

# HP ALM Defect Management for Smartphone

For the Android and iOS operating systems

Software Version: 1.00

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## Getting Started Guide

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## Overview

QA teams and developers often need to perform tasks when they are away from their computers. Testers may need to test functionality of applications that are not locally installed. Developers may need to receive immediate notification of critical defects assigned to them. The HP ALM Defect Management for Smartphone mini app makes it possible to access the power of HP ALM from an iPhone or Android mobile device. With the HP ALM Defect Management for Smartphone mini app, you can verify defects, change defect status, create defects, and upload defects to HP ALM without ever having to be by your computer.

You can connect to HP ALM to view the current online status of existing defects and create new ones. You can also download defects to your mobile device to work on them offline, and then upload them back to HP ALM.

This section also includes:

- ["Audience" \(on page 6\)](#)
- ["Requirements" \(on page 6\)](#)
- ["Connections" \(on page 7\)](#)
- ["Related Information" \(on page 7\)](#)

## Audience

This document is designed for the following audience:

- **The administrator.** For details on how to configure Defect Management for Smartphone, administrators should see ["Configure HP ALM Defect Management for Smartphone" \(on page 8\)](#).
- **The end user.** For details on how to use Defect Management for Smartphone, users should see ["Use HP ALM Defect Management for Smartphone" \(on page 10\)](#).

Both roles can be combined and performed by one person.

## Requirements

### Version:

- HP ALM Defect Management for Smartphone 1.00
- HP Anywhere 9.00 (on the server)
- HP Anywhere 9.00 (on the mobile device)

### HP Application Lifecycle Management:

- Version 11.00 and higher  
Recommended: Patch 7 and higher

### Supported devices:

- Smartphone

### Device operating system:

- iOS 4.0 and later
- Android 2.2 and above

### Mobile connectivity:

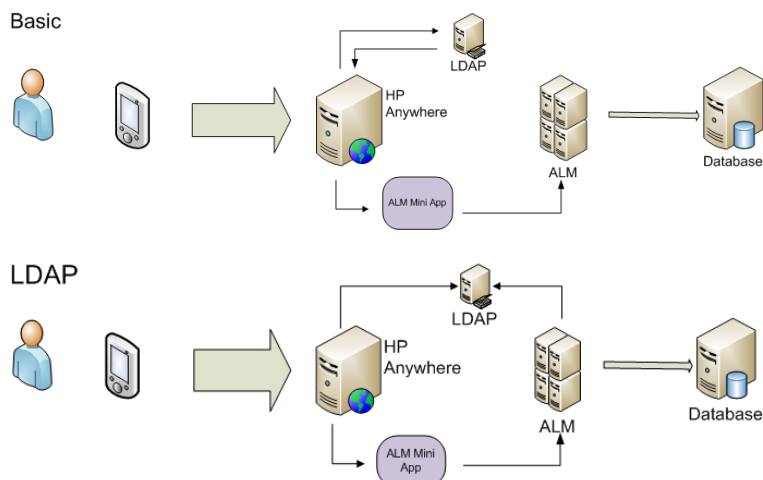
- Standard communication with the HP Anywhere Server, such as Wi-Fi or 3G.

#### Note:

- To add this mini app to your Smartphone, you must install HP Anywhere. For details, see ["Install the HP Anywhere client on your mobile device" \(on page 11\)](#).
- For support for the following features, install ALM Version 11.00 Patch 7 and higher:
  - Enforcement of data hiding filter
  - LWSSO

## Connections

As illustrated in the following diagrams, the mini app supports two authentication methods: Basic authentication and LDAP authentication with LWSSO.



## Related Information

### HP Anywhere Documentation

The following documents include additional information related to HP Anywhere:

- *HP Anywhere Installation and Configuration Guide*
- *HP Anywhere Administrator Guide*
- *HP Anywhere Release Notes*

These documents are available on the [Documentation Support Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>).

