

[SUPPORT-78186] IP ranges to be enabled for Xray Exploratory App <small>Created: 18/Mar/24 Updated: 11/Jun/24</small>	
Status:	Waiting for customer
Project:	Product Support
Component/s:	None
Affects Version/s:	None
Fix Version/s:	None

Type:	Question	Priority:	Medium
Reporter:	Daniel Brvništan	Assignee:	Jose D'almedia
Resolution:	Unresolved	Votes:	0
Labels:	None		
Remaining Estimate:	0 minutes		
Time Spent:	7 hours		
Original Estimate:	Not Specified		

Attachments:	
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Request participants:	andre.campos1@merck.com Tomas Lizner tomas.lizner@merck.com
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SEN:	SEN-37233091
Severity:	S4 Low
Jira Version:	9.13.1
App Version:	7.5.0-j9
Organizations:	None
Product:	Xray Exploratory App
Hosting:	Data Center
Support Level:	Level 1
Classification:	Performance
Date of First Response:	18/Mar/24 5:41 PM

Description

Dear team,

We would like to explore the Xray Exploratory Testing app which relies on Application Links.

Generally, our Jira Data Center is not accessible from the internet, which precludes this.

We would like to explore whitelisting connection requests from Xray, coming from specific IP ranges, or some other mechanism to restrict it.

Would you be able to provide the IP ranges?

Thanks,
Daniel

Comments

Comment by [Sravanaboina Venukumar](#) [18/Mar/24]

Hi Daniel,

Thank you very much for using Xray Cloud and for contacting the Support Desk.

I hope you are doing well.

Yes, we have some documentation about the APP, and I take already the opportunity to share with you the official documentation link and also a link about Configurations FAQ's:

- [About Xray Exploratory App](#)
- [Configurations FAQs:: Customer and Public Key :: Outgoing Data :: IP :: Port](#)

Please check if this can be helpful for your needs, and if you need any additional clarification, please tell us and describe to us also the points you need to clarify.

Kind regards!

Venukumar [Xray Support Team]

Comment by [Daniel Brvništan](#) [20/Mar/24]

Hi Venukumar,

I tried following the instructions from the beginning again and I was able to get much further.

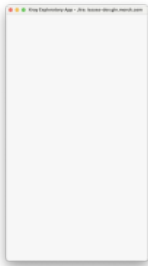
The connection seems to be established, I was able to see the list of Jira projects from the non-PROD environment in the Xray Exploratory App on Mac.

But after picking a Jira project from the list in the application, it froze, it's been like this for ~15 minutes:

Is it possible we simply have so big amount of projects/data on the instance that it takes so long to process?

Thanks,

Daniel



Comment by [Sravanaboina Venukumar](#) [21/Mar/24]

Hi Daniel,

Thank you for writing back to us.

Can you please record the screen using the tool [Screen To Gif](#) and send it to us all the steps you are following?

Looking forward to hearing from you.

Kind regards!

Venukumar [Xray Support Team]

Comment by [Xblend Support](#) [24/Mar/24]

Dear Customer,

This is an automated friendly reminder that 3 days have passed without any activity in this ticket.

When there's no activity, it usually means either that we have addressed the issue you raised in a satisfactory manner or that the matter is no longer relevant and after 5 days (2 days from now) without any activity, we assume that the ticket can be closed.

If this is not the case, please do reply and let us know how we can be of further assistance or even freeze the ticket to keep it open.

Thank you very much.

Kind Regards,

The Xblend Team

Comment by [Daniel Brvništan](#) [25/Mar/24]

Hi Venukumar,

Sorry, I had the answer almost completed on Friday and then something distracted me.

On Friday, it also froze, I tried several times. My colleague reported the same.

But today, it worked. Could it be that I am now on a home network, not the company one?

I will keep trying to see if there's a pattern.

Another smaller thing: could the project picker allow for typing and searching by both project key and project name? We have ~4k projects, and the looong scrolling is not very user friendly.

Thanks,

Daniel

Comment by [Tomas Lizner](#) [27/Mar/24]

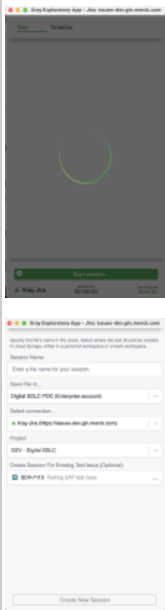
Hello.

I've tried it today from the office. Once I was successful to select Jira project and the Testing issue, but after clicking on Create New Session the application stuck on Loading - see attached picture. I waited around 10-15 mins and nothing happened.

Second time I tried it and it froze right after the Jira Project selection - see attached mp4.

Tomas

[project_selection.mp4](#) (73.70 MB)



Comment by [Sravanaboina Venukumar](#) [28/Mar/24]

Hi Tomas,

Thank you for writing back to us.

Currently, we are working on your issue please provide us some time, and be assured that we will get back to you with an update soon.

Thank you for your patience and understanding.

Kind regards!

Venukumar [Xray Support Team]

Comment by [Sravanaboina Venukumar](#) [29/Mar/24]

Hi Tomas,

Thank you for the information.

Kindly uninstall the exploratory app and then delete the app folder. Re-install app and check the behaviour, if you still face the same issue, please send us the XEA log files for analysis, found in these locations:

Windows:

- C:\Users\<Username>\AppData\Roaming\Xray Exploratory App\logs

Mac:

- ~/Library/Application Support/Xray Exploratory App/Logs
- ~/Library/Logs/Xray Exploratory App/

Looking forward to hearing from you.

Kind Regards,

Venukumar [Xray Support Team]

Comment by [Xblend Support](#) [01/Apr/24]

Dear Customer,

This is an automated friendly reminder that 3 days have passed without any activity in this ticket.

When there's no activity, it usually means either that we have addressed the issue you raised in a satisfactory manner or that the matter is no longer relevant and after 5 days (2 days from now) without any activity, we assume that the ticket can be closed.

If this is not the case, please do reply and let us know how we can be of further assistance or even freeze the ticket to keep it open.

Thank you very much.

Kind Regards,

The Xblend Team

Comment by [Tomas Lizner](#) [03/Apr/24]

Hello.

I've tried to re-install the application and the result is the same. This time it keeps freezing right after I select the project which have set XRay plugin and I want to select the issue Test type. I have to force quit the application via Activity Monitor app, it cannot be then closed in standard way.

