



**MERCURY
QUALITY CENTER™**

Mercury QuickTest Professional™
Installation Guide

MERCURY™

Mercury QuickTest Professional

Installation Guide

Version 8.2

MERCURY™

QuickTest Professional Installation Guide, Version 8.2

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Before You Install

Welcome to QuickTest Professional, the Mercury advanced keyword-driven testing solution. 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.

System Requirements

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

Computer/Processor	An IBM-PC or compatible with a Pentium III or later microprocessor.
Operating System	Windows 2000—Service Pack 3 or Service Pack 4, Windows XP—Service Pack 1 or Service Pack 2, or Windows 2003 Server.

Note: QuickTest Professional is supported on Windows XP Service Pack 2 only if the execution prevention mechanism (also known as DEP—data execution prevention and NX—no execution) is not activated.

Memory	A minimum of 256 MB of RAM.
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Free Hard Disk Space 250 MB of free disk space for application files and folders, and an additional 120 MB of free disk space on the system disk (the disk on which the operating system is installed).

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 5.5—Service Pack 2 or Microsoft Internet Explorer 6.0 (required), Netscape 6.1, 6.22, 6.23, 7.02, and 7.1 (optional), AOL 8.0 or 9.0 (optional).

Setting Up QuickTest Professional

When you install QuickTest, you must know which type of installation you want to run (Typical 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).

This chapter describes:

- ▶ Understanding the QuickTest Professional Setup for Different License Types
- ▶ Using Add-ins with QuickTest Professional 8.2
- ▶ Installing QuickTest Professional
- ▶ Browsing the QuickTest Professional Program Folder
- ▶ Setting Up a Silent Installation

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.

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 8 of “Installing QuickTest Professional” on page 14.

Note: You can choose **Demo** in the License Type screen to install a 14-day demo license for QuickTest Professional. 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.

- 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 Code” on page 38.
- 3** Submit the locking code to Mercury Interactive Customer Support to request your license code. For more information, see step 2 of “Requesting a Seat License Code” on page 39.
- 4** Once you receive the license code from Mercury Interactive, run the license installation wizard to enter your license code to activate your license. For more information, see “Activating a Seat License Code” on page 40.

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. For more information, refer to the "Installing a Concurrent License Server" section of the *Mercury Functional Testing Concurrent License Server Installation Guide*. The *Mercury Functional Testing Concurrent License Server Installation Guide* is installed on the computer where the Mercury Functional Testing Concurrent License Server is installed, and is called **MerLicSvr.pdf**.
- 2** Run the first part of the license installation wizard on the license server to generate the license server's locking code. For more information, refer to the "Requesting a Concurrent License" section of the *Mercury Functional Testing Concurrent License Server Installation Guide*.
- 3** Submit the locking code to Mercury Interactive Customer Support to request your concurrent license code. For more information, refer to the "Requesting a Concurrent License" section of the *Mercury Functional Testing Concurrent License Server Installation Guide*.
- 4** Once you receive the concurrent license code from Mercury Interactive, run the license installation wizard to enter your license code and activate the license on the license server. For more information, refer to the "Activating a Concurrent License" section of the *Mercury Functional Testing Concurrent License Server Installation Guide*.
- 5** Run the QuickTest Professional setup program on each client computer. In the License Type screen, select **Concurrent License**. For more information, see step 8 of "Installing QuickTest Professional" on page 14.

- 6 Begin using QuickTest Professional. When QuickTest Professional opens, it automatically searches for the license server on the same subnet 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 45.

Using Add-ins with QuickTest Professional 8.2

You can use all version 8.2 add-ins with QuickTest Professional 8.2. In addition, you can use the following specific add-in versions with QuickTest Professional 8.2:

- ▶ QuickTest Professional Java 6.5 Add-in
- ▶ QuickTest Professional Oracle 6.5 Add-in
- ▶ QuickTest Professional Siebel 8.0 Add-in
- ▶ QuickTest Professional Terminal Emulator 8.0 Add-in

Note: You cannot use any add-in versions earlier than version 8.2, except for the add-ins specifically listed above, with QuickTest Professional 8.2.

To use QuickTest Professional 8.2 with the add-ins listed above, either install or upgrade to QuickTest Professional 8.2, install the add-in(s) (if not already installed), and then install the upgrade patch for each installed add-in.

The upgrade patches are located on the QuickTest Professional 8.2 CD-ROM in the **QTP82AddinsUPGRADE** folder. Double-click the relevant **.exe** file and follow the instructions displayed on screen to install the patch(es). Alternatively, you can download and install the upgrade patches by choosing **Start > Programs > QuickTest Professional > Check for Updates** and following the instructions on screen to download and install the patches.

Notes: If you do not install the add-in upgrade patch for an installed add-in from the list above, it will be labeled **outdated**, and cannot be loaded.

If you want to use both the Java and Oracle version 6.5 add-ins with QuickTest Professional 8.2, make sure they are both installed before running the relevant upgrade patch.

Installing QuickTest Professional

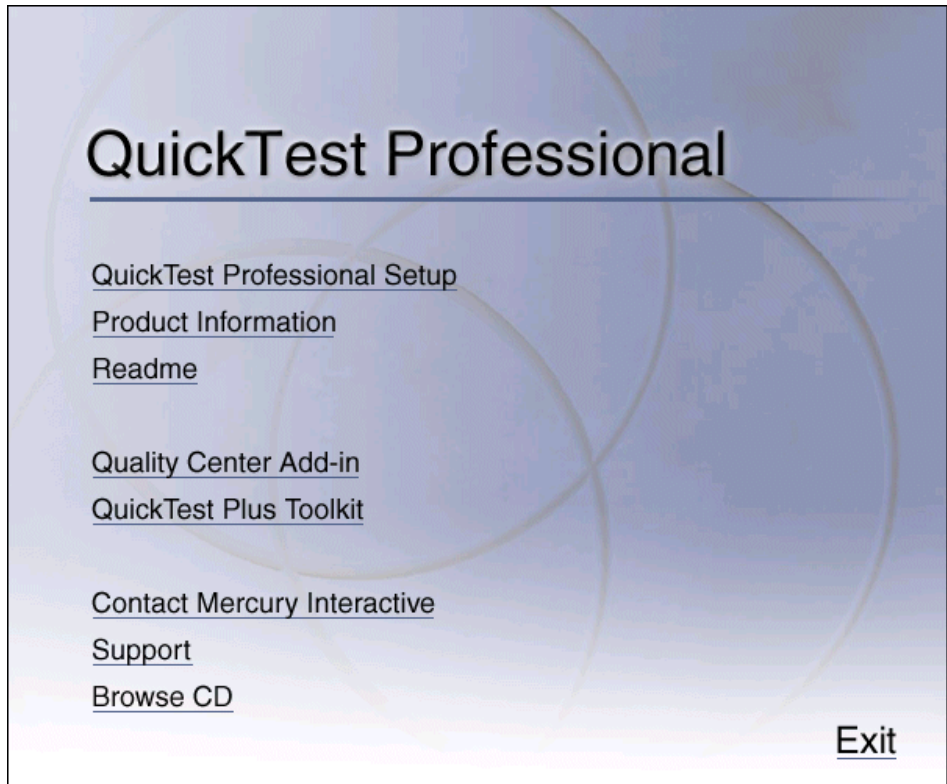
Your QuickTest Professional CD-ROM includes an installation program that guides you through the installation process.

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.



- 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**.

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 8.2 supports integration with TestDirector version 7.6 Service Pack 4, TestDirector 8.0 Service Pack 2, and Quality Center 8.2. For Business Process Testing, QuickTest Professional 8.2 supports integration only with Quality Center 8.2. You can install the Quality Center Add-in with all currently supported versions of both Quality Center and TestDirector. Refer to the QuickTest Professional 8.2 Readme for more information about supported versions.

- To install the QuickTest Plus Toolkit, click **QuickTest Plus Toolkit**.

The QuickTest Plus Toolkit contains extra utilities, documents, and code samples that expand available functionality. The toolkit provides added flexibility for power users and enables intermediate users to create more sophisticated scripts.

