

CloudTest

FAQs

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1 What Do I Do If No Test Case Exists in a Test Suite?

Symptom

When a test suite is executed, the following error information is displayed:

- Manual test suite: "No test case exists in the test suite. Add a test case and try again."
- API automation suite: "Test case cannot be empty."

Root Cause

The error information is displayed when a test suite contains no test case.

Solution

Step 1 Click the name of the test suite that reports the error. The **Details** page is displayed.

Step 2 Click **Add Case** to add a test case to be executed for the current test suite.

Step 3 After a test case is added, run the test suite again.

----End

2 What Do I Do If a User Does Not Have the Operation Permission?

Symptom

When an operation is performed on an API test suite or test case, the following error information is displayed: "Your role has no permission for this project."

Root Cause

The error information is displayed when a user has only the viewer permission for a project.

Solution

Contact the project creator or manager to adjust the role of the user in the project by referring to [Member Management](#).

3 What Do I Do If a Test Suite Is Being Executed or Queuing?

Symptom

During test suite execution, the following error information is displayed: "Test suite is in progress/Queued."

Root Cause

A test suite is being executed.

Solution

Perform the operation after the test suite is executed.

4 What Do I Do If a Test Suite ID Does Not Exist?

Symptom

During pipeline execution, the following error information is displayed: "The test suite ID does not exist. Check whether the test suite ID has been deleted."

Root Cause

The error information is displayed when an API automation suite configured for the pipeline has been deleted but is not synchronized to the pipeline.

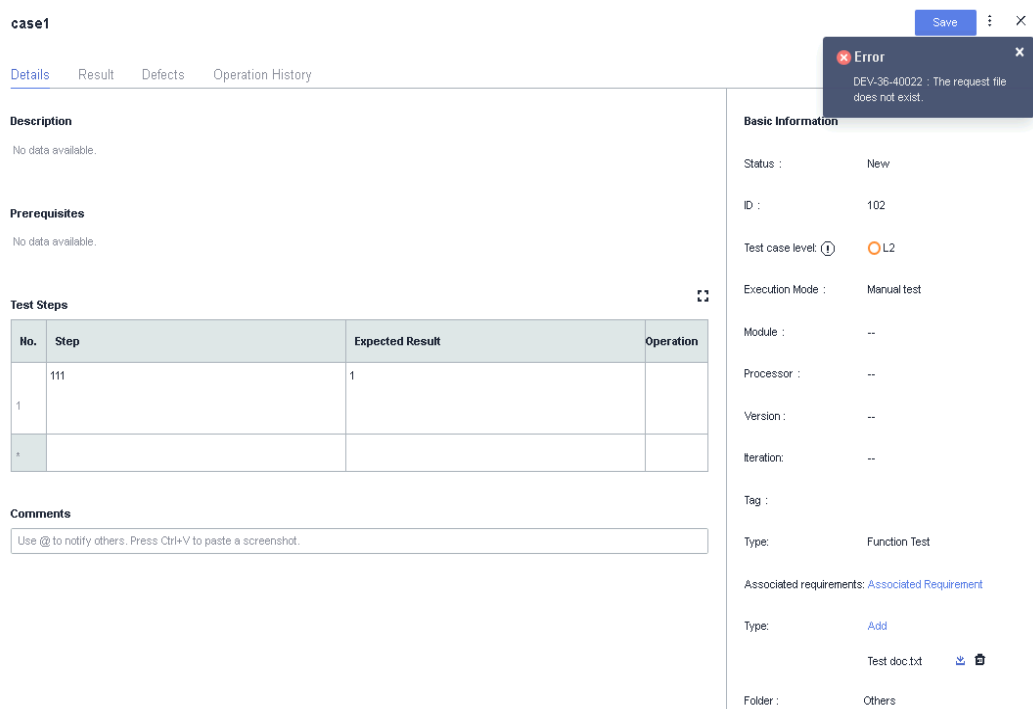
Solution

On the pipeline editing page, select the corresponding task, reconfigure the task, and select the test suite again.

5 What Do I Do If the Document in a Test Case Fails to Be Downloaded?

Symptom

During the download of the document associated with a test case, the following error information is displayed: "The request file does not exist."




Root Cause

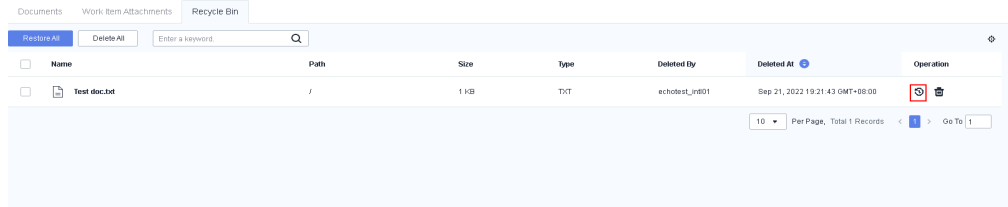
- The document associated with the test case is deleted.
- Data is lost due to service exceptions.

