|  |  |  |  |
| --- | --- | --- | --- |
| 1)1091396.9 | | [PKS-3510/3036 Telemetry events check from DAWS](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1151117) | |
| **Test Case Name** | | PKS-3510/3036 Telemetry events check from DAWS | |
| **Test Case Number** | | 1091396.9 | |
| **Test Case Status** | | Active | |
| **Test Case Author** | | Cherry\_Xu | |
| **Test Case Group** | | Client Validation - Test Case Library | |
| **Test Case Priority** | |  | |
| **Test Case Audit Priority** | |  | |
| **Test Case Search Keyword(s)** | | DAWS | |
| **Test Case Objective** | | Verify that new telemetry events are found on the DAWS server. | |
| **Test Notes/Comments** | |  | |
| **Optional Field 1** | |  | |
| **Optional Field 2** | |  | |
| **Optional Field 3** | |  | |
| **Test Revision History** | | Version 4,9/1/2015,star\_huang:Edit step 1 to test Version 5,10/16/2015, Cherry\_xu: Add new Telemetry events check Version 6,10/19/2015, Cherry\_xu: Add ApplicationHeartbeat event check | |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 15 min | | **Unattended Time** | 0 min | | **Total Test Time** | 15 min | | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | | |  |  | | --- | --- | | **Configuration Notes** | DAWS server | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1151117) | |  | |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS basic function   SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.1\new feature   SW\_Learning-Center\_Platform\Lithium 2.2\DHS 2.2 New Feature | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1151117) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1151117&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1151117&fieldID=9) | | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | Install Dell Help & Support latest version (If App is FIDA, omit this step) | DHS install successfully |
| 2 | After app install complete, check Telemetry Events from DAWS server Custom filter with Service tag and app name DAWS: https://daws-portal-test.azurewebsites.net  -- username: dawsuser -- password: Daws@Dell | EventTypename:ApplicationHeartbeat When the 1st time DHS service starts, it send the heartbeat event to indicates app is installed on system. The event is sent only once per installation of DHS. When uninstall/install a new version DHS, the heartbeat event is sent one time. \*\*The UI does not need to be started for the heartbeat event to be sent.\*\* |
| 3 | Launch Dell Help & Support, Close app and re-open. Repeat more than 1 times | No problem when close/reopen app |
| 4 | Check Telemetry evetns from DAWS server | EventTypeName:CustomEvent /AdditionalData1: "Launch > 1"  The telemetry event is related to starting the DHS UI. Once the UI has been started 2 times, send this event. Once the event has been sent, do not send it again. |
| 5 | Launch Dell Help & Support, input search criteria with unvalid keywords and press ENTER button | No research result found |
| 6 | Check Telemetry evetns from DAWS server | EventTypeName:CustomEvent/ AdditionalData1: "Search item not found". App sends search string when no results are found. comments: The telemetry event containing the search criteria string (the first 3 character is same. eg: add e, add ea,...) is sent ONCE when the user press the enter key. only send one event for “search item not found” after pressing the enter key, but not send multiple events for “search item not found” before pressing enter key. |
| 7 | Check below Events from DAWS server - Service Tag - ApplicationName - AppVersion - EventTypeName - EventCreateDateTime - Event DateTime | All events should be correct and complete. |

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| 2)1091431.3 | [Dell Help & Support\_ Uninstallation](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1134945) |

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| **Test Case Name** | Dell Help & Support\_ Uninstallation |
| **Test Case Number** | 1091431.3 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | uninstall |
| **Test Case Objective** |  |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 15 min | | **Unattended Time** | 0 min | | **Total Test Time** | 15 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1134945) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS basic function   SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1134945) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1134945&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1134945&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | -Go to Control Panel->Programs and Features -Choose "Dell Help & Support", click "Uninstall” -Click "Yes" to "Do you want to completely remove the selected application and all of its features?" -Click "Finish" to "InstallShield Wizard has finished uninstalling Dell Help & Support." | No problems/Error popup while DHS uninstalling |
| 2 | Check the Dell Help & Support icon is removed from -Desktop -Start Menu -All Apps -Taskbar | No icon exists. |
| 3 | Check C:\Program Files\Dell\Dell Help & Support folder is not exist | No DHS folder exist |
| 4 | Check below log files still exist: C:\ProgramData\Dell\Dell Help & Support\Logs\LearningCenterUI.log  C:\ProgramData\Dell\Dell Help & Support\Logs\Service.log  C:\ProgramData\Dell\Dell Help & Support\DellAgentMDLC.00.log | - Verify the logs still exist after DHS uninstall. - Verify that everything else under OS\ProgramData\Dell\MDell Help & Support\\* was removed successful |
| 5 | Check Registry | Verify the DHS registry structure is removed |
| 6 | Check Services | Verify DHS service is not exists |

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| 3)1091464.5 | [Dell Help & Support\_Installation](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1151118) |

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| **Test Case Name** | Dell Help & Support\_Installation |
| **Test Case Number** | 1091464.5 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | Installation |
| **Test Case Objective** | Verify the installation of Dell Help & Support no errors Verify Installer/ UI/ Articles support multi-language |
| **Test Notes/Comments** | DHS support 7 languages: English/SCHI/Japanese/Fench/Germany/Spanish/B-por |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 30 min | | **Unattended Time** | 0 min | | **Total Test Time** | 30 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** | the SRV for Dell Help & Support is WPPJ3 | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1151118) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS basic function   SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1151118) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1151118&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1151118&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
|  | **FIDA install** \*\*use the SRV to create the GCF/SDR\*\* |  |
| 1 | Factory install Dell Help & Support on SUT by SRV provided (skip to Step 4) | DHS installed successfully in a factory environment. DHS icons should display: Win8.1: Inspiron: Desktop/ Start Menu/ All Apps (not display on taskbar) XPS: Start Menu/ All Apps/ Taskbar (not display on Desktop) Win10: Inspiron/XPS: Start Menu/ All Apps (not display on Desktop/ Taskbar) |
|  | **Hand install** \*\*Get the setup file from Development\*\* |  |
| 2 | -Run the setup.exe file as administrator -Click "Install" to begin the installation -Installer not prompt user for install location -Click "Finish" after installation complete -DHS installed to C:\Program Files\Dell\Dell Help & Support | -The banner across the top of install screen are customized display "Dell Help & Support" -Displays window showing install progress indicator -The installer displays messages same as OS language. And if the OS language is set to a language other than the 7 languages supported by the DHS, the Installer display messages in English. -Displays window informing user when install has finished the installation process -Do not display window prompting user for install location (default: c:\Program File\Dell\Dell Help & Support) |
| 3 | - Confirm the installation criteria was met | - The color of DHS metro tile should be the same as that of other Dell software - Install the DHS content to C:\ProgramData\Dell\Dell Help & Support\ContentRepo - DHS icon should display as a buld "?" in white Gear.  DHS icon should display: Win8.1 OS: Inspiron/XPS: Desktop/ All Apps (not display on Start Menu/ Taskbar) Win10 OS: Inspiron/XPS: All Apps (not display on Desktop/Start Menu/ Taskbar) Comments: DH&S installer to not install desktop icon for win10 system from DHS 2.2 OTA and later build |
| 4 | -Check Control Panel-> Programs and Features -Click on Dell Help & Support | Name: Dell Help & Support Publisher: Dell Inc Installed on: the date of installation Version: App version is match with installed |
| 5 | Check the DHS Service from task manager | Service status is "Running", Startup Type is "Automatic(Delayed Start)" |
| 6 | Check the Registry items of DHS | HKEY\_LOCAL\_MACHINE/SOFTWARE/Dell/Dell Help & Support |
| 7 | -Launch DHS install location C:\Program Files\Dell\Dell Help & Support -Right click on "Microsoft.Win32.TaskScheduler.dll"  -Click on Properties | Digital Signatures, the name of signer shows be "Dell Inc." |
| 8 | DHS name always appears in English on Start Menu and All Apps view regardless of what OS language is set | The app name is English |
| 9 | Check the .lnk from "[System]\ProgramData\Microsoft\Windows\Start Menu\Programs\Dell\" is in English | .lnk file name is in English |
| 10 | Right click on the Dell Help and Support desktop icon - Select Properties  - Verify that the "Start In" field is specified as "C:\Program Files\Dell\Dell Help and Support\" | Verify that the "Start In" field contains the install location |
| 11 | Launch Dell Help & Support app and check the application name - on the splash screen - on the application masthead | The application name is translated to OS language (one of the 7 languages support by DHS. If not one of the 7 languages, the name will display in English) |
| 12 | Check the UI & Articles | The UI & Articles are translated to OS language (one of the 7 languages support by DHS. If not one of the 7 languages will display in English) |

