

**Product Name
on CD-ROM
dated 4/27/99
Sample Testing Report
May 6, 1999**

Summary:

In Macintosh, the Interactives will not run from any of the links in the Product Name pdf files. Also on the Macintosh, the menu bar and tool bar for Acrobat are not being displayed. In Windows the setup program is always launched when the CD-ROM is placed in the drive, even though the product has been installed.

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Testing Personnel:

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SAMPLE REPORT: The product name, publisher name and other sensitive information have been removed and replaced with the words "PRODUCT NAME", PUBLISHER, or *** as appropriate. Other information may have been removed to protect client confidentiality.**

Hardware Used:

The following machines were used to test the software:

Windows

Make/Processor	Clock Speed	RAM	Windows Version
Midwest Micro/Pentium	200 MHz/MMX	32 Mb	NT
Umax	350 MHz/AMD K6	64 Mb	98
Midwest Micro/Pentium	166 MHz	48 Mb	98
Midwest Micro/Pentium	133 MHz	32 Mb	98
Swan/Pentium	133 MHz	32 Mb	98
Midwest Micro/Pentium II	233 MHz/MMX	64 Mb	95
Quantex/Pentium	200 MHz/MMX	32 Mb	95
IBM PC300 GL	166 MHz/MMX	32 Mb	95
Quantex/Pentium	166 MHz/MMX	32 Mb	95
HP Vectra	100 MHz	16 Mb	95

Windows Network

For network testing in Windows we used a Novell NetWare 3.12 network. The CD-ROM was shared from a JES CD-ROM tower with an Axis server.

Mac OS

Make/Model	Clock Speed	RAM	OS Version
G3 (Tower Model)	300 MHz	64 Mb	8.5
iMac	233 MHz	32 Mb	8.5
Performa 6400/200	200 MHz	32 Mb	8.1
6100	60 MHz	40 Mb	7.6

All Macintosh testing was done in standalone configurations.

Procedures:

We have tried to look at as much of the content of the product and check as large a sampling of the links as possible, but given the time allotted we could not look at all of the content and check every link. We have focused more on the functionality of the product.

Because of the highly technical nature of the numerous interactives, we could not test the accuracy of the calculations performed by these Java applets. We managed to check the links to at least half of these in Windows. Of the ones we checked, we put values into a few of these to see if they functioned without producing any obvious operational errors. If it has not already been done, we recommend that one of the editors test the Interactives for accuracy.

Year 2000 Testing:

We performed a limited general test routine of the Product Name software, while several of our test systems' clocks were set to the dates and times listed below.

- 12-31-1999 to 1-1-2000
- 1-1-2000 to 1-2-2000
- 2-28-2000 to 2-29-2000
- 2-29-2000 to 3-1-2000
- 12-31-2000 to 1-1-2001

Our research of the Year 2000 issue indicated that these particular dates could potentially cause problems for software that may not be year 2000 compliant. This test routine involved a variety of actions including searches, printing, link checking and running Interactives. We used one Windows 95 system, one Windows 98 system, one Windows NT system, and one Macintosh system for this part of the testing.

We did not encounter any operational problems, which can be attributed to the test systems running with any of the dates listed in above. However, we were not able to test the Interactives on the Macintosh platforms for Year 2000 compliance (See the section “Operational problems in Macintosh only” item (1).)

Limited General Test Routine:

The following test plan was designed to exercise the major facets of the Product Name product on the various platforms under the Y2K significant dates above.

	12-31-1999/ 1-1-2000	1-1-2000/ 1- 2-2000	2-28-2000/ 2-29-2000	2-29-2000/ 3-1-2000	12-31-2000/ 1-1-2001
Test the following functions:					
Access and use 5 Interactives (using Netscape 4.5 from the CD-ROM)					
Do 5 searches					
Check 10 bookmark on rest					
Print from 2 sections					
Check sampling of links in 4 chapters					

Installation:

Windows

- (1) The Auto Run feature would always run the installation program even though the program was already installed. This occurred on all Windows systems. When the installation is first done it should probably setup an INI file to prevent Auto Run from running setup on succeeding occasions when the CD-ROM is placed in the computer.
- (2) The Windows installation lists the abbreviation ***** as the default name of the program group for the Product Name product. This could be confusing to customers. The full name of the product, "*****" should be used instead.
- (3) The installation program does not replace older versions of Acrobat. On one Windows 95 system there was a version 2.01 of Acrobat and when we ran the Product Name installation it never prompted to install 3.01. We suspect that this will happen on other versions of Windows as well, although this was the only one we had with an older version of Acrobat.

Macintosh

- (1) The Installation program did not prompt you to install Adobe Acrobat or Netscape when they did not exist on the system. The Readme file indicates that the installation will launch the Acrobat Reader application if it is not installed. It also indicates that it will advise you to install Netscape from the CD if it does not exist.
- (2) The installer for Acrobat is somewhat difficult to find on the CD. There should be an alias for it in the visible section of the Product Name CD-ROM window.

Documentation:

- (1) In the Readme file under the system requirements, the operating system requirements are listed as follows:

"Windows 95, Windows 98 and Windows 3.51 or later"

Windows 3.x is not listed, but Windows NT 3.51 is. We do not have any Windows 3.51 systems and we suspect that most people who had Windows NT 3.51 upgraded to Windows NT 4.0. Consequently, all of our testing was in Windows 95, 98 and NT 4.0. As we cannot definitely say how the software would function on a Windows NT 3.51 system, we recommend changing the system requirements to say the following instead:

"Windows 95, Windows 98 and Windows NT 4.0 or later"

Operational Problems Common to Windows and Macintosh:

- (2) The Adobe Acrobat Reader Search Query function the highlighted text would not always be the word searched for. We have shown examples below of this error:

The word searched for is nail.