Solution


Step 1 Click **Documents** on the top navigation bar.

Step 2 Click the **Recycle Bin** tab and search for the document name of the test case.

- If the document exists, click  to restore it.



- If the document does not exist, go to **Step 3**.

Step 3 Return to the test case page, find the document that fails to be downloaded, click  to delete the document, and upload it again.

Associated requirements: [Associated Requi...](#)

Type: [Add](#)

Test do...  

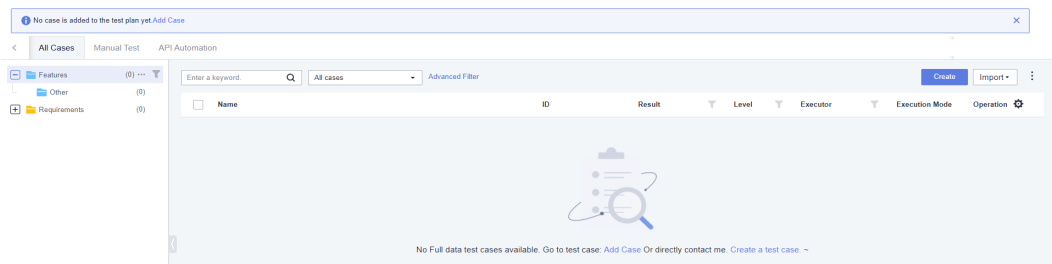
Folder : [Others](#)

----End

6 What Do I Do If No Test Case Exists In a Test Plan

Symptom

The test case that has been written cannot be found in the new test plan.



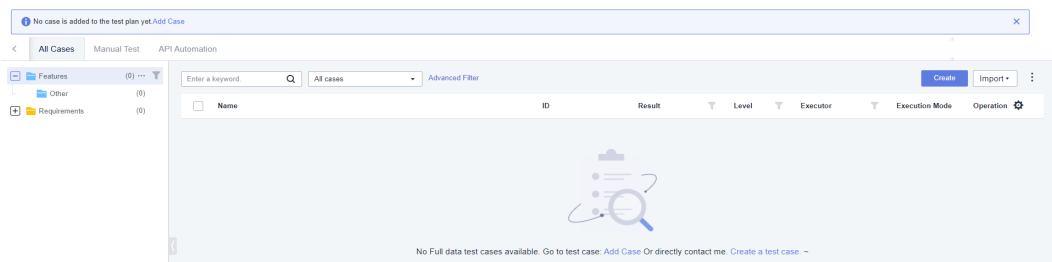
Root Cause

TestManagement supports two modes: test case library and test plan. The test case library is a summary of all test cases and test suites in the project.

Test cases in the test case library can be added to a test plan for testing. However, no case is added to the new test plan, so the list is empty.

Solution

Step 1 Click **Add Case** in the middle of the page.



Step 2 Select test cases as required and click **OK** to add test cases.

----End

7 What Do I Do If Work Items of the Task Type Cannot Be Added When a Test Plan Is Created or Updated?

Symptom

In a Scrum project, work items of the **Task** type cannot be selected when adding a requirement to the test plan. In a Kanban project, work items of types other than **Requirement** cannot be selected when adding a requirement to the test plan.

Root Cause

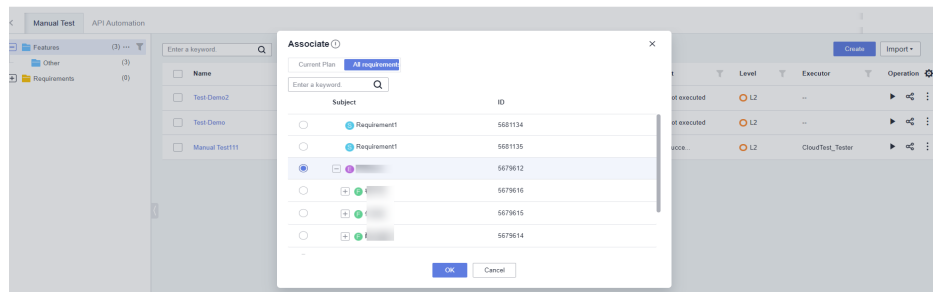
In a Scrum project, the **Task** type is more oriented towards a specific development task than a complete requirement story.

Therefore, only the **Epic**, **Feature**, and **Story** work items of a Scrum project and the default **Requirement** work items of a Kanban project can be added to the test plan. Work items of the **Task** and other custom types cannot be added to the test plan.

8 What Do I Do If Test Cases Cannot Be Associated with Work Items of the Task Type?

Symptom

In a Scrum project, work items of the **Task** type cannot be associated when associating a requirement to the test plan. In a Kanban project, work items of types other than **Requirement** cannot be associated when associating a requirement to the test plan.