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| 4) 1091489.6 | [Dell Help & Support\_Display Splash Screen/Beauty Shot/LOB/Series Info](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1144568) |

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| --- | --- |
| **Test Case Name** | Dell Help & Support\_Display Splash Screen/Beauty Shot/LOB/Series Info |
| **Test Case Number** | 1091489.6 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | LOB/ Service Tag/ Express Serivce Code |
| **Test Case Objective** | Verify LOB/ Service Tag/ Express Serivce Code same as actual |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 30 min | | **Unattended Time** | 0 min | | **Total Test Time** | 30 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1144568) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS basic function   SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1144568) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1144568&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1144568&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
|  | SUT conntected with Internet |  |
| 1 | Launch Dell Help & Support | Splash screen shows up |
| 2 | Observe splash screen and initial seconds of DHS launch | - Display Splash screen when starting DHS - The Splash screen is intended to be displayed until the DHS UI and service complete initialization  Splash screen contains: -icon picture -text: Dell Help & Support -DHS version |
| 3 | Check the Beauty Shot of SUT used | - DHS UI launches successfully - The generic beauty shot displayed must align with user's form factor and LOB (e.g. must display XPS Laptop generic beauty shot if user is currently using XPS laptop) - there are five generic beauty shots (see attached images) 1) picture for xps laptop 2) picture for xps desktop 3) picture for Inspiron laptop 4) picture for Inspiron desktop - Verify that the default image displayed align with users' device type - For AIO platforms, DHS will detect as DT beauty shot, it's a limitation of Dell BIOS on AIO systems.(refer PKS-3205) |
| 4 | Check the displayed SUT Model is same as SUT | The displayed model is same as SUT (eg:Inspiron 5448/ XPS 9530) |
| 5 | Check the Service Tag  - Move cursor on "What is Service Tag" info icon | -Check the Service Tag is same as S/N in BIOS -The detail introducce of Service tag shows up |
| 6 | Check the Express Service Code - Move cursor on "What is Express Service Code" info icon | -Express Service Code is an all numeric version -The detail introduction of Express Service code shows up |
| 7 | SUT disconnected from Internet Repeated Step1-5 | OFFLINE is the same as ONLINE |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **File ID** | **File Name** | **TestDrive File Name** | **File Description** | **File Size (KB)** | **File Date** | **Vendor Viewable** | **Status** | **Options** |
| 1287567 | SystemImage\_InspironNotebook.png | SystemImage\_InspironNotebook.png |  | 531 | 9/15/2015 | Hidden | Active | http://testdrive.us.dell.com/testdrive/graphics/edit1.gif |
| 1287568 | SystemImage\_InspironDesktop.png | SystemImage\_InspironDesktop.png |  | 507 | 9/15/2015 | Hidden | Active | http://testdrive.us.dell.com/testdrive/graphics/edit1.gif |
| 1287569 | SystemImage\_XPSNotebook.png | SystemImage\_XPSNotebook.png |  | 515 | 9/15/2015 | Hidden | Active | http://testdrive.us.dell.com/testdrive/graphics/edit1.gif |
| 1287570 | SystemImage\_XPSDesktop.png | SystemImage\_XPSDesktop.png |  | 539 | 9/15/2015 | Hidden | Active | http://testdrive.us.dell.com/testdrive/graphics/edit1.gif |
| 1287571 | SystemImage\_Venue8Pro.png | SystemImage\_Venue8Pro.png |  | 530 | 9/15/2015 | Hidden | Active | http://testdrive.us.dell.com/testdrive/graphics/edit1.gif |

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| 5) 1091493.5 | [Dell Help & Support\_Quick Start Guide](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1134928) |
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| **Test Case Name** | Dell Help & Support\_Quick Start Guide |
| **Test Case Number** | 1091493.5 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | QSG |
| **Test Case Objective** | Verify QSG can launched successfully |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 30 min | | **Unattended Time** | 0 min | | **Total Test Time** | 30 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1134928) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS basic function   SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1134928) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1134928&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1134928&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| --- | --- | --- |
| **Step** | **Test Procedure** | **Expected Result** |
|  | **Disconnect SUT from internet (Offline)** | SUT is no internet access |
| 1 | Launch Dell Help & Support | DHS launch successfully, check no "Learn about my device" button shows on home page |
| 2 | - Click on "Manual" Tab - Click on "Quick start guide" | Message popup: "Hmmm, looks like you're offline. Would you like to learn how to get online?" " Not Now" & "Get Online" showsup |
| 3 | - Click on "Not now" button - Click on "Quick Start guide" again | Hmmm page display, back to Manuals page Hmmm page shows up again |
| 4 | - Click on "Get Online" button - Check the "Wireless Troubleshooting" page display | Wireless Troubleshooting page displays normally |
|  | **Connect SUT with internet (Online)** |  |
| 5 | Launch Dell Help & Support | Main UI shows up |
| 6 | - Click on "Manual" Tab - Click on "Quick start guide" | PDF launched from c:\ProgramData\Dell\Dell Help & Support\StartGuide\ |
| 7 | Check the QSG content and language | -The language version of the QSG shows and content matches the LOB.  -User can scroll down/up pages, zoom out/in etc. -If the OS language is out of 7 languages which DHS supported, the QSG content shows in English. |
| 8 | Check the web service URL obtained the QSG in DellAgent.MDLC.00.log. (log file path:C:\ProgramData\Dell\Dell Help & Support\) | The web service URL point to https://api.dell.com….  E.g. https://api.dell.com/support/manuals/documents.xml?st=HJT62Z1&apikey=1752a768ae675091xxxxxxxxxxxxxxxx |
| 9 | Check QSG download URL in DellAgent.MDLC.00.log. (log file path:C:\ProgramData\Dell\Dell Help & Support\) | The URL retrieved the QSG is downloads.dell.com….  E.g. http://downloads.dell.com/Manuals/all-products/esuprt\_laptop/esuprt\_inspiron\_laptop/inspiron-14-7437\_Setup%20Guide\_en-us.pdf |
| 10 | Close Quick Start Guide. | PDF viewer can be closed and the user can navigate back to the Home page. |
| 11 | - Click on "Manual" Tab - Click “View all manuals for your Inspiron at Dell.com" | IE is launched to Product Support website. The listed platform is tested SUT |

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| 6)1091494.6 | [Dell Help & Support\_Main UI](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1134933) |

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| **Test Case Name** | Dell Help & Support\_Main UI |
| **Test Case Number** | 1091494.6 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | UI display |
| **Test Case Objective** | check the display of Main UI |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 30 min | | **Unattended Time** | 0 min | | **Total Test Time** | 30 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1134933) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS basic function   SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1134933) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1134933&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1134933&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | Launch Dell Help & Support | Main UI launches successfully |
| 2 | Check Title | Verify Title: Dell Help & Support |
| 3 | Check Maximize button | No Maximize button |
| 4 | - Click minimize button - Click DHS on taskbar | - DHS is displayed on Task Bar - DHS restore to Desktop |
|  | **Check layout of main page - left side** |  |
| 5 | **DHS2.0** 4 Tabs show up: -Warranty -SupportAssist -Manuals -Drivers | Tabs shows up correct |
| 6 | **DHS2.1** 3 Tabs show up: -Warranty -SupportAssist -Manuals | Tabs shows up correct |
|  | **Check layout of main page - right side** |  |
| 7 | 4 Featured help articles shows up in cycle - Click the image | The featured article is displayed within the appropriate category/article page in the appropriate language. |
| 8 | 5 Help Categories shows with circle icon - Move cursor to verify the hot spot - Click the image - Check the article | - The hot spot should be rectangle around the title - The featured article is displayed within the appropriate category/article page in the appropriate language. - The veritical scroll bar should be visible and works well within article if more than 1 page |
| 9 | Find Accessories at Dell.com - Move cursor on Find Accessories at Dell.com - Click on "Find Accessories at Dell.com" link/image | - The rectangle of "Find Accessories at Dell.com" shows up and duration 300ms - Browser is launched to Dell Shop "http://www.dell.com/snp" and the appropriate language is displayed. (The www.dell.com/snp URL is geo-locating URL. It detect the region where the system is located and automatically routes the browser to the server within the region (i.e. if you run the test in China, you will be routed to the Chinese server and display in Chinese.) |
| 10 | - Move cursor on close button - Click close button | - Close is hot spot - DHS exits |

