

## Webinar: Uniting Automated and Manual Test Efforts

### Questions and Answers

#### Narrative

This webinar describes how to determine what test cases are best for automation and how to plan new releases with a mix of both automated and manual tests. It also discusses best practices for testing.

- **View the Recorded Webinar:**  
[http://psfiles.pragmaticsw.com/demos/default.asp?filename=SPTC\\_2010\\_03\\_25](http://psfiles.pragmaticsw.com/demos/default.asp?filename=SPTC_2010_03_25)
- **View the Presentation slides (PDF format)**  
[http://www.softwareplanner.com/Webinar\\_SPTC.pdf](http://www.softwareplanner.com/Webinar_SPTC.pdf)
- **Testing Best Practices Document:**  
<http://www.softwareplanner.com/TestBestPractices.pdf>
- **Sign up for a free Software Planner Trial now:**  
[http://www.softwareplanner.com/FreeTrial\\_SP.asp](http://www.softwareplanner.com/FreeTrial_SP.asp)

#### Questions and Answers

Below are a complete list of questions and answers from the webinar:

Q: Is annual maintenance fee mandatory to have to software working (both TC and Software planner)

A: Maintenance ensures you receive updates to the software and you can receive support but it is optional after the first year.

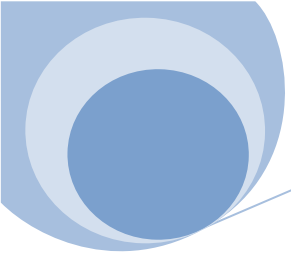
Q: Is TestComplete able to send seamlessly the report of the automated testing directly to Software planner (sorry if this was covered, missed the first few minutes)

A: Yes.

Q: are there any plans for testcomplete to run on linux for linux automation?

A:No

Q: Are there any TestComplete COM Interfaces to enumerate scripts in an project / functions in a test script?



A: Please send a description of what you're trying to do to our support team via this form:

[www.SmartBear.com/support/message](http://www.SmartBear.com/support/message)

Q: At a high level, is there any integration of SP with MS Team System?

A: Not at this time, but it is planned for later this year.

Q: I bought this software about two yrs ago! Do you have a most recent version available for this?

A: Yes, TestComplete 7 is currently available.

Q: Do you have technical support available on hand to help with the set up process!

A: We cannot come onsite to assist, however your account manager can answer questions.

Q: We do a significant amount of custom development; what would be the best way to use Test Complete and Test Planner to facilitate testing in this environment?

A: TestComplete can perform smoke, unit and regression tests against your environment.

Q: Can multiple units share a single name mapping file? If so, would changes made in the name mapping file automatically be updated in the code for the linked units?

A: Yes. You can share a name map across multiple projects.

Q: Are there any plans for including load testing for windows based apps.?

A:Not at this time

Q: Can test complete be used to test web applications with Telerik RAD controls?

A: Here is a list of the third party controls TestComplete supports

<http://www.SmartBear.com/products/testcomplete/third-party-controls/>

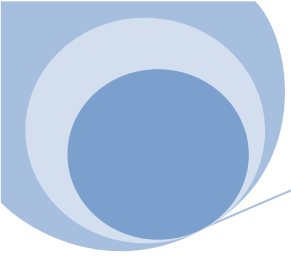
Q: how can we guarantee clean environment testing while installing test complete on the test machine?

A: You can have TestComplete perform any necessary setup tasks

Q: Can testcases be of different types at the same time (pos., neg, relational, ...)

A: Absolutely, see <http://www.softwareplanner.com/TestBestPractices.pdf>

Q: Does SoftwarePlanner allow integration with other bug tracking systems?



A: Yes, currently integrates with Jira and Bugzilla and has a generic sync module that syncs with most ODBC client databases.

Q: Can TestComplete test PDF content, or at least compare to benchmark file?

A: TestComplete doesn't have native support for PDF comparisons. However you may be able to verify contents of a pdf file using Testcomplete's OCR capabilities.

<http://www.SmartBear.com/support/viewarticle.aspx?aid=8437&hlite=OCR>

Q: Can the e.g. TFSBuild start the Software Planner test if the UnitTest are green?

A: Yes, using our API

Q: Can we import requirements from a legacy system?

A: Yes, via CSV import.

Q: Can windows application development on QT library be tested? I know TC hooks in the Windows classes etc. Does that get affected by usage of QT library?

A: TestComplete supports QT 4.5 and 4.6

Q: Can you assign other tasks to developers besides defects?

A: Yes, you can assign requirements, test cases, defects and tasks.

Q: Can you do a database checkpoint in test complete in this scenario - during run create a new record and verify that record in database.

A: yes

Q: Can you link multiple testcases into a scenario?

A: Yes, as many as you like.

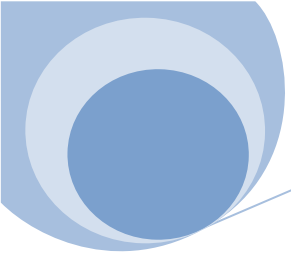
Q: Can you link testcase into one or multiple scenario?

A: Yes.

Q: Could I also get the link for the subversion extension for testcomplete, thank you

A: [http://www.pushok.com/soft\\_svn.php](http://www.pushok.com/soft_svn.php)

Q: Can you log defects against individual steps of a testcase in software planner?



A: Currently you would link a defect to the entire test case, not a specific step.

Q: Can you create exe's or batch files off a Test Complete project and have a build tool call that exe or batch file?

A: TestComplete has a full command line interface, as described here:<http://www.SmartBear.com/support/viewarticle.aspx?aid=3259&hlite=testcomplete;command;line>

Q: In the defects, is it possible to assign the defect to multiple developers? - Ricky

A: Only one at a time, but you can create a ""dummy account"" that notified multiple people.

Q: Can TestComplete execute test cases unattended?

A: Hi Agnes - yes it can.