### HP ALM Documentation

The following documents include additional information related to HP Application Lifecycle Management:

- *HP Application Lifecycle Management Installation Guide*
- *HP Application Lifecycle Management User Guide*

These documents are available on the HP Application Lifecycle Management DVD or on the [Documentation Support Site](http://h20230.www2.hp.com/selfsolve/manuals) (<http://h20230.www2.hp.com/selfsolve/manuals>).

## Configure HP ALM Defect Management for Smartphone

This task describes how you, the HP Anywhere administrator, can install and configure the software necessary for end users to use HP ALM Defect Management for Smartphone on their mobile devices.

This task includes the following steps:

- ["Install software" \(on page 8\)](#)
- ["Configure for ALM" \(on page 8\)](#)
- ["Set up HP Anywhere user accounts " \(on page 9\)](#)
- ["Configure mini app-specific settings in the HP Anywhere Administrator Console" \(on page 9\)](#)
- ["Notify end users" \(on page 10\)](#)

### 1. Install software

Install relevant HP Anywhere and HP ALM software on the supported servers and devices, according to:

- Requirements listed under ["Requirements" \(on page 6\)](#)
- Instructions provided in the *HP Anywhere Installation and Configuration Guide*
- Instructions provided in the *HP Application Lifecycle Management Installation Guide*

### 2. Configure for ALM

- If necessary, create ALM users with the necessary permissions for the Defects module. For details, see the *HP Application Lifecycle Management Installation Guide*.
- If you use LWSSO authentication to communicate with ALM, you must update the encryption key in the HP Anywhere Server to be the same as that used by ALM.



Insert the encryption key as defined in the ALM site administration parameter `COMMUNICATION_SECURITY_PASSPHRASE` into the **C:\HP\Anywhere\glassfish\glassfish\domains\BTOA\config\conf\lwssofmconf.xml** configuration file as follows:

```
<crypto cipherType="symmetricBlockCipher"
    engineName="AES" paddingModeName="CBC" keySize="256"
    encodingMode="Base64Url"
    initString="<YourInitString>"> </crypto>
```

**Note:** If your organization implements LWSSO user authentication, end users only need the HP Anywhere Server address and HP Anywhere Server port number when logging in.

### 3. Set up HP Anywhere user accounts

Set up HP Anywhere user accounts with which each user will log in to the HP Anywhere client from mobile devices. Set up user names, passwords, the HP Anywhere Server address and the HP Anywhere Server port number.

For details, see the instructions provided in the *HP Anywhere Administrator Guide*.

### 4. Configure mini app-specific settings in the HP Anywhere Administrator Console

Use the HP Anywhere Administrator Console to create additional personas (optional), configure general settings, define data sources for the mini app, and configure settings for the mini app.

**Tip:** By default, HP Anywhere has predefined personas such as **Tester** or **Developer**. Defect Management for Smartphone can be used by either of these personas.

For details on creating additional personas and configuring general settings, see the *HP Anywhere Administrator Guide*.

To configure mini app-specific settings, do the following:

- a. Add an instance for each data source to which Defect Management for Smartphone users need to connect. Configure the following settings for each instance in the Administrator Console Data Source Configuration tab.

Setting	Description
<b>HostName</b>	ALM host to which to connect.
<b>Port</b>	Port on the ALM host to which to connect.

Setting	Description
<b>Protocol</b>	If your protocol is <b>https</b> , you should have already imported a certificate from ALM when configuring LDAP over SSL. If this has not yet been done, you can import the certificate as described in the <i>HP Anywhere Installation and Configuration Guide</i> .
<b>AuthPolicy</b>	<p>If you select <b>LWSSO</b> as the Authentication Policy between the HP Anywhere Server and ALM, mini app end users do not need to type the ALM user and password on their mobile device.</p> <p>If you select <b>Basic</b> (non-LWSSO) as the Authentication Policy, the end user must enter the ALM user and password.</p>

- b. Configure additional settings for Defect Management for Smartphone:

Setting	Description
<b>Alert frequency for front page data (minutes)</b>	Interval, in minutes, at which data is refreshed and alerts are received.

## 5. Notify end users

- a. Notify end users that they can now install the HP Anywhere client on their mobile devices. Instruct the users from where you would like them to download this client by publishing the download link to the users.

