



# HP ALM 11.52 Patch 1

August 2013

HP ALM 11.52 Patch 1 is for the English-language edition of ALM.

**Important: Install the patch only on top of ALM 11.52 GA**

This document provides the following information about HP ALM 11.52 Patch 1:

[Known Limitations](#)

[Certified Environments](#)

[Fixed Defects](#)

[System Requirements](#)

[Installation Instructions](#)

[Multi-language Support](#)

[HP Software Support](#)

[Legal Notices](#)

## Known Limitations

**QCCR1J62569** Two simultaneous users were not able to select or download attachments from the same entity. The entity was locked by the first user's selection of the attachment.

**Note:** The entity is still locked for other users when one user renames, uploads, removes or changes the description of an attachment. Other users cannot edit attachments during that time.

**206276** Users in certain user groups could not save changes in Performance tests.

If the update folder in the Permissions page only shows a "faded" check mark, the user has to uncheck it and then check it again to grant the missing permissions.

## Certified Environments

ALM 11.52 Patch 1 Certified with PC 11.52 Patch 1.

Patch 1, HP ALM 11.52 is certified for the following servers and tools:

-Windows Server 2012 64 bit

-Microsoft Internet Explorer 10 on Windows 7 SP1

For an overall description of certified environments see the [System Requirements](#) section below.

## Fixed Defects

### *Lab Management*

**204076** [Internal] After enabling the lab extension, the user could not create a timeslot if he belonged to a custom group created before the extension was enabled, even if the proper permissions were selected in Project Customization.

**206276** Users in certain user groups could not save changes in Performance tests.

**Note:** In order for the user to get permissions to edit a Performance test, when granting Update permissions on Test, the entire Update folder has to be selected in the Permissions page.

**Limitation:** If the update folder only shows a "faded" check mark, the user has to uncheck it and check it again to grant the missing permissions.

**206393** [Internal] Private hosts could not be added by some user groups.

**206294** [Internal] Users could not be added for a Performance test when editing a Build Verification Suite.

## *Business Process Testing*

**204042** [Internal] In a versioning enabled project, removing a Business Process Testing component with thousands of iterations was slower than expected.

**204738** [Internal] In a versioning enabled project, adding hundreds of iterations (each containing more than 30 parameters for a Business Process Testing component) at once, was slower than expected.

**205130** [Internal] In a versioning enabled project, an error was thrown when copy-pasting a huge Business Process Test containing more than 10 thousand iteration parameters.

**204309** [Internal] The "CommandList.MoveUp" and "CommandList.MoveDown" workflow events were not triggered when components were moved in a Business Process Test by drag and drop.

**204299** [Internal] Changes done for Flow parameters from the grid view were not saved if after changing them, another test was selected.

**205038** [Internal] ALM passwords were visible from the Business Process Testing Remote Agent log.

**205203** [Internal] The status of Business Components in the last run results report was always "No Run" in cases where a required UDF was defined for test steps.

**205109** [Internal] When trying to run a Business Process Test with a specific structure that contained Flows and Groups, an error "Index was out of range" appeared.

**205205** [Internal] When trying to ungroup a components group in a Business Process Test or Flow test, an error "Item doesn't exist" appeared.

**204300** [Internal] Creating many Business Component iterations from the Iterations dialog structure was slower than expected.

**206220** [Internal] When performing "Undo Check-out" after grouping Business Components, an error "Object Reference" appeared.

**204439** [Internal] When running Business Process Tests manually, an error message was raised when parameters were added to already included Business Components using the "<<< >>>" notation.

**204301** [Internal] Business Process Test execution: The transition time between Business Components and between iterations of Business Components for tests with a lot of iterations and Business Components, took longer than expected.

**204303** [Internal] Business Process Test execution: Execution initialization time for Business Process Tests having many Business Components and iterations took longer than expected.

**204343** [Internal] Business process Test execution: When trying to run Business Process Tests from a machine on which the login was done using a user name having non-English characters, an error appeared.

**203703** [Internal] Business Process Test execution: When trying to run Business Process Tests with many Business Components and iterations, the Business Process Testing Remote Agent crashed and the execution of the tests was stopped.

