the Lab Service tray icon, and select '**Start ALM Lab Service'**.

Problem description

After registering your testing host, you receive the following error message:

> Failed to register host.
>
> ALM Lab Service version <version-number> is not compatible with ALM server version <version-number>.

Explanation

The ALM server to which you are connecting is not compatible with the ALM Lab Service agent version you currently have installed. You can find the HP ALM Lab Service version by right clicking the Lab Service tray icon and selecting **About**.

Troubleshooting Steps

Uninstall HP ALM Lab Service and install the correct version.

- Uninstall Lab Service using Windows Add/Remove Programs.

- Install Lab Service from **ALM Server Tools > HP ALM Lab Service**

Problem description

After registering your testing host, you receive the following error:

> Host <hostname> does not exist in Lab Management. Make sure to use the name <hostname> when defining the testing host in the Lab Management Hosts module.

Explanation

This error occurs when a registration request is sent by a testing host that does not exist in the Lab Management **Hosts** grid.

Troubleshooting Steps

- Add the host to the grid in the Lab Management **Hosts** module.
- If the host was already added, make sure that the host name that appears in the **Details** tab is identical to the name configured in the Lab Service **Settings** page.

Problem description

After registering your testing host, the host's **Status** field is still displayed as 'Unavailable'.

Explanation

The host is still not fully registered – it may still be in a **Pending** state.

Troubleshooting Steps

Make sure that the Lab Admin approved the registration request for this host.

Miscellaneous Lab Service Issues

Installation and Uninstallation

If you are uninstalling Lab Service in order to install a different version, you must restart your computer before installing the new version. If you try to install a new version without restarting, the installation may fail.

See below for more common issues related to Lab Service installation:

Problem description

HP ALM Lab Service was installed, but the Lab Service agent icon does not appear in the Windows system tray.

Explanation

Lab Service may not have been opened.

Troubleshooting Steps

Start the Lab Service process:

- Find Lab Service in the Windows Startup folder:
    - Windows 7: **Start > All programs > Startup**
    - Windows XP: **Start > Programs > Startup**
- Select **HP ALM Lab Service**.
- The icon appears in the Windows system tray.

Settings Page

Problem description

You receive an error stating that the configuration file was modified outside of the application.

Troubleshooting Steps

- Restart Lab Service. Right-click the icon in the taskbar and select **Exit**. See more about starting the Lab Service process above.

Auto Login

- The Auto Login feature is supported on Windows XP (32-bit), Windows 7 (32 and 64-bit), and Windows Server 2008 R2 (32 and 64-bit).

- If you have Auto Login enabled and you disconnect from the session, Lab Service will automatically log the user back in and finish the test. However, if you lock the screen, ALM is not able to run a test that requires the session user interface (such as QTP).

- Testing hosts often have a restriction on the number of users that can be concurrently logged in to the host. If the testing host has reached its limit, Lab Service is not able to log in with the configured user.

  Workaround: Log out one of the current users.

- If the user configured in Lab Service has no active session on the testing host, and there is another user currently logged in to the console of the testing host, Auto Login fails.

  Workaround: Log out the console user or create a remote session with the Lab Service user.

2 Troubleshooting Lab Management Hosts

Host is Non-Operational

If the host has become Non-Operational, check the following:

- Look in the Hosts module (under Lab Resources), and locate the host in the grid. Switch to the **Event Log** tab in the bottom pane. Track the host's state by examining the *Host Non-Operational* events. Host status changes are denoted by *Change state on host* events.

- The Recovery service periodically attempts to recover a non-operational host. Look for events of type *Recover Host* to track them.

- The recovery mechanism tries to recover each host periodically once the host becomes non-operational. You can track the event log to check the cause of a recovery failure.

Below are some common issues related to hosts becoming Non-Operational:

Problem description

Host has become Non-Operational with the following error:

> Host <host name> is about to become Non-Operational and be replaced…Lab Service failed to log in as <user name> to the testing host

Explanation

Lab Service attempted to use Auto Login to log into the testing host, but failed.