I'm using MacBook M1 and attaching the logs as required.

[2024-04-03-combined.log](#) (13 kB)

[2024-04-03-error.log](#) (0.2 kB)

[main.log](#) (2 kB)

Comment by [Sravanaboina Venukumar](#) [03/Apr/24]

Hi Tomas,

Thank you for the information.

Kindly check if this issue is happening with only one project and other projects as well.

Also, let us know if it is happening with all users or single user.

Looking forward to hearing from you.

Kind Regards,

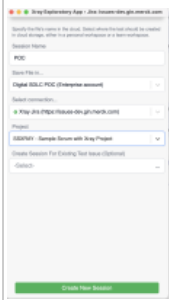
Venukumar [Xray Support Team]

Comment by [Tomas Lizner](#) [03/Apr/24]

Hi Sravanaboina,

I've tried to select also a different example project we have prepared in our DEV Jira instance. The result is the same as before without noticeable difference.

I can see it happening for my account. @Daniel Brvniřtan you have the same problem, right?



[2024-04-03-combined-1.log](#) (26 kB)

Comment by [Sravanaboina Venukumar](#) [03/Apr/24]

Hi Tomas,

Thank you for the information.

Please write back with your availability along with the time zone so that I can schedule a call and we can discuss the issue further.

Looking forward to hearing from you.

Kind Regards,

Venukumar [Xray Support Team]

Comment by [Tomas Lizner](#) [04/Apr/24]

Hi Sravanaboina,

I have time today from 2-4 p.m. Prague's time, or tomorrow the same.

Comment by [Sravanaboina Venukumar](#) [04/Apr/24]

Hi Tomas,

Thank you for writing back to us.

As per your request, I have scheduled the call today at 2 PM Prague time.

Please use the below link to join the call: https://teams.microsoft.com/l/meetup-join/19%3ameeting_ZGJiNTZkYTMTNGRmZi00OWFmLThjMDgtOWM2NzlyZDA0ZmY5%40thread.v2/0?context=%7b%22Tid%22%3a%2284981200-0704-4e2c-82ff-c288b51bc012%22%2c%22Oid%22%3a%22bafd7f08-b65a-4fd1-9ef4-eba7733b73b0%22%7d

Kind Regards,

Venukumar [Xray Support Team]

Comment by [Sravanaboina Venukumar](#) [04/Apr/24]

Hi Tomas,

Thank you for joining the call.

As discussed, please try replicating the steps on windows and let us know.

Looking forward to hearing from you.

Kind Regards,

Venukumar [Xray Support Team]

Comment by [Sravanaboina Venukumar](#) [04/Apr/24]

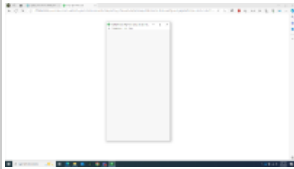
<https://jira.getxray.app/browse/XEA-2194>

Comment by [Tomas Lizner](#) [04/Apr/24]

Hello,

I've tried it on Windows machine and the behaviour is exactly the same as on MacBook. See attached screenshot and the log file. There is nothing in the error log file, this one stays empty.

Tomas



[2024-04-04-combined.log](#) (9 kB)

Comment by [Sravanaboina Venukumar](#) [04/Apr/24]

Hi Tomas,

Thank you for joining the call.

Kindly try creating a new test with Exploratory app and try execute the test and see if you are facing the same issue.

Looking forward to hearing from you.

Kind Regards,

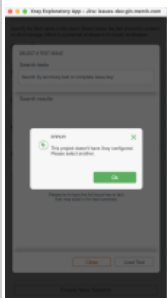
Venukumar [Xray Support Team]

Comment by [Tomas Lizner](#) [05/Apr/24]

Hi Sravanaboina.

I'm not fully following you now. In the Exploratory App, I always start with clicking on Create New File. Yesterday during the call, we created a new Test issue type within one of our XRay enabled project and it didn't help. If I select project without XRay enabled, it ends correctly with error message.

So the issue when the application gets stuck is when there is existing Test issue in the project right away after clicking into the "Create Session For Existing Test Issue" dropdown.



Comment by [Sravanaboina Venukumar](#) [05/Apr/24]

Hi Tomas,

Thank you for writing back to us.

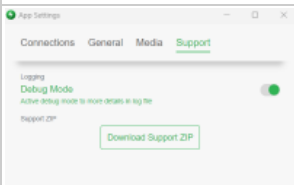
Currently, we are working on your issue please provide us some time, and be assured that we will get back to you with an update soon.

Thank you for your patience and understanding.

Kind regards!

Venukumar [Xray Support Team]

Comment by [Sravanaboina Venukumar](#) [08/Apr/24]

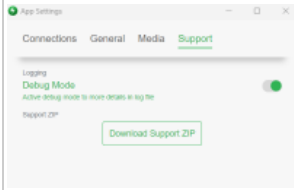


Comment by [Sravanaboina Venukumar](#) [08/Apr/24]

Hi Tomas,

I hope you are doing well.

Now, regarding your issue with XEA, please enable the Debug mode and replicate the steps and share the support zip



Also, share the logs please.

Looking forward to hearing back from you.

Kind regards!

Venukumar [Xray Support Team]

Comment by [Tomas Lizner](#) [09/Apr/24]

Hi Sravanaboina.

I enabled the debug mode and compress whole Xray folder from

- `~/Library/Application Support/Xray Exploratory App/Logs`

I hope it helps to find the root cause.

Thanks

Tomas

[Xray Exploratory App.zip](#) (7.43 MB)

Comment by [Sravanaboina Venukumar](#) [10/Apr/24]

Hi Tomas,

Thank you for writing back to us.

Currently, we are working on your issue please provide us some time, and be assured that we will get back to you with an update soon.

Thank you for your patience and understanding.

Kind regards!

Venukumar [Xray Support Team]

Comment by [Sravanaboina Venukumar](#) [12/Apr/24]

Hi Tomas,

Thank you for writing back to us.

We are still working on your issue please provide us some time, and be assured that we will get back to you with an update soon.

Thank you for your patience and understanding.

Kind regards!

Venukumar [Xray Support Team]

Comment by [Sravanaboina Venukumar](#) [15/Apr/24]

Hi Tomas,

I hope you are doing well and I appreciate your patience while we review your query.

