

Borland® SilkTest®

FREQUENTLY ASKED QUESTIONS

GENERAL QUESTIONS

What is SilkTest?

SilkTest® automates the functional GUI testing process for ensuring the quality of enterprise software applications.

What is functional testing?

Functional testing is the process of validating that an application provides the features and functionality from a user's perspective. The user can either be a real-user or an (external) software program. The first case is also referred to as GUI testing as it is done via the application's GUI. The latter case is usually referred to as unit or component testing as you are testing a software component (e.g., a Web service) via its external APIs. As a critical part of the Software Delivery Life Cycle, functional testing assures a project meets the expectation of users before project Go-Live. For instance, in a typical application, functional tests would validate functions like:

- Text boxes (e.g. name) appear properly and only accept text and not numeric entries
- Radio buttons work as designed
- Mandatory fields must contain data before saving records
- Method calls from a Web service work as designed

Functional testing takes two basic forms:

Manual – A human user walks through a series of test steps (either ad hoc or following a test plan) validating or recording that functions perform as expected.

Automated – A software program records a user's actions and saves them in the form of individual Automated Test Scripts. These scripts can then be replayed, running the application as if a human user were operating it.

Automated testing slashes the time required for test execution from a matter of days to a matter of hours. The value of automated test scripts increases with the frequency of repeated test executions, making it especially useful for cross-platform, localization and regression testing. Manual functional testing is still prevalent in most IT shops, because many tests are considered too complex, costly or time-consuming to automate. However, automated functional testing tools have evolved to be very flexible and dependable.

Usage scenarios for functional testing

There are many usage scenarios for functional testing, some of which are more applicable to become automated than others. Usage scenarios include:

- Regression testing - verifies whether functions that worked in a previous version of the application still work after changes have been made (e.g., a new software build)
- Cross-platform testing – verifies whether an application works across multiple different platforms (e.g., Operating Systems, Web browsers, SOAP stacks)
- Localization testing – verifies whether the localized versions of the same application (e.g., English, German, Chinese, Japanese) work in a consistent fashion
- User acceptance testing – verifies that the application functionality meets the business requirements

How is load testing related to functional testing?

Load testing is complementary to functional testing, as it verifies non-functional application quality attributes such as scalability, responsiveness, and reliability. These attributes, also known as quality of service, cannot be assessed with functional testing.

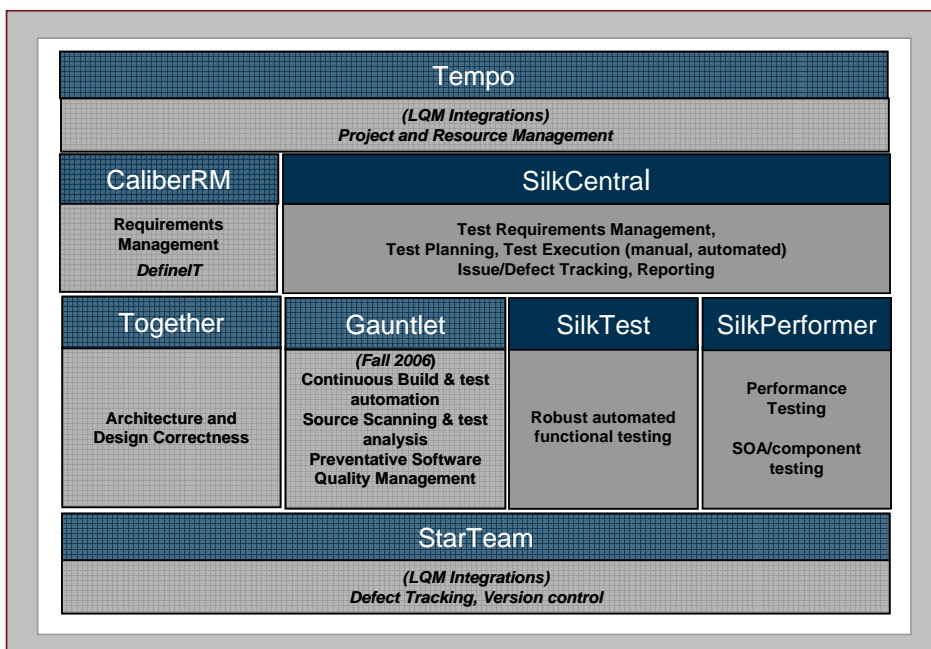
To verify if an application still delivers correct functionality during load conditions, functional testing must be applied within the context of the load test. However, running functional tests at the same time, but separately from the load test itself does not provide the required test coverage because most of the time functional errors occur only to a subset of all users accessing the system. This means that the likelihood of missing the functional errors under load would be very high. Therefore, functional verifications under load must be performed by the load testing tool itself across all virtual users accessing the application under test.