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| 7)1091532.3 | | [Dell Help & Support\_Launch other Dell OTB SW](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1134938) | |
| **Test Case Name** | | Dell Help & Support\_Launch other Dell OTB SW | |
| **Test Case Number** | | 1091532.3 | |
| **Test Case Status** | | Active | |
| **Test Case Author** | | Cherry\_Xu | |
| **Test Case Group** | | Client Validation - Test Case Library | |
| **Test Case Priority** | |  | |
| **Test Case Audit Priority** | |  | |
| **Test Case Search Keyword(s)** | | Easy, Learning Center, In-app Feedback | |
| **Test Case Objective** | | Easy, Learning Center, In-app Feedback | |
| **Test Notes/Comments** | |  | |
| **Optional Field 1** | |  | |
| **Optional Field 2** | |  | |
| **Optional Field 3** | |  | |
| **Test Revision History** | |  | |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 1 hr | | **Unattended Time** | 1 hr | | **Total Test Time** | 2 hr | | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1134938) | |  | |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS basic function   SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1134938) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1134938&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1134938&fieldID=9) | | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | | |

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| **Step** | **Test Procedure** | | **Expected Result** | |
| 1 | Launch Dell Help & Support | | Main UI shows up | |
|  | **Launch "Warranty"** | |  | |
| 2 | SUT is **Not Registered** and Product Registration (Kickstart) is **not installed** Register prompt auto shows up if the SUT not register  - For Testing purpose, you can rename the .exe for product registration under TBD, to simulate that SUT does not inlcude Kickstart application.  - Simulate Kickstart not installed - Relaunch DHS - Observe | | If SUT is not registered - The registration section is always displayed at least 2times - Display your registration status ("Please take a moment to register your system") - Provide a button labeled "Register" that, when pressed, launches the Product Registration application (Kickstart) installed on the system.  - If the Product Registration application is not installed on the system then launch the default browser to https://www.dell.com/register | |
| 3 | SUT is **Registered** - Observe | | If SUT is registered - Display your registration status ("Your device was registered on Month/Day/Year.").  - If the device has registered do not display the "Register" button. - The Warranty Status also shows up. | |
| 4 | Warranty Status: Expiration date is greater than 30 days -Change the SUT date/time [if necessary] to be greater than 30 days from expiration date displayed on DHS -Relaunch DHS | | If user's warranty coverage is greater than 30 days, then display "Warranty valid through [warranty\_expiration\_date]" | |
| 5 | Warranty Status: Expiration date is less of equal to 30 days -Change the SUT date/time [if necessary] to be less of equal to 30 days from expiration date displayed on DHS -Relaunch DHS | | If user's warranty coverage is less or equal than 30 days, then display "Warranty expires in [x] days" | |
| 6 | Warranty Status: Expiration date is expired -Change the SUT date/time [if necessary] to be later than expiration date displayed on DHS -Relaunch DHS | | If user's warranty expired, then display "Warranty is Expired" | |
| 7 | Launch MDLCSvc.exe.config from C:\Program Files\Dell\Dell Help & Support - Check the WarrantyWebServiceKey - Check the WarrantyWebServiceHost | | - WarrantyWebServiceKey in the MDLCSvc.exe.config file is 8822ebc870c5d9a30e1c8045e908e829 - WarrantyWebServiceHost in the MDLCSvc.exe.config file is https://api.dell.com" | |
|  | **Launch "SupportAssist"** | |  | |
| 8 | - Launch DHS - Click "SupportAssist" - Observe | | SUPPORT ASSIST INSTALLED - Launch the Support Assist application   SUPPORT ASSIST NOT INSTALLED - Click on "Download" button, auto launch web to SupportAssist for PCs and tablets page. Download and install application. located:  http://www.dell.com/support/contents/us/en/04/article/Product-Support/Self-support-Knowledgebase/software-and-downloads/support-center  - SupportAssist application is located on the user's system at c:\Program Files\Dell\SupportAssist\pcdlauncher.exe. | |
|  | **Launch "Manuals"** | |  | |
| 9 | - Launch DHS - Click "Manual" - "Quick Start Guide" - “View all manuals for your LOB at Dell.com" | | - Display the Quick Start Guide for the test SUT - Launch Product Support on Dell website | |
|  | **Dell Update status** | |  | |
| 10 | **Install** (SUT not installed Dell Update)  "Let's keep you up to date" shows up - Click "Install” - Download and install Dell UPdate | | - "Let's keep you up to Date, install our app to stay current on the latest important drivers. INSTALL" shows on left panel again with OS native language  - Check the existence of \Program Files (x86)\Dell Update\DellUpService.exe to confirm Dell Update install successfully | |
| 11 | **Enable** (Disable Dell Update "Auto check" before testing)  "Let's keep you up to date" shows up - Click ”Enable" | | - "Let's keep you up to date, Enable automatic updates to stay current on the latest important drivers. ENABLE" shows on left panel with OS native language  - Right click on Dell Update icon, find "Auto check" is enabled | |
| 12 | **Important drivers are current**  - Launch {Application} - Dell Update status displays on the home page | | - Green tick ahead of "Important drivers are current" shows \*\*Only display positive status, don't display the "important drivers are not up to date" info\*\* | |
|  | **Launch “Feedback"** | |  | |
| 13 | - Launch DHS - Click on "Feedback" on left bottom corner - "Feedback" page shows up | | - Check there is no garbage/cutoff on the page - Check the function of feedback - Verify the language displayed on feedback page is match with OS language - Verify the page is readable - Zoom in/out is prohibited with DHS 2.1 | |
| 8) 1091548.6 | | | [Dell Help & Support\_"Was this article helpful?" feedback](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1144567) | |

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| **Test Case Name** | Dell Help & Support\_"Was this article helpful?" feedback |
| **Test Case Number** | 1091548.6 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | "Was this article helpful?" feedback |
| **Test Case Objective** |  |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 10 min | | **Unattended Time** | 0 min | | **Total Test Time** | 10 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1144567) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable  Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS basic function   SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1144567) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1144567&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1144567&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | Launch Dell Help & Support | Main UI shows up |
| 2 | Click on one of the categorys on the home page | Launched one category |
| 3 | Move cursor and drag the article to bottom | The content in article should be displayed completely, not be covered with the "Was this article helpful?" window. |
| 4 | Find statemet "Was this article helpful? Yes|No" shows up - Click "Yes" - Click “No" - Click "X" | - Verify "Was this article helpful? Yes | No" is on the bottom right side of Category Page.  - Verify that "Yes" and "No" responses are clickable - The statement won't display again after user click "Yes"/ "No"/ "X" button |

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| 9)1091739.7 | [Dell Help & Support\_ Feedback-multi language](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1135651) |

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| **Test Case Name** | Dell Help & Support\_ Feedback-multi language |
| **Test Case Number** | 1091739.7 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** |  |
| **Test Case Objective** | Verify Send us feedback link default language shows in OS native language. If the language is out of 7 languages, it shows in English. |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 10 min | | **Unattended Time** | 20 min | | **Total Test Time** | 30 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** | OS language is out of the scopes (English, Simplified Chinese, French, German, Spanish, Japanese, Brazilian Portuguese ). | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1135651) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS basic function   SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1135651) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1135651&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1135651&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
|  | **OS language is in scope** |  |
| 1 | Launch Dell Help & Support. | Main UI is shown up. |
| 2 | Click on ""Feedback"" link on Home page | In-app feedback webpage is displayed within Dell Help & Support application frame. -The language displayed on the ""Feedback"" page is same as OS language -In-app feedback web shall has a "back" arrow |
| 3 | Verify the ""Feedback"" function | The items in Feedback page is workable |
|  | **OS language is out of scope** eg: Korea(change the OS language from Control Panel) |  |
| 4 | Launch Dell Help & Support. | Main UI is shown up. |
| 5 | Click on ""Feedback"" link on Home page | In-app feedback webpage is displayed within Dell Help & Support application frame. |
| 6 | Verify the ""Feedback"" page. | The language displayed on the ""Feedback"" page is English and region to US. |

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| 10) 1091768.4 | [PKS-3136 Get more support on Dell.com - Update URL for support multi-language](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1135647) |