Q: CWCapital just bought TestComplete but we didn't get a free Software Planner.

A: Contact your AQA Account Rep and they can provide that for you.

Q: could you please share, When i should run relational testing?

A: with each release

Q: Are Project Name and Order similar? Pls explain why we should create orders?

A: The Orders Application is the sample application used in our webinar

Q: do I need special plugin for testing Java based code?

A: No, no special plugins are needed

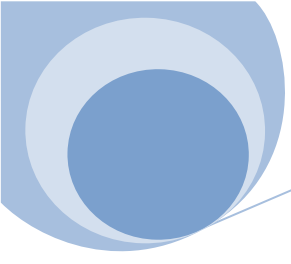
Q: Do I need to know SQL to use TestComplete?

A: No

Q: Scenario: I would like to invite a friend to participate in my campaign. So I send him a link which he needs to click to activate his acct. Is that possible using TestComplete.

A: Conceptually, yes. However we would need to know more details about the system being tested to give you specific details.

Q: Does TestComplete also record the response time for each step?



A: yes

Q: how many concurrent users does Software Planner support?

A: Unlimited, as many as you need. We have some very large accounts using it with thousands of concurrent users.

Q: Do you have some sample vbscript code that covers how to access Delphi Vertical Grid fields in test complete

A: Please send a description of what you're trying to do to our support team via this form:  
[www.SmartBear.com/support/message](http://www.SmartBear.com/support/message)

Q: Does it work on command line?

A: Yes, TestComplete has a full command line interface, as documented here:  
<http://www.SmartBear.com/support/viewarticle.aspx?aid=3259&hlite=testcomplete;command;line>

Q: How can we automate test without record and play option. Is there any way to write automation test script?

A: Hi - Sure, you can author your own test scripts using TestComplete's built in script editor.

Q: is this inbuilt scripting or any other like perl, vb or javascript?

A: TestComplete supports five scripting languages: VBScript, JScript, C++Script, C#Script and DelphiScript

Q: Does it support only Windows?

A: Yes, TestComplete supports Windows 98 - Windows 7

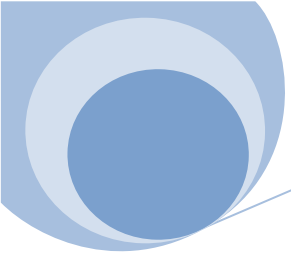
Q: Does Software Planner have reporting features of test results and metrics in PDF format for record archiving.

A: Some reports are available in PDF format. If you have a PDF print driver you can print anything to PDF.

Q: Does Software Planner or Test complete integrate with Visual Studio Team Explorer?

TestComplete integrates with VS TFS. Please see this document for more info:  
<http://www.SmartBear.com/support/viewarticle.aspx?aid=2615>

Software Planner does not currently integrate with VS Team Explorer but we will be providing this integration later this year.



Q: Does Software Planner support only testcomplete as automated tool you can use in you test cases?

A: Also supports QTP, Rational Robot, Rational Functional Tester, and Silk

Q: Does SP integrate with any defect logging software package.

A: Yes, it can via our sync program

Q: is SP bundled with TestComplete or does it have to be bought separately.

A: It is a separate product.

Q: Does Test Complete cannot recognize any specific objects, if so what they are?

A: I'm not sure I understand your question, could you please send an example of what you're looking for via this form: [www.SmartBear.com/support/message](http://www.SmartBear.com/support/message)

Q: Does Test Complete supports WPF application ? Can I get the controls from these kind of applications ? Thank you

A: yes

Q: Does Test complete works with Flex application. If so is it build in feature or need seperate plugin

A:TestComplete does support flex, but does not require a separate plugin.  
<http://www.SmartBear.com/support/viewarticle.aspx?aid=8420&hlite=flex>

Q: Does TestComplete allows tester to make a web reference to some 3rd party application such as Rally that provides WSDL and then programmatically log results to that application?

A: TestComplete can call web services from other applications.

Q: Does TestComplete has a event listener service that enables tester to write code to let's say start running certain automated tests based on the event action received from even listener service?

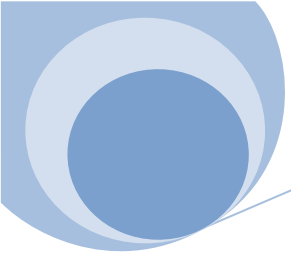
A: Hi Dalibor - TestComplete doesn't have any listeners built in.

Q: Does Software Planner has an API library so that we can interact with it programmatically?

A: Yes, a web services API

Q: Is Software Planner charged separately from TestComplete?

A: You can buy Software Planner by itself or you can purchase TestComplete and you get a free license of Software Planner.



Q: Does TestComplete have a test case strategy? If test case A fails then play test case B else C

Thanks, Andy

A: You can build logic into your tests to achieve this: <http://www.SmartBear.com/blogs/post/09-07-17/automated-test-runs-%E2%80%93-test-batches/>

Q: Does TestComplete supports mobile platforms (Windows Mobile, Android, etc.)?

A: Testcomplete supports windows mobile 5 & 6

Q: Is there a possibility to organize test data in the TestComplete/SoftwarePlanner?

A: -Yes, organize by folders.

Q: Does testComplete when running automated tests ""see"" other controls and values on the screen other than what you are selecting?

A: Yes, TestComplete can access other controls in the application.

Q: How customizable are the Expected Results within a Test Case entry? Is there an ability to add a mini table of expected data results there?

A: No, this capability is not built into the product.

Q: Does testcomplete work with both managed and unmanaged code?

A: Yes

Q: Does TestComplete work with terminal emulators (which we use with our mainframe application).

