

Blockers: Tricentis Ticket

Purushottam Shilpa Choudhary (AbbVie) purushottam.shilpachoudhary@abbvie.com Created a Case with Tricentis Team.

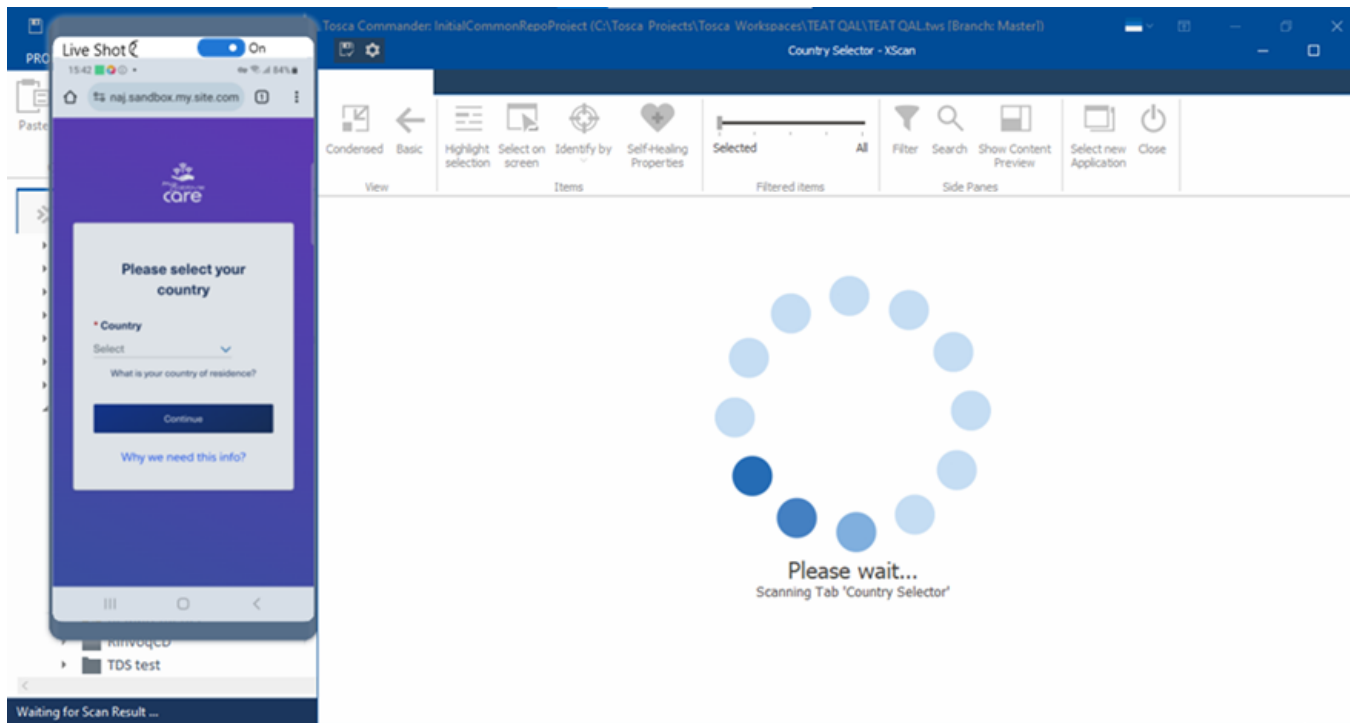
Case: CS0421183 - "Issues related to Tosca and BrowserStack Integration"

View [CS0421183](#) on the Tricentis Support Hub.

d.volansky@tricentis.com: Daniel(Tricentis Team)

Issues related to Tosca and Browser Stack (2).msg

RE Tricentis AbbVie - Tosca Discussion (UK Team) (1).msg



- Connected with Tricentis team to discuss the Issue.

Shawn Chhay (Tricentis)

*** Device connection: 19.29 secs**

*** Initial scan: 3:23 mins**

*** First control scan: 3:25 mins**

I was also able to reproduce the issue on my end against a BrowserStack Pixel 7/Android 13.0 device as well.

I will test the scan with Tricentis Device Cloud and another mobile cloud vendor for comparison, and if necessary, I'll perform the scan with a local device as well.

