

SilkTest 2011



Release Notes

Micro Focus
575 Anton Blvd., Suite 510
Costa Mesa, CA 92626

Copyright © 2011 Micro Focus IP Development Limited. All Rights Reserved. Portions
Copyright © 1992-2009 Borland Software Corporation (a Micro Focus company).

MICRO FOCUS, the Micro Focus logo, and Micro Focus product names are trademarks or registered trademarks of Micro Focus IP Development Limited or its subsidiaries or affiliated companies in the United States, United Kingdom, and other countries.

BORLAND, the Borland logo, and Borland product names are trademarks or registered trademarks of Borland Software Corporation or its subsidiaries or affiliated companies in the United States, United Kingdom, and other countries.

All other marks are the property of their respective owners.

2011-12-07

Contents

SilkTest 2011 Release Notes	4
What's New in SilkTest	4
Internet Explorer 9 Support	4
Mozilla Firefox 5 and Mozilla Firefox 6 Support	4
Micro Focus Rumba Support	4
Microsoft Silverlight Support	4
User Account Control	4
64 Bit Support for Java Applications	4
Adobe Flex 4.x Support	5
SilkTest Product Suite	5
System Requirements and Prerequisites	5
Hardware Requirements	5
Platform Support	5
Tested Configurations	7
Adobe Flex Support	8
Java Support	8
SilkTest Classic DSN Support	9
End-Of-Life (EOL) Components	9
EOL Components for SilkTest 2011	9
EOL Components for the Next SilkTest Release	10
EOL Components for the SilkTest Release After the Next Release	10
Resolved Issues	10
Known Issues	11
SAP Applications	11
Web Applications	12
SilkTest Workbench	12
General Issues	15
SilkTest Classic	16
Installation Instructions	16

SilkTest 2011 Release Notes

November 2011

This file contains important information that might not appear in the Help. Read this file in its entirety.

For information about installation and licensing issues, refer to the [SilkTest Installation Guide](#).

For the latest version of this document, see http://supportline.microfocus.com/Documentation/books/ASQ/SilkTest/2011/en/SilkTest_ReleaseNotes.pdf.

Navigate to supportline.microfocus.com for further assistance from Customer Care.

What's New in SilkTest

This section lists the significant enhancements and changes that were made for SilkTest for all the products in the product suite.

SilkTest 2011 supports the following features:

Internet Explorer 9 Support

SilkTest includes record and playback support for applications running in an Internet Explorer 9 Web browser.

Mozilla Firefox 5 and Mozilla Firefox 6 Support

SilkTest includes playback support for applications running in a Mozilla Firefox 5 or Mozilla Firefox 6 Web browser.

Micro Focus Rumba Support

SilkTest includes record and playback support for applications developed with Micro Focus Rumba.

Microsoft Silverlight Support

SilkTest includes record and playback support for applications developed with Microsoft Silverlight.

User Account Control

SilkTest now enables you to test applications with UAC enabled. You only need to disable UAC when you are testing applications with SilkTest Classic and the Classic Agent.



Note: If you want to use SilkTest with UAC enabled, we recommend you not to install SilkTest into the `Program Files` directory, because SilkTest requires writing permissions to the install directory. However, if you decide to install SilkTest into the `Program Files` directory, you need administrator permissions to configure the database for SilkTest.

64 Bit Support for Java Applications

SilkTest includes support for testing 64-bit Java applications developed using the following Java toolkits:

- AWT

- Swing
- Standard Widget Toolkit (SWT)

Adobe Flex 4.x Support

In addition to the new Flex 4.x controls, SilkTest also supports multiple application domains in Flex 3.x and 4.x applications, which enables you to test sub-applications.