A: It is possible for TestComplete to work with terminal emulators, using the approach mentioned here: <http://www.SmartBear.com/support/viewarticle.aspx?aid=6744&hlite=testing;console>

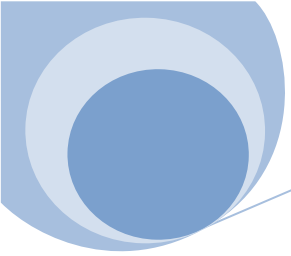
Q: We bought TestComplete 3 months ago... Do we have to pay for SoftwarePlanner?

A: You can get one concurrent license for free, ask your AQA account rep.

Q: I didn;t come to the webinar on time. Is this a SaaS?

A: We offer both SaaS and Enterprise.

Q: Excellent! Visual Studio 2010 will ship soon. Will TestComplete integrate with VS 2010 Pro? In the IDE?



A: You will be able to integrate with MSBuild, run MSTest unit tests, and call your TestComplete tests from the IDE.

Q: Does TestComplete integrate with Subversion 1.6.x? Will it integrate with Subversion 1.7?

A: TestComplete can work with subversion, provided you have a third party plugin, like thisone:  
[http://www.pushok.com/soft\\_svn.php](http://www.pushok.com/soft_svn.php)

Q: Does the new version of TestComplete depend on the Microsoft Script Debugger for the IDE? I used Test Complete in 2008 and at that time it depended on Microsoft Script Debugger.

A: Hi Doug - yes, script based tests still require the MSD. However, the keyword feature you saw me using does not.

Q: how much does software planner cost? Is there a discount if it is purchased with Test Complete?

A: Starts at \$30 per concurrent user per month for SaaS and \$1000 per concurrent user for Enterprise

Q: Thank you for explaining. Is there any plan to swap out MSD with an up-to-date debugger? Some of the things I would appreciate are conditional breakpoints, such as ""break after 10 iterations"" - I grew used to conditional breakpoints in Visual Studio. Also, the ctrl-left/right bracket tabbing in Visual Studio is handy to match up braces in JScript. Any plan to modernize?

A: Hi Doug - TestComplete supports conditional breakpoints - please see this article for more information: <http://www.SmartBear.com/support/viewarticle.aspx?aid=2596&hlite=breakpoints>

Q: For Software Planner can you keep track of the time spent, not just the number of tests past of failed?

A: Absolutely

Q: My version of Software Planner does not display the Requirements or Defects tabs

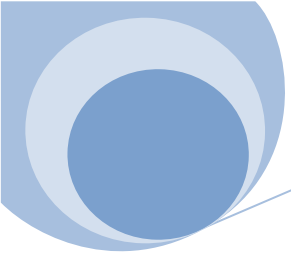
A: You probably have that turned off in security, ask your security admin to turn that on.

Q: Good morning from New Zealand. Does the free Planner license apply to existing TC license?

A: Yes, ask your AQA Account Rep.

Q: What language was TC written? What JavaScript engine is used with TC?

A: TestComplete uses version 5.6 of Microsoft's Jscript engine.



Q: Henk (Netherlands): I am using Jira for bug tracing. Can software Planner (or TestComplete) use a plugin for Jira?

A: We do sync with Jira with our Enterprise edition.

Q: Question from Henk Netherlands: I am using TestComplete to create manual tests, Can Software Planner not import these manual tests? (I do not want to type these tests in double) I am using TestComplete 6.53 still...

A: You would need to save those from XML format to CSV format, then you can import them in.

Q: Hi , I wonder about:

Q: ..... I'm about TestComplete 8-)

A: I'm unclear on your question, please send a description of the issue you're encountering to our support team via this form: [www.SmartBear.com/support/message](http://www.SmartBear.com/support/message)

Q: Hi, Does test complete has the capability of data driven testing... like can we connect to backend(database) and test data in order to test my testcase ?

A: yes

Q: how can we implement calling tests from a Batch file or an exe?

A: You can do this via testcomplete's command line interface  
<http://www.SmartBear.com/support/viewarticle.aspx?aid=3259&hlite=testcomplete;command;line>

Q: How customizable is software planner to adapt to our current project management workflow? Can we customize the workflow steps, statuses, priorities, etc?

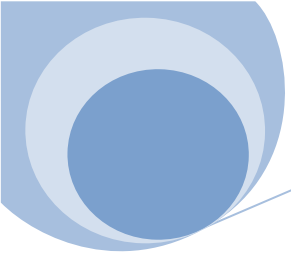
A: Absolutely, you can create workflow, and custom statuses, priorities, etc.

Q: How do you change input data in the test case?

A: Click Edit, make changes, press submit

Q: How do you track the status of a test case which may span multiple days. Is there a way to report the % complete?

A: Yes, you can turn % complete on for test cases in the Setup / System Configuration / Screen Layouts area.



Q: how does licensing work? Is there license required for each type of user like Dev, QA, BA? Do each of these one license, can licenses be shared?

A: Concurrent licensing model.

Q: Is there any import features from word or excel?

A: Yes, via Excel (CSV file)

Q: Can requirements be exported into Word?

A: Yes via our Crystal Reports you can export to Word, Excel and PDF.

Q: How to recognize dynamically changing control names at runtime?. --Chitra

A: Please send a description of the issue you're encountering to our support team via this form:  
[www.SmartBear.com/support/message](http://www.SmartBear.com/support/message)

Q: How we can use several scenarios for a particular test case run?

A: Create multiple folders and use the Fast Edit feature to bring the test cases in from your library.

Q: I am using testcomplete for performing automation testing for one application, where i have run several network suit job and our testing is very much time critical..... and for initialization of network suit jobs, testcomplete takes several seconds..... So do u have any idea how we can reduce these time to some second of mili seconds .... or any future development for that...?

A: Please send a description of the scenario you are performing and the issue you're encountering to  
[www.SmartBear.com/support/message](http://www.SmartBear.com/support/message)

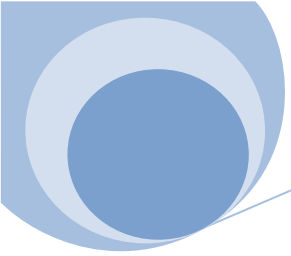
Q: how software planner work for complex project.. where project is related with an application which perform testing with CAR module.... So on such kind of project .. how much this software planner will be effective

A: Large companies are using it on very complex projects with hundreds of projects

Q: I have problems making my script click on certain controls within the window. How can I get around this problem?

