TestTrack TCM

Test Runner User Guide

Version 2012

Seapine Software™

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Contents

Getting Started

TestTrack TCM Test Runner allows you to easily run manual tests from a web browser. Test runs are generated from test cases in the native TestTrack Client. You can log in to Test Runner to view test runs assigned to you and review information about setting up the test environment and running the test. You can then perform the steps in the test run to perform the test and enter the results.

Note: If you need information about creating and managing test cases and test runs, refer to the TestTrack User Guide (http://downloads.seapine.com/pub/docs/ttuserguide.pdf).

Before you start

Your TestTrack administrator or another high-level user should provide you with the following information:

- Test Runner URL

  The URL includes the web server name or IP address of the web server hosting the TestTrack Server and the path to the login page. For example: http://www.wysicorp.com/ttweb/tcmlogin.html.

- TestTrack username and password

  Your username and password may be the same as your network credentials.

- TestTrack project information

Note: If you need to configure Test Runner, refer to the TestTrack Installation Guide (http://downloads.seapine.com/pub/docs/ttinstallationguide.pdf).

Accessing Test Runner

1. Start a web browser and enter the Test Runner URL.

   The Test Runner login page opens.

2. Enter your **Username** and **Password.**
3. Click **Login**.

   The project selection dialog box opens.

4. Select a **Project**.

   Some projects take a longer time to load. Click **Refresh** if the project you want to use is not listed.

5. Click **Connect**.

   You are logged in and ready to start using Test Runner.

Switching projects

If you are logged in to Test Runner, you can switch to another project on the same server without logging in again.

1. Click **Switch Project**.

   The Switch Project dialog box opens.

2. Select a **Project**.

   Some projects take a longer time to load. Click **Refresh** if the project you want to use is not listed.

3. Click **Connect**.

   The Test Runs list displays test runs in the selected project.

Changing passwords

Your company may enforce password restrictions that require you to periodically change your TestTrack password for additional security. If your password expires, you must create a new password before you can log in to Test Runner.

1. Enter a new password in the **New Password** field.
2. Re-enter your new password in the **Confirm Password** field.
3. Click **OK**.

   Your password is changed. Log in to Test Runner using your new password.

Logging out

Log out of Test Runner when you finish working with a project. This is important if you use a floating license because the license does not become available to other users until you log out.

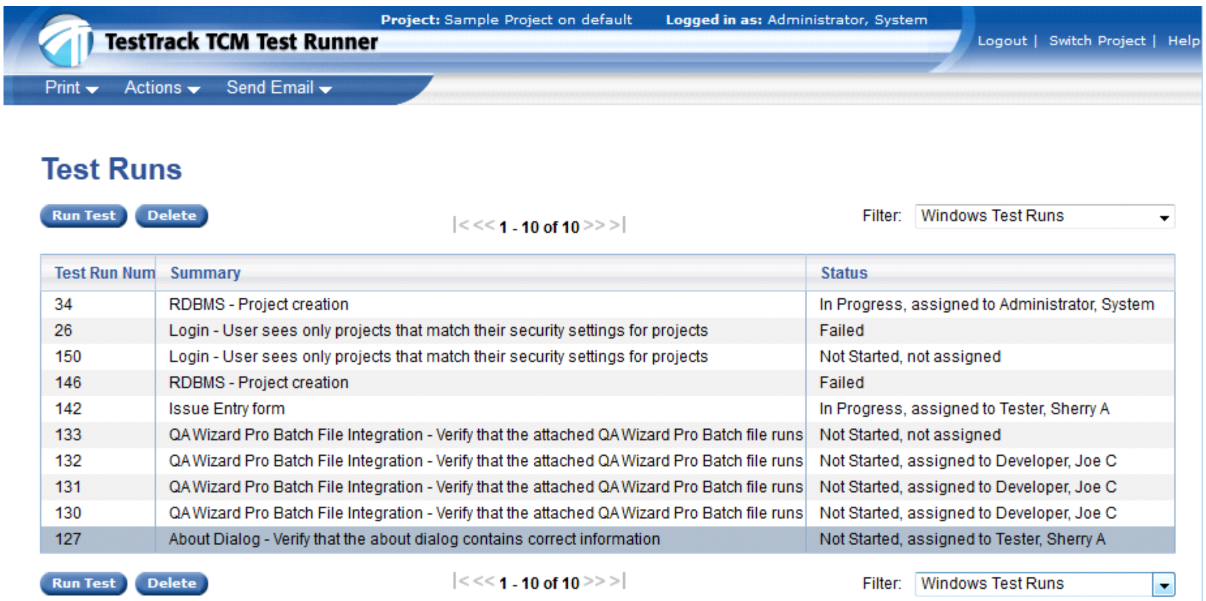
1. Click **Logout**.

   You can now close the browser.

Using the Test Runs List

Test Runner organizes test runs in a list that displays basic test run information. You can customize the list by rearranging the columns, adjusting column widths, inserting and removing columns, and filtering. See **Customizing the Test Runs list**, page 5.

When viewing the Test Runs list, you can also print test runs, perform actions, such as entering work on test runs, and send email.



Customizing the Test Runs list

You can add, remove, sort, and move columns in the Test Runs list.

Adding or removing columns

You can add or remove columns to display only the information you need.

1. Right-click a column heading in the Test Runs list.

   The shortcut menu includes the available fields. Checkmarks indicate columns that are currently displayed.

2. To add a column, select the field from the shortcut menu.
3. To remove a column that is currently displayed, select the field from the shortcut menu.

   The Test Runs list is updated. To change the width of a column, move the cursor to the divide bar between the column headings. Drag the divide bar to change the width of the column to the left.

Sorting columns

You can sort by any column in the Test Runs list. You can also perform primary and secondary sorts.

- Click a column heading to perform a primary sort. An arrow is displayed next to the heading. Click the column heading again to toggle the sort order.
- **Shift+click** a column heading to perform a secondary sort. A double arrow is displayed next to the heading. **Shift+click** the column heading again to toggle the sort order.

Moving columns

You can move columns to display information in the order you want.

1. Click the column you want to move and hold down the mouse button.
2. Drag the column to the new location and release the mouse button.

Filtering test runs

You can filter the Test Runs list to display specific test runs. For example, you may want to display only test runs assigned to you or for a specific testing phase.

1. Select a filter from the **Filter** list on the Test Runs list.

   The Test Runs list is updated with test runs that meet the filter criteria.

Printing test runs

1. Select the test runs you want to print in the Test Runs list.

   Ctrl+click to select multiple test runs. **Shift+click** to select a range of test runs.

2. Click **Print** and select the report type to print.
   - **Detail Report** prints the details of the selected test runs.
   - **List Report** prints the selected test runs in a list format. The information displayed in the Test Runs list is included in the report. To print different information, change the columns displayed in the Test Runs list. See **Customizing the Test Runs list**, page 5.

   The report opens in a new browser window.

3. Choose **File > Print**.

Emailing from Test Runner

If email is enabled for the TestTrack project, you can send email directly from Test Runner. This makes it easy to communicate with users without switching to your email application. You can send email from the Test Runs list or open test runs.

Depending on your organization's use of TestTrack, emails may be tracked with the test run they are sent from.