**Note:** For details on generating the download link, see the information about mobile client configuration and deploying the WAR file in the *HP Anywhere Administrator Guide*.

- b. Provide data source names, user names, and passwords to each user for logging into HP Anywhere.

The first time end users log into HP Anywhere and install Defect Management for Smartphone, they are prompted to select their personas and set certain settings.

## Use HP ALM Defect Management for Smartphone

This task describes how you, the end user, can use HP ALM Defect Management for Smartphone.

This task includes the following steps:

- ["Prerequisites" \(on page 11\)](#)
- ["Install the HP Anywhere client on your mobile device" \(on page 11\)](#)
- ["Log in to HP Anywhere" \(on page 11\)](#)
- ["Set up the mini app for first-time use" \(on page 11\)](#)
- ["Configure other mini app settings - optional" \(on page 13\)](#)
- ["Work with defects" \(on page 13\)](#)

### 1. Prerequisites

- The administrator has installed and configured all relevant software on the various servers as described in ["Configure HP ALM Defect Management for Smartphone" \(on page 8\)](#).
- You have an HP Anywhere user account with which to log in to the HP Anywhere client from your mobile device. The user account information includes a user name, password, server address, and port number. If your organization implements LWSSO user authentication, the user name and password should be the same user name and password as the ones used to access ALM.
- You have been instructed by the administrator which persona to choose. HP Anywhere provides certain personas by default, such as **Developer** and **Tester**. Both of these personas provide access to Defect Management for Smartphone.
- Your mobile device can connect to the HP Anywhere Server using an Internet, WiFi, or Intranet connection.

### 2. Install the HP Anywhere client on your mobile device

Install the HP Anywhere client according to your administrator's instructions. Your administrator might instruct you to download the client from this URL:

**`http://www.<your-server-address>.com:80/btoa/client`**

### 3. Log in to HP Anywhere

- a. Tap the HP Anywhere icon on your device. The HP Anywhere login page is displayed.
- b. Enter your username, password, and the URL (including the port) for the HP Anywhere Server.
- c. Tap **Login**.

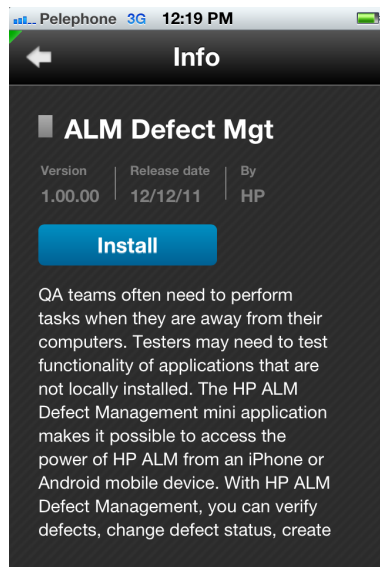
**Note:** When you log in to HP Anywhere on your mobile device the first time, your mobile device is registered in the HP Anywhere Server with your user name and password. This ensures that HP Anywhere is accessible only to you from your mobile device.

For details, see the *HP Anywhere Administrator Guide*.

### 4. Set up the mini app for first-time use

As a first-time user, you are prompted to configure certain settings on your mobile device before you can continue.

- a. When a list of personas is displayed, select your persona from the list. A list of mini apps for that persona is displayed.
- b. If Defect Management for Smartphone is not displayed in the list, tap **Install** in the Info screen to install Defect Management for Smartphone:



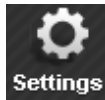
- c. Tap **OK** on the Welcome screen.
- d. Tap **Go to Settings**. The Settings screen is displayed.
- e. Tap **ALM Defect Mgt**.
- f. Enter ALM server information, domain, and project values:

Setting	Description
<b>Data Source</b>	<p>Data source instance defined by the administrator in the HP Anywhere Administrator Console. The data source instance contains information needed for connecting to the ALM Server.</p> <div> <p><b>Examples</b></p> <ul style="list-style-type: none"> <li>○ <b>Mobile_ALM</b>. Information needed to connect to the ALM Server from a mobile device.</li> <li>○ <b>LWSSO</b>. Information needed to connect to the ALM Server using lightweight SSO.</li> </ul> </div>
<b>Username</b>	<p>Your ALM user name.</p> <div> <p><b>Note:</b> This setting is displayed only with basic authentication. If using LWSSO authentication, this setting is not displayed and your credentials are used as a default.</p> </div>

Setting	Description
<b>Password</b>	Your ALM password.  <b>Note:</b> This setting is displayed only with basic authentication. If using LWSSO authentication, this setting is not displayed and your credentials are used as a default.
<b>Domain</b>	The ALM domain in which your project is located.
<b>Project</b>	The ALM project to which you want to connect.

- g. Tap **Validate** to verify the connection to ALM is working.
- h. Return to the Home screen. Your settings are saved automatically.

### Configure other mini app settings - optional



- a. Tap **Settings**. The Settings screen is displayed.
- b. Tap **General**.
- a. Configure roles, alerts, or followed items using the settings below:

Setting	Description
<b>Role</b>	Select your persona from a list of pre-defined personas. Select a persona that enables you to access Defect Management for Smartphone, such as <b>Tester</b> . For details, see the information about personas in the <i>HP Anywhere Administrator Guide</i> .
<b>Alerts</b>	Configure alerts. For details, see the information about end user alert rules in the <i>HP Anywhere Administrator Guide</i> .
<b>Followed items</b>	Configure the items you want to follow. For details, see the information about followed items in the <i>HP Anywhere Administrator Guide</i> .

- b. Tap .

## 5. Work with defects

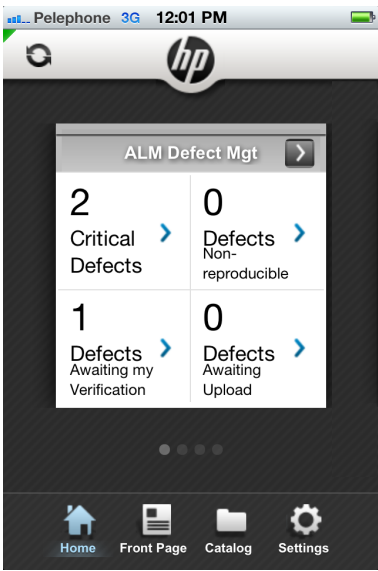





After logging into Defect Management for Smartphone on the HP Anywhere platform, you can start tracking, downloading, uploading, and creating defects.

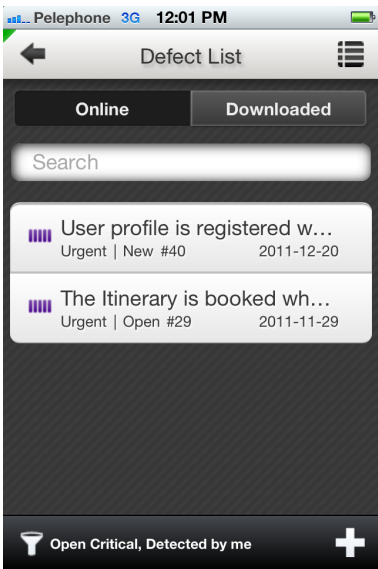



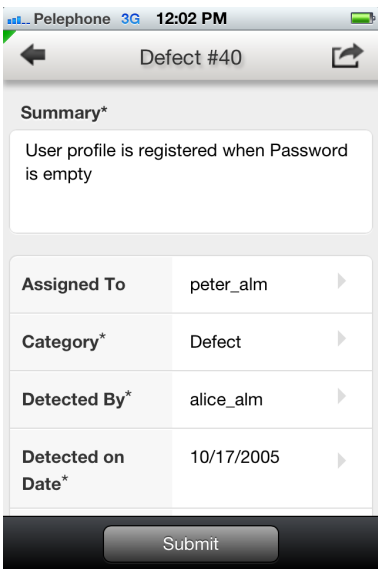
For user interface details, see ["Defect Management for Smartphone Screens" \(on page 13\)](#)

