

HP Service Test

for the Windows operating system

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HP Service Test Installation Guide

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To register for an HP Passport ID, go to:

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Table of Contents

Welcome to This Guide

Welcome to the HP Service Test Installation Guide. HP Service Test is a tool for creating test scripts, with a focus on SOA and Web Service testing. This guide describes how to install and set up HP Service Test.

This chapter describes:	On page:
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How This Guide Is Organized

This guide contains the following chapters:

Chapter 1 Before You Install

Provides you with the information that helps you prepare for the installation process

Chapter 2 Installing HP Service Test

Describes how to install HP Service Test on a Windows machine.

Chapter 3 Working with Service Test Licenses

Describes the process for requesting and activating a license code for your copy of Service Test.

Who Should Read This Guide

This guide is intended for users who need to install and set up HP Service Test.

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

HP Service Test Online Documentation

Service Test includes the following online documentation:

Readme provides last-minute news and information about Service Test and Virtual User Generator. You access the Readme from the **Start** menu.

Books Online/Printer-Friendly Documentation includes PDF versions of the documents. Click the **Help** button and choose **Books Online**.

Online Help is available from specific Service Test windows by clicking in the window and pressing **F1** or clicking the **Help** button.

Function Reference gives you online access to all of LoadRunner's functions that you can use when creating Vuser scripts, including examples of how to use the functions. Check HP's Customer Support Web site for updates to the online *Online Function Reference*.

Additional Online Resources

Web Tours sample Web site is the basis for many examples in this guide. The URL for this Web site is <http://newtours.mercuryinteractive.com>.

Knowledge Base. This site enables you to browse the Customer Support Knowledge Base and add your own articles. The URL for this Web site is <http://support.mercury.com/cgi-bin/portal/CSO/kbBrowse.jsp>.

Customer Support Web site. This site enables you to access the Knowledge Base, post to and search user discussion forums, submit support requests, download patches and updated documentation, and more. The URL for this Web site is <http://support.mercury.com>. You can also access this Web site from the **Help** menu.

HP Software Web site. This site provides you with the most up-to-date information on HP Software products. This includes new software releases, seminars and trade shows, customer support, and more. The URL for this Web site is www.hp.com/managementsoftware. You can also access this Web site from the **Help** menu.

Typographical Conventions

This guide uses the following typographical conventions:

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

1

Before You Install

This chapter provides you with the information that will help you prepare for the installation process. Before you install HP Service Test, please review the requirements.

This chapter describes the following topics:	On page:
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About Installing HP Service Test

HP Service Test provides you with several tools to test your SOA applications. It contains the following components:

- ▶ **Server Emulator.** A tool for creating an emulated service
- ▶ **VuGen.** VuGen, the Mercury Virtual User Generator, a utility for creating Web Service tests based on WSDL files, recording, and network traffic analysis.

Requirements

Before the setup begins, the installation program checks your system for several required components, such as .NET Framework 2.0, Visual C++ 2005 (distributable), and Microsoft Installer 3.1. If these are not present, then it guides you through their installations.

The installation machine should not have an existing LoadRunner installation. If the machine has LoadRunner installed, contact Customer support to obtain Feature Pack 4 for LoadRunner 8.1 which contains the SOA Tester functionality.

Licenses

When you install Service Test for the first time, it includes a 21-day demo license. To use Service Test beyond the 21-day period, you must request and activate a license code for your copy of Service Test. For more information, see “Working with Service Test Licenses” on page 21.

2

Installing HP Service Test

This chapter describes how to install HP Service Test on a Windows machine. The setup program provides a wizard that guides you through the installation.

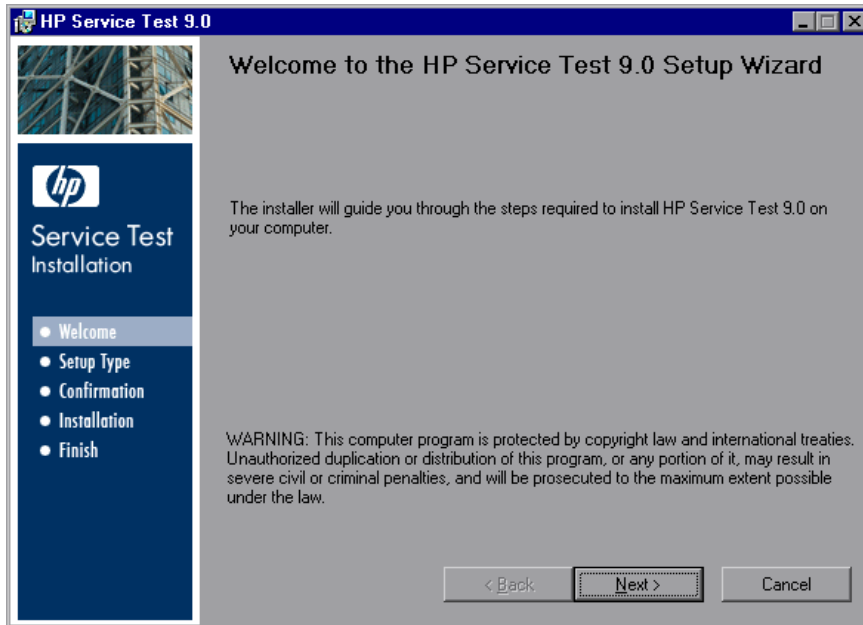
To install HP Service Test:

- 1 Run the **setup.exe** file in the root directory of the installation disk.

Note: If the Service Test installation directory is located on a network drive, the network drive needs to be mapped before you can run the installation. You cannot use the UNC (Universal Naming Convention) path to run the installation.

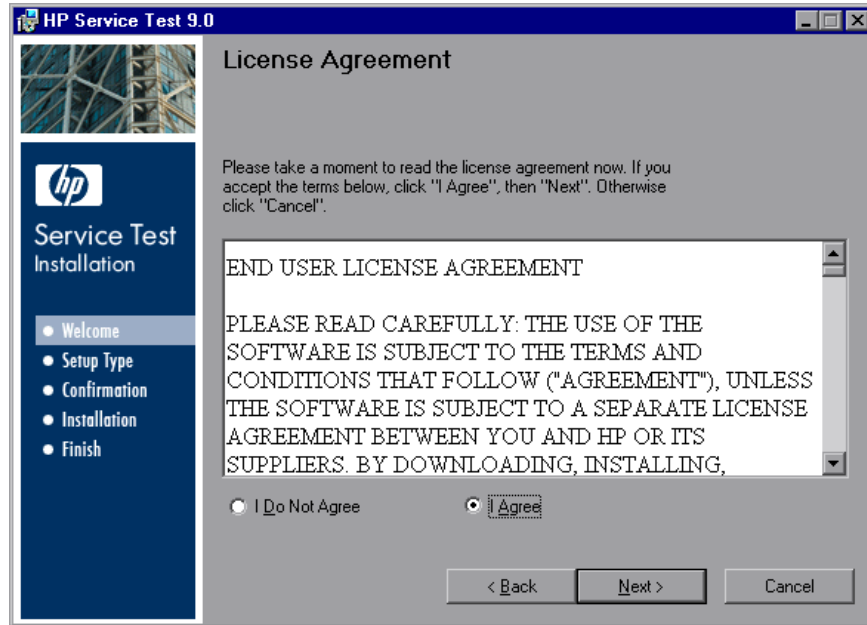
Due to a known Microsoft issue, if you are installing Service Test from a mapped network drive and you are using a Remote Desktop connection, you may receive an error that prevents you from running the installation. To install Service Test using a Remote Desktop connection, copy the installation directory to the local drive and run the installation locally.

The Service Test Setup Wizard opens.

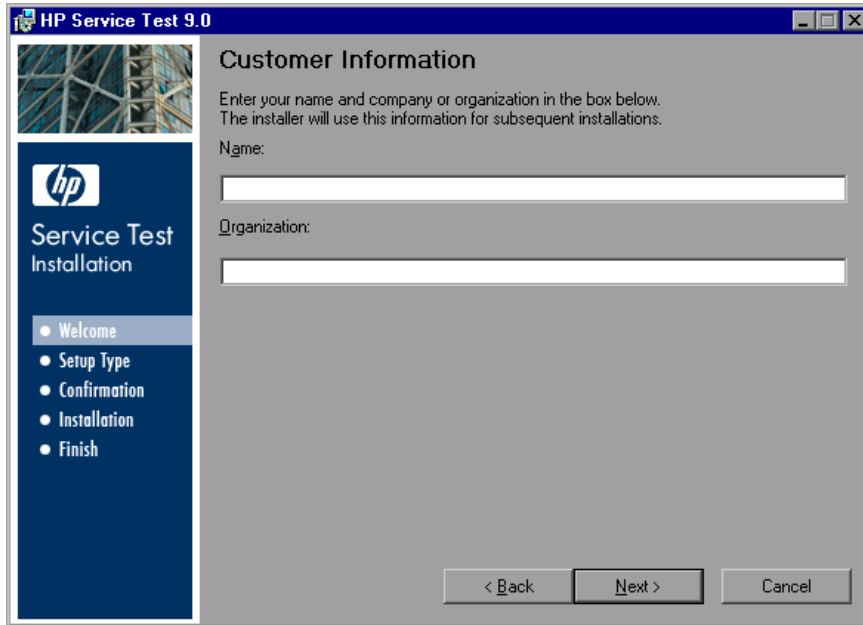


Click **Next** to proceed.

