



Test Services

Administration Guide

Notices

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Software Revision

This guide is valid for the 3.7 revision or higher of the Test Services program until superseded.

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In This Guide

This guide provides administrative procedures to ensure that the Agilent Test Services tool remains operational and performs well over time. It is intended for the system administrator of the Test Services tool. Basic administrative knowledge of the OpenLab CDS software is required.

1 Introduction

This chapter describes Test Services and the licensing that enables Test Services tests.

2 Administration

This chapter contains information on administrative tasks for Test Services.

3 Troubleshooting

This chapter contains information on how to troubleshoot issues and resolve error messages that occur while using Test Services.

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This chapter describes Test Services and the licensing that enables Test Services tests.

Test Services is installed automatically when you install OpenLab CDS. It includes a suite of verification tests that are available without a license. Test Services: CDS Workflow and Test Services: OpenLab Security and Storage Test licenses enable additional CDS verification tests.

For information on how to use Test Services, see the *Test Services User Guide*.

Overview

Test Services is installed when you install OpenLab CDS. It provides a framework for installation and running verification tests. Some tests are installed and enabled by default without a license. The installed Test Services CDS Plug-in contains tests that are specific to OpenLab CDS. Some of these tests require a license in order to run them.

For information on how to install licenses, see [“Licensing”](#) on page 15.

NOTE

All applicable licenses are included with OpenLab CDS Workstation Plus systems. For other CDS products, licenses must be purchased and installed in order to run licensed tests.

Test Services System Architecture

Examples of Test Services deployment on CDS Workstation and Workstation Plus are shown in **Figure 1**. Examples of Test Services deployment in an OpenLab CDS Client/Server environment with OpenLab Server/ECM XT are shown in **Figure 2** and **Figure 3**. An example of Test Services for ECM storage is shown in **Figure 4**.

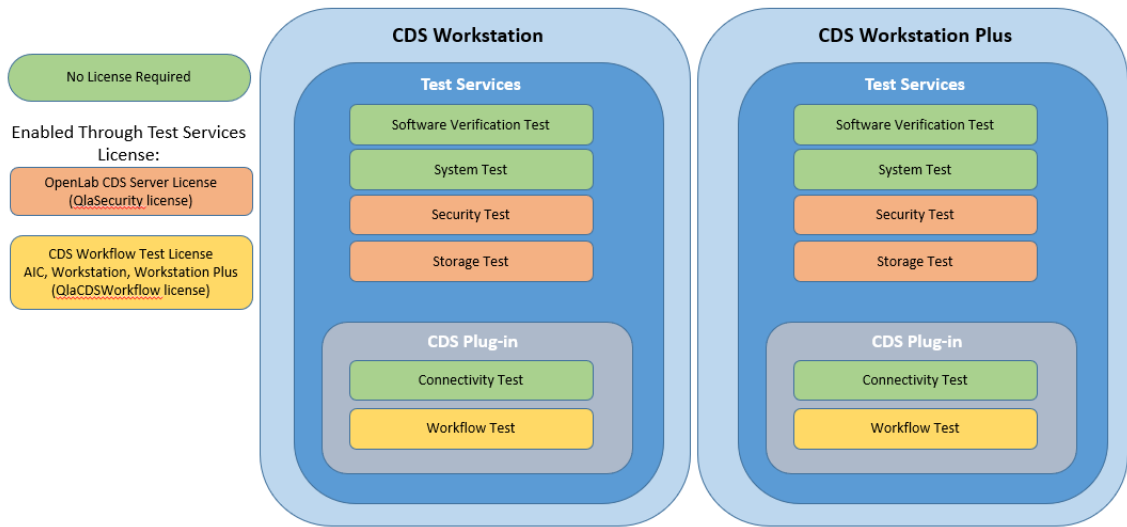


Figure 1. Test Services on Workstation or Workstation Plus

NOTE

OpenLab CDS Workstation Plus includes all Test Services licenses. For all other systems, you must purchase Test Services licenses separately.