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| **Test Case Name** | PKS-3136 Get more support on Dell.com - Update URL for support multi-language |
| **Test Case Number** | 1091768.4 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** |  |
| **Test Case Objective** | Verify Get more support on Dell.com link default language is English if OS language is out of 7 languages. DHS support languages: English/SCHI/Spanish/French/Germany/B-por/Japanesse |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 10 min | | **Attended Time** | 10 min | | **Unattended Time** | 20 min | | **Total Test Time** | 40 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** | OS language is out of the scopes (English, Simplified Chinese, French, German, Spanish, Japanese, Brazilian Portuguese ). E.g. Korea | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1135647) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS basic function   SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1135647) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1135647&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1135647&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
|  | **OS language is in scope** |  |
| 1 | Launch Dell Help & Support. | Mian UI is shown up. |
| 2 | Press a Category on the DHS Home page | The Category's article page is launched. |
| 3 | Press the "Get more support on Dell.com" link. | The browser launches to the Support topics & articles page. -The Support topics & articles URL displays match with the OS language -The browser to display the Support topics & articles hosted on dell.com. e.g. http://www.dell.com/support/home/CN/zh/04/product-support/servicetag/6YK1H12/research?s=BSD |
| 4 | Check the Support topics & articles page | The Support topics & articles page shows in OS language |
|  | **OS language is out of scope** eg: Korea |  |
| 5 | Launch Dell Help & Support. | Main UI shows up |
| 6 | Press a Category on the DHS Home page | The Category's article page is launched. |
| 7 | Press the "Get more support on Dell.com" link. | The browser launches to the Support topics & articles page. -The Support topics & articles URL displays the language in English and region to US -The browser to display the Support topics & articles hosted on dell.com. e.g. http://www.dell.com/support/home/us/en/04/product-support/servicetag/6YK1H12/research?s=BSD |
| 8 | Check the Support topics & articles page | The Support topics & articles page shows in English |

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| 11) 1100216.3 | [Dell Help & Support\_ Launch Windows Troubleshooter](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1134946) |

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| **Test Case Name** | Dell Help & Support\_ Launch Windows Troubleshooter |
| **Test Case Number** | 1100216.3 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | troubleshooter |
| **Test Case Objective** | Verify Wireless troubleshooter window/ Device troubleshooter/ Printer troubleshooter/ Windows Update troubleshooter is launched |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 15 min | | **Unattended Time** | 0 min | | **Total Test Time** | 15 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1134946) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS basic function   SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1134946) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1134946&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1134946&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | Launch Dell Help & Support | Main UI shows up |
|  | **Windows 8.1** |  |
| 2 | - Select category "Connecting to Wireless and Accessories" - Select article "To install a printer" and click the link "Launch Windows Printing Troubleshooter" | Printing troubleshooter window is launched. |
|  | **Windwos 8.1 & Windows 10** |  |
| 3 | - Select category "Keeping your system healthy" - Select article "Protecting your PC from Malware" and click the link "Launch Windows Update Services Troubleshooter" | Windows Update window is launched. |
| 4 | - Select category "Connecting to Wireless and Accessories" - Select article "Setup a Wirless Keyboard or Mous"" and click the link ""Launch Windows Device Troubleshooter" | Hardware and Devices troubleshooter window is launched |
| 5 | - Select category "Connecting to Wireless and Accessories" - Select article "Wireless Troubleshooting" and click the link "Launch Window Wireless Troubleshooter" | The troubleshooting wizard window is launched |

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| 12) 1124200.1 | [PKS-3416 Imbed Dell Museo font into Dell Help & Support](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1124204) |

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| **Test Case Name** | PKS-3416 Imbed Dell Museo font into Dell Help & Support |
| **Test Case Number** | 1124200.1 |
| **Test Case Status** | Active |
| **Test Case Author** | Star\_Huang |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** | 2 |
| **Test Case Audit Priority** | 2 |
| **Test Case Search Keyword(s)** |  |
| **Test Case Objective** |  |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 5 min | | **Unattended Time** | 0 min | | **Total Test Time** | 5 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1124204) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.1\new feature   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1124204) | | **Level** | L2 | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1124204&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1124204&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | Install Dell Help & Support and check the Dell font. | Dell font doesn't install to system.(No"Museo Sans For Dell"in path C:Windows\Fonts\ ) |
| 2 | Launch Dell Help & Support app, check UI/article font displays. | UI and article content displays in Dell font(see attachments), and there is no Font folder in Asset path. (For Japanese and Chinese, system default font is used for DHS) |

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| **File ID** | **File Name** | **TestDrive File Name** | **File Description** | **File Size (KB)** | **File Date** | **Vendor Viewable** | **Status** | **Options** |
| 1287866 | Dell Museo Font.png | Dell Museo Font.png |  | 83 | 9/18/2015 | Hidden | Active | http://testdrive.us.dell.com/testdrive/graphics/edit1.gif |
| 1287867 | Dell font.png | Dell font.png |  | 138 | 9/18/2015 | Hidden | Active | http://testdrive.us.dell.com/testdrive/graphics/edit1.gif |

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| 13) 1124212.1 | [PKS-3466 Remove System.Net.FtpClient.dll from LC 2.5 source tree from install package](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1124212) |

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| **Test Case Name** | PKS-3466 Remove System.Net.FtpClient.dll from LC 2.5 source tree from install package |
| **Test Case Number** | 1124212.1 |
| **Test Case Status** | Active |
| **Test Case Author** | Star\_Huang |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** |  |
| **Test Case Objective** |  |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 5 min | | **Unattended Time** | 0 min | | **Total Test Time** | 5 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** | Version of LC must be 2.5 or higher | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1124212) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.1\new feature   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1124212) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1124212&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1124212&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | Go to application installed path. (C:\Program Files\Dell\Dell Help & Support) | 1-2: The file System.Net.FtpClient.dll doesn't list the installed path. |
| 2 | Observe the file System.Net.FtpClient.dll whether exist in the folder | 1-2: The file System.Net.FtpClient.dll doesn't list the installed path. |

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| 14) 1125025.6 | [PKS-3508/3484/3485/3486/3489 Dell Update Status check](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1129074) |

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| **Test Case Name** | PKS-3508/3484/3485/3486/3489 Dell Update Status check |
| **Test Case Number** | 1125025.6 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | Dell Update, multi-language |
| **Test Case Objective** | 1.No Drivers tab 2.Dell Update status check (Install/Enable) 3.Text display on the home page is displayed properly in OS native languages (US,ES,FR,DE,JA,BP,SCHI). |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** | version 2, 9/30/2015, Cherry\_xu: Add user story 3484, no Drivers tab check version 3, 10/2/2015, Cherry\_xu: Add Dell Update not launched status version 4, 10/9/2015, Star\_huang: Add details in steps  version 5, 10/16/2015, Cherry\_xu: Add check DU status support multi-language |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 10 min | | **Attended Time** | 30 min | | **Unattended Time** | 30 min | | **Total Test Time** | 1 hr 10 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** | No Dell Update installed before testing | | **Test Equipment Needed** |  | | **Test Software Needed** | Dell Help & Support, Dell Update | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1129074) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.1\new feature   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1129074) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1129074&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1129074&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
|  | \*\*Confirm Dell Update isn't installed. If installed, please uninstall firstly to do below testing\*\* |  |
| 1 | Launch Dell Help & Support | Launch Dell Help & Support successfully |
| 2 | Observe there are "Warranty"/"SupportAssist"/"Manual" 3 tabs shows on left panel | "Warranty"/"SupportAssist"/"Manual" tabs shows and no "Drivers" tab |
| 3 | Observe prompt window shows on lower left corner in Home page | "Let's keep you up to Date, install our app to stay current on the latest important drivers. INSTALL" shows on prompt window with OS native language |
| 4 | Click the "X" button on the prompt window | The prompt window closed |
| 5 | Click on categories and check the display | Check the prompt window doesn't show up |
| 6 | Close Dell Help & Support, then re-launch | Re-launch Dell Help & Support successfully |
| 7 | Check the prompt window whether popups again | "Let's keep you up to Date, install our app to stay current on the latest important drivers. INSTALL" shows on left panel again with OS native language |
| 8 | Click "Install" button | Launch a browser to the Dell Update page on dell.com where the user can obtain additional information about Dell Update and obtain a link to download the application. |
| 9 | Download and install Dell Update | 1. Check the existence of \Program Files (x86)\Dell Update\DellUpService.exe to confirm Dell Update install successfully 2. Dell Update will launch after installation complete |
| 10 | Right click Dell Update icon on systray and disable "Enable auto check" | Auto check set to disabled |
| 11 | Close Dell Update | Dell Update closed without problems |
| 12 | Close Dell Help & Support and re-launch | DHS main UI shows up and Dell Update is launched |
| 13 | Observe the Dell Update Enable prompt window shows on Home page | "Let's keep you up to date, Enable automatic updates to stay current on the latest important drivers. ENABLE" shows on left panel with OS native language |
| 14 | Click on ENABLE button to enable automatic update | No any windows prompt after click ENABLE |
| 15 | Check the status of Dell Update from systray | Right click on Dell Update, "Enable auto check" is auto choosed |
| 16 | Observe there is no any prompt windows on DHS home page | Once automatic updates are enabled, there is no any prompt windows |
| 17 | Close Dell Help & Support and wait minutes to re-launch | Re-launch Dell Help & Support successfully |
| 18 | Observe Dell Update status displays on the home page | 1. There is no any prompt window display on home page 2. Dell Update status displays under the system info panel with OS native language: Green tick ahead of "Important drivers are current" info \*\*Only display positive status, don't display the "important drivers are not up to date" info\*\*  \*\*Not display Dell Update status if the important drivers are not up to date\*\* |