**204298** [Internal] When synchronizing from a baseline containing automated components that were automated only after they were imported, the following issues occurred in the target library:

- Business Process Tests that included such components failed when executed from the target library, using Unified Functional Testing
- Business Process Tests that included such components ran successfully when executed from the target library using QuickTest Professional 11.00, but the execution was done in non-wrapper mode, and the execution was potentially slower
- The keyword view of such components, when selected using the Unified Functional Testing plugin, was not displayed properly

**205146** [Internal] When upgrading projects to ALM11.5, if there were Business Components in which there were two or more parameters with the same name (but different case text) in the same Business Component, an error of "FP\_COMPONENT\_PARAM\_IDX is not found" appeared.

**203930** [Internal] Workflow event Req\_CanPost was not triggered when a new folder was created in the Requirements module.

**205293** [Internal] When calling OTA from a VB Script, the interface IBaseFactory2 properties could not be accessed.

**204839** [Internal] Modify permission of a table (an entity) was not aligned with its child columns (fields).

**QCCR1J62938** A "GenerateBPTWrapperTest System.NullReferenceException" error occurred when running certain Business Process Testing Wrapper Tests.

**QCCR1J62764** Business Components parameters could not be reordered.

**QCCR1J62630** Providing multi-line values for Business Component parameters was not possible.

**QCCR1J62811** Export defects to Excel could not be completed and the "Could not export to a file." error was displayed when a huge amount of data was kept in the comments field.

Export operation now warns if specific cells within the grid exceed 32k in size. The export operation succeeds, but data beyond 32k is truncated. Cells with truncated data are colored red.

**QCCR1J62728** TDCommand protocol error occurred when navigating by td:// link.

## *Management*

**204335** [Internal] After adding an Action into a QuickTest Professional test and capturing a new baseline, the library synchronization did not replicate the Action scripts to the target project.

**204825** [Internal] After deleting an Action from a QuickTest Professional test and capturing a new baseline, the library synchronization failed.

**QCCR1J62435** Listing a release with 100 or more cycles took a long time.

**QCCR1J62347** When expanding the Release/Cycle tree, an error occurred if there was a data hiding filter on user defined fields that allowed multiple values.

**QCCR1J28903** Synchronizing Libraries between projects using baseline could not be completed and an error message was displayed.

**QCCR1J62400** A Manual test to a remote VC project could not be copied if the test called another test with actual parameter values.

## *Analysis*

**QCCR1J62635** Progress graph generation failed in ORACLE 10 ALM projects.

**204769** [Internal] In an Excel worksheet created by ALM, inserting a graph based on data from only some of the rows in the worksheet caused an error when trying to save the report to the ALM server.

**QCCR1J62707** Large images in rich text were cropped in the Project report.

**QCCR1J62854** Versioning related fields were not included in Document Generator when Full page was used for Requirement Entity reporting.

**QCCR1J62591** In Live Analysis on a copied Test set folder, no information was displayed for the Test Instance Progress Graph.

**QCCR1J62808** The Select Baseline option in project reports could not be selected.

**QCCR1J62684** The Rich Text field was improperly rendered in Requirements Project Reports.

This fix requires the additional manual step of uploading the 'Style Template Fixed' template as default Style Template for project reports.

## *General*

**QCCR1J62725** "Invalid Server Response" and "server is not available" errors occurred in some login scenarios.

**QCCR1J63008** Trying to use the function **DownloadPictures**, associated with a business process object, resulted in an exception thrown by OTA: "Attempted to read or write protected memory."

**QCCR1J62356** URL attachments with non-latin characters could not be opened.

**QCCR1J62461** When trying to access folders in the UI with a large number of attachments (3000+), the error "not enough storage is available to process this command" occurred on the client.

**QCCR1J62610** In the Requirements Module Coverage Analysis view, when using an "OR" filter for requirements type, coverage analysis was not shown.

**QCCR1J62589** Full text search on Test Design Steps did not work when the DB used was SQL Server.

**QCCR1J62522** Server was muted due to an out of memory error caused by corrupted data in the CROS\_REF table.

### *Customization*

**QCCR1J62460** An error was encountered when trying to enter the Set Default Values dialog after a selected default value was removed from the custom list.