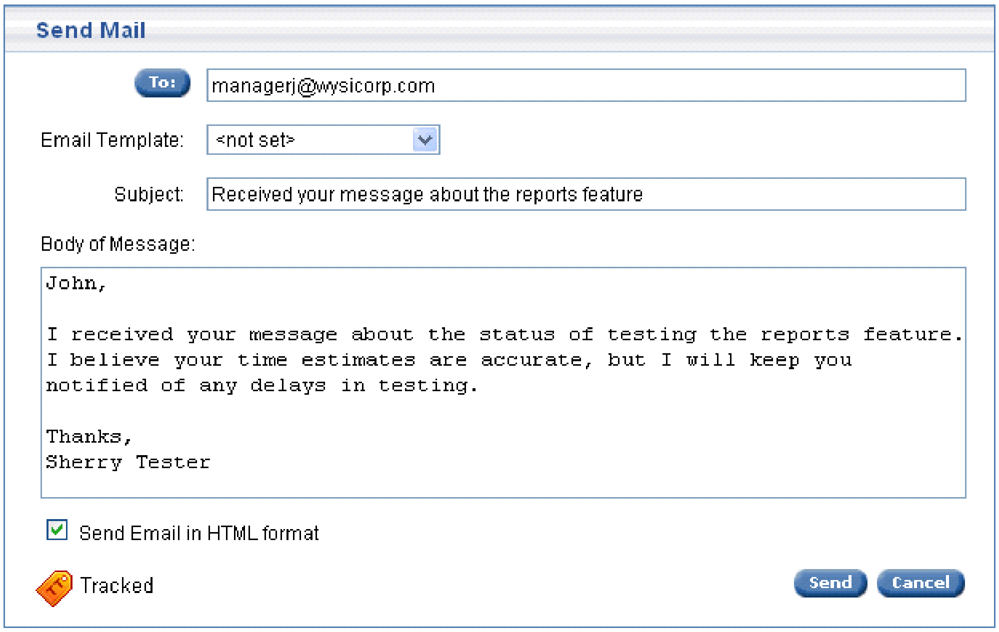
1. Select the test run you want to send an email about.

   > **Note:** If you want to send an email that is not related to a specific test run, make sure a test run is not selected in the Test Runs list and choose **Send Email > Send Email**.

2. Select the email recipient.

- To email specific users, choose **Send Email > Send Email**.
- To email the currently assigned users, choose **Send Email > Send to Currently Assigned Users**.
- To email the user who last entered an event on the test run, choose **Send Email > Send to Last User Who Entered Event**.

The Send Mail dialog box opens.



3. Enter the recipient email addresses in the **To** field. Separate multiple addresses with a semicolon.

   Click **To** to select recipients from a list or search for recipients. See **Adding email recipients**, page 7.

4. Optionally select an **Email Template**.

   Email templates may use TestTrack field codes, which are enclosed in percent signs (%), to populate emails with specific test run information. See the TestTrack User Guide for information.

5. Enter a **Subject**.
6. Enter the **Message**.
7. Select **Send email in HTML format** to send the email in HTML format. You can add HTML tags to the message.
8. Click **Send**.

   The email is sent. If tracking is enabled, the email is added to the test run Workflow Events and Emails area. See **Viewing tracked email**, page 9.

Adding email recipients

1. Click **To** in the Send Mail dialog box.

   The Select Mail Recipients dialog box opens.

2. Optionally select **Roles** to filter the recipient list by All Users, All Customers, or security groups.

Note: To search for recipients, click the **Find** button next to the field you want to add recipients to. See **Finding users and customers**, page 8.

3. Select the recipients and click **To**.
4. Optionally select the recipients you want to send a copy of the email to and click **Cc**.
5. Optionally select the recipients you want to send a blind copy of the email to and click **Bcc**.
6. Click **OK**.

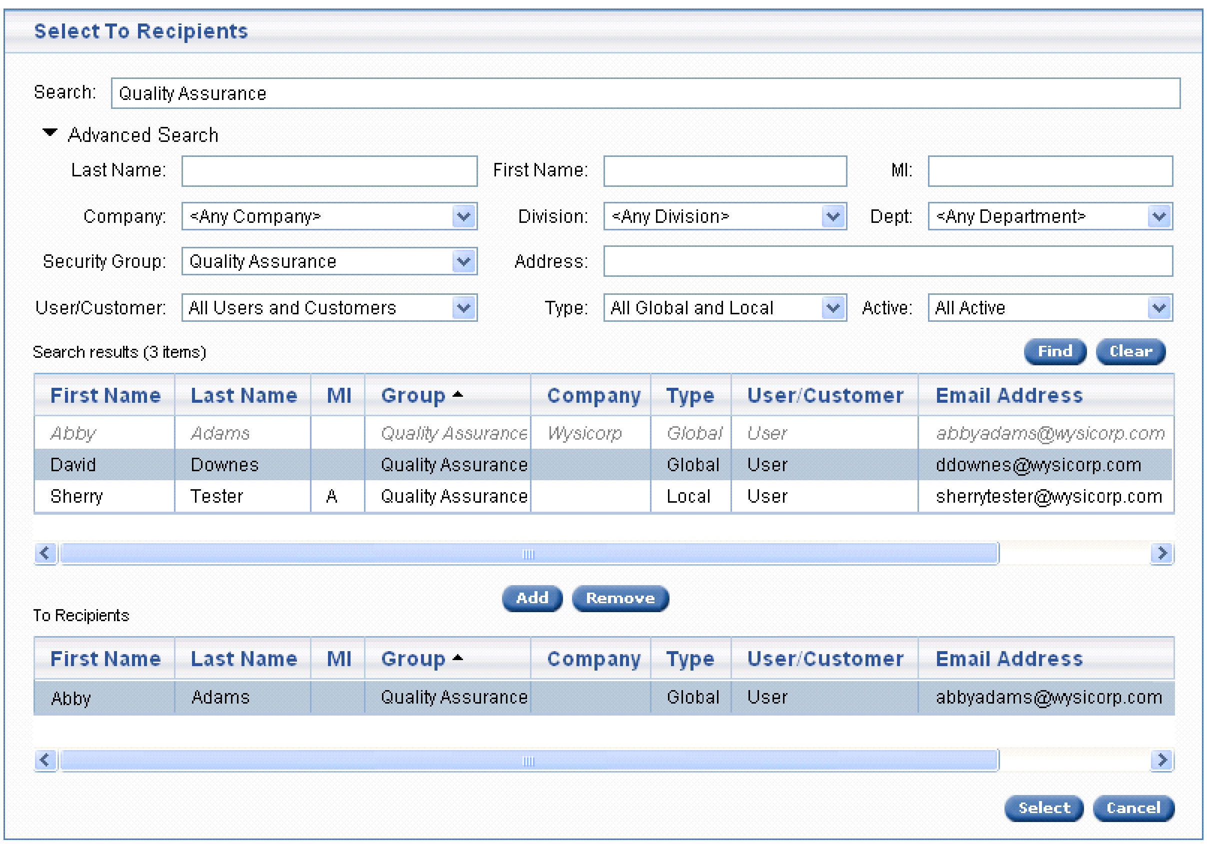
   The recipients are added to the corresponding fields in the Send Mail dialog box.

Finding users and customers

If a TestTrack project includes a large number of users or customers, it may be easier to search for users instead of locating them in a list. You can search all user record fields for a value or perform an advanced search to search specific fields, such as Company, Division, and Department.

1. To search for users or customers to add to a field, click the **Find** button next to the field.

   The Select Users dialog box opens.