A: --unanswered--

Q: In connection to my question: I use IE browser and use C# scripting.



A: Please send a description of the issue you're encountering to our support team via this form:  
[www.SmartBear.com/support/message](http://www.SmartBear.com/support/message)

Q: you say that if i buy the TestComplete, i have one license for Software Planer, correct?

A: Yes, contact your AQA Account Rep to get it.

Q: Hello my name is Manos and my question is: TestComplete works with ComponentOne web controls?

A: A full list of supported 3rd party controls can be found here:  
<http://www.SmartBear.com/products/testcomplete/third-party-controls/>

Q: Will you have a webinar that focuses more on Test Complete in the near future?

A: You can view a recorded Testcomplete demo from here:  
<http://www.SmartBear.com/products/testcomplete/screencasts/overview/>

Q: if I already have TestComplete can i still receive 1 free license of software planner

A: Yes, Contact your AQA Account Rep and they can sign you up.

Q: if we have already bought a Test complete before automated qa acquired software planner, can we redeem one license of software planner now..?

A: Yes, contact your AQA Account Rep.

Q: does test complete compatible with Citrix, if yes how to configure that

A: TestComplete can be run within a Citrix session. You just need to install it on the Citrix system.

Q: If you are using Software Planner for running automated tests you need TestComplete running on all those PC - not only TestExecuter. Wouldn't that cost you more?

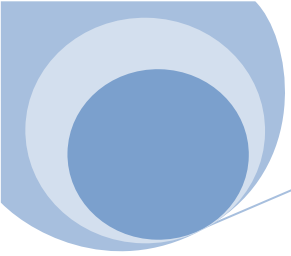
A: TestExecute is all you need

Q: if you have 3 license for test complete, do you also get 3 license or users for software planner?

A: Nope, you get 1 free license of Software Planner

Q: is it easy to edit keyword driven test scripts in test complete like if the application suddenly had a new stackpanel in between objects?

A: yes, you can insert additional commands as needed.



Q: In our company we use DevExpress library and some objects aren't available for TestComplete (e.g. tabs or popup menu items). I've tried to use MSAA and Object Mapping technologies but unsuccessfully. Does other decision of this problem exist?

A: Please send a description of what controls you're working with and the issues you're encountering to our support team via this form: [www.SmartBear.com/support/message](http://www.SmartBear.com/support/message)

Q: Is it possible for testcomplete to validate the contents of the database using odbc connection?

A: Yes. Please see this article: <http://www.SmartBear.com/support/viewarticle.aspx?aid=8602>

Q: is it possible to generate excel sheets from testcomplete as a resultant report?

A: No, however you can write script that would output the results in that format

Q: can you mix different scripting languages in test complete? (C# and VB script)

A: No, each project can only contain a single language.

Q: when testexecute is running, can some activity of the operating system (or maybe network) make it stop working? (I mean some service or process behind that runs automatically, e.g. someone access the hard disk remotely, antivirus...). Thanks in advance.

A: Not that I'm aware of. Please send a description of the issue you're facing to our support team via this form: <http://www.SmartBear.com/support/message>

Q: can you start test complete directly from visual studio when a daily build is completed?

A: Yes, please see this article for more info:  
<http://www.SmartBear.com/support/viewarticle.aspx?aid=7088>

Q: up to what version of testcomplete is going to work with VS2010?

A: TestComplete 8 will support VS 2010.

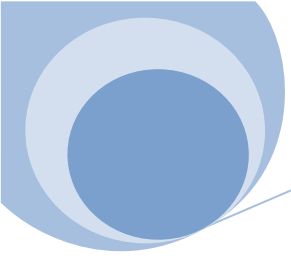
Q: is it possible to get detail videos regarding the working of test complete

A: Yes, you can view a recorded demo here:  
<http://www.SmartBear.com/products/testcomplete/screencasts/overview/>

Q: How much will Software Planner cost for 10 -15 licenses? Thanks

A: See [http://www.softwareplanner.com/Pricing\\_SP.asp](http://www.softwareplanner.com/Pricing_SP.asp)

Q: is it possible to integrate TestComplete with CruiseControl ?



A: Yes, you can have CruiseControl make a call to TestComplete via TestComplete's command line.  
<http://www.SmartBear.com/support/viewarticle.aspx?aid=3259&hlite=testcomplete;command;line>

Q: Is it possible to use automated test to load general tables? For example I have a list of customers in excel file and want to load them onto my application, would it be possible via automated test?

A: yes, this could be done via a feature called data driven testing

Q: is test complete working with NOKIA's QT libraries?

A: Yes, TestComplete works with QT 4.5 and 4.6

Q: is test complete windows only? or does it work on linux/mac?

A: TestComplete is windows only

Q: Is that possible to do something like Unit Testing with Test Complete?

A: Yes, please see this article: <http://www.SmartBear.com/products/testcomplete/supported-testing-types/unit-testing/>

Q: Is there a way to organize both the manual tests and keyword tests underneath a folder rather than having to have the folders to be subfolders of the type of test

A: Hi Jim - no, however you could include both keyword and script based tests on the Test Items panel in TestComplete. Please see this video for more info:  
<http://www.SmartBear.com/products/testcomplete/screencasts/testitemsdemonstration/>

Q: is there a way for manual test results to have the name of the test in the name of the file?

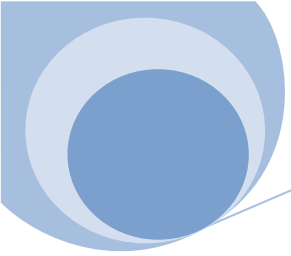
A: Hi Jim, not at this time.

