## Prelim Pages

Version Control /Approval etc

## Introduction

This chapter guides the users through basic steps when they are not familiar with the Target System or QTP. While not a complete guide, there should be enough to start fault finding the issue.

## Execution Stoppage

Sometimes executions stop without warning. These are usually recoverable and the designs in the scripts ensure, with the caveat that the results are available or can be accessed from the QTP window, they can recover and continue where they left off. Typical reasons for stoppage include:

* Target System Error
* Datatable error (missing/incorrect)
* Network outages
* Test Tool Crashing

The logs may reveal a data problem in the data table, a logic problem in the scripts or a target system issue. On rare occasions, such as Test tool crashes, there is the issue that there are no logs available.

With experience the user will become more aware of the problems encountered.

## Log Review

QTP logs will usually contain clues to the cause of the stoppage, where this is not possible, then the target system will need to be reviewed for any messages or logged information. See QTP help for more information on reading logs.

## Target System Messages

In the case of SAP, sometimes the system generates message from the underlying ABAP system which leave a dump message in place on the screen. It might indicate a bug occurred or something in the database hiccupped. Usually reporting to SAP Basis team is all that is required to have the issue fixed.

## Data Extraction

There are three ways to extract the results:

* By using the import feature in QTP to extract the previous results.
* Where QTP completes and saves the results, the runtime table may be read back into the master via the user interface.
* Where QTP does not complete the data save (ie frozen after completing all the tests), the columns can be copied and pasted back to the Master Spreadsheet.

All are acceptable, with the caveat that the last option should only be used under the specific circumstances described.

In rare cases, the data cannot be extracted by any means and the engineer must extract data from the target system using the built in reports or screens. The exact report or screen is dependent on the script and engineers should seek expert advice the first few times to familiarise themselves with relevant data extraction. This is labour intensive but enables the script restarted without repeating existing records.

## Re-Starting

A restart with any of the solutions will commence from row 1, automatically skipping an incomplete row is identified. Click the QTP play button and observe the first few rows to ensure the scripts pick up and complete an incomplete row successfully.