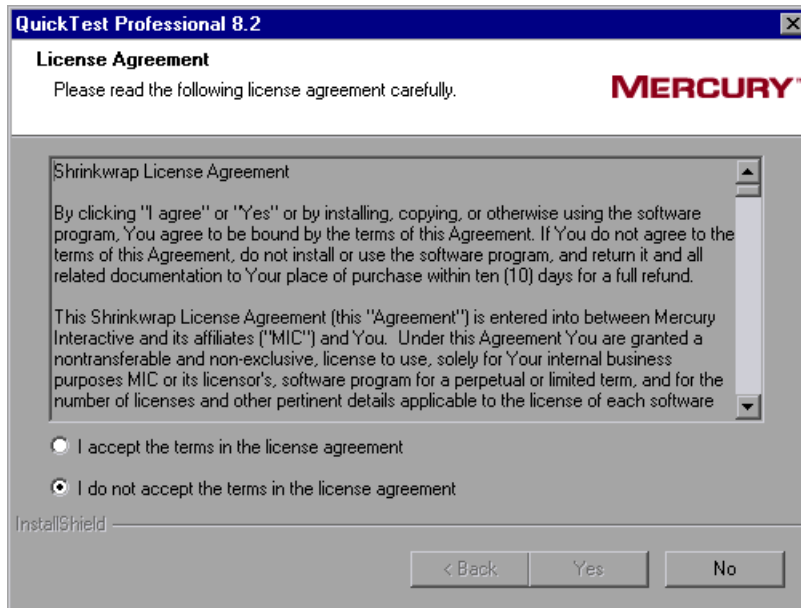
- To open the contact information page on Mercury Interactive's Web site (<http://www.mercury.com/us/company/corporate-info/contact-us>), click **Contact Mercury Interactive**.
- To open Mercury Interactive's Customer Support Web site (<http://support.mercury.com>), click **Support**.
- To view the contents 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.

Note: You must be logged on with Administrator privileges to install QuickTest Professional.

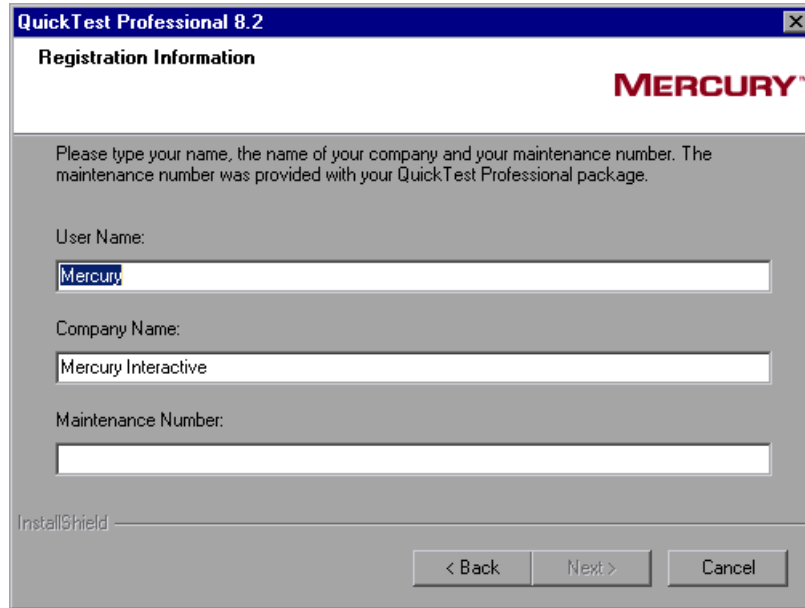
If an earlier version of QuickTest Professional is already installed on your computer, the Setup program detects it and asks whether you want to upgrade to QuickTest Professional 8.2, or whether you want to uninstall your current version and then install QuickTest Professional 8.2. Click **Yes** to upgrade, or click **No** to uninstall and then install the new version.

- 3 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.

- 4 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 and/or by e-mail from Mercury Interactive Customer Support.

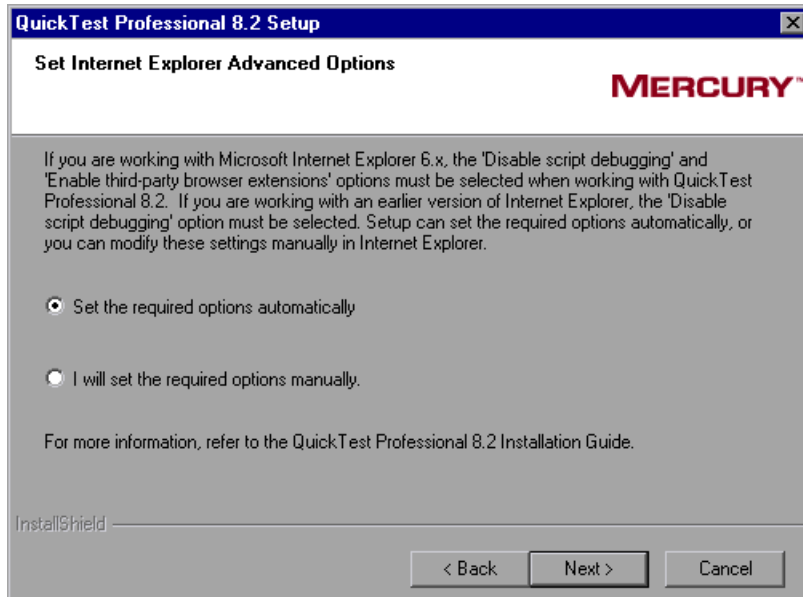


The screenshot shows a dialog box titled "QuickTest Professional 8.2" with a close button in the top right corner. The main title is "Registration Information" and the Mercury logo is in the top right. Below the title, there is a text prompt: "Please type your name, the name of your company and your maintenance number. The maintenance number was provided with your QuickTest Professional package." There are three input fields: "User Name:" with "Mercury" entered, "Company Name:" with "Mercury Interactive" entered, and "Maintenance Number:" which is empty. At the bottom left, it says "InstallShield" and at the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

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

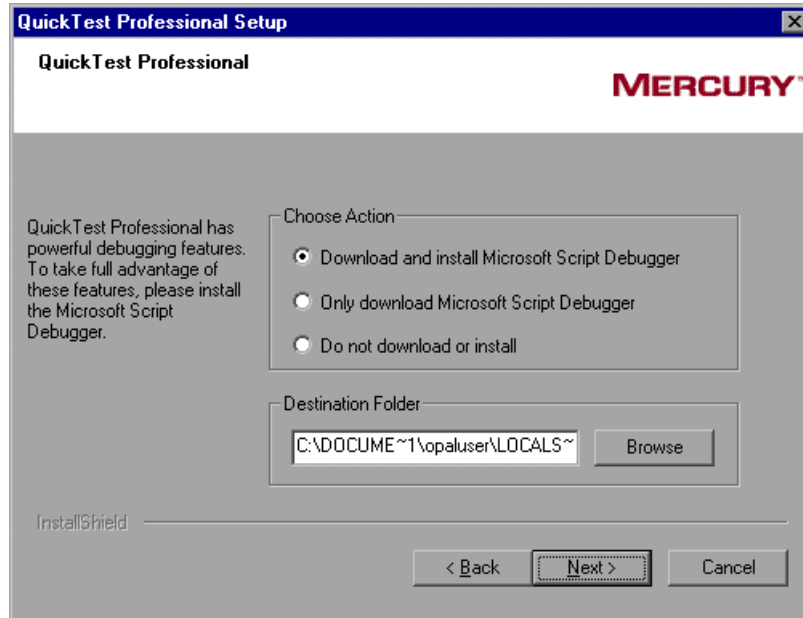
- 5 Click **Yes** to confirm the registration information. If you are upgrading your QuickTest Professional version, proceed to step 9. Otherwise, proceed to step 6.
- 6 QuickTest Professional uses the Microsoft Script Debugger application during test runs. For this reason, if you are working with Microsoft Internet Explorer 6.x, the **Disable script debugging** and **Enable third-party browser extensions** options must be selected in Microsoft Internet Explorer. If you are working with an earlier version of Microsoft Internet Explorer, you must select the **Disable script debugging** option in Microsoft Internet Explorer.

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.

- 7 If the Microsoft Script Debugger is not installed on your computer, the following screen opens. You can specify whether or not to download and (optionally) install the Microsoft Script Debugger to utilize QuickTest Professional's debugging features.



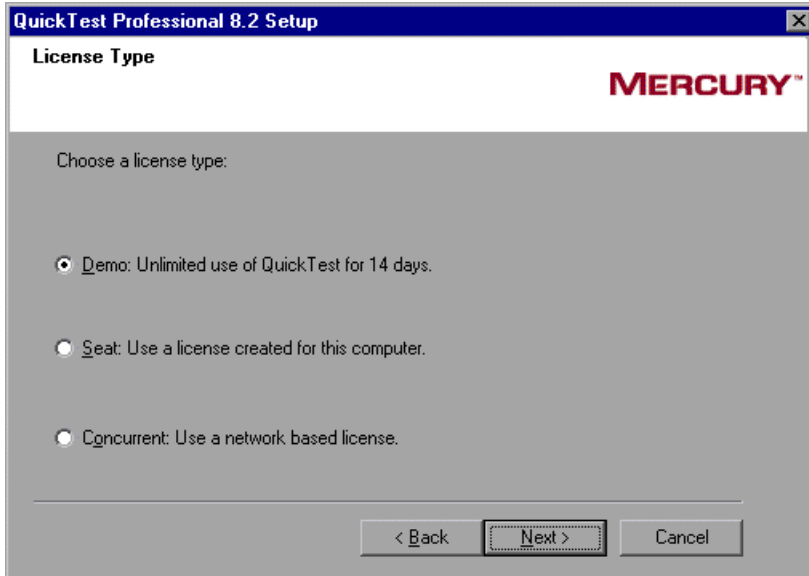
Choose one of the following options:

- **Download and install Microsoft Script Debugger**—Downloads the Microsoft Script Debugger to the specified destination folder and then installs it. This option is selected by default.
- **Only download Microsoft Script Debugger**—Downloads the Microsoft Script Debugger to the specified destination folder. You then need to double-click the downloaded file to install it.
- **Do not download or install**—Does not download or install the Microsoft Script Debugger. If you choose not to install Microsoft Script Debugger, you will not be able to use breakpoints and other debugging capabilities when running tests in QuickTest Professional. If you choose not to install the Microsoft Script Debugger now, you can download it later from the Microsoft Windows Script Downloads page:
<http://msdn.microsoft.com/library/default.asp?url=/downloads/list/webdev.asp>

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.