SilkTest Product Suite

The SilkTest product suite includes the following components:

- **SilkTest Workbench** – SilkTest Workbench is the new, native quality testing environment that offers .NET scripting for power users and innovative storyboard-based visual tests to make testing more accessible.
- **Silk4NET** – The Silk4NET Visual Studio plug-in enables you to create Visual Basic or C# test scripts directly in Visual Studio.
- **Silk4J** – The Silk4J Eclipse plug-in enables you to create Java-based test scripts directly in your Eclipse environment.
- **SilkTest Recorder** – SilkTest Recorder enables you to record and replay tests using a GUI and then export those tests to SilkTest Classic, Silk4J, or Silk4NET.
- **SilkTest Classic** – SilkTest Classic is the traditional, 4Test SilkTest product.
- **SilkTest Agents** – The SilkTest Agent is the software process that translates the commands in your tests into GUI-specific commands. In other words, the Agent drives and monitors the application you are testing. One Agent can run locally on the host machine. In a networked environment, any number of Agents can run on remote machines.

System Requirements and Prerequisites

The following section identifies the system requirements for installing and running SilkTest.

Hardware Requirements

We recommend the following hardware requirements:

System Area	Requirement
Processor	Intel or AMD DualCore processor running at 2 GHz
RAM	2 GB
Hard disk space	2 GB of free disk space

Platform Support

Platforms

SilkTest 2011 runs on the following platforms:

- Windows XP SP3
- Windows Vista SP1* or SP2
- Windows 7
- Windows 7 SP1
- Windows 2008

- Windows 2008 R2

Technology Domains and Browsers

SilkTest 2011 supports applications that use the following browsers or are developed in:

Technology Type	Supported Version for SilkTest Workbench, SilkTest Recorder, Silk4NET, Silk4J, SilkTest Classic using the Open Agent	Supported Version for SilkTest Classic using the Classic Agent
Adobe Flex	3.0*, 3.2*, 3.3*, 3.4*, 3.5, 4.0, 4.1, 4.5.1	not supported
Firefox	3.0*, 3.5*, 4.0*, 5.0 (playback only), 6.0 (playback only)	not supported
Internet Explorer	6*, 7, 8, 9	6*, 7, 8 (playback only)
Java AWT/Swing	Java 1.6	Java 1.6*
Java SWT	3.2*, 3.3*, 3.4*, 3.5, 3.6, 3.7	not supported
SAP	SAPGUI client 7.10, SAPGUI client 7.20	not supported
Silverlight	3 (Silverlight Runtime 4), 4 (Silverlight Runtime 4)	not supported
Rumba	8.1, 8.2	not supported
Win 32	any	32bit platforms only
WinForms	.NET 2.0*, 3.0, 3.5, 3.5 SP1, 4.0	not supported
WPF	.NET 3.5 SP1, 4.0	not supported

Databases

SilkTest 2011 supports the following databases with the noted operating systems for SilkTest Workbench asset storage:

- SQL Server 2008 (SP2) + Express
- SQL Server 2005 (SP3) + Express
- Oracle 11.1*
- Oracle 11.2*



Note: If you choose to install SQL Server 2008 Express SP2 during the SilkTest installation, ensure that you have one of the supported operating systems:

- Windows 7
- Windows Server 2008
- Windows Server 2008 R2
- Windows Vista SP1* or SP2



Note: For Windows Vista SP1*, you must install the full version of .NET 3.5 SP1 or 4.0 on your computer before you can install SQL Server. Otherwise, SQL Server Express might not install. To install the full version of .NET 3.5 SP1 or 4.0, download it from the Microsoft Web site.

- Windows XP Service Pack 3

* These operating systems, features, and integrations are planned to be no longer supported in future SilkTest versions. For additional information, see *End-Of-Life (EOL) Components*.

Eclipse Environment

You can integrate Silk4J in Eclipse 3.4 or later.

Visual Studio Environment

You can integrate Silk4NET in Visual Studio 2010 Professional or later.

Tested Configurations

Tested configurations, by platform, are listed below. Note that it is not possible to test all combinations. Experience indicates that various combinations can result in different behavior with SilkTest. Micro Focus makes every attempt to test as many of these combinations as possible.



Note: While you can use SilkTest on 64-bit operating systems, SilkTest only supports testing 64-bit applications for Java, .NET, and Windows API-based applications. SilkTest does not support testing 64-bit applications with the Classic Agent.