Troubleshooting Steps

- Verify the following:

    - The correct information for user, password, or domain is provided in the Lab Service **Settings** page.

    - There is no other user currently running an active session on the testing host

- Make sure that the option '**Auto Login**' was selected for the Lab Service installation (by default it is not checked). If Lab Service was installed with Auto Login enabled, you need to enter your password and domain into the fields in the Settings page. If these fields are disabled, run the Lab Service installation MSI again, select **Modify**, and enable the Auto Login feature.

    - Connect to the console screen of the testing host and make sure that the login screen is available. If this screen is blocked, Auto Login cannot log in to the machine.

- Testing hosts often have a restriction on the number of users who can be concurrently logged into the host. If the testing host has reached its limit, Lab Service is not be able to log in. Log out one of the current users.

Problem description

HP ALM Lab Service failed to Auto Login to a certain host even though all the configuration settings are correct.

Troubleshooting Steps

Make sure that the host is using an OS that is supported by the Auto Login feature. See the *Readme* for System Requirement details.

Problem description

Host has become Non-Operational with the following error:

> Host <host name> is about to become Non-Operational and be replaced. Reason: You do not have permissions to run tests on this machine. You can change this option in your testing tool's Options dialog box.

Troubleshooting Steps

- If this is a QTP/ UFT host, make sure that QTP is configured to enable remote execution. This option is set in **QTP Options > Run > Allow other HP Products to run tests and components**.

Problem description

Host has become Non-Operational with the following error:

> Host <host name> is about to become Non-Operational and be replaced. Reason: ALM Lab service could not execute test <Testing Tool name> because: Testing Tool <Testing Tool name> is not installed on this machine.

Troubleshooting Steps

- Check if the testing tool is installed properly on the host machine. If this host has more than one Purpose defined for it in Lab Management, make sure that all the testing tools in the list are installed on this host.

Problem description

Host has become Non-Operational with the following error:

> Host <host name> is about to become Non-Operational. Reason: Host not polling for tasks

Explanation

The Lab Service agents installed on each functional host are polling the ALM server for tasks. If one of the Lab Service agents does not send a polling request to the ALM server for more than 5 minutes (15 minutes after a machine Reboot task) – then the server changes this host to Non-Operational.

Troubleshooting Steps

- Right click on the Lab Service tray icon, and check that the Lab Service agent on the host machine was started and is running.

- Make sure that the server URL in the Lab Service **Settings** page has the correct server URL.

- Restart Lab Service.

- After restarting Lab Service, use **Check Host** in the Lab Management Hosts module to check if the host is now communicating with the ALM server. If **Check Host** passed successfully, the server sends a recovery task for the host and the host's status returns to Operational. You can also manually change the host's status to Operational.

- If **Check Host** is still failing with a 'Host Not Polling' error, do the following:

- Change the Log Level of the service to **Verbose** (in the Lab Service **Settings** page)

- Check the Remote Service logs (log file location can be found in the **Settings** page) to make sure the agent is polling the server.

- If you encounter errors in the Remote Service log, and the agent is not polling the server even after performing the steps above, contact customer service.

Recover Host has failed

When a host becomes Non-Operational, the system tries to recover it by sending a recovery task to the host. The tasks performed by the recovery task are tailored to the purposes defined for the host. See the *HP ALM Lab Management Guide* for more details about the recovery tasks.

Below are some examples of common causes for recovery failures:

Problem description

Event Log Action: Recover Host

Description:

> Host <host name> recover has failed. Reason: Finished with errors. Recover Host has passed successfully on purposes: Quick Test Professional, System Test, but has failed on purposes: VAPI-XP: Could not check host on purpose VAPI-XP. For more information about what caused the failure, select the host and click the Check Host action from the tool bar.