4.C.2.b. Diaphragm Shear

In light wood structures with sheathed exteriors, a strong wind can separate the enveloping membrane from its stud supports. This is resisted by the sheathing's thickness and the strength of the connections to its supports. The connections may be 6d or 8d common nails, sheetrock screws, or beads of panel adhesive applied to the edges of the studs before the sheathing is nailed or screwed in place. A crucial contributor to this strength is the distance between



Fig. 4-9. Wind diaphragm shear.

The word searched for is brace.

3.C.1.e. Buckling

When a simple beam bends excessively, its topmost fibers may overcompress and deflect laterally about the span's longitudinal axis, causing the central part of the span to fall in torsion. This is most likely to occur in long thin spans and longitudinally tilted beams such as purlins. Buckling is eliminated by laterally bracing beams and cantilevers at their ends, supports, locations of major point loads, and prescribed intervals along their lengths. Such bracing must always extend into the top and bottom $\frac{1}{6}$ of the span's depth. Lateral bracing is also known as lateral support, blocking, bridging, crossbridging, stiffening, and diagonal bracing.

Since wood and steel are laterally braced in different ways, they are covered under Sec.3.D.1.F. and Sec.3.E.1.d. respectively. Lateral support is rarely required for concrete beams, as they usually have low depth-to-width ratios and integral slabs along their top edges.

This happened on all systems, but the words highlighted would vary. We have seen this search error in the past with this version of Acrobat. Perhaps you should investigate an updated version of Acrobat.

- (3) The instructions for the Interactives as shown below are incomplete and confusing:

Enter values for each unknown in the box to its left. When you enter the value for the next-to-last unknown, click the 'COMPUTE' button and the value for the final unknown will appear.

These instructions should mention that you need to click on the radio button for the unknown item you are calculating, in order for it to work. The instructions should probably say something like the following:

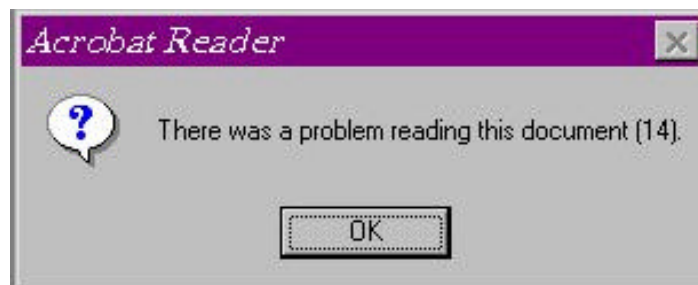
Click the radio button next to the unknown you wish to calculate. Enter values for each of the other unknowns in the box to its left. After you finish entering values for these, click the 'COMPUTE' button and the value for the final unknown will appear.

Operational Problems in Windows Only:

- (1) The Technical Support page located under the Help bookmark has a problem with the email link to *****. Although displayed in blue and underlined, it is not enabled (i.e., the pointer does not change from a hand to a pointing finger and clicking on it does nothing.) The web link to Progressive Information Technologies, located just below on the same page, does work properly.
- (2) The Interactive link for 2B2 on the list of Interactives incorrectly point to 2B1.
- (3) The following error occurred when we tried to open the List of Interactive Formulas:

This error occurred on only one Windows 95 computer. When the program was reinstalled the error did not reoccur.

- (4) The following error occurred in Chapter 7 when the “Go To” function was used:

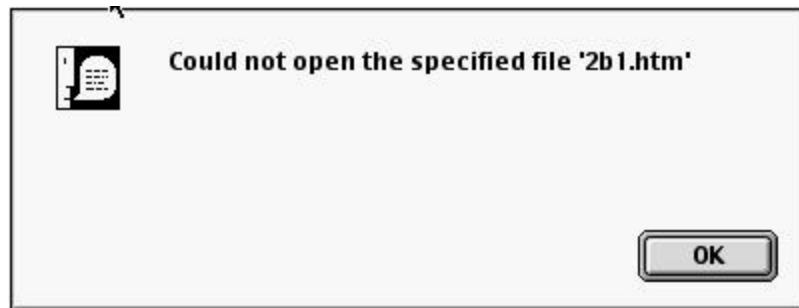


This error occurred on only one Windows 95 computer, which was the same one that had the error in (3) above. We closed the program and retried the same function at the same location and the following error occurred:

This error did not occur again after rebooting the computer. No other systems exhibited this error.

Operational Problems in Macintosh Only:

- (1) When opening any Interactive Formulas you would receive the following error which varies according to the name of the file being opened:



We realized that just before this error is displayed when Acrobat asks whether it should launch the application as shown in the screen capture below it refers to "unknown"



This occurred on all Macs used, including a G3 with 64 MB of RAM, so we doubt that this is some kind of memory issue with launching the browser while Acrobat is running. Also, we were able to have Acrobat open and open the Interactive files directly from the CD-ROM with Netscape. However, if we double-clicked on the

HTM Interactive files, we got a message saying that the file was locked and changes could not be made. We would click on OK and then the file would open in Netscape fine and the applet appeared to work.

- (2) On all Macintosh computers when opening the program from the Start icon on the CD or from the Apple menu the cover.pdf loads but the menu bar and the toolbar are hidden. For the toolbar and menu bar to be visible the user would have to close the current window, then go to the File menu, and use the open option to open the cover.pdf file.