QALoad 05.05.01 Help

Support, Accessibility, and Glossary

Technical support is available from our Customer Support Hotline or via our FrontLine Support Web site.

Customer Support Hotline:
1-800-538-7822

FrontLine Support Web Site:
http://frontline.compuware.com

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Customer Support

Compuware Customer Support

At Compuware, we strive to make our products and documentation the best in the industry. Feedback from our customers helps us maintain our quality standards. If you need support services, please obtain the following information before calling Compuware's 24-hour product support hotline:

- The release (version), and build number of your QALoad installation. This information is displayed when you select the About command from any QALoad component's Help menu.
- Installation information, including installed components, whether it is installed in the default directories, and so on.
- Environment information, such as the operating system and release on which the product is installed, memory, hardware/network specifications, and the names and releases of other applications that were running.
- The location of the problem in the QALoad software, and the actions taken before the problem occurred.
- The exact QALoad error message, if any.
- The exact application, licensing, or operating system error messages, if any.
- Your Compuware client, office, or site number, if available.

Contact Information

Compuware Corporation
One Campus Martius
Detroit, MI 48226-5099

(800) 538-7822

World Wide Web Information

To access Compuware Corporation's site on the World Wide Web, point your browser at http://www.compuware.com. The Compuware site provides a variety of product and support information.

FrontLine Support Web Site

You can access online technical support for Compuware products using our FrontLine support Web site. FrontLine provides fast access to critical information about your QACenter product. You can read or download documentation, frequently asked questions, and product fixes, or email your questions or comments. To access FrontLine, you must first register and obtain a password. To register, point your browser at http://frontline.compuware.com.

ZipFile Wizard

You can use the ZipFile Wizard to transmit smaller files to QALoad Technical Support. This simplifies the task of collecting the files needed to assist you in resolving your problem.

Overview of the ZipFile Wizard

The ZipFile Wizard simplifies the task of collecting the files needed by the Technical Support team to analyze and resolve a problem that you might be having with QALoad. It facilitates navigation through QALoad's installation so you can easily select the required files without actually knowing where they reside. Once selected, the files are collected and compressed into a ZIP file that optionally can be transmitted to the QALoad Technical Support team.

Accessibility

Accessibility Features

Compuware is committed to compliance with Section 508 standards for accessibility in software products. Section 508 standards were enacted by Congress in 1998 as an amendment to the Rehabilitation Act. The standards require federal agencies to increase the accessibility of their electronic information to people with disabilities. Software that is fully compliant with Section 508 standards provides information access to people with disabilities that is comparable to the information access available to people without disabilities. Software that is compliant with exceptions, such as QALoad, provides support for most, but not all, criteria of compliance.

This topic describes the level of accessibility currently available in QALoad, including the product documentation.

Accessibility of QALoad Components

All components of QALoad — Script Development Workbench, Conductor, Player, and Analyze — support the basic criteria of accessibility for software applications. For most categories of compliance, there are exceptions in which assistive technologies do not work in all situations or the alternate methods of information retrieval or product function are not always available. However, the following basic accessibility features are available in QALoad:

- Product functions are executable from the keyboard
- The application does not disrupt or disable activated features of other products that are identified as accessibility features
- The product provides an on-screen indication of the current focus and the focus can be tracked by assistive technologies
- The identity, operation, and state of elements of the user interface are available to assistive technologies
- Textual information is provided through the operating system functions for displaying text
- The application does not override user-selected contrast and color selections
- Color-coding is not used as the only means of conveying information
- Electronic forms allow people using assistive technology to access the information, field elements, and functionality required for completion and submission of the form

Accessibility of QALoad Documentation

Generally, the QALoad documentation is accessible and can be read by screen readers. Alternate formats of the documentation are not currently available.

Online Help

QALoad's online help system is HTML-based and can be read by screen readers. All graphics in the online help have text descriptions. Topics in the online help can be printed.

Release Notes

The QALoad Release Notes is an HTML document that can be read by screen readers and printed.

Installation Guide

The QACenter Performance Edition Installation and Configuration Guide is an accessible PDF-based book that provides text descriptions for images in addition to the ability to be read by some screen readers and the Read Aloud feature of Adobe Acrobat. To take advantage of the accessibility features in the Installation Guide, you must have Adobe Acrobat Reader 6.0 or later. This book can be printed.