Explanation

This is an example for recovery failure due to one of the purposes of this host. In this case, the host was assigned 3 purposes: 'Quick Test Professional', 'System Test' and 'VAPI-XP'. According to the error, it seems that there was a failure with checking the VAPI-XP testing tool.

Troubleshooting Steps

In case of such failure the following steps should be performed:

- Run **Check Host** to get more details about the failure cause.

- Resolve the issue according to the Check Host details. Then make sure Check Host now passes successfully on all purposes.

- You can manually change the host status to Operational, or wait for the system to send a recovery task for the host.

Problem description

Event Log Action: Recover Host

Description:

> Host <host name> recover has failed. Reason: Finished with errors. Recover Host has failed on all purposes: Lab Service failed to log in as <user name> to the testing host. The user is currently not logged in or not active, and the console is being used by Administrator.

Explanation

The recovery task requires a user logged in to the host.

Troubleshooting Steps

- Make sure that there is a user logged in and Active to the host.
- If the Lab Service is installed with Auto Login feature enabled, make sure that the user logged in to the machine is the same user defined in the Lab Service **Settings** page.

Problem description

The following error appears in the **Event Log**:

> Host <host name> recover has failed. Reason: Failure Timeout: Task with ID <id> has failed to finish during the expected time. The task is marked as failed.

Explanation

This error implies that the recovery task was not handled by the Lab Service agent on the host, and failed due to timeout. This usually happens when the Lab Service is stopped and is therefore not polling the server for tasks.

Troubleshooting Steps

See more about restarting Lab Service on page 16.

3 Troubleshooting Timeslot Autostart

This chapter provides information for troubleshooting issues related to the functional test autostart feature.

Test Failed to Run with Reserved Timeslot

Problem description

You reserved an autostart timeslot for running your functional test set or build verification suite, but the test failed to run.

Troubleshooting Steps

Open the Timeslots module (calendar view) and select the timeslot you reserved. You can find your timeslot based on start time, name or ID.

The Timeslots event log can be accessed from **Tools > Event Log**. In addition, each timeslot has an event log with details of events pertaining to that timeslot. This event log can be accessed from the timeslot Details dialog box.

- **If you cannot find the timeslot you reserved:** Your timeslot may have been deleted.

  If you find that the timeslot was deleted, check the event log for the *Delete Timeslot* event. The event log lists the user who deleted it and the time when it was deleted. If you cannot find the event, consult your project or lab administrator.

- **If you find the timeslot you reserved:** You can track the events related to the timeslot in the timeslot's **Event Log** tab.

  To drill down further, examine the run itself. Click on the link to the run in the Details pane, which is to the right of the calendar view. Continue with the troubleshooting sections below.

- **If you find multiple timeslots similar to the one you reserved (consecutive timeslots related to the test you reserved):** Your timeslot has been automatically split by ALM. In most cases, a timeslot is split in order to enable reuse of the resources after the run of the original timeslot has ended. The split occurs only if the remaining time in the timeslot is more than the minimum timeslot duration time.

  To analyze what caused the split, select the earliest timeslot, i.e., the timeslot that has the same start time as the timeslot you reserved. The test may have run in either one of the split parts; examine the parts and look for a link to a run. If necessary, continue with the run troubleshooting sections below.

  To track the timeslot splits, look for the *SplitTimeslot* event in the original timeslot's event log.

Run Does Not Exist in the Timeslot

Problem description

The run was not started.

Explanation

Either the timeslot is invalid (e.g., host allocation problem) or you did not check the **Autostart** checkbox after linking your test to the timeslot.

Troubleshooting Steps

- **If the timeslot is not marked as autostart:** The timeslot was not scheduled for autostart, and therefore no run took place. To schedule an autostart timeslot, make sure the **Autostart** option is checked when reserving the timeslot.