Platform Type	Tested Configurations for SilkTest Workbench, SilkTest Recorder, Silk4NET, Silk4J, SilkTest Classic using the Open Agent	Tested Configurations for SilkTest Classic using the Classic Agent
Microsoft Windows 7 (32bit) Microsoft Windows Server 2008 SP2 (32bit)	Windows Internet Explorer 8 Mozilla Firefox 5.0 Flex 3.5, 4.1, 4.5.1 Java 1.6 (AWT/Swing) SWT 3.5, 3.6 .NET 3.5 (WinForms) .NET 4.0 (WPF, WinForms) Win 32 SAPGUI client 7.10 patch 13 (Microsoft Windows Server 2008 SP2 (32bit)) SAPGUI client 7.20 patch 6 (Microsoft Windows 7 (32bit)) Microsoft Silverlight 4 (Silverlight Runtime 4) Rumba 8.1	Windows Internet Explorer 8 (playback only) Win 32
Microsoft Windows Vista SP2 (32bit)	Windows Internet Explorer 7 Flex 3.5, 4.1, 4.5.1 Java 1.6 (AWT/Swing) SWT 3.5, 3.6 .NET 3.5 (WinForms) .NET 4.0 (WPF, WinForms) Win 32 SAPGUI client 7.10 patch 13 Microsoft Silverlight 4 (Silverlight Runtime 4) Rumba 8.1	Windows Internet Explorer 7 Win 32
Microsoft Windows XP SP3 (32bit)	Flex 4.1 Java 1.6 (AWT/Swing) SWT 3.5, 3.6	Windows Internet Explorer 8 (playback only) Win 32

Platform Type	Tested Configurations for SilkTest Workbench, SilkTest Recorder, Silk4NET, Silk4J, SilkTest Classic using the Open Agent	Tested Configurations for SilkTest Classic using the Classic Agent
	.NET 3.5 (WinForms) .NET 4.0 (WPF, WinForms) Win 32 SAPGUI client 7.10 patch 13 Microsoft Silverlight 4 (Silverlight Runtime 4) Rumba 8.1	
Microsoft Windows 7 SP1 (64bit)	Windows Internet Explorer 9 (32 bit) Mozilla Firefox 6.0 (32 bit) .NET 4.0 (WPF, WinForms) Win 32 SWT 3.6.1 Java 1.6 (AWT/Swing) Microsoft Silverlight 4 (Silverlight Runtime 4) Rumba 8.2	
Microsoft Windows Vista SP2 (64bit) Microsoft Windows Server 2008 R2 SP1(64bit)	Windows Internet Explorer 8 (32 bit) Mozilla Firefox 5.0 (32 bit)(Microsoft Windows Vista) .NET 4.0 (WPF) Win 32 SWT 3.6.1 Java 1.6 (AWT/Swing) Microsoft Silverlight 4 (Silverlight Runtime 4) Rumba 8.2	

Adobe Flex Support

SilkTest supports testing Flex 3.0*, 3.2*, 3.3*, 3.4*, 3.5, 4.0, 4.1, and 4.5.1 using all supported browsers and Adobe AIR 2.0 or later (built with Flex 4.x).

* These versions are planned to be no longer supported in future SilkTest versions. For additional information, see *End-Of-Life (EOL) Components*.

Java Support

Open Agent Support

SilkTest supports the following Java components for SilkTest Workbench, SilkTest Recorder, Silk4NET, Silk4J, SilkTest Classic using the Open Agent:

- SWT 3.2*, 3.3*, 3.4*, 3.5, 3.6, and 3.7 standalone and Rich Client Platform (RCP) applications (SWT standalone applications executed as an applet in the browser not supported)
- Java version 1.6

- AWT
- Swing (including Java Foundation Classes)
- Applets (in all supported browsers)

Classic Agent Support

SilkTest supports the following Java components for SilkTest Classic using the Classic Agent:

- Java version 1.6*
- AWT*
- Java Foundation Classes (JFC, Swing)*
- Symantec Visual Café
- Applets



Note: Applets are not supported on Internet Explorer 8.

* These versions are planned to be no longer supported in future SilkTest versions. For additional information, see *End-Of-Life (EOL) Components*.