Assistive Technology Tools that Enhance the Accessibility of QALoad

There are many third-party assistive technology tools that you can use to access the QALoad user interface and product documentation by alternate means. These products perform a variety of functions, such as enlarging the user interface and reading text on the interface or in the documentation. Many features are available in Windows, such as:

- Windows Narrator
- Windows accessibility wizard (includes features such as SoundSentry, ShowSounds, StickyKeys, and MouseKeys)
- Windows On-Screen Keyboard
- Microsoft Magnifier

Refer to the Windows documentation to learn more about using these features. Most other tools fall into one of the following two categories:

- **Screen readers**: Software programs that present graphics and text as speech. A screen reader is used to verbalize, or "speak," everything on the screen including names and descriptions of control buttons, menus, text, and punctuation. (Example: JAWS for Windows by Freedom Scientific, Inc.)
- **Screen enlargers (or screen magnifiers)**: Software that works like a magnifying glass on other applications. They enlarge a portion of the screen as the user moves the focus — increasing legibility for some users. Some screen enlargers allow you to zoom in and out on a particular area of the screen. (Example: ZoomText Magnifier by AI Squared)

Product Shortcut Keys

The following tables list the defined shortcut keys for each component of QALoad. You can use these key combinations to open dialog boxes, start or stop processes, or interact in other ways with QALoad without using a mouse.

Script Development Workbench

Shortcut Key Combination	Action
CTRL+N	Open the New dialog box, from which you can create new scripts or datapools.
CTRL+O	Open the Open dialog box, from which you can open various product files.
CTRL+S	Save the active document.
CTRL+P	Print the active document
CTRL+Z	Undo the last action.
CTRL+Y	Redo the last action.
CTRL+X	Cut.
CTRL+C	Copy.
CTRL+V	Paste.
CTRL+F	Find.
CTRL+H	Replace.
CTRL+G	Open the Go to Line dialog box, from which you can go to a specific line number in the active script.
CTRL+F2	Toggle bookmark on/off.
F2	Move to next bookmark.
SHIFT+F2	Move to previous bookmark.
CTRL+SHIFT+F2	Clear all bookmarks.
CTRL+ALT+C	Start a recording.
CTRL+ALT+T	Stop a recording.
CTRL+ALT+R	Restart a recording.
CTRL+ALT+U	Resume a recording.
F7	Compile the active script.
CTRL+F5	Validate the active script.
CTRL+T	Open the FTP Transfer dialog box, from which you can send a file via FTP.
F1	Open the QALoad online help.
ALT+F4	Close the Script Development Workbench.

Conductor

Shortcut Key Combination	Description
F1	Open the QALoad online help.
CTRL+X	Cut.
CTRL+C	Copy.
CTRL+P	Paste.
ALT+F4	Close the Conductor.

Analyze

Shortcut Key Combination	Description
CTRL+O	Open a timing file.
CTRL+P	Print the active document.
CTRL+C	Copy Summary and Data selections.
CTRL+A	Select all items.
CTRL+U	Unselect all items.
F1	Open QALoad online help.
ALT+F6	Move to the next tab in the Data window.
ALT+F4	Close Analyze.

Player

Shortcut Key Combination	Description
CTRL+N	Clear any current messages from the Player's main window.
CTRL+S	Save a text file of the messages reported by a QALoad Player during a test.
CTRL+P	Print Player output.

CTRL+Z	Undo the last action.
CTRL+X	Cut.
CTRL+C	Copy.
CTRL+V	Paste.
F1	Open QALoad online help.
ALT+F4	Close the Player.

To request a Voluntary Product Accessibility Template (VPAT) or for more information regarding accessibility of QALoad or any other Compuware product, see http://www.compuware.com/accessibility/

Glossary

QALoad Glossary

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middleware
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parameterization: see variablization
performance testing
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agent
.PTF file

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.REC file
recording
Remote Monitoring
.RIP file

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Script Development Workbench
service level threshold
session (middleware)
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sleep factor
sleep
source variable
stress testing
synchronization

T

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traffic
transaction
transaction cleanup
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transaction loop
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transaction throughput

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Visual Navigator
visual scripting

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