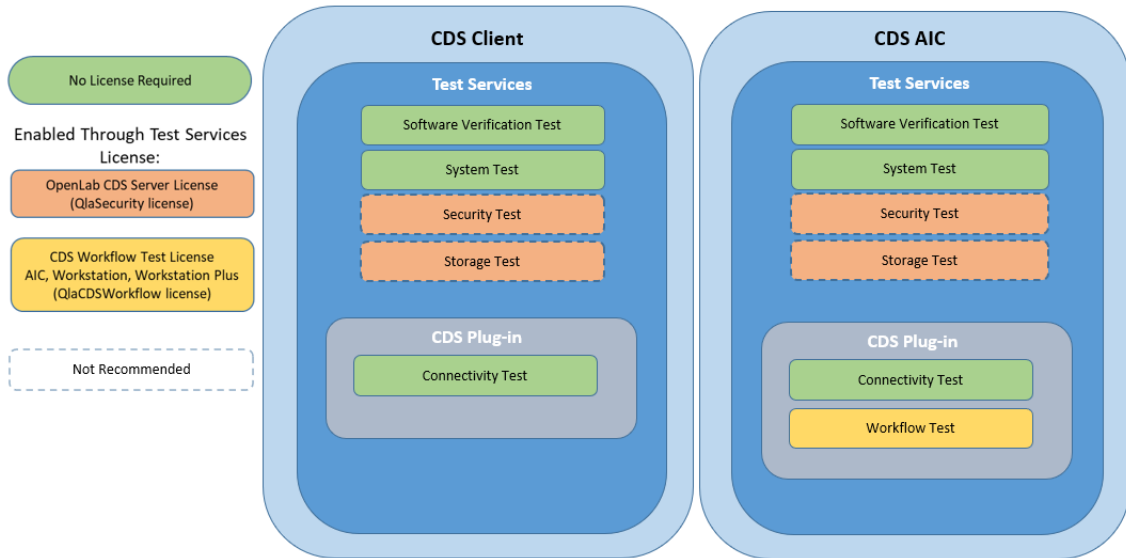


Figure 2. Test Services on CDS Client and AIC

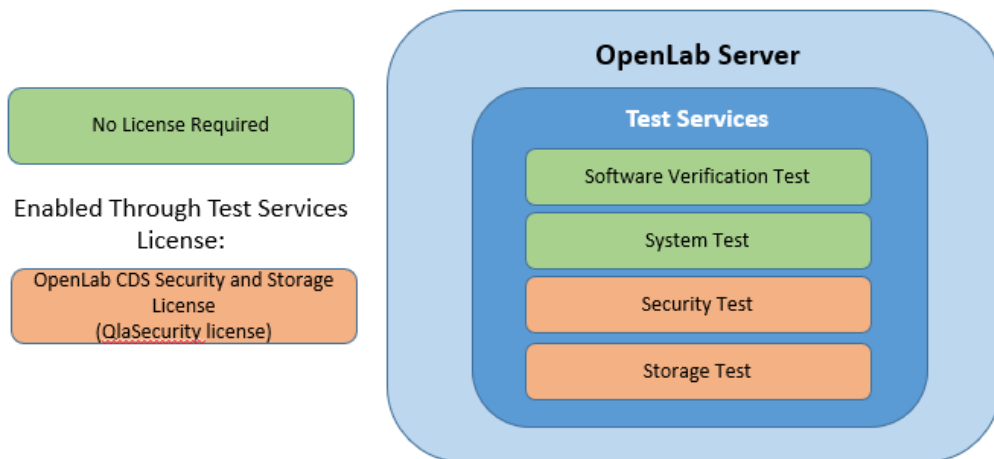


Figure 3. Test Services on OpenLab Server

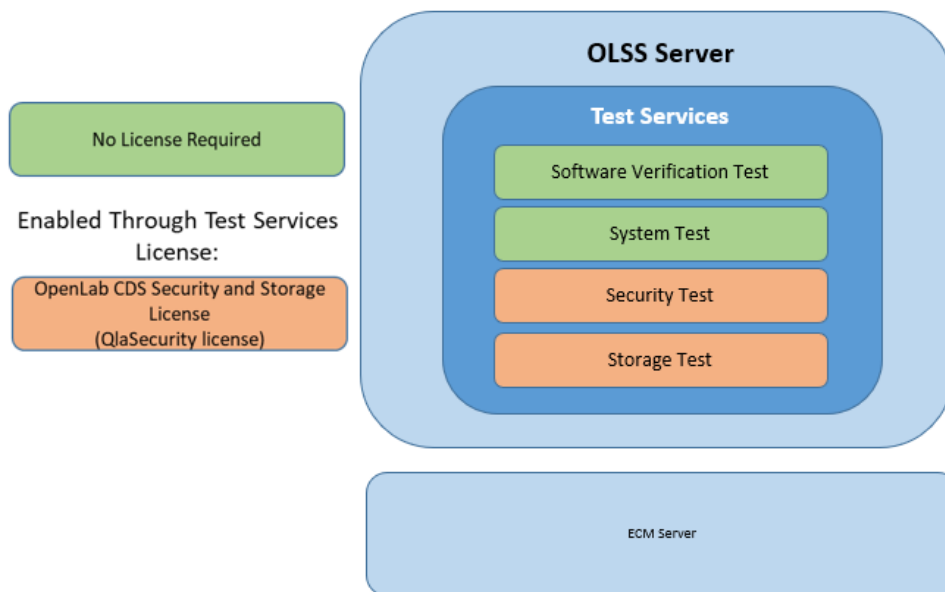


Figure 4. Test Services on OpenLab ECM

Starting Test Services

Test Services is accessed using a browser, by visiting a URL containing the machine on which Test Services is installed.

Use

<https://hostname.domain.com/testservices> to access Test Services.

Note: In an OpenLab client/server configuration you must use

<https://localhost:52088/testservices> to access test services on client systems.

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This chapter contains information on administrative tasks for Test Services.

Installed Services

The Test Services installation creates a Windows Service named Agilent Test Services.

For OpenLab Workstation, Workstation Plus, and Server, Agilent Test Services Central Management service is also created. Agilent Test Services service installed on the Server depends on this service.

To verify the operation of the service, open Windows Run, type `services.msc`, and then click **OK**.

Test Services is set up to run under Local System account and does not require interaction with the desktop.

NOTE

Agilent Test Services service depends on the Agilent OpenLab Shared Services (OLSS) service, as well as most of the services of OpenLab CDS software to perform operations. It will show registered service dependency on the OLSS service. In cases of system reconfiguration, make sure that the OLSS service and Agilent Test Services service are restarted to utilize the new configuration.

Licensing

