



# ALM/QC 14 SaaS Quick Start Guide

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## Welcome to HPE ALM Quality Center SaaS

HP ALM/QC SaaS (Software as a Service) is an instance of ALM/QC for Comcast users, hosted by Hewlett Packard Enterprise in an HPE Data Center. The SaaS model allows Comcast to take full advantage of all of the features and benefits that HPE ALM Quality Center has to offer and also includes:

- 24/7/365 support for all Hardware, Software, Database, and application related issues
- The latest and greatest version of the HPE ALM Quality Center software
  - HPE only keeps the latest 2 versions in their SaaS environment
- Full backups with individual project restoration capabilities

## Logging Into ALM/QC SaaS

The SaaS model for ALM/QC utilizes SSO (Single Sign On) authentication with your corporate credentials. Each user in the system must have Comcast corporate credentials to log in. Corporate accounts include:

- NT-ID – for employees and contractors - @cable.comcast.com, or @comcast.com email addresses
- BP-ID – for corporate business partners - @businesspartner.\* email addresses

## Installing/Accessing ALM QC SaaS the First Time

To log into HP/ALM SaaS:

**(NOTE: YOU DO NOT HAVE TO BE LOGGED INTO THE COMCAST NETWORK TO ACCESS THE HPE SAAS ENVIRONMENT)**

1. Go to the ALM/QC SaaS URL using IE (versions 10-11)
  - a. <https://almcomcast14.saas.hpe.com/qcbin>

Upon accessing the ALM/QC SaaS environment for the first time, there are some actions that users will need to take to ensure they can successfully install and use the software. This can either be done prior to logging in, or as you log in.



Since ALM 14 uses SSO, the first time users access the new environment they will encounter a SaaS logon page:

A screenshot of the Hewlett Packard Enterprise SaaS logon page. The page has a light gray background with a faint illustration of a mountain, trees, and clouds. In the center, there is a white rectangular box containing the HPE logo (a green rectangle with a white 'H' inside) and the text "Hewlett Packard Enterprise". Below this, it says "Submit your email address" followed by a text input field labeled "Email". A green "CONTINUE" button is positioned below the input field. At the bottom of the box, there is a link that says "New to HPE Software? Signup". In the top right corner of the page, there is a link that says "Contact us". At the bottom of the page, there is a footer with links for "Privacy Statement", "Terms of Use", and "© Copyright 2017 Hewlett Packard Enterprise Development LP". A zoom level indicator in the bottom right corner shows "95%".

Enter your email address and then click the CONTINUE button to authenticate to the SaaS environment.