- 1) Is this happening for multiple users on different machines?
- 2) Can you please to go to Manage Apps -> Xray -> Integrity Checker

And check for Invalid Test steps and mementos?

Please let us know the result.

Kind regards!

Venukumar [Xray Support Team]

Comment by [Tomas Lizner](#) [18/Apr/24]

Hi Sravanaboina.

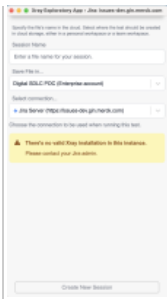
We have now some difficulties on the Jira side as seen on the screenshot. I can confirm we have tried it on MacBook and Windows devices with 2 users and the issue was still the same.

I'm not able to locate the Integrity Checker as described: Manage Apps -> Xray -> Integrity Checker.

Could you please provide me more details where I should find it?

Thanks

Tomas



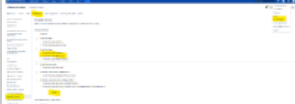
Comment by [Sravanaboina Venukumar](#) [18/Apr/24]

Hi Tomas,

Thank you for writing back to us.

Please to go to Manage Apps -> Xray -> Integrity Checker

And check for Invalid Test steps and mementos? Then Click on Check in the below as shown in the screenshot.



Also, please share the Xray plugin screenshot please.

Looking forward to hearing from you.

Kind regards!

Venukumar [Xray Support Team]

Comment by [Daniel Brvništan](#) [18/Apr/24]

Hi Venukumar,

The error seen on Tomáš's screenshot from 2 hours ago was indeed caused by the Jira environment being refreshed; the configuration was gone.

I have reconfigured the Jira side according to the documentation.

However, I am not able to reconfigure the connection setup of the desktop app - the old one is still there, and I can't find a way to remove it and configure it again. I tried uninstalling the app and installing it again, but that didn't remove the configurations. Can you please provide the steps to reset it?

Thanks,
Daniel



Comment by [Sravanaboina Venukumar](#) [18/Apr/24]

Hi Daniel,

Thank you for writing back to us.

To help you with your query quickly. Please write back with your availability along with the time zone so that I can schedule a call and we can discuss the issue further.

Our support service is provided from Monday to Friday between 10:00 AM - 6:00 PM CET/CEST (Central Europe time), not including weekends and national holidays.

We kindly request you to choose a time slot between those hours.

Looking forward to hearing from you.

Kind Regards,

Venukumar [Xray Support Team]

Comment by [Daniel Brvništan](#) [18/Apr/24]

Hi Venakumar,

I am available right now or between 14:00 and 14:30 CET today. My availability tomorrow is very limited.

If we can't have the call today, I would appreciate written steps to reset the Mac application's connection to Jira server.

Thanks,
Daniel

Comment by [Sravanaboina Venukumar](#) [18/Apr/24]

Hi Daniel,

Thank you for writing back to us.

Please use this link to join the Quick call: https://teams.microsoft.com/l/meetup-join/19%3ameeting_MjlJzjU3MmEtYmY5Mi00NDQxLWE2YjktNTg5M2NhMjg1Zjc1%40thread.v2/0?context=%7b%22Tid%22%3a%22284981200-0704-4e2c-82ff-c288b51bc012%22%2c%22Oid%22%3a%22bafd7f08-b65a-4fd1-9ef4-eba7733b73b0%22%7d

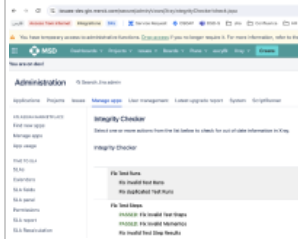
Kind Regards,
Venukumar [Xray Support Team]

Comment by [Daniel Brvništan](#) [18/Apr/24]

Thanks for your help, I was able to reconnect the app.

The issue persists.

Here's the screenshot from integrity checker.



Comment by [Sravanaboina Venukumar](#) [19/Apr/24]

Hi Daniel,

Thank you for writing back to us.

Currently, we are working on your issue please provide us some time, and be assured that we will get back to you with an update soon.

Thank you for your patience and understanding.

Kind regards!
Venukumar [Xray Support Team]

Comment by [Daniel Brvništan](#) [23/Apr/24]

Hi Venakumar,

Our trial expired while troubleshooting this. Can we please get at least one-month extension, ideally more, to allow the company to properly evaluate it (and the whole Xray Enterprise with it)?

Thanks,
Daniel

Comment by [Sravanaboina Venukumar](#) [24/Apr/24]

Hi Daniel,

Thank you for writing back to us.

Can you please also let us the machine you are using XEA on, do you connect remotely to it?

Looking forward to hearing from you.

Kind regards!
Venukumar [Xray Support Team]

Comment by [Daniel Brvništan](#) [24/Apr/24]

No, it's our local machines.

Comment by [Sravanaboina Venukumar](#) [24/Apr/24]

Hi Daniel,

Thank you for writing back to us.

Kindly confirm is all your team members using their local machines?

Looking forward to hearing from you.

Kind regards!
Venukumar [Xray Support Team]

Comment by [Sravanaboina Venukumar](#) [24/Apr/24]

Hi Daniel,

Thank you for writing back to us.

Also, confirm you have licensed user on Jira?

Looking forward to hearing from you.

Kind regards!
Venukumar [Xray Support Team]

Comment by [Tomas Lizner](#) [24/Apr/24]

Hi Venukumar.

I can confirm that in both cases I tested the app (MacBook and Windows) were used local laptops connected to our company network.

Tomas

Comment by [Sravanaboina Venukumar](#) [24/Apr/24]

Hi Daniel,

Thank you for writing back to us.

Also, confirm you have licensed user on Jira?

Looking forward to hearing from you.

Kind regards!

Venukumar [Xray Support Team]

Comment by [Daniel Brvništan](#) [24/Apr/24]

I'm not sure what you mean; we have an active instance of Jira; I am a Jira administrator, and Tomas is a user.

We have an active license of Xray, as you can see, and we had a trial of Xray Enterprise, which I asked to be extended a couple of comments below.

Perhaps a quick troubleshooting session would be better?

Comment by [Sravanaboina Venukumar](#) [24/Apr/24]

Hi Daniel,

Thank you for writing back to us.

1) Do you have something in front of their Jira for user authentication? Like SAML etc

2) Can you please request the customer to Create a new project using Xray template.