Users do not need any license to log in to Test Services, execute the OpenLab Software Installation Verification Test (SVT), System Report, Connectivity Test, view last test results, or access reports from previous test executions. However, to execute the OpenLab Security Test and/or the OpenLab Storage System Test, the QlaSecurity license must be available. To execute the Workflow Test, the QlaCDSWorkflow license must be available. Each machine where a licensed test is executed requires one license.

The license is acquired at the first execution of a licensed test and remains acquired after the test execution completes. (It is NOT released to the license pool after the test completes.)

Test Services licenses are installed from the Licenses option available in the OpenLab Control Panel Administration tab. You must install the license before you run a licensed test. If you find that the number of licenses you have is insufficient, contact Agilent support to obtain extra licenses.

Test Services utilizes the same subsystem for licensing as OpenLab CDS. In the license file, the feature name for the Security Test and Storage System Test is QlaSecurity and for the Workflow Test the name is QlaCDSWorkflow.

NOTE

The OpenLab CDS 60-day startup license is not sufficient to run the OpenLab licensed tests in Test Services. Specific Test Services licenses must be purchased and installed for licensed tests to work.

If you want to retire a server, uninstall Test Services for the Test Services license to be returned to the pool of available licenses.

For tests that require a Test Services license, the license is acquired when the user clicks the Start button for a licensed test. A "License Acquired" message appears next to the test name.