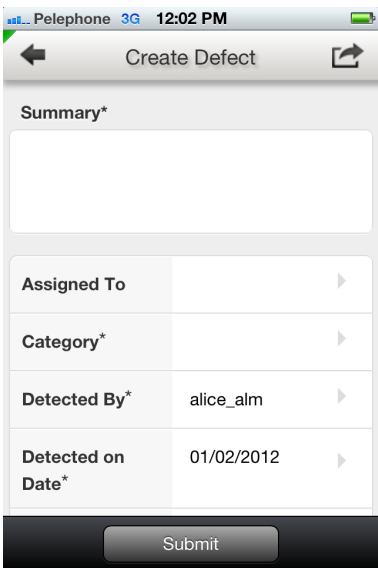

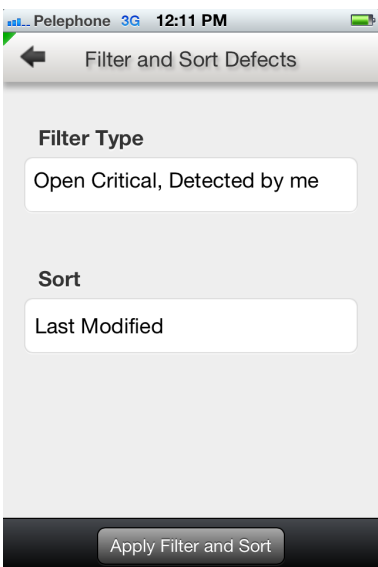

For details on working with defects, see the information about the Defects module in the *HP Application Lifecycle Management User Guide*.

## Defect Management for Smartphone Screens

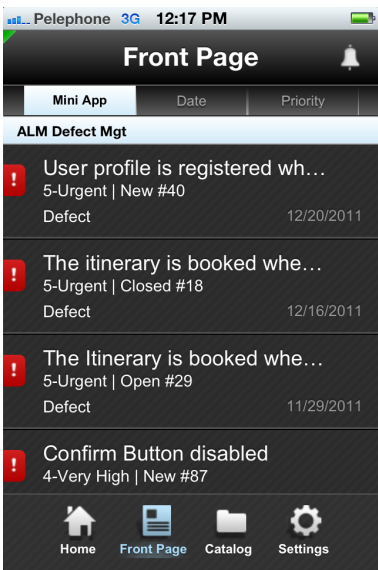



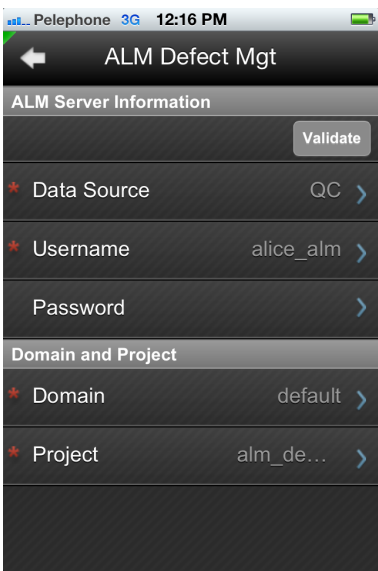

This section provides an overview of the main screens in the HP ALM Defect Management for Smartphone.