Note: The available options depend on the type of search you are performing.

2. Enter the value you want to search for in the **Search** field. The search is not case sensitive.

The following user record fields are searched: Last name, First name, MI, Company, Division, Department, Security Group, and Address.

3. Optionally expand the **Advanced Search** area to search for values in specific user fields.

    Note: If the Search field contains a value, it is used with the Advanced Search criteria for the search.

4. Click **Find**.

    The search results are displayed. Click **Clear** to clear the search criteria and results.

5. Select a user in the Search results area.

    - If you are adding a single user to a field, skip to step 6.
    - To add multiple users to a field, select the users in the Search Results area and click **Add**. To remove users, select the users in the selected users list and click **Remove**.

6. Click **Select** to add the users to the field.

Viewing tracked email

If email tracking is enabled, you can view emails sent about a test run.

1. Select a test run and click **Run Test**.

    The test run opens.

2. Expand the **Workflow Events and Emails** area.

    Tracked emails are displayed with the workflow events performed on the test run.

Running Tests

Test runs are generated in the native TestTrack Client when a test case is complete and ready to run. Performing a test generally involves the following steps.

1. Open the test run and review information about setting up the test environment. The test variant values identify the environment to use for the test. Additional setup instructions may be included in the details and any files or scripts required to perform the test are attached to the test run. See **Viewing test runs**, page 11.
2. Perform the steps in the test run. If the actual and expected results do not match, you can add statements to document the issues. You can also attach files to test runs to document unexpected results. See **Attaching files**, page 18.
3. Enter the overall test result. See **Entering overall test results**, page 19. If you find bugs during the test, you can create issues to report them. See **Creating issues from test runs**, page 20.

Viewing test runs

When you are ready to perform a test, open the test run to view information about setting up the test environment and performing the test.

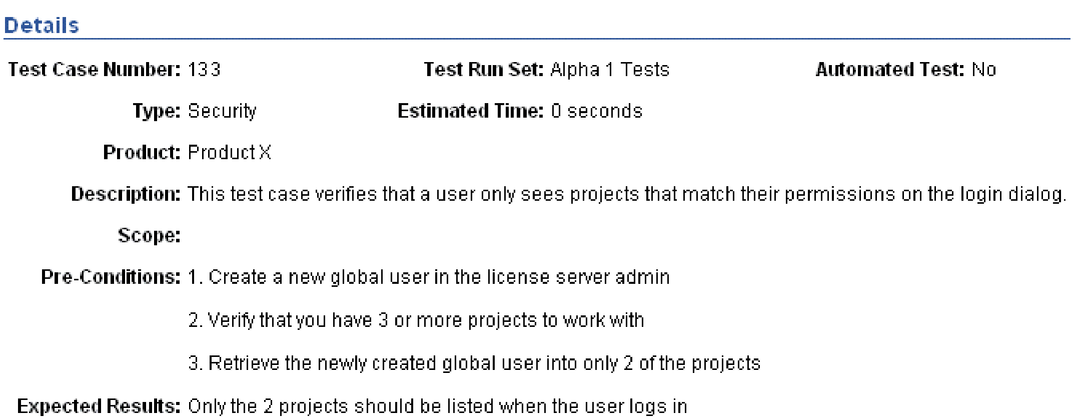
1. Select a test run in the Test Runs list.
2. Click **Run Test**.

   The test run opens.

Test runs include the following information.

Details

The Details area displays general information about the associated test case, such as description, the scope, the conditions that must be met before performing the test, and the expected test results.



Variants

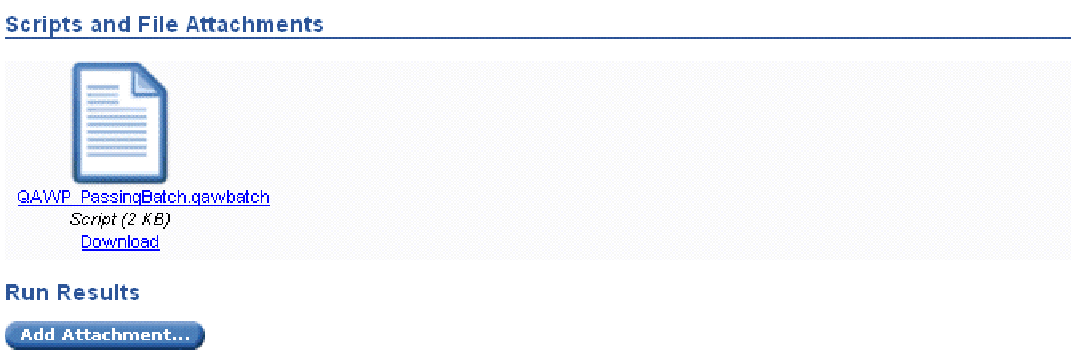
The Variants area displays the test variants, or variable elements of an application that need to be tested, such as multiple platforms, databases, or client types. Test runs contain a unique combination of test variant values that you use to set up the testing environment. For example, you are testing an application that is supported on the Windows, Mac, and Linux operating systems. The TestTrack project includes a test variant named Operating System that includes values for each of the three supported operating systems. Each test run includes identical information except for the test variant value, which indicates the operating system that the test run is performed on.

Test variants are typically managed in the TestTrack Client, but project administrators or high-level users can modify test variant information in Test Runner if needed. See **Adding test variant values**, page 18.

Scripts and File Attachments

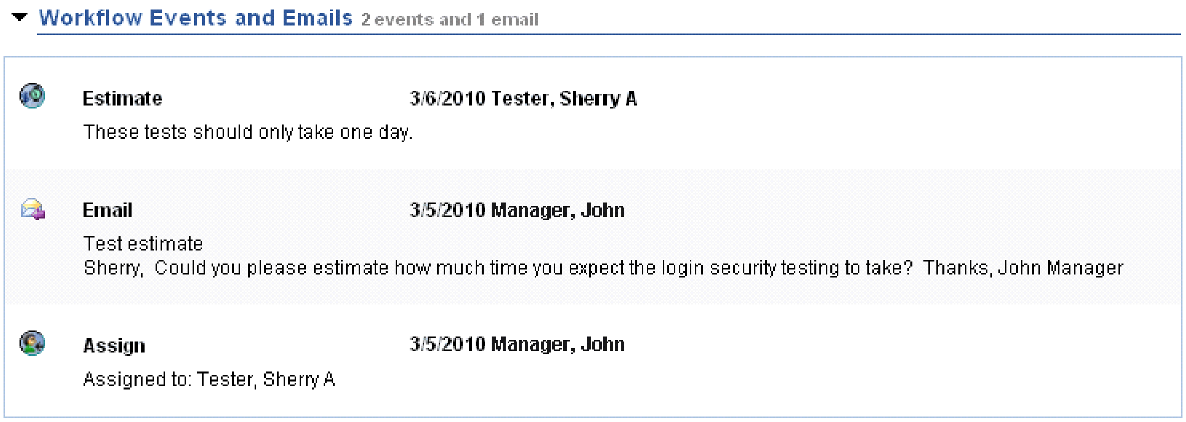
The Scripts and File Attachments area displays the attached files or scripts to use when performing a test. Read-only source code files attached to the test run may also be displayed to indicate the location of a file or script stored in an integrated source control application.

After you run a test, you may want to attach files to a test run, such as a screenshot of an unexpected result, to support the results. See **Attaching files**, page 18.



