



**MERCURY  
QUICKTEST PROFESSIONAL™**

**VERSION 9.0**

Installation Guide

**MERCURY™**



# **Mercury QuickTest Professional**

Installation Guide

Version 9.0

---

**MERCURY™**

## Mercury QuickTest Professional Installation Guide, Version 9.0

This manual, and the accompanying software and other documentation, is protected by U.S. and international copyright laws, and may be used only in accordance with the accompanying license agreement. Features of the software, and of other products and services of Mercury Interactive Corporation, may be covered by one or more of the following patents: United States: 5,511,185; 5,657,438; 5,701,139; 5,870,559; 5,958,008; 5,974,572; 6,137,782; 6,138,157; 6,144,962; 6,205,122; 6,237,006; 6,341,310; 6,360,332; 6,449,739; 6,470,383; 6,477,483; 6,549,944; 6,560,564; 6,564,342; 6,587,969; 6,631,408; 6,631,411; 6,633,912; 6,694,288; 6,738,813; 6,738,933; 6,754,701; 6,792,460 and 6,810,494. Australia: 763468 and 762554. Other patents pending. All rights reserved.

Mercury, Mercury Interactive, the Mercury logo, the Mercury Interactive logo, LoadRunner, WinRunner, SiteScope and TestDirector are trademarks of Mercury Interactive Corporation and may be registered in certain jurisdictions. The absence of a trademark from this list does not constitute a waiver of Mercury's intellectual property rights concerning that trademark.

All other company, brand and product names may be trademarks or registered trademarks of their respective holders. Mercury disclaims any responsibility for specifying which marks are owned by which companies or which organizations.

Mercury provides links to external third-party Web sites to help you find supplemental information. Site content and availability may change without notice. Mercury makes no representations or warranties whatsoever as to site content or availability.

Mercury Interactive Corporation  
379 North Whisman Road  
Mountain View, CA 94043  
Tel: (650) 603-5200  
Toll Free: (800) TEST-911  
Customer Support: (877) TEST-HLP  
Fax: (650) 603-5300

© 1992 - 2006 Mercury Interactive Corporation, All rights reserved

If you have any comments or suggestions regarding this document, please send them via e-mail to [documentation@mercury.com](mailto:documentation@mercury.com).

---

# Table of Contents

<b>Chapter 1: Before You Install</b> .....	1
System Requirements .....	1
Setting the Required Access Permissions.....	2
<b>Chapter 2: Setting Up QuickTest Professional</b> .....	5
Using Add-ins with QuickTest Professional 9.0 .....	6
Understanding the QuickTest Professional Setup for Different License Types.....	7
Installing QuickTest Professional .....	9
Browsing the QuickTest Professional Program Folder .....	34
Setting Up a Silent Installation .....	37
<b>Chapter 3: Working with QuickTest Professional Licenses</b> .....	45
Understanding License Types .....	46
Requesting a Seat License Key.....	48
Installing a Seat License Key .....	50
Working with a Concurrent License.....	56
Modifying License Information .....	61
Setting the LSHOST or LSFORCEHOST Variable.....	63
Working with Commuter Licenses .....	65
<b>Chapter 4: Maintaining and Uninstalling QuickTest Professional</b> .....	79
Installing and Uninstalling Specific QuickTest Professional Features.....	79
Repairing Your QuickTest Professional Installation .....	81
Uninstalling QuickTest Professional and Installed Add-ins .....	82

## Table of Contents

# 1

---

## Before You Install

Welcome to Mercury QuickTest Professional, the advanced keyword-driven testing solution for functional test and regression test automation. QuickTest Professional is part of Mercury Quality Center. This guide describes everything you need to know to install QuickTest Professional on a standalone computer.

Before you install QuickTest Professional, please review the system requirements.

This chapter describes:

- ▶ System Requirements
- ▶ Setting the Required Access Permissions

## System Requirements

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

<b>Computer/Processor</b>	An IBM-PC or compatible with a Pentium III or higher (Pentium IV or higher recommended) microprocessor.
<b>Operating System</b>	Windows 2000—Service Pack 4, Update Rollup 1 for Windows 2000 Service Pack 4, Windows XP 32-Bit Edition—Service Pack 2, Windows XP 64-Bit Edition—Service Pack 1, Windows Server 2003 32-Bit Edition—Service Pack 1, or Windows Server 2003 R2 (32-Bit x86).

<b>Memory</b>	Minimum of 256 MB of RAM (512 MB recommended).
<b>Color Settings</b>	Minimum of High Color (16 bit).
<b>Free Hard Disk Space</b>	345 MB of free disk space for application files and folders (recommended 485 MB), and an additional 120 MB of free disk space on the system disk (the disk on which the operating system is installed). After QuickTest Professional is installed, it is recommended to have at least 150 MB free disk space on the system disk for the operating system and QuickTest Professional to run correctly.
<b>Browser</b>	Microsoft Internet Explorer 6.0 Service Pack 1 or 7.0 Beta 2 (beta-level support).

## Setting the Required Access Permissions

You must make sure the following access permissions are set in order to install and run QuickTest Professional.

### **Permissions Required to Install QuickTest Professional**

You must have administrator permissions on the computer on which you are installing QuickTest, including the part of the installation that occurs after the computer reboot.

### **Permissions Required to Run QuickTest Professional**

You must have the following file system permissions:

- ▶ Full read and write permissions for all the files and folders under the folder in which QuickTest is installed
- ▶ Full read and write permissions to the Temp folder
- ▶ Read permissions to the Windows folder and to the System folder



You must have the following registry key permissions:

- Full read and write permissions to all the keys under **HKEY\_CURRENT\_USER\Software\Mercury Interactive**
- Read and Query Value permissions to all the **HKEY\_LOCAL\_MACHINE** and **HKEY\_CLASSES\_ROOT** keys

### **Permissions Required When Working with Quality Center**

You must have the following permissions to use QuickTest with Quality Center:

- Full read and write permissions to the Quality Center cache folder
- Full read and write permissions to the QuickTest Add-in for Quality Center installation folder



# 2

---

## Setting Up QuickTest Professional

When you install QuickTest, you must know which type of installation you want to run (Full or Custom), and which type of license you want to install (Demo, Seat, or Concurrent). You can also set up QuickTest to install silently (in the background).

This chapter describes:

- ▶ Using Add-ins with QuickTest Professional 9.0
- ▶ Understanding the QuickTest Professional Setup for Different License Types
- ▶ Installing QuickTest Professional
- ▶ Browsing the QuickTest Professional Program Folder
- ▶ Setting Up a Silent Installation

## Using Add-ins with QuickTest Professional 9.0

You can use all version 8.x and 9.0 add-ins with QuickTest Professional 9.0. The Java, .NET, PeopleSoft, Terminal Emulator, and Siebel version 8.x add-ins require an Add-in Upgrade patch, which is installed automatically when upgrading QuickTest Professional. If you install these add-ins after you install or upgrade to QuickTest 9.0, you must install the relevant Add-in Upgrade patches.

To install the Siebel or Terminal Emulator 8.x Add-ins on a computer that has the Java 8.x Add-in installed, you must make sure the Java Add-in Upgrade patch is already installed.

You can install Add-in Upgrade patches by either running the relevant patch executable from the <QuickTest Professional Installation>\AddinsUpgrade folder, or by using the **Help > Check for Updates** option to download and install the relevant Add-in Upgrade patches. For more information on the **Check for Updates** option, refer to the *QuickTest Professional Basic Features User's Guide*.

---

**Note:** If you do not install the relevant Add-in Upgrade patch for the PeopleSoft, Terminal Emulator, or Siebel 8.x add-ins, they will be labeled **Incompatible**, and cannot be loaded. If you do not install the relevant Add-in Upgrade patch for the Java or .NET 8.x add-ins, you can load and use the add-ins, but some functionality may be missing. For more information, refer to the *QuickTest Professional Readme*.

---

## Understanding the QuickTest Professional Setup for Different License Types

The general procedure for installing QuickTest Professional and activating the license differs for seat license installations and concurrent license installations. You can also install a QuickTest Professional demo seat license that can be used for 14 days. This section summarizes these procedures for the two license types and directs you to the detailed information for each step.

### Setting Up QuickTest Professional with a Seat License

This section summarizes the procedure for setting up QuickTest Professional with a seat license.

#### To set up QuickTest Professional with a seat license:

- 1** Run the QuickTest Professional setup program. In the License Type screen, select **Seat**. For more information, see step 5 of “Installing QuickTest Professional” on page 15.

---

**Note:** You can choose **Demo** in the License Type screen to install a 14-day demo license for QuickTest Professional. You cannot use a demo license on a computer that has WinRunner or QuickTest installed using a concurrent license.

If you install a demo license, you do not need to follow the steps below. If you want to install a seat license at a later stage, follow steps 2-4 below.

---

- 2** Run QuickTest Professional. Click **Install License** on the displayed warning message and run the first part of the license installation wizard to generate your computer’s locking code. For more information, see step 1 of “Requesting a Seat License Key” on page 48.

- 3 Submit the locking code to Mercury Customer Support to request your license code. For more information, see step 2 of “Requesting a Seat License Key” on page 49.
- 4 After you receive the license code from Mercury, run the license installation wizard to enter your license code to activate your license. For more information, see “Installing a Seat License Key” on page 50.

### **Setting Up QuickTest Professional with a Concurrent License**

This section summarizes the procedure for setting up QuickTest Professional with a concurrent license. This section is only applicable if your company has a Mercury Functional Testing Concurrent License Server.

#### **To set up QuickTest Professional with a concurrent license:**

- 1 Install the Mercury Functional Testing Concurrent License Server on a network computer and activate the Mercury Functional Testing Concurrent License Server license. For more information, refer to the *Mercury Functional Testing Concurrent License Server Installation Guide*. The *Mercury Functional Testing Concurrent License Server Installation Guide* is installed on the computer where the Mercury Functional Testing Concurrent License Server is installed, and is called **MerLicSvr.pdf**.
- 2 Run the QuickTest Professional setup program on each client computer. In the License Type screen, select **Concurrent License**. For more information, see step 5 of “Installing QuickTest Professional” on page 15.
- 3 Begin using QuickTest Professional. When QuickTest Professional opens, it automatically searches for the specified license server and connects to it.

---

**Note:** If your computer cannot find and connect to the license server, you may need to set the LSHOST or LSFORCEHOST variable. For more information, see “Setting the LSHOST or LSFORCEHOST Variable” on page 63.

---

## Installing QuickTest Professional

Your QuickTest Professional CD-ROM includes an installation program that guides you through the installation process. You must be logged on with Administrator privileges to install QuickTest Professional.

---

**Note:** If you have Astra QuickTest and/or Astra LoadTest installed, you must uninstall them before installing QuickTest Professional. After you install QuickTest Professional, you can then reinstall your other Mercury products.

---

### To install QuickTest Professional:

- 1** Insert the CD-ROM into the CD-ROM drive. If the CD-ROM drive is on your local computer, the QuickTest Professional Setup window opens.

If you are installing from a network drive, double-click **setup.exe** in the root folder of the CD-ROM. The Setup window opens.



- To open the Product Information Web site (<http://www.mercury.com/us/products/quality-center/functional-testing/quicktest-professional>), click **Product Information**.
- To view the Readme file, click **Readme**.



- ▶ To enable the Quality Center (formerly TestDirector) client installed on your computer to work with QuickTest tests that are saved in Quality Center, click **Quality Center Add-in**.

After you install this add-in, you will be able to work with QuickTest Professional tests in Quality Center. You will also be able to run tests and view the test results in Quality Center.

Refer to the QuickTest Professional Add-in screen (accessible from the main Quality Center screen) for additional information on the QuickTest Professional Add-in for Quality Center.

---

**Note:** QuickTest Professional 9.0 supports integration with TestDirector 8.0 Service Pack 2, Quality Center 8.2 Service Pack 1, and Quality Center 9.0. For Business Process Testing, QuickTest Professional 9.0 supports integration only with Quality Center 9.0. You can install the Quality Center Add-in with all currently supported versions of both Quality Center and TestDirector. Refer to the *QuickTest Professional 9.0 Readme* for more information about supported versions.

---

- ▶ To install the QuickTest Plus Toolkit, click **QuickTest Plus Toolkit**.  
The QuickTest Plus Toolkit contains extra utilities, documents, and code samples that expand available functionality. The toolkit provides added flexibility for power users and enables intermediate users to create more sophisticated scripts.
- ▶ To open the contact information page on the Mercury Web site (<http://www.mercury.com/us/company/corporate-info/contact-us>), click **Contact Mercury**.
- ▶ To open the Mercury Customer Support Web site (<http://support.mercury.com>), click **Support**.
- ▶ To view the contents of the QuickTest Professional CD-ROM, click **Browse CD**.
- ▶ To exit the QuickTest Professional Setup window, click **Exit**.

- 2 Click **QuickTest Professional Setup** to start the QuickTest Professional Setup program.

---

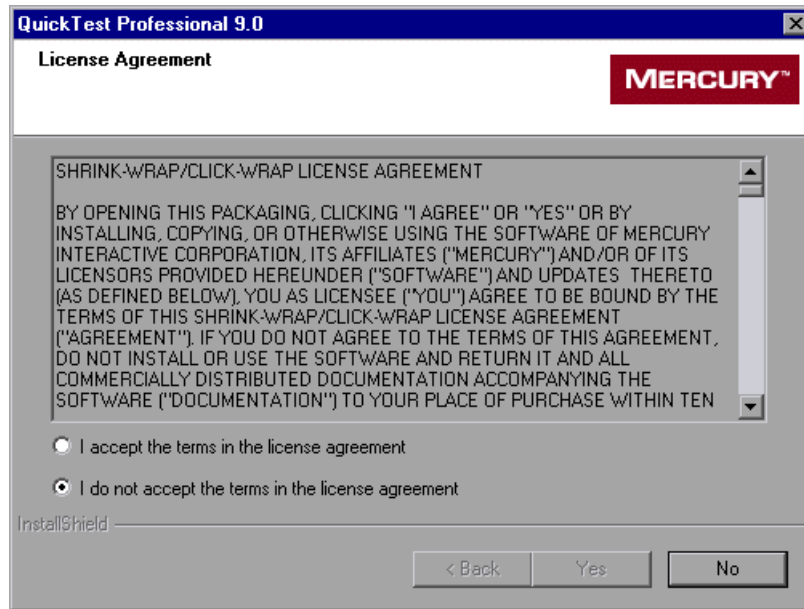
**Notes:** If you are upgrading from QuickTest Professional 6.5 or 8.0.x, the Setup program detects it and asks whether you want to uninstall your current version and then install QuickTest Professional 9.0. Click **Yes** to uninstall QuickTest Professional 6.5 or 8.0.x. At the end of the uninstall process, you need to restart your computer, and then the installation of the new version begins.

