

Customer Success Onboarding Guide



TestComplete

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Hello and Welcome to the SmartBear family!

SmartBear has put a major focus on Customer Success to ensure our customers are able to maximize the return on their investment in their SmartBear products.

This document is your On Boarding Guide, and go to reference for all training needs. Our goal is to help plot you and your teams learning stages from beginner to advance within TestComplete. We are here to assist in your project benchmarks and challenges along the way.

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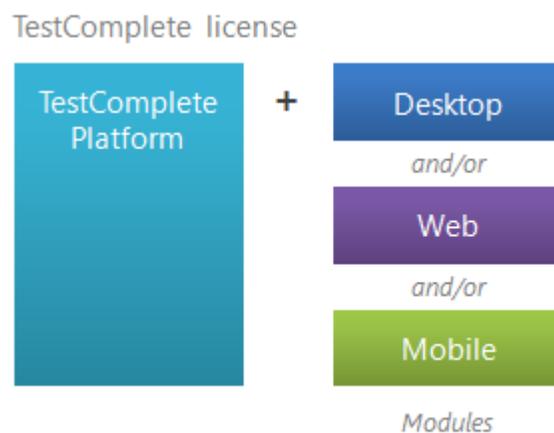
Getting Started with TestComplete

This onboarding guide will walk you through the learning stages designed for users to follow while getting started with TestComplete. TestComplete is an automated testing environment for a wide range of application types and technologies. It provides you daily regression testing and supports many other kinds of testing: data- driven testing and distributed testing.

The guide covers different application types supported by different TestComplete modules from Beginner to Intermediate to Advanced.

- **Desktop applications** that run on Windows desktop computers.
- **Web applications** that run in web browsers (including browsers embedded into desktop applications).
- **Mobile applications** that run on iOS and Android phones and tablets.

Reference back to our support documentation to read up on minor and major releases when they occur [here](#).

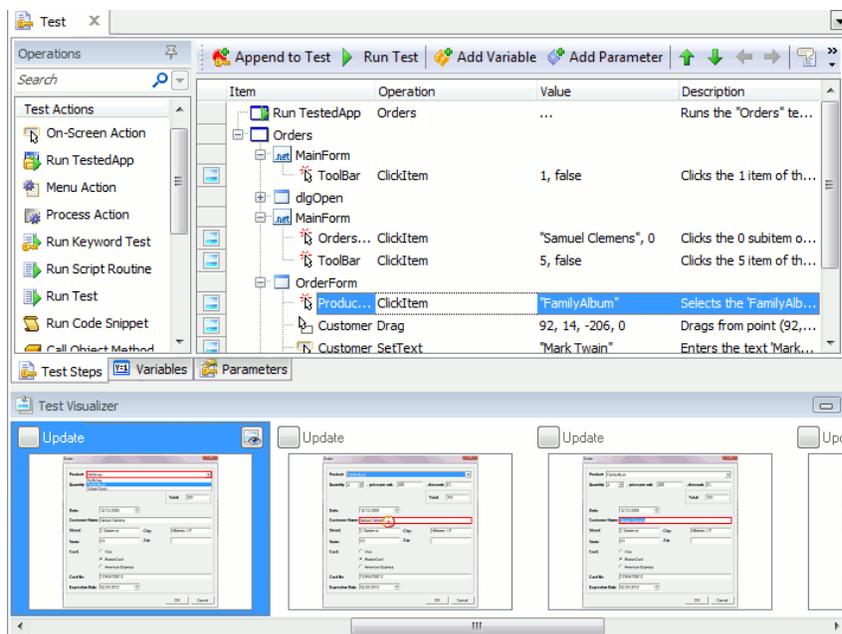


For more assistance, activating your new License please visit TestComplete Documentation and view [Licensing Guide](#).

TestComplete Beginner Learning Stage – Terms and Definitions

Understanding these beginner knowledge topics will help set you up for success with getting started with TestComplete.