If there are not enough licenses available for the test execution, the test will fail at the second step "Checking for license <license name>."

You will still be able to view previous Test Services results.

Test Services Roles and Required Privileges

Test Services uses OpenLab Shared Services (OLSS) authentication. For details on how to configure different authentication providers, see the *OpenLab CDS Client and AIC Guide* or the *OpenLab CDS Workstation Plus Guide*.

For Test Services privileges using OpenLab ECM, see **“Test Services roles and privileges for OpenLab ECM 3.x”** on page 19.

NOTE

For Workstations without authentication, no user login is required, and this section does not apply.

Test Services user roles and privileges

After installation, log in as an OLSS Admin user. At first login, new Project roles Test Services Administrator and Test Services User are created. New privileges, Run Test Services and Manage Test Services, are created in OLSS. Test Services Administrator has all privileges from Test Services User role plus the Manage Test Services privilege. By default, any user with Everything role will have these privileges assigned automatically.

Users who do not have the Everything role will need to have the Test Services User role added to their profile through the OpenLab CDS Control Panel. At a minimum, the Test Services User role allows users to log in to Test Services and execute the System Report and OpenLab Software Installation Verification Test (SVT).

You can also designate a service user for running Test Services tests. If a service user is designated for running tests, other logged in users can view the results of tests, and can start tests. All tests started by the logged in user are executed by the service user. If no service user is designated, any logged in user with correct privileges can run Test Services tests. For details, see the “Settings” section in the *Test Services User Guide*.

For information on adding users or updating user roles and privileges, see the OpenLab CDS Control Panel help.

For Test Services privileges using OpenLab ECM, see “[Test Services roles and privileges for OpenLab ECM 3.x](#)” on page 19.

Table 1. Privileges included with Test Services roles

Privilege	Test Services Administrator	Test Services User
View project or project group	x	x
Manage project or project group	x	x
Edit content of project	x	x
Run test services	x	x
Manage test services	x	

Required roles and privileges

The following privileges are required to run the Test Services tests. See the Test Services User Guide for information on what Test Services tests are available on your system.

NOTE

For Workstation with *Authentication: None*, no privileges apply.

Table 2. Privileges required to perform tests

Privilege	Software Installation Verification Test	System Report	Security Test	Storage Test	Connectivity Test	Workflow Test
View project or project group (Included in Test Services User Role)	x	x	x	x	x	x
Manage project or project group (Included in Test Services User Role)	x	x	x	x	x	x

Table 2. Privileges required to perform tests (continued)

Privilege	Software Installation Verification Test	System Report	Security Test	Storage Test	Connectivity Test	Workflow Test
Edit content of project (Included in Test Services User Role)	x	x	x	x	x	x
Run test services (Included in Test Services User Role)	x	x	x	x	x	x
Manage security			x	x*		
View Activity Log			x	x [‡]		x
Delete content of project				x		
View instrument or location					x	x
Manage instrument or location					x	x
Create and modify sequence						x
Run instrument						x
Edit users own running sequences						x
Or						
Edit any users running sequences						
Edit method override parameters						x

* For Workstation with Internal/Domain authentication, the Manage security privilege is not required for the Storage test.

‡ For Workstation with Internal/Domain authentication, the View Activity Log privilege is not required for the Storage test.

Test Services roles and privileges for OpenLab ECM 3.x

At first log-in, the Test Services User role is created in OpenLab ECM 3.x, containing the following privileges:

Table 3. Privileges for the Test Services User role in OpenLab ECM

Privilege	Test Services User
Content: File (View, Add)	x
Content: Folder (View, Add)	x
Content: File Filtering (Edit)	x

To use Test Services, users must be present (created/imported) in the OpenLab ECM 3.x and OLSS with their privileges updated to include the Test Services User role.

With these privileges, the user will be able to log in to Test Services, view history, download reports, execute Software Verification Test and System Report.

For information on adding users or updating user roles and privileges in OpenLab ECM, see the OpenLab ECM online help.