Create only 1 Test issue in that project. Replicate the steps on XEA.

And send us logs again. We are trying to track the request.

Looking forward to hearing from you.

Kind regards!

Venukumar [Xray Support Team]

Comment by [Daniel Brvništan](#) [25/Apr/24]

Hi Venakumar,

Yes, we are using PingFed SAML SSO.

I have created a new blank project with Xray configurations and created a single Test in it:

<https://issues-dev.gin.merck.com/browse/GXPEAP-1>

But I do not understand "Replicate the steps on XEA." - we get stuck **before** we are able to do any testing, and the "Create New File" flow gets stuck after picking the Jira project from the list.

Which logs do you need? Can you provide more specific instructions?

Thanks,

Daniel

Comment by [Sravanaboina Venukumar](#) [25/Apr/24]

Hi Daniel,

Thank you for writing back to us.

Open the exploratory app and use the new project and try execute the Test and let us know the result.

Please send us the XEA log files for analysis, found in these locations:

Windows:

- C:\Users\<Username>\AppData\Roaming\Xray Exploratory App\logs

Mac:

- ~/Library/Application Support/Xray Exploratory App/Logs
- ~/Library/Logs/Xray Exploratory App/

Looking forward to hearing from you.

Kind Regards,

Venukumar [Xray Support Team]

Comment by [Xblend Support](#) [28/Apr/24]

Dear Customer,

This is an automated friendly reminder that 3 days have passed without any activity in this ticket.

When there's no activity, it usually means either that we have addressed the issue you raised in a satisfactory manner or that the matter is no longer relevant and after 5 days (2 days from now) without any activity, we assume that the ticket can be closed.

If this is not the case, please do reply and let us know how we can be of further assistance or even freeze the ticket to keep it open.

Thank you very much.

Kind Regards,
The Xblend Team

Comment by [Daniel Brvnišćan](#) [29/Apr/24]

I can't see either on my Mac. Asking Tomáš to check on his machine.

Please, can we jump on a troubleshooting call? This is really not time efficient.

Comment by [Daniel Brvnišćan](#) [29/Apr/24]

Sorry, found it, attached.

[2024-04-16-error.log](#) (0.3 kB)

[2024-04-16-combined.log](#) (2 kB)

[2024-04-18-combined.log](#) (32 kB)

[2024-04-18-error.log](#) (5 kB)

[2024-04-25-combined.log](#) (10 kB)

[2024-04-29-combined.log](#) (6 kB)

[2024-04-29-error.log](#) (0.2 kB)

Comment by [Sraavanaboina Venukumar](#) [29/Apr/24]

Hi Daniel,

Thank you for writing back to us.

Here's our main error, the token that is given to Xray Exploratory App, keeps getting rejected.

```
Get ProjectsUrl: https://issues-dev.gin.merck.com/rest/api/2/project, Status Code: 401 Data: "oauth_problem=token_rejected"
```

This is the reason we asked you to confirm the if you are using a licensed user on Jira to connect?

My number two concern is the SAML. That might be killing the session for Xray Exploratory App.

Can you please try to test with an internal Jira user? That doesn't need to go through SAML?

Looking forward to hearing from you.

Kind Regards,
Venukumar [Xray Support Team]

Comment by [Xblend Support](#) [02/May/24]

Dear Customer,

This is an automated friendly reminder that 3 days have passed without any activity in this ticket.

When there's no activity, it usually means either that we have addressed the issue you raised in a satisfactory manner or that the matter is no longer relevant and after 5 days (2 days from now) without any activity, we assume that the ticket can be closed.

If this is not the case, please do reply and let us know how we can be of further assistance or even freeze the ticket to keep it open.

Thank you very much.

Kind Regards,
The Xblend Team

Comment by [Daniel Brvnišćan](#) [03/May/24]

Hi Venakumar,

And we confirmed that, yes, we do use a licensed Jira user for the testing, of course.

All our connections to Jira go via SAML; it's not easily possible to allow certain specific users to log in with a username and password, without allowing it globally (less secure, not desired).

I will allow the username and password temporarily globally on DEV environment to quickly troubleshoot.

Can we get on a call with the product team to discuss options?

Thanks,
Daniel

Comment by [Daniel Brvnišćan](#) [03/May/24]

It's interesting though that it can establish the connection to Jira in the first place, and pull the list of projects, despite the SAML in place.

Comment by [Daniel Brvnišćan](#) [03/May/24]

[2024-04-25-combined-1.log](#)  (10 kB)

[2024-04-29-combined-1.log](#)  (6 kB)

[2024-04-29-error-1.log](#)  (0.2 kB)

[2024-05-03-error.log](#)  (0.2 kB)

[2024-05-03-combined.log](#)  (14 kB)

Comment by [Daniel Brvništan](#) [03/May/24]

I disabled SAML completely on the instance and enabled user and password authentication. I restarted the app and tried again, the result is the same, it gets stuck right after selecting the project.

Comment by [Sravanaboina Venukumar](#) [06/May/24]

Hi Daniel,

Thank you for sharing the requested information.

We are checking with the dev team and please provide us some to get back to you.

Thank you for your patience and understanding.

Kind regards!

Venukumar [Xray Support Team]

Comment by [Sravanaboina Venukumar](#) [08/May/24]

Hi Daniel,

I hope you are doing well.

It is taking longer than the expected time to investigate the issue. Please be assured we are working on it,

Thank you for your patience and understanding.

Kind regards!

Venukumar [Xray Support Team]

Comment by [Sravanaboina Venukumar](#) [09/May/24]

Hi Daniel,

I hope you are doing well and I appreciate your patience while we review your query.

Please write back with your availability along with the time zone so that I can schedule a call and we can discuss the issue further.

Our support service is provided from Monday to Friday between 10:00 AM - 6:00 PM CET/CEST (Central Europe time), not including weekends and national holidays.

We kindly request you to choose a time slot between those hours.

Looking forward to hearing from you.

Kind Regards,

Venukumar [Xray Support Team]

Comment by [Daniel Brvništan](#) [10/May/24]

Hi Venakumar,

Tuesday 11:00 - 11:30 EST would be best.

Thanks,

Daniel

Comment by [Sravanaboina Venukumar](#) [10/May/24]

Hi Daniel,

Thank you for writing back to us.

As per your request, I have scheduled the call on Tuesday at 11 AM EST.