**QCCR1J62432** Granting group permissions to create and modify requirements also required granting permission to cover those requirements with tests.

**QCCR1J62422** The "Failed initializing plugin Requirements Plugin" error occurred after product installation in a specific environment.

### *Defect Module*

**QCCR1J62472** In specific upgraded projects, e-mail icons appeared in the defect details dialog box on items that should not have had them (Status or Modified, for example).

### *Installation & Upgrade*

**QCCR1J62462** After project migration, accent characters in the description of the component's parameters were replaced by HTML tags.

**QCCR1J62623** In the upgrade of specific projects, the following error occurred: "SQL INSERT query has less columns than actual Resource\_Folders table defined".

**QCCR1J62466** Project update could not complete successfully when redundant data existed in the SYSTEM\_FIELD table.

**QCCR1J62592** Microsoft Office Export add-in stopped responding when activated by a user belonging exclusively to a group set with a data-hiding filter.

## *Integration*

**QCCR1J62632** Rich text conversion could not be completed successfully when importing projects from QC 10.0 to ALM 11.0.

**QCCR1J63332** Intermittently QuickTest Professional could not complete execution of a test in a test set upgraded from a previous version.

## *Requirements Module*

**QCCR1J62612** Filtering a large requirements tree view while keeping a hierarchical structure was slower than expected.

**QCCR1J62645** Unnecessary emails were sent when clicking on Requirement History view in a version controlled project.

**QCCR1J62473** Newly typed in text was formatted using bullets after the bullet formatting was cleared from existing text.

**QCCR1J62708** Improper numbering was applied on numbered lists in the Rich text editor.

**QCCR1J62564** Extra lines were unexpectedly added to the Rich Text field.

**QCCR1J62561** The border lines of a table row in rich text were broken after merging the cells and undoing this action.

**QCCR1J30738** When expanding the Release/Cycle tree, an error "Failed to Get Simple Key entity" occurred if there was a filter on user defined fields that allowed multiple values.

**QCCR1J62439** In a version control enabled project, when logging in as a user belonging to a group with data hiding on test/resource, navigating to the History tab of an entity in Business Models displayed an "Index was out of range" error.

**QCCR1J62686** The Rich Text field was improperly rendered in Requirements Project Reports.

There is still one limitation that font size and style of a number in a numbered list does not match the size and style of the line in the Rich Text UI.

This fix requires the additional manual step of uploading the 'Style Template Fixed' template as defaultStyle Template for the project report.

**QCCR1J62317** For requirements from imported libraries, the green asterisk in the Test Coverage tab was displayed although there was no linked test.

**QCCR1J62438** Removing Test Coverage from multiple scripts generated an error.

**QCCR1J62436** In the Requirements Traceability view, the sort order was not saved.

## Site Admin

**QCCR1J62831** Site Analysis did not show the current day's result when selecting a Custom Period including the current day.

**QCCR1J28725** Updating a conflicting user record could not be completed on a Chinese edition of HP ALM.

**QCCR1J62730** Import of a consecutive LDAP user by keyword was not possible.

**QCCR1J62887** ALM project could not be accessed using multi-value UDFs over Oracle 11g.

**206384** [Internal] Verify/Repair inconsistency in data verification caused upgrade corruption.

## Tests Module

**QCCR1J62469** An error was encountered when clicking on a Test Set containing QuickTest Professional tests: "The opening tag 'br' in line 1 does not match the end tag of 'div'. Line 1. position 165".

**QCCR1J62554** When copying a Test Set, the Tester field content was copied into the Test Instances in the new Test Set, although the status of the test run was No run. Now when a Test Set is copied, the Tester field is blank.

**QCCR1J62614** Tests with missing configurations and orphan Run results files in the Smart Repository were not deleted from the Smart Repository (namely from SMART\_REPOSITORY\_LOGICAL\_FILE and SMART\_REPOSITORY\_PHYSICAL\_FILE tables).

**QCCR1J62569** Two simultaneous users were not able to select or download attachments from the same entity. The entity was locked by the first user's selection of the attachment.