If you are upgrading from QuickTest Professional 8.2.x, the Setup program detects it and asks whether you want to upgrade to QuickTest Professional 9.0, or whether you want to uninstall your current version and then install QuickTest Professional 9.0. Click **Yes** to upgrade, or click **No** to uninstall and then install the new version.

QuickTest requires the .NET Framework to be installed before you install QuickTest. If Setup finds that the .NET Framework is not already installed on your computer, Setup offers to install .NET Framework Version 1.1. Click **Yes** and follow the on-screen instructions to install the .NET Framework before continuing with the QuickTest installation. If you click **No**, Setup will exit because QuickTest cannot be installed without the .NET Framework.

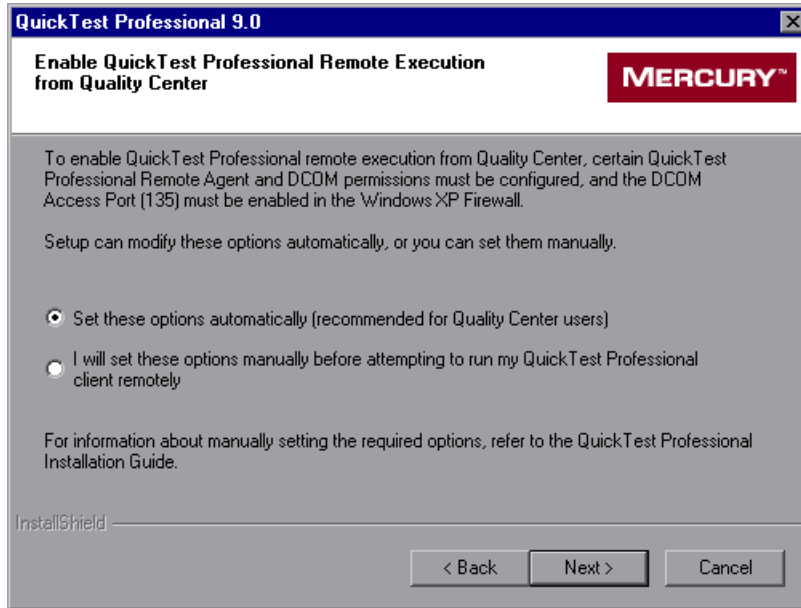
---

- 3 The QuickTest Professional Setup program starts and the License Agreement screen opens. Read the agreement.



To install QuickTest Professional, you must accept the terms of the license agreement by selecting **I accept the terms in the license agreement** and clicking **Yes**. If you click **No**, the setup program will close.

- 4 If you are installing QuickTest Professional on a computer running Windows XP Service Pack 2 or Windows 2003 Server Service Pack 1 or later, the Enable QuickTest Professional Remote Execution from Quality Center screen opens.



If you want to run QuickTest tests remotely from Quality Center, you must first change DCOM permissions and security settings and open a firewall port on your QuickTest computer. If you do not intend to run QuickTest tests remotely from Quality Center, you do not need to make these changes. These changes are only required if you are running QuickTest on Windows XP Service Pack 2 or Windows 2003 Server Service Pack 1 or later.

If you choose not to automatically make these changes during the QuickTest installation, you can make the required changes manually before attempting to remotely run QuickTest tests from Quality Center. For more information on making these changes manually, see “Modifying DCOM Permissions to Enable Remote QuickTest Execution” on page 29.

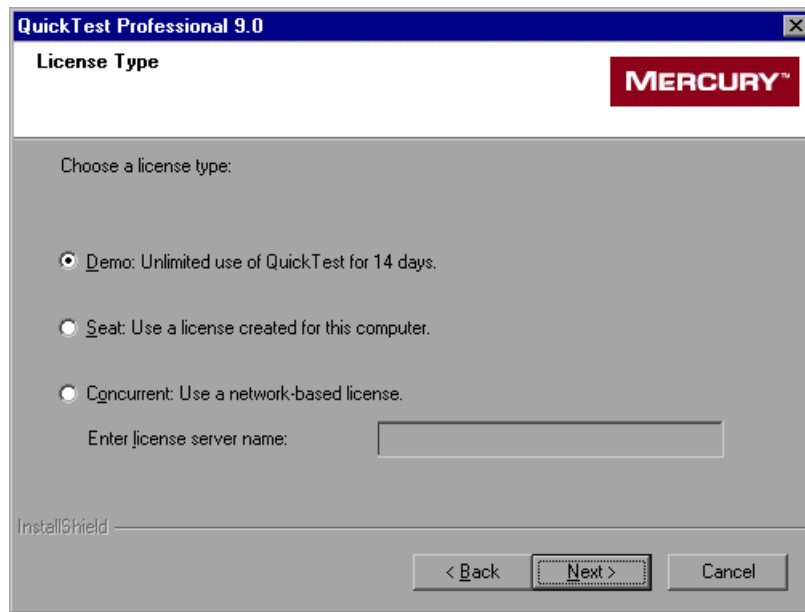
---

**Note:** Contact Microsoft Support if you have questions regarding changes in DCOM securities on Windows XP Service Pack 2 or Windows 2003 Server Service Pack 1 or later.

---

Click **Next** to proceed.

- 5 If you do not already have a license installed, the QuickTest Professional License Type screen opens. Select a license type.



► **Demo: Unlimited use of QuickTest for 14 days**

A 14-day demo license that is specific to the computer on which it is installed. To use QuickTest Professional beyond the 14-day period, you must contact Mercury to obtain a permanent license.

► **Seat: Use a license created for this computer**

A permanent license that is specific to the computer on which it is installed. When you select this option, you also get a 14-day demo period during which you must request a license code for a permanent license from the Mercury Customer Service Web site. For more information, see “Requesting a Seat License Key” on page 48.

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

A license server on the network regulates the number of concurrent QuickTest Professional users.

If you know the name of the concurrent license server to which you want to connect, you can specify it in the text box. If you select this option but do not specify a concurrent license server, QuickTest will try to locate one for you when you open QuickTest.

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

---

**Notes:**

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

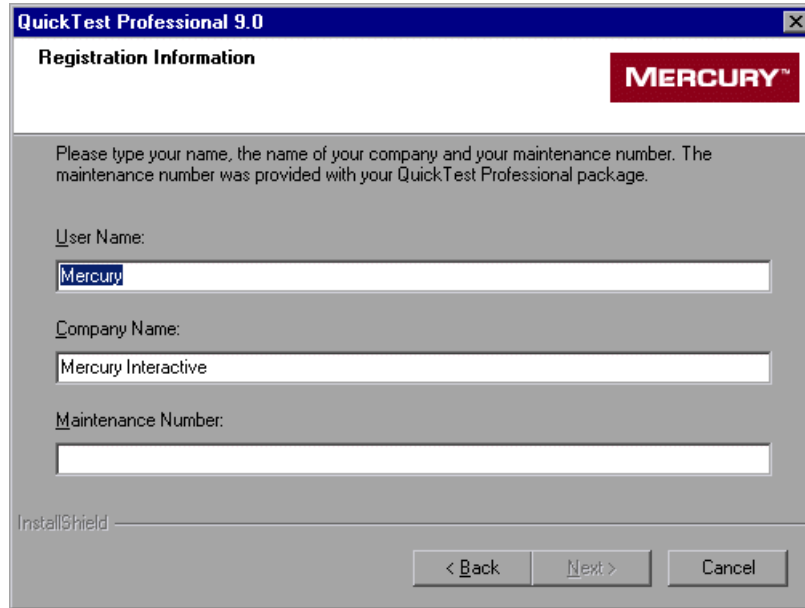
If you already have a QuickTest Professional license installed, the License Type screen does not open. For information on changing your license type or modifying an existing license code, see “Modifying License Information” on page 61.

For additional license information, see “Working with QuickTest Professional Licenses” on page 45.

---

Click **Next** to proceed. If you chose to use a **Demo** license, proceed to step 8. If you chose to use a **Seat** or **Concurrent** license, proceed to step 6.

- 6 In the Registration Information screen, type your name, the name of your company, and the QuickTest Professional maintenance number you received in your QuickTest Professional package or by e-mail from Mercury Customer Support.

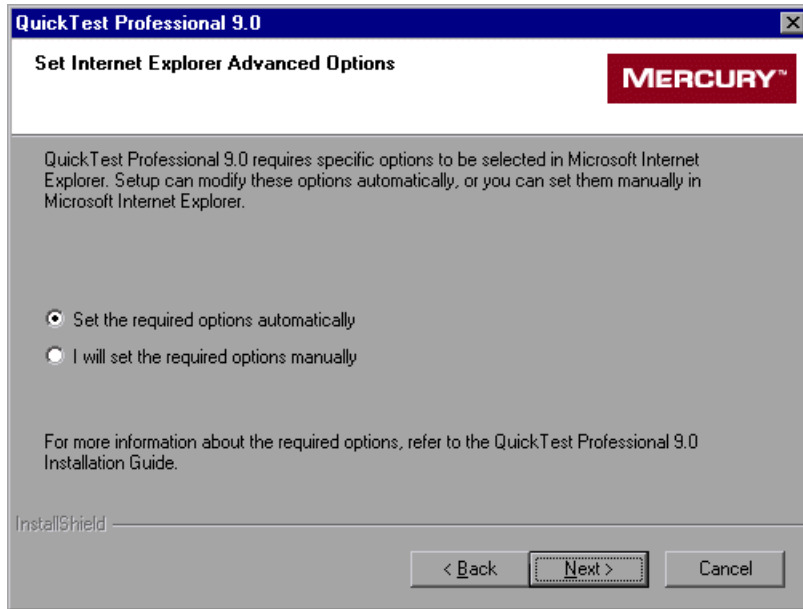


The screenshot shows a dialog box titled "QuickTest Professional 9.0" with a close button in the top right corner. The main heading is "Registration Information" and the Mercury logo is in the top right. Below the heading, there is a text prompt: "Please type your name, the name of your company and your maintenance number. The maintenance number was provided with your QuickTest Professional package." There are three input fields: "User Name:" with "Mercury" entered, "Company Name:" with "Mercury Interactive" entered, and "Maintenance Number:" which is empty. At the bottom left, it says "InstallShield" and at the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

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

- 7 Click **Yes** to confirm the registration information. If you are upgrading your QuickTest Professional version, proceed to step 10. Otherwise, proceed to step 8.
- 8 QuickTest Professional uses the Microsoft Script Debugger application during test runs. For this reason, the **Disable script debugging** and **Enable third-party browser extensions** options must be selected in Microsoft Internet Explorer.

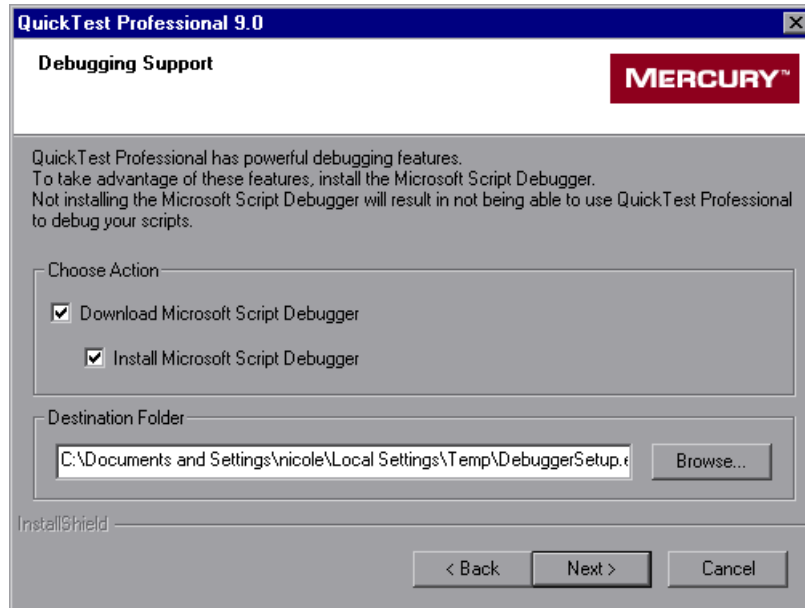
In the Set Internet Explorer Advanced Options screen, select whether you want the setup program to automatically set these options, or whether you want to set these options manually.



If you choose not to set these options during setup, you should set them manually in your Microsoft Internet Explorer browser before running QuickTest Professional. Click **Next** to proceed.



- 9 If the Microsoft Script Debugger is not installed on your computer, the Debugging Support screen opens. You can specify whether or not to download and (optionally) install the Microsoft Script Debugger to utilize QuickTest Professional’s debugging features. If you do not install the Microsoft Script Debugger, you will not be able to use QuickTest Professional to debug your scripts.



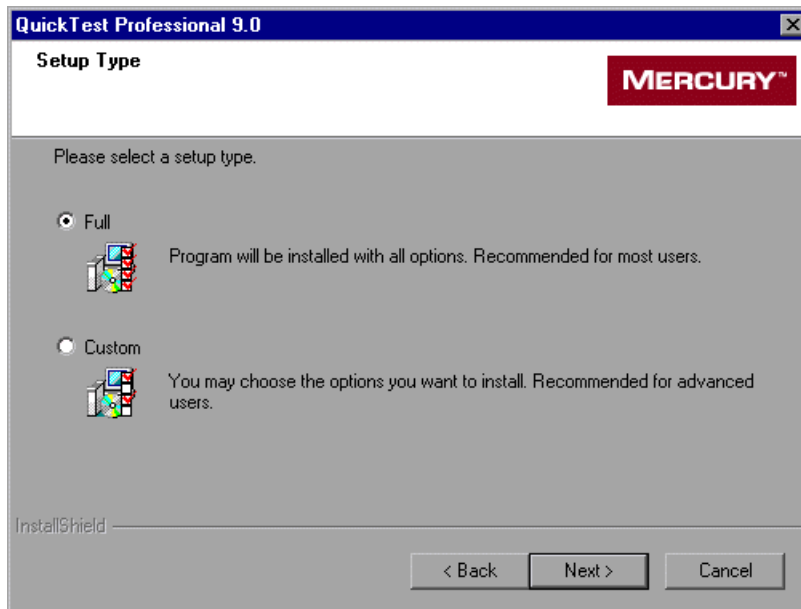
Select the appropriate check boxes, according to your preferences:

- ▶ **Download Microsoft Script Debugger**—Downloads the Microsoft Script Debugger to the specified destination folder.
- ▶ **Install Microsoft Script Debugger**—Installs the Microsoft Script Debugger to the specified destination folder.