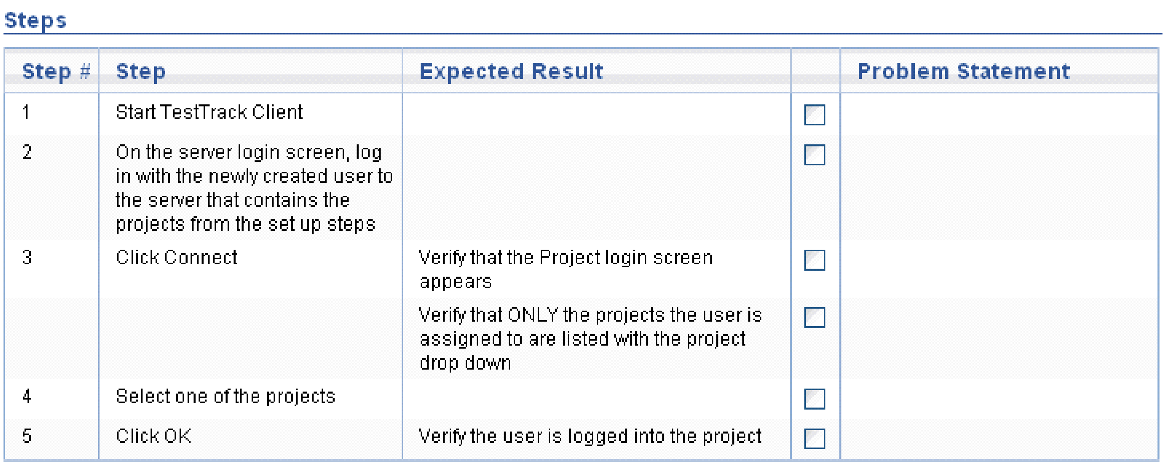
Workflow Events and Emails

The Workflow Events and Emails area displays the actions that have been performed on a test run and email related to a test run. The workflow history displays assignment notes and where a test run is in the workflow. See **Moving Test Runs through the Workflow**, page 23. Tracked email displays mail sent and received related to the test run. See **Viewing tracked email**, page 9.



Steps

The Steps area displays the steps required for performing a test. If the actual and expected results do not match, you can add problem statements to document the problem.



Steps

Step #	Step	Expected Result		Problem Statement
1	Start TestTrack Client		☐	
2	On the server login screen, log in with the newly created user to the server that contains the projects from the set up steps		☐	
3	Click Connect	Verify that the Project login screen appears	☐	
		Verify that ONLY the projects the user is assigned to are listed with the project drop down	☐	
4	Select one of the projects		☐	
5	Click OK	Verify the user is logged into the project	☐	

Test run steps are displayed in one of the following views depending on the test case setting for generating test runs or test run compliance settings:

- Grid view displays steps, expected results, and problem statements in rows and columns. You can keep track of your progress by checking off steps as you complete them. See **Entering results in the grid view**, page 14.
- Detail grid view displays an overview area that provides a read-only view of the entire test run and a detail area that guides you step-by-step through the test run. You can enter results (Pass, Fail, Undetermined) for each step in this view. See **Entering results in the detail grid view**, page 15.
- Text view displays steps as text. Mark up codes indicate the type of text on each line. See **Entering results in the text view**, page 16.

Actions

The Actions area displays the test run status and shortcuts to actions that can be performed to move the test run through the workflow. See **Moving Test Runs through the Workflow**, page 23.

Actions

Status: In Progress, assigned to Tester, Sherry A

Pass/Fail/Undetermined	Miscellaneous
Enter Result	Assign
Pass	Estimate
Fail	Enter Work
	Unclear
	Hold
	Comment

Entering results in the grid view

Test runs displayed in grid view include test steps, expected results, attachments, and problem statements organized in rows and columns.

If issues occur during the test, you can enter problem statements to indicate actual results are different from expected results. Problem statements, which are used when creating issues from test runs, should be specific so other users can reproduce the issue. For example, if you perform a step to log in to the tested application and the login fails, you can enter the error message that opens or other behavior that occurs.

> **Tip:** Review all information in the test run before running the test and entering results. See **Running Tests**, page 11.

1. Select a test run in the Test Runs list and click **Run Test**.

   The test run opens.

2. Review the information in the **Steps** area.

Steps

Step #	Step	Expected Result	Expected Result Attachme		Problem Statement
1	Start the TestTrack Client	The login dialog box opens.	LoginDialog.jpeg (22 KB) Download	☑	
2	In the login box, log in with the newly created user to the server that contains the projects from the setup steps.			☑	
3	Click Connect.	The project selection dialog box opens.		☑	
	#Verify that ONLY projects the user is assigned to are displayed in the project drop-down list.				
4	Select one of the projects.			☐	No projects were displayed in the Projects list.
5	Click OK.	The user is logged in to the project.		☐	

3. Perform each step. Make sure the actual results match any expected results provided.

   The Expected Result Attachments column may provide additional files you need to perform a step. Click the attachment hyperlink to view it or click **Download** to save the file.

4. If an issue occurs when you perform a step, click the corresponding cell in the **Problem Statement** column and enter information to describe the issue.

   > **Note:** You can also add attachments to help other users understand issues you encountered. See **Attaching files**, page 18.

5. Select the check box in the step row when you complete the step. This can help you track your progress in the test run.
6. Click **Create Issue** to add an issue found during testing. See **Creating issues from test runs**, page 20.
7. Click **Save** to save the changes.

Note: If the test run is complete, make sure you enter the overall test result (e.g., Passed, Failed, or Undetermined). See **Entering overall test results**, page 19.

Entering results in the detail grid view

Test runs displayed in detail grid view include an overview area that provides a read-only view of the entire test run and a detail area that guides you step-by-step through the test run. You can enter results (e.g., Pass, Fail, Undetermined) for each step in this view.

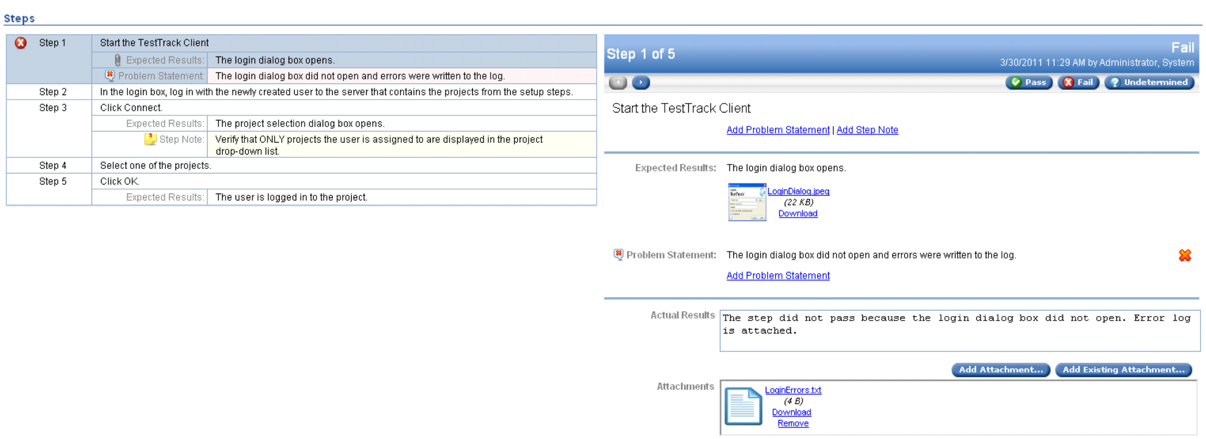
If issues occur during the test, you can enter problem statements to indicate actual results are different from expected results. Problem statements, which are used when creating issues from test runs, should be specific so other users can reproduce the issue. For example, if you perform a step to log in to the tested application and the login fails, you can enter the error message that opens or other behavior that occurs.