- **Automated Testing** is the automatic execution of software testing by a special program with little or no human interaction. Automated execution guarantees that no test action will be skipped; it relieves testers of having to repeat the same boring steps over and over.
- **Keyword Test** consist of keywords that define the action to be performed by the test. Each keyword corresponds to an individual action like mouse click, selection of a menu item, keystrokes, opening or closing a window.
- **Logs** provides the overall test run summary, indicates passed and failed tests and contains detailed information about each test operation, including the reasons of failed operations.
- **Visualizer** captures screenshots during test recording or playback for each user action: mouse click, keyboard input, menu item selection and so on. These screenshots help you better understand what actions the test commands perform.



TestComplete Beginner Learning Stage - Actions

Understand how to perform these actions for the Beginner Learning Stage.

➤ How to record and run tests to Keyword

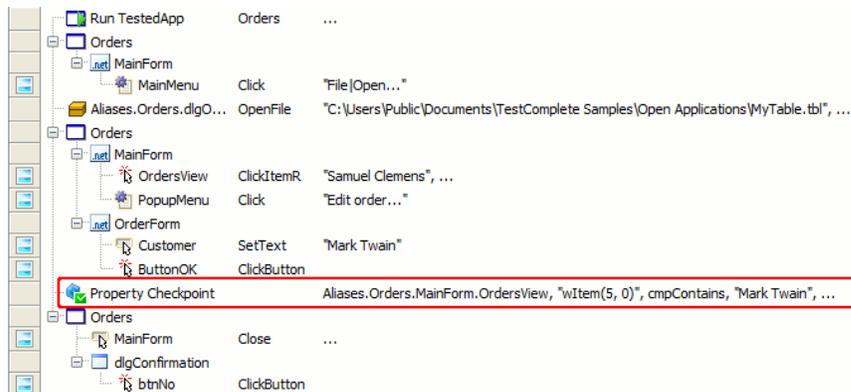
- Select  **Record Keyword Test** from TestComplete's **Test Engine** toolbar, or choose **Test | Record | Record Keyword Test** from TestComplete's main menu, or select **Record New Test** from the toolbar of the Keyword Test editor.

➤ Keyword Test Editor

- Switch to the Project Explorer panel (if it is hidden, select **View | Project Explorer** from the main menu of TestComplete).
- All existing keyword tests are shown in the Project Explorer under the **KeywordTests** node. Right-click the desired test in the Project Explorer panel and choose **Edit** from the context menu or simply double-click the desired test in the Project Explorer.

➤ Creating Simple Checkpoint

- Property Checkpoint is a test operation that verified that an object property has the expected value in the tested application.



- **Dealing with Logs.** By default, the test log is automatically opened at the end of the test run session.

➤ Working with Visualizer

- **To view a frame at a larger scale** Right-click the desired frame in the Test Visualizer panel and select **View** from the context menu. This will open the Visualizer Frame window.
- In the window, use the **Zoom** slider to set the desired view scale. Alternatively, to change the display scale, use the + and - keys or rotate the mouse wheel while holding the CTRL key pressed.
- Learn more [here](#) on how to delete, update, and copy.

TestComplete Intermediate Learning Stage

Understanding these intermediate knowledge topics and performing these actions will help continue your education with TestComplete.

➤ Browser and Data Loops

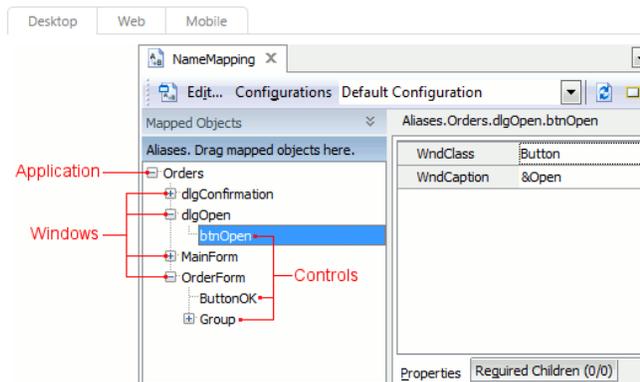
- The **Browser Loop** operation is typically used in functional web tests. It launches several specified web browsers one after another, navigates to the specified web page and executes all child operations in each browser.
- Functional web testing is available only in TestComplete with the Web module installed.
- The actions which the operation performs are similar to calling the `BrowserInfo.Run` method in a loop.
- [Learn more about Running Tests in Multiple Browsers here.](#)

➤ Connecting to Remote Servers

- The Remote Desktop is a built-in Windows feature that lets you access a Windows session running at one computer from another computer. In order to use the Remote Desktop, the workstation on which TestComplete or TestExecute will be running must have special server-side software.