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| 15) 1125109.2 | [Dell Help & Support\_Resolution change](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1135389) |

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| **Test Case Name** | Dell Help & Support\_Resolution change |
| **Test Case Number** | 1125109.2 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | system resolution |
| **Test Case Objective** | 1.To check no error popup on DHS when change system resolution  2.To check no garbage shows up when SUT attached projector |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 10 min | | **Attended Time** | 30 min | | **Unattended Time** | 0 min | | **Total Test Time** | 40 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** | change all supported resolutions | | **Test Equipment Needed** |  | | **Test Software Needed** | DHS | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1135389) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable  Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.1\new feature   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1135389) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1135389&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1135389&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | Launch Dell Help & Support | Main UI shows up |
|  | **Change Resolution** |  |
| 2 | Maintain DHS opened, Change system resoltion from Display settings |  |
| 3 | Launch below pages and verify DHS UI and content display - Feedback page - Tabs - Categories - Content | -No errors about DHS pop up -UI display the appropriate sized UI based upon the resolution setting.  -UI should not extend over the system tray or outside the top, bottom, left or right margin at any time at any resolution. |
| 4 | Minimize DHS to taskbar, change resolution to others | DHS icon shows on taskbar, no problem when change resolution |
| 5 | Restore DHS from taskbar, Launch below pages and verify DHS UI and content display - Feedback page - Tabs - Categories - Content | -No errors about DHS pop up -UI display the appropriate sized UI based upon the resolution setting.  -UI should not extend over the system tray or outside the top, bottom, left or right margin at any time at any resolution. |
| 6 | Change system resolution to all supported resolutions and repeat step 2-5 | Change all resolutions without problems |
|  | **Change Font** |  |
| 7 | Change the Font from Display settings | Font change to 125%/ 150% |
| 8 | - Launch Dell Help & Support - Check the UI/Category/Content display | -UI display the appropriate sized UI based upon the Font settings.  -UI should not extend over the system tray or outside the top, bottom, left or right margin at any time at any resolution. |
|  | **Connect external Display** |  |
| 9 | Connect external display (monitor/projector) to SUT | The connection is established between SUT and display |
| 10 | - Launch Dell Help & Support - Observe the UI/Cateogry/Content display | - Verify Main UI show well, no any truncation for every element on UI. - Every element shows well, title, article content, article title. |
| 11 | - Change display mode (Duplicated/Extend/Second Screen Only mode)  - Observe the UI/Cateogry/Content display | - Verify change display mode work fine. - Verify Main UI show well, no any truncation for every element on UI. - Every element shows well, title, article content, article title. |

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| 16) 1128857.1 | [PKS-3538 Content SelfUpdate-Switch OS language](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1128910) |

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| **Test Case Name** | PKS-3538 Content SelfUpdate-Switch OS language |
| **Test Case Number** | 1128857.1 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | content update; switch os language |
| **Test Case Objective** | Verify the new contents are download after switching OS language |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 5 min | | **Attended Time** | 10 min | | **Unattended Time** | 1 hr | | **Total Test Time** | 1 hr 15 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** | 1.The SUT can connect to download server. 2.Put new content Packages and Manifest in Akamai server. 3.Put override "DHSSrv.exe.config" to "[SystemDrive]:\ProgramData\Dell\Dell Help & Support" 4.Dell Help & Support is not running | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1128910) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.1\new feature   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1128910) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1128910&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1128910&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | Check agent log: "[SystemDrive]:\ProgramData\Dell\Dell Help & Support\DellAgent.MDLC.00.log " | There is no any unexpected or errors in logs. Agent logs will show on the downloading conent, process and filesize, and content updated to local info. E.g. ContentU: Downloading Assets, 100%, File Size:294148 bytes ContentU: File:videoplayer.png has been updated to local repository. |
| 2 | Check the update service log file 'Service.log' under '[SystemDrive]:\ProgramData\Dell\Dell Help & Support\Logs'. | There is no any unexpected or errors in logs. |
| 3 | Waiting for new Content download complete | New content is downloaded |
| 4 | Launch DHS, check new content is updated then close main UI | New content is updated |
| 5 | Swtich OS language to other supported language by Dell Help & Support Control Panel->Language->Add a language | OS language changed |
| 6 | Waitting for new Content download complete | The corresponding Content package about new OS language is downloaded |
| 7 | Launch DHS, check new content is updated | New content is updated |

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| 17) 1128870.1 | [PKS-3474 Negative test - Stop Service](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1128915) |

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| **Test Case Name** | PKS-3474 Negative test - Stop Service |
| **Test Case Number** | 1128870.1 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | Stop service |
| **Test Case Objective** | Dell.com should be opened when stop DHS serivce |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 5 min | | **Attended Time** | 10 min | | **Unattended Time** | 0 min | | **Total Test Time** | 15 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1128915) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.1\new feature   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1128915) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1128915&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1128915&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | Launch Dell Help & Support | Main UI shows up |
| 2 | Stop DHS service Control Panel->Administrative Tools->Service | DHS service stopped |
| 3 | Click on the Dell.com links | Get more support on Dell.com link should be opened even service is stopped |

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| 18) 1133240.5 | [Dell Help & Support\_Categories/ Content/ Articles/LOB Specific](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1145055) |

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| **Test Case Name** | Dell Help & Support\_Categories/ Content/ Articles/LOB Specific |
| **Test Case Number** | 1133240.5 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | Categories/ Content/ Articles/LOB specific |
| **Test Case Objective** | Verify the categories/ Content/ Articles display Verify the articles specific are appear on the carrousel of the LOB supported only |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 15 min | | **Attended Time** | 45 min | | **Unattended Time** | 0 min | | **Total Test Time** | 1 hr | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1145055) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.2\DHS 2.2 New Feature   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1145055) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1145055&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1145055&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | Launch Dell Help & Support | Main UI shows up |
| 2 | View the Categories shows on Help Categories list |  |
| 3 | **Win8.1 OS** - Getting Around Windows 8.1 - Connecting to Wireless and Accessories - Setting Up Accounts and Personalization - Getting to Know Your Device and Software - Keeping Your System Healthy | 5 Categories, Categories display in the language set in the OS. |
| 4 | - Click one of the categories to launch the Category Page - Check the article in category displays in the lagnuages sets in the OS (articles display in English if OS is out of 7 languages whick supported DHS) - Click on "Back to Top" link in the article to check the function - Click ""go back"" icon on upper left corner to Main UI | - Each content (article, video or document) must associate with one and only one category.  - Display contents associated with the category within the category page.  - Name of the categories are subject to change, and shall be modifiable and updateable from content management system (similar to content).  - Content category page needs to display content list at left side and display a featured article on the right.  - Verify the articles, no horizontally scroll bar. - The content title for the article displayed on the right should also be displayed within the content list.  - The title of the content being displayed should be blue font  - The articles cannot be copied  - "Back to Top" works normally - Verify "go back"" icon leads user back to DHS home page |
| 5 | **Win10 OS** - Getting Around Windows 10 - Connecting to Wireless and Accessories - Setting Up Accounts and Personalization - Getting to Know Your Device and Software - Keeping Your System Healthy | 5 Categories, Categories display in the language set in the OS. |
| 6 | - Click one of the categories to launch the Category Page - Check the article in category displays in the lagnuages sets in the OS (articles display in English if OS is out of 7 languages whick supported DHS) - - Click on "Back to Top" link in the artcle to check the function - Click ""go back"" icon on upper left corner to Main UI | - Each content (article, document) must associate with one and only one category.  - Display contents associated with the category within the category page.  - Name of the categories are subject to change, and shall be modifiable and updateable from content management system (similar to content).  - Content category page needs to display content list at left side and display a featured article on the right. - Verify the articles, no horizontally scroll bar. - The content title for the article displayed on the right should also be displayed within the content list.  - The title of the content being displayed should be blue font  - The articles cannot be copied  - "Back to Top" works normally - Verify "go back"" icon leads user back to DHS home page |
| 7 | - Click on any categories on the main UI - Click on artciels | - No horizontal scroll bar - If there is only 1 page of content,won't show scroll bar |
| 8 | - Go to "C:\ProgramData\Dell\Dell Help &Support\ContentRepo\win10 or win8.1\en\ (based on the OS edition & language" - Open the Categories file (eg:Categories\_Win10\_en.xml) | - Verify article order (priotity) matches priority Displayed on DHS's category page - Verify that articles with high priotity (0) is the article displayed as the default article [feature topic] on Content Page - Verify the content list same as the Title in categories.xml file |
| 9 | - Check the Content list on Category page - Click on “Get more support on Dell.com” | - If the total amount of titles of a category is less then 10, then display "Get more support on Dell.com" at the bottom of the content list - Dell.com is clickable, URL convention to: eg: http://www.dell.com/support/home/us/en/04/product-support/servicetag/9KW7kW1/research?s=BSD |
|  | **Article specific for LOB\_Article Area** |  |
| 10 | **LOB\_XPS** Win8.1\_EN, Keeping Your System Healthy Win10\_EN, Getting Around Windows 10 | For XPS, there should be two articles "Only for XPS" and "For XPS and Inspiron" list under the category. |
| 11 | **LOB\_Inspiron** Win8.1\_EN, Keeping Your System Healthy Win10\_EN, Getting Around Windows 10 | For Inspiron, there should be two articles "Only for Inspiron" and "For XPS and Inspiron" list under the category. |