SilkTest Classic DSN Support

SilkTest Classic's Data Driven Workflow supports:

- Text files and comma separated value files (*.txt and *.csv files)
- MS Excel
- MS Access
- MS SQL Server
- Oracle (partial support)
- SyBase SQL Anywhere

SilkTest Classic accesses the preceding databases using ODBC and therefore supports the versions of those databases that have a working ODBC driver.



Note: The SilkTest Classic **Select Data Source** dialog box allows you to choose either the Silk DDA Excel or the Segue DDA Excel data source. For new data driven testcases, choose the Silk DDA Excel data source. Choose the Segue DDA Excel data source for backward compatibility. This allows existing .g.t files that reference Segue DDA Excel to continue to work.

End-Of-Life (EOL) Components

This section lists the operating systems, features, and integrations that will no longer be supported in the current or future SilkTest versions.

EOL Components for SilkTest 2011

The following operating systems, features, and integrations are no longer supported in SilkTest 2011:

- StarTeam integration
- PVCS integration
- SilkTest Classic 4Test outline Editor mode



Note: SilkTest Classic will continue to be supported. This change will not affect most SilkTest Classic users.

- Java 1.4
- Microsoft Windows Server 2003
- Microsoft Windows XP SP2

EOL Components for the Next SilkTest Release

The following operating systems, features, and integrations will no longer be supported in the next SilkTest release:

- Adobe Air 1.6
- Classic OCR
- Mozilla Firefox 3.0
- IBM JRE 1.5
- Java 1.5
- MSUIA technology domain. The WPF technology domain is still supported.

EOL Components for the SilkTest Release After the Next Release

The following operating systems, features, and integrations will no longer be supported in the SilkTest release after the next release:

- Windows Internet Explorer 6
- Java SWT 3.2, 3.3, 3.4
- Mozilla Firefox 3.5
- Mozilla Firefox 4.0
- Java AWT/Swing (on the Classic Agent)
- SilkBean
- WinForms .NET 2.0
- Oracle 11.1, 11.2
- Microsoft Windows Vista SP1
- Adobe Flex SDK 3.0, 3.2, 3.3, 3.4

Resolved Issues

The following issues have been resolved:

Issue #	Description	Notes
RPI 571994	License Check Failed - Agent is running in SCTM mode error occurs when running a test in SilkTest Workbench	
RPI 576760	When an application prompts a user on exit, errors occur during playback	Knowledge Base Article 31353
RPI 577377	When SQL Server Express 2008 is installed, TCP/IP is not enabled by default	Knowledge Base Article 31506
RPI 580861	Uninstalling SilkTest removes ODBC entries for a SilkTest database	
RPI 581638	Using Always record locators for locked Object Maps records locators when the object map is not locked	
RPI 1074627	Ability for the Open Agent to see content within an IFrame	
RPI 1075485	When using the "Display the Asset Browser" button on the View toolbar, this opens a new Asset	

Issue #	Description	Notes
	Browser window, instead of displaying the existing or the most recently used asset browser window.	
RPI 1075548	WPF controls not recognized when launched from a WinForms application	
RPI 1075721	Unable to determine when a FlexTitleWindow has closed	
RPI 1075745	Open Agent uses Win32 class names instead of .NET class names and IDs	
RPI 1075867	Projects that include files that are read-only do not open correctly	
RPI 1075889, RPI 1076205 , RPI 1076316	Silk Test Classic 2010 crashes on Recording Window Declarations	
RPI 1075894	GetTestPlanName returns wrong value when not in a testplan	
RPI 1076002	GetContents is returning special characters with bRawMode as False	
RPI 1076148	WPF 4.0: Synchronization issue	
RPI 1076326	SilkTest 2010 Test Script runs are slower than SilkTest 2009 Test Scripts runs	
RPI 1076701	CaptureBitmap does not work with "ä", "ö" or "ü" in path.	
RPI 1076911	SilkTest Workbench/Visual Test failure with Repeat-While loop	
RPI 1077108	Handle problem with GetCloseWindows() call	
RPI 1077168	Meaningful error message when using OpenContextSelect method	
RPI 1077181	GetItemRect for Java Objects	

Known Issues

This section identifies SilkTest's known issues and their resolutions.