Daniel Volansky (Tricentis)

My name is Daniel and I'm taking care of this case with our Support Engineering group.

To provide you with update, currently it looks like the problem is related to BrowserStack performance. I was able to see the same issue with the scan taking very long time using BrowserStack. However when using a local Android device the scan times were significantly better (single seconds per element). I've already contacted BrowserStack R&D and they're looking into the issue. Our current direction is to try to utilize Appium 2 in BrowserStack and see if it improves the performance.

I'll keep you updated regarding the progress of our investigation.

Thank you!

Saba Nausheen(AbbVie)

Hi Daniel, As you Suggested to Use the Appium 2.0, Can I know the Capability that need to Use in the Test Case/ We use a TCP?? No idea on this! As I didn't find this in any Knowledge Article. Can you share any Useful Links/ Any Insights for the Same, It will be Helpful. And BrowserStack Shared a document on using Appium 2.0 <https://www.browserstack.com/docs/app-automate/appium/references/appium-2-migration-doc>

Hi Team,

First thank you for a meeting today. Recording is available here:

<https://tricentis.zoom.us/rec/share/9Kkl44bmB8AqMTY6jpppg01hIDQyh-6Dw6vK0uc1lxOg-9dRzmZgtWXFKeWrwEkM.gZa-9OZ68FJyoUU0>
Passcode: 6PHH=PTJ

As we agreed we'll involve Browserstack engineering in order to figure out the availability of using Appium2 for better performance (please provide me with the Browserstack case number, so I could escalate the issue on my side).

In addition could you please try to disable visibility check and see if it helps you with scan performance.
Please see [this page](#) for more details and let me know if you see any improvement.

Thank you!

Mobile Scan

Select connection

Search Connections...

Advanced configuration

BS	Desired Capability	Value
	bstackoptions	{ "appiumVersion":"2.4.1", "osVersion":"13", "deviceName","Samsung Galaxy S23 Ultra", "browserName","chrome" }
	device	Samsung Galaxy S23 Ultra

Add Capabilities Set

Add Capability

Cancel

Add

Add app

Abbvie

☒ Run Live View

☐ Reset application

Advanced configuration

Connect

BrowserStack Case Id: 1176559

Siddhartha Kiran Patki(BrowserStack)

Re: CS0421183 - "Issues related to Tosca and BrowserStack Integration" has been updated

Please Try the below config: Webdriver_browserstack_appium_version = 2.4.1
Keep rest of the below settings as well

Hi Siddhartha,

Unfortunately this suggestion didn't work. The setting wasn't accepted by Browserstack. I believe the Webdriver_browserstack_* settings are applied to the web driver engine and work only with Selenium, but not Appium.

Could you please check? The link to the execution was provided to you directly.

Daniel(Tricentis)

While we're working on enabling Appium2 with Browserstack, could you please perform the following procedure and see if it helps with the performance:

1. Open Project -> Settings.
2. Navigate to TBox -> Engine -> Xbrowser.
3. Verify the following parameters:
 - "Enable slot content handling" is set to False.
 - "Ignore invisible HTML elements" is set to True.

Screenshot with the example (Snap887.jpg) attached to the case.

Please let me know if you see any improvements.

In addition, could you please attach Tosca support Info to the case in order to verify the correct version.

Saba Nausheen (AbbVie):

As you suggested I have Verified the parameters set it to desired state. It did improved the scan Performance. It's now not taking that long time to load Elements ,It's taking 3 Minutes to load the elements.

Daniel:

Thank you for the update.

Please note that you can also use Appium2 for scanning in Browserstack which may improve the scanning a bit more (although performance improvement may be significant).

In order to work with Appium 2 the following should be performed:

1. The device name should be defined as TOSCA_DYNAMIC_DEVICE_SELECTION in the device name field (as per attached Snap889.jpg screenshot)
2. The Advanced Configuration should contain the bstack:options capability with the appiumVersion entry (as per attached Snap890.jpg screenshot)

```
{
  "deviceName": "iPhone 14",
  "osVersion": "16",
  "appiumVersion": "2.4.1"
}
```

Note: Please be advised that upcoming Tosca Commander 2024.1 will present the major improvement in mobile web scanning/execution performance with the whole new Mobile Web engine. Support for utilization of this engine for Browserstack automation will be added in the 2024.1.1 version which is release in the mid/end of September.