Tip: Review all information in the test run before running the test and entering results. See **Running Tests**, page 11.

1. Select a test run in the Test Runs list and click **Run Test**.

   The test run opens.

2. Review the information in the **Steps** area.



3. Perform step 1 or select the step you want to perform in the overview area.
4. If the actual results do not match the expected results or you experience an issue, click **Add Problem Statement** below the step or in the Expected Results area to enter a statement.
5. If you want to add additional information to the step, click **Add Step Note** to add a note.
6. Enter the **Actual Results** observed when you performed the step.
7. Optionally add attachments to support the actual results.

- Click **Add Attachment** to add a new attachment to the test run. Browse to locate the file, click **Open,** and then click **Upload**.
- Click **Existing Attachment** to add a file already attached to the test run to the Actual Results area. The Select Attachments dialog box opens. Select the attachment and click **OK**.

The attachment is added to the Actual Results area in the step and the test run Run Results area.

> **Note:** Click the attachment hyperlink to view it. Select an attachment and click **Download** to save it. Select an attachment and click **Remove** button to delete it.

8. Click **Pass**, **Fail**, or **Undetermined** to specify the step result. The available step results depend on the project settings.

   The step status changes.
9. Click the right arrow button to navigate to the next step or select a step in the overview pane.
10. Repeat steps 4-9 until all steps in the test run are complete.
11. Click **Create Issue** to add an issue found during testing. See **Creating issues from test runs**, page 20.
12. Click **Save** to save the changes.

> **Note:** If the test run is complete, make sure you enter the overall test result (e.g., Passed, Failed, or Undetermined). See **Entering overall test results**, page 19.

Step status icons

The following status icons are displayed next to each test run step. If an icon is not displayed, the step does not yet have a result.

Icon	Description
	Step result is Passed
	Step result is Failed
	Step result is Undetermined
	Comment
	Step is missing information required based on compliance rules, such as an actual result

Entering results in the text view

Test runs in text view include steps and expected results as text. Mark up codes indicate the type of text line.

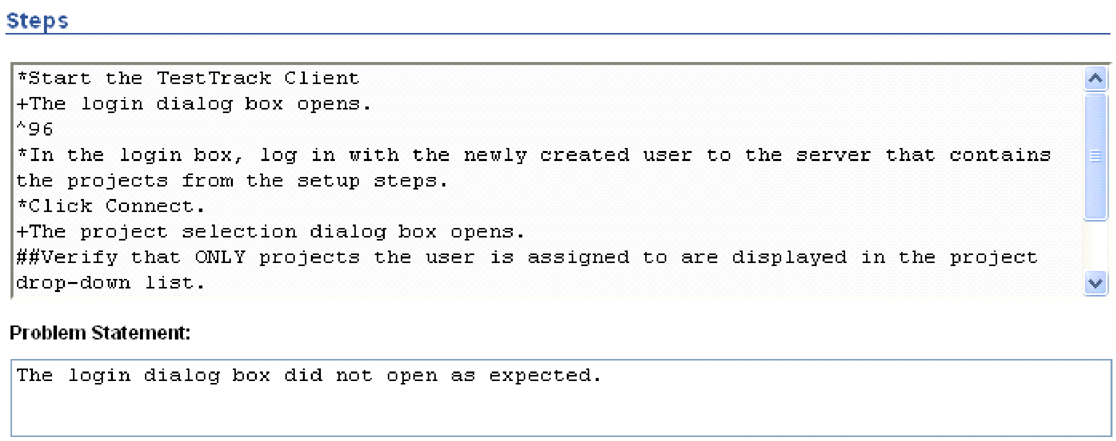
If issues occur during the test, you can enter problem statements to indicate actual results are different from expected results. Problem statements, which are used when creating issues from test runs, should be specific so other users can reproduce the issue. For example, if you perform a step to log in to the tested application and the login fails, you can enter the error message that opens or other behavior that occurs.

Tip: Review all information in the test run before running the test and entering results. See **Running Tests**, page 11.

1. Select a test run in the Test Runs list and click **Run Test**.

   The test run opens.

2. Review the information in the **Steps** area.



3. Perform each step. Make sure the actual results match any expected results provided.

   The following mark up codes indicate the type of text in each line.

Code	Indicates:	Example
*	Step	*Start the application.
+	Expected result for the preceding step	+The application opens.
^	Expected result attachment	^123 [LoginDialog.jpg]
#	Comment	#The list should not include inactive projects.
@	Shared test case	@23 [TC-15]
##	Step note	##The password is admin.

Note: Attachments may be included in the steps to provide additional information you need to perform the test. Click an attachment hyperlink to view it.

4. If an issue occurs when you perform a step, enter a **Problem Statement** to describe the issue.

> **Note:** You can also add attachments to help other users understand issues you encountered. See **Attaching files**, page 18.

5. Click **Create Issue** to add an issue found during testing. See **Creating issues from test runs**, page 20.
6. Click **Save** to save the changes.

> **Note:** If the test run is complete, make sure you enter the overall test result (e.g., Passed, Failed, or Undetermined). See **Entering overall test results**, page 19.

Attaching files

You can attach files associated with test results to test runs. For example, you may want to attach an image of an error dialog box displayed during testing.

1. Select a test run and click **Run Test**.

   The test run opens.
2. Click **Add Attachment** in the Scripts and File Attachments area.

   The Add File dialog box opens. Click **Browse** to locate the file.
3. Click **Upload**.

   The file is attached to the test run.
4. Click **Save** to save the changes.

Adding test variant values

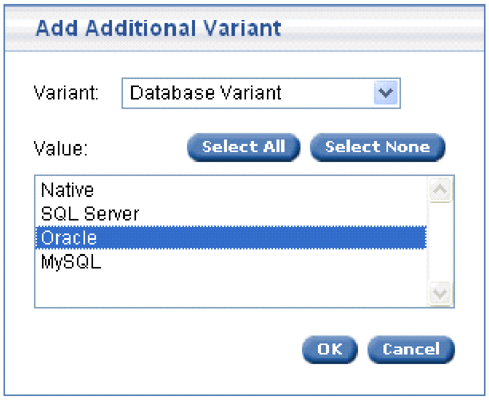
You can add additional test variant values for informational purposes if a known test variant is used for a test but not listed in the test run. For example, the application you are testing supports multiple languages. The project includes two test variants: Operating System and Language. A test run is generated based on the Windows value in the Operating System test variant. No values are selected for the Language test variant. You want to indicate that you only performed the test on the English version of the application so you add the English test variant value to the test run.

> **Note:** Included and excluded test variants are typically managed in the TestTrack Client by project administrators or other high-level users with security permissions to modify test variants.

1. Select the test run and click **Run Test**.

   The test run opens.
2. Click **Add Variant Info** in the Variants area.

   The Add Additional Variant dialog box opens.



3. Select a **Variant** set.

   The corresponding test variant values are displayed.