- **If the timeslot is marked as autostart:** The timeslot was scheduled to run, but it did not start. This may be due to timeslot invalidity (e.g., host allocation problems). A timeslot may become invalid after creation due to changes in host availability and other changes in system configuration.

Problem

The run does not exist and the timeslot is valid.

Explanation

The Timeslot mechanism includes a minimum time for a timeslot to be autostarted. If the duration time of a timeslot is less than the minimum duration allowed, this timeslot will not be autostarted.

- For build verification suites and performance tests, this time is 30 minutes.

- For functional test sets, this time is 15 minutes.

Troubleshooting Steps

- Although the timeslot is currently valid, it was probably not valid at the timeslot's start time. Check the timeslot event log for the following messages: "Timeslot ID <id> validity changed to 'N'." The system stops trying to run an autostart timeslot according to the autostart options in the project settings.

- Even if the timeslot becomes valid after a certain time, the test does not run, even though the timeslot is still open.

- It is also possible that the ALM server was down during the timeslot, and therefore the autostart did not take place.

Note: To check when the timeslot became invalid, look for the change in the Validity field in the timeslot's **History** tab (Grid view only). You can also check the *Timeslot Validity Changed* event in the timeslot event log.

Problem

The run does not exist and the timeslot is not valid.

Troubleshooting Steps

Open the timeslot and check the failure reason. If the timeslot was not autostarted due to invalidity, the timeslot event log includes a *Timeslot Not Autostarted* event.

A timeslot may become invalid for the following reasons:

- **Host allocation** – the system could not allocate all the resources that were requested by the timeslot. This can be caused by changes in host properties, host status, assignment of host to pools, or assignment of pools to a project.

  In general, the system tries to reorganize host allocation to allow a timeslot to stay valid. This reorganization is subject to timeslot and host priorities, and may not succeed in keeping the timeslot valid if there are not enough available hosts.

  Note that the allocation problem might have been resolved by now, but during the timeslot period there may have been a problem.

- **Invalid functional test set / build verification suite** – someone changed the test set and therefore the test set has become invalid. For example, there may be an error in the allocation of hosts with specific attributes. Open the test set and check for errors in the **Requested Hosts** tab.

- **License issue** - someone has changed either the project limits or the license. Consult your site administrator.

Note: To check when the timeslot became invalid, look for the change in the Validity field in the timeslot's **History** tab (Grid view only). You can also check the *Timeslot Validity Changed* event in the timeslot event log.

Run Exists in the Timeslot

In these cases, the system tried to run the test and it did not complete running. You can track the run's progress in the **Event Log** tab. The following sections describe the troubleshooting steps according to the run state in the **Event Log** tab.

Timeslot Run State is 'Finished' but not all instances have run

You can open the Execution Report from **Test Runs > Test Sets** and **Test Runs > Build Verification Suites Runs**.

Problem

In most cases, this occurs because a host allocated for this timeslot has become 'Non-Operational' during the run. ALM tries to replace the host, but if there is no other available host (matching the timeslot demands) the timeslot validity will change to 'N', the timeslot Status will be set to 'Finished', but the test instance run states will be set to 'No Run'.

Troubleshooting Steps

Track the event log in the Execution Report. If ALM tried to replace a host but failed, the following events are displayed:

Event Type	Action	Description
❌ Error	Host Non-Operational	*Host <host name> is about to become Non-Operational and be replaced.*
❌ Error	Host Non-Operational	*Host <host name> has become Non-Operational and could not be replaced.*
ⓘ Info	Timeslot Validity changed	*Timeslot ID '1052' validity changed to 'N'*

For more details on the cause of Host Non-Operational and for troubleshooting, see above, page 16.

Timeslot Run State is 'Stopped'

Examine the timeslot's event log to track the events that occurred during the timeslot run.

Troubleshooting Steps

A common reason for the 'Stopped' state is that timeslots are stopped by the system 5 minutes before the timeslot end time. This is done to free all resources and prepare hosts for the next scheduled timeslot.