Please use this link to join the call: https://teams.microsoft.com/l/meetup-join/19%3ameeting_YzlwNGUwOGItYjQ0S00MzIzLWI2OGQtZTEzMGM5Nzk3NzA3%40thread.v2/0?context=%7b%22Tid%22%3a%2284981200-0704-4e2c-82ff-c288b51bc012%22%2c%22Oid%22%3a%22bafd7f08-b65a-4fd1-9ef4-eba7733b73b0%22%7d

Kind Regards,

Venukumar [Xray Support Team]

Comment by [Daniel Brvništan](#) [10/May/24]

Sorry, Venukumar, I meant CET 😊

Comment by [Sravanaboina Venukumar](#) [10/May/24]

Hi Daniel,

Thank you for writing back to us.

As per your request, I have scheduled the call on Tuesday at 11 AM CET time zone.

Please use this link to join the call: https://teams.microsoft.com/l/meetup-join/19%3ameeting_YzlwNGUwOGItYjQ0OS00MzIzLWI2OGQtZTEzMGM5Nzk3NzA3%40thread.v2/0?context=%7b%22Tid%22%3a%2284981200-0704-4e2c-82ff-c288b51bc012%22%2c%22Oid%22%3a%22bafd7f08-b65a-4fd1-9ef4-eba7733b73b0%22%7d

Kind Regards,
Venukumar [Xray Support Team]

Comment by [Xblend Support](#) [13/May/24]

Dear Customer,

This is an automated friendly reminder that 3 days have passed without any activity in this ticket.

When there's no activity, it usually means either that we have addressed the issue you raised in a satisfactory manner or that the matter is no longer relevant and after 5 days (2 days from now) without any activity, we assume that the ticket can be closed.

If this is not the case, please do reply and let us know how we can be of further assistance or even freeze the ticket to keep it open.

Thank you very much.

Kind Regards,
The Xblend Team

Comment by [Sravanaboina Venukumar](#) [13/May/24]

Hi Daniel,

I hope you are doing well.

We need to cancel the Tomorrow call as team needs more time in investing the logs. No need to worry, we will re schedule the call in this week. I apologize for the inconvenience.

Thank you for understanding.

Kind Regards,
Venukumar [Xray Support Team]

Comment by [Daniel Brvnišćan](#) [13/May/24]

Hi Venakumar,

Can we please keep the call and involve someone from the product team?

I am sure we can troubleshoot more efficiently on a joint call.

This has been dragging on for too long without any progress.

Daniel

Comment by [Sravanaboina Venukumar](#) [13/May/24]

Hi Daniel,

Thank you for writing back to us.

As per your request, I have checked with the team and I have scheduled the call Tomorrow at 11 AM CET time zone.

Please use this link to join the call: https://teams.microsoft.com/l/meetup-join/19%3ameeting_YzlwNGUwOGItYjQ0OS00MzIzLWI2OGQtZTEzMGM5Nzk3NzA3%40thread.v2/0?context=%7b%22Tid%22%3a%2284981200-0704-4e2c-82ff-c288b51bc012%22%2c%22Oid%22%3a%22bafd7f08-b65a-4fd1-9ef4-eba7733b73b0%22%7d

Kind Regards,
Venukumar [Xray Support Team]

Comment by [Sravanaboina Venukumar](#) [14/May/24]

Hi Daniel,

I hope you are doing well.

I have scheduled the call today at 11:30 AM CET time zone. I apologize for the inconvenience.

Please use this link to join the call: https://teams.microsoft.com/l/meetup-join/19%3ameeting_YzlwNGUwOGItYjQ0OS00MzIzLWI2OGQtZTEzMGM5Nzk3NzA3%40thread.v2/0?context=%7b%22Tid%22%3a%2284981200-0704-4e2c-82ff-c288b51bc012%22%2c%22Oid%22%3a%22bafd7f08-b65a-4fd1-9ef4-eba7733b73b0%22%7d

Kind Regards,
Venukumar [Xray Support Team]

Comment by [Daniel Brvnišćan](#) [14/May/24]

Hi Venukumar,

I am sorry but I can't adjust my calendar on such a late notice. Please, let's have the call at the original time if at all possible.

Thanks,
Daniel

Comment by [Sravanaboina Venukumar](#) [14/May/24]

Hi Daniel,

Thank you for writing back to us and I apologize for the inconvenience.

I have the information from dev team just now and they are joining the call and I have to re schedule the call 30 minutes later.

Please let us know if we can go on a call or need to re schedule it.

Looking forward to hearing from you.

Kind Regards,

Venukumar [Xray Support Team]

Comment by [Daniel Brvnišćan](#) [14/May/24]

In that case let's reschedule.

My availability:

Thursday: 10:00-10:30

Friday: 10:00-11:00; 13:30-14:30

Thanks,

Daniel

Comment by [Sravanaboina Venukumar](#) [14/May/24]

Hi Daniel,

Thank you for writing back us and I appreciate your understanding.

I will check with the team and I schedule the call as per your availability.

Kind Regards,

Venukumar [Xray Support Team]

Comment by [Sravanaboina Venukumar](#) [15/May/24]

Hi Daniel,

I hope you are doing well.

As per your request, I have scheduled the call on Friday at 13:30 PM CET time zone.

Please use this link to join the call: https://teams.microsoft.com/l/meetup-join/19%3ameeting_MjFjZTZhMDItYTlyZS00NDQ3LWE4NWQtODkwYzI5ODJhYmVh%40thread.v2/0?context=%7b%22Tid%22%3a%2284981200-0704-4e2c-82ff-c288b51bc012%22%2c%22Oid%22%3a%22bafd7f08-b65a-4fd1-9ef4-eba7733b73b0%22%7d

Kind Regards,

Venukumar [Xray Support Team]

Comment by [Daniel Brvnišćan](#) [18/May/24]

Hi Venukumar,

Thanks for the time on the troubleshooting call, I believe it was very helpful.

I have enabled the debug mode, followed the steps again and provided the logs here.

We are running Jira Data Center 9.15.2 with Xray version 7.4.1-j9. What other details would you need?

Thanks,

Daniel

[2024-05-04-combined.log](#) (0.1 kB)

[2024-05-17-combined.log.1](#) (7.10 MB)

[2024-05-17-error.log](#) (4 kB)

[2024-05-17-combined.log](#) (21.29 MB)

Comment by [Daniel Brvnišćan](#) [18/May/24]

Hi Venukumar,

Can you please schedule a follow-up call for either Tuesday between 10:30 and 11:30 am CET or Wednesday between 9:00 and 11:30?