- 8 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 Interactive 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 license code for a permanent license from the Mercury Interactive Customer Service Web site. For more information, see "Requesting a Seat License Code" on page 38.

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

A license server on the network regulates the number of concurrent QuickTest Professional users. Note that before you install QuickTest Professional with a concurrent license, a license server must be installed on the network. For information, refer to the *Mercury Functional Testing Concurrent License Server Installation Guide*.

Notes:

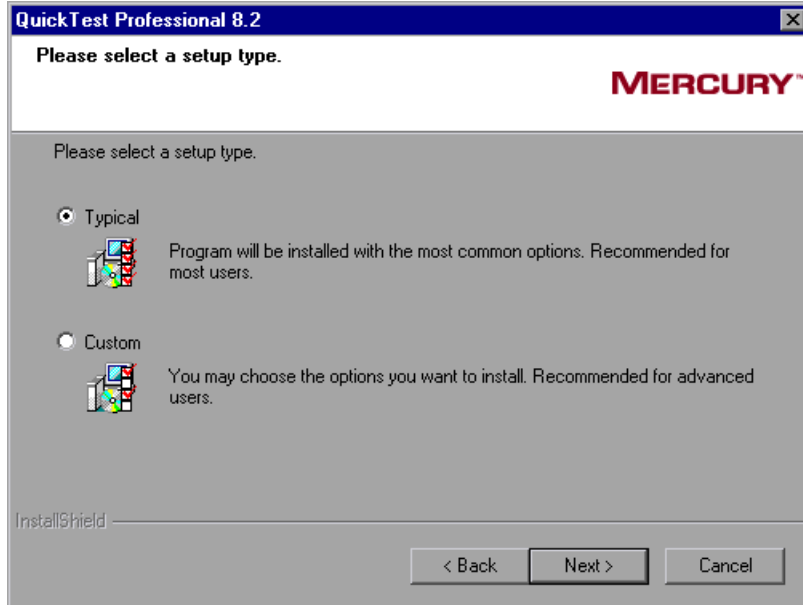
You cannot use a demo license on a computer that has WinRunner or QuickTest installed using a concurrent license.

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 43.

For additional license information, see “Working with QuickTest Professional Licenses” on page 35.

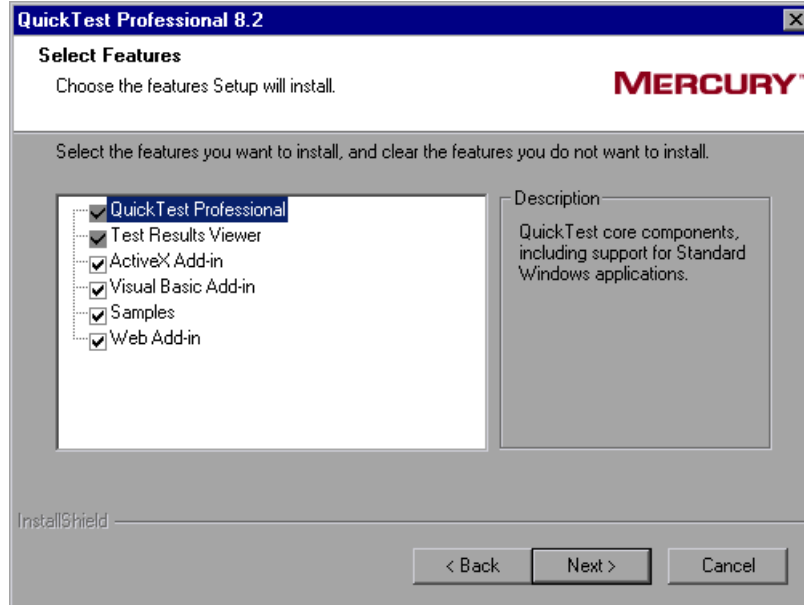
Click **Next** to proceed.

- 9 In the Setup Type screen, select **Typical** or **Custom** installation.



Click **Next** to proceed. If you chose the **Custom** installation, proceed to step 10. If you chose the **Typical** installation, and are upgrading your QuickTest Professional version, proceed to step 13. If you chose the **Typical** installation, and are installing a full QuickTest Professional version, proceed to step 11.

- 10** 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** component.

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** component if this is your first installation of QuickTest Professional 8.2.

Click **Next** to proceed. If you are upgrading your QuickTest Professional version, proceed to step 13. Otherwise, proceed to step 11.

- 11 If you are installing a Mercury Interactive product with ActiveScreen technology for the first time, the Choose Common Directory screen opens.

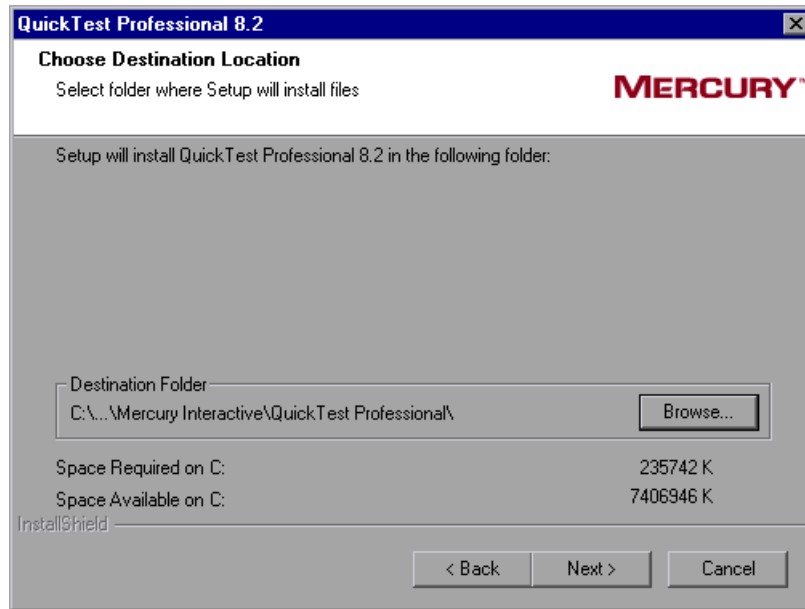


Choose the folder where you want to install files common to all Mercury Interactive products with ActiveScreen technology.

To select a different location, click **Browse**, choose a folder, and then click **OK**. If the destination folder does not exist, the setup program asks if you want it to be created.

Click **Next** to proceed.

- 12** In the Choose Destination Location screen, choose the location where you want to install QuickTest Professional.

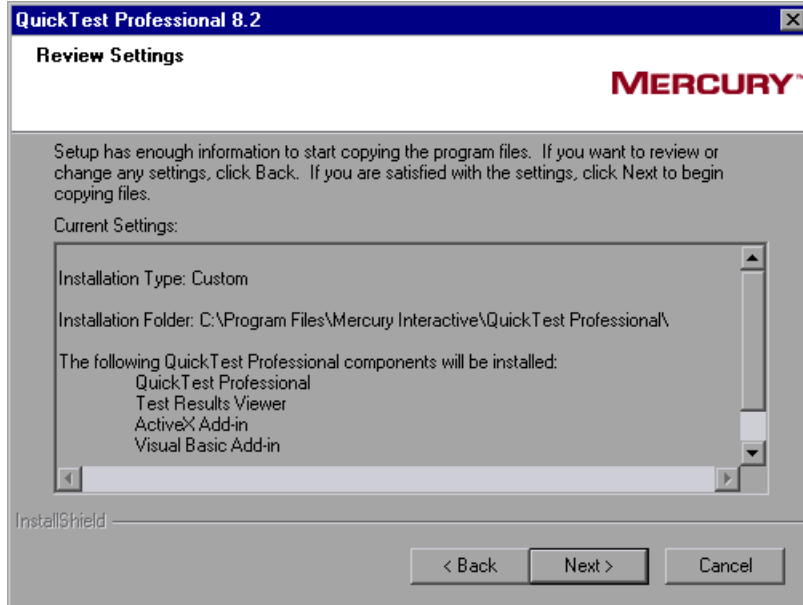


To select a different location, click **Browse**, choose a folder, and then click **OK**. If the destination folder does not exist, the setup program asks if you want it to be created.