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| 19) 1142950.1 | [Dell Help & Support\_Remove Self-update plugin](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1143081) |

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| **Test Case Name** | Dell Help & Support\_Remove Self-update plugin |
| **Test Case Number** | 1142950.1 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | self-update plugin |
| **Test Case Objective** | Verify the self-update plguin is removed |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 15 min | | **Unattended Time** | 0 min | | **Total Test Time** | 15 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1143081) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1143081) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1143081&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1143081&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | Go to Registry, check whether exist selfupdate registered info. | There is no selfupdate registered info |
| 2 | Go to DHS installed path, check whether exist selfupdate installed info. | There is no selfupdate installed info |
| 3 | Launch DHS application. | Main UI shows up |
| 4 | Check agent log: "[SystemDrive]:\ProgramData\Dell\Dell Help & Support\DellAgent.MDLC.00.log " | Selfupdate plugin will not exist in log file |

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| 20) 1142965.2 | [Dell Help & Support\_Inline link within DHS](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1143188) |

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| **Test Case Name** | Dell Help & Support\_Inline link within DHS |
| **Test Case Number** | 1142965.2 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | link |
| **Test Case Objective** | Verify that link directly in-app to other articles within Help & Support |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 10 min | | **Unattended Time** | 0 min | | **Total Test Time** | 10 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** | DHS | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1143188) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\Lithium 2.2\DHS 2.2 New Feature | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1143188) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1143188&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1143188&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | Launch Dell Help & Support | Main UI shows up |
| 2 | Go to Category "Connecting to a Wireless Network". | "Test Launch in App" article is opened. |
| 3 | Select the article "Test Launch in App". | "Test Launch in App" article is opened. |
| 4 | Select the link "Redirect to sharing files" in article. | UI will jump to the local article "Share files and folders" linked in step2 after click the link. |

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| 21) 1142969.2 | [Dell Help & Support\_Launch SupportAssist](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1143187) |

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| --- | --- |
| **Test Case Name** | Dell Help & Support\_Launch SupportAssist |
| **Test Case Number** | 1142969.2 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | SupportAssist |
| **Test Case Objective** | Verify that SupportAssist can be launched directly from article. If SupportAssist didn't install, My Dell is stalled in system, verify that My Dell could be launched directly from article. If SupportAssist and My Dell didn't install, IE would be launched to download SupportAssist. |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 10 min | | **Attended Time** | 30 min | | **Unattended Time** | 30 min | | **Total Test Time** | 1 hr 10 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** | My Dell, SupportAssist | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1143187) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\Lithium 2.2\DHS 2.2 New Feature | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1143187) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1143187&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1143187&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
|  | **My Dell is installed, SupportAssist not installed** |  |
| 1 | Launch Dell Help&Support app. | Main UI shows up |
| 2 | Go to Category "Connecting to a Wireless Network". | "Connecting to a Wireless Network" Category |
| 3 | Select the article "Test Launch in App". | "Test Launch in App" article is opened. |
| 4 | Select the link "Launch SupportAssist" in article. | My Dell is launched |
| 5 | Uninstall My Dell from Control Panel | My Dell uninstalled without problems |
|  | **SupportAssist is not installed** |  |
| 6 | Launch Dell Help & Support | Main UI shows up |
| 7 | Go to Category "Connecting to a Wireless Network". | "Connecting to a Wireless Network" Category |
| 8 | Select the article "Test Launch in App". | "Test Launch in App" article is opened. |
| 9 | Select the link "Launch SupportAssist" in article. | http://www.dell.com/support/contents/us/en/04/article/Product-Support/Self-support-Knowledgebase/software-and-downloads/support-center |
| 10 | Download SupportAssisit and install | SupportAssist install successfully |
|  | **SupportAssist is installed** |  |
| 11 | Launch Dell Help & Support. | Main UI shows up |
| 12 | Go to Category "Connecting to a Wireless Network". | "Connecting to a Wireless Network" Category |
| 13 | Select the article "Test Launch in App". | "Test Launch in App" article is opened |
| 14 | Select the link "Launch SupportAssist" in article. | SupportAssist is launched. |

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| 22) 1091538.7 | [Dell Help & Support\_Local Search & See more search result](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1150660) |

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| **Test Case Name** | Dell Help & Support\_Local Search & See more search result |
| **Test Case Number** | 1091538.7 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | search |
| **Test Case Objective** | 1. Verify the local search function 2. Verify See more results on Dell.com link default language is English if OS language is out of 7 languages. DHS support languages: English/SCHI/Spanish/French/Germany/B-por/Japanesse |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 10 min | | **Attended Time** | 30 min | | **Unattended Time** | 30 min | | **Total Test Time** | 1 hr 10 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** | OS language is out of the scopes (English, Simplified Chinese, French, German, Spanish, Japanese, Brazilian Portuguese ). | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1150660) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\DHS basic cases\DHS basic function   SW\_Learning-Center\_Platform\DHS basic cases\DHS normal cases\Usually used   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1150660) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1150660&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1150660&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
|  | **OS language is in scope** |  |
| 1 | - Launch Dell Help & Support | Main UI launches successfully |
| 2 | - Observe UI | - Search bar in upper right area of Main UI - No "Close" button within search area |
| 3 | - Type the keyword which associated with articles in category tested keyword:"wireless"/ "win",etc localized character: the keywords based on the L10N OS - Observe UI | - When user enters text and presses enter then search DHS article titles - the search result is based on the Keywords of categories\_XXX.xml in C:\ProgramData\Dell\Dell Help & Support\ContentRepo\Win8.1 or Win10\language edition. - Display search results (article titles) on the drop down list of the search bar |
| 4 | - Click on the first article returned from search (drop down list) - Click on "See more results on Dell.com" | - When user clicks on article title within search results, then display the category page associated with the article (e.g Getting Around Windows 8.1) and display the selected article. - The search criteria carried to Dell.com and search result shows up. |
| 5 | - Type the keyword or phrase Not associated with articles. eg: invalid keyword: wen, etc phrase: Hello World special keyword: dell.com special character: %, &, \*, ?, etc localized character: the keywords based on the L10N OS - Observe UI | - If no search result found then display "No results found" within the drop down list. - If no search result found then display "See more results on Dell.com" |
| 6 | Select "See more results on Dell.com". | -The browser launches and displays the search page matched the search criteria appears in the search bar. -The search page won't display "Server Error"/ "404 Server" or other unexpected errors. |
| 7 | Check the Search page. | The search page displays match with the OS language. |
|  | **OS language is out of scope** eg: korea |  |
| 8 | Launch Dell Help & Support. |  |
| 9 | Specify search criteria and press enter. | Matched result and See more results on Dell.com are displayed in searched list. |
| 10 | Select ""See more results on Dell.com"". | The browser launches and displays the search page matched the search criteria appears in the search bar. -The Search page URL displays the language to English and region to US. -The browser to display the search page hosted on dell.com. http://pilot.search.del.com/{search criteria} |
| 11 | Check the Search page. | The search page displays default language English. |

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| 23) 1144058.2 | [Dell Help & Support\_Video Play](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1145165) |