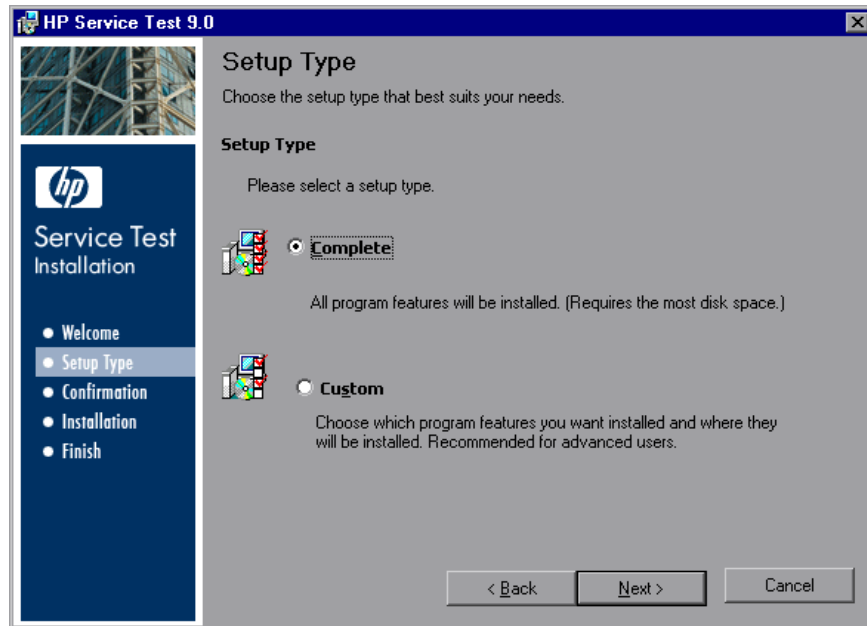
- Review the license agreement and if the terms are acceptable to you, choose **I Agree**. Click **Next**.



- 3 In the Customer Information page, provide your name and organization name. Click **Next**.



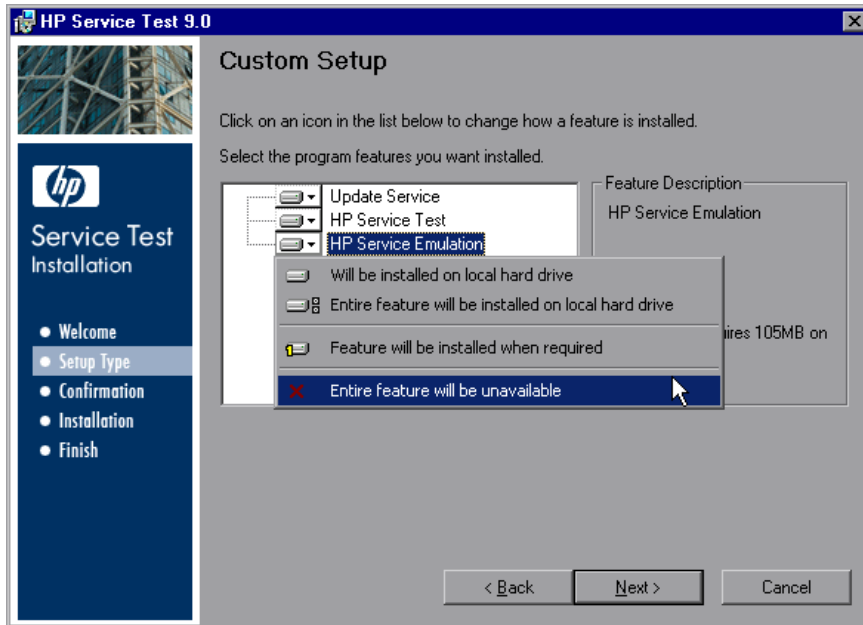
- 4 In the Setup Type page, choose between a **Complete** or **Custom** setup.



- Select **Complete** to install all of the available program features.
- Select **Custom** to choose the features that you want to install. The following features are available:
 - **Update Service.** A utility that searches for updates to HP Service Test and gives you the option to install the updates.
 - **HP Service Test.** The complete HP Service Test product.
 - **HP Service Emulation.** A tool for creating an emulation of a service in order to test Web Services that are unavailable at the time of your test. For more details, refer to the *HP Service Test user's guide*.

Click **Next**.