We will invite a colleague from networking as we feel there may be something going on there.

Thankss,

Daniel

Comment by [Rex Panwar](#) [20/May/24]

Hi Daniel,

Can you try fixing the latest error using the resolution provided [here](#)?

Thanks,

Rex

Comment by [Xblend Support](#) [23/May/24]

Dear Customer,

This is an automated friendly reminder that 3 days have passed without any activity in this ticket.

When there's no activity, it usually means either that we have addressed the issue you raised in a satisfactory manner or that the matter is no longer relevant and after 5 days (2 days from now) without any activity, we assume that the ticket can be closed.

If this is not the case, please do reply and let us know how we can be of further assistance or even freeze the ticket to keep it open.

Thank you very much.

Kind Regards,
The Xblend Team

Comment by [Daniel Brvništan](#) [23/May/24]

Hi Rex,

I am not sure what exactly I should do, the only step there is:

“Re-authenticate to get a new token. This should happen the next time an application requires user authorization.”

Where, how should I reauthenticate?

Please, can you schedule a troubleshooting call. I am available today between 3 and 4 pm; tomorrow between 1 and 1:30 pm.

Thanks,
Daniel

Comment by [Daniel Brvništan](#) [23/May/24]

If you mean resetting the connection from the app to Jira server, we have done that several times already, and it changed nothing.

Comment by [Rex Panwar](#) [24/May/24]

Hi Daniel,

It meant Logout & Login again to the application only. Also, we have released v3.1.2 a few days ago which fixes a major bug. Can you please try with the updated version. If the issue still exists, we can connect to debug it further.

Thanks,
Rex

Comment by [Daniel Brvništan](#) [27/May/24]

Hi Rex,

Logged out and in on the newest version, the result is the same.

It's regrettable we could not schedule the call already last week, we wasted several days.

Please schedule half an hour between 11 and 12 CET tomorrow, invite Tomáš as well.

Thanks,
Daniel

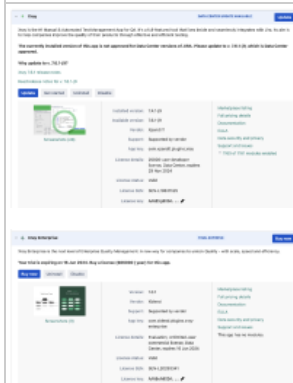
Comment by [Rex Panwar](#) [28/May/24]

Hi Daniel,

Can you send screenshot of following -

Manage Apps -> Xray -> License Management?

Comment by [Daniel Brvništan](#) [29/May/24]

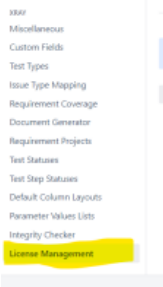


Comment by [Sravanaboina Venukumar](#) [29/May/24]

Hi Daniel,

Thank you for writing back to us.

Kindly share the screenshot of License Management screenshot from below highlighted option.



Looking forward to hearing from you.

Kind regards!

Venukumar [Xray Support Team]

Comment by [Daniel Brvništan](#) [29/May/24]



Comment by [Ana Teixeira](#) [31/May/24]

Hi Daniel!

Let me present myself, Ana Teixeira, Xblend Support Team Lead!

I just wanted to let you know that William has already escalated this ticket to me. Be sure that we are working on this. Currently, this situation is being analyzed by Rex, who I believe was already on a call with you guys.

Really sorry for the time we are taking to have this situation solved, but please be sure that we are putting all our efforts here. I will speak with the architect and my teammate and follow the next steps.

Really sorry again for all the time it is taking! And really appreciate your patience!

Thank you!

Kind regards!

Ana Teixeira [Xblend Support Team Lead]

Comment by [Daniel Brvništan](#) [31/May/24]

Hi Ana,

I really appreciate your message.

However, I believe that this way of troubleshooting is extremely inefficient. It takes us a day to turn around on trivial questions because of natural reasons on both sides. If we could get on a call like the last time, we would be able to try and rule out the same amount of things as we do via comments over a week or two. I have not experienced such unwillingness to get on troubleshooting with other vendors, not even with those located in California or Australia... We are in the same time zone...

Please understand that this doesn't make me comfortable at all to recommend this solution to our enterprise.

Thanks,
Daniel

Comment by [Daniel Brvništan](#) [31/May/24]

Also, this smells of SLA manipulation...

- Your request status changed to **Waiting for Support**.
6 hours ago
- Your request status changed to **Waiting for customer**.
6 hours ago

Comment by [Ana Teixeira](#) [31/May/24]

Hi Daniel!

It is definitely not. I'm myself handling this ticket for now one.

I already approached Rex, the architect, and we want to schedule a call with you next Monday. Be sure that I'll be there.

Regarding the way this ticket was handled, I completely agree with you. I can ensure 100% that this is not how Xblend works and that internal actions will be taken over.

For this, you have my word.

Back to the business because I want your problem solved as you believe in me, and I'm making all the efforts to do that. So, could you please let me know your availability for a meeting next Monday, June 3rd? Let me know your timezone also.

Thank you again for your direct feedback! It really means a lot to me as a Lead.

Kind regards!

Ana Teixeira [Xblend Support Team Lead]

Comment by [Daniel Brvnišćan](#) [03/Jun/24]

Hi Ana,

Today I am only available between 11:00-11:30 am and 13:00-13:30 CET.

If neither works for you, I am free tomorrow between 10:30 and 12:00.

Thanks,
Daniel

Comment by [Ana Teixeira](#) [03/Jun/24]

Hi Daniel!

Sorry for the delay Daniel!

Tomorrow will be awesome for all of us due to different timezones.

So here is the call for tomorrow June, 4th, at 10:30 CET: https://www.google.com/url?q=https://teams.microsoft.com/l/meetup-join/19%253ameeting_YjlkNjJmOGItOTIxNC00ZDg0LWI4ZWYtYzE5NmMzNDk5OGI4%2540thread.v2/0?context%3D%257b%2522Tid%2522%253a%252284981200-0704-4e2c-82ff-c288b51bc012%2522%252c%2522Oid%2522%253a%2522f6a40de2-f035-4586-b91b-0b0751c75de0%2522%257d&sa=D&source=calendar&ust=1717843894262994&usg=AOvVaw2MLosNzpxHGHmYPDaCXdGh

Thank you and talk to you soon Daniel!