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| **Test Case Name** | Dell Help & Support\_Video Play |
| **Test Case Number** | 1144058.2 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | more than one video in article, YouTube video |
| **Test Case Objective** | Verify that more than on embedded video in on article works well |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 10 min | | **Attended Time** | 20 min | | **Unattended Time** | 15 min | | **Total Test Time** | 45 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** | YouTube couldn't be accessed in China, need VPN account | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1145165) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\Lithium 2.2\DHS 2.2 New Feature   SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1145165) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1145165&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1145165&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
|  | **SUT connect with internet** |  |
| 1 | Launch Dell Help & Support | Main UI shows up |
| 2 | Go to any article that includes YouTube video or has more than one embedded video | video shows in article |
| 3 | Play the video in the article | The video played normally |
| 4 | The video will display closed caption text translated to the OS language | The video text is localized |
| 5 | Try to pause and resume, maximize the player If platform support Touch, use touch feature for the video play/pause in normal or maximize mode | the video played without any error |
| 6 | Play another video in the artcle | The video plays without any error (If the 1st video is playing, when you click on the 2nd video, the 1st video will paused and the 2nd is played) |
|  | **SUT disconnect with internet** |  |
| 7 | Launch Dell Help & Support | Main UI shows up |
| 8 | Go to any article that shows videos | video shows up in article |
| 9 | Click on the the video, it will shows "Hmmm, looks like you're offline..." | No "Cannot contact server" info shows up |

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| 24) 1144932.1 | [Dell Help & Support\_Long run Test (Wistron platform)](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1144933) |

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| **Test Case Name** | Dell Help & Support\_Long run Test (Wistron platform) |
| **Test Case Number** | 1144932.1 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | Long run |
| **Test Case Objective** | To check the BSOD issue with long run app |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 10 min | | **Attended Time** | 10 min | | **Unattended Time** | 12 hr | | **Total Test Time** | 12 hr 20 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** | Long Run v2.41 | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1144933) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\Lithium 2.2\DHS 2.2 New Feature | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1144933) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1144933&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1144933&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | SUT with tested Dell Help & Support build | DHS install successfully |
| 2 | Install Long Run v2.41 \*long run only support SUT which made by Wistron\* | Long run tool install successfully |
| 3 | **Precondition:** Disable "Automatically restart" from Control Panel->System->Advanced system settings->Startup and Recovery Settings | Setting successfully |
| 4 | Run S3/S4/Warm boot/Cold boot over night | No BSOD or error shows up |

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| 25) 1145149.2 | [Dell Help & Support\_ Log check](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1145351) |

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| **Test Case Name** | Dell Help & Support\_ Log check |
| **Test Case Number** | 1145149.2 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | log check |
| **Test Case Objective** | there is no error in log |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 10 min | | **Attended Time** | 10 min | | **Unattended Time** | 0 min | | **Total Test Time** | 20 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** |  | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1145351) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\Lithium 2.2\2.2 basic cases\basic case | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1145351) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1145351&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1145351&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | Launch Dell Help & Support | Main UI shows up |
| 2 | Check the apptelemetry plugin version from C:\ProgramData\Dell\Dell Help & Support\DellAgentMDLC.00.log | "AppTelemetryPlugin" 1.7.1 |
| 3 | Check the apptelemetry plugin version from C:\Program Files\Dell\Dell Help & Support\Dell.Tribbles.Agent.Plugins.App Telemetry.dll | Details->File version: 1.7.1.8 |
| 4 | Do some testing on Dell Help & Support | DHS works fine |
| 5 | Check below log files still exist: C:\ProgramData\Dell\Dell Help & Support\Logs\LearningCenterUI.log  C:\ProgramData\Dell\Dell Help & Support\DellAgentMDLC.00.log | Check there is no error in log files. |

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| 26) 1150337.2 | [Content Update\_Apollo & Config file](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1150495) |

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| **Test Case Name** | Content Update\_Apollo & Config file |
| **Test Case Number** | 1150337.2 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | CU |
| **Test Case Objective** | To verify Content Update via Apollo & config file on product & test server. Fixed: PKS-3808: to make the Apollo configuration function (update content update URL) workable;  PKS-3809: change the default content update URL for content update test server and production server in code  PKS-3806: Insert YouTube Video preview failed sometimes  To verify the new version v2.2.23.0 could do content update and get new articles related to the new features;  To verify v2.1.78.0 could do content update and get the v2.2.21.0 content, won't get new articles related to the new features;  To verify v2.2.21.0 won't do content update; |
| **Test Notes/Comments** | Apollo, Config file |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 30 min | | **Attended Time** | 1 hr | | **Unattended Time** | 2 hr | | **Total Test Time** | 3 hr 30 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** | Baretail | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1150495) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\Lithium 2.2\DHS 2.2 New Feature | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1150495) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1150495&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1150495&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| **Step** | **Test Procedure** | **Expected Result** |
| 1 | **Content Update from test server** |  |
|  | **DHS 2.1.78.0** Precondition: 1. Put DHSSrv.exe.config to C:\ProgramData\Dell\Dell Help & Support 2. Restart Dell Help & Support service from Services |  |
| 1 | Launch Dell Help & Support | Main UI shows up |
| 2 | Check agent log: "[SystemDrive]:\ProgramData\Dell\Dell Help & Support\DellAgent.MDLC.00.log" via Baretail | There is no any unexpected or errors in logs. Agent logs will show on the downloading conent, process and filesize, and content updated to local info. E.g. ContentU: Downloading Assets, 100%, File Size:294148 bytes ContentU: File:videoplayer.png has been updated to local repository. |
| 3 | Close Dell Help & Support | No errors |
| 4 | Wait for new Content download complete | New content is downloaded |
| 5 | Launch DHS, check new content is updated | WB: "Back to top" works well in " Getting Around Windows 8.1 > cancel a print Job in the queue" W10: "Back to top" in "Keeping Your System Healthy -> Increase Computer Performance" change color after clock |
|  | **DHS 2.2.21.0** Precondition: 1. Put DHSSrv.exe.config to C:\ProgramData\Dell\Dell Help & Support 2. Restart Dell Help & Support service from Services |  |
| 6 | Repeat Step 1-4 | No error while content update |
| 7 | Launch DHS, check no contents is update | No content updated with 2.2.21.0 build |
|  | **DHS 2.2.24.0** Precondition: 1. Rename DHSSrv.exe.config.dev.new to DHSSrv.exe.config 2. Put DHSSrv.exe.config to C:\ProgramData\Dell\Dell Help & Support 3. Restart Dell Help & Support service from Services |  |
| 8 | Repeat Step 1-4 |  |
| 9 | Launch DHS, check new content is update \*\*the new feature only support English version now. if you test L10N OS, please change the OS language to English\*\* | a: Youtube Video Test Page:  win10\_en > Getting Around Windows 10 > Youtube Video Test Page win81\_en > Getting Around Windows 8.1 > Youtube Video Test Page  b: Inlinks jump & Launch SA in App: win10\_en > Connecting to Wireless and Accessoried > Test Launch in App win81\_en > Connecting to Wireless and Accessoried > Test Launch in App  c: XPS and Inspiron specify article: win10\_en > Setting up accounts and personalization > INSPIRON Test Page + XPS Test Page win81\_en > Keeping Your System Healthy > INSPIRON Test Page + XPS Test Page  d: Support two videos test page: win10\_en > Connecting to Wireless and Accessoried > Test two videos in article win81\_en > Connecting to Wireless and Accessoried > Test two videos in article |
| 10 | Verify PKS-3809, check content in MDLCSvc.exe.config in C:\Program Files\Dell\Dell Help & Support:     YhvKn8VSl8ZwoEaf7UDH4QvCMyTwnr9DfrXO3wVvtefHbJrcG3qUP9GFompFLXOwAMeCgnUySkivfsjBww83xQ== | file updated |
|  | \*\*\*New Procedure\*\*\* |  |
|  | **Content Update from Apollo** Remove the DHSSrv.exe.config from C:\ProgramData\Dell\Dell Help & Support\ and restart DHS service |  |
|  | **DHS 2.2.24.0** |  |
| 11 | Launch Dell Help & Support | Main UI shows up |
| 12 | Check agent log: "[SystemDrive]:\ProgramData\Dell\Dell Help & Support\DellAgent.MDLC.00.log" via Baretail | No errors in Agent log the update interval string is 100 seconds |
| 13 | Close Dell Help & Support | No error |
| 14 | Wait for update complete | content download |
| 15 | Launch Dell Help & Support, new content is updated \*\*the new feature only support English version now. if you test L10N OS, please change the OS language to English\*\* | The updated content is same as updated via config file |
| 16 | Verify PKS-3809, check content in MDLCSvc.exe.config in C:\Program Files\Dell\Dell Help & Support:     YhvKn8VSl8ZwoEaf7UDH4QvCMyTwnr9DfrXO3wVvtefHbJrcG3qUP9GFompFLXOwAMeCgnUySkivfsjBww83xQ== | file updated |