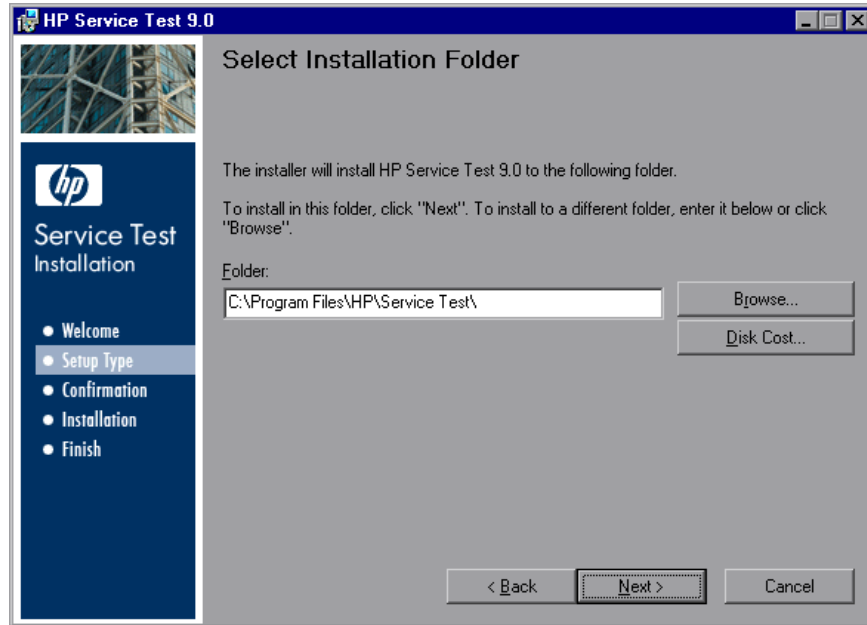
5 If you selected a Custom installation, the Custom Setup page opens.



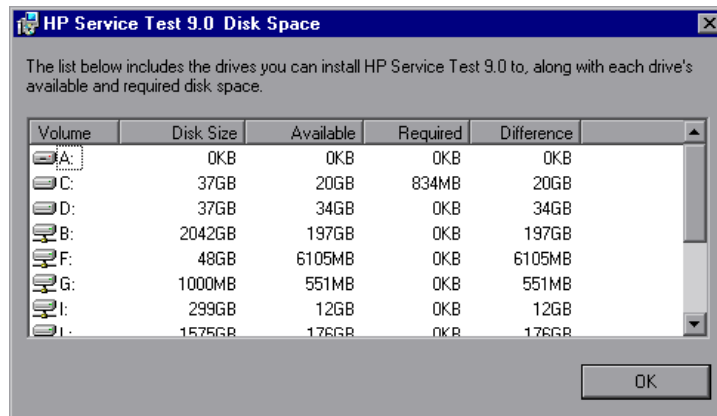
By default, all the features are selected for installation. To exclude a feature, click the arrow next to the feature and, from the menu that opens, select **Entire feature will be unavailable**.

Click **Next** to proceed.

- 6 Accept the proposed folder for the installation or browse for an alternate folder.



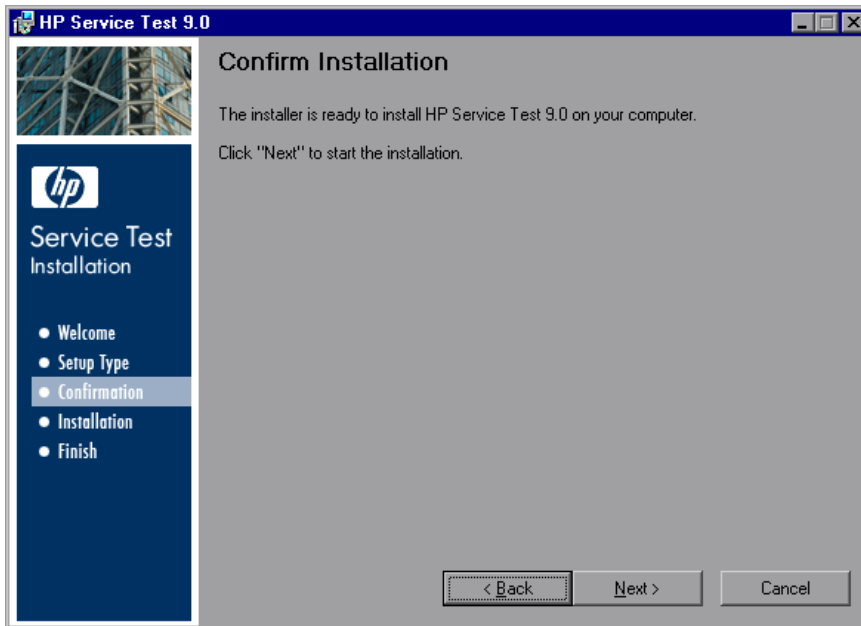
You can check required and available disk space for each drive, by clicking **Disk Cost**.