The following is displayed in the event log:

> Action: Timeslot Ends in 5 Minutes
>
> Description: Timeslot ID <id> ends in 5 minutes. Stopping run

When scheduling a timeslot you need to make sure to schedule the time for the run properly and factor in at least 5 minutes for timeslot end actions. If the timeslot was stopped due to this event, it means that it exceeded its time and the system stopped the timeslot.

Note that stopping the timeslot includes sending Stop requests to all hosts that were allocated for this Timeslot and are in 'Running' state.

Timeslot Run State is 'Aborted'

Examine the timeslot's event log to track the events that occurred during the timeslot run.

Troubleshooting Steps

In most cases, a timeslot is aborted if its duration ended and the timeslot is still open.

You may see the following in the **Event Log**:

Event Type	Action	Description
Info	Timeslot Ends in 5 Minutes	*Timeslot ID <id> ends in 5 minutes. Stopping run*

Info	Run Aborted	*Run <run id> of 'BVS' <BVS id> (Timeslot ID <id>) has been aborted*

In this case, the timeslot was aborted because it exceeded its time. The server sent a Stop request for the timeslot, but if after 5 minutes some of the allocated hosts are still in a 'Running' state the server will send an Abort request to immediately free the resources.

Run Exists in Timeslot, Run State is 'Failure'

Examine the timeslot's event log to track the events that occurred during the timeslot run.

Problem Description

One common message is the following:

> Test Instance is of a QTP 11 test.
> Run Failure Details: 'Unable To Open a test'

Troubleshooting Steps

This issue occurs in certain cases when QTP 11 is installed on a Windows 7 host. DEP (Data Execution Prevention) must be turned off. See more details in the Test Run Failure section below, page 30.

Note: Check the timeslot event log to see if the failures could be caused by more general events. For instance, perhaps a host became Non-Operational during the run.

4 Troubleshooting Test Set /Build Verification Suite Request Details

Test Set Invalid

The validity of a test set is calculated according to the availability of the resources required by that test set.

If a test set becomes invalid, you can track the cause of the test set invalidity by checking the **Message** pane in the **Requested Host** tab. If there is a problem with resource availability, the following error is displayed:

> The test set cannot be executed due to lack of testing resources.

For some examples of test set invalidity, see below:

Problem Description

You received the following error message:

> Some test instances are not supported by the current list of requested hosts.

Explanation

This case occurs due to a conflict between test instance host request details and test set host request details.

Troubleshooting Steps

- Click on the 'More Details' link to get a description of the test instances that request hosts that are unavailable – you need to change the request details of these instances (using the **Testing Host** field) so that they conform to resource availability.

- Test set request details may have been manually customized in the Requested Host tab, but the customization did not end up including some of the hosts required by the test instances. In this case, a message is displayed on the Requested Hosts tab:

Host requests were manually customized. Click <u>here</u> to restore original host requests

Clicking the link on this message will restore the original demands required for this test set, and in most cases resolves the missing resources problem.

Build Verification Suite Invalid

The validity of a build verification suite is calculated according to the availability of the resources required by the test sets and the performance test in the build verification suite. In addition, a user can manually add host request details to a build verification suite using the **Requested Hosts** tab. If the request details cannot be met, the build verification suite will be labeled invalid.

Problem description

The build verification suite has become invalid. The following error message is displayed in **Requested Hosts > Messages**:

> The build verification suite cannot be executed due to lack of testing resources.
>
> The following test sets are invalid and must be fixed in order to run the build verification suite: <test-sets>.
>
> Some test instances are not supported by the current list of requested hosts.

Troubleshooting Steps

- Click on a test set link in the error message and check why the test set is invalid. Resolving all the invalid test sets resolves the build verification suite's validity problem. When done, check the **Build Verification Suites > Requested Hosts** tab.

