

# 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.
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