Click **OK** to close the Disk Space dialog box.

Click **Next** to proceed.

- 7 The wizard prompts you to confirm the installation.



Click **Next** to start the installation.

Note: When you install Service Test for the first time, it includes a 21-day demo license. To use Service Test beyond the 21-day period, you must request and activate a license code for your copy of Service Test. For more information, see “Working with Service Test Licenses” on page 21.

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Working with Service Test Licenses

You can install Service Test using a *Seat* license or a *Concurrent* license.

This chapter describes the following topics:	On page:
Understanding License Types	21
Requesting a License Code	23
Activating a Seat License Code	24
Using a Concurrent License	27

Understanding License Types

To use Service Test, 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 Service Test requires a distinct license code.	There is no limit to the number of Service Test installations on the network, but a special license server regulates the number of computers that can run a copy of Service Test at any time.

Topic	Seat License	Concurrent License
Maintenance number	The license code is not based on the maintenance number.	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.
Other issues	<p>The license code is based partially on the locking code, which is a code that identifies the computer on which Service Test 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>When you are working with a Windows 2000/2003 Server, the Seat license does not work if you access the server machine using a remote desktop connection.</p>	<p>Not supported for Unix networks.</p> <p>It is recommended that the license server have a fixed IP address.</p> <p>Service Test 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	To set or modify a new license, run the License Manager utility. See “Activating a Seat License Code” on page 24.	Each time Service Test opens, it automatically searches the same subnet for the license server. You do not need to enter a license code for your Service Test client installation.

Requesting a License Code

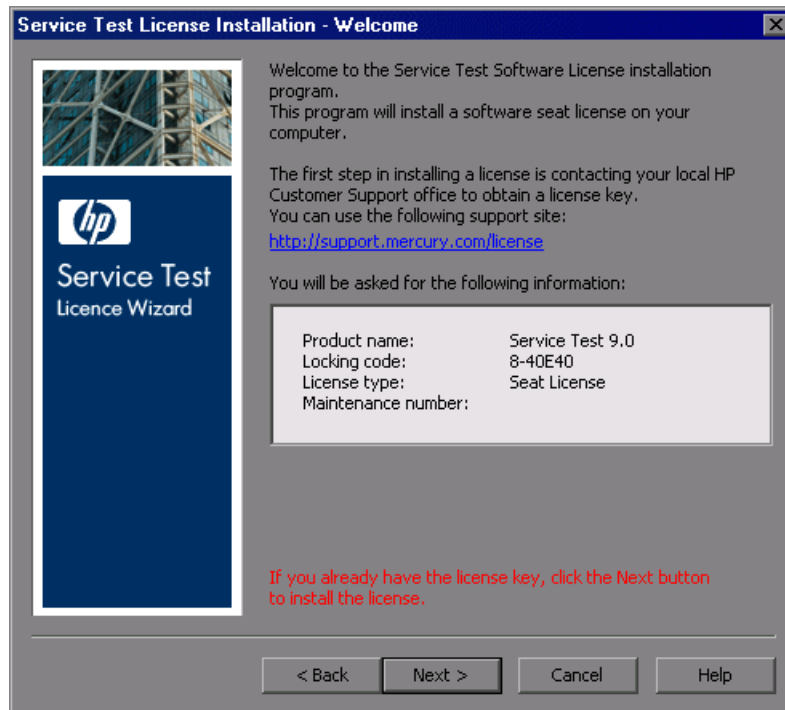
During the Service Test installation, if Service Test does not detect an existing valid license on your computer, you are automatically granted a 21-day demo Seat license.

To use Service Test beyond the 21-day period, you must request and activate a license code for your copy of Service Test.

To request a license code:

- 1 Choose **Start > HP Service Test > Service Test License Manager**. 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 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.

Wait for your license code to arrive via e-mail. When it arrives activate your license.

- ▶ To activate a Seat license, see “Activating a Seat License Code” on page 24.
- ▶ To set up and activate a Concurrent license, see “Using a Concurrent License” on page 27.

