

# ALM/Quality Center Clients

## Frequently Asked Questions

April 2023

OpenText 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 ended the support for Internet Explorer for certain operating systems since June 15, 2022.**

#### **How does it impact ALM Desktop Client?**

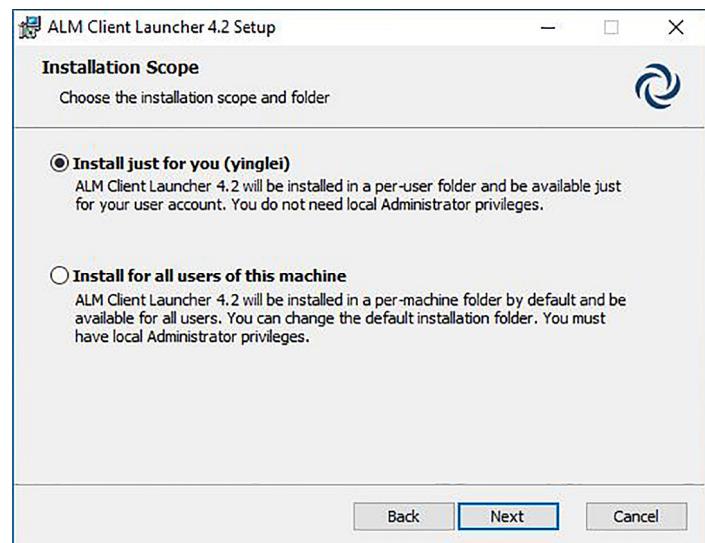
Following Microsoft's announcement, Micro Focus (now part of OpenText) ended support for ALM Desktop Client on Internet Explorer starting June 15, 2022. Our recommended replacement is [ALM Client Launcher](#)—a Windows application that runs ALM Desktop Client without dependency on Internet Explorer. It supports 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 ended committed support on August 31, 2022, OpenText 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. OpenText's [product support lifecycle](#) provides an overview of which versions of our products are supported. Visit [this lookbook](#) for information and resources on ALM/Quality Center upgrade.

### **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 [OpenText 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 qbin page (for example <https://alm.server.domain/qbin/>). 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 qcbin 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 OpenText 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 release management, requirement management, test plan, test lab, 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.

## What can I do in Web Runner?

Most of the common end-user tasks can be done in Web Runner, with the following modules: Dashboard, Releases, Requirements, Test Plan, Test Lab and Defects. You can implement customizable workflow using JavaScript language. You can also create and view test coverage for requirements, and view requirement coverage for tests.

Web Runner has a modern user interface that provides a productive work environment.

Web Runner functionalities are evolving in each release, see Appendix to learn details.

## 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.

## Does Web Runner have any features to enforce processes?

You can use customizable workflow scripts to implement controls.

## If I connect to an ALM project in Web Runner and modify workflow script there, how does that present in the ALM Desktop Client for the same ALM project, and vice versa?

Workflow defined in Web Runner is not the same as what defined in ALM Desktop Client. The same ALM project can have two separate workflows: the new JavaScript workflow for Web Runner and the existing VB script workflow for ALM Desktop Client.

If you want to apply the same workflow for all the users of a project, either let them use the same client or keep the two workflows consistent.

You can restrict a user group from using both ALM Desktop Client and Web Runner. To disable certain user groups from using Web Runner, you can do so in Project Customization—Module Access.

To disable certain user groups from using ALM Desktop Client, you can do a simple edit to the workflow VB script 'CanLogin' function. Here's an example:

```
Function CanLogin (DomainName, ProjectName, UserName)
    CanLogin = True
    if User.IsInGroup("Defect Reporter") then
        msgbox "You are expected to visit this ALM project using Web Runner!"
        CanLogin = False
    end if
End Function
```

---

## Is there a migration tool from VB script workflow in ALM Desktop Client to the JavaScript one in Web Runner?

No such tool will be available. The best practice is to first identify which user groups can start to use Web Runner, and then review their working process and implement the new JavaScript workflow. Others still remain on the ALM Desktop Client and their existing workflow.

## 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.

## 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.

## 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 [OpenText 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.

## 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 OpenText's recommended list?

In the past, OpenText introduced a few different client options as listed in the table below. They are essentially different ways to run the same ALM Desktop Client. OpenText 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	Microsoft Edge (Internet Explorer mode)	Windows administrator
<a href="#">ALM Explorer</a>	Microsoft Windows	Windows administrator
<a href="#">ALM Client for Microsoft App-V</a>	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. OpenText 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, OpenText 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 OpenText 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](#).

## Appendix: Comparing Web Runner Functionalities in ALM/Quality Center Versions

Product Module	Product Feature	Product Functionality	17.0.x	16.0.x	15.5.x	15.0.x
Dashboard	Analysis View					
	Dashboard View		View Only	View Only	View Only	
Management	Releases	CRUD	●			
		Progress				
		Quality				
		Status				
Requirements	Requirements	CRUD	●			
		Requirement Tree	●			
		Requirement Grid				
		Linked Defects	●			
		Requirement Traceability				
		Test Coverage	●			
		Coverage Analysis				
		Traceability Matrix				
		Version Control	View Only			
Testing	Test Plan	CRUD	●	●		
		Test Plan Tree	●	●		
		Test Grid				
		Parameters				
		Test Configurations				
		Requirement Coverage	View Only			
		Linked Defects	●	●		
		Dependencies				
		Analysis				
		Version Control	View Only	View Only		
Test Lab	Test Lab	CRUD	●			
		Execution Grid	●	●	●	Manual Tests Only
		Execution Flow				
		Automation				
		Linked Defects	●	●		
		Analysis				
Test Runs						
Defects			●	●	●	●

Blank: Unsupported ●: Supported

CRUD: create, read, update, and delete

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Product Module	Product Feature	Product Functionality	17.0.x	16.0.x	15.5.x	15.0.x
Project Customization	User Properties		●*	●*	●*	●*
	Project Users		●*	●*	●*	●*
	Groups and Permissions		●*	●*	●*	●*
	Module Access		●*	●*	●*	●*
	Project Entities		●*	●*	●*	●*
	Requirement Types		●*	●*	●*	●*
	Risk-Based Quality Management					
	Project Lists		●*	●*	●*	●*
	Automail		●*	●*	●*	●*
	Alert Users					
Workflow			●			

Blank: Unsupported ●: Supported

\*These customizations need to be defined using the ALM Desktop Client. Existing customizations can all be used in Web Runner.

#### Need More?

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

Learn more at  
[www.microfocus.com/opentext](http://www.microfocus.com/opentext)