SAP Applications

HierarchyHeaderWidth and ColumnOrder Properties of the SAPTree Class are write only

Other than the automation documentation indicates, the `HierarchyHeaderWidth` and `ColumnOrder` properties of the `SAPTree` class are write only and cannot be read.

Ensure that your scripts use write rather than read with these properties.

GetColumnIndexFromName () of the SapTree Class May Fail with an "unspecified error"

`GetColumnIndexFromName ()` of the `SapTree` class may fail with an "unspecified error". This is a known issue in SAP automation.

Check the SAP web site to see if the issue has been resolved.

Calling the `select()` method of the `SAPTree` Class on a Context menu item may fail

Calling the `Select()` method of the `SAPTree` class on a Context menu item may fail.

Call `SelectContextMenuItem` on the parent control instead. This problem is a known issue in the SAP automation.

The position property for a horizontal scrollbar always returns 1

The position property for a horizontal scrollbar always returns 1. This is a known issue in SAP automation.

Check the SAP web site to see if the issue has been resolved.

The `SAPNetPlan` class is not supported

This issue will be resolved in a future release.

Replay error occurs when executing an SAP script in fast mode

In certain cases, if you record an SAP test using the SilkTest Recorder and then replay it using the **Replay speed: Fast** setting, an error occurs. The error says, `The data necessary to complete this operation is not yet available.`

Change the replay speed to a slower setting. Or, change the script to use SAP automation to replay the problematic action instead of `xBrowser`. For example, you might change the action from `DomLink.Select` to `SapHTMLViewer.SapEvent`.

Web Applications

Using Google toolbar interferes with recording web applications

Using Google toolbar with Internet Explorer 8 interferes with recording locators for web applications.

Turn off Google toolbar before you record web applications.

SilkTest Workbench

Message boxes display in the background when a script plays back (31314)

If you include a message box statement, such as `MsgBox ("Hello")` in .NET script, it displays in the background when you play back the script.

Include `MsgBoxStyle.MsgBoxSetForeground` in the `MsgBox` statement to have the message box display in the foreground. For example:

```
MsgBox ("Hello", MsgBoxStyle.MsgBoxSetForeground)
```

Installer fails to install SQL Server Native Client and register SilkTest Workbench as a COM server

If the operating system performs an automatic update or the user initiates a Windows update during or before installation of SilkTest, the installer fails to install SQL Server Native Client and register SilkTest Workbench as a COM server.

Both of these problems affect SilkCentral Test Manager (SCTM) integration, since SCTM uses the native client driver installed by SQL Server Express to create SilkTest Workbench DSNs. Furthermore, SCTM needs SilkTest Workbench registered as a COM server in order to use its COM interface for automation.

Choose one of the following solutions:

1. Do not install SilkTest while running a Windows update.
2. Ensure that Windows updates do not install automatically on your machine.

3. Install any pending Windows updates prior to installing SilkTest and reboot the system before installing SilkTest.

Modifying the hot key combination to include multiple modifiers causes additional keys to be recorded

If you configure a hot key for insert verification or start/stop record that contains multiple modifiers, occasionally the modifier press key action is recorded. For instance, if you specify a hot key combination of `Alt+Ctrl+F9`, `Alt` may be recorded as a press key action instead of being ignored as part of the hot key combination. This is a problem during playback because the appropriate release key actions are missing.

Manually remove the actions related to the modifiers, or only use one hot key modifier.

SQL Server DSN does not work on 64-bit systems

A 64-bit DSN cannot be used with SilkTest Workbench. Create a 32-bit DSN using the WOW64 tools located at `C:\WINDOWS\SysWOW64\odbcad32.exe`.

An error occurs when SilkCentral Test Manager is installed before SilkTest Workbench

The error, `Cannot Connect to SilkTest Workbench. Please make sure it is installed.` occurs when executing a SilkTest Workbench script from SilkCentral Test Manager. This error occurs when SilkCentral Test Manager is installed before SilkTest Workbench and the machine was not restarted.