Client/server configuration with OpenLab ECM 3.x

The following privileges are required to run the various Test Services tests for OpenLab ECM.

Table 4. Privileges required for running Test Services tests with OpenLab ECM

Privilege	Software Installation Verification Test	System Report	Security Test	Storage Test	Connectivity Test	Workflow Test
System: Service Administration (Run)			x			
System: Audit Trail (View)			x	x		

Table 4. Privileges required for running Test Services tests with OpenLab ECM (continued)

Privilege	Software Installation Verification Test	System Report	Security Test	Storage Test	Connectivity Test	Workflow Test
System: Roles Configuration (View, Edit)			x			
System: Users/Groups Configuration (View, Edit)			x	x		
System: Filtering Configuration (Edit)				x		
System: Quick Search (Run)				x		
Content: File (View, Add) - Included with Test Services User role	x	x	x	x	x	x
Content: Folder (View, Add) - Included with Test Services User role	x	x	x	x	x	x
Content: File Filtering (Edit) - Included with Test Services User role	x	x	x	x	x	x
Content: File (Delete)				x		
Content: File Association (View, Add)				x		
Content: File Association (View)						x
Content: File Revisions (View)				x		x
Content: Folder (Edit, Delete)				x		
Content: Folder Access Properties (Edit)				x		
Content: Move File (Run)				x		
Content: Move Folder (Run)				x		
Content: Rekey File (Run)				x		
Manage Security (OLSS privilege)			x	x		
View Activity Log (OLSS privilege)			x	x		x

Table 4. Privileges required for running Test Services tests with OpenLab ECM (continued)

Privilege	Software Installation Verification Test	System Report	Security Test	Storage Test	Connectivity Test	Workflow Test
View instrument or location (OLSS privilege)					x	x
Manage instrument or location (OLSS privilege)					x	x
Run instrument (OLSS privilege)						x
Create and modify sequence (OLSS privilege)						x
Edit users own running sequences (OLSS privilege)						x
Or						
Edit any users running sequences (OLSS privilege)						
Edit method override parameters (OLSS privilege)						x

Logs

Viewing the Test Services logs

The Test Services log files are at `C:\ProgramData\Agilent\LogFiles`. Note that ProgramData is a hidden folder.

The TestServices.log file contains information regarding operations performed by Test Services and its plug-ins. For easier troubleshooting, each plug-in logs the events with tags indicating the test that generated the events.

Another log file can be found on the machine where Test Services Central Management is installed, at: `C:\ProgramData\Agilent\LogFiles\TestServices_cm{timestamp}.log`. This log can be used to troubleshoot the Test Services central management services.

NOTE

When upgrading from a version of QualA prior to v3.4, path names are changed from QualA to Test Services. When upgrading using a custom path, a Test Services folder is created in the custom path.

Configuring Test Services

This section describes configuration actions an administrator can perform.

If OpenLab CDS configuration changes after installation of Test Services

If certain changes are made to OpenLab CDS configuration after Test Services is installed, it is necessary to run a tool that creates the Test Services User role and Run Test Services privilege in the system:

```
C:\Program Files (x86)\Agilent Technologies\TestServices\  
Agilent.TestServices.PrivilegeCreatorTool.exe <username>  
<password> <domain>
```

The following configuration changes require running the tool:

- After installing Test Services on a CDS AIC/Client, the CDS AIC/Client is reconfigured to be connected to another OLSS server.
- After installing Test Services on a Workstation with Authentication set to **None**, the Authentication provider is changed to **Internal** or **Domain**.
- After installing Test Services on a client/server system using OpenLab ECM 3.x with OLSS Server configured to use one ECM account, the OLSS Server is reconfigured to use another account in ECM.

If authentication changes after installation of Test Services

After a change is made to authentication, you will need to log into Test Services as an admin user. This automatically updates current schedules, notifications, and parameters.

Configuring Test Services for Enterprise Topology OpenLab Server

In an Enterprise OpenLab Server deployment, the load balancer in front of the cluster of server nodes must be configured to check if Test Services is running and healthy on each node. When a server node is detected to be "unhealthy", the load balancer must silently remove that node from the server cluster. Similarly, afterwards when a server node turns "healthy", the load balancer must silently add it back into the server cluster.