To select a different location to which to download and/or save the file, click **Browse**, choose a folder, and click **OK**.

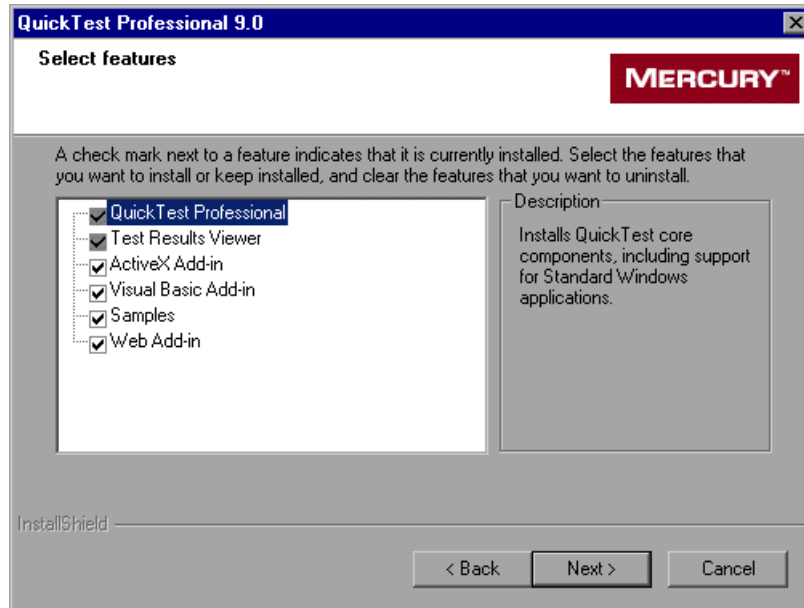
Click **Next** to proceed.

- 10 In the Setup Type screen, select **Full** or **Custom** installation. The Custom installation enables you to select which QuickTest Professional features to install, and is recommended only for advanced users.



Click **Next** to proceed. If you chose the **Custom** installation, proceed to step 11. If you chose the **Full** installation, and are upgrading your QuickTest Professional version, proceed to step 13. If you chose the **Full** installation, and are installing a full QuickTest Professional version, proceed to step 12.

- 11** In the Select Features screen, select the features you want to install.



If you want to view test results without installing QuickTest Professional, you can install the **Test Results Viewer** only. This is a standalone application that enables you to view the results of any QuickTest Professional test.

---

#### Notes:

If you are installing QuickTest Professional, you must also select the **Test Results Viewer** component.

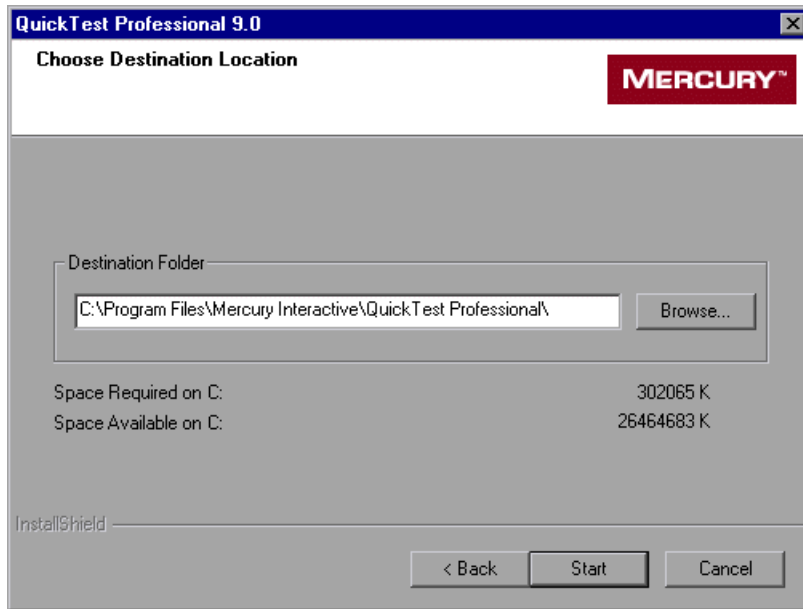
To install only the Test Results Viewer, you must first clear all Add-in and Samples options, then clear the QuickTest Professional option.

You must select the **QuickTest Professional** component if this is your first installation of QuickTest Professional 9.0.

---

Click **Next** to proceed. If you are upgrading your QuickTest Professional version, proceed to step 13. Otherwise, proceed to step 12.

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

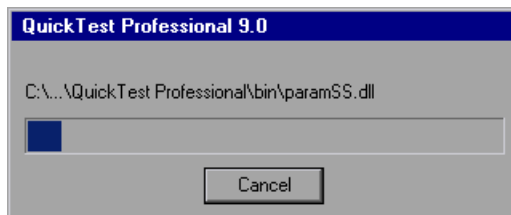


To select a different location, click **Browse**, choose a folder, and then click **OK**. You must specify a folder on a mapped drive (not a UNC path). If the destination folder does not exist, the setup program asks if you want it to be created.

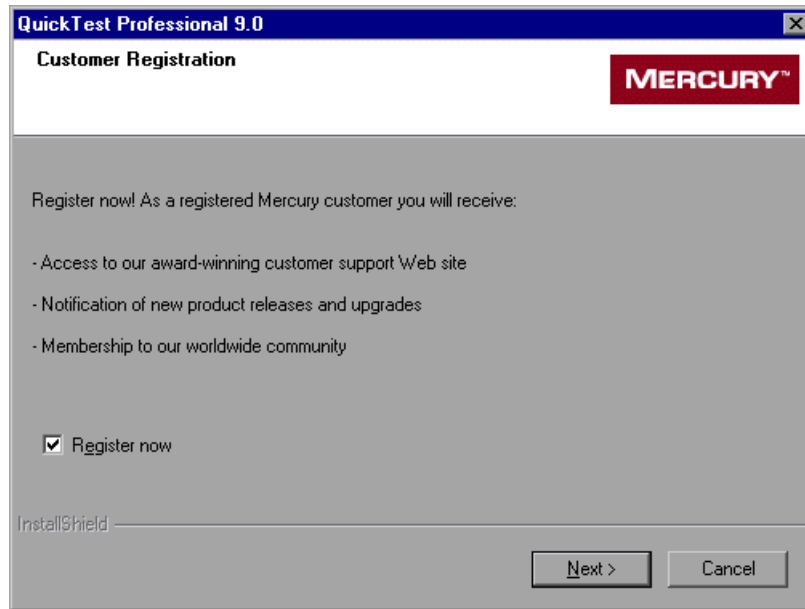
Ensure that you install QuickTest Professional on a drive with a sufficient amount of free disk space. For more information, see “System Requirements” on page 1.

Click **Start** to proceed.

The installation process begins.



When the installation process is complete, the Customer Registration screen opens so that you can register your copy of QuickTest Professional online.



Register your copy of QuickTest Professional to become a licensed user with all applicable rights and privileges.

If you register, you receive:

- ▶ access to the Mercury award-winning Customer Support Web site
- ▶ notification of new product releases and upgrades
- ▶ membership to the Mercury worldwide community of testers

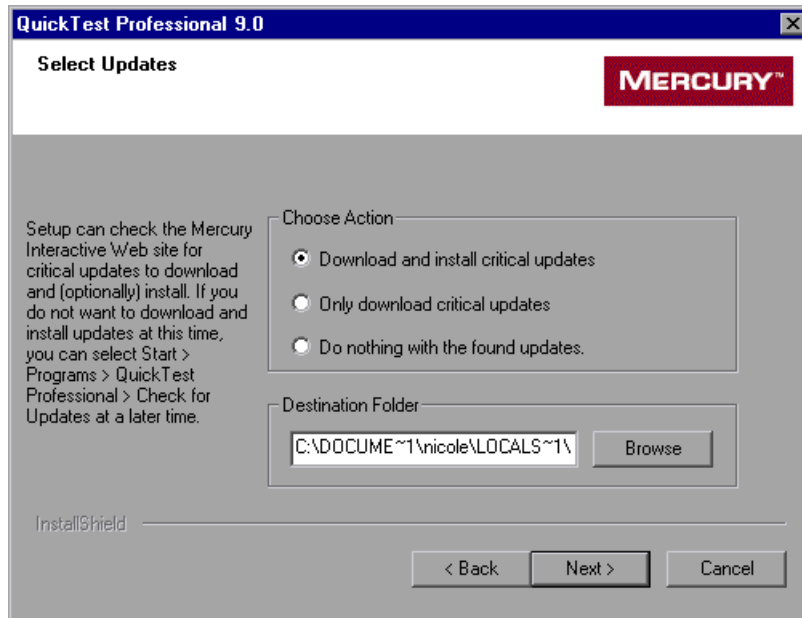
If your address changes, notify Mercury or your local representative so that you can continue to receive product information and updates.

To register now, confirm that the **Register now** check box is selected. Click **Next**. Your browser opens to the Mercury Customer Support site (<http://support.mercury.com>). Follow the directions on the Customer Support site. When you are finished, proceed to step 15.

To register at a later time, or if you are already a registered user, clear the **Register now** check box and click **Next** to finish your QuickTest Professional installation.

- 13** The installation process checks whether there are any critical updates to be installed for the version of QuickTest Professional you are installing. If no critical updates are found, the installation continues with step 15.

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



Choose one of the following options:

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

---

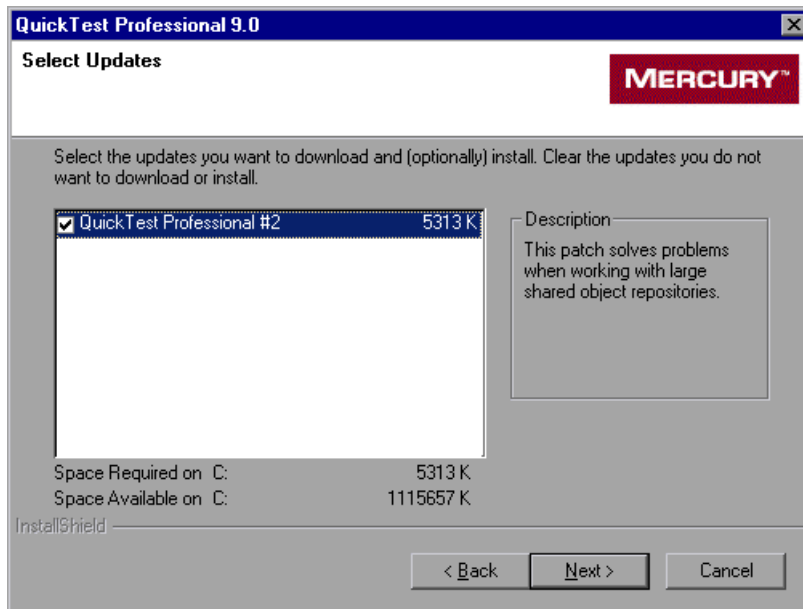
**Note:** If you choose not to download and install critical updates at this time, you can check for updates at a later time by choosing **Start > Programs > QuickTest Professional > Check for Updates**.

---

To select a different location to which to download and/or save the file, click **Browse**, choose a folder, and click **OK**.

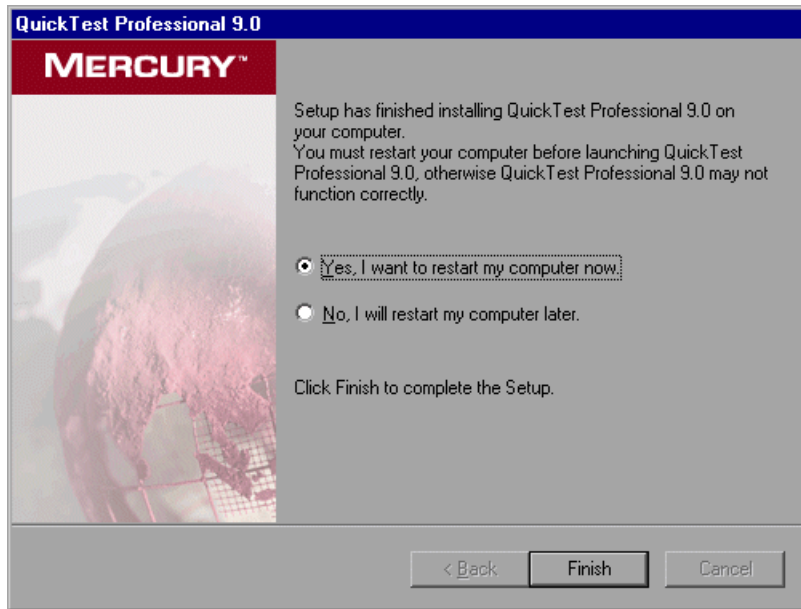
Click **Next** to proceed. If you chose to download and/or install critical updates, the following screen opens. Otherwise, continue with step 15.

- 14** A list of all available critical updates opens. Select the updates that you want to download and (optionally) install. Clear the updates that you do not want to download or install.



Click **Next** to proceed. QuickTest downloads the specified critical updates, according to the option you selected in step 13. If you chose to download and install the updates, they are installed at the end of the installation process, after you restart your computer.

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



---

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

---

Click **Finish** to complete the setup process.

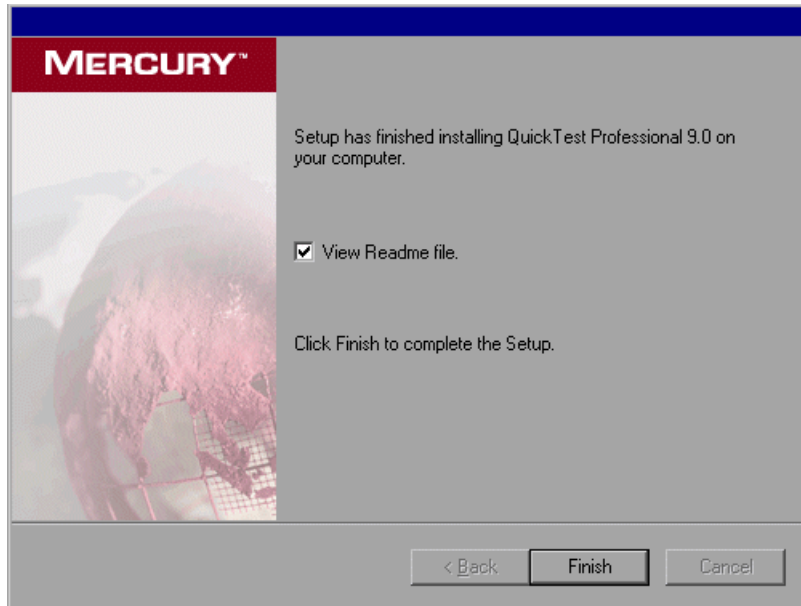
---

**Note:** If you chose to download and install critical updates, they are installed after you restart your computer. Installing the critical updates may take time.