If you install SilkCentral Test Manager before SilkTest Workbench, restart your machine after you install SilkTest Workbench. Or, install SilkTest Workbench prior to installing SilkCentral Test Manager.

SilkTest Workbench requires a network connection to start

SilkTest Workbench requires a network connection to start. If no network connection is available, a `"Failed to connect to OpenAgent"` error occurs. Other clients, such as SilkTest Classic and SilkTest Recorder, do not require a network connection to start.

Ensure that a network connection is available before starting SilkTest Workbench.

SQL Server Express might not install on Windows Vista SP1 machines

On Windows Vista SP1 machines, ensure that the full version of .NET 3.5 SP1 is installed if you plan to install SQL Server 2008 during the SilkTest installation. To install the full version of .NET 3.5 SP1, download it from the Microsoft Web site.

Auto-completion and syntactical assistance incomplete when a For loop is used

When a For loop is used in a .NET script, only the object methods are displayed in the syntactical assistance when you first enter the code.

This issue has been resolved in the next maintenance release of Actipro. However, the release schedule is unknown. To display the methods and properties in the syntactical assistance, edit the code to include the argument. For example, the following code displays only methods in the syntactical assistance:

```
Dim ad as ActiveData = Workbench.LoadActiveData("myAD")
    Dim adr as ActiveDataRow

    For each adr in ad
    Next adr
```

To show methods and properties, edit the For code as follows:

```
For each adr as ActiveDataRow in ad
```

All Chinese characters are not italicized in invalid object map entries

When an invalid object map entry occurs, some Chinese characters are not italicized.

Identify invalid object map entries by the red text assigned to invalid entries or by using the **Next error** and **Previous error** toolbar buttons.

Identify from Screen Preview creates an incorrect object map item for a migrated database

After a database is migrated from SilkTest Workbench 2010 to SilkTest Workbench 2010 R2, using the **Identify from Screen Preview** creates incorrect object map items.

Use the **Update Screen** command to recapture the screen before using **Identify from Screen Preview**.

When a .NET application is started from DevPartner Studio (DPS), SilkTest does not recognize it

To resolve the issue, perform the following steps:

1. Go to the SilkTest installation folder (by default, it's located at: C:\Program Files\SilkTest\SilkTest).
2. For Windows Forms applications, go to ng\agent\plugins\com.borland.fastxd.techdomain.windowsforms.agent_11.1.0.4444.
3. For Windows Presentation Foundation (WPF) applications, go to ng\agent\plugins\com.microfocus.silktest.techdomain.wpf.agent_11.1.0.4444.
4. In Notepad, open the file plugin.xml, and add the following line to the <loadparameters> section:

```
<param name="frameworkAssembly">mscorlib.dll</param>
```
5. Go to the ng\agent folder in the SilkTest installation folder (by default, it's located at: C:\Program Files\Silk\SilkTest\ng\agent).
6. In Notepad, open openagent.ini and add -clean as the first line of the file.
7. Log out of the computer, and then log back in. SilkTest works as expected with the application that was started by DevPartner Studio.

Using Stop in a script causes an error message to be displayed

Due to the current level of VB.NET debugging support in SilkTest Workbench, do not use the VB.NET command `Stop` (and `Debugger.Break`) in a script.

When a child script is called from a parent script, the child script can access the object map out of scope

If a parent and child script reside in different projects and use different object maps, the child script runs successfully even though the object map is out of scope for the child script.

Since the script runs successfully, there is no resolution necessary. However, this behavior will not work in future releases.

When multiple users attempt to simultaneously edit the same asset on a SQL 2008 database, issues with the asset locking mechanism might occur

To test for the problem, open an asset, like a visual test, for editing in the SilkTest Workbench. While the asset is open, attempt to open the same asset from a different instance of SilkTest Workbench. If the problem occurs, either the second instance of SilkTest Workbench will be able to simultaneously edit the same asset, or the second instance will receive a message with incomplete data. The user name and machine name will both be blank.

In SQL Server, allocate database admin rights to the SQL database users that use that database.

Unexpected error while exporting assets in a SQL database

The unexpected error, `Conversion failed when converting from Character string to Unique identifier`, occurs when exporting assets in a SQL database.