Kind regards!

Ana Teixeira [Xray Exploratory App Support Team]

Comment by [Rex Panwar](#) [03/Jun/24]

Hi Daniel,

I have made some changes to the build as per our discussion in the last call. It contains more error handling & logs. Can you please try the steps using this [build](#) & share the logs here?

If we get the same response in the logs, we can debug it further in tomorrow's call.

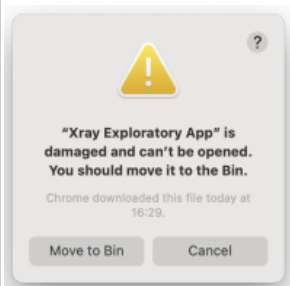
Thanks,
Rex

Comment by [Daniel Brvnišćan](#) [03/Jun/24]

Hi Rex,

I am getting this error.

Thanks,
Daniel



Comment by [Rex Panwar](#) [03/Jun/24]

Hi Daniel,

It's an unsigned(development) build. Can you please try once more after running following command in your terminal?

— `sudo xattr -cr /Applications/Xray\ Exploratory\ App.app`

Comment by [Daniel Brvnišćan](#) [04/Jun/24]

Hi Rex,

Thanks for the steps to make it run, it worked.

Here are the logs after using the newly provided build.

Thanks,
Daniel

[2024-05-23-combined.log](#) (14.19 MB)

[2024-05-27-combined.log](#) (21.26 MB)

[2024-05-27-combined.log.1](#) (3.56 MB)

[2024-06-04-error.log](#) (0.2 kB)

[2024-06-04-combined.log](#) (10.65 MB)

Comment by [Daniel Brvniřtan](#) [04/Jun/24]

Here are the latest logs.

My availability tomorrow: 11:30-12:00

Thursday: 11:00-12:00; 13:00-14:30

Thanks,
Daniel

[2024-06-04-combined-1.log](#) (21.28 MB)

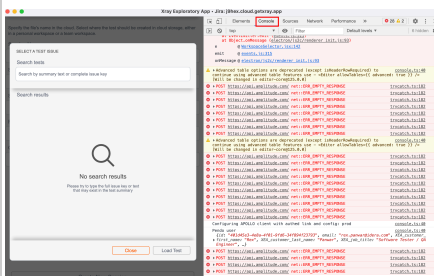
[2024-06-04-error-1.log](#) (0.2 kB)

Comment by [Rex Panwar](#) [04/Jun/24]

Hi Daniel, Can you please try below development build once which will open the DevTool Console along with the app main screen to see any UI errors which might not occurring behind the scenes.

<https://drive.google.com/file/d/1FYeAADL6p3vMt6qPfmFKYU3sgfi7q9v/view?usp=sharing>

Please send us the screenshot with any errors when we see the blank screen like below -



Comment by [Daniel Brvniřtan](#) [04/Jun/24]



Comment by [Rex Panwar](#) [04/Jun/24]

Thank you, Daniel. This narrows down the error, I will share a build with the fix to confirm the same with you. Thank you for all the patience.

Comment by [Rex Panwar](#) [04/Jun/24]

<https://drive.google.com/file/d/1gPUI2PDpHcCn6LT1jg4QD3X83VCFkcVc/view>

Daniel, Can you try above dev build once. I have fixed the above issue in this and added extra logs to debug the root cause. Please let me know if you are able to proceed now and share the same console screenshot.

Thank you

Comment by [Rex Panwar](#) [04/Jun/24]

Daniel, Also Before running the application, please delete all cache by deleting everything in below folder -

- `~/Library/Application Support/Xray Exploratory App`

Comment by [Rex Panwar](#) [05/Jun/24]

Daniel,
Please check if you have the **'Test Type'** custom field configured in your Xray Configurations & it's not renamed to anything else? This field is required by API to fetch all the tests. If this has been renamed to anything please change it back & then try again.

Can you also confirm if you have used the XEA v2.0.5/v2.0.6? If yes, did you encounter the issue using that as well?

Comment by [Daniel Brvniřtan](#) [05/Jun/24]

Hi Rex,

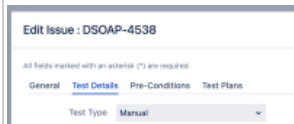
I did all the steps mentioned, basically reinstalling and resetting the connection from scratch.


Same results.

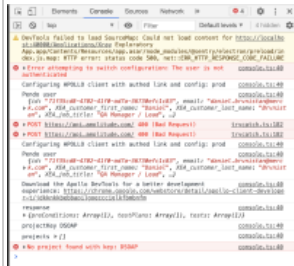
Hoping the additional logs help you.

The Test Type was preserved and was not renamed. We only configured the options. Is there a specific option in the list of values required for this to work?

Thanks,
Daniel



2024-06-05-combined.log  (9 kB)



Comment by [Jose D'almedia](#) [05/Jun/24]

Hi Daniel,

Thank you for trying what Rex asked.

When you say "reinstalling and resetting the connection", you mean reinstalling the app? You tried XEA 2.0.6?

If not, can you please try it? You can find an installation here: <https://xr4y.io/xea-macos-apple-silicon>

It is being very hard for us to reproduce the problem (we couldn't yet), and as such harder to fix.

We believe we are in the presence of a race condition but wanted to check with you if the situation happens with versions previous to version 3, that's why I am asking you to try XEA 2.0.6 build.

Thank you and kind regards,

José, XEA PM

Comment by [Rex Panwar](#) [06/Jun/24]

Hi Daniel,

We have implemented a fix for the issue you're facing. Can you please try reproducing the same with this [build](#)? Please let us know the outcome of the same & share the logs as well.

Thanks,
Rex

Comment by [Daniel Brvništan](#) [06/Jun/24]

Hi Jose,

I was using the specific build with extra logging and the debug console, which Rex had asked me to use (comment from 2 days ago 1:52 PM CET).

I am happy to try another build if that can help, I understand it's difficult to troubleshoot it.

I wish we could provide you with a way to test it yourself, but our instance is behind a firewall. To provision a user for you, we would need to have your company undergo a vendor assessment, have someone onboarded as a contractor, provided with all the Merck ID, mandatory trainings, and a company laptop, not viable I am afraid.

