

Troubleshooting Error Message: Failed to execute command handset open: Cannot open device [deviceId] for user [user ID], device is in use

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Problem

Devices are not getting released from the automation test run

Solution

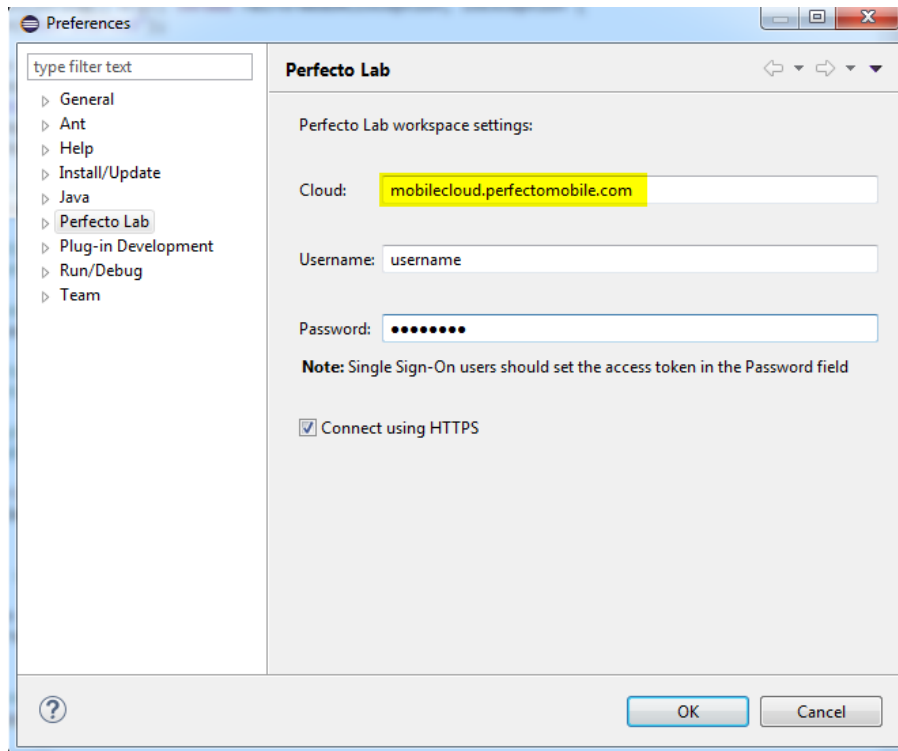
If you are receiving this error message please verify:

- that the host name and the cloud name are the same and without any prefix or suffix - http:// or */nexperience.
- you are using the `setExecutionIdCapability` method – it allows the driver to connect to the device that is currently open in the Cloud/IDE.

```
public class RemoteWebDriverTest {  
  
    public static void main(String[] args) throws MalformedURLException, IOException {  
        System.out.println("Run started");  
  
        String browserName = "mobileOS";  
        DesiredCapabilities capabilities = new DesiredCapabilities(browserName, "", Platform.ANY);  
        String host = "mobilecloud.perfectomobile.com";  
        capabilities.setCapability("user", "myUser");  
        capabilities.setCapability("password", "myPassword");  
  
        //TODO: Change your device ID  
        capabilities.setCapability("deviceName", "12345");  
  
        // Use the automationName capability to define the required framework - Appium (this is the default) or Perfe  
        // capabilities.setCapability("automationName", "PerfectoMobile");  
  
        // Call this method if you want the script to share the devices with the Perfecto Lab plugin.  
        PerfectoLabUtils.setExecutionIdCapability(capabilities, host);  
    }  
}
```

Host name should be without http: or /nexperience and setExecutionIdCapability method

Cloud Name: Go to **Windows > Preferences > Perfecto Lab**



Make sure the the Cloud name is the same as the host name. Cloud name should not contain http or /nexperience