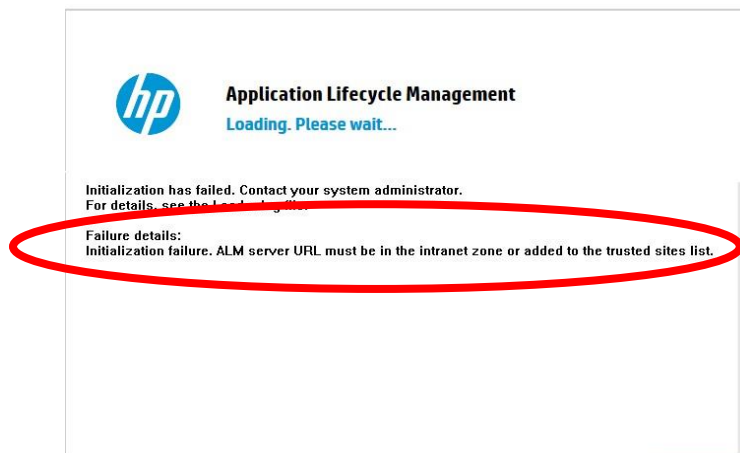


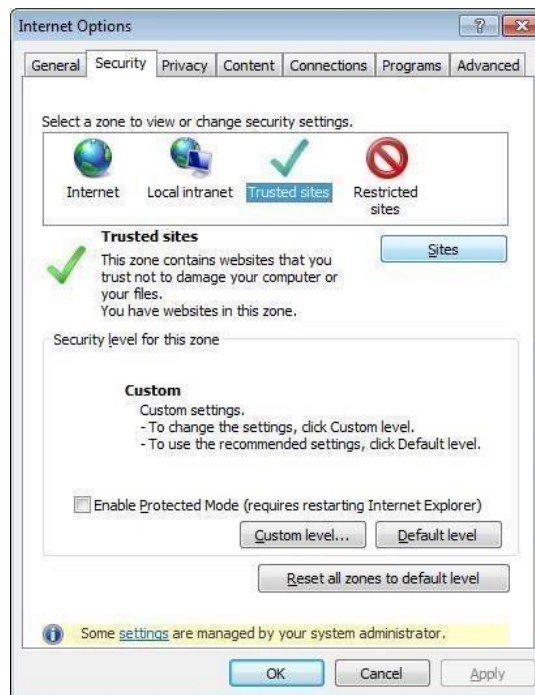
After authentication, users will land on the ALM/QC home page. From this page users can:



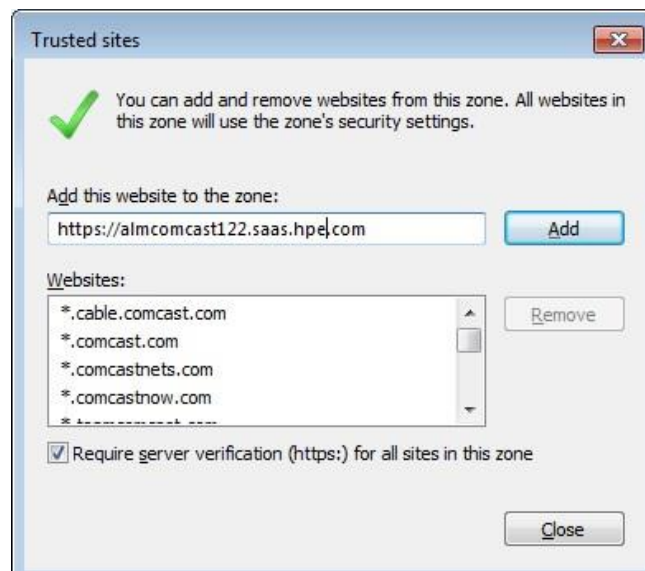
- Access the full ALM/QC desktop client by clicking on the “ALM Desktop Client” link
- Readme – a link to the application read me file
- Click the “Tools” link to Install any ALM/QC Add-ins, this will include:
  - HPE ALM Connectivity – enables you to integrate HP ALM with other tools such as UFT
  - HPE ALM Client Registration – Deploys and registers ALM components on a client machine
  - **Registration can be done prior to or after installation but should ALWAYS be part of the installation routine for ALM/Quality Center**
  - Shared Deployment for Virtual Environments – Deploys ALM components on a shared location of a client machine
  - HPE ALM Configuration – Customizes the WebGate client component for logging and troubleshooting potential local installation issues

When you click the ALM Desktop Client link the first time, you will most likely get a message that installation has failed. The failure details on this screen indicate that the “ALM server URL must be in the intranet zone or added to the trusted sites list.” Users will need to add this URL to the trusted sites list through “Internet Options”.





- In the Internet Options dialog box, click on the "Security" tab
- Click on the green check mark labeled "Trusted Sites"