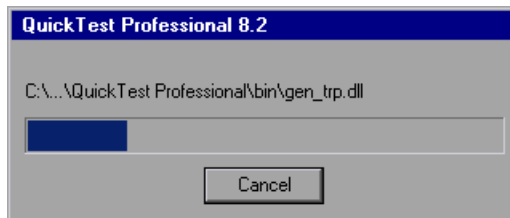
Ensure that you install QuickTest Professional on a drive with a sufficient amount of free disk space. For more information, see "System Requirements" on page 1.

Click **Next** to proceed.

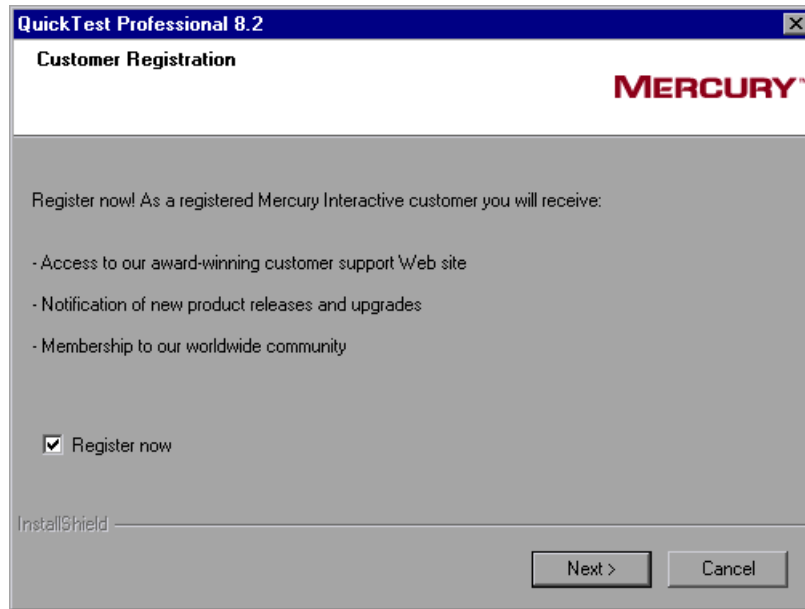
- 13 In the Review Settings screen, review the settings you selected.



To change your settings, click **Back**. To confirm the settings, click **Next**. 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 Mercury Interactive’s award-winning Customer Support Web site
- notification of new product releases and upgrades
- membership to Mercury Interactive’s worldwide community of testers

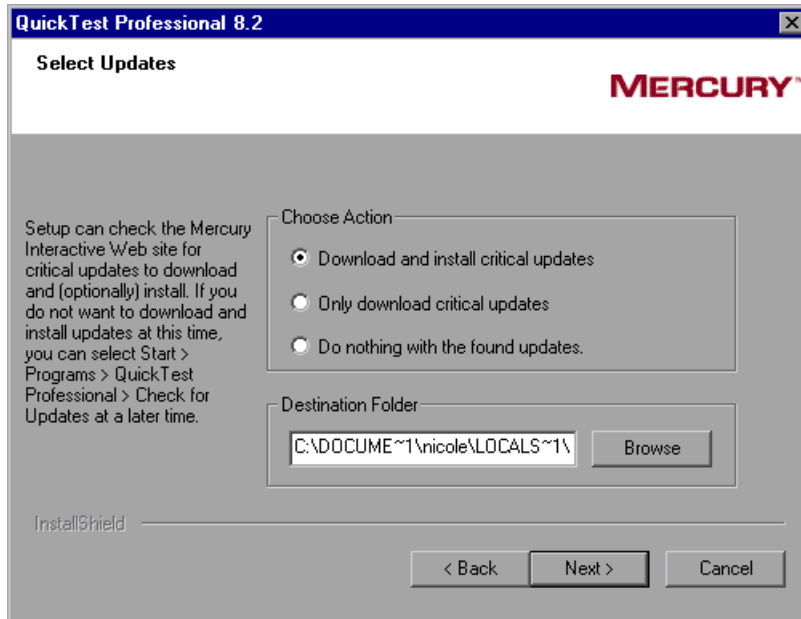
If your address changes, notify Mercury Interactive or your local representative so that you can continue to receive product information and updates.

To register now, confirm that the **Register now** check box is selected. Click **Next**. Your browser opens to Mercury Interactive’s Customer Support site (<http://support.mercury.com>). Follow the directions on the Customer Support site. When you are finished, proceed to step 16.

To register at a later time, clear the **Register now** check box and click **Next** to finish your QuickTest Professional installation.

- 14** 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 16.

If it finds any critical updates to be installed, the Select Updates screen opens.



Choose one of the following options:

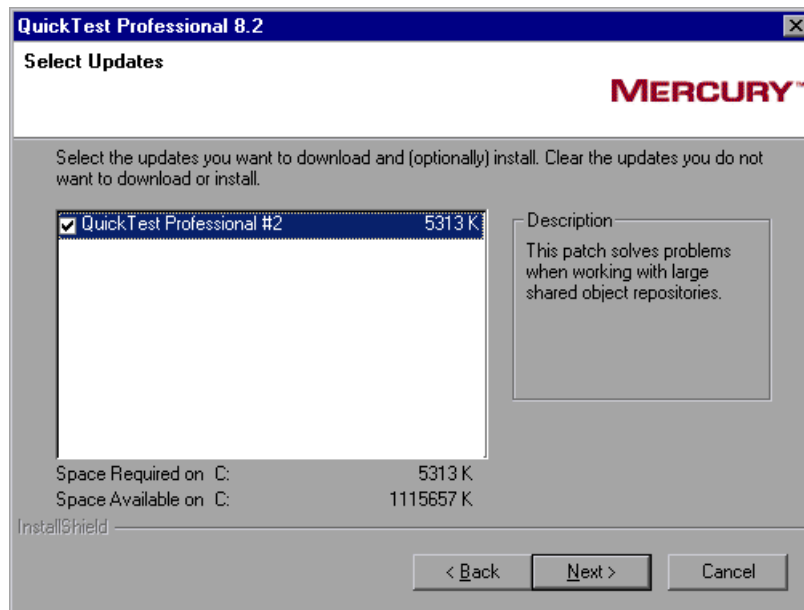
- **Download and install critical updates**—Downloads the critical update(s) to the specified destination folder and then installs it. This option is selected by default.
- **Only download critical updates**—Downloads the critical update(s) to the specified destination folder. You then need to double-click the downloaded file to install it.
- **Do nothing with the found updates**—Does not download or install critical updates.

Note: If you choose not to download and 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**.

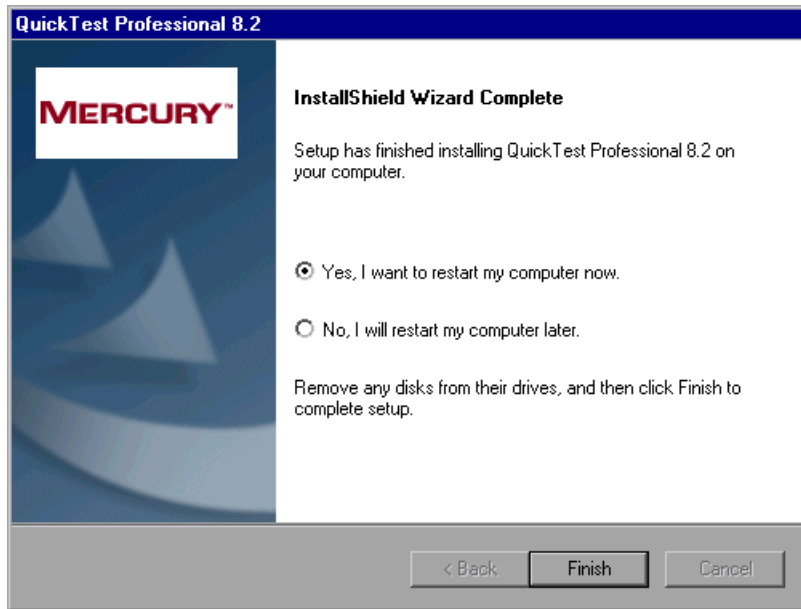
Click **Next** to proceed. If you chose to download and/or install critical updates, the following screen opens. Otherwise, continue with step 16.

- 15** 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 14. If you chose to download and install the updates, they are installed at the end of the installation process, after you restart your computer.

- 16** The InstallShield Wizard Complete screen prompts you to restart your computer.