---

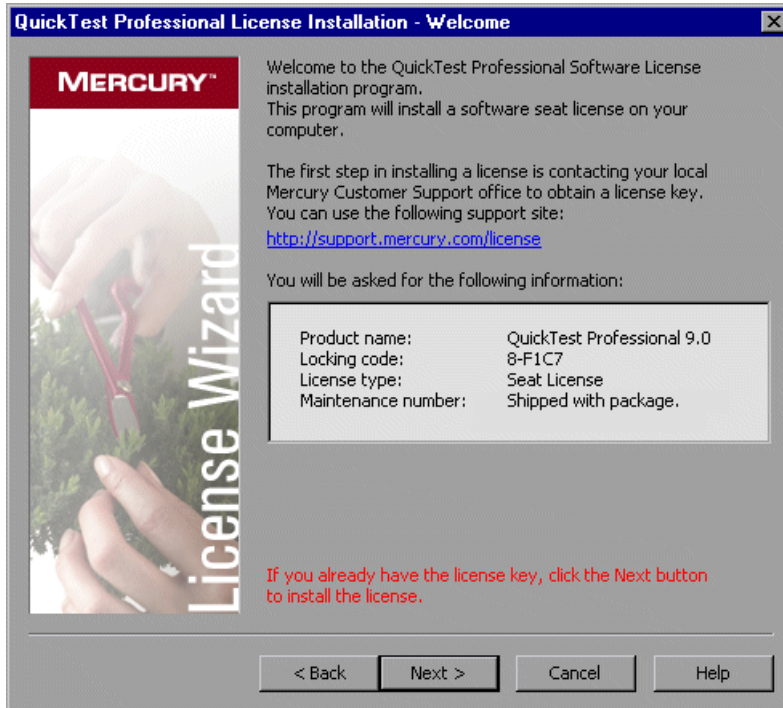


- 16** After you restart the computer, the setup process finishes and asks whether you want to view the QuickTest Professional Readme file. Select the check box if you want to view the Readme file, and click **Finish**.



If you select the **View Readme file** check box, the QuickTest Professional Readme file opens after you click **Finish**. The Readme file contains the latest technical and troubleshooting information. To open the Readme file at another time, choose **Start > Programs > QuickTest Professional > Readme**.

- 17** When you click **Finish**, if you chose to install a Demo or Concurrent license, you can open and start using QuickTest Professional. If you chose to install QuickTest with a seat license, the QuickTest Professional License Installation - Welcome screen opens.



If you have a seat license key code, proceed to step 3 on page 53 to install the seat license.

Otherwise, click **Cancel**. (You will be prompted to install the seat license when you open QuickTest.)

## Modifying DCOM Permissions to Enable Remote QuickTest Execution

This section describes how to manually change DCOM permissions and open firewall ports to enable remote execution of QuickTest. These changes are only required if you are running QuickTest on Windows XP Service Pack 2 or Windows 2003 Server Service Pack 1 or later.

If you chose to automatically make these changes during the QuickTest installation, you do not need to make these manual changes. If you do not intend to execute QuickTest tests remotely from Quality Center, you do not need to make these manual changes.

---

**Note:** The security changes described in this section should be performed by your System Administrator. Please contact Microsoft Support if you have questions regarding changes in DCOM securities on Windows XP Service Pack 2 or Windows 2003 Server Service Pack 1 or later.

---

---

**Tip:** The Mercury Support Knowledge Base provides utilities to assist you in making these changes. For more information, access the knowledge base (<http://support.mercury.com/cgi-bin/portal/CSO/kbBrowse.jsp>) and search for article number 43245 in the QuickTest Professional knowledge base.

---

In addition to following the procedures below, before remotely running a test you must also make sure that the **Allow other Mercury products to run tests and components** option is selected in the Run tab of the QuickTest Options dialog box. For more information, refer to the *QuickTest Professional Basic Features User's Guide*.

**To enable Windows to authenticate the remote user:**

- 1** Add both machines to the same domain.
- 2** For domain users logged into both machines, add these domain users to the Local Administrators group on the QuickTest computer. This enables Windows to authenticate the remote user executing the tests against the DCOM objects.

**To configure the Windows Firewall to enable port 135 for DCOM:**

---

**Note:** If you disabled the firewall installed with Windows XP Service Pack 2 or Windows 2003 Server, you do not need to open port 135 for DCOM, as described in this procedure.

---

- 1** On the QuickTest computer, choose **Start > Control Panel > Windows Firewall**. The Windows Firewall dialog box opens.
- 2** Select the **Exceptions** tab.
- 3** Click **Add Program**. The Add a Program dialog box opens.
- 4** Select or browse to the Remote Agent (<**QuickTest Professional installation**>\bin\AQTRmtAgent.exe) and click **OK**.

---

**Note:** If you do not configure the Remote Agent as an exception as described above, a Windows Security Alert message will appear while running a test remotely. Click **Unblock** to solve this problem. The next time you remotely execute an automated test, the warning will not appear.

---

- 5** Click **OK** to close the Windows Firewall dialog box.

---

**Note:** For more information, a list of port assignments for commonly-used services can be found at:  
[http://www.microsoft.com/resources/documentation/Windows/2000/server/reskit/en-us/Default.asp?url=/resources/documentation/windows/2000/server/reskit/en-us/cnet/cnfc\\_por\\_SIMW.asp](http://www.microsoft.com/resources/documentation/Windows/2000/server/reskit/en-us/Default.asp?url=/resources/documentation/windows/2000/server/reskit/en-us/cnet/cnfc_por_SIMW.asp).

---

**To modify DCOM security properties:**

- 1** Choose **Start > Run**, type **dcomcnfg**, and press ENTER. The Component Services window opens.
- 2** Navigate to **Console Root > Component Services > Computers > My Computer**.

---

**Note:** If a Windows Security Alert message opens, click **Ask me later** or **Unblock**.

---

- 3** Right-click **My Computer** and select **Properties**.
- 4** Select the **Default Properties** tab.
- 5** Make sure the **Default Impersonation Level** is **Identify** and click **Apply**.
- 6** Select the **COM Security** tab.
- 7** In the Access Permissions area, click **Edit Limits**. The Access Permission dialog box opens.
- 8** Click **Add**. The Select Users or Groups dialog box opens.
- 9** Click **Advanced**.
- 10** Click **Locations**. In the displayed dialog box, select your computer name and click **OK**.
- 11** Click **Find Now**.

**12** Select the following users and groups from the local machine and click **OK**:

- Administrator
- Administrators
- Authenticated Users
- Anonymous Logon
- Everyone
- Interactive
- Network
- System

**13** Add the following users from the domain and click **OK**:

- <domain user logged into the QuickTest computer>
- <domain user logged into the Quality Center computer that is performing the remote execution>

**14** In the Access Permission dialog box, assign **Local Access** and **Remote Access** permissions to the groups and users in the list and click **OK**.

**15** In the Launch and Activation Permissions area, click **Edit Limits**. The Launch Permission dialog box opens.

**16** Repeat steps 8 to 13.

**17** In the Access Permission dialog box, assign **Local Launch**, **Remote Launch**, **Local Activation**, and **Remote Activation** permissions to the groups and users in the list and click **OK**.

**To configure security settings for the QuickTest Remote Agent DCOM applications:**

**1** In the Component Services window, navigate to **Console Root > Component Services > Computers > My Computer > DCOM Config**.

**2** Right-click the **AQTRmtAgent** item and select **Properties**. The AQTRmtAgent Properties dialog box opens.

**3** In the Identity tab, select **The interactive user**. This enables the DCOM application to authenticate the process against the logged-in Windows user and run the process in that security context.

- 4** Select the **Security** tab.
- 5** In the Launch and Activation Permissions area, select **Customize** and click **Edit**. The Launch Permission dialog box opens.
- 6** Click **Add**. The Select Users or Groups dialog box opens.
- 7** Click **Advanced**.
- 8** Click **Locations**. In the displayed dialog box, select your computer name and click **OK**.
- 9** Click **Find Now**.
- 10** Select the following users and groups from the local machine and click **OK**:
  - Administrator
  - Administrators
  - Authenticated Users
  - Anonymous Logon
  - Everyone
  - Interactive
  - Network
  - System
- 11** Add the following users from the domain and click **OK**:
  - <domain user logged into the QuickTest computer>
  - <domain user logged into the Quality Center computer that is performing the remote execution>
- 12** In the Launch Permission dialog box, for all the groups and users in the list, select **Allow** for all permissions and click **OK**.
- 13** In the Access Permissions area, select **Customize** and click **Edit**. The Access Permission dialog box opens.
- 14** Repeat steps 6 to 12.
- 15** Click **Apply** to save the changes and click **OK** to close the dialog box.

- 16 Close the Component Services window.
- 17 You can now remotely execute a QuickTest test from Quality Center.

---

**Note:** Before remotely running a test, you must also make sure that the **Allow other Mercury products to run tests and components** option is selected in the Run tab of the QuickTest Options dialog box. For more information, refer to the *QuickTest Professional Basic Features User's Guide*.

---

## Browsing the QuickTest Professional Program Folder

After the QuickTest Professional setup process is complete, the following items are added to your QuickTest Professional program folder (**Start > Programs > QuickTest Professional**).

---

**Note:** If you performed an upgrade installation, or uninstalled a previous version of QuickTest Professional before installing this version, you may have additional (outdated) items in your QuickTest Professional program folder. In addition, if you have QuickTest Professional external add-ins installed, you may have items in your program folder that relate specifically to these add-ins.

---

- **Documentation**—Provides the following links to commonly used documentation files:
  - **QuickTest Automation Reference**—Opens the QuickTest Automation Object Model Reference. The automation object model assists you in automating test management, by providing objects, methods and properties that enable you to control virtually every QuickTest feature and capability. The QuickTest Automation Object Model Reference provides syntax, descriptive information, and examples for objects, methods, and properties. It also contains a detailed overview to help you get started writing QuickTest automation scripts.



- ▶ **QuickTest Professional Help**—Opens a comprehensive help file containing the QuickTest Professional User’s Guide, the corresponding guide for each installed add-in (if any), the QuickTest Professional Object Model Reference (including the relevant sections for any installed add-ins), and the Microsoft VBScript Reference.
- ▶ **Printer-Friendly Documentation**—Opens a page that provides links to printer-friendly versions of all QuickTest documentation, in Adobe Acrobat Reader (PDF) format.
- ▶ **Tutorial**—Opens the QuickTest Professional tutorial, which teaches you basic QuickTest skills and shows you how to start testing your applications.
- ▶ **QuickTest Professional Code Samples Plus**—Opens the QuickTest Professional Code Samples Plus Help, which contains documentation for the Register New Browser Control Utility and the License Validation Utility, plus provides answers to frequently asked questions, tips and tricks, sample function libraries, and code and SDK samples.
- ▶ **Tools**—Contains the following utilities and tools that assist you with the testing process:
  - ▶ **Remote Agent**—Activates the QuickTest Remote Agent, which determines how QuickTest behaves when a test is run by a remote application such as Quality Center. Refer to the *QuickTest Professional Advanced Features User’s Guide* for more information.
  - ▶ **Password Encoder**—Opens the Password Encoder dialog box, which enables you to encode passwords. You can use the resulting strings as method arguments or Data Table parameter values. Refer to the *QuickTest Professional Basic Features User’s Guide* for more information.
  - ▶ **Test Batch Runner**—Opens the Test Batch Runner dialog box, which enables you to set up QuickTest to run several tests in succession. Refer to the *QuickTest Professional Basic Features User’s Guide* for more information.
  - ▶ **Test Results Deletion Tool**—Opens the Test Results Deletion Tool dialog box, which enables you to delete unwanted or obsolete test results from your system according to specific criteria that you define. Refer to the *QuickTest Professional Basic Features User’s Guide* for more information.

- ▶ **Action Conversion Tool**—Enables you to convert test actions that were created using QuickTest Professional to scripted components for use in Business Process Testing. For more information, click the **Help** button in the Action Conversion Tool window.
- ▶ **Silent Test Runner**—Opens the Silent Test Runner dialog box, which enables you to run a QuickTest test the way it is run from LoadRunner and Business Availability Center. For more information, refer to the *QuickTest Professional Advanced Features User's Guide*.
- ▶ **License Validation Utility**—Opens the License Validation utility, which enables you to retrieve and validate license information. For more information, refer to the *QuickTest Professional Code Samples Plus Help*.
- ▶ **Register New Browser Control Utility**—Opens the Register New Browser Control utility, which enables you to register your browser control application so that QuickTest Professional recognizes your Web object when recording or running tests. For more information, refer to the *QuickTest Professional Code Samples Plus Help*.
- ▶ **Sample Applications**—Contains the following links to sample applications that you can use to practice testing with QuickTest:
  - ▶ **Flight**—Opens a sample flight reservation Windows application. To access the application, enter any username and the password **mercury**.
  - ▶ **Mercury Tours Web site**—Opens a sample flight reservation Web application. This Web application is used as a basis for the QuickTest Professional tutorial. Refer to the *QuickTest Professional Tutorial* for more information.
- ▶ **QuickTest Professional**—Opens the QuickTest Professional application.
- ▶ **Test Results Viewer**—Opens the Test Results window, which enables you to select a test and view information about the steps performed during the test run. Refer to the *QuickTest Professional Basic Features User's Guide* for more information.
- ▶ **Readme**—Opens the QuickTest Professional Readme, which provides the latest updates and information about QuickTest Professional.

- ▶ **Check for Updates**—Searches for the Mercury Web site for updates to your installed version of QuickTest. Ensure that QuickTest is closed and then choose this option to check for QuickTest software updates. If there are components on the Web site that are newer than your installed version, QuickTest downloads and installs them.
- ▶ **Uninstall QuickTest Professional**—Uninstalls QuickTest Professional and all of its components, including core and external add-ins. For more information, see “Maintaining and Uninstalling QuickTest Professional” on page 79.