Import the exported database and press OK if any error messages occur. The import finishes successfully and the assets are available for use.

Unexpected behavior while using an Access database

Compact the database using the SilkTest Database Maintenance Administration Tool. Choose **Start > Programs > Silk > SilkTest <version> > Administration Tools > Database Maintenance** to open the tool. Then, open the database and choose **Tools > Compact Database**.

SilkTest Workbench with UAC Enabled during Configuration cannot Connect to an SQL Server

You cannot connect to an SQL server during configuration, when you are using SilkTest Workbench without administrator rights, and with UAC enabled.

To connect to the SQL server during configuration, you have to start SilkTest Workbench with the **Run as administrator** option.

General Issues

Str function does not round correctly

Any decimal/float number has an internal binary representation. Unfortunately, you can never be sure if a decimal value has an exact representation in its binary pendant. If an exact binary representation is not possible (mathematical constraint), the nearest value is used and this leads to the issue where it seems the str function is not rounding correctly. You can workaround this issue. Use the following code to see the internal representation:

```
[ ] printf("%.a20e\n", 32.495)
[ ] printf("%.a20e\n", 31.495)
```

When a remote desktop or remote desktop connection (RDC) is minimized, SilkTest does not function

When you connect through the remote desktop protocol (RDP) to a desktop, you take ownership of the desktop by attaching to the desktop with your mouse and keyboard. If the desktop is minimized without ownership of the desktop being released, any playback of mouse clicks or keystrokes is undefined.

The recommended configuration is to run SilkTest on a VMWare-server and connect through VMWare-client software. This allows replay to continue even if the client has been closed.

Ensure that the agent.exe and partner.exe processes have been killed before attempting a SilkTest Monitor execution

When running SilkTest monitors or GUI-level tests, `Agent.exe` or `Partner.exe` may not close correctly after a monitor execution and the temporary results folder may remain opened. When this happens during a monitor execution, all subsequent monitors fail with the error `LoadtestController: 3302 - The results directory could not be cleared and do not clear`.

Kill the `Agent.exe` or `Partner.exe` process manually on the execution server or create an Action Essential which will automatically kill the processes whenever needed.

SilkTest does not support a Japanese version of Rumba

SilkTest supports Rumba version 8.1 and 8.2, which are not localized. You cannot test Rumba on a localized operating system.

The Open Agent does not start when the Check Point firewall is installed

When you have a Check Point firewall or a Check Point ZoneAlarm firewall installed on your system, the Open Agent cannot be started, because the firewall interrupts the communication between the Agent and the infoservice.

To start the Open Agent, you have to uninstall the Check Point firewall from your system.

Testing Silverlight applications with Mozilla Firefox does not work well on some machines

The Silverlight support in SilkTest might not work well on some machines when used in Mozilla Firefox. A deadlock can occur if the Mozilla Firefox plugin process calls the host Mozilla Firefox process at the same time that the host Mozilla Firefox process calls the plugin process. For additional information, see https://bugzilla.mozilla.org/show_bug.cgi?id=686861 or https://bugzilla.mozilla.org/show_bug.cgi?id=558986. This known issue might occur in SilkTest because SilkTest is loading a .Net framework into the plugin process to test Silverlight. In this case, SilkTest cannot control when the .Net framework triggers a garbage collection, which calls into the host Mozilla Firefox process when freeing COM objects.

SilkTest Classic

Unknown behavior occurs if a window class is declared without a tag

If a customer implements a window class in SilkTest without a tag, unknown errors and possible crashes occur. For example, in the following code, the `tag` line is mandatory.

```
[ - ] winclass MyDialogBox : DialogBox
[   ] tag "[DialogBox]"
[   ] locator "//DialogBox[@caption='Check Box']"
```

If the tag line is present, the code works as it should. However, if the tag line is missing, this leads to unknown errors and possible crashes. For example, the following code is problematic:

```
[ - ] winclass MyDialogBox : DialogBox
[   ] locator "//DialogBox[@caption='Check Box']"
```

Installation Instructions

For information about installation and licensing issues, refer to the [SilkTest Installation Guide](#).