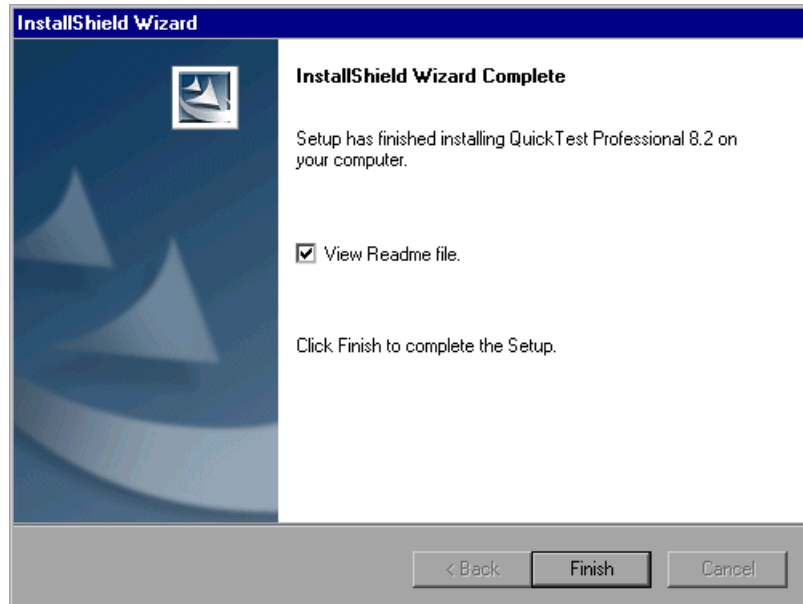


Note: It is recommended that you restart your computer as soon as possible. Delaying the system restart may result in unexpected QuickTest behavior.

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.

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**.

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:
 - ▶ **Printer-Friendly Documentation**—Opens a page that provides links to printer-friendly versions of all QuickTest documentation, in Adobe Acrobat Reader (PDF) format.
 - ▶ **QuickTest Automation Reference**—Opens the QuickTest Automation Object Model 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 Object Model Reference provides syntax, descriptive information, and examples for 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 corresponding 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.
 - ▶ **Tutorial**—Opens the QuickTest Professional tutorial, which teaches you basic QuickTest skills and shows you how to start testing your applications.

- ▶ **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 Professional tutorial. Refer to the *QuickTest Professional Tutorial* for more information.
- ▶ **Tools**—Contains the following utilities and tools that assist you with the testing process:
 - ▶ **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. Refer to the *QuickTest Professional User's Guide* for more information.
 - ▶ **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. Refer to the *QuickTest Professional User's Guide* for more information.
 - ▶ **Test Batch Runner**—Opens the Test Batch Runner dialog box, which enables you to set up QuickTest to run several tests in succession. Refer to the *QuickTest Professional User's Guide* for more information.
 - ▶ **Test Results Deletion Tool**—Opens the Test Results Deletion Tool dialog box, which enables you to delete unwanted or obsolete test results from your system according to specific criteria that you define. Refer to the *QuickTest Professional User's Guide* for more information.
- ▶ **Check for Updates**—Searches for the Mercury Interactive Web site for updates to your installed version of QuickTest. Ensure that QuickTest is closed and then choose this option to check for QuickTest software updates. If there are components on the Web site that are newer than your installed version, QuickTest downloads and installs them.
- ▶ **QuickTest Professional**—Opens the QuickTest Professional application.
- ▶ **Readme**—Opens the QuickTest Professional Readme, which provides the latest news and information about QuickTest Professional.

- ▶ **Test Results Viewer**—Opens the Test Results window, which enables you to select a test and view information about the steps performed during the test run. Refer to the *QuickTest Professional User's Guide* for more information.
- ▶ **Uninstall QuickTest Professional**—Uninstalls QuickTest Professional and all of its components, including core and external add-ins. For more information, see “Maintaining and Uninstalling QuickTest Professional” on page 59.

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.

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

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 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 7. 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 Interactive 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 components 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.

- 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.

Installation Result Code	Description
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.
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 Interactive 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 Interactive Customer Support.

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).

This chapter describes:

- Understanding License Types
- Requesting a Seat License Code
- Activating a Seat License Code
- Modifying License Information
- Setting the LSHOST or LSFORCEHOST Variable
- Working with Commuter Licenses

Understanding 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 code	Each installation of QuickTest Professional requires a distinct license code.	There is no limit to the number of QuickTest Professional installations on the network, but a special license server regulates the number of computers that can run a copy of QuickTest Professional at any time.
Maintenance number	The license code is based partially on the maintenance number. The maintenance number identifies the customer.	The license code 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	<p>The license code is based partially on the locking code, which is a code that identifies the computer on which QuickTest Professional is installed. The supplied license code works only for the computer on which the locking code was generated.</p> <p>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 string for it.</p>	<p>Not supported for Unix networks.</p> <p>It is recommended that the license server have a fixed IP address.</p> <p>QuickTest Professional client computers must have TCP/IP installed.</p> <p>To use concurrent licenses across networks, UDP port 5093 must be open on the server.</p>
Entering license code	<p>When QuickTest opens for the first time after installation, it asks you to enter the license code.</p>	<p>Each time QuickTest opens, it automatically searches the same subnet for the license server. You do not need to enter a license code for your QuickTest client installation.</p>

Note: QuickTest external add-ins (purchased separately) require a separate seat or concurrent license code. For seat licenses, you can either enter the add-in license code while installing the add-in, or you can enter or modify the license details by clicking the **Add-in License** button in the Add-in Manager dialog box. The Add-in Manager dialog box is opened by default when you start QuickTest. If the Add-in Manager dialog box does not open automatically, choose **Tools > Options > General > Display Add-in Manager on startup** and then restart QuickTest. For concurrent licenses, you install the add-in license on the Mercury Functional Testing Concurrent License Server computer.

All license information provided in this guide is also relevant for external add-ins, for example, information regarding requesting and activating license codes, using LSHOST or LSFORCEHOST variables, and using commuter licenses. For add-in specific information about specifying or modifying license details, refer to your add-in documentation.

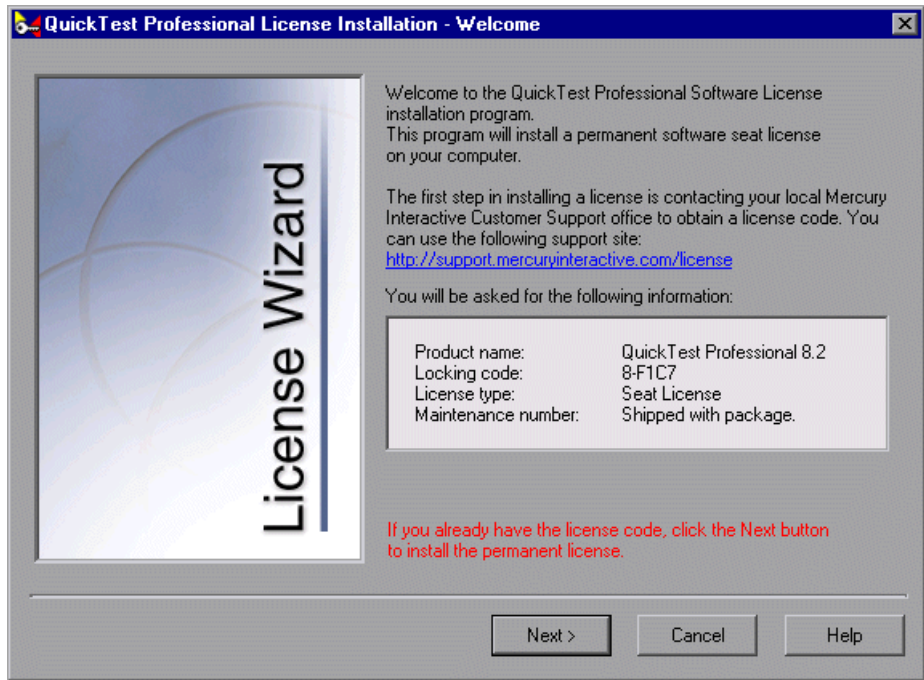
Requesting a Seat License Code

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 code for your copy of QuickTest Professional.

To request a seat license code:

- 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**. 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 code. The Welcome screen opens.



- 2 Use the Web address displayed in the screen to open the Mercury Interactive Customer Service license request page. Copy and paste the locking code, license type, and maintenance number from the Welcome screen. Supply the other required information and submit the form. You will receive your license code via e-mail.
- 3 If you already have your license code, click **Next** to begin the license activation process and proceed to step 3 of “Activating a Seat License Code” on page 41.

Otherwise, click **Cancel** and wait for your license code to arrive via e-mail. When it arrives, follow the instructions as described in “Activating a Seat License Code” on page 40.

