

ALM/Quality Center Clients

Frequently Asked Questions

February 2022

Micro Focus ALM/Quality Center is continually evolving. We continue to innovate, enhancing the user experience and improving administration efficiency to meet the demands of the digital age. Have questions about the evolution of ALM/Quality Center clients? We have created the following guide to provide the answers to your FAQs.

Microsoft has announced to end the support for Internet Explorer for certain operating systems starting June 15, 2022. How does it impact ALM Desktop Client?

Following Microsoft's [announcement](#), Micro Focus will end support for ALM Desktop Client on Internet Explorer starting June 15, 2022. Our recommended replacement is [ALM Client Launcher](#)—a Windows application that runs ALM Desktop Client without dependency on Internet Explorer. It support full functionality of ALM Desktop Client and greatly reduces administration overhead.

You need ALM/Quality Center 12.60 or later to use ALM Client Launcher. Since ALM/Quality Center 12.60 will end committed support on August 31, 2022, Micro Focus recommends updating your ALM/Quality Center server to the latest product version to avoid Internet Explorer dependency, as well as receive latest updates and benefits from the full range of new features and functionalities. Micro Focus' [product support life-cycle](#) provides an overview of which versions of our products are supported. Visit [this lookbook](#) for information and resources on ALM/Quality Center upgrade.

Will I be able to continue using ALM Desktop Client on Internet Explorer 11 (IE11) after the Microsoft announced IE11 end of support date?

Microsoft announced that the IE11 desktop application **will be disabled permanently** after it retires on June 15, 2022. If IE 11 is still present in your PC and functioning, you can continue to use it to run ALM Desktop Client. However, Microsoft will disable IE11 and redirect it to Edge through Windows update, and it's up to your organization's IT policy when this will happen.

What is ALM Client Launcher and what benefits does it bring?

ALM Client Launcher is a Microsoft Windows application to run ALM Desktop Client without dependency on IE browser and Active X technology. It can be deployed via Windows Installer and greatly reduce administration overhead. The installer makes it easy for IT organizations to distribute ALM Client Launcher to all end-user environments. You can also install ALM Client Launcher from command line, enabling automatic deployment using scripts. Alternatively, your organization may let each individual user install it for himself without the need of administrator privilege.

ALM Client Launcher runs the ALM Desktop Client in place of Internet Explorer, preserving all functionality including Lab Management and Site Administration. Therefore it is the best choice for minimizing the impact of IE11 retirement on your business.

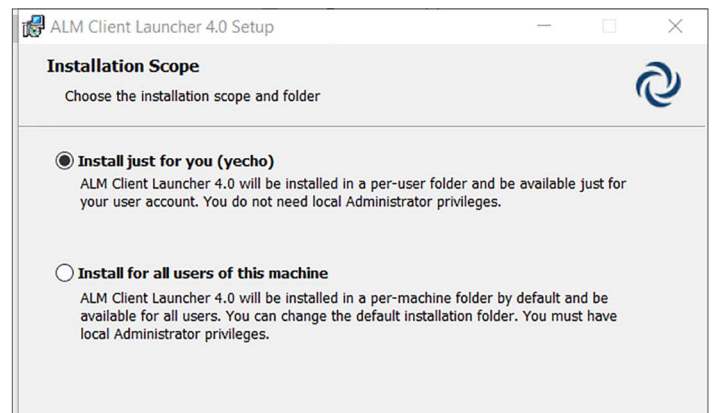


Figure 1. ALM Client Launcher Windows installer

Where can I download ALM Client Launcher?

You can download it from [Micro Focus AppDelivery Marketplace](#). Please refer to the product compatibility information on the marketplace page to learn the supported versions of ALM server.

If you are using ALM/Quality Center 15.5 or later, you can download ALM Client Launcher directly from your ALM server via the ALM qcbn page (for example <https://alm.server.domain/qcbn/>). Click on the 'ALM Desktop Client' link or the rocket icon next to it and it will guide you where to download.

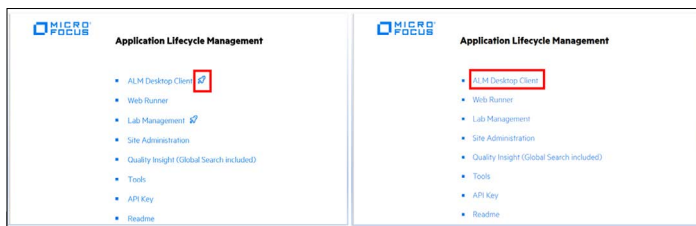


Figure 2. ALM qcbn page

How do I migrate ALM Desktop Client from Internet Explorer to ALM Client Launcher?