Please let me know any further assistance is needed for this case.

Mobile Scan

Select connection

Search Connections...

Advanced configuration

Bstack	Desired Capability	Value	
	bstack:options	{ "deviceName":"iPhone 15", "osVersion":"17", "appiumVersion" : "2.4.1" }	
	browserstack.user		
	browserstack.key		

Add Capabilities Set

Add Capability

Cancel

Add

Add app

Time

Pats

Mobile Scan

Select

Edit device

Enter a name for your device

Auto

Enter the device ID

TOSCA_DYNAMIC_DEVICE_SELECTION

☒ iOS

☐ Android

☒ Real

☐ Simulated

Cancel

Save

Add app

Time

Pats

Saba Nauhseen:

While executing with the Capabilities you have described, Still I see that Appium Version is 1.21 in BrowserStack Automate I have attached the Ver).

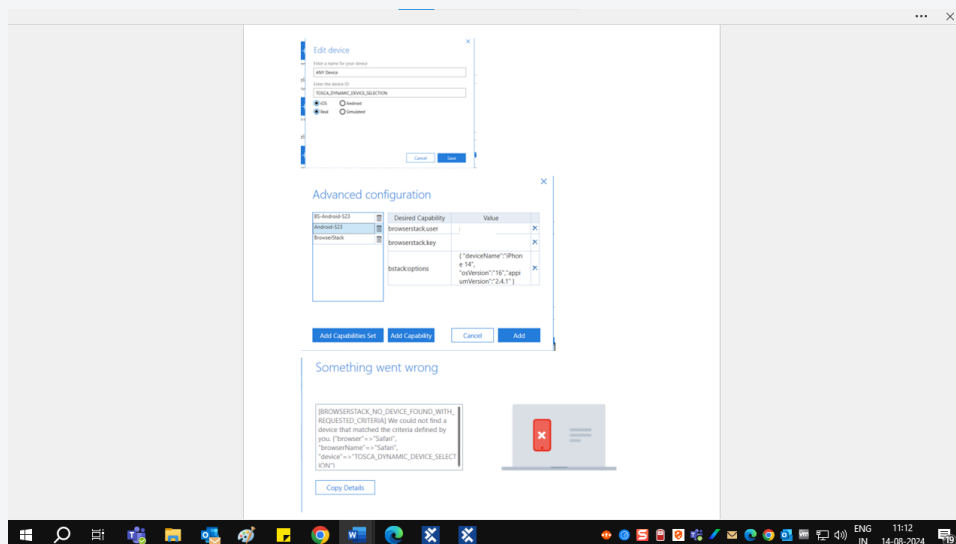
```
64bit                false
automationName        XCUITest
safariInitialUrl       http://mobile-internet-
                      check.browserstack.com
webkitResponseTimeout  20000
deviceOrientation      PORTRAIT
browserstack.appium_versi
on                    1.21.0
custom_replay_kit_params
                      {"rotation":"false","captureWidth":"380","captureHeight":"824","bitRate":"60000"}
realMobile            true
acceptSslCerts         false
```

1.The Device name is given as TOSCA_DYNAMIC_DEVICE_SELECTION

2. The Advanced Configuration is Updated with given details.

We were not able to Connect with any of the BrowserStack device. Attached a Screenshot (BS Appium2) of the same.

Error: [BROWSERSTACK_NO_DEVICE_FOUND_WITH_REQUESTED_CRITERIA] We could not find a device that matched the criteria defined by Safari, "browserName"=>"Safari", "device"=>"TOSCA_DYNAMIC_DEVICE_SELECTION")



Daniel:

Hi Saba,

Please be advised that the dynamic device selection as well as using JSON in advanced capabilities option was implemented in Tosca 2023.1 F like you're on 2023.1 Patch 2.

More details are available [here](#) (See Mobile Engine 3.0 entries). My apologies for missing that (unfortunately Tosca support info wasn't provide

I strongly advise to consider an upgrade, especially since Tosca 2024.1 presents new and faster mobile web engine. More details are available [2024.1 - Mobile web test automation](#)).

Since we already improved the scan performance using the visibility parameters, it looks like it's a best results we could achieve with your cur

Please let me know your thoughts.