Q: In testcomplete, is there any way to determine what tests still need to be run like there is in software planner?

A: Hi Jim - no, that capability only exists in SoftwarePlanner.

Q: Is there a way to over come UAC when i execute TC. Some of our app does require UAC permission everytime

A: You'll want to run your applications as Administrator. More info can be found here:  
<http://www.SmartBear.com/support/viewarticle.aspx?aid=3178&hlite=UAC>



Q: Is there any products that Software Planner is working with? I mean like Test Track Pro or Bugzilla - product to track bug "life"?

A: Our Enterprise edition allows synching with Bugzilla, Jira and other ODBC compliant bug trackers.

Q: if Software Planer integrates with Bugzilla, TestTrack Pro or SVN?

A: Bugzilla and SVN.

Q: that would be good idea to send email when test failed. Is it possible in Software Planner?

A: Yes, you can setup an email alert for that.

Q: When I am executing scripts with Test Complete do I need a screen. Now I executing them on my computer, is it possible to execute scripts without screen. I mean I want to log out and have my Test Complete running scripts. You know that Test Complete remembers points where it clicked. Is it possible to avoid that problem?

A: TestComplete requires the system you are running on be logged in, and the screen cannot be locked.

Q: thank you :)"

Q: Is there is a way to have a local version of SoftwarePlanner on a local server and work offline ?

A: -Not at this time

Q: What about testing 3D graphics code, and rendering performance?

A: TestComplete can verify images via a Region Checkpoint. This may help you - <http://www.SmartBear.com/support/viewarticle.aspx?aid=8083&hlite=region;checkpoint>

Q: Does software Planner integrate with Team City?

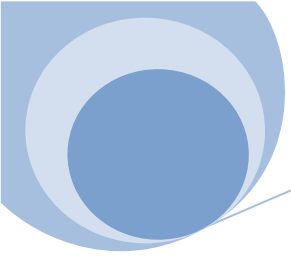
A: No

Q: Is there plans for better reporting in Test Complete? The ability to possibly create our own reports. I would like to submit to the project manager the report of the test including a brief performance test synopsis.

A: This would be better achieved via Software planner.

Q: Does TC have WPF support?

A: Yes



Q: is it possible to perform automation testing using TC in 3D applications?

A: TestComplete can verify images using a special checkpoint called a Region Checkpoint. You may find this helpful: <http://www.SmartBear.com/support/viewarticle.aspx?aid=8083&hlite=region;checkpoint>

Q: what was meant by source control?

A: Hi Justin - I meant checking your tests into the same source control provider as your developers use. So if they use Visual Source Safe, you can add your TestComplete tests into Visual Source Safe as well.

Q: so about VSTS 2010 integration does this applies on TFS 2010 source control integration too?

A: Yes

Q: thanks for the answer, but i tried to use the organize tests feature but i can only browse for the tests recorded for the default project selected. So how can i add other tests in other projects, where all the projects are under the same project suite?

A: Hi Kareem - this help topic may help you:

<http://www.SmartBear.com/support/viewarticle.aspx?aid=7762&hlite=Calling;Routines;Declared;in;Another;Project> The concept described applies to both script based and keyword based tests

Q: Can i run TestComplete test scripts code generated in any other code editor?

A: No, you'll need to run the tests in TestComplete or TestExecute.

Q: do this offer applies on clients already purchased TestComplete?

A: Yes, speak with your AQA Account Rep.

Q: Can i run tests from different projects in sequence?

A: Hi Kareem - yes, TestComplete can do this.

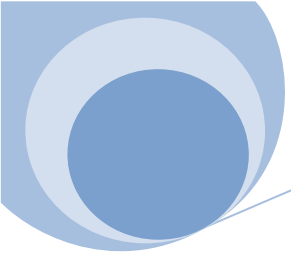
Q: My company has testcomplete 6, i just received version 7 for analysis - will the scripts created in 6 transfer to 7 easily?

A: Hi Melvin - yes, please see this article for more information:

<http://www.SmartBear.com/support/viewarticle.aspx?aid=3167>

Q: we already have testcomplete6 and I just upgraded to 7 (1 license), should I have received the free license for software planner?

A: Yes, contact your AQA Account Rep for that."



Q: Our web application is PHP / symfony and extjs. Are these supported by test complete?

A: Yes

Q: Please send us a link for the supported developer controls your product(s) work with too.

A: <http://www.SmartBear.com/products/testcomplete/third-party-controls/>

Q: Does the software work with certain source control programs or is that a manual process the testers must handle outside of your product?

A: Works with SVN.

Q: Can I run specific TC automated test in the same project on separate machines. Currently this is not easily done for us.

A: yes, this is possible. Please send a description of the issue you're encountering to our support team at [www.SmartBear.com/support/message](http://www.SmartBear.com/support/message)

Q: Software Planner - Can I import my entire database from Quality Center?

A: Yes, export from QA into a CSV file and import directly into Software Planner

Q: Does TestComplete have a special plug in to recognize object in Abode Flash or Adobe Air applications?

A: Please see this article: <http://www.SmartBear.com/support/viewarticle.aspx?aid=7086&hlite=flash>

Q: software planner only works with test complete?

A: Also works with QTP, Rational Robot, Rational Functional Tester, Silk

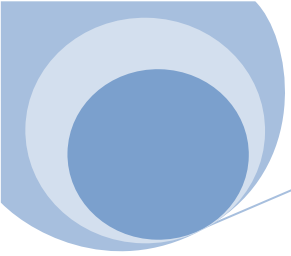
Q: 2) What is regression testing? I am new to QA and the testing procedures.

A: Hi Holly - regression testing is just making sure that something that worked in a previous release still works in the current release. I'm sure there's a more technical explanation for it out there, but that's it in a nutshell :)

Q: 1) What do you mean by Source Control?