Instead, I am suggesting to get on a call as often as needed, I can share screen or even give you control, and we can try all these things real time. Would that work? I can keep sharing my time availability for the upcoming days. E.g. now I am free until noon CET, and then between 1 and 2 pm.

Thanks,
Daniel

Comment by [Jose D'almedia](#) [06/Jun/24]

Hi Daniel,

Thank you for facilitating the investigation.

I can connect with you at 11:15 CET. I send you here a link for a Teams session.

Microsoft Teams [Need help?](#)

[Join the meeting now](#)

Meeting ID: 218 086 843 458

Thank you very much

José

Comment by [Daniel Brvnišćan](#) [06/Jun/24]

Hi all,

Thanks a lot for the troubleshooting call, José.

Great progress!

The newer version provided (link below) solved the issue.

<https://drive.google.com/file/d/1GzZBs5o5I87ozKiG8wEArybvEuVYgNuv/view?usp=sharing>

But, we are stuck on starting the session - clicking on the green button doesn't do anything, we tried several already existing tests, as well as creating a new one via XEA.

Sending the latest logs.

Thanks,

Daniel

[2024-06-06-combined.log](#) (44 kB)

[2024-06-06-error.log](#) (0.5 kB)



Comment by [Daniel Brvnišćan](#) [06/Jun/24]

In the actual version downloaded from the website, this does work:



Comment by [Jose D'almedia](#) [06/Jun/24]

Hi Daniel,

Thanks for connecting with us.

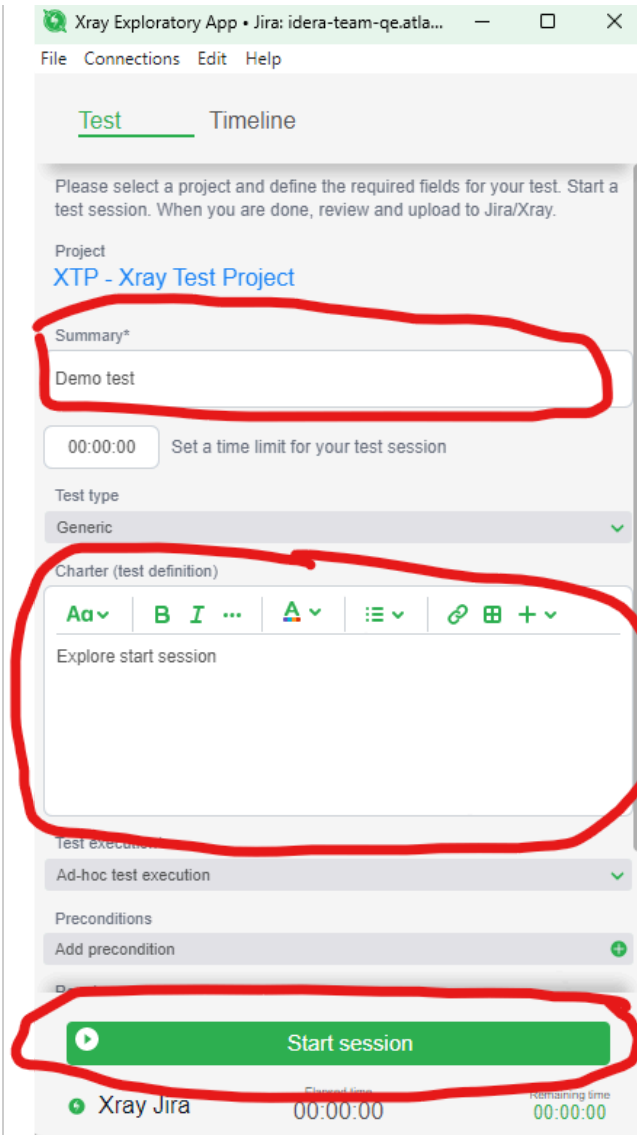
Can I ask you to try the flow of creating a session from scratch (just select a Jira project, do not select a test)...

Please **use the build with the fix** (<https://drive.google.com/file/d/1GzZBs5o5I87ozKiG8wEArybvEuVYgNuv/view?usp=sharing>)

Then after creating new session,

Fill in the following fields and **Start Session**.

Tell us how far you got.



Comment by [Xblend Support](#) [09/Jun/24]

Dear Customer,

This is an automated friendly reminder that 3 days have passed without any activity in this ticket.

When there's no activity, it usually means either that we have addressed the issue you raised in a satisfactory manner or that the matter is no longer relevant and after 5 days (2 days from now) without any activity, we assume that the ticket can be closed.

If this is not the case, please do reply and let us know how we can be of further assistance or even freeze the ticket to keep it open.

Thank you very much.

Kind Regards,
The Xblend Team

Comment by [Daniel Brvništan](#) [09/Jun/24]

Hi Jose,

Same result, attaching the logs.

Daniel

Comment by [Daniel Brvništan](#) [09/Jun/24]

[2024-06-09-error.log](#) (0.2 kB)

[2024-06-09-combined.log](#) (9 kB)

Comment by [Jose D'almedia](#) [11/Jun/24]

Hi Daniel,

Thank you for testing that.

Can you please, try to create/start a session with XEA 2.0.6? (<https://drive.google.com/drive/folders/1DMmvafvBE9hbWYH4vVI6443aAuW769ke?usp=sharing>)

(Using same conditions, same Jira instance, projects, etc)

If you want we can connect for that!

Thanks and have a good week,

José

Comment by [Daniel Brvništan](#) [11/Jun/24]

Hi José,

Sure, but I don't have access to that file as requested. Or, is it the same version we tried together on Thursday?

Let me try and send you the results today, if I get stuck, then let's get on a call tomorrow, my day is completely booked out today.

Thanks,
Daniel

Comment by [Daniel Brvništan](#) [11/Jun/24]

Installed, run, worked well 😊

Comment by [Jose D'almedia](#) [11/Jun/24]

So you were able to start session, grab screenshots, end the session and upload to Jira... Can you please confirm?

Comment by [Daniel Brvništan](#) [11/Jun/24]

Yep, I confirm that the exploratory test of flow you described bellow passed 😊

Comment by [Jose D'almedia](#) [11/Jun/24]

Thank you Daniel. I will let you know what we can do after discussing with R&D Team 😊

Cheers

José