4. Select the **Value** you want to add to the test run.

   - **Ctrl+click** to select multiple values.
   - Click **Select All** to select all values.
   - Click **Select None** to clear any selected values.

5. Click **OK**.

   The variant is added to the test run.

   - To modify an added variant value, select the variant and click **Edit**. Make any changes to variant values and click **OK**.
   - To remove an added variant value, select the variant and click **Delete**.

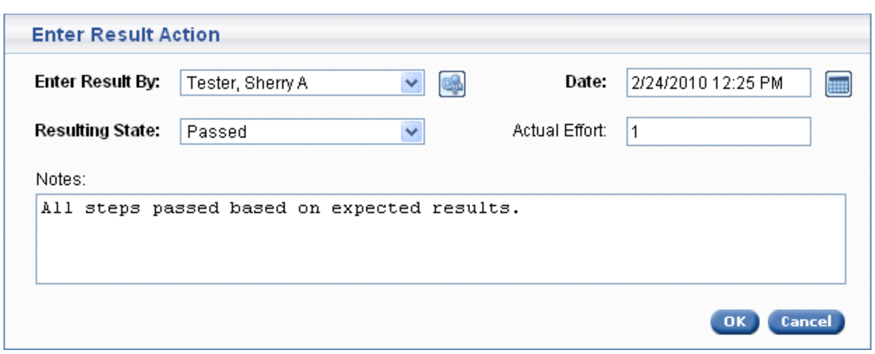
6. Click **Save** to save the changes.

Entering overall test results

After you perform a test, you can indicate if the test passed, failed, or if the results were unclear. Passed and failed test runs are closed. Unclear test runs remain open for further review. A test run may need to meet compliance rules before you can set the overall result. For example, if all steps in the test run do not have a Pass result, compliance rules may prevent you from passing the test run.

1. Select the test run and choose **Actions > Enter Result**.

   The Enter Result Action dialog box opens.



2. Select an **Enter Result By** user. This field defaults to the logged in user.
3. The **Date** defaults to the current date and time. You can enter another date and time.
4. Select the **Resulting State** to indicate the test result.
   - Select **Passed** if the expected results and actual results match and the test run passes.
   - Select **Failed** if the expected results and actual results do not match and the test run fails.
   - Select **Result Unclear (Needs Review)** if you are not sure if the test run passed or failed based on the expected and actual results. This indicates that the results need further review.
5. Enter the **Actual Effort** in hours to perform the test. This information can help with planning and metrics.
6. Enter any **Notes**. It is helpful to provide more information about the test results.
7. Click **OK**.

   The test run status changes to the selected resulting state.

> **Tip:** You can enter test results without opening a dialog box, which is helpful when you do not have any result information to add. Choose **Actions** and then select a resulting state (Passed, Failed, or Unclear).

Creating issues from test runs

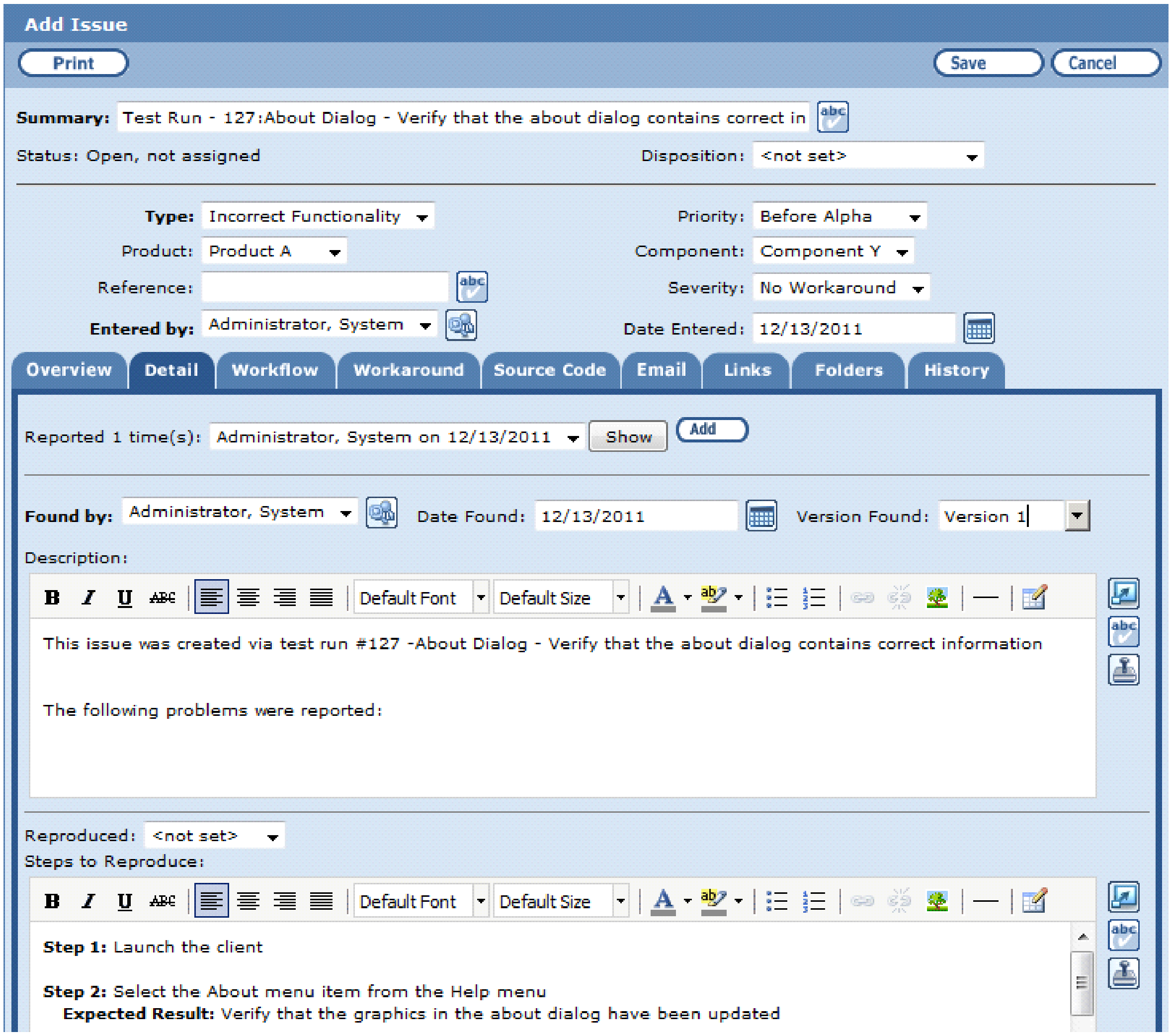
If you use TestTrack Pro, you can create issues from test runs to report bugs. The test run information is copied to the issue so other users can review the details when fixing and verifying the issue.

1. Select a test run and click **Run Test**.

   The test run opens.
2. Click **Create Issue**.

   The TestTrack Pro Web Add Issue dialog box opens. The following fields are populated with the test run information by default.
   - Summary—Includes the test run number and test run summary.
   - Description—Includes the test run number, test run summary, and problem statements.
   - Steps to Reproduce—Includes the steps from the test run including problem statements, step notes, actual results, and references to actual result attachments.
   - Attachments—Includes test run result and actual result attachments.

   > **Note:** Depending on the item mapping rules configured for the project, additional information may be copied from the test run. Ask your TestTrack administrator for information.