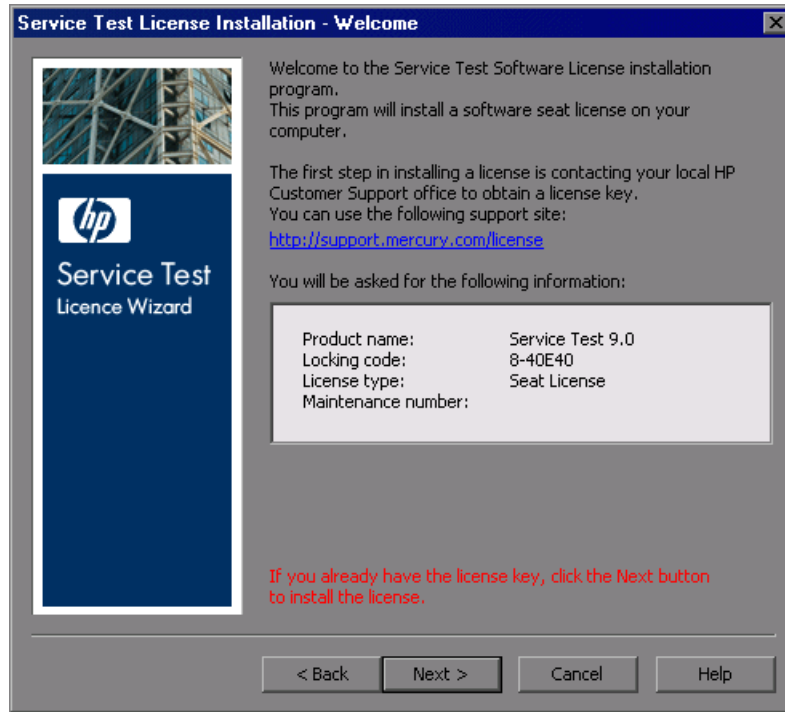
Activating a Seat License Code

Once you receive your license code from HP Software Customer Support, you must activate it.

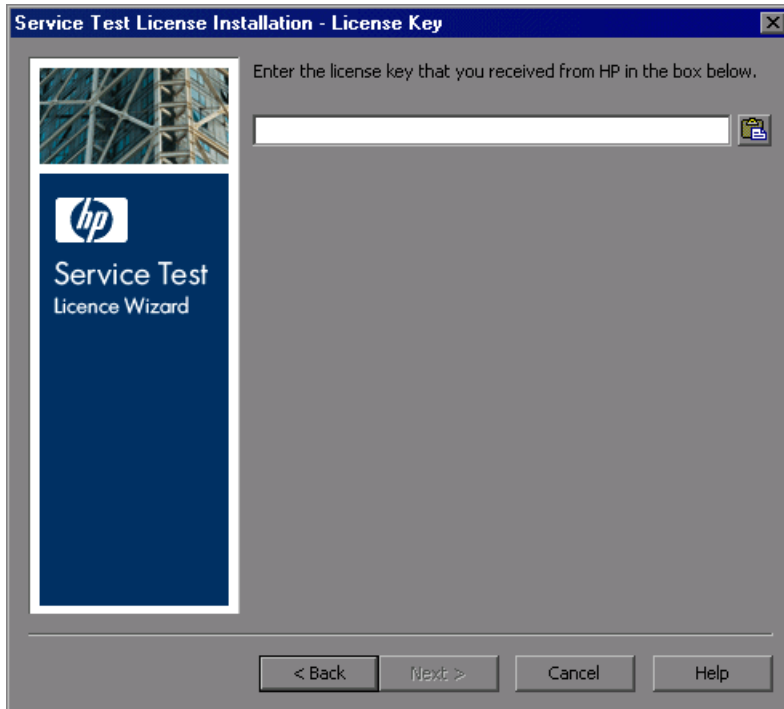
To activate a Seat license code:

- 1 Choose **Start > HP Service Test > Service Test License Manager**. 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 enter the license key. The License Key dialog box opens.



- 3 Enter the license key you received from HP Software, and click **Next** to begin the activation process.

Notes:

The Seat license code is valid only for the computer with the locking code that you entered in the HP 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.

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

You can also modify a license using the above procedure.

Using a Concurrent License

This section describes how to set up and activate a Concurrent license and includes the following topics.