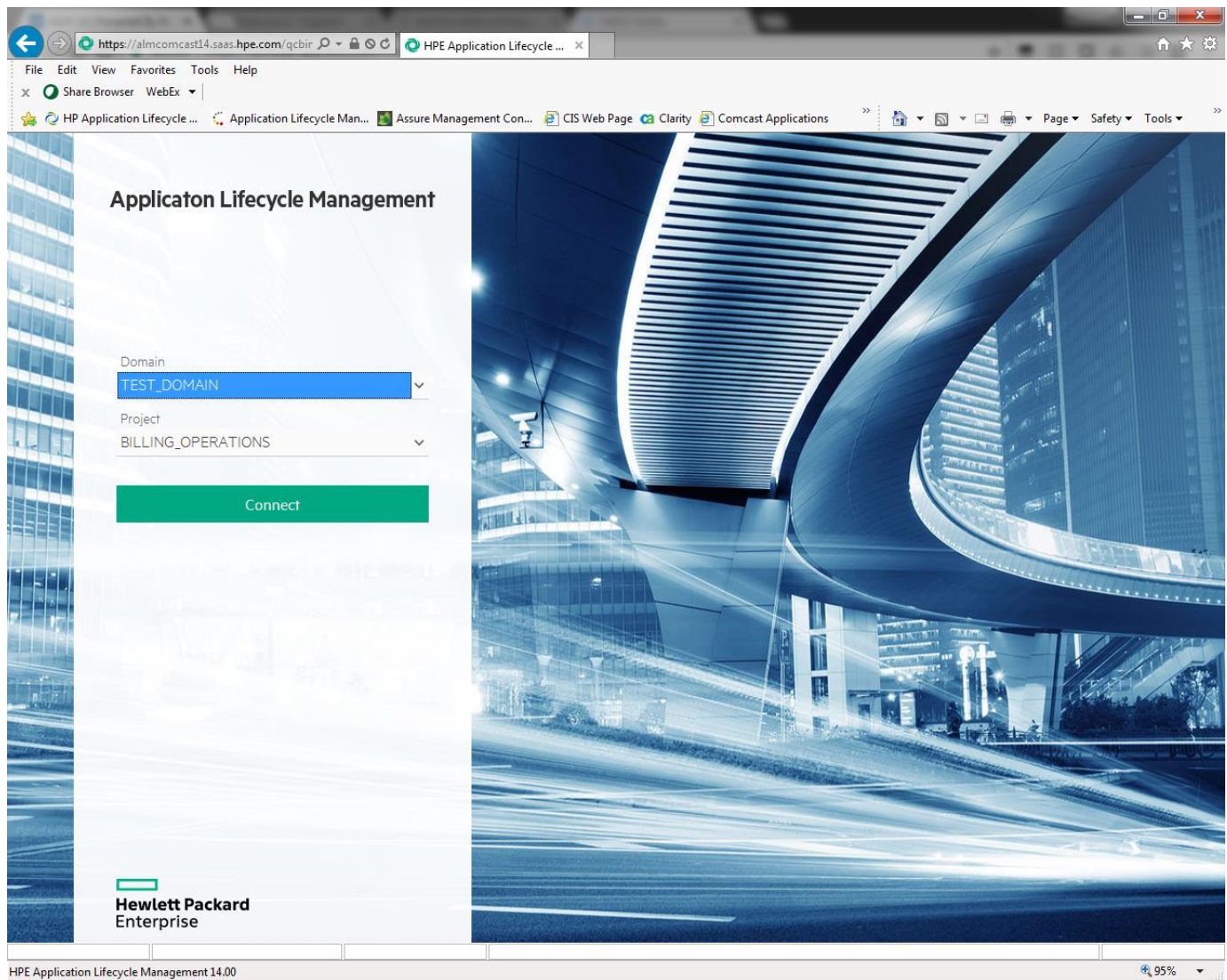


- The SaaS URL should display in the “Add this website to the zone:” in the Trusted sites dialog box
  - If the URL does not display in the field, type it in manually
  - **NOTE: THIS WAS ADDED GLOBALLY BY THE WESTERN DIVISION CLIENT MANAGEMENT TEAM. IF YOU CANNOT EDIT YOUR TRUSTED SITES, YOU SHOULD BE ABLE TO SKIP THIS STEP.**
- Click the “Add” button to the right of the URL to add this to the trusted sites zone and then click Close
- You must close IE and open a new session
- If you see a yellow band at the top of the IE screen, or message requesting action to run the installation, click on “Run” or “Install” to allow the application components to download and install.



- After installation, it is strongly recommended that you go back to the “Tools” or add-ins page to “Register HP Components”
- This will ensure that the application components are properly installed and registered with Windows.
- An alternative to downloading and installing from the site would be to use the Client Installation file located here (Installation and Registration are performed)
- Once the installation completes, you can connect to your Domain/Project







## ALM / Quality Center MASS Alerts

Users that have been added to the ALM/Quality Center database are automatically signed up for MASS alerts. MASS (Maintenance Alert Scheduling System) is used to notify users about system events including possible application issues, maintenance dates, upgrades, and general application information.

## ALM Quality Center FAQ

Q. On what version of ALM/QC is the SaaS model?

A. We are currently using ALM/QC version 14. To see this information including the patch level, log into ALM, click on the help module on the bottom left side of the screen. The version and all relevant patch information will display on the right pane.