What functional testing processes does SilkTest support?

SilkTest automates the following functional GUI testing processes:

- Regression testing
- Cross-platform testing
- Localization testing

How does SilkTest fit into the Borland Lifecycle Quality Management (LQM) Solution?



How do I buy SilkTest?

In the U.S., please visit the following site to find out where to buy SilkTest:

http://www.borland.com/us/company/where_to_buy.html

International:

Please click on the “purchase” button followed by the “Where to buy” link displayed in your local language in the top header line on the right side of the Borland home page.

Where can I find more information on SilkTest?

More information about SilkTest is available on the Borland website at:

<http://www.borland.com/us/products/silk/silktest/index.html>

INTEGRATION QUESTIONS

Is SilkTest integrated with other Borland LQM tools?

Yes, SilkTest is integrated with Borland® SilkCentral® Test Manager and Borland® SilkPerformer®.

SilkCentral Test Manager (SCTM)

Integration of SilkTest test cases into SCTM test plans

- Supports automated (unattended) executions of test definitions on schedule
- Automates parallel testing across various platforms, localizations and configurations
- Maps test results to functional requirements for requirements verification
- Increased productivity through bi-directional GUI integration

SCTM Web GUI: Integration of SilkTest test cases with SCTM test definitions

SilkTest IDE GUI: SilkTest test plans can be directly uploaded to SCTM test projects

Link tests to discovered issues:

Links test cases to a defect stored in an internal or external defect management software in case a test run fails.

Test results stored in Test Manager Repository:

Stores result data of all test executions in the central SCTM database repository, which is easily accessible via the Test Manager's Web GUI.

Management reports:

SCTM contains predefined reports on the progress of your test executions (passed, failed, not executed) and on your requirements coverage. Furthermore it provides you with an overview of the quality status of your product and its components. Additionally, reports on logged issues show you which features generate the most defects over time.

SilkPerformer

While you build your functional GUI testing script with SilkTest, you can also generate a load testing script for SilkPerformer using SilkTest's integrated SilkPerformer script recorder.

Does SilkTest integrate with other Borland ALM tools?

Yes, SilkTest integrates with StarTeam for source code control. Direct check-out and check-in from the SilkTest IDE.

How does SilkTest integrate with 3rd party tools?

SilkTest — Application Performance Management solutions

Application Performance Management solutions from various major vendors can reuse SilkTest test scripts as is to actively monitor the end-user experience of mission-critical applications in production..

To achieve the highest possible ease-of-use in this respect, SilkTest directly integrates with BMC TM-ART.

PRODUCT VERSION RELATED QUESTIONS

What is the latest release of SilkTest?

The latest release is SilkTest 2006, which was released on September 6, 2006.

What is new in the latest release of SilkTest?

SilkTest TrueLog

SilkTest TrueLog Explorer is used to visually analyze and debug script logs of individual test runs from the front-end perspective, which is especially useful for diagnosing error situations. Side-by-side comparisons of TrueLogs (e.g., test run vs baseline) support easy analysis of expected versus observed results. (beta support only)

SilkTest TrueLog Explorer is a shared component that is also used with other Silk tools.

Borland® StarTeam® integration

SilkTest 2006 supports integration with Borland® StarTeam® 2005 that enables you to manage and share your SilkTest project files, test scripts, custom include files, and data files.

The SilkTest source control integration with StarTeam supports file check-in, check-out, get-latest-version, and other functions typical for source control systems.

Unicode-enabled testing tool

With SilkTest 2006, SilkTest and SilkTest International are merged into a single product, so you may test across multiple languages, platforms, and browsers using one Unicode-enabled functional testing tool.

PACKAGING AND LICENSING QUESTIONS

What licenses are available for SilkTest?

SilkTest is offered both in named-user and concurrent use license models.

What SilkTest Editions are available?

- SilkTest - supports test case recording, editing, execution and results analysis
- SilkTest Runtime - provides a cost-effective way to run existing functional tests and to analyze results (used best together with SilkCentral Test Manager)

What are the system requirements for SilkTest?

Software

SilkTest IDE and SilkTest Windows Agent

- Microsoft® Windows® 2000 SP4; Windows XP Service Pack 1, 1a, 2; Windows 2003 SP 1
- Windows 9x (98 2nd Ed, ME)

SilkTest Linux and Solaris Agent

- Sun Solaris® 9 & 10 (Motif, Java playback via SilkBean)
- Red Hat® Enterprise Linux WS 2.1 & 3.0 (Motif, Java playback via SilkBean)

Hardware

- Intel® Pentium II equivalent CPU or higher
- 128 MB RAM minimum
- 60 MB disk space minimum

Can SilkTest also do load testing?

No, SilkTest does not provide load testing capabilities.