A: Hi - Nick meant checking your tests into the same source control provider as your developers use. So if they use Visual Source Safe, you can add your TestComplete tests into Visual Source Safe as well.

Q: Does TestComplete integrate with Jira?



A: Not at this time, but TestComplete 8 will support Jira.

Q: What if an Excel table is used to drive the data for multiple cases through TestComplete? Will Software Planner be able to trigger off user log messages or an independent test results log file that is independent from TestComplete?

A: TestComplete Log files can be saved into Software Planner

Q: Are the load testing tools in TestComplete for desktop applications as well as web applications?

A: Hi Veronica, the tool is for HTTP load testing.

Q: Does Software Planner also work with TestExecute?

A: Hi Veronica - yes it does

Q: Does Software Planner also work with TestExecute?

A: Hi Veronica - yes it does

Q: to accomplish load testing for a desktop application, would each concurrent test (representing a user action) require a license of TestExecute (or TestComplete)

A: Yes

Q: can software planner work with bugzilla ?

A: Yes

Q: Can this system link up to other defect systems, such as TRAC?

A: Our Enterprise edition can link to other ODBC compliant bug trackers

Q: Does Software Planner integrate with Microsoft Exchange

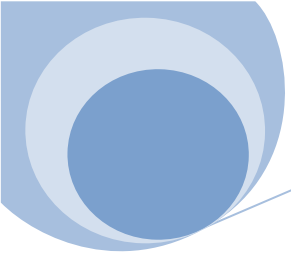
A: It can save appointments to Outlook

Q: should we have Test Complete up and available during this Webinar?

A: Hi Erik - no, that won't be necessary during this session.

Q: Does Software Planner work with Bugzilla?

A: Yes



Q: Can software planner connect to other defect tracking tools such as Clear Quest and create automated defect

A: The Enterprise edition can sync with other ODBC compliant databasae

Q: When I try to record a script using TC 6.53 I can not record using Keyword record. How do I record using keyword as you showed in presentaion

A: Keyword testing is only available in TC 7 or higher.

Q: The application that I use TestComplete to automate is a web-based app. Using the Object finder tool, TestComplete finds each control in an HTML table, but that is not the actual name that was coded by my engineers. Is it possible to make TestComplete recognize their code and not the HTML?

A: Please send a description of what controls you're working with and the issues you're encountering to our support team via this form: [www.SmartBear.com/support/message](http://www.SmartBear.com/support/message)

Q: Can you use wildcards in NameMapping?

A: Yes

Q: If you already have a license for TestComplete, can you still get the free license for SoftwarePlanner?

A:Yes, contact your AQA Account Rep

Q: The business areas do UA Testing. Can we export manual tests from Test Complete so they do not have to learn the tool?

A: No, in this case, Software Planner's test cases would be a better fit.

Q: the same question of languages, what about arabic language concerning detecting certain texts?

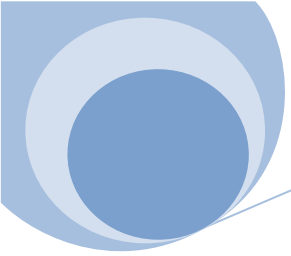
A: Software Planner does not fully support unicode but we will be adding full unicode support later this year.

Q: The tool developed on one machine using Test Complete does not run properly on another machine specifically when the recording of tool conatins a lot of dialog boxes

A: Please send a description of the issue you're encountering to our support team via this form: [www.SmartBear.com/support/message](http://www.SmartBear.com/support/message)

Q: There is a special price for Softwareplanner, if we already use TestComplete for 3 years?

A: 1 Concurrent license for FREE, contact your AQA Account Rep.



Q: Can softwareplanner import the issues/bugs from Bugzilla?

A: Yes, the Enterprise edition can

Q: Is it possible to use regular expressions in name mapping? Something like OK|Si which mean - ok or Si

A: No, however you can use wildcards.

Q: \*and namemapping

Q: This may be obvious, but when will this presentation be available to review afterwards?

A: Yes, navigate to <http://www.softwareplanner.com/webinars> , it is posted there.

Q: SoftwarePlanner - Do you have an API for inserting or updating ""Defect"" reports from another Bug tracker? Considering that we might not switch over to this bug tracker right away or not at all for our Support department.

A: Absolutely, we have a full web services API that can be used for that. We also have a sync program that can sync our defects to your other systems.

Q: What if we just purchased TestComplete7 a few days ago. Would we still be able to receive this offer of 1 free license of SoftwarePlanner?

A: If you purchase a copy of TestComplete, you will receive a 1 concurrent FREE license of Software Planner.

Q: Question about SoftwarePlanner - Could someone initial this product remotely? Without having to have Test Complete on the same machine...

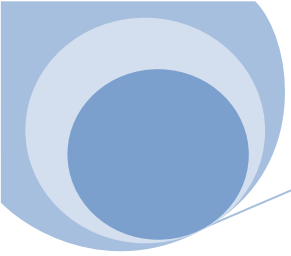
A: The remote machine would have to have TestComplete or TestExecute (TestExecute is much cheaper).

Q: You mentioned the ""Bug Tracking"" features of SoftwarePlanner. How would the developer see what they need to work on?

A: Create a filter that shows only your assigned defects (Click Defects / Filter)"

Q: for load and performance testing is there any option to monitor app server and Database server performance?

A: no



Q: We plan to use testcomplete as a performance indicator.

Routinely running the same operations on several computers and measuring time elapsed.

Is there a way to measure time and export that information into a txt or log file?

Thanks

A: You can measure time using TestComplete's Stopwatch object. Please see this article for more info - <http://www.SmartBear.com/support/viewarticle.aspx?aid=4341&hlite=stopwatch>

Q: Still for performance testing: Is there a way to built an exe file from a testcomplete plan so it can be run on any machine without having to install test complete software.

A: No, TestComplete (or TestExecute) must be installed on the system in order to run tests.