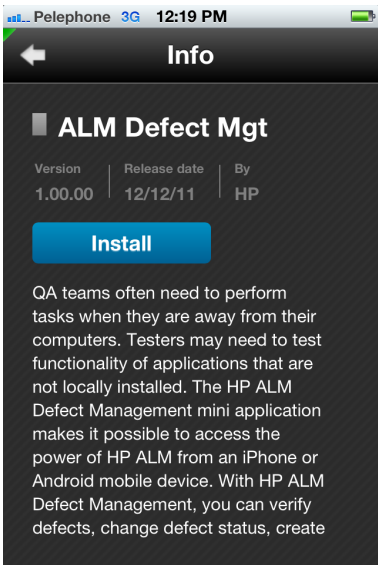
Screen	Screen Name	Task
	<b>ALM Defect Mgt summary screen</b>	<p>The home page (Summary screen) provides a summary view for each mini app that is applicable to your persona. This view provides enough information at a glance to make quick decisions and decide if you need to look at more data.</p> <p>The screen displays counts of:</p> <ul style="list-style-type: none"> <li>• Critical defects detected by you</li> <li>• Non-reproducible defects detected by you</li> <li>• Defects awaiting your verification</li> <li>• Defects awaiting upload</li> </ul> <p>This screen is displayed as soon as you start Defect Management for Smartphone.</p> <p>Drag the summary screen left or right to see other mini apps available on your device.</p> <p>Tap a summary item (quadrant) to open the Defect List screen and view the filtered list of defects, such as "Critical defects detected by me."</p> <p>Tap the  to see the list of defects assigned to you.</p> <p>Tap  <b>Front Page</b> to access the Front Page screen.</p> <p>Tap  <b>Catalog</b> to access the Catalog screen.</p> <p>Tap  <b>Settings</b> to access the Settings screen.</p> <p>Tap  to refresh the screen.</p>

Screen	Screen Name	Task
	<b>Defect List screen</b>	<p>Lists defects. You can view online and downloaded defects by clicking the <b>Online</b> or <b>Downloaded</b> tabs.</p> <ul style="list-style-type: none"> <li>In the Online Defects tab, you can browse through defects on the ALM Server. You can view defects, modify defects, and download defects to your mobile device for offline verification.</li> <li>In the Downloaded Defects tab, you can view defects that you downloaded to your device for offline verification. You can create new defects for defects discovered while testing and not connected to the ALM Server. You can upload them to the ALM Server later.</li> </ul> <p>Tap  to display checkboxes next to defects in the list. Use these checkboxes to select defects, for example, for downloading.</p> <p>Tap  to open the Filter and Sort Defects screen. This screen enables you to filter the defect list, use your favorite ALM filters, and create custom filters for viewing on the mobile device .</p> <p>Tap a defect to open the Defect screen, containing the defect's details.</p> <p>Tap  to add a new defect.</p>
	<b>Defect screen</b>	<p>Enables you to view and modify defect details, assign a defect to a user, and add attachments to a defect.</p> <p>Tap a defect to access.</p> <p>Tap <b>Submit</b> to save changes.</p> <p>From this screen, you can email a defect to another user. The email contains the defect's details and a link for viewing the defect either on a mobile device or on a PC.</p> <p>From this screen, you can also add attachments to a defect.</p>

Screen	Screen Name	Task
	<b>Create Defect screen</b>	<p>Creates a defect.</p> <p>Tap  from the Defect List screen to access.</p> <p>From this screen, you can also email a defect to another user and add attachments.</p> <p>Tap <b>Submit</b> to save the new defect.</p>
	<b>Filter and Sort Defects screen</b>	<p>Filters and sorts defects in a Defect List screen according to your criteria.</p> <ul style="list-style-type: none"> <li>You filter using the Select a Filter screen. You can create a custom filter on the device or use your ALM favorite filters.</li> <li>You sort using the Select a Field for Sorting screen.</li> </ul> <p>Tap  to access.</p> <p>Tap <b>Apply Filter and Sort</b> to save and apply your filter and sort criteria.</p>



Screen	Screen Name	Task
	<b>Front Page</b>	<p>Urgent issues that require attention are listed on a Front Page view provided by the client. This view spans all mini apps installed on the client making it easy to prioritize tasks. In addition, any alerts that have occurred are shown on the Front Page. From the Front Page view, you can drill down directly to the point in a mini app where an action can take place.</p> <p>The following issues are displayed in the Front Page screen for the HP ALM Defect Management for Smartphone:</p> <ul style="list-style-type: none"> <li>• New, active defects assigned to you</li> <li>• Defects assigned to you whose status changed</li> <li>• Defects with critical severity that you opened</li> </ul> <p>Only issues from the last 48 hours are displayed.</p> <p>You can view the issues by mini app, date, or priority.</p> <p> Tap <b>Front Page</b> from any screen to access.</p> <p> Tap  to configure alerts for the issues.</p> <p>Swipe an item and tap <b>Follow this item</b> to follow an issue.</p>
	<b>ALM Defect Mgt settings screen</b>	<p>Enables you to modify Defect Management for Smartphone settings.</p> <p> Tap <b>Settings</b> from any screen to access, and then tap <b>ALM Defect Mgt</b>.</p> <p>Tap <b>Validate</b> to save your settings.</p>