3. Make any changes.
4. Click **Save** when you finish entering the issue information.

   The issue is saved and added to the project.

Deleting test runs

You can delete test runs if they are not needed.

1. Select a test run and click **Delete**.

   You are prompted to confirm the deletion.
2. Click **Yes** to confirm the deletion.

Moving Test Runs through the Workflow

The test runs workflow defines the path a test run takes from start to close. To move a test run through the workflow, it is assigned to users who perform the action assigned to them. After a user performs an action, the related event is added to the test run workflow history.

The default test run workflow includes the following actions: Assign, Estimate, Start, Enter Work, Enter Result, Pass, Fail, Unclear, Hold, Resume, Re-Open, Ignore Result, and Comment. Ask your TestTrack administrator for information about the workflow for your testing process.

Note: You can use the Actions menu on the Test Runs list or the links in the test run Actions area to move test runs through the workflow.

Assigning test runs

To move a test run through the workflow, it needs to be assigned to a user. As a tester, you may assign a test run to the QA manager if you experience any issues during the test.

1. Select the test run and choose **Actions > Assign**.

   The Assign Action dialog box opens.

2. Select an **Assign By** user. This field defaults to the logged in user.
3. Select an **Assign To** user.

   Click the **Find** button to search for a user. See **Finding users and customers**, page 8.
4. The **Date** defaults to the current date and time. You can enter another date and time.
5. Enter any **Notes** about the assignment. For example, you can let the user know what action you want them to perform or who to contact for help.
6. Select a **Priority**.
7. Enter a **Due Date**.
8. Click **OK**.

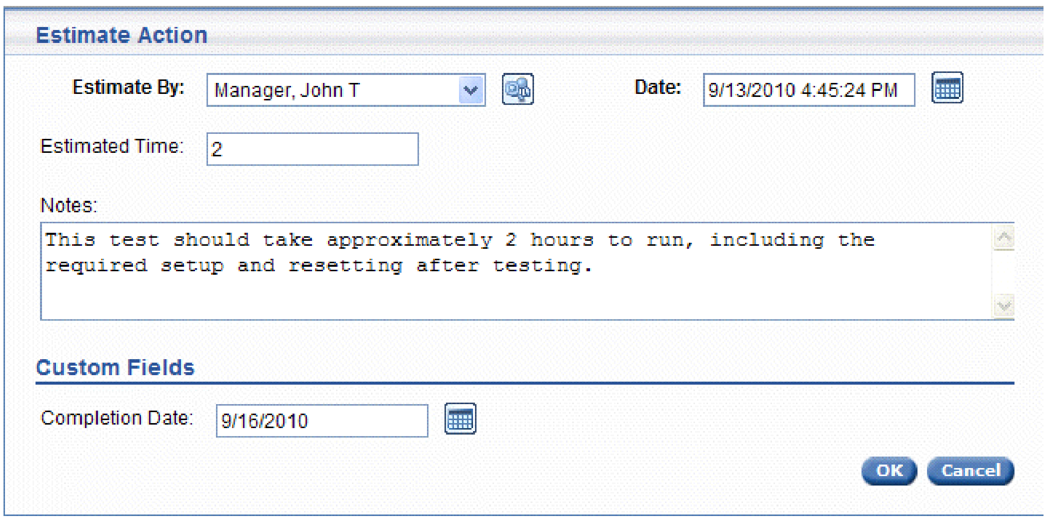
Note: When a test run is assigned to you, open the test run and expand the Workflow Events and Emails area to review the assignment notes. The user who assigned the test run should let you know what work you are responsible for and provide detailed information. If you need more information, email the user who assigned the test run. See **Emailing from Test Runner**, page 6.

Estimating time to perform test runs

You may want to enter the estimated effort required to perform a test run. In most organizations, a project manager or QA team lead is responsible for entering the estimated effort before assigning the test run. After the estimate is entered, you can track and view the time it should take to complete a task.

1. Select the test run and choose **Actions > Estimate**.

   The Estimate Action dialog box opens.



2. Select an **Estimate By** user. This field defaults to the logged in user.
3. The **Date** defaults to the current date and time. You can enter another date and time.
4. Enter the **Estimated Hours** in hours to perform the test.
5. Enter any **Notes**.
6. Enter an estimated **Completion Date** for the test run.
7. Click **OK**.

Starting test runs

Start test runs when they are ready for testing.

1. Select the test run and choose **Actions > Start**.

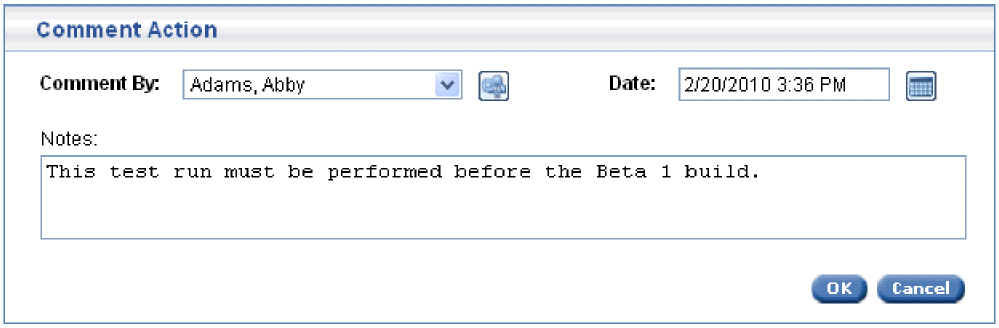
   The test run status changes to In Progress.

Adding comments to test runs

You can add comments to a test run. You may want to clarify information or add notes for another user.

1. Select the test run and choose **Actions > Comment**.

   The Comment Action dialog box opens.



2. Select a **Comment By** user. This field defaults to the logged in user.
3. The **Date** defaults to the current date and time. You can enter another date and time.
4. Enter the comments in the **Notes** field.
5. Click **OK**.

   The comments are added to the test run.

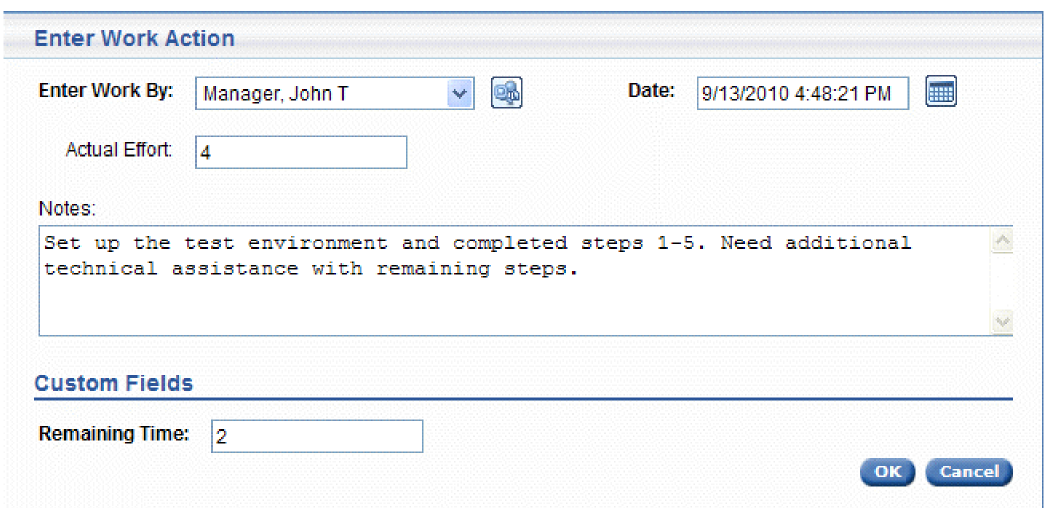
Note: To view test run comments, open the test run and expand the Workflow Events and Email area.