Q: What browser's does it support?

A: -IE 6/7/8, Firefox, Google Chrome, Safari

Q: What Database does Software Planner support?

A: SQL Server

Q: Does Testcomplete work with custom controls like Infracetics controls?

A: yes, please see this article for a full list of the third party controls that TestComplete supports:  
<http://www.SmartBear.com/products/testcomplete/third-party-controls/>

Q: Can we write custom Queries to generate custom reports in Software planner or we need to use only the ones that come with Software Planner?

A: You can also create your own.

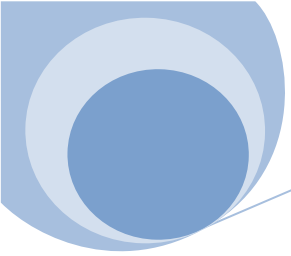
Q: Q. Does Testcomplete work for applications hosted on Citrix ?

A: Yes, but TestComplete needs to be running within the citrix session. That is, it needs to be installed on the citrix machine.

Q: What features of SoftwarePlanner are intended for developers? Like code review, debugging...

A: Defect Management, linkages to source code, time and task tracking

Q: Please provide the list of operation systems that TeastComplete support (can be used for the testing).



A: -Windows 98 - Windows 7

Q: What happens if you run test against application that runs within Virtual Machine?

A: Hi Drazan - TestComplete can be installed on virtual machines, and will behave just as if it were on a regular machine. I've used TestComplete with VirtualPC and VMWare.

Q: What if we want to run a test every 15mn ?

A: We don't support that currently.

Q: What is the Browser compability for Test Complete and Software planner

TestComplete supports IE 5-8, and Firefox 1.5 - 3.5

Software Planner supports IE 6-8, Firefox, Safari and Google Chrome

Q: could you please give me an example for Relational Testing?

A: This is pretty well covered in our Test Best Practices document (<http://www.softwareplanner.com/TestBestPractices.pdf> ).

Q: What is the scripting language, when we are doing a performance testing using Test complete?

A: TestComplete supports 5 different scripting languages: VBScript, Jscript, DelphiScript, C#Script and C++Script

Q: How many virtual users does Test complete support?

A: TestComplete can support up to 300 virtual users from a single workstation. You can have multiple workstations participate in a load test to get the desired number of users

Q: What languages do you use to write your test scripts? Is there a preferred language?

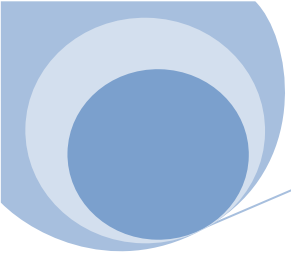
A: TestComplete supports 5 different scripting languages. From TestComplete's perspective all the languages are fully featured and functional.

Q: How is this different than DevTest?

A: Has similar features but Software Planner is more tightly integrated with TestComplete

Q: What type of API is available to integrate with SoftwarePlanner? is it SOAP based or something else?

A: SOAP



Q: Why is the app still in asp technology? :)

A: Converting to .NET later this year!

Q: Will Software Planner work with TestComplete 6.5? Will Software Planner work with any other defect trackers? ex. JIRA

A: Software Planner works with TestComplete 7 and 8 and the Enterprise edition can sync with JIRA

Q: Will Test Complete be integrated in Eclipse 3.5 (OpenEdge 10) from Progress?

A: there are no plans to do this

Q: Does testcomplete is supported with Progress 9.1 and 10 version ?

A: TestComplete does not have special support for Progress, however, it may be possible to work with Progress apps via MSAA technology:

<http://www.SmartBear.com/support/viewarticle.aspx?aid=3161&hlite=MSAA>

Q: will there be a way for software planner to put up Virtual Machines which will then act as the client on which a test execute agent runs?

A: Yes, you can schedule runs on a virtual machine

Q: Would you advise users of TC to keep all of their files on their workstation instead of on a shared network drive? I've tried to do the later and am finding performance degrades to a point of frustration.

A: Hi Jim - in that case, it's probably best to put your tests into a source control system, and then check them out locally

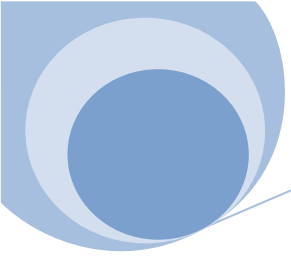
Q: You show Keyword tests. I have question. What is best Keyword tests or Scripts test?

A: From TestComplete's perspective, they're the same. It really depends on the user's preference.

Q: It was shown that SoftwarePlanner can import testcases. ( Actions - Import Testcases from csv files ). Question What formatting/structure of the csv files are required ?

A: It has a mapping feature so it does not have to be in any predefined structure.

Q: I asked some questions at the end, but I guess time was running out. E.g. I am quite interesting in starting testcomplete from visual studio, e.g. when a daily build is finished, or for a certain test case... is that possible?



A: Yes, you can create a batch job that you launch after your build that launches the tests in TestComplete.

Q: Can we link Software planner with CRM tools like salesforce, matching the whole software life cycle project with the customer service process?

A: You could do it using our API.

Q: Also we are interesting in generating MS excel reports with testcomplete, is it possible?

A: Not with TestComplete, but you can with Software Planner.

Q: Do I need to know SQL to use TestComplete?

A: No.

Q: Scenario: I would like to invite a friend to participate in my campaign. So I send him a link which he needs to click to activate his acct. Is that possible to record this test case using TestComplete.

A: Yes

Q: As current users of TestComplete, our Automation engineer had questions about how SoftwarePlanner's ability to call external data files (like Excel) to pass to TestComplete.

A: You would code that in TestComplete – Software Planner just launches the TestComplete tests.