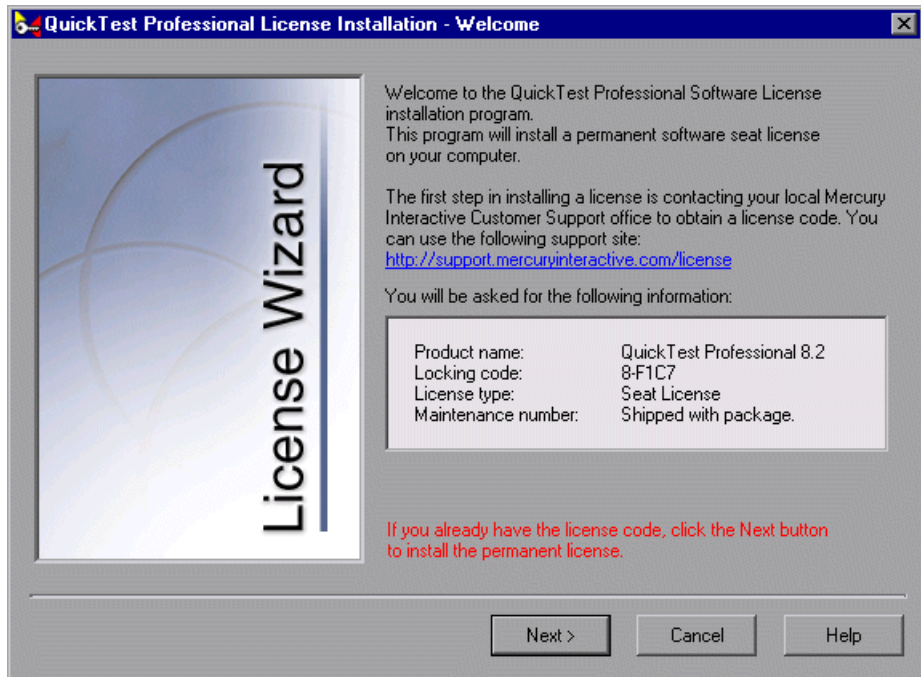
Activating a Seat License Code

Once you receive your license code from Mercury Interactive Customer Support, you must activate it.

To activate a seat license code:

- 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**. 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 code. The Welcome screen opens.



- 2 Click **Next** to begin the license activation process.

- 3 Read the message about exiting all Windows programs before continuing with the installation. Exit all Windows programs and click **Next**.
- 4 In the User Information screen, enter your first name, last name, and company name in the appropriate boxes. In the **Maintenance Number** box, enter the maintenance number that you received from Mercury Interactive when you purchased QuickTest Professional.

This number can be found in the Maintenance Pack Number envelope or on the bill of lading. Note that there is a single maintenance number for each team of users.

QuickTest Professional License Installation - User Information

Type in below your name and your company name. You must also type in your maintenance number (this number was shipped to you with your product).

First Name: Mercury

Last Name: Interactive

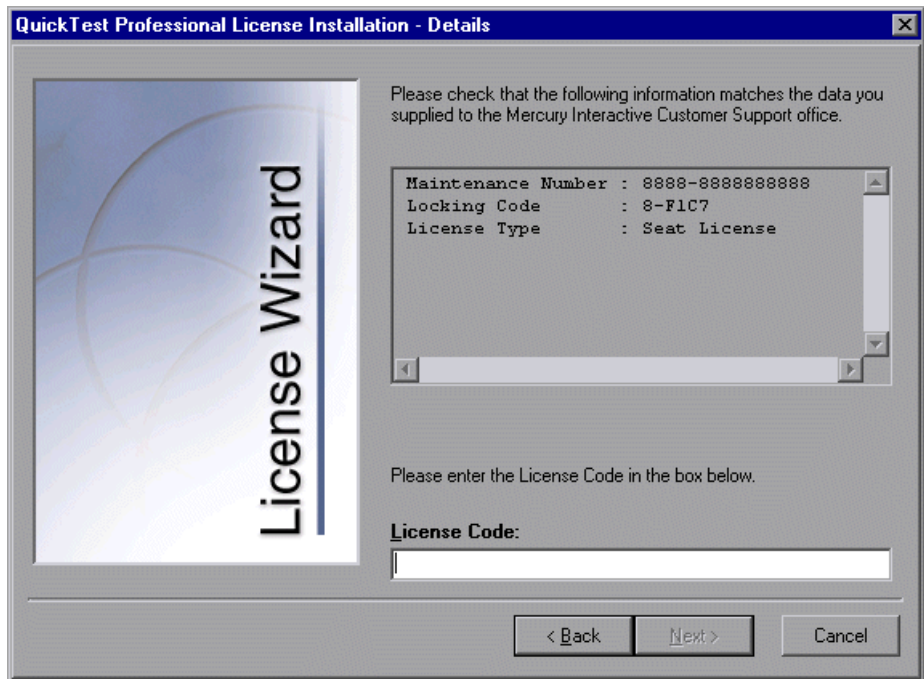
Company: Mercury Interactive

Maintenance Number:

< Back Next > Cancel

Click **Next**.

- 5 In the Details screen, verify that the information is correct, and insert the license code provided by Mercury Interactive Customer Support into the **License Code** box.



Notes:

The license code is valid only for the computer with the locking code that you entered in the Mercury Interactive 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 string for it.

Click **Next**.

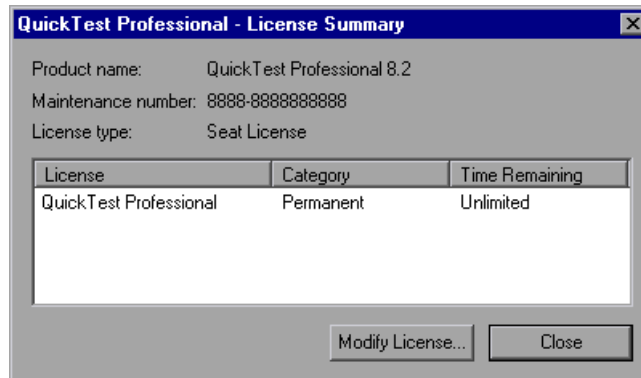
- 6 If you entered a valid license code, the Status screen confirms that your license code was successfully installed. Click **Next**.
- 7 The Finished screen opens and displays customer support information. Click **Finish** to complete the license activation process.

Modifying License Information

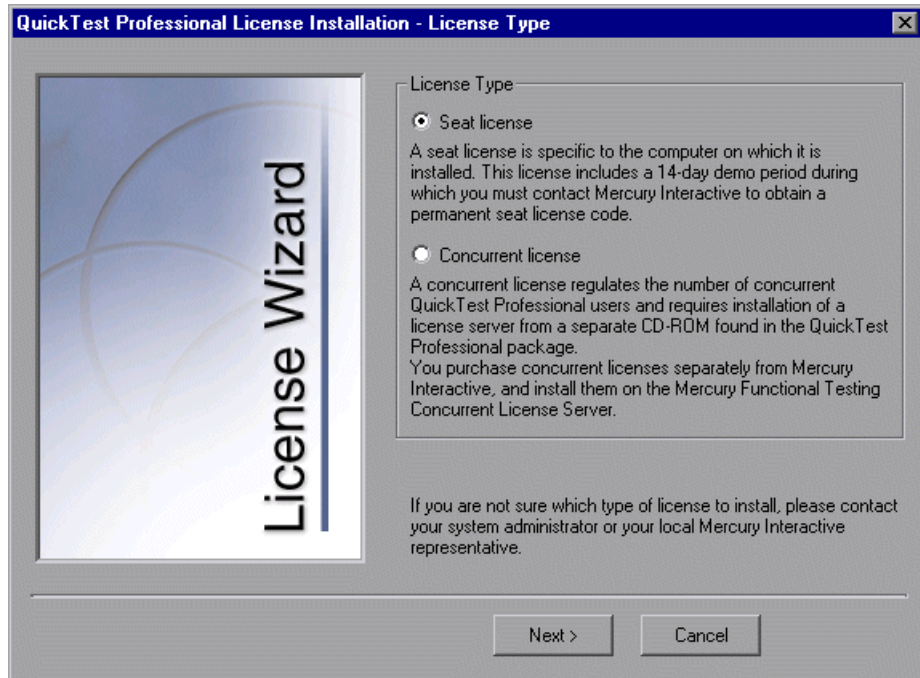
After you install QuickTest Professional, you can modify your license code and/or change your license type at any time. You can request a new license on Mercury Interactive's Customer Support Web site. The URL for the License Request Web site is <http://support.mercuryinteractive.com/license>.

To modify the 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**. If you already have a valid seat license code installed, click **No** to save your selected license type. If you do not have a seat license code installed, click **Yes**. The Welcome screen opens. Follow steps 2 - 7 in “Activating a Seat License Code” on page 40.

Note: To load new add-in(s) enabled by a new license, select the add-in(s) in the Add-in Manager next time you open QuickTest Professional. For more information about loading add-ins, refer to the *QuickTest Professional User's Guide*.

- ▶ To change your license type from seat to concurrent, select **Concurrent license** and click **Next**. Then click **Finish**.