Entering work on test runs

As you perform tests, you can enter the work you have completed to keep the project manager or QA team lead informed about your progress.

1. Select the test run and choose **Actions > Enter Work**.

   The Enter Work Action dialog box opens.



2. Select an **Enter Work By** user. This field defaults to the logged in user.
3. The **Date** defaults to the current date and time. You can enter another date and time.

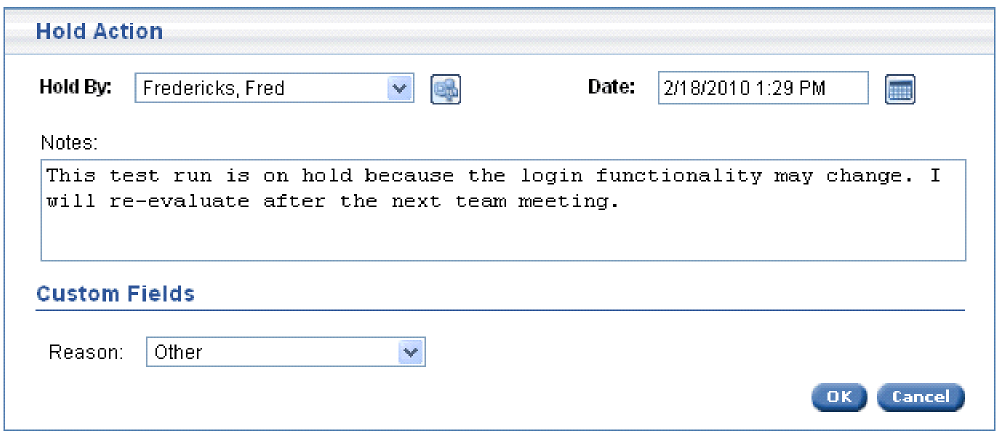
4. Enter the **Actual Effort** in hours to work on the test run. This information can help with planning and metrics.
5. Enter any **Notes**. It is helpful to provide information about the work you completed so far.
6. Enter the **Remaining Time** in hours to complete the test run.
7. Click **OK**.

Placing test runs on hold

You can place a test run on hold if additional work needs to be completed before the test run is performed. For example, you may want to put a test run on hold if the required test environment is not available.

1. Select the test run and choose **Actions > Hold**.

   The Hold Action dialog box opens.



2. Select a **Hold By** user. This field defaults to the logged in user.
3. The **Date** defaults to the current date and time. You can enter another date and time.
4. Enter any **Notes**. It is helpful to include an explanation for placing the test run on hold.
5. Select a **Reason** for placing the test run on hold.
6. Click **OK**.

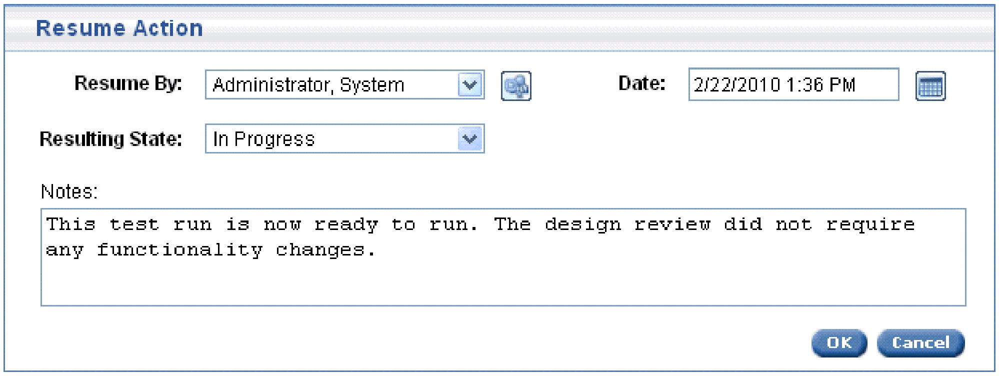
   The test run status changes to On Hold.

Resuming on hold test runs

You can resume on hold test runs to change the status to Not Started or In Progress.

1. Select the test run and choose **Actions > Resume**.

   The Resume Action dialog box opens.



2. Select a **Resume By** user. This field defaults to the logged in user.
3. The **Date** defaults to the current date and time. You can enter another date and time.
4. Select the **Resulting State** to indicate the resulting status of the test run.
   - Select **In Progress** to change the status to In Progress.
   - Select **Not Started** to change the status to Not Started.
5. Enter any **Notes**. It is helpful to include information about why you are resuming the test run.
6. Click **OK**.

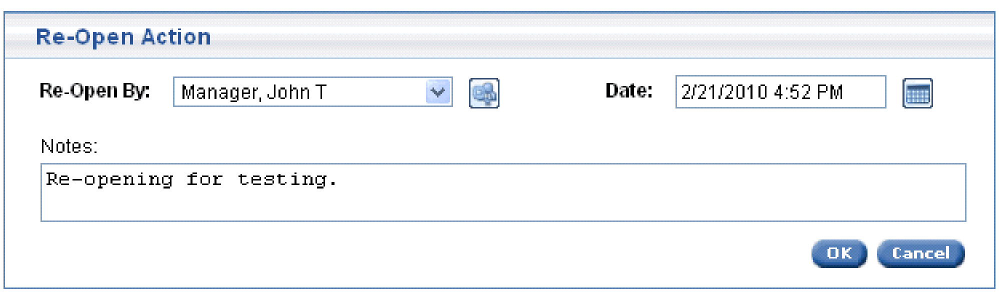
   The test run status changes to the resulting state you selected.

Reopening test runs

You can reopen closed test runs if you need to make changes or rerun the test. For example, you fail a test run and then discover it failed because the test computer was not set up correctly. You can reopen the test run and perform the test again.

1. Select the test run and choose **Actions > Re-Open**.

   The Re-Open Action dialog box opens.



2. Select a **Re-Open By** user. This field defaults to the logged in user.
3. The **Date** defaults to the current date and time. You can enter another date and time.
4. Enter any **Notes**. It is helpful to include the reason for reopening the test run.
5. Click **OK**.

   The test run status changes to In Progress.

Ignoring test results

You can ignore results for Passed, Failed, or Unclear test runs and move test runs to the Closed (Ignored) status. This allows you to exclude test runs when you view results based on their status in filters, reports, and other areas.

For example, if failed test runs were regenerated in the native TestTrack Client, enter this action to move the original test runs from the Failed status to the Closed (Ignored) status. This allows you to maintain a more accurate history of failed test results and helps you determine which failed test runs need to be retested.

1. Select the test run and choose **Actions > Ignore Result**.

   The test run status changes to Closed (Ignored) and the test run is closed.

Viewing workflow actions

After actions are added to a test run, you can view where the test run is in the workflow, assignments, and any comments or additional information a user entered.

1. Select a test run and click **Run Test**.
2. Expand the **Workflow Events and Emails** area.

   Actions performed on the test run and any tracked email about the test run are displayed.

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