

Author Name
Product Name
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Sample Testing Report
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Summary:

The product uses a non-standard two-part installation procedure that is somewhat confusing and does not provide for installations of the "Full" installation to a network hard drive. When the product is exited in Netscape the Server32 application remains running in the background. We experienced a number of different errors while using the Search engine – some of the most serious errors occurred while doing searches of combinations of words. In Macintosh, if Netscape is already running, the Product Name product will not open. We also frequently experienced problems navigating the product.

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/Model	Processor	Clock Speed	RAM	Windows Version
HP Brio BAx	Pentium II	400 MHz	64 Mb	Windows NT 4.0
Midwest Micro	Pentium II	233 MHz	64 Mb	Windows NT 4.0
Midwest Micro	Pentium MMX	200 MHz	32 Mb	Windows NT 4.0
UMAX	AMD K6-2	350 MHz	64 Mb	Windows 98
HP Brio BA	Celeron	333 MHz	32 Mb	Windows 98
HP Brio BA	Celeron	333 MHz	32 Mb	Windows 98
Midwest Micro	Pentium II	266 MHz	64 Mb	Windows 98
Swan	Pentium	133 MHz	32 Mb	Windows 98
HP Brio BA	Celeron	333 MHz	32 Mb	Windows 95
HP Vectra VE	Celeron	333 MHz	32 Mb	Windows 95
Midwest Micro	Pentium II	233 MHz	64 Mb	Windows 95
IBM Aptiva	Pentium MMX	200 MHz	32 Mb	Windows 95
HP Vectra VL	Pentium	100 MHz	32 Mb	Windows 95

Windows Network

For network testing in Windows we have a Windows NT 4.0 network, a Novell NetWare 3.12 network and a Novell NetWare 4.2 network. The product was tested using following combinations of network platform, installation option and data location:

<u>Network</u>	<u>Installation Option</u>	<u>CD-ROM/Data Location</u>
Windows NT 4.0	Full (Hard Drive)*	Network Hard Drive
Novell NetWare 4.2	Standard	Server Internal CD-ROM Drive
Novell NetWare 3.12	Standard	CD-ROM Tower