There are three URIs that must be load balanced by the load balancer for Test Services.

- 1 `/testservices`: This URL is used when accessing the test services website from a client. When load balancing this URL, sticky sessions must be used.
- 2 `/openlab/testservices`: This URL is used when accessing the test services website from a client. When load balancing this URL, sticky sessions must be used.
A return code of 200 from `/openlab/testservices/api/v1/Environment/getwindowslanguage` indicates that the website is functioning properly on a server node.
- 3 `/openlab/testservicesserver`: This URL provides central backend services to test services client systems. This URI does not require sticky sessions.
A return code of 200 from `/openlab/testservicesserver/v1/Health` indicates that the backend services are functioning properly on a server node.

NOTE

For testing and getting reports for a particular server node itself, test services must be run locally on that server node using `https://localhost/testservices`.

Location of Test Services Test Results

OpenLab Server and ECM XT

For OpenLab Server and ECM XT, the results of Test Services tests are saved in Content Management, in the project folder created by Test Services: **Content > Test Services Project > Test Services Results**. Each folder within the Test Services Results folder contains the files for a given test execution.

NOTE

If you upgraded from a version of QualA prior to 3.4, your previous QualA result folders will remain. Tests run after the upgrade will be located in **Content > QualA Project > QualA Results**.

ECM 3.5 and 3.6

For ECM 3.5 and 3.6, the results of Test Services tests are saved in ECM, in the project folder created by Test Services: **Content > TS > TS > Test Services Project > Test Services Results**. Each folder within the Test Services Results folder contains the files for a given test execution.



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This chapter contains information on how to troubleshoot issues and resolve error messages that occur while using Test Services.

Troubleshooting

Results reported as not passed

The main task for Test Services is to ensure that the OpenLab software operates as expected. It is therefore expected that the resulting report always produces the predefined values with a result of "Passed." However, in rare occasions when the software is not performing as expected, the report will show status of "Failed" or "Not Available," in which case an administrator can perform corrective actions.

Failed report status

Test Services can show a "Failed" report status for various reasons, such as (but not limited to):

- Corrupted OpenLab CDS files
- Windows Update was installed that is not compatible with OpenLab CDS

To mitigate these issues, perform the following actions:

- To verify the software (both OpenLab CDS and Test Services) was not modified incorrectly, run the software verification tool that is preinstalled with OpenLab CDS.
- Run OpenLab CDS on the machine. Launch the OpenLab Control Panel, launch an instrument, and try to perform a run. This should highlight whether there are any issues with CDS.
- On rare occasions, a Windows Update may introduce non-backward compatibility of the software that is based on .NET Framework. If you notice that this is the case, try to identify the problematic Windows Update and rollback its changes.

CAUTION

Uninstalling a Windows update may have security or other implications. Before you uninstall the Windows update, make sure that you understand the implications and the effect that uninstalling might have on the system. Perform a system restore checkpoint and verify that you have options to restore the system to the state prior to uninstalling an update.

Connectivity Test failed

"Failed" status of the Connectivity test appears when at least one component is not connected.

- If executed against an AIC or WS, WS+, "Failed" status of the Connectivity Test appears when at least one instrument is not connected.
- If executed against a Client, "Failed" status of the Connectivity Test appears when at least one AIC in the system is not pingable from the Client.

Report status Not Available

This status is more common than the "Failed" result. It does not necessarily mean that something is wrong with OpenLab CDS, but if it occurs regularly it should be verified that the operations of OpenLab CDS are not impaired.

"Not Available" result is shown in cases where:

- The test was not run to its completion (due to service restarts or similar.)
- Test run was aborted

Sequence hangs during workflow test

When running the Workflow Test where the machine is in a domain, the Workflow Test hangs at step "Starting sequence <sequence>."

To execute the Workflow Test successfully, the Test Services service must run under the same user account as Instrument service.

