

# Troubleshooting & FAQs

Encountering issues while using Appvibe Test Management? Don't worry—we've got you covered. This chapter provides solutions to common problems and answers frequently asked questions to help you troubleshoot effectively. From setup issues to test execution errors, you'll find clear guidance on how to resolve them and keep your testing efforts on track.

- [Common Issues and Fixes](#)
- [Frequently Asked Questions \(FAQ\)](#)

# Common Issues and Fixes

This section covers common issues you might encounter while using **Appvibe Test Management for monday.com**, along with troubleshooting steps to resolve them.

## Issue 1: Appvibe isn't syncing with monday.com boards

### Possible Causes:

- The app may not have the required permissions to access your boards.
- Sync settings might not be properly configured.

### Solution:

1. Ensure that the app is properly authorized. Go to the monday.com **Integrations** settings and verify that Appvibe has the necessary permissions to access your boards and data.
  2. Check the sync settings in the Appvibe configuration. Ensure that the correct monday.com boards are linked to the Appvibe Test Management tool.
  3. Try re-authorizing the app by disconnecting it from monday.com and reconnecting.
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## Issue 2: Test cases aren't displaying correctly on the dashboard

### Possible Causes:

- The dashboard widgets may not be configured properly.
- There might be a filtering issue causing some test cases not to display.

### Solution:

1. Go to your **Custom Dashboard** settings and ensure the correct filters (test cycle, date range, etc.) are applied.
  2. Check that the widgets are configured to display the relevant data (e.g., ensure the "Test Case Progress" widget is linked to the appropriate board).
  3. Refresh the dashboard or regenerate the report to ensure the data syncs correctly.
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## Issue 3: Defects reported during test execution are not showing in monday.com

**Possible Causes:**

- There may be an issue with the defect-tracking integration between Appvibe and monday.com.
- Permissions for defect tracking might not be set correctly.

**Solution:**

1. Verify that Appvibe is integrated with your monday.com defect-tracking board. Check if the integration is set up to automatically log defects found during test execution.
  2. Ensure that the tester has the necessary permissions to create and view defects in the linked defect-tracking board.
  3. If defects still don't appear, try logging out and back in to reset any sync issues or manually create the defect in monday.com.
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## Issue 4: Unable to create a new test cycle

**Possible Causes:**

- Insufficient permissions to create a test cycle.
- The board configuration may not be set up correctly to allow test cycle creation.

**Solution:**

1. Ensure that you have the correct permissions in monday.com to create test cycles. Only admins or designated Test Managers may have access to create new cycles.
2. Go to the board's settings and check if the board is configured properly to handle test cycles.
3. If permissions and board settings are correct, try refreshing your browser or logging out and back in to resolve any session-related issues.

# Frequently Asked Questions (FAQ)

This page provides answers to some of the most frequently asked questions about **Appvibe Test Management for monday.com**.

## 1. What is Appvibe Test Management for monday.com?

**Answer:**

Appvibe Test Management for monday.com is a comprehensive solution for managing test cases, executing test cycles, and generating reports—all within the monday.com platform. It integrates seamlessly with monday.com boards and workflows, allowing teams to track test cases, monitor progress, and report defects efficiently.

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## 2. How do I set up Appvibe Test Management in monday.com?

**Answer:**

To set up Appvibe:

1. Go to the **monday.com App Marketplace** and search for "Appvibe Test Management."
  2. Click **Install** and follow the prompts to authorize the integration.
  3. After installation, create a new Test Management Board or integrate Appvibe into an existing monday.com board.
  4. Configure your test case fields, assign roles, and start adding test cases.
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## 3. How do I create a test case in Appvibe?

**Answer:**

To create a test case:

1. Navigate to your **Test Management Board**.
  2. Click the **"Add Test Case"** button.
  3. Enter the test case details, including test steps, expected results, and priority.
  4. Save the test case. You can organize it into test cycles later for execution.
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## 4. How do I run a test cycle?

### Answer:

To run a test cycle:

1. Create a new test cycle from your Test Management Board by clicking “**Create Test Cycle.**”
  2. Add the test cases you want to include in the cycle.
  3. Assign testers to the test cases.
  4. Launch the test cycle, and testers can begin executing the test cases, marking them as Passed, Failed, or Blocked as they go.
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## 5. Can I track test case traceability with Appvibe?

### Answer:

Yes. Appvibe allows you to track test case traceability by linking test cases to specific product requirements. You can generate **Traceability Reports** to see which requirements have been covered by test cases and identify any gaps in your testing process.

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## 6. How do I generate a report in Appvibe?

### Answer:

To generate a report:

1. Navigate to the **Test Cycle** or **Traceability Dashboard**.
  2. Click “**Generate Report**” and select your desired filters (e.g., date range, tester, or cycle).
  3. The report will be created, summarizing the results of your test cases and cycles. You can export the report as a PDF or CSV.
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## 7. What do I do if my test cases aren't syncing with monday.com?

### Answer:

If your test cases aren't syncing:

1. Ensure that Appvibe is authorized to access your monday.com boards.
  2. Check the sync settings within the Appvibe configuration to ensure your boards are linked correctly.
  3. Try re-authorizing the app or logging out and back in to refresh the connection.
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## 8. How can I get help with Appvibe?

### **Answer:**

If you need further assistance, check out the **Support Resources** page or contact our support team directly through the **Appvibe Help Center**. You can also review the **Common Issues and Fixes** page for troubleshooting tips.