**Note:** The entity is still locked for other users when one user renames, uploads, removes or changes the description of an attachment. Other users cannot edit attachments during that time

## System Requirements

This section includes recommended and supported environments for HP ALM 11.5x

**Important:** The supported environment information is accurate for the HP ALM 11.5x release, but there may be updates for HP ALM 11.5x patches. For the most up-to-date system requirements and supported environments information, see [http://support.openview.hp.com/sc/support\\_matrices.jsp](http://support.openview.hp.com/sc/support_matrices.jsp). This site requires HP Passport sign-in credentials. To register for an HP Passport user ID, go to: <http://h20229.www2.hp.com/passport-registration.html>.

### Server-Side System Requirements

Following are the server system configurations for installing HP ALM 11.5x, HP ALM Essentials, and HP Quality Center Enterprise 11.52 on Windows, Linux, and Solaris.

Please note that these requirements do not apply if you are utilizing Managed Software Solutions for HP ALM or HP Quality Center Enterprise. In that case, the Managed Software Solutions team provides a hosted version of HP ALM or HP Quality Center Enterprise, so the only requirements are the Client-Side System Requirements listed below.



All database servers, unless otherwise stated, have been validated on 64 bit configurations.

<b>CPU</b>	Windows: Quad Core AMD64 processor or equivalent x86-compatible processor Linux: Quad Core AMD64 processor or equivalent x86-compatible processor Solaris: SPARC architecture required (x86 architecture is NOT supported)
<b>Memory (RAM)</b>	8 GB minimum
<b>Free disk space</b>	8 GB minimum
<b>Virtualization</b>	VMWare ESX/ESXi Server 5.0 and higher.  HP ALM/QC is certified to work with VMWare ESX/ESXi. Due to the rapidly evolving architectures provided by Virtualization vendors as long as the above stated vendor guarantees full compatibility of the virtualized environment to the HP ALM/QC approved system requirements for physical hardware, then HP ALM/QC will function as designed.

<b>Operating System*</b>	<b>Database Servers</b>	<b>Web Servers**</b>	<b>HP ALM 11.52 Patch Level</b>
Windows Server 2008 SP2 (32 bit or 64 bit) Windows Server 2008 R2 SP1 (64 bit)(Recommended) Sun Solaris 10 (64 bit SPARC) Linux Red Hat 6.2 (Recommended) and 6.3 Linux SUSE 11 (64 bit)	Oracle 11.2.0.3 (Recommended), or 10.2.0.5 Microsoft SQL 2008 R2 SP1 (Recommended) or SP2 Microsoft SQL 2005 (SP4)	Apache 2.2 (Recommended) IIS 7 or 7.5	GA
Windows Server 2012 64 bit***			Patch 1

**\*Notes:**

- It is strongly recommended that ALM be deployed only on 64 bit systems in Windows production environments.
- Localized editions of ALM are supported only on Windows operating systems.
- Oracle Enterprise Linux versions are supported as long as they are compatible with the supported versions of Red Hat Linux.

**\*\*\* Windows Server 2012 64 bit - GUI installation:**

**QCCR1J62352** Unable to install ALM on Windows 2012. Cannot start configuration wizard.

Requires changes in the file run\_after\_finish.bat from ALM\Installation\Win64\TARGETDIR before starting the installation:

1. Copy "Win64" folder from DVD \ALM\Installation\ to target server machine.
2. Go to <Your Path>\Win64\TARGETDIR.

3. Make a backup copy of the file "run\_after\_finish.bat".
4. Open the file "run\_after\_finish.bat" to edit.
5. Edit the line `rem set SKIP_VALIDATIONS=-wOsValidator -wLicenseTypeValidator` to skip validations during server configuration as below:

*From*

```
rem set SKIP_VALIDATIONS=-wOsValidator -wLicenseTypeValidator
```

*To*

```
set SKIP_VALIDATIONS=-wOsValidator-wLicenseTypeValidator
```

6. Save file run\_after\_finish.bat.
7. Run Setup.msi from <Your Path>\Win64.

#### **For silent installation:**

Requires changes in the file run\_silent.bat from ALM\Installation\Win64 before starting the silent installation:

1. Copy "Win64" folder from DVD \ALM\Installation\ to target server machine.
2. Go to <Your Path>\Win64.
3. Make a backup copy of the file "run\_silent.bat".
4. Open the file ""run\_silent.bat" to edit.
5. Make changes in lines after `set CONF_CP="%LD%\*;%ALD%\*` line to skip validations during server configuration as below:

*From*

```
call %RUN_JAVA% -Djava.library.path="%ALD%" %ALM_OPTS% -cp %CONF_CP%
com.hp.qc.install.setup.QcConfigMain -silent
```

*To*

```
set SKIP_VALIDATIONS=-wOsValidator -wLicenseTypeValidator
```

```
call %RUN_JAVA% -Djava.library.path="%ALD%" %ALM_OPTS% -cp %CONF_CP%
com.hp.qc.install.setup.QcConfigMain -silent %SKIP_VALIDATIONS%
```

6. Save file run\_silent.bat.
7. Run run\_silent.bat -c qcConfig.properties.

### Recommended Environments

The following table includes recommended configurations for each operating system.

Operating System	Database Server	Web Server
Windows Server 2008 R2 (SP1) 64 bit	SQL 2008 R2 (SP1)	IIS 7.5
Linux Red Hat 6.2 64 bit	Oracle 11.2.0.3	Apache 2.2

### Client-Side System Requirements

This section describes the client system configurations for installing an ALM client.

CPU	Core duo 1.6 Ghz (or higher) or equivalent compatible processor
Memory (RAM)	2 GB minimum
Free disk space	2 GB minimum
Prerequisites	<ul style="list-style-type: none"><li>• Visual C++ 2005 SP1 ATL Security Update Redistributable</li><li>• Microsoft .NET Framework 4</li><li>• Microsoft Office 2010 (Recommended) or 2007</li><li>• <b>Virtualization:</b> Citrix XenApp; Microsoft Terminal Services</li></ul> <p><b>Note:</b> ALM has been tested only on one (usually the latest) version of the virtualization product. Other virtual environments are supported as long as the virtualization vendor claims full compatibility between the virtual and physical environment.</p>
Screen Resolution	Supported resolution is 1024x768
Text Size (DPI)	DPI of 100%

Operating System	Browser	HP ALM 11.52 Patch Level
<ul style="list-style-type: none"> <li>• Windows 7 SP1 32 bit (Recommended) or SP1 64 bit</li> <li>• Windows XP SP3 32 bit</li> <li>• Windows Server 2008 R2 SP1 64 bit</li> <li>• Windows Server 2008 SP2 32 or 64 bit</li> <li>• Windows 8 support is limited to the following scenarios:</li> <li>• On a Windows 8 host, you can run or edit a UFT, BPT, or Load Runner test that is stored in ALM.</li> <li>• If the automation engine of an automated test is on a Windows 8 machine, you can execute the test by accessing the ALM client from a host with a fully-supported Operating System.</li> </ul> <p><b>DCOM Notes:</b></p> <p>If you are integrating ALM with other HP testing tools, you must modify the DCOM permissions on your client machine. For more information, see <a href="#">HP Software Self-solve knowledge base article KM187086</a>.</p> <p>DCOM is not required for running Functional test sets (server-side execution). Functional test sets are available only in ALM Edition.</p>	<p>Microsoft Internet Explorer 8 or 9</p> <p>Note: For users who have restrictions on plugins in their browsers, such as ActiveX, ALM can be loaded using the HP ALM Explorer Add-in. For more information on downloading and installing the add-in, refer to the HP Application Lifecycle Management Installation and Upgrade Guide.</p>	<p><b>GA</b></p>
	Microsoft Internet Explorer 10 with Windows 7 SP1*	<p><b>Patch 1</b></p>

- **Note:** From 11.50, the ALM client is certified on 64 bit Windows. However, the client is still a 32 bit application that is based on ActiveX 32 bit and runs under WOW64 (the Windows 32 bit On Windows 64 bit emulator). To enable the client on 64 bit Windows, use a 32 bit instance of Internet Explorer. By default, 32 bit Internet Explorer is located in C:\Program Files (x86)\Internet Explorer. To verify that the client process is running in the emulation mode, open the **Windows Task Manager Processes** tab. All 32 bit processes should be marked with \*32.
- For more details regarding this limitation, see: <http://support.microsoft.com/kb/282423>. For more details regarding WOW64, see: [http://msdn.microsoft.com/en-us/library/aa384249\(v=VS.85\).aspx](http://msdn.microsoft.com/en-us/library/aa384249(v=VS.85).aspx).
- Since the Quality Center client runs as a 32 bit process, you should use 32 bit versions of Visual C++ 2005 SP1 ATL Security Update Redistributable and Microsoft Office.
- For IE 10 PC site should be added to Compatibility view sites.