Simply run ALM Client Launcher and no client-side migration needed. When you run ALM Client Launcher for the first time it will download the ALM client files to your local machine. From then on, you can enjoy the same ALM functionality as what you can access with ALM Desktop Client on Microsoft Internet Explorer.

Besides ALM Client Launcher, what other client options does Micro Focus recommend?

Besides ALM Client Launcher, we recommend the following lightweight clients.

Lightweight Clients

These clients contain a subset of ALM client functions and feature simple and modern UI, providing enjoyable and productive user experiences.

- **Web Runner:** a pure web-based client with test authoring, manual/automated test execution, defect management and dashboard view functions.
- **Quality of Things (QoT):** runs on **tablet devices** running Android, iOS or Windows, with **offline** manual testing capability.

What browsers does Web Runner support?

Web Runner is purely web-based, so it works with any browser including Google Chrome, Mozilla Firefox, Apple Safari and Microsoft Edge, and runs on any type of PC or tablet with a browser.

Can I run UFT tests with Web Runner?

Yes, with the ALM Test Execution Agent configured on your host machine, you can trigger UFT tests and view the results (passed/failed) in Web Runner.

Is there a web-based UI for site admin?

Yes. Site Administration has a web-based user interface that enables site administrators to manage their ALM/Quality Center environments from anywhere and any browser with full admin functionality.

Does Web Runner have any features to enforce processes?

Web Runner offers entity rules that can be used as a way to enforce processes. These rules enable you to set visible fields, mandatory fields, default values and more.

Does Web Runner consume a full ALM license?

Because Web Runner has most of the common functionality, it needs a full ALM/Quality Center license.

Where can I download Quality of Things (QoT)?

Install QoT for Android from the Google Play Store, QoT for iOS from Apple App Store, and download QoT for all supported OS, including Windows from the [Micro Focus AppDelivery Marketplace](#).

Is QoT included with an ALM license purchase, like an add-in, or does it require a separate license?

QoT is part of the ALM/Quality Center offering, with no additional charge. Note that QoT consumes a full license when connected to the server (online mode).

Does QoT have any features to enforce process?

Though ALM/Quality Center workflow is not supported, QoT allows admins to set rules for all users to control what they can do under certain conditions. For example, a test can be downloaded or executed only when it meets certain conditions.

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Does QoT include reporting features?

Because QoT is mainly for test execution and not management, there are no plans to add reporting and dashboards.

Is it okay to access a single ALM project via different types of ALM client?

Yes. Each user can use their preferred client to access the same project in ALM.

What will happen to those client options not in Micro Focus' recommended list?

In the past, Micro Focus introduced a few different client options as listed in the table below. They are essentially different ways to run the same ALM Desktop Client. Micro Focus will continue to support these options if the technology they rely on is still supported by the vendor. However, we recommend using ALM Client Launcher which offers more convenience in terms of deployment and upgrade.

Legacy Options to Run ALM Desktop Client

Name	Client runs on	Installation permission
ALM Desktop Client	<ul style="list-style-type: none">■ Microsoft Edge (Internet Explorer mode)■ Microsoft Internet Explorer (end of support starting Jun. 15, 2022)	Windows administrator
<u>ALM Explorer</u>	Microsoft Windows	Windows administrator
<u>ALM Client for Microsoft App-V</u>	Microsoft Windows	Windows user

How do I use ALM Desktop Client with Microsoft Edge?

Run ALM Desktop Client in Microsoft Edge 'Internet Explorer (IE) mode.' Refer to Microsoft [Getting Started Guide](#) on Microsoft Edge + Internet Explorer mode. Micro Focus also provides a KB article with instructions about [how to access ALM from the Edge Browser with IE mode](#).

How long will ALM Desktop Client for Microsoft Edge IE Mode be supported?

According to [Microsoft](#), Internet Explorer mode in Microsoft Edge enables backward compatibility and will be supported through at least 2029. As long as IE mode in Edge is supported, Micro Focus supports ALM Desktop Client running in this mode.

How do I deploy ALM Desktop Client with Microsoft Application Virtualization (MS App-V)?

A brief description of the process is:

1. Create a .msi installation file for ALM Desktop Client files using the tool Micro Focus provided
2. Package the .msi file and register it in Microsoft App-V server
3. On App-V client, download the ALM App-V package and launch the client.

For more detailed instructions, please refer to the [KB article](#).

Need More?

- Learn more about ALM/Quality Center: www.microfocus.com/alm
- Get help from ALM/Quality Center online documentation: <https://admhelp.microfocus.com/alm>