## Setting Up a Silent Installation

You can run the QuickTest setup application silently on your computer. This means that the entire setup process runs in the background without requiring you to navigate through the setup screens.

Before you run a silent installation, you (or the system administrator) must record the installation preferences of an initial QuickTest seat installation on a computer with an identical computer configuration. Your silent installation will install an exact copy of the recorded configuration.

---

### Notes:

To install QuickTest silently, you must already have the Microsoft .NET Framework version 1.1 or later installed before you record and run the silent installation process.

Silent installation is not supported for Windows XP 64-Bit Edition.

---

### Setting Up a Silent Installation for an Add-in

You can use the silent installation mechanism to install QuickTest Professional external add-ins and the Quality Center Add-in.

You perform a silent installation of QuickTest Professional add-ins in much the same way you perform a silent QuickTest Professional core installation, with the following differences:

- ▶ You must record the installation preferences for the add-in installation on a computer with an identical computer configuration and an identical QuickTest Professional configuration.
- ▶ You must make sure that you save the **Setup.iss** file for the add-in installation in a different location than where you saved the **Setup.iss** file for the core installation (if one exists).

### Recording an Initial Seat Installation

You record your initial installation on a computer with a configuration that is identical to the computer(s) that will later run the silent installation, including:

- ▶ identical operating systems
- ▶ same drive letter for installation files
- ▶ neither computer should have QuickTest installed prior to running the silent installation

---

**Note:** If either computer already has QuickTest installed, you should uninstall QuickTest before beginning the silent installation process to ensure that both computers have identical configurations.

---

The selections that you make while recording the installation process are recorded and saved by default in the **Setup.iss** file located in the Windows installation folder of the recording computer.

**To record a seat installation:**

- 1** Insert the QuickTest Professional installation CD-ROM into the CD-ROM drive.
- 2** Choose **Start > Run** from the computer on which you want to record the installation (the recording computer), and type **<QuickTest installation CD-ROM>\QuickTest\setup.exe -r**.

---

**Note:** The **Setup.iss** file is automatically saved in the same directory as the **setup.exe** file. If you want to specify different location for the **Setup.iss** file, specify its full path using the **-f1** option. For example: **<QuickTest installation CD-ROM>\QuickTest\setup.exe -r -f1"C:\MyDir\Setup.iss"**.

If you are recording a seat installation for an add-in, you must make sure you save the **Setup.iss** file in a different location than the **Setup.iss** file you created for the core installation (if one exists).

---

- 3** Click **OK**. The QuickTest installation begins. For information on how to install QuickTest, see “Installing QuickTest Professional” on page 9. While recording your installation, consider the following:
  - In the license type screen, select **Seat**.
  - For any screens requiring a destination folder, be sure to choose a drive that all silent installation users have on their computer. If the destination folder you choose already exists on your computer, ensure that it exists for all silent installation users. If the folder you choose is a new folder, ensure that it is a new folder for all users.
  - In the Customer Registration screen, clear the **Register now** check box. Register at the Mercury Customer Support Web site at another time. If you select the **Register now** check box, the silent installation user will be required to respond to certain dialog boxes and Web pages, so the installation will not be entirely silent.

- ▶ If the installation process finds critical updates to install, select **Do nothing with the found updates**. You cannot download and/or install critical updates during a silent installation. You can install critical updates on the silent installation computers at a later date, by choosing **Start > Programs > QuickTest Professional > Check for Updates**.
  - ▶ In the Setup Complete screen, it is recommended to select **Yes, I want to restart my computer now** to properly complete the installation process. Note that the silent installation computer automatically restarts at the end of the silent installation process, regardless of the option you select in this screen.
- 4** After restarting your computer, copy the **Setup.iss** file from the Windows installation folder of the recording computer to a network folder or to the local computer on which you want to perform the silent installation.

### Running a Silent Installation

You can run a silent installation of QuickTest based on a recorded installation. This enables you to install QuickTest on your computer with the identical installation options and components as the recorded installation, without having to navigate through the installation screens.

Before you begin, you must know the path of the **Setup.iss** file that was created by the recording computer.

#### To run a silent installation:

- 1** It is recommended to save any open files and close all open applications before running the silent installation.

---

**Important Note:** Your computer automatically restarts at the end of the silent installation.

---

- 2 Choose **Start > Run** on the computer on which you want to install QuickTest silently, and type:  
<QuickTest installation file path>\QuickTest\setup.exe -s -f1"<setup.iss path>".
- 

**Note:** If the **Setup.iss** file is located in the same directory as the **setup.exe** file, you do not need to specify its path. If you want to specify a name and/or location for the log file that is automatically created by the silent installation, specify its full path using the **-f2** option. For example:  
<QuickTest installation file path>\QuickTest\setup.exe -s -f1"C:\Mydir\Setup.iss" -f2"C:\Mydir\Setup.log".

If you do not specify a name or path for the log file, it is called **Setup.log** and is created in the same directory as the **Setup.iss** file.

---

- 3 Click **OK**. The installation begins to run in the background. The installation takes several minutes.

Your computer automatically restarts when the silent installation is complete.

### Using the Silent Installation Log File

Information regarding the status of the silent installation can be found in the log file created by the silent installation. You can use the information in the log file to help identify the cause of a problem in the silent installation.

By default, the log file is called **Setup.log**, and is located in the same folder as the **Setup.iss** file. If you used the **-f2** option while running the silent installation, the log file may have a different name and/or location.

The **Setup.log** file contains three sections. The first section, [**InstallShield Silent**], identifies the version of InstallShield Silent used in the silent installation. It also identifies the file as a log file.

The second section, [**Application**], identifies the installed application's name and version, and your company name.

The third section, [**ResponseResult**], contains the result code indicating whether the silent installation succeeded. The result codes indicate the status of the silent installation, as shown below:

Installation Result Code	Description
0	Silent installation performed successfully.
1	General error.
2	Invalid mode.
3	Required data not found in the <b>Setup.iss</b> file.
4	Insufficient memory available.
5	File does not exist.
6	Cannot write to the <b>Setup.iss</b> file.
7	Unable to write to the log file.
8	Invalid path to the <b>Setup.iss</b> file.
9	Not a valid list type (string or number).
10	Invalid data type.
11	Unknown error during setup.
12	Screens are not in expected order.
51	Cannot create the specified folder.
52	Cannot access the specified file or folder.
53	Invalid option selected.



## Troubleshooting Silent Installation Problems

If your computer does not restart at the end of the silent installation, then the installation was not successful.

The silent installation option requires that the computer on which the installation is recorded and all computers running the silent installation have identical configurations. If one or more of the configuration elements differ, the silent installation stops running without completing the installation process.

If a silent installation fails, check the log file, as described in the previous section. Also check the following:

► **Did the recording computer or the silent installation computer have QuickTest installed prior to the installation?**

If the recording computer and the silent installation computer have different configurations of QuickTest, the silent installation fails.

If either computer already has QuickTest installed, you should uninstall QuickTest before beginning the silent installation process to ensure that both computers have identical configurations.

► **Does the silent installation computer have the same drive letter(s) as those that the recording computer used for destination folders?**

During the silent installation, the setup program attempts to install QuickTest files in the paths selected by the recording computer. If the silent installation computer does not have the same drives available, the silent installation fails.

► **Do the selected destination folders exist on one computer and not on the other?**

When you select a new destination folder, the setup program asks you if you want to create the new folder. When you select an existing folder, the setup program does not create a new folder. If the new folder message is necessary for one computer and not for the other, the silent installation fails.

► **Are both computers running on the same operating system?**

If only one of the computers requires a special step due to the operating system being used, the silent installation fails.

- **Was Register now (selected by default) selected in the Customer Registration screen while recording the installation?**

The installation requires input from the user, and is therefore not silent, since it requires registering on the Mercury Customer Support Web site.

When you (or the system administrator) record the installation, it is recommended to clear the **Register now** check box in the Customer Registration screen.

If you have checked the information in the log file and all of the issues described in this troubleshooting section and you are still unable to perform the silent installation successfully, contact Mercury Customer Support.

# 3

---

## Working with QuickTest Professional Licenses

You can install QuickTest Professional using a *seat* license (formerly known as a local or standalone license) or a *concurrent* license (formerly known as a floating license).

This chapter describes:

- Understanding License Types
- Requesting a Seat License Key
- Installing a Seat License Key
- Working with a Concurrent License
- Modifying License Information
- Setting the LSHOST or LSFORCEHOST Variable
- Working with Commuter Licenses

## Understanding License Types

To use QuickTest Professional, you must have a valid license. There are two types of licenses: seat and concurrent. The table below summarizes the differences between the two license types.

Topic	Seat License	Concurrent License
<b>General description</b>	The license is specific to the computer on which it is installed.	Each license entitles the organization to one additional concurrent user.
<b>Number of installations per license key</b>	Each installation of QuickTest Professional requires a distinct license key.	There is no limit to the number of QuickTest Professional installations on the network, but a special concurrent license server regulates the number of computers that can run a copy of QuickTest Professional at any time.
<b>Maintenance number</b>	The license key is based partially on the maintenance number. The maintenance number identifies the customer.	The license key is based partially on the maintenance number. The maintenance number identifies the customer and indicates how many concurrent users the license supports.

Topic	Seat License	Concurrent License
<p><b>Other issues</b></p>	<p>The license key is based partially on the locking code, which is a code that identifies the computer on which QuickTest Professional is installed. The supplied license key works only for the computer on which the locking code was generated.</p> <p><b>Note:</b> 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 key for it.</p>	<p>Not supported for Unix networks.</p> <p>It is recommended that the concurrent license server have a fixed IP address.</p> <p>QuickTest Professional client computers must have TCP/IP installed.</p> <p>To use concurrent licenses across networks, UDP port 5093 must be open on the server.</p>
<p><b>Entering license key</b></p>	<p>At the end of the installation procedure, QuickTest asks you to enter the license key. If you do not have a license key at that point, QuickTest asks you to enter the key the first time you open QuickTest.</p>	<p>Each time QuickTest opens, it automatically searches the same subnet for the concurrent license server. You do not need to enter a license key for your QuickTest client installation.</p>

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

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

---

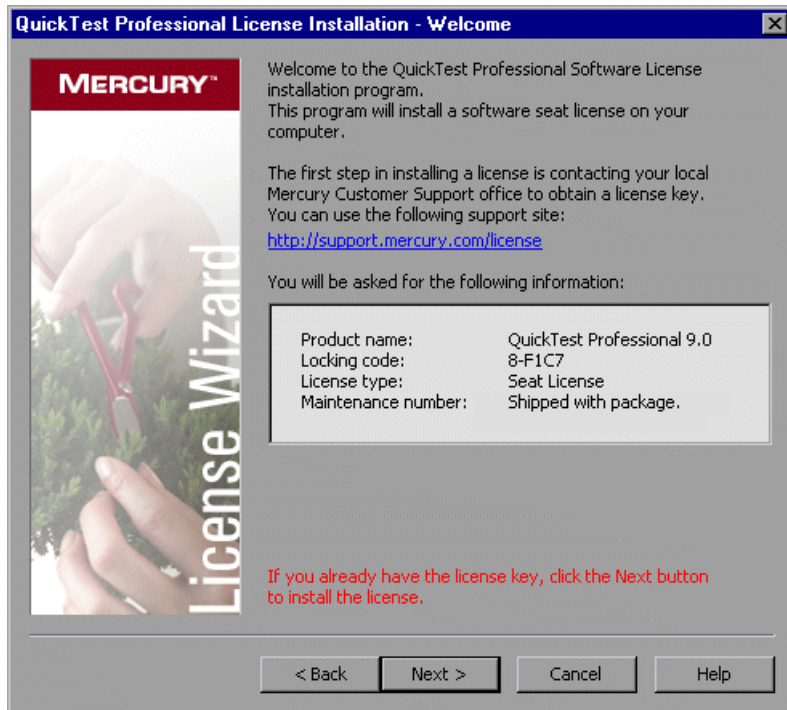
## Requesting a Seat License Key

When you install QuickTest Professional with a seat license for the first time, it includes a 14-day demo license. To use QuickTest Professional beyond the 14-day period, you must request and activate a license key for your copy of QuickTest Professional.

**To request a seat license key:**

- 1 Perform one of the following:
  - From the license warning message displayed when you start QuickTest Professional, click **Install License**.
  - From within QuickTest Professional, choose **Help > About QuickTest Professional**. The About QuickTest Professional dialog box opens. Click **License**. The License Summary dialog box opens. Click **Modify License**.

The License Type screen opens. Choose **Seat license** and click **Next**. Click **Yes** to install a new license key. The Welcome screen opens.



- 2 To request a license key, click the link in the center of the Welcome screen or browse to the Mercury Customer Support license request page (<http://support.mercury.com/license>). Fill in the online form. You will need to copy and paste the locking code, license type, and maintenance number from the Welcome screen. After you submit the form, you will receive your license key via e-mail.
- 3 Click **Cancel** and wait for your license key to arrive via e-mail. When it arrives, follow the instructions as described in “Installing a Seat License Key” on page 50.

## Installing a Seat License Key

After you receive your seat license key from Mercury Customer Support, you must install it.

---

**Note:** You must have Administrator privileges to install a license key. You cannot install a license key remotely (for example, using Symantec pcAnywhere, Citrix, or Terminal Server).

---

### To install a seat license key:

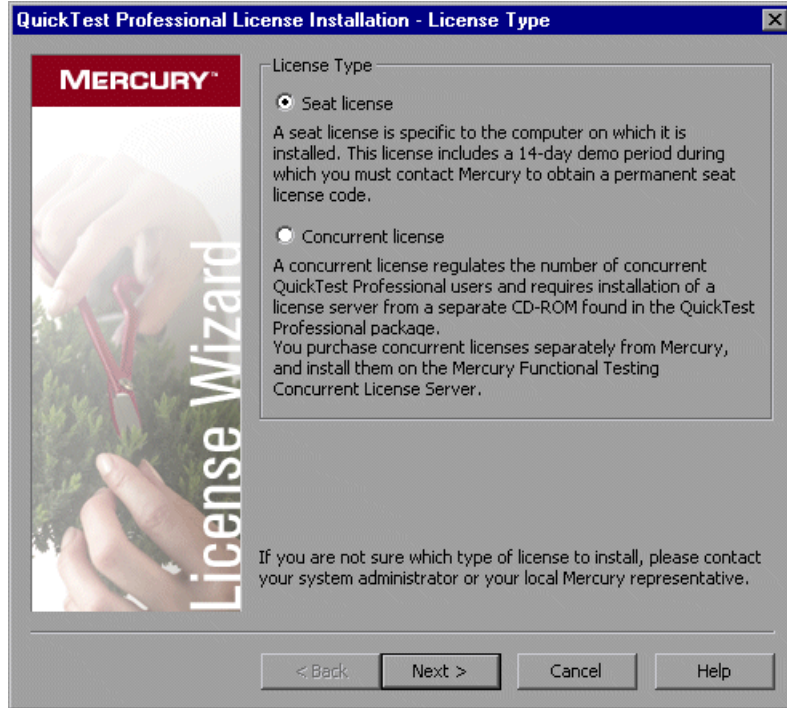
- 1 Perform one of the following:
    - ▶ From the warning message displayed when you start QuickTest Professional, click **Install License**.
    - ▶ From within QuickTest Professional, choose **Help > About QuickTest Professional**. In the About QuickTest Professional dialog box, click **License**. Then in the License Summary dialog box, click **Modify License**.
- 

**Note:** You can also activate the seat license as part of the QuickTest installation. After you click **Finish** in the final installation screen, the QuickTest Professional License Installation - Welcome screen opens, as described below.