NOTE

The user may or may not be a domain account. In case of a workstation that is not in a domain, this user may just be a local windows user account.

Perform the following steps to update the Test Services service to use the same user that is used for the Instrument service:

- 1 Verify the user account under which the Instrument service is running.
- 2 Log in as Windows domain user who has local administrative privileges.

- 3 Go to **Control Panel > All Control Panel Items > Administrative Tools** and double-click **Services**.
- 4 Right-click **Agilent Test Services Service** and select **Properties**.
- 5 Click the **Log On** tab, select **This account** and enter the login credentials of the user that is used for the Instrument Service. Click **OK**.
- 6 The Services window confirms that the account has been granted the **Log On As A Service** right. Click **OK**.
- 7 Click **OK** in the Services window to acknowledge that **The new logon name will not take effect until you stop and restart the service**.
- 8 Restart the Agilent Test Services Service.
- 9 Log in using the same user account specified in the **Log On** tab of Agilent Test Services Service Properties window.

Test Services projects and instruments

The Test Services Project is created during the first execution of any test. During the Workflow test, the Test Services project is configured with additional parameters, and the required Test Services instrument is created. If for any reason these are deleted or modified, Test Services will recreate them on the next run.

Email notification not working

If email notifications are not working, use the following procedures to troubleshoot.

- Check to make sure that email is set up correctly in OpenLab CDS Control Panel. If it is not set up, the email notifications will fail. For information on how to set up email, see the OpenLab CDS Control Panel online help.
- Send a test email from OpenLab CDS Control Panel to make sure that your email settings are working.
- Test the email from Test Services.
 - a Set up email notifications in Test Services.

- b** In the browser, type the following URL. For client/server systems, the server is the address of OpenLab Server, or an OLSS server with ECM 3.x backend. For Workstation or Workstation Plus, this is the machine itself:

```
https://<server:port>/openlab/testservicesserver/v1/health/email
```

For example,

```
https://localhost:52088/openlab/testservicesserver/v1/health/email
```

This sends an email using default values from the Notification page in Test Services. It uses the SMTP settings from OpenLab Control Panel.

A test email is sent with the following subject: Test Services Test email.

NOTE

Email can only be sent from server, Workstations or Workstation Plus machines (no clients or AICs.)

Error Messages

The following lists all error messages that Test Services can generate, with actions that can be taken to mitigate the issues.

Test Services error messages

Account is expired. Contact system administrator.

- Verify that the user account is valid in the OpenLab CDS Control Panel.

Test Services could not acquire a license. Please contact your system administrator to resolve the issue.

- Verify that you have obtained a valid license for Test Services in OpenLab CDS Control Panel, and that the license hasn't expired.
- Verify that you have enough licenses available. If you find that number of licenses is insufficient, contact Agilent support for additional volumes.
- Verify that the Flexera software (third party system for managing licenses) is operational by opening its dashboard. (By default, it can be found on `http://localhost:8090` for Server or `http://localhost:8095` for Workstation and Workstation Plus, where localhost denotes a machine with the licensing information.) You should see a feature named QlaSecurity, with quantity matching the number of licenses obtained.
- Restart the following Agilent OpenLab Windows services: License Server, Licensing Support, Shared Services, Test Services. (To open the services page, press Windows button + R, type `services.msc` and then press **Enter**.)

Test Services Service is down or unavailable - please contact system administrator for assistance

- This error occurs when the Test Services windows service stops being reachable – either because of network errors, or the service itself stopped. Make sure that the port is still open, and that the service is up and running. If necessary, restart the Windows Service (Agilent Test Services, in the `services.msc`).

Username or password is incorrect. Try again.

- This is an exception thrown by the underlying authentication mechanism of the Shared Services. Make sure that the user has correct user name and password in the OpenLab CDS Control Panel administration page.

Logon credentials are either invalid or expired

- Troubleshooting steps are the same as for [Username or password is incorrect. Try again..](#)

Error connecting to authentication provider. Contact system administrator.