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| 27) 1151127.1 | | [Dell Help & Support\_SW Dependencies](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1151151) | |
| **Test Case Name** | | Dell Help & Support\_SW Dependencies | |
| **Test Case Number** | | 1151127.1 | |
| **Test Case Status** | | Active | |
| **Test Case Author** | | Cherry\_Xu | |
| **Test Case Group** | | Client Validation - Test Case Library | |
| **Test Case Priority** | |  | |
| **Test Case Audit Priority** | |  | |
| **Test Case Search Keyword(s)** | | SW dependency | |
| **Test Case Objective** | | to check DHS works well with dependent SWs | |
| **Test Notes/Comments** | |  | |
| **Optional Field 1** | |  | |
| **Optional Field 2** | |  | |
| **Optional Field 3** | |  | |
| **Test Revision History** | |  | |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | | |  |  | | --- | --- | | **Setup Time** | 30 min | | **Attended Time** | 2 hr | | **Unattended Time** | 2 hr | | **Total Test Time** | 4 hr 30 min | | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** | Kickstart, Dell Update, and SupportAssist | | **Test Setup Procedures** |  | | **HW/SW/INF Parts (relational fields)** |  | | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1151151) | |  | |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable  Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\Lithium 2.2\DHS 2.2 New Feature | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1151151) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1151151&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1151151&fieldID=9) | | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | | |

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| **Step** | **Test Procedure** | | | **Expected Result** |
|  | **FIDA DHS latest version from SV server, FIDA Kickstart/ Dell Update/ SupportAssist A-rev version from Factory server** | | |  |
| 1 | Launch Dell Help & Support | | | Main UI shows up |
|  | **Kickstart** | | |  |
| 2 | - Launch Dell Help & Support - Click on "Warrantly", "Register" button | | | "Please take a mmoment to register your system. Register" shows up. |
| 3 | - Dell Product Registration is auto launched, fill in: First name, last name, Email, address, ZIP code, City, State and other necessary info. - Click on "Register" button | | | Inspiron platforms: "Thank you." shows up XPS platforms: "Thank you. Registration is complete." shows up |
| 4 | On Warranty tab, "Your device was registered on XX/XX/XXXX" | | | Register date shows correct |
|  | **SupportAssist** | | |  |
| 5 | - Launch Dell Help & Support - Click on "SupportAssist", "launch" button | | | SupportAssist is launched |
|  | **Dell Update** | | |  |
| 6 | **Enable** (Disable Dell Update "Auto check" before testing)  - Launch Dell Help & Support - "Let's keep you up to date" shows up - Click ”Enable" | | | - "Let's keep you up to date, Enable automatic updates to stay current on the latest important drivers. ENABLE" shows on left panel of DHS Main UI - Right click on Dell Update icon, find "Auto check" is enabled |
| 7 | **Important drivers are current**  - Launch Dell Help & Support - Dell Update status displays on the home page | | | - Green tick ahead of "Important drivers are current" shows \*\*Only display positive status, don't display the "important drivers are not up to date" info\*\* |
|  | **FIDA DHS latest version from SV server, FIDA Kickstart/ Dell Update/ SupportAssist latest version from SV server** | | |  |
| 8 | Test Step 1-7 to check the compatibility of DHS with latest depencence Softwares. | | | No errors. |
| 28)1142949.2 | | | [Dell Help & Support\_ Apollo plugin](http://testdrive.us.dell.com/testdrive/SingleTestCase.asp?src=TR&trID=338046&tcID=1151300) |

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| --- | --- |
| **Test Case Name** | Dell Help & Support\_ Apollo plugin |
| **Test Case Number** | 1142949.2 |
| **Test Case Status** | Active |
| **Test Case Author** | Cherry\_Xu |
| **Test Case Group** | Client Validation - Test Case Library |
| **Test Case Priority** |  |
| **Test Case Audit Priority** |  |
| **Test Case Search Keyword(s)** | Apollo plugin |
| **Test Case Objective** | Verify that Apollo plugin will check the update once DHS service started, new config file is downloaded to installed folder and config file works well |
| **Test Notes/Comments** |  |
| **Optional Field 1** |  |
| **Optional Field 2** |  |
| **Optional Field 3** |  |
| **Test Revision History** |  |
| **Test Timeshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Setup Time** | 0 min | | **Attended Time** | 15 min | | **Unattended Time** | 30 min | | **Total Test Time** | 45 min | |
| **Setuphttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Configuration Notes** |  | | **Test Equipment Needed** |  | | **Test Software Needed** | DHS | | **Test Setup Procedures** | 1. SUT connect to internet 2. Update config file is ready for test on the server | | **HW/SW/INF Parts (relational fields)** |  | |
| **Technology Database Files** [**Edit**](http://testdrive.us.dell.com/TestDrive/TestCase_KBFile.asp?tcID=1151300) |  |
| **Associationshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  |  | | --- | --- | --- | | **Devices/Components** | N/A - | Edit Test Case To Modify | | **Operating Systems** | Not Applicable  Windows 10 32-bit All Windows 10 64-bit All Windows 8.1 32-bit ALL Windows 8.1 64-bit ALL | Edit Test Case To Modify | | **Test Phases** | N/A | Edit Test Case To Modify | | **Platforms** |  | Edit Test Case To Modify | | **Systems** |  | Edit Test Case To Modify | | **Features** |  SW\_Learning-Center\_Platform\Lithium 2.2\DHS 2.2 New Feature | [Edit](http://testdrive.us.dell.com/testdrive/testcase_HIT.asp?tcID=1151300) | | **Level** |  | Edit Test Case To Modify | | **Coverage Level** |  | Edit Test Case To Modify | | **Customer Type** |  | Edit Test Case To Modify | | **Test Area** |  | Edit Test Case To Modify | | **User Function** |  | Edit Test Case To Modify | | **Data Source** | N/A | Edit Test Case To Modify | | **Executable Locations** |  | Edit Test Case To Modify | | **Flags** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1151300&fieldID=11) | | **Validation** |  | [Edit](http://testdrive.us.dell.com/testdrive/TestCase_GroupField.asp?tcID=1151300&fieldID=9) | |
| **Vendor Fieldshttp://testdrive.us.dell.com/testdrive/images/sumup.gif** | |  |  | | --- | --- | | **Vendor Viewable Status** | All vendors can view in Test Iterations and Test Plans All vendors can view in Test Iterations, Test Plans, and Test Case Library All vendors denied access Set vendor rights individually. | | **Vendor Auditable** | NoYes | |

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| --- | --- | --- |
| **Step** | **Test Procedure** | **Expected Result** |
| 1 | Install Dell Help & Support (if installed, please omit this step) | No error during installation process. DHS service started. |
| 2 | Check agent log: "[SystemDrive]:\ProgramData\Dell\Dell Help & Support\DellAgent.MDLC.00.log " | No local cloud file is found, and start to download the update config file from cloud. mdlc4prod: https://cloudappconfig.blob.core.windows.net/mdlc4prod mdlc4test: https://cloudappconfig.blob.core.windows.net/mdlc4test The log info output as below: 2016.02.18 11:36:03 I Apollo: No local cloud file. 2016.02.18 11:36:05 I Apollo: Download config 2016.02.18 11:36:05 I Apollo: Update success. 2016.02.18 11:36:10 I Apollo: Begin to restart service: Dell Help & Support |
| 3 | Go to [SystemDrive]:\Program Files\Dell\Dell Help & Support, and check the configured file. | The DHS.Cloud.Config file is downloaded to installed folder. |
|  | Based on the modify on Apollo server, the change is updated (please check with your TL/VM to confirm the update on Apollo config) |  |
| 4 | The Content Update schedule is changed to XXmin (eg: 5min) 1. check from DHS.Cloud.Config file setting name="UpdateCheckInterval" serializeAs="String" value 300  2. check from Agent log ContentU: The schedule time for next check is 6/22/2016, 10:42PM. ContentU: The schedule time for next check is 6/22/2016, 10:47PM. | modify updated, value changed to seconds. |
| 5 | The Content URL is change 1. Download MDLC.Tools.EncryptionTool.exe & How to decrypt CU URL.doc from \\shapublic01\Public\CDC\_OS\DHS 2. Follow the doc to check the decrypted URL is changed | URL changed as required. |

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