- If the host requests in the grid in **Build Verification Suites > Requested Hosts** were manually customized, but the customization removed some of the host requests required by the test sets in the build verification suite, the build verification suite will be invalid. After manual customization, the following message is displayed in the Requested Hosts tab:

  > Host requests were manually customized. Click here to restore original host requests.

  o To restore the original host requests required for this build verification suite, click the 'here' link.

5 Troubleshooting Testing tools

Check Host Failure

Problem description

Check Host failed for a host with the purpose 'Quick Test Professional'. The following error is displayed:

> Host <host-name> check has failed. Reason: Finished with errors. Check Host has failed on all purposes: Quick Test Professional: Check Host could not be run on Quick Test Professional. This may be because Quick Test Professional does not support Functional test set execution. To enable Functional test set execution, install the relevant patch found in the Quick Test Professional readme.

Explanation

The **QTP_00953 for HP QuickTest Professional 11.00** patch must be installed on the host in order to work with Lab Management.

Troubleshooting Steps

- Make sure that the host has the **'QTP_00953 for HP QuickTest Professional 11.00'** patch installed.

- Even if the patch is installed, there may still be a problem. Check if there are other QTP patches installed, and check in the QTP documentation that these patches do not conflict with patch **QTP_00953**. If there is a conflict, uninstall the other patches and re-install **QTP_00953**.

Problem description

Check Host failed for a host with the purpose 'VAPI-XP'. The following error is displayed:

> The OTA version is not compatible with the current version of the Application Lifecycle Management server

Explanation

This error occurs when the ALM client version registered on the host machine is not compatible with the ALM server version.

Troubleshooting Steps

Run the client registration add-in on the host. You can find it in the ALM add-ins page, which is accessed from the **ALM Tools** link on the ALM options window.

Test Run Failure

Examine the Execution Report (for a functional test set or build verification suite run). Look for an instance with the 'Run Failure' state, and check the run details. Below are some common cases for run failures related to testing tool issues.

Problem description

QTP 11 test run failed on a Windows 7 machine. The following error is displayed:

    Unable to open test

Explanation

This issue is related to the QTP 11 configurations on Windows 7 machines.

Troubleshooting Steps

Turn off DEP (Data Execution Prevention) option on Windows 7 machine. You can use the following command:

    bcdedit.exe /set {current} nx AlwaysOff

6 Troubleshooting Topology

This chapter provides information for troubleshooting issues related to using a proxy server in the ALM environment.

ALM using IIS

Problem description

If ALM is configured to work with IIS as a web server, there may be communication issues between the Lab Service agent running on the testing host and the ALM server. You can find these errors listed in the **Server Log** as 'Gateway Timeout' exceptions.

Troubleshooting Steps

Configure the time-out value for the proxy server according to the ALM requirements. You can find the IIS proxy server configurations in the 'ALM Server-IIS Configuration Guide' KB in the link below:

http://support.openview.hp.com/selfsolve/document/KM1383166

Testing Host is configured to send HTTP requests via Proxy server

Problem description

The Lab Service agent cannot connect to the ALM Server when using an Internet proxy server that is not set up for local system accounts.

Troubleshooting Steps

Configure Lab Service to use the proxy server. Modify the configuration file **HP.ALM.Lab.Agent.RemoteService.exe.config**. For more information, see page 8.

7   General Troubleshooting

This chapter provides troubleshooting information on general issues.

ALM Server Configurations

Problem Description

Server performance is slowing down during execution. The following error is displayed in the server logs:

> Failed to obtain a connection to schema <lab schema name> - timeout expired

Troubleshooting Steps

- In order to work with the Lab Project, the number of connections to the database must be set to 200 (for more, see the *Readme*).

    o   Configure the number of connections in Site Administration.

    o   If this is a clustered environment, this configuration should be done for each node.

    o   After changing the number of connections, restart the ALM server.

- If the number of connections to the database was already configured properly according to the instructions, but this error still occurs, contact customer service.