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

- 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

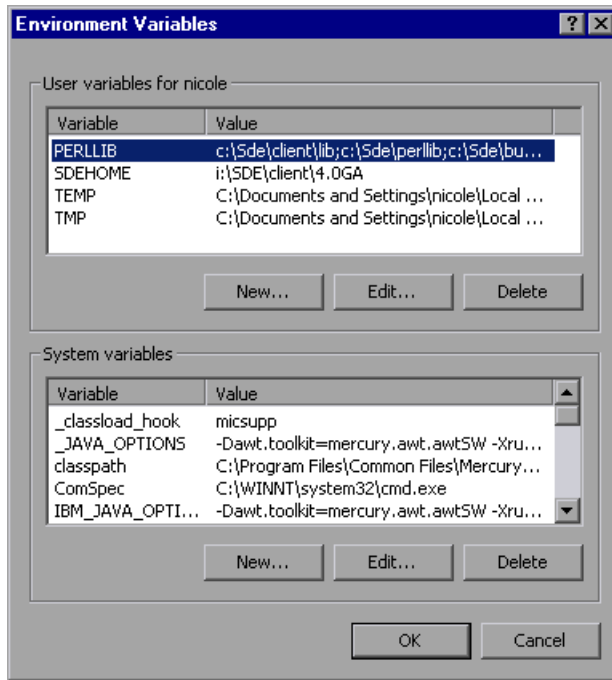
If a QuickTest computer cannot find and connect to the Mercury Functional Testing Concurrent License Server, you may need to set the LSHOST or LSFORCEHOST variable. You may also need to set the LSHOST or LSFORCEHOST variable if the Mercury Functional Testing Concurrent License Server is installed on a different subnet or domain than the QuickTest client.

You set the LSHOST or LSFORCEHOST variable to enable QuickTest to search for a specific Mercury Functional Testing Concurrent License Server on the network. The LSHOST variable sets 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. The LSFORCEHOST variable restricts QuickTest to a specific concurrent license server.

To set the LSHOST or LSFORCEHOST variables:

- 1 Click **Start** > **Settings** > **Control Panel**.
- 2 Double-click **System**. The System Properties dialog box opens.
- 3 Click the **Advanced** tab.

- 4 Click the **Environment Variables** button. The Environment Variables dialog box opens.



- 5 Under **System variables**, click **New**. The New System Variable dialog box opens.
- 6 In the **Variable Name** box, type LSHOST or LSFORCEHOST.
- 7 In the **Variable Value** box, type the full name of the license server. Alternatively, you may enter the IP address of the host computer.

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

- 8 Click **OK** to close the New System Variable dialog box.

- 9 Click **OK** to close the Environment Variables dialog box.
- 10 Click **OK** to close the System Properties dialog box.

Working with Commuter Licenses

Commuter licensing enables concurrent license users to temporarily use a QuickTest concurrent license on a computer that is not connected to the network (and therefore cannot obtain a concurrent license from the license server in the regular way), in companies that only have 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. You need a separate commuter license for the QuickTest and for each external add-in that you want to access.

For more information, see “Checking Out a Commuter License” on page 48, and “Checking In a Commuter License” on page 50.

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

Note: You can only install a commuter license if you have 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 (i.e., leave for your trip), or if you checked out a license but it expired because your return from your trip 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 52.

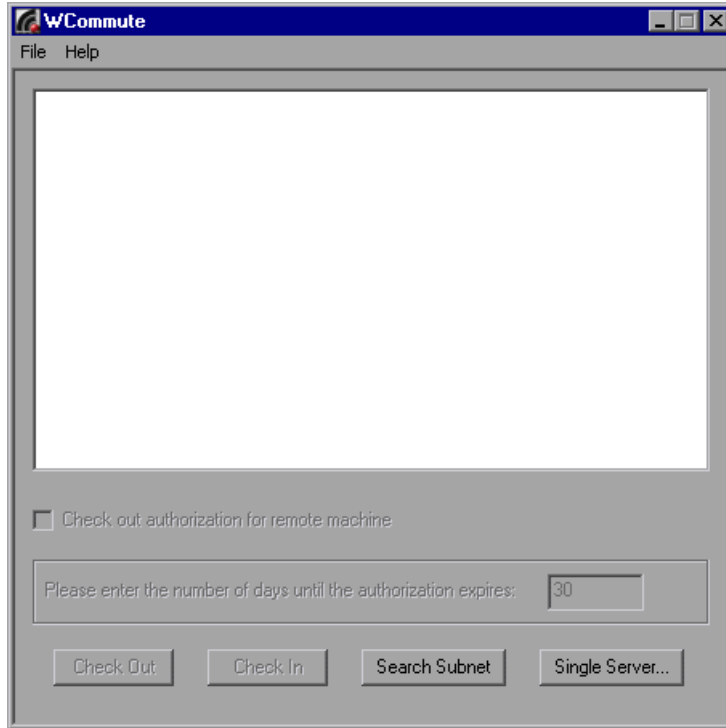
Note: Commuter licensing is supported by Mercury Functional Testing Concurrent License Server version 7.6 and later. If you have upgraded to Mercury Functional Testing Concurrent License Server version 7.6 or later, you need to request a new server license code to enable the commuter licensing functionality. For details, contact Mercury Interactive 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 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 license servers located within your subnet, click **Search Subnet**. If there is a specific license server you want to use, or you want to select a license server outside of your subnet, click **Single Server**.
 - If you clicked **Search Subnet**, the WCommute utility searches the subnet for license servers that support commuter licensing and displays them in the WCommute dialog box. Note that this process may take several minutes.
 - If you clicked **Single Server**, a dialog box opens for you to specify the license server you want to locate. Enter the license server computer's host name, IP address, or IPX address and click **OK**. The specified license server is located and displayed in the WCommute dialog box.

For each license server, a list of commuter licenses available to check out is displayed. A red check mark next to a commuter license means that you have already checked out that license to your computer. You cannot check out multiple licenses for the same application to the same computer.

- 3 Select the license that you want to check out.
- 4 In the **Please enter the number of days until the 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 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. For more information, see “Modifying License Information” on page 43.

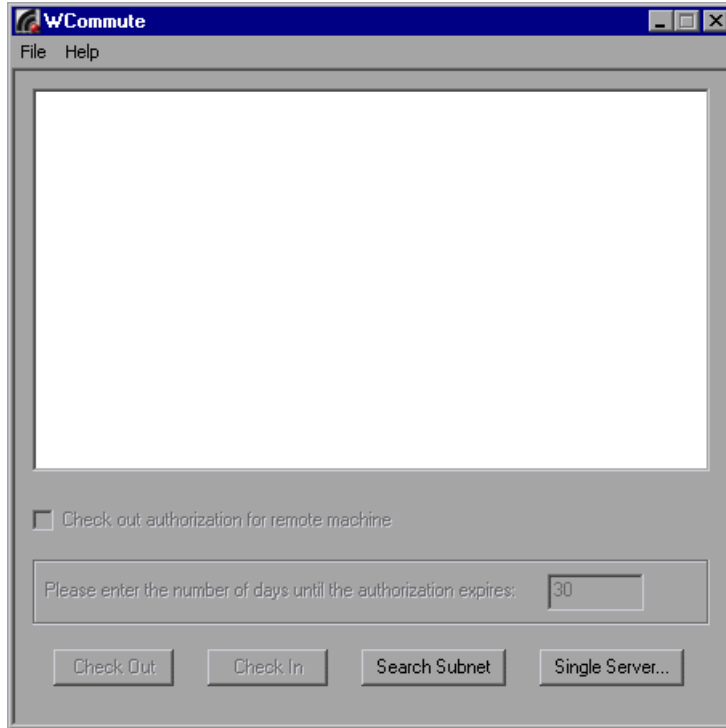
Checking In a Commuter License

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

Note: If your license has expired, you do not need to check it in. Once a license expires, you cannot use it and it is automatically returned to the license server, even if your computer is not connected to the 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 license server for the commuter license you want to check in, as described in step 2 of “Checking Out a Commuter License” on page 49. You must check in the license to the same 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 license server, and is made available for use by others. To use QuickTest again, you must first change your license type from seat to concurrent. For more information, see “Modifying License Information” on page 43.

Obtaining a Commuter License Remotely

Remote commuter licensing enables a local network user to locally check out a QuickTest commuter license and send it to you for installation on a remote computer. This is useful in situations where you are currently not connected to the 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.

The following procedure summarizes the process of obtaining a commuter license remotely.

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 Mercury Functional Testing Concurrent License Server. For more information, see “Generating a Remote Computer Locking Code” on page 53.
- 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 “Checking Out a Commuter License for a Remote Computer” on page 54.
- 3 Run the WRCommute utility to install the remote commuter license on your computer. For more information, see “Installing a Commuter License on a Remote Computer” on page 57.
- 4 Open QuickTest and change your license type from concurrent to seat. For more information, see “Modifying License Information” on page 43.