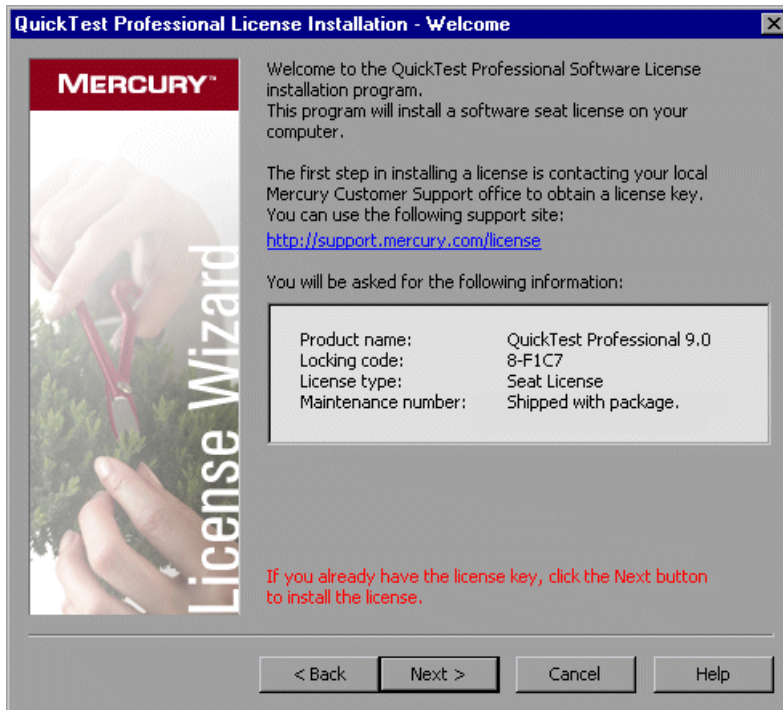
---



The License Type screen opens.



- 2 Choose **Seat license** and click **Next**. In the confirmation box, click **Yes** to install a new license key. The Welcome screen opens.



---

**Tip:** Check that the locking code in the above screen matches the locking code you sent to Mercury when you requested a license key.

---

- 3 Click **Next** to begin installing the license. The License Key screen opens.



---

**Notes:**

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

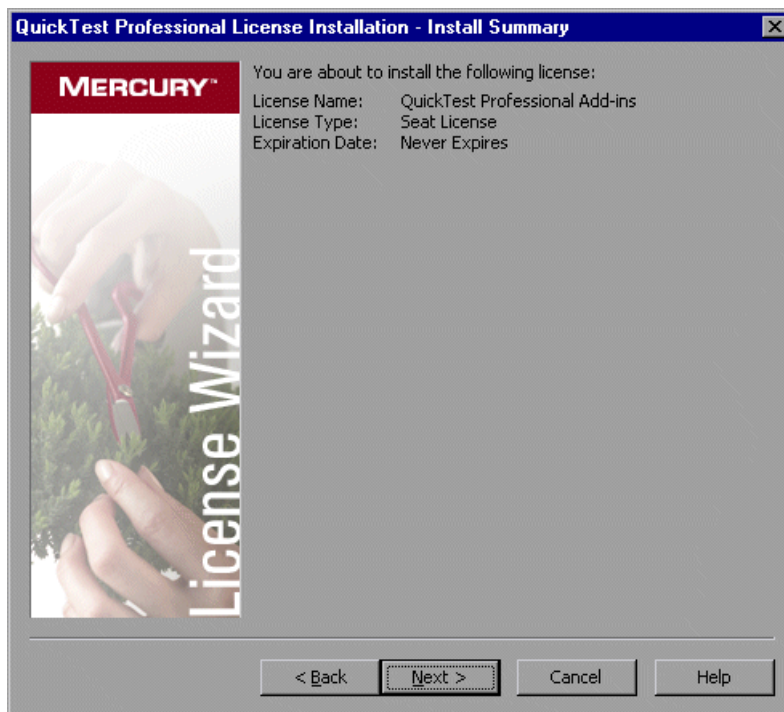
---

- 4 Enter the license key you received from Mercury, including the # character at the end of the license key.



**Tip:** If you copy the license key to your clipboard, you can paste it in the license key box by clicking the **Paste From Clipboard** button.

- 5 Click **Next**. The Install Summary screen opens.



- 6 Verify that the information is correct and click **Next**. The Finish screen opens.



If you entered a valid license key, the Finish screen confirms that your license key was successfully installed.

If the license could not be installed successfully, a message is displayed describing why. For example, if a seat license was previously installed on your computer, and you try to install a seat license again using the same license key, the license installation will not succeed. If the license could not be installed, a **Send to Support** button is displayed. You can click **Send to Support** to create an e-mail with licensing information and send it to your nearest customer support location. Make sure that you fill in the required information in the e-mail so that customer support can assist you.

---

**Tip:** You can install another license, for example, for an external add-in, by selecting the **Install another license** check box, clicking **Next** and continuing with step 2 on page 50.

---

- 7 If you do not want to install another QuickTest license, click **Finish** to complete the license activation process and close the wizard.

## Working with a Concurrent License

If there is an accessible concurrent license server on your network with an available license, you can connect to it. This enables you to use a concurrent license instead of a seat license. For more information on working with concurrent license servers, and the supported versions, refer to the *Mercury Functional Testing Concurrent License Server Installation Guide*.

---

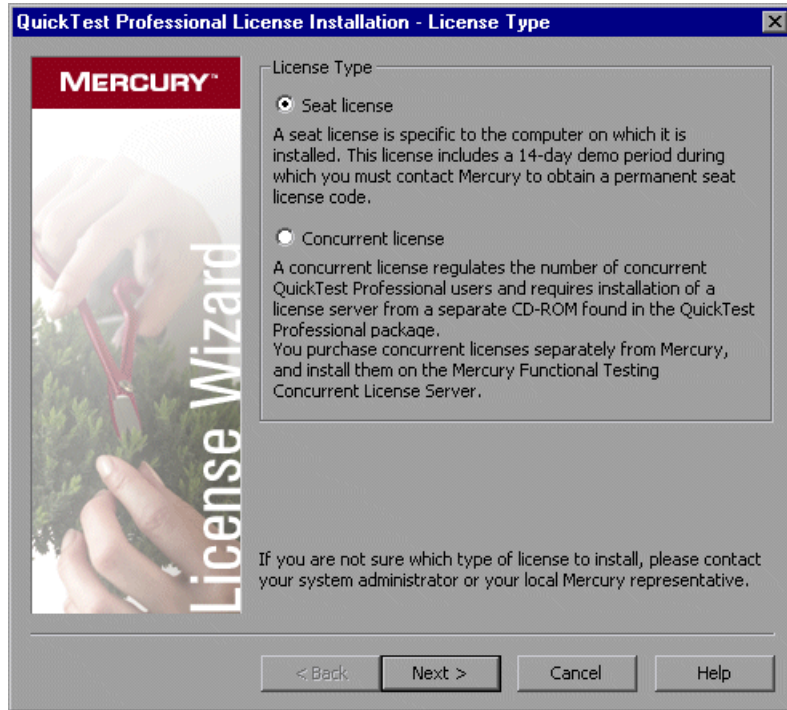
**Note:** You can also specify a concurrent license server during the QuickTest installation procedure. For more information, see “Installing QuickTest Professional” on page 9.

---

### To work with a concurrent license:

- 1 Perform one of the following:
  - From the license warning message displayed when you start QuickTest Professional, click **Install License**.
  - From within QuickTest Professional, choose **Help > About QuickTest Professional**. The About QuickTest Professional dialog box opens. Click **License**. The License Summary dialog box opens. Click **Modify License**.

The License Type screen opens.



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



- 3 In the edit box, either enter the name or IP address of the concurrent license server to which you want to connect, or leave the box blank to instruct QuickTest to search for an available server on your local network.

---

**Note:** If you want to specify multiple host names (for example, if there are multiple concurrent license servers running on one network), use a semicolon (;) to separate the host names or IP addresses.

---



---

**Tip:** When you activate a concurrent license using the License Wizard, the LSHOST user variable is automatically defined with the concurrent license server you specified. You can modify the concurrent license server either by running the License Wizard or by setting the LSHOST or LSFORCEHOST user variable. For more information, see “Setting the LSHOST or LSFORCEHOST Variable” on page 63.

---

- 4 Click **Check Connection**. If QuickTest can connect to the concurrent license server, a success message is displayed.



---

**Note:** If the installation cannot connect to a concurrent license server, the Concurrent License Server screen informs you of this.

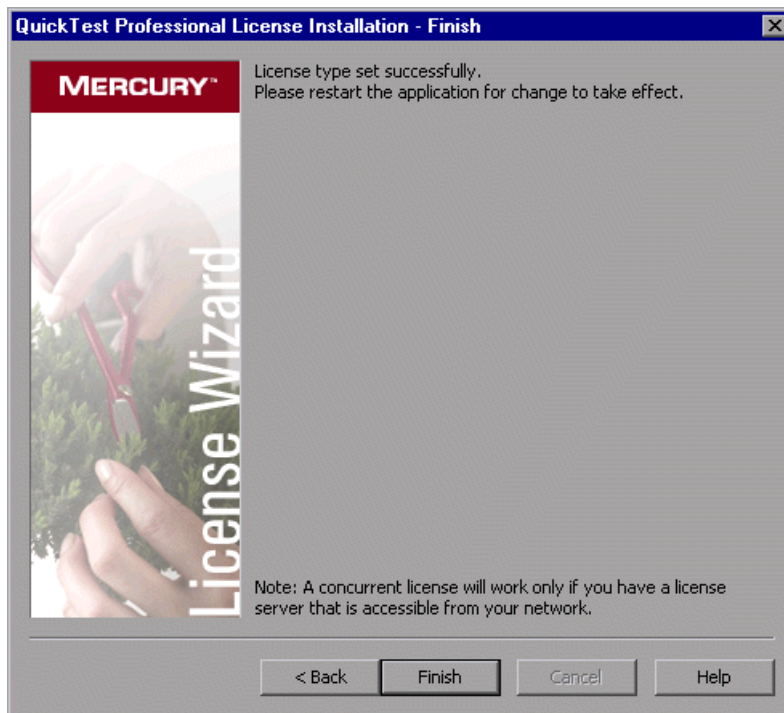
---

---

**Tip:** If you want to specify the name of a concurrent license server that is currently unavailable, but will be available later, you can enter the name of the concurrent license server in the edit box. Even though the Concurrent License Server screen informs you that the specified server is not available for connection, the next time you open QuickTest, QuickTest will try to locate the server you specified.

---

- 5 Click **Next**. The installation informs you that the concurrent license activation was successful.



- 6 Click **Finish** to close the wizard. If QuickTest Professional is open, you must close and restart it to use the concurrent license server.

## Modifying License Information

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

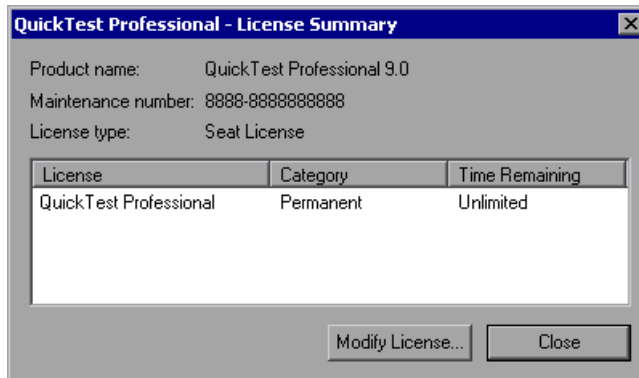
---

**Note:** You must be logged in with administrator privileges to change the license type used by your QuickTest installation from seat to concurrent or vice versa.

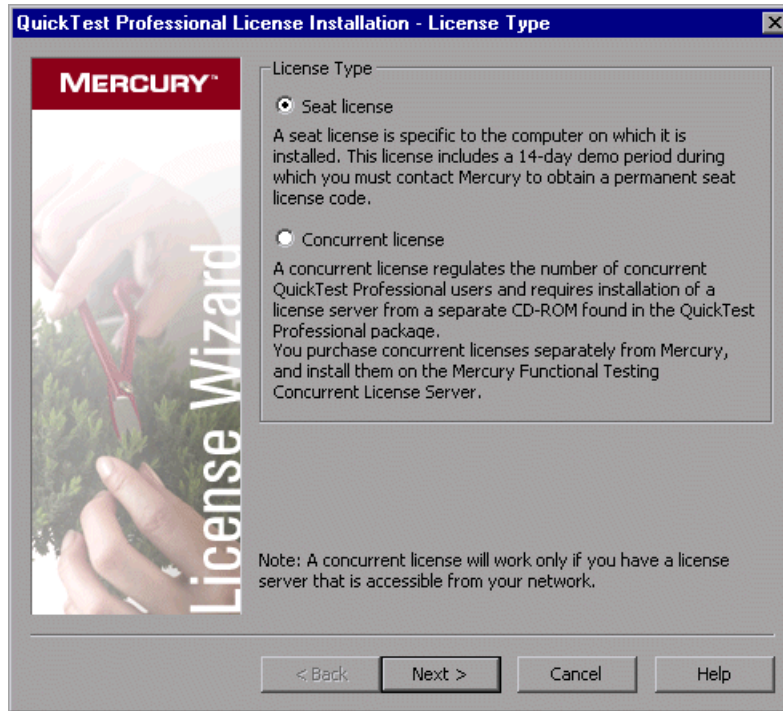
---

### To modify your license information:

- 1 Open QuickTest Professional.
- 2 Click **Help > About QuickTest Professional**. The About QuickTest Professional dialog box opens.
- 3 Click **License**. The License Summary dialog box opens.