- “Setting up a Concurrent License on the Server” on page 27
- “Activating a Concurrent License” on page 29
- “Setting the LSHOST or LSFORCEHOST Variable Manually” on page 31

Setting up a Concurrent License on the Server

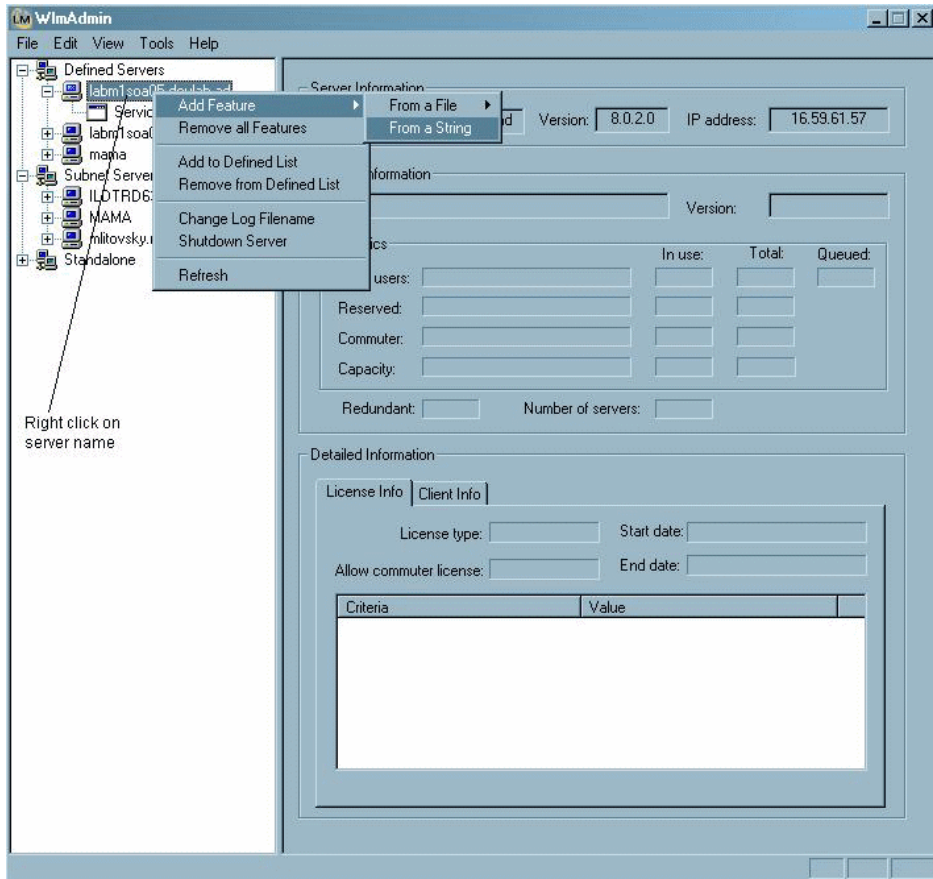
In order to run Service Test with a Concurrent license, you need to install the Service Test feature to your license server. The license server must be version 8.0 or higher.

Note: The software for the license server is obtained separately.

To add the Service Test feature to your license server:

- 1 Prepare your license code that you received from HP, and save it to a text file.
- 2 Choose **Start > Control Panel > Administrative Tools > Services** and verify that the Sentinel LM service is running.
- 3 Run the license server’s **admin** utility WlmAdmin.exe. In the subnet servers subtree, locate the computer running the server.

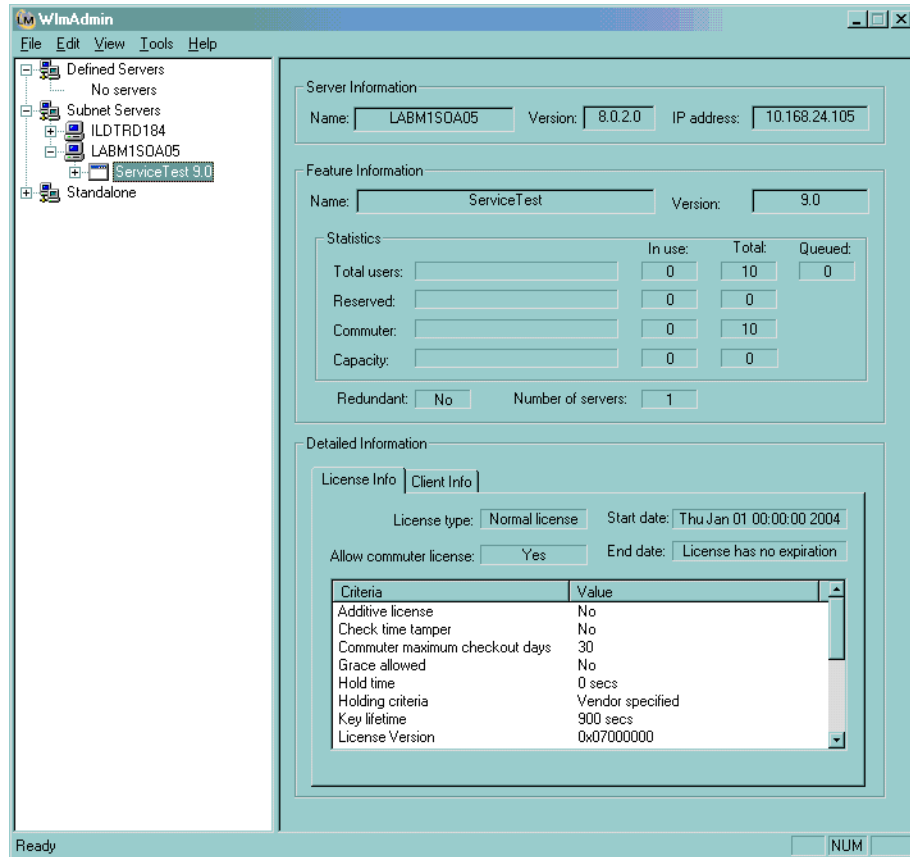
- 4 Right click on the computer name and select **Add Feature > From File > to Server and File**. Indicate the file containing the license key.