Q. How do we submit tickets for new users or ALM support?

A. The OASIS Tools Support team currently handles all things ALM / QC. To submit any requests for issues, new users, questions, etc. about ALM /QC at Comcast, you can go to:

<https://tkts.sys.comcast.net/servicedesk/customer/portal/181/group/518>

Q. We use the reporting server to gather metrics, will we still be able to use that server to get the information?

A. To request this type of access please submit a Jira ticket for our team.

Q. Our team worked with the Administrators of ALM/QC for a REST API program we built. Will we still be able to access the REST API with our tools?

A. Yes, you can access the REST API through a VPN tunnel to a dedicated REST API node by using the URL

<https://almcomcast14-rest.saas.hpe.com/qcbin>

Q. Where is the Web Client for ALM 14?

A. Unfortunately, the web client was deprecated by HPE above version 12.21. Our understanding is that it created administrative and project issues. They were difficult to maintain and rules creation to match our workflow was limited. With the introduction of ALM Octane (ask your admins about this!), web forms became obsolete.

Q. I don't like using Internet Explorer, can we use another browser.





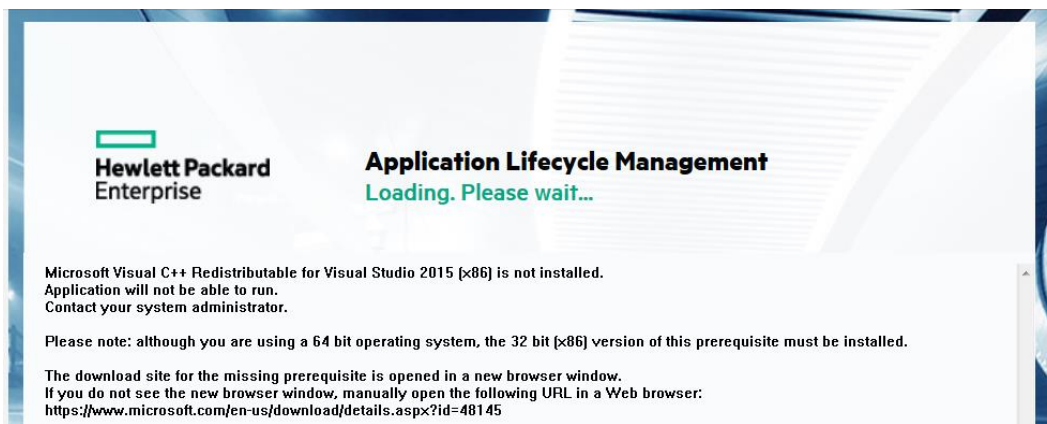
A. Just like previous versions, ALM/QC needs to use IE, however, you can install the stand alone client browser ALM Explorer. Download ALM Explorer for ALM 14 [here](#).



## Troubleshooting Installation and Other Issues

**NOTES:** Here are some of the common errors users have been seeing and how to resolve them:

You get a message indicating you need to install a Redistributable file for Microsoft C++.



A new browser window should open automatically to the download page for the file, or you can follow the link in the message to the [download page](https://www.microsoft.com/en-us/download/details.aspx?id=48145). Download and install [vc\\_redist.x86.exe](#) version of this file.

"Main application process failed to start. Contact your system administrator."

"The OTA version is not compatible with the current version of the Application Lifecycle Management server."

<https://almcomcast1152.saas.hp.com/qcbin/wcomsrv.dll>.

OTA version: 11.52. OTA build number 538. Server version: 11.52. server build number: 580."