Root Cause

In a Scrum project, the **Task** type is more oriented towards a specific development task than a complete requirement story.

Therefore, only the **Epic**, **Feature**, and **Story** work items of a Scrum project and the default **Requirement** work items of a Kanban project can be associated with the test cases. Work items of the **Task** and other custom types cannot be associated with the test cases.

9 What Do I Do If the Test Case Completion Rate In the Test Report Is Lower Than 100%?

Symptom

In CloudTest, a test plan is created and a report is generated after all test cases are executed. However, on the **Quality Report** page, the test case completion rate is lower than 100%.



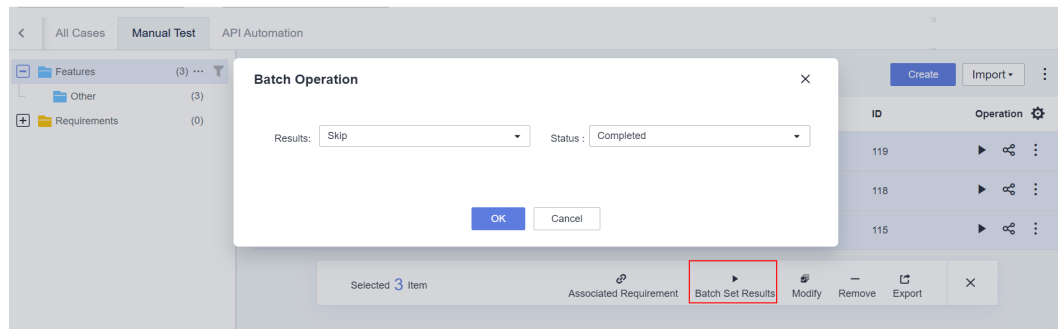
Root Cause

The completion rate of test cases is 100% only when the status of all test cases in the test plan is **Completed**.

Solution

- Step 1** Click **Testing Design** on the top navigation bar. The **Test Cases** page is displayed.
- Step 2** Click ▼ next to **Test case library** and select the test plan to be viewed.
- Step 3** Select all test cases in the list and click **Modify**.

In the dialog box that is displayed, select **Completed** from the **Status** drop-down list.



Step 4 Return to the **Quality Report** page to view the test case completion rate.

----End

10 Why Is the Status of Test Cases in a Test Plan Inconsistent with That in a Test Case Library?

Symptom

In CloudTest, after a test plan is created and all test cases are executed, the status of the test cases in a test plan is inconsistent with that in a test case library.

Root Cause

The test case status does not depend on the test case library or test plan.

According to the synchronization rule for the result and status of test cases in the test case library and test plan, the test case library records the latest result of test cases, which may be generated when a test case library is executed or when a test plan is executed.

If test cases in the user library are added to a test plan, then:

- Test cases are executed in the test plan, and the execution result is synchronized to the test case library.
- Test cases are executed in the test case library, and the execution result is not synchronized to the test plan.
- The status of test cases is updated in the test plan, and is not synchronized to the test case library.
- The status of test cases is updated in the test case library, and is not synchronized to the test plan.

11

How Are Variables Passed Between Steps in API Automation Cases?

Symptom

How are variables passed between the previous and next steps when writing the API test automation script?

For example, to test API B, this API has an argument **orderNumber** whose value comes from the value of the **number** attribute in the response body of API A and changes dynamically. In this case, it is necessary to know how to dynamically pass the value of the **number** attribute in the response body of API A to the **orderNumber** argument of API B.

Solution

The API test provides response extraction to solve the variable passing problem. For details about the functions and operations, see [Setting Response Extraction](#).

12 How Do I Set Checkpoints for Test Procedures in API Automation Cases?

Symptom

How do I set checkpoints involved in test procedures when writing the API test automation script?

The screenshot shows the 'Custom URL Request' configuration window with the 'Checkpoints' tab selected. The 'Checkpoints' tab is highlighted with a red box. Below the tab, there is a table for defining checkpoints. The table has the following columns: Source, Property, Advanced Extraction Type, Type Value, Comparison Operator, Target Value, and Operation. Three checkpoints are defined:

Source	Property	Advanced Extraction Type	Type Value	Comparison Operator	Target Value	Operation
Response Code				==	200	🗑️ ⬇️ ⬆️ ⬆️ ⬆️
Response body (JSON)	token.catalog[0].endpoint[0].id	Character string extraction		Equals	12345	🗑️ ⬇️ ⬆️ ⬆️ ⬆️
Response body (JSON)	result status	N/A		Equals	success	🗑️ ⬇️ ⬆️ ⬆️ ⬆️

Solution

For details about the checkpoint function and operation procedure, see [Setting a Test Checkpoint](#).