Right click on server name

Note: The feature can also be added from the string containing the license key. In this case, ensure that you have selected the **Add feature to server file** option.

5 Verify that the admin utility shows the Service Test license.



Activating a Concurrent License

Once you install your license code on the server, you can install the Concurrent license. This is described in detail in “Setting up a Concurrent License on the Server” on page 27. The Concurrent License screen has the following controls:

- ▶ **Concurrent License Server.** The license server to which you want to connect. The server must be accessible from the network. You can enter the server's:
 - ▶ host name, for example, MyServer or MyServer.com
 - ▶ IP address, for example, 191.191.19.1

- ▶ **Check Connection.** Checks that the Concurrent license server is accessible.

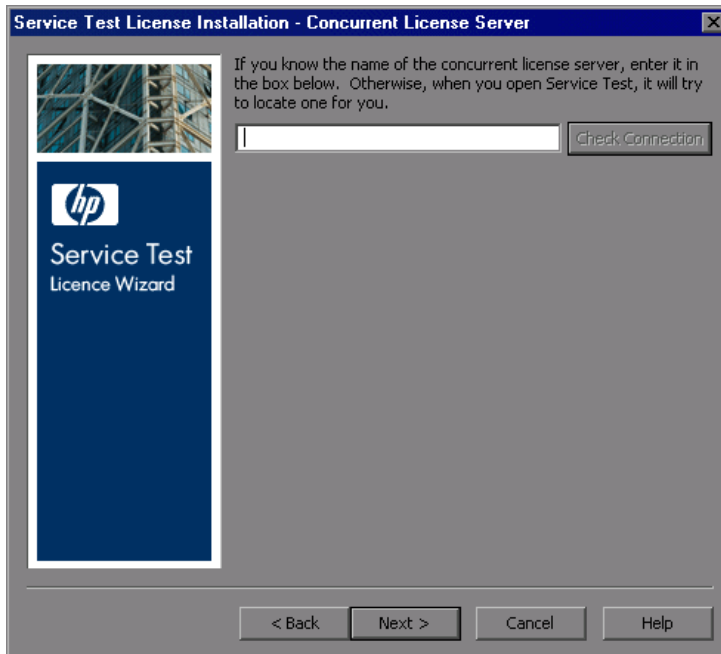
If you do not click the Check Connection button, Service Test checks the connection for you when you click **Next**.

To activate a Concurrent license:

- 1 Choose **Start > HP Service Test > Service Test License Manager**. The License Summary dialog box opens. Click **Modify License**.

Note: If a Service Test computer cannot find and connect to the Concurrent License Server, you may need to set the LSHOST or LSFORCEHOST variable. For more information, see “Setting the LSHOST or LSFORCEHOST Variable Manually” on page 31.

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



- 3 Specify the Concurrent license server to which you want to connect.

- 4 Click **Check Connection** to verify that the server is accessible to Service Test.
- 5 Click **Next**. The License Manager informs you that the license was installed successfully.

You can specify a different concurrent license server at any time by rerunning the License Manager, or by modifying the LSHOST or LSFORCEHOST environment variable.

Notes:

- ▶ You can use the Sentinel License Manager to set a new license key (for a seat license), change the license type from concurrent to seat and vice versa, or select/change name of license server.
- ▶ Seat licenses are not supported when working on Windows 2000/2003 servers machines through remote desktop access—they are only functional only when working on directly on these machines.

Setting the LSHOST or LSFORCEHOST Variable Manually

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

You set the LSHOST or LSFORCEHOST variable to enable Service Test to search for a specific Concurrent License Server on the network. The LSHOST variable sets the preferred Concurrent License Server for a Service Test 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 Service Test 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, enter the IP address of the host computer.

Note: For multiple host names (i.e., where there are Service Test 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.