4 Click **Modify License**. The License Type screen opens.



- ▶ To change your license type from concurrent to seat, select **Seat license** and click **Next**. A confirmation box opens.
  - If you already have a valid seat license key installed, click **No** to save your selected license type.
  - If you checked out a commuter license and want to use it now, click **No**.
  - If you do not have a seat license key installed, click **Yes**.

The Welcome screen opens. Follow steps 4 - 7 in "Installing a Seat License Key" on page 50.

---

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

---

- ▶ To change your license type from seat to concurrent, select **Concurrent license** and click **Next**. Follow steps 2 - 6 in “Working with a Concurrent License” on page 56.

---

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

---

- 5 Click **Close** to close the About QuickTest Professional dialog box.
- 6 Restart QuickTest Professional to apply your changes.

## Setting the LSHOST or LSFORCEHOST Variable

In addition to using the License Wizard to specify the concurrent license server to which you want QuickTest to connect, you can also specify a concurrent license server using Windows Environment variables. For example, you can use the LSHOST variable to set the preferred concurrent license server for a QuickTest client. If the specified concurrent license server cannot be found in the local subnet, then a search is conducted on the entire network. Alternatively, you can use the LSFORCEHOST variable to restrict QuickTest to a specific concurrent license server.

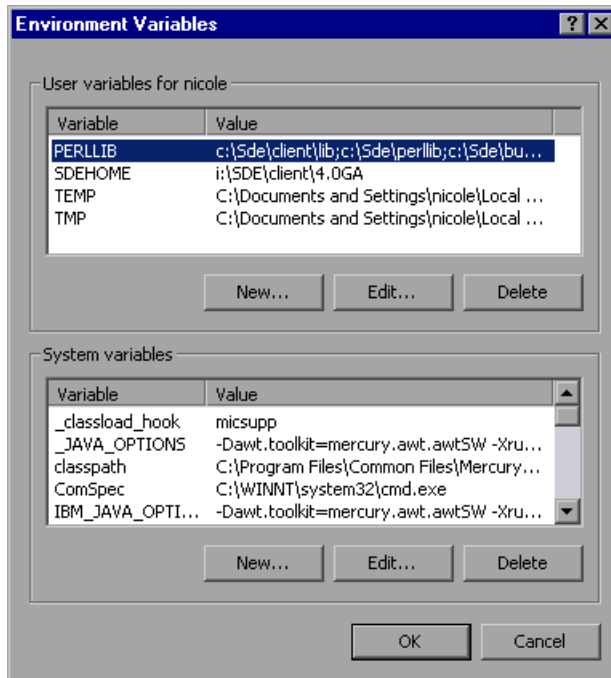
---

**Note:** If you activated a concurrent license using the License Wizard, the LSHOST user variable is already defined with the concurrent license server you specified.

---

**To set the LSHOST or LSFORCEHOST variables:**

- 1 Open the Environment Variables dialog box. (Choose **Start > Settings > Control Panel**. Double-click **System**. In the System Properties dialog box, click the **Advanced** tab. Then click the **Environment Variables** button. The Environment Variables dialog box opens.)



---

**Note:** If the concurrent license server is already defined using an LSHOST or LSFORCEHOST system variable, you do not need to define it using the user variable.

---

- 2** Under **User variables for <user name>**, click **New**. The New User Variable dialog box opens.
- 3** In the **Variable Name** box, type LSHOST or LSFORCEHOST.
- 4** In the **Variable Value** box, type the full name of the concurrent license server. Alternatively, you can enter the IP address of the host computer.

---

**Note:** For multiple host names (for example, if there are multiple concurrent license servers running on one network), use a semicolon (;) to separate the host names or IP addresses in the **Variable Value** box.

---

- 5** Click **OK** to close the New User Variable dialog box.
- 6** Click **OK** to close the Environment Variables dialog box.
- 7** Click **OK** to close the System Properties dialog box.

## Working with Commuter Licenses

If you use QuickTest with a concurrent license, but cannot connect your computer to your network (for example, during a business trip), you can install a commuter license. Commuter licenses are available in companies that have only concurrent licenses (not seat licenses).

For example, suppose you need to travel on business with your laptop computer and you want to use QuickTest while you are away. You can check out a QuickTest license from the concurrent license server to use for the duration of your trip, and then check the license back in upon your return. Commuter licenses are valid for up to 30 days, according to your requirements. You need a separate commuter license for the QuickTest and for each external add-in that you want to access.

For more information, see “Checking Out a Commuter License” on page 67, and “Checking In a Commuter License” on page 69.

---

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

---

---

**Note:** Installing a commuter license requires administrator permissions for the computer on which you want to use the license.

---

In addition, if you are unable to check out a license before you disconnect from the network (that is, leave for your trip), or if you checked out a license but it expired because your return was delayed, you can ask a local network user to check out a commuter license and send it to you remotely. For more information, see “Obtaining a Commuter License Remotely” on page 70.

---

**Note:** Commuter licensing is supported by Mercury Functional Testing Concurrent License Server version 7.6 and later. If you have upgraded to Mercury Functional Testing Concurrent License Server version 7.6 or later, you need to request a new server license key to enable the commuter licensing functionality. For details, contact Mercury Customer Support or your local representative.

---

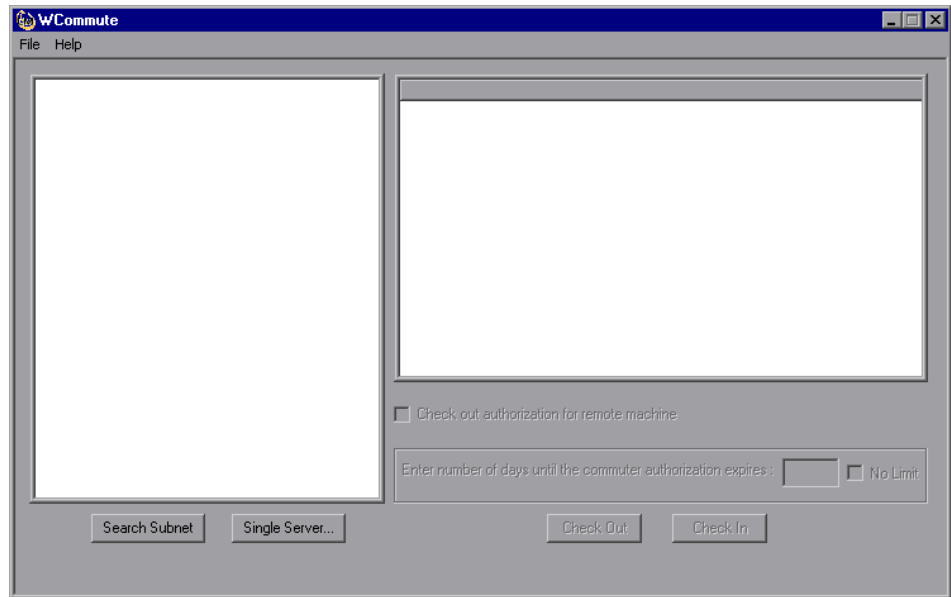


## Checking Out a Commuter License

Before you check out a commuter license, ensure that the computer (for example, a laptop) on which you want to install the commuter license has QuickTest installed, is connected to the network, and has access to a concurrent license server with an available QuickTest license. After you have checked out the license, you can disconnect the computer from the network.

**To check out a commuter license:**

- 1 Run the **WCommute.exe** file located in **<QuickTest installation folder>\bin**. The WCommute dialog box opens.



- 2 To see commuter licenses available on all concurrent license servers located within your subnet, click **Search Subnet**. If you want to specify a particular concurrent license server, or if you want to select a concurrent license server outside of your subnet, click **Single Server**.
  - If you click **Search Subnet**, the WCommute utility searches the subnet for concurrent license servers that support commuter licensing and displays them in the WCommute dialog box. Note that this process may take several minutes.

- ▶ If you click **Single Server**, a dialog box opens enabling you to specify the concurrent license server you want to locate. Enter the concurrent license server computer's host name, IP address, or IPX address and click **OK**. The specified concurrent license server is located and displayed in the WCommute dialog box.

For each concurrent license server, a list of available commuter licenses is displayed. A red check mark next to a commuter license means that the license is already checked out to your computer. You cannot check out multiple licenses for the same application to the same computer. Click a license to view the license details in the right pane of the dialog box.

- 3** Select the license that you want to check out.
- 4** In the **Enter number of days until the commuter authorization expires** box, specify the maximum number of days to check out the license (up to a maximum of 30 days).

---

**Note:** When you check out a license, it decreases the number of licenses available for use by others. Therefore, you should specify the absolute minimum number of days that you require.

---

- 5** Click **Check Out**. The selected license is saved locally on your computer.
- 6** To use the new checked-out license, open QuickTest and change your license type from concurrent to seat. In the confirmation message that opens after you change the license type, click **No** to use the commuter license. For more information, see “Modifying License Information” on page 61.

## Checking In a Commuter License

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

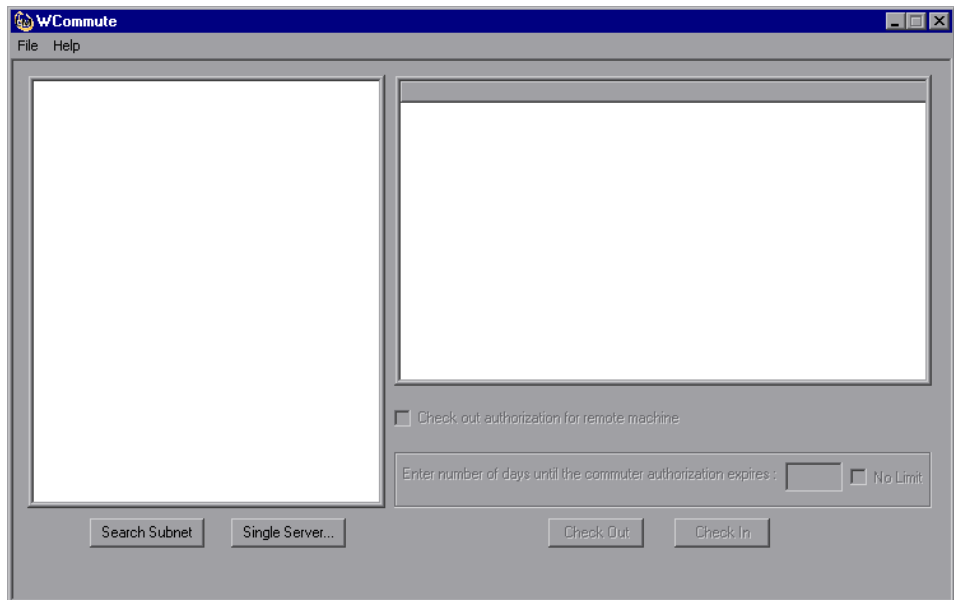
---

**Note:** If your license expires, you do not need to check it in. When a license expires, you can no longer use it. The license is automatically returned to the concurrent license server, even if your computer is not connected to the concurrent license server network.

---

### To check in a commuter license:

- 1 Run the **WCommute.exe** file located in **<QuickTest installation folder>\bin**. The WCommute dialog box opens.



- 2 Locate the concurrent license server for the commuter license you want to check in, as described in step 2 of “Checking Out a Commuter License” on

page 67. You must check in the license to the same concurrent license server from which you checked it out.

- 3 Select the license you previously checked out.

---

**Tip:** The checked-out license is indicated by a red check mark.

---

- 4 Click **Check In**. The license is returned to the concurrent license server, and is made available for use by others.

---

**Note:** Before you can use QuickTest again, you must change your license type from seat to concurrent. For more information, see “Modifying License Information” on page 61.

---

### **Obtaining a Commuter License Remotely**

A local network user can locally check out a QuickTest commuter license and send it to you for installation on a remote computer. This is useful in situations in which you are currently not connected to the concurrent license server network. For example, you may be out of the office on an extended business trip, but need to be able to use QuickTest.

**To obtain a commuter license remotely:**

- 1 Run the WRCommute utility to generate a commuter locking code for your computer and send the commuter locking code to a local user who has access to the concurrent license server. For more information, see “Step 1: Generating a Remote Computer Locking Code” on page 71.
- 2 Ask the local user to run the WCommute utility (entering the commuter locking code you generated) to check out a remote commuter license, and send it to you. For more information, see “Step 2: Checking Out a Commuter License for a Remote Computer” on page 72.
- 3 Run the WRCommute utility to install the remote commuter license on your computer. For more information, see “Step 3: Installing a Commuter License on a Remote Computer” on page 75.

- 4 Open QuickTest and change your license type from concurrent to seat. In the confirmation message that opens after you change the license type, click **No** to use the commuter license. For more information, see “Modifying License Information” on page 61.

### Step 1: Generating a Remote Computer Locking Code

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

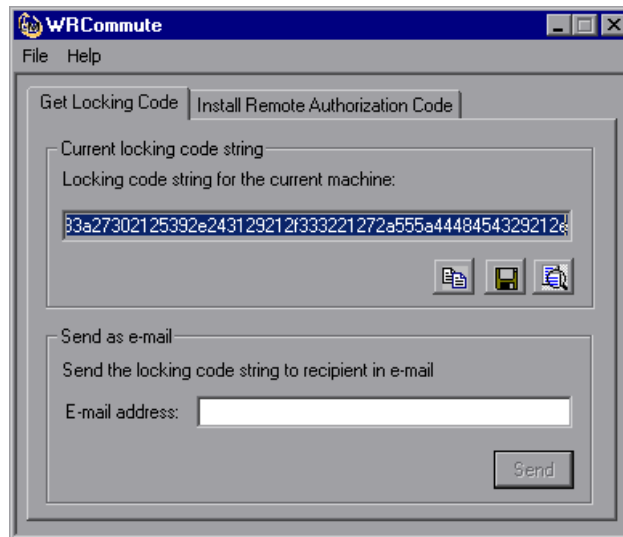
---

**Note:** The remote computer locking code used to lock a commuter license is not the same as the locking code displayed by the ECHOID utility. You must use the WRCommute utility to obtain the commuter license locking code.