## HP ALM Lab Service for Remote Test Execution System Requirements

This section describes the system requirements for installing HP ALM Lab Service for remote test execution.

<b>Processor</b>	<b>CPU Type:</b> Intel Core, Pentium, AMD or compatible <b>Speed:</b> 2 GHz or higher recommended, 1 GHz minimum
<b>Memory (RAM)</b>	<b>Minimum:</b> 1GB <b>Note:</b> Memory needs depend on the number of add-ins.
<b>Available Hard Disk Space</b>	<b>Minimum:</b> 1GB <b>Note:</b> You must also have an additional 120 MB of free space on the system disk.
<b>Operating System</b>	Windows XP (SP2\SP3) 32 or 64 bit Windows 2003 (SP2) 32 or 64 bit Windows 2003 R2 32 or 64 bit Windows Vista (SP2) 32 or 64 bit Windows Server 2008 (SP2) 32 or 64 bit Windows Server 2008 R2 (SP1) 64 bit Windows 7 (SP1) 32 or 64 bit Windows 8 32 or 64 bit
<b>Operating Systems Supporting Auto Login</b>	Windows XP 32 bit Windows 7 (SP1) 32 or 64 bit Windows Server 2008 R2 (SP1) 64 bit

## Installation Instructions

Install the patch only on top of ALM 11.52 GA

### Important: Windows installation

- **It is recommended that you use the executable (EXE) file for installing the patch.**
- The MSP file is mandatory for proper execution of the ALM EXE installer execution. The file should be kept in place.

### **For MSP installation:**

Executing the MSP version instead of executing the installer's executable (EXE) requires termination of the ALM server's system-tray icon process. Executing the MSP version without terminating the system-tray icon process may result in a malfunction of the ALM server.

#### **To stop ALM's server system-tray icon processes:**

- Open CMD window as administrator and type the following command:  
**>taskkill.exe /F /IM ALMTrayIcon.exe**

#### **To install the patch:**

- Open CMD window as administrator and type the following command:  
**>msiexec /p SP2PATCH01.msp REINSTALL=ALL REINSTALLMODE=emus**

## Multi-language Support

### *UNICODE Compliance*

You can enter text in more than one non-English language, when working with an Oracle UTF-8 database. For MS-SQL databases, you can define your projects as Unicode to allow multi-language support. You can also convert existing MS-SQL projects to be Unicode compliant. In addition, you can enter non-English text regardless of the system locale setting on the ALM client machine. However, if the ALM servers are not Unicode compliant, non-English characters entered on the ALM client machine appear as question marks.

### *Multi-language Support*

To enable multi-lingual support the DB and FS servers must support Unicode. Unicode is a feature of MS-SQL that allows multi-language support. In Oracle, multi-language support is defined when installing the server.

## HP Software Support

You can visit the HP Software Support Web site at: [www.hp.com/managementsoftware/services](http://www.hp.com/managementsoftware/services)

HP Software online support provides an efficient way to access interactive technical support tools. As a valued support customer, you can benefit by using the support site to:

Search for knowledge documents of interest

Submit and track support cases and enhancement requests

Download software patches

Manage support contracts

Look up HP support contacts

Review information about available services

Enter into discussions with other software customers

Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To find more information about access levels, go to:

[www.hp.com/managementsoftware/access\\_level](http://www.hp.com/managementsoftware/access_level)

To register for an HP Passport ID, go to: [www.managementsoftware.hp.com/passport-registration.html](http://www.managementsoftware.hp.com/passport-registration.html)

## Legal Notices

© Copyright 1992 - 2013 Hewlett-Packard Development Company, L.P.

For information about third-party and/or open source license agreements, see the Licenses directory on the product installation media.

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Microsoft® is a U.S registered trademark of Microsoft Corporation.