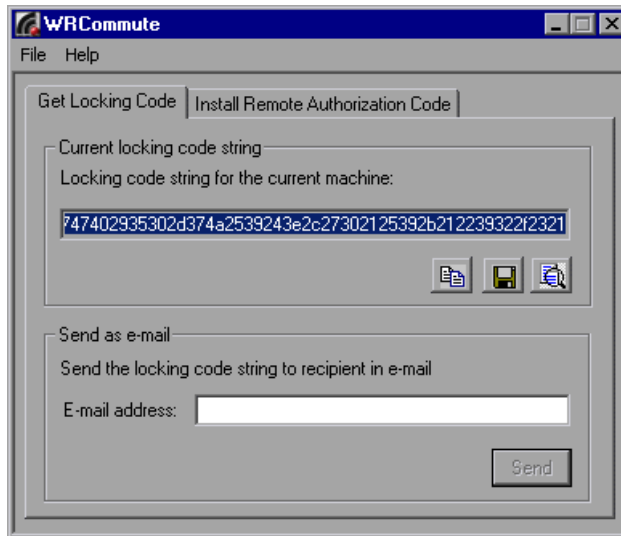
Generating a Remote Computer Locking Code

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

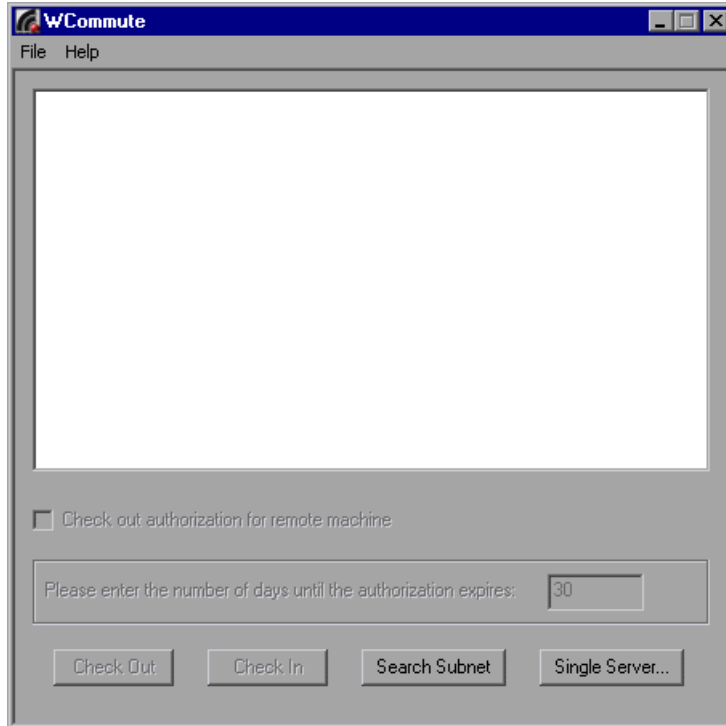
Checking Out a Commuter License for a Remote Computer

The next step in remotely obtaining a commuter license is for a local network user to check out the license, and then transfer it to you (by e-mail).

Note: The following procedure can be performed only by a local network user who has QuickTest installed on his or her computer and also has access to the license server that contains the 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.



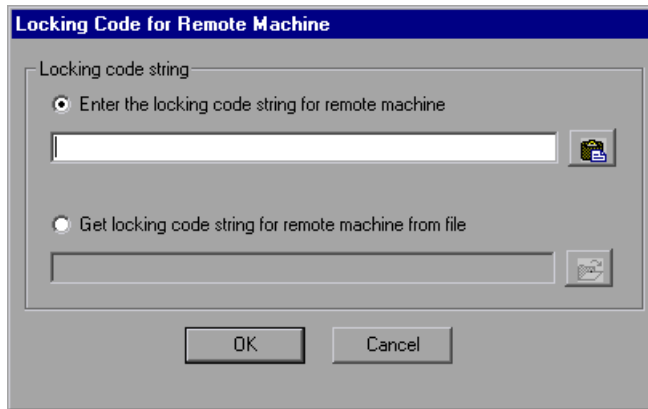
- 2 Locate the license server from which you want to check out a remote commuter license, as described in step 2 of “Checking Out a Commuter License” on page 48.

For each 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 **Please 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.

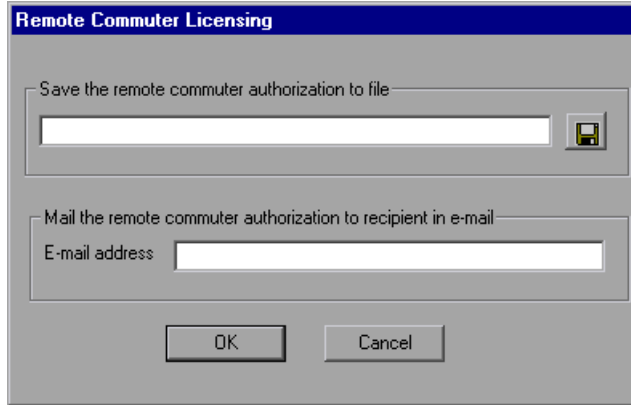
- 6 Click **Check Out**. The Locking Code for Remote Machine dialog box opens.



- 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** 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 only supported if Microsoft Outlook Express is set up as your e-mail client.

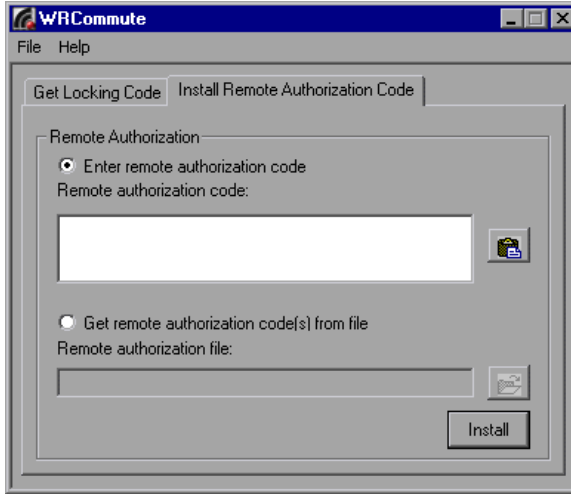
Installing a Commuter License on a Remote Computer

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 WRCCommute dialog box, select **Enter remote authorization code** and then click the **Paste** 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.

6 Open QuickTest and change your license type from concurrent to seat. For more information, see "Modifying License Information" on page 43.

Note: A remote commuter license cannot be checked in to the 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 43.

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:

- ▶ Installing and Uninstalling Specific QuickTest Professional Features
- ▶ Repairing Your QuickTest Professional Installation
- ▶ Uninstalling QuickTest Professional and Installed Add-ins

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 7.

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 CD-ROM that you used for the original installation.

- 2** Click **QuickTest Professional Setup**. The QuickTest Professional Setup program starts and the License Agreement screen opens. Read the agreement, select **I accept the terms in the license agreement**, and click **Yes**. If you click **No**, the setup program will close.
- 3** In the Setup Maintenance screen, 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 **Next**.
- 5** In the Review Settings screen, review the settings you selected. To change your settings, click **Back**. To confirm the settings and start installing or uninstalling the required features, click **Next**, and follow the instructions displayed on screen.

Note: You should restart your computer as soon as possible after the install or uninstall is complete. Delaying the system restart could result in unexpected system problems.

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 QuickTest Professional Setup program starts and the License Agreement screen opens. Read the agreement, select **I accept the terms in the license agreement**, and click **Yes**. If you click **No**, the setup program will close.
- 3** In the Setup Maintenance screen, select **Repair** and click **Next**.
- 4** In the Review Settings screen, review the settings you selected. To change your settings, click **Back**. To confirm the settings and start repairing your QuickTest Professional installation, click **Next**, and follow the instructions displayed on screen.

Note: You should restart your computer as soon as possible after the repair is complete. Delaying the system restart could result in unexpected system problems.

Uninstalling QuickTest Professional and Installed Add-ins

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

Notes:

You can uninstall specific QuickTest Professional features as described in “Installing and Uninstalling Specific QuickTest Professional Features” on page 59.

You can uninstall specific external QuickTest Professional add-ins version 8.0 and later using the **Add/Remove Programs** option in the Windows Control Panel. For more information, refer to the relevant add-in documentation.

The uninstall program does not uninstall external 6.5.x add-ins that were installed directly on QuickTest Professional 8.0 or later (i.e., add-ins that were not first installed on QuickTest Professional 6.5). For instructions on removing these add-ins, refer to the *QuickTest Professional Readme*.

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

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.

Note: Uninstalling QuickTest Professional does not uninstall the Microsoft Script Debugger. You can uninstall Microsoft Script Debugger using the **Add/Remove Programs** dialog box in the **Control Panel**.

- 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.

- 2** Click **QuickTest Professional Setup**. The QuickTest Professional Setup program starts and the License Agreement screen opens. Read the agreement, select **I accept the terms in the license agreement**, and click **Yes**. If you click **No**, the setup program will close.
- 3** In the Setup Maintenance screen, 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.

Note: Uninstalling QuickTest Professional does not uninstall the Microsoft Script Debugger. You can uninstall Microsoft Script Debugger using the **Add/Remove Programs** dialog box in the **Control Panel**.

- 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.