These messages seem to be a machine caching issue with conflicting .dlls from previous versions. In some cases, the steps below needed to be performed followed by a reboot and duplication of the steps, but in most cases were resolved the first time:

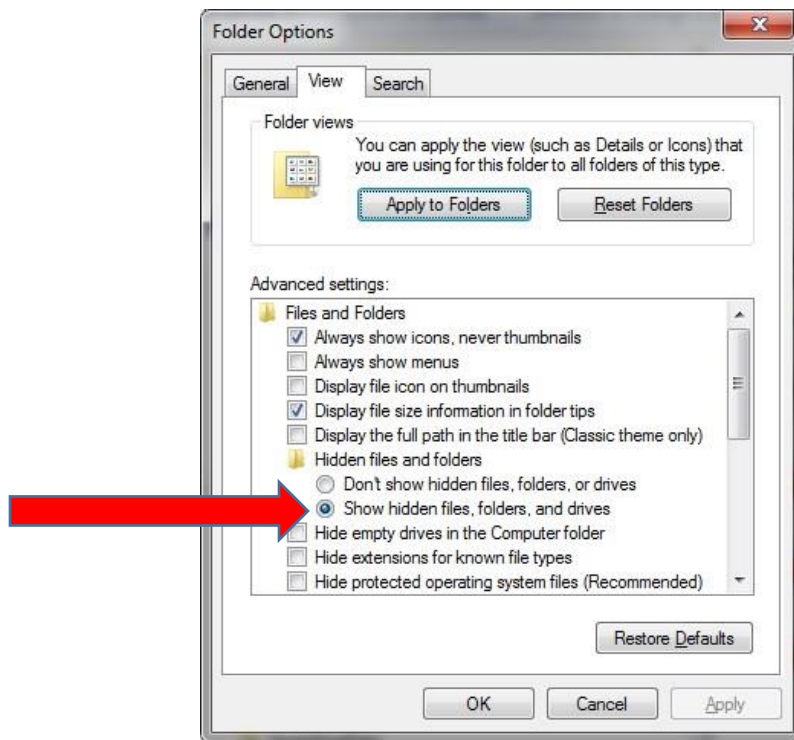
On your machine, go to the start menu and in the "Search programs and files" box type in:

%LocalAPPDATA%\HP\ALMClient\



You will see some ALM folders in that directory, delete those folders

**NOTE: IF THE SEARCH DID NOT FIND THESE FOLDERS, YOU MUST CHANGE YOUR FOLDER SETTINGS TO DISPLAY HIDDEN FOLDERS** - Computer→Organize→Folder and Search Options ->View Tab→Show Hidden Files, Folders, and Drives.



Then go to C:\ProgramData\HP\ALM-Client

Remove the application client folders and any .ini files found here as well

Go to the ALM Welcome page at <https://almcomcast.saas.hpe.com/qcbin>

Go to the Tools page and click on "Register HP ALM Components"

Go to the bottom of the page and click "Register HP Components"

After that completes loading, close that window and click the link for the login page.



We've encountered issues where a user will go to install the application, but get stuck in a constant loop. The instructions on the screen say to "Click here to launch the installation", but it never seems to install.

To install HP Application Lifecycle Management Client:

If an information bar is displayed on the browser page:

1. Click the bar and select "Install".
2. Click <Install> in the warning message.

If no information bar is displayed:

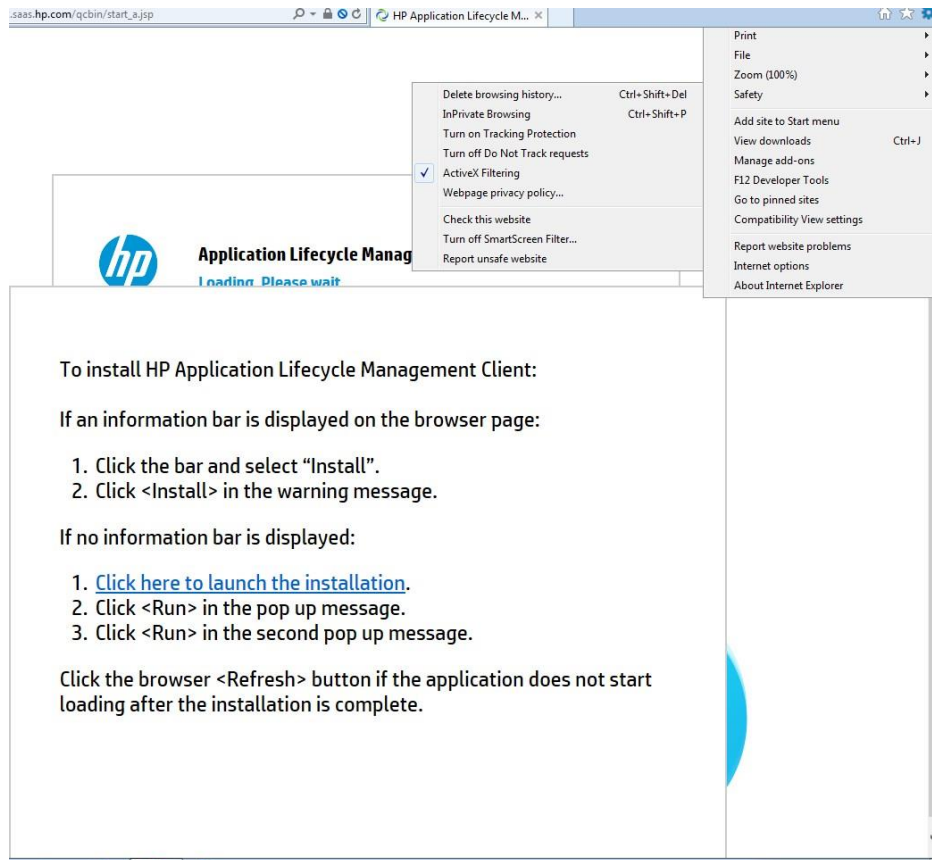
1. [Click here to launch the installation.](#)
2. Click <Run> in the pop up message.
3. Click <Run> in the second pop up message.