- This is an exception thrown by the underlying authentication mechanism of the Shared Services. Make sure that the OpenLab CDS Control Panel does not report any errors and resolve the issues there.

Error connecting to shared services. Contact system administrator.

- Troubleshooting steps are the same as for [Error connecting to authentication provider. Contact system administrator..](#)

Failed to validate credentials

- Troubleshooting steps are the same as for [Error connecting to authentication provider. Contact system administrator.](#)

OLSS service is not available

Troubleshooting steps are the same as for [Error connecting to authentication provider. Contact system administrator.](#)

Test Services cannot continue verification - please contact system administrator for assistance

- Troubleshooting steps are the same as for [Error connecting to authentication provider. Contact system administrator.](#)

Username or password is incorrect. Try again.

- Troubleshooting steps are the same as for [Error connecting to authentication provider. Contact system administrator.](#)

Account is disabled. Contact system administrator.

- Troubleshooting steps are the same as for [Error connecting to authentication provider. Contact system administrator.](#)

Account is temporarily locked.

Troubleshooting steps are the same as for [Error connecting to authentication provider. Contact system administrator.](#)

Username or password is incorrect. Try again.

Troubleshooting steps are the same as for [Error connecting to authentication provider. Contact system administrator.](#)

Account is not authorized in this system. Contact system administrator.

- Troubleshooting steps are the same as for [Error connecting to authentication provider. Contact system administrator.](#)

Insufficient privileges to run Test Services

- User that logged in does not have a privilege to access the Test Services. Make sure that the user has the role Test Services User. (See [“Test Services Roles and Required Privileges”](#) on page 16.)

Test Services cannot create Test Services Project - please contact system administrator for assistance

- This error can occur if the content management is unavailable, or it is available but there are some other issues in the content management (for example, disk space, licensing issues, or similar). Make sure that there are no issues with the content management. Also, you can try to remove the Test Services project from the Control Panel and it will be created automatically on the next run of Test Services. All previous results will remain in the Content management untouched.

Report is not available in the storage

- The error shown means that the PDF report was not found in the content management designated folder. Make sure that the current user has permissions to the folder specified in the configuration of Test Services. This message can also occur if the file was removed or archived directly using the content management. In this case, restart the Test Services execution.

Email server settings are not configured in Control Panel for OpenLab software

- Test Services uses email settings from OpenLab Shared Services to send email notifications. If you see this error, go to the OpenLab Control Panel and set up your email preferences.

OpenLab CDS Workflow Test error messages

Error configuring Test Services instrument - please contact system administrator for assistance

- This error can occur if the instrument is currently in use. Make sure it is not currently in use. If this fails, delete the instrument, as it will be created automatically on the next run of Test Services.

Test Services cannot create instrument - please contact system administrator for assistance

- Troubleshooting steps are the same as for [Error configuring Test Services instrument - please contact system administrator for assistance](#).

Error configuring Test Services Project - please contact system administrator for assistance

- This error can occur if the Content Management is unavailable, or it is available but there are some other issues in the Content Management (for example, disk space, licensing issues, or similar). Make sure that there are no issues with the Content Management. Additionally, you can try to remove the project from the Control Panel and it will be created automatically on the next run of Test Services. All previous results will remain in the Content management untouched.

Test Services project is required for Test Services verification - please contact system administrator for assistance

- This error occurs if the instrument is found, but the project is not. Since Test Services creates both automatically, this message only occurs if somebody interfered with the process of Test Services during the execution of the steps. Make sure that Test Services is uninterrupted from the OpenLAB CDS, and then retry Test Services.

Valid local instrument controller is required for Test Services verification - please contact system administrator for assistance

- This occurs if the Instrument Controller is unavailable while configuring the Test Services instrument. Verify that the AIC is operational and retry.

Error submitting sequence - please contact system administrator for assistance

- Sequence run can fail for any number of reasons. Refer to the Test Services logs found in the OpenLAB CDS Control Panel > Administration > Diagnostics section for further information.

In This Book

Administration for Agilent Test Services

- Test Services Licensing
- User account set up
- Troubleshooting

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