Q: I had a couple questions as I was listening, but I did not write them down. If by chance I think of those questions later, who would I direct those questions to? I did think of one question: Can't you use the Scheduled Tasks on the PC to run TestExecute to schedule TestComplete scripts? I am on version 4 of the Enterprise TestComplete and that seems to work. But will that same feature work with the later versions of TestComplete? Are there better ways on automatically running and or scheduling TestComplete scripts without the use of SoftwarePlanner?

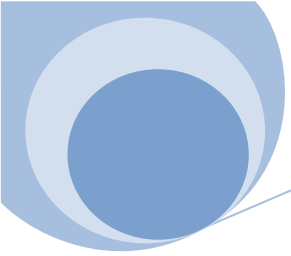
A: Without Software Planner, the other approach is Windows Scheduler.

Q: I entered a lot of manual test cases in TestComplete 6.53, can I import these in Software Planner?

A: You would have to get them out of XML format and get them into CSV format to import them into Software Planner.

Q: Also: Allows Software Planner to create Testreports? (I saw an button like this on the screen)

A: Yes, we have a number of really great Test Reports.



Q: We plan to use testcomplete as a performance indicator. Routinely running the same operations on several computers and measuring time elapsed. Is there a way to measure time and export that information into a txt or log file?

A: Yes, with the Performance Testing feature.

Q: 1. When we use Test complete for performance testing, how many virtual users does it support?

A: You purchase the number of virtual users you would like.

Q: 2. What is the scripting language in Test complete when we use it for Performance Testing?

A: JavaScript, VBScript, Delphi or C Script.

Q: 3. Can you send me the list of features of Test complete if we use it for Performance testing?

A: Contact an AQA Account rep, they can get that info to you.

Q: 4. How many analysis graph does Test complete can generate when we use it for performance testing?

A: Contact an AQA Account rep, they can get that info to you.

Q: To accomplish load testing for a desktop application, in emulating users using TestComplete scripts, does each concurrent user require its own license of TestExecute (or TestComplete)?

A: You only need a license on the machine you are running on, not for each virtual user.

Q: TC8 integration level with SP?

A: Yes.

Q: Can you send a sample SOAP client for integrating with SP?

A: [http://www.softwareplanner.com/UsersGuide\\_psWS.pdf](http://www.softwareplanner.com/UsersGuide_psWS.pdf)

Q: if i buy TestComplete i have one license for Software Planer free?

A: Yes.

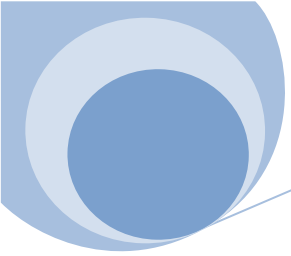
Q: Is there any sync with VSTS for Dev to get defects?

A: Yes, with our enterprise edition.

Q: Can these applications be accessed via Citrix from Offshore? How does licensing work? Is there a way to customize the fill in fields on the defects? Can more be added, etc. Same with REquirements, can input fields be customized?

A: Fields are fully customizable, licensing is concurrent licenses.

Q: Is versionOne integrated with Software Planner or TestComplete?



A: If Version One is backed by an ODBC compliant database, you should be able to do some synchronizations to Software Planner.

Q: Last time I looked at Test Complete I found I could not test our Web application. Has Test Complete improved in this area.

A: Yes.

Q: Will Software Planner work with TestComplete 6.5?

A: No, TestComplete 7 and 8

Q: When we keep track of defects we normally want to keep track of total time spent programming, and on QA. Can Software Planner keep track of this time?

A: Yes.

Q: Would Software Planner allow for collection of requirements and business rules, tie them into TestComplete, and export the defects to a third party app.

A: Yes

Q: Does testcomplete/software planner work with managed and unmanaged code?

A: Yes

Q. What API or integration process is needed for integration of Software planner with Test Complete?

A: Our free bridge.

Q. Can Test complete help perform Load Testing ?

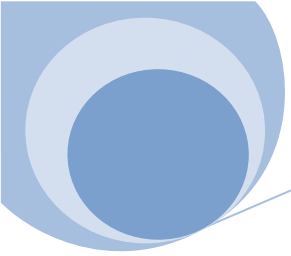
A: Yes, we do have a performance testing feature.

Q: Since our agency has never used a testing solution, what all can Test Complete help a small state agency do? We currently only have 19 IT employees and a very limited budget.

A: Yes, it can help reduce time testing.

Q. Does Software Planner integrate with other defect tracking software like SharePoint when a defect automatically opens in Software Planner?

A: The Enterprise edition can sync with many ODBC compliant bug trackers.



Q: "How does Software Planner & Test Complete approach testing with a system that also has auto generated data that must be factored into the testing?"

A: Use the Data Driven Testing feature of TestComplete

Q: Framework for automating a complex application testing with TestComplete. Like QTP framework.

A: One of our partners, STAR (<http://www.star-qa.com>) has developed a framework you can use.

Q: How do you compare software planner with QC from the Mercury.

A: Stacks up well, it manages requirements, test cases and defects just as Mercury does but also offers project management, discussion forums, and shared documents.

Q: Price for 10 -15 users for both tools?

A: See website for pricing: <http://www.SmartBear.com> and [http://www.softwareplanner.com/Pricing\\_SP.asp](http://www.softwareplanner.com/Pricing_SP.asp).

Q: Can you generate a report of test results and test traceability for QA record management requirements?

A: Yes, we have many traceability reports.

Q: Can the requirements in Software Planner be compiled into a document suitable for the customer?

A: Yes, with our Enterprise edition you can create your own formatted reports using Crystal Reports.

Q: Does the software planner work with the Test Execute application from SmartBear Software.

A: Yes

Q: Do you support any interface to to Microsoft TFS?

A: TestComplete does, Software Planner will later this year.

Q: Does testcomplete talk to JIRA - the Altassian tool?

A: In our next release version 8 it will

Q: Can I run individual test complete project tests in SP?

A: yes

Q: Does it sync with subversion?

A: Software Planner has a Subversion integration, you can store your TestComplete scripts in Subversion.