---

**To generate a locking code on a remote computer:**

- 1 Run the **WRCommute.exe** file located in **<QuickTest installation folder>\bin**. The WRCommute dialog box opens.



The **Locking code string for the current machine** box contains the locking code that you need to e-mail to a network user who has access to the concurrent license server containing the QuickTest licenses.

- 2 Send the locking code to the local network user in one of the following ways:



- Select the locking code string and click the **Copy to clipboard** button to copy the string to your Windows clipboard. Then open your e-mail program and paste the string into a new e-mail message and e-mail it to the local network user.



- Click the **Save lock code string to file** button to save the locking code in a file. Specify the name and location for the file, and then attach the file to a new e-mail message and e-mail it to the local network user.



- Click the **Display locking code string** button to display the entire locking code in another dialog box. You can then select the locking code string, right-click it and select **Copy** to copy it to your Windows clipboard. Then open your e-mail program and paste the string into a new e-mail message and e-mail it to the local network user.

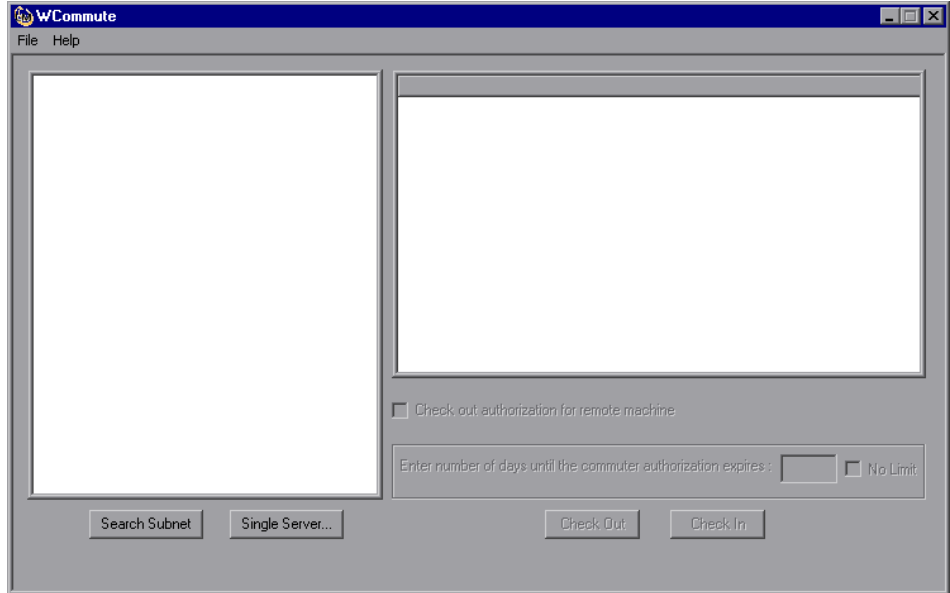
- In the **E-mail address** box, enter the e-mail address of the local network user and click **Send**. Note that this option is supported only if Microsoft Outlook Express is set up as your e-mail client.

### **Step 2: Checking Out a Commuter License for a Remote Computer**

After a local network user receives the locking code, the user can check out the license and transfer it to you (by e-mail). To do this, the user must have QuickTest installed on his or her computer and also have access to the concurrent license server with an available QuickTest license.

**To check out a commuter license for a remote computer:**

- 1 Run the **WCommute.exe** file located in **<QuickTest installation folder>\bin**. The WCommute dialog box opens.



- 2 Locate the concurrent license server from which you want to check out a remote commuter license, as described in step 2 of “Checking Out a Commuter License” on page 67.

For each concurrent license server, a list of commuter licenses that you can check out is displayed.

- 3 Select the license that you want to check out.
- 4 Select the **Check out authorization for remote machine** check box.

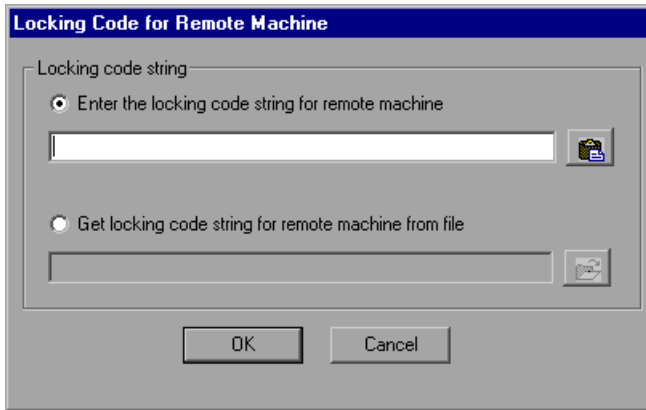
- 5 In the **Enter the number of days until the authorization expires** box, specify the number of days to check out the license (up to a maximum of 30 days).

---

**Note:** When you check out a license for a remote machine, it cannot be checked in and remains in use (unavailable to other users) for the number of days specified. Therefore, you should specify the absolute minimum number of days required.

---

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



- 7 Enter the locking code that the remote user e-mailed you in one of the following ways:



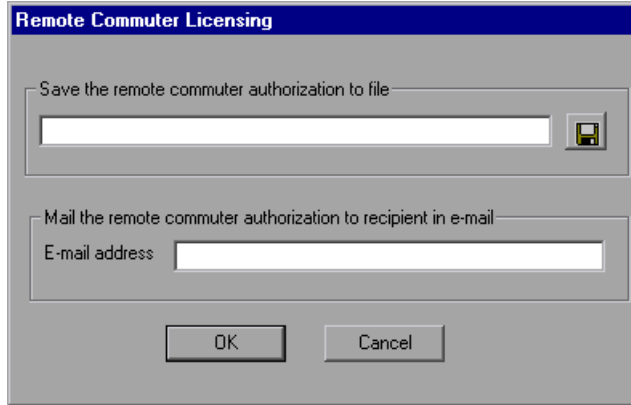
- ▶ If the locking code was e-mailed to you in the body of an e-mail, copy it to your Windows clipboard. In the Locking Code for Remote Machine dialog box, select **Enter the locking code string for remote machine** and then click the **Paste from clipboard** button.



- ▶ If the locking code was e-mailed to you as an attached file, save the attachment and then select **Get locking code string for remote machine from file**. Click the **Load** button. Select the file that contains the locking code and click **Open**.



- 8 Click **OK**. The Remote Commuter Licensing dialog box opens.



- 9 Send the commuter license to the remote user in one of the following ways:



- ▶ Click the **Save** button to save the locking code in a file. Specify the name and location for the file, click **Save** and then click **OK**. Attach the file to a new e-mail message and e-mail it to the remote user.
- ▶ In the **E-mail address** box, enter the e-mail address of the remote user. Click **Send** and then click **OK**. Note that this option is supported only if Microsoft Outlook Express is set up as your e-mail client.

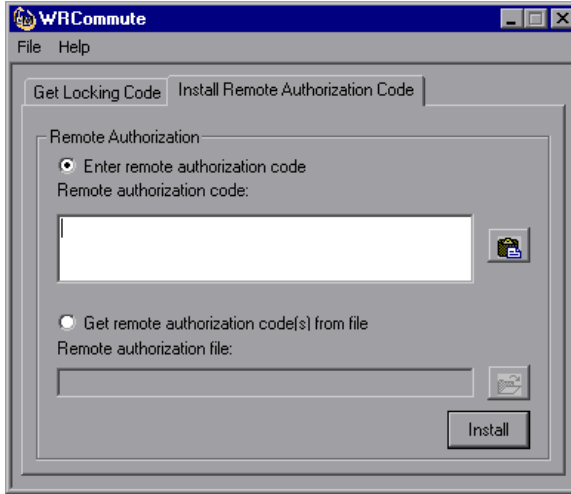
### Step 3: Installing a Commuter License on a Remote Computer

The final step in remotely obtaining a commuter license is to install the license that was sent to you by the network user on your computer.

**To install a commuter license on a remote computer:**

- 1 Ensure that you are logged in to your computer with administrator privileges.
- 2 Run the **WRCommute.exe** file located in **<QuickTest installation folder>\bin**. The WRCommute dialog box opens.

3 Click the **Install Remote Authorization Code** tab.



4 Enter the commuter license that the network user e-mailed you, as follows:



- ▶ If the commuter license was e-mailed to you in the body of an e-mail, copy it to your Windows clipboard. In the Install Remote Authorization Code tab of the WRCCommute dialog box, select **Enter remote authorization code** and then click the **Paste from clipboard** button.



- ▶ If the commuter license was e-mailed to you as an attached file, save the attachment and then select **Get remote authorization code(s) from file**. Click the **Load** button. Select the file that contains the locking code and click the **Open** button.

5 Click **Install**. The new license code is installed on your computer.

#### **Step 4: Modifying the License Type on the Remote Computer**

Open QuickTest and change your license type from concurrent to seat. In the confirmation message that opens after you change the license type, click **No** to use the commuter license. For more information, see “Modifying License Information” on page 61.

---

**Note:** A remote commuter license cannot be checked in to the concurrent license server when you have finished using it—it simply expires on the remote computer. After you return to your office and are reconnected to the network, you should change your license type from seat to concurrent. For more information, see “Modifying License Information” on page 61.

---



# 4

---

## **Maintaining and Uninstalling QuickTest Professional**

You can install and uninstall individual QuickTest Professional features, or uninstall all QuickTest Professional software and files (including core and external add-ins). You can also repair a QuickTest Professional installation that has become corrupted.

This chapter describes:

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

### **Installing and Uninstalling Specific QuickTest Professional Features**

Your QuickTest Professional CD-ROM enables you to install or uninstall specific QuickTest Professional features. For example, you can install or uninstall a core add-in or the sample applications provided with QuickTest Professional.

The procedure for installing or uninstalling features is similar to the procedure for performing a Custom installation. For more information on the specific screens mentioned in the procedure below, see “Installing QuickTest Professional” on page 9.

---

**Note:** Before uninstalling QuickTest Professional features, make sure that you have a minimum of 50 MB free disk space.

---

**To install or uninstall QuickTest Professional features:**

- 1** Insert the QuickTest Professional CD-ROM into the CD-ROM drive. If the CD-ROM drive is on your local computer, the QuickTest Professional Setup window opens.

If the CD-ROM is in a network drive, double-click **setup.exe** in the root folder of the CD-ROM. The QuickTest Professional Setup window opens.

---

**Note:** You must use the same QuickTest Professional version that you used for the original installation.

---

- 2** Click **QuickTest Professional Setup**. The Setup Maintenance screen opens.
- 3** Select **Modify** and click **Next**.
- 4** In the Select Features screen, select the check boxes of feature(s) you want to install, and clear the check boxes of features you want to uninstall. Click **Start**. The Setup Status screen displays the progress of the application modification.
- 5** The Complete screen prompts you to restart your computer. Click **Finish**.

---

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

---

## Repairing Your QuickTest Professional Installation

Your QuickTest Professional CD-ROM enables you to repair an existing QuickTest Professional installation, by replacing any missing or damaged files from your previous QuickTest Professional installation.

**To repair your QuickTest Professional installation:**

- 1** Insert the QuickTest Professional CD-ROM into the CD-ROM drive. If the CD-ROM drive is on your local computer, the QuickTest Professional Setup window opens.

If the CD-ROM is in a network drive, double-click **setup.exe** in the root folder of the CD-ROM. The QuickTest Professional Setup window opens.

---

**Note:** To use the QuickTest Professional CD-ROM to repair an installation, you must use the same CD-ROM that you used for the original installation.

---

- 2** Click **QuickTest Professional Setup**. The Setup Maintenance screen opens.
- 3** Select **Repair** and click **Next**. The Setup Status screen displays the progress of the repair process.
- 4** The Complete screen prompts you to restart your computer. Click **Finish**.

---

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

---

## Uninstalling QuickTest Professional and Installed Add-ins

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

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

---

### Notes:

You can uninstall specific QuickTest Professional features as described in “Installing and Uninstalling Specific QuickTest Professional Features” on page 79.

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

If you have external 6.5.x add-ins that were installed directly on QuickTest Professional 8.0.x or later, and you then upgraded them to version 8.x or later to work over QuickTest Professional 9.0, the uninstall program does not uninstall these add-ins. In this case, after uninstalling QuickTest Professional, manually delete any files that remain in the QuickTest Professional installation folder.

---

You can uninstall QuickTest Professional either using the **Uninstall QuickTest Professional** menu command, or using the QuickTest Professional CD-ROM.

**To uninstall QuickTest Professional using the Uninstall QuickTest Professional menu command:**

- 1 Choose **Programs > QuickTest Professional > Uninstall QuickTest Professional** from the **Start** menu.



- 2** A message prompts you to confirm your decision to uninstall QuickTest Professional. Click **Yes** to uninstall QuickTest Professional. Click **No** to keep QuickTest Professional installed on your computer.

The uninstall program removes all QuickTest Professional features from your computer (including any QuickTest Professional built-in and external add-ins).

- 3** When the uninstall process is complete, choose to restart your computer and click **Finish**.

---

**Note:** You can save any open files, but you should restart your computer as soon as possible. Delaying the system restart could result in unexpected system problems.

---

#### **To uninstall QuickTest Professional using the QuickTest Professional CD-ROM:**

- 1** Insert the QuickTest Professional CD-ROM into the CD-ROM drive. If the CD-ROM drive is on your local computer, the QuickTest Professional Setup window opens.

If the CD-ROM is in a network drive, double-click **setup.exe** in the root folder of the CD-ROM. The QuickTest Professional Setup window opens.

---

**Note:** You must use the same CD-ROM that you used for the original installation.

---

- 2** Click **QuickTest Professional Setup**. The InstallShield Wizard Setup Maintenance screen opens.
- 3** Select **Remove** and click **Next**.
- 4** A message prompts you to confirm your decision to uninstall QuickTest Professional. Click **OK** to uninstall QuickTest Professional. Click **Cancel** to keep QuickTest Professional installed on your computer and return to the previous screen.

The uninstall program removes all QuickTest Professional features from your computer (including any QuickTest Professional built-in and external add-ins).

---

**Note:** Uninstalling QuickTest Professional does not uninstall any non-Mercury applications that you install as part of the QuickTest Professional installation, for example, the Microsoft Script Debugger or the Microsoft .NET Framework. You can uninstall these applications using the **Add/Remove Programs** dialog box in the **Control Panel**.

---

- 5 When the uninstall process is complete, choose to restart your computer and click **Finish**.
- 

**Note:** You can save any open files, but you should restart your computer as soon as possible. Delaying the system restart could result in unexpected system problems.

---