Click the browser <Refresh> button if the application does not start loading after the installation is complete.

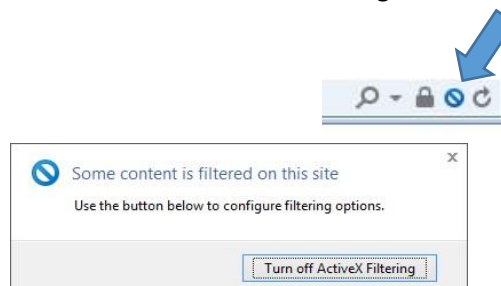


There are a couple of ways to troubleshoot this issue:

1. Go to the gear in the top right corner of the IE screen. Mouse over the "Safety" menu item and then click on Active-X filtering:



2. A blue circle with a line through it will display in the address bar
3. Click the blue circle and then click "Turn off ActiveX Filtering"

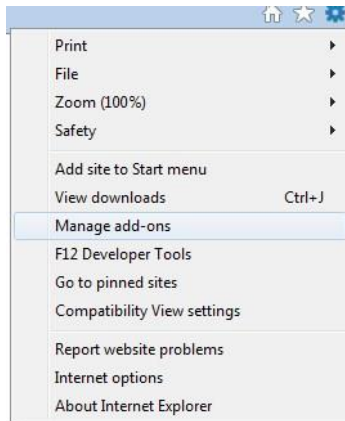


4. The screen should refresh and installation should commence.

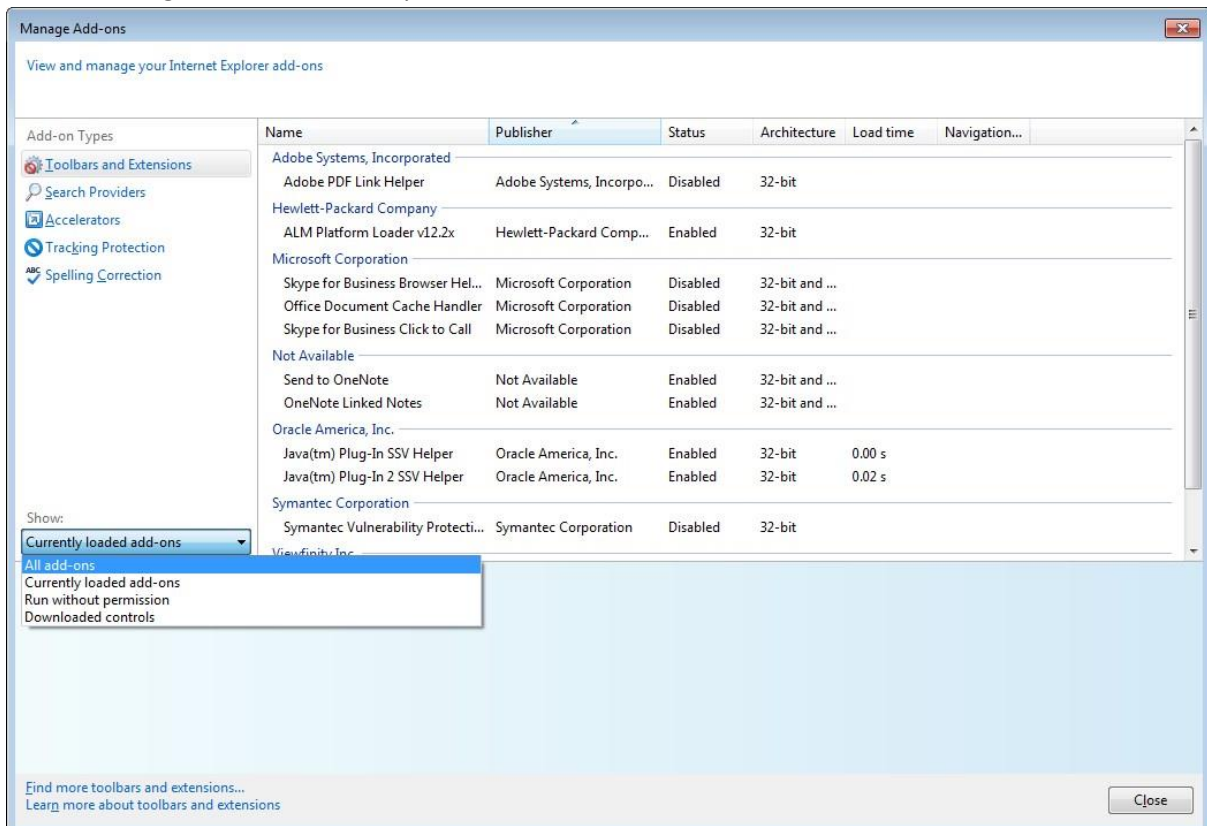


If that does not resolve the looping install issue, check the following:

1. Click on the gear in the upper right corner of the IE window and select "Manage Add-ons"



2. When the Manage Add-ons screen opens, be sure to show All add-ons:

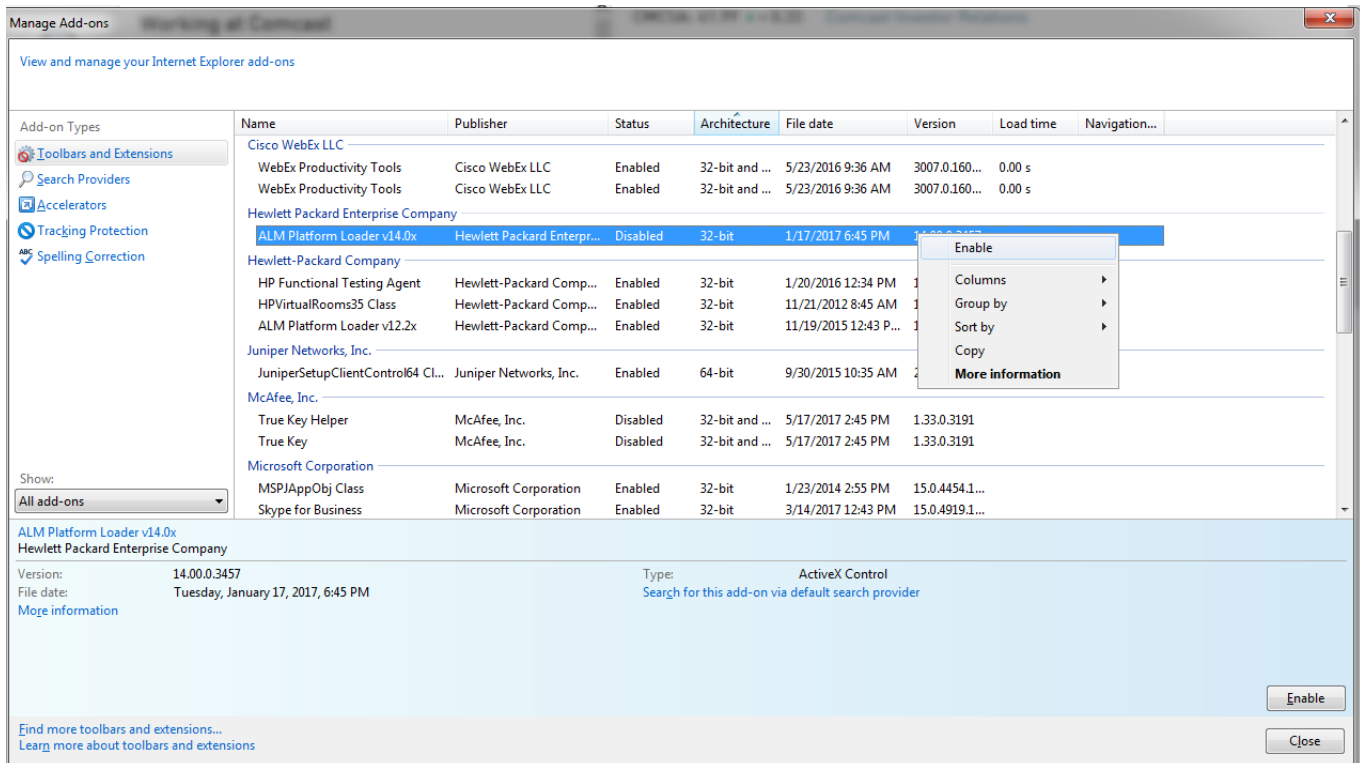






3. Look for the Hewlett-Packard Enterprise Company heading and look for the ALM Platform Loader v14.0x add-on

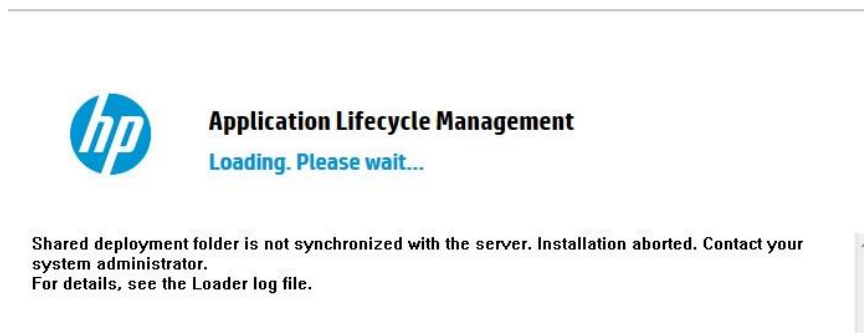
a. If this add-on is disabled, enable it by right clicking on the item and selecting "Enable" from the menu



4. Close the Manage Add-ons window and either refresh the browser, or completely close IE and re-open it



5. An error occurred while loading the login screen:



To resolve this issue, do the following:

1. Go to the ALM landing page at <https://almcomcast.saas.hpe.com/qcbiin>
2. Click on the Tools link
3. Click "Shared Deployment for Virtual Environments"
4. Click "Install Shared Deployment for HP ALM Client" to run the add-in install
5. Go back to the landing page and select ALM Desktop Client.

Once you confirm you can log in, you should go back to the Tools page and complete the ALM Client Registration.

Users are seeing the following when logging into the Web Client:

"Authentication Failed -ALM Web Client after that "You must enable cookies in your browser to work with the ALM Web Client"."

Try the following to resolve:

1. From the Tools menu, select Internet Options.
2. To enable session cookies, click the Privacy tab.
3. From the Settings section of the tab, click Advanced.
4. Locate and click the checkbox next to Always allow session cookies
5. To enable JavaScripting, click the Security tab.
6. Locate the Custom area of the Security tab, and click the Custom Level button.
7. From the Security Settings dialog that opens, scroll through the options until you see Scripting.



8. Check the radio buttons next to Enable Active Scripting and Scripting of Java applets.
9. Click OK to accept scripting and cookie handling changes and close the Security Settings window.
10. From the Internet Options dialog, click Apply to effect settings then OK to close the dialog.

These troubleshooting instructions should resolve most initial access issues. Please be sure to follow instructions carefully. If you still encounter issues, submit a Jira ticket for assistance. Please include in detail the troubleshooting measures you took to try connecting.

Users can also post questions or discussion items in the Quality Center users group on Commons [here](#), or in our Slack Channel at <https://cim.slack.com/> #alm-quality-center.