➤ [Basic Name Mapping Functionality](#)

- Each test project has the Name Mapping repository it contains all the objects of your application that are used in your automated tests. TestComplete automatically adds objects to the Name Mapping repository when you are recording a test, and uses the information stored in the repository to identify the objects during test runs.



A process contains windows, which contain controls

- **Aliases** object provides access to objects in the Name Mapping repository. You can access an object by its alias using syntax in VBScript, Jscript, DelphiScript, and C++.
- **Wildcards** are special symbols that can be used to match characters in string values. TestComplete supports two standard wildcards: the asterisk (*) and the question mark (?). The asterisk wildcard corresponds to a string of any length. The question mark corresponds to any single character.

TestComplete Advanced Learning Stage

Understanding these advanced knowledge topics and performing these actions will help continue your education with TestComplete.

➤ Concepts of Object Mapping

- When recording, TestComplete logs the class names of controls. It then analyzes the names to find which script-library objects will fit them. Specific methods for these objects can then be called in scripts, and act on the corresponding controls. Linking a control's class name to a specific library object is called **object mapping**.

➤ Working with Microsoft Active Accessibility engine (MSAA)

- The test engine can get the accessible name and role of an object, check its state, perform the default action associated with an object and so on.

➤ Working with Parameters

- [Learn how to Define Test Parameters here.](#)
- You define the test parameters on the Parameters page of the Keyword Test editor or using the Add Parameter wizard.

➤ Working with the Code Editor

- Provides advanced features for writing and editing scripts in any of the supported scripting languages - VBScript, JScript, Python, DelphiScript, C++Script or C#Script. The Code Editor appears when you right-click a unit in the Project Explorer panel and choose **Edit** from the context menu.

➤ [Troubleshooting object not found issues](#)

- Object Does Not Exist
- Unable to find the object object_name

➤ [Working with Distributed Testing](#)

- Run tests that consist of several parts executed on different workstations and interacting with each other.

➤ Full use of all Checkpoints

- **Property, Object, Table, File, XML, Database, Region, Mobile, Clipboard, Web Service, Web Accessibility, Web Comparison**

[TestComplete Product Hub](#)

This page will be your one stop shop for support resources for all TestComplete. Go here for best practices, videos, to connect with other users, and more. Select the icon to go there now.



[SmartBear Academy](#)

SmartBear Academy covers beginner and advanced level topics over a 3-part series. Getting Started 101 sessions are held monthly for one hour covering basic technical skills to help gain a better understanding of the TestComplete tool. Next is 201 and 301 a two-part training series held quarterly which will cover more advanced level topics.

- **TestComplete 101**
 - Free, Live, Monthly
 - Hosted by Manager of Sales Engineering Gregg Hanson
 - Getting Started Topics
- **TestComplete 201 & 301**
 - Free, Live, Quarterly
 - Hosted by Product Owner Masha Kosinets
 - Focused on 1 -2 advanced topics

Current Dates and Sign up found [here](#).



[Certification Details](#)

- Two options to be TestComplete Certified. Are you a User or are you an Expert?
- Get Certified be a TestComplete Expert or 101 Level Certified. Free and Paid options available.

TestComplete Paid Training Resources

TestComplete Online Paid Training

- **Keyword Intermediate Course - \$699/seat**
 - Learn to create Keyword-Driven automation tests for desktop, web, and mobile applications.
 - Covers training on database access, common automation practices, and more.
 - Includes 1-Year Subscription to our On-Demand Video Training.

- **Scripting Advanced Course - \$699/seat**
 - Learn to create scripted automation tests for desktop, web, and mobile applications.
 - Covers database access, JUnit/NUnit/xUnit testing, common automation practices, and more.
 - Includes 1-Year Subscription to On-Demand Video Training.

- **Best Practices Mentoring Packages – Starting at \$5000**
 - Our mentoring packages ensure that an expert is just a phone call away even when your training is finished.
 - Industry expert can provide guidance and best practices for your team’s specific needs.
 - 20-hour and 40-hour packages are available.