Screen	Screen Name	Task
	Info screen	<p>Provides information about the mini app.</p> <p>Tap <b>Install</b> or <b>Uninstall</b> to install or uninstall the mini app.</p>

## Troubleshooting

This section provides information for troubleshooting issues related to HP ALM Defect Management for Smartphone on the HP Anywhere platform.

**Note:** Log files, which can be used for troubleshooting, are located on both the HP Anywhere Server and the ALM Server:

### HP Anywhere Server log files:

- Root\HP\Anywhere\glassfish\glassfish\domains\BTOA\logs\alm\_mobile\_defect\_app.log
- Root\HP\Anywhere\glassfish\glassfish\domains\BTOA\logs\btoa\_app.log
- Root\HP\Anywhere\glassfish\glassfish\domains\BTOA\logs\server.log
- Root\HP\Anywhere\glassfish\glassfish\domains\BTOA\logs\bsf.log

### HP Application Lifecycle Management Gateway Server log files:

See the *HP Application Lifecycle Management Administrator Guide*.

## No online defects are listed

### Problem

Online defects are not listed in the Defect List screen. No defects are displayed.

### Solution

Try the following:

- Make sure you are connected by checking if the connection indicator (triangle at the upper left of the screen) is green. If the condition indicator is not green, log in to HP Anywhere again.
- Check if a filter is set for which there are no matching defects. Go to the Filter Configuration screen and remove all filters.

## The Defect Management Summary View is not updated

### Problem

The statistics displayed in the summary screen are not up-to-date.

### Solution

Try the following:

- Tap the **Refresh** button at the top left of the screen to refresh the Summary View.
- Log out of, and in to, HP Anywhere.

## An “Error while creating mini app summary view” error is displayed

### Problem

The “Error while creating mini app summary view” error is displayed instead of the summary screen.

### Solution

Make sure your settings are valid. On the Settings screen, verify all settings are correct and tap **Validate**.

If validation fails, contact your HP Anywhere system administrator to verify whether the ALM Server is configured properly on the HP Anywhere Server.

## Defect Management for Smartphone is not listed

### Problem

After logging into HP Anywhere, HP ALM Defect Management for Smartphone is not displayed in HP Anywhere or the Settings screen.

### Solution

Try the following:

- Contact your HP Anywhere system administrator to check if your role should have access to HP ALM Defect Management for Smartphone. If so, ask the system administrator to redefine the mini apps associated with your role.
- Switch to a role, such as **Tester**, that can access Defect Management for Smartphone.

## Cannot capture photos and videos

### Problem

When adding an attachment to a defect, the **Capture Photo** and **Capture Video** options do not work. Nothing is captured and the options are no longer displayed.

### Workaround

Photo and video capture is not available on all supported mobile operating systems. Capture the photo or video outside of Defect Management for Smartphone, and attach the photo or video using the **From Gallery** option.

### Newly-added comments and descriptions are not visible

#### Problem

On Android devices, when adding a new comment or description using the mobile device's keyboard, after you tap **Add**, the comment or description is not visible.

#### Solution

The comment or description is displayed at the top of the screen. Drag the screen downwards to see the top of the screen. Alternatively, close the keyboard by tapping the Android device's **Back** button.

### The online defect list is not updated

#### Problem

When defects are added or edited in ALM (using the ALM client), the changes are not displayed in the defect list in HP ALM Defect Management for Smartphone.

#### Solution

Perform a manual refresh by dragging the defect list downwards on the mobile device.

### Users can see defect fields for which they do not have permissions

#### Problem

All fields are listed for a defect, even though the user does not have permissions to view all of the fields.

#### Solution

Install HP ALM 11.00 Patch 7.



