

Test Runner Login Page Does Not Load Correctly in Internet Explorer

Note: TestTrack TCM Test Runner support was discontinued starting with the TestTrack Web 2013.1 release and the functionality is now included in the Helix ALM Web client.

Problem

In Internet Explorer, the TestTrack TCM Test Runner login page only loads the Test Runner header and not the Username and Password fields. Internet Explorer may also return the following error:

'Automation server can't create object'

Cause

The web server that hosts Test Runner is not in the list of trusted Web sites in Internet Explorer.

Solution

Add the Test Runner server as a trusted Web site in Internet Explorer.

1. Choose Tools > Internet Options.
2. Click the Security tab.
3. Click Trusted Sites.
4. Click Sites.
5. Click Add.
6. Enter the URL for the web server that hosts Test Runner. For example, if the URL to access Test Runner is <http://testing.wysicorp.com/ttweb/tcmlogin.html>, enter <http://testing.wysicorp.com>.
Note: You may need to clear the 'Require server verification (https:)' for all sites in this zone' option before you can add the URL.
Click Add. The server is added to the Websites list.
7. Click Close.
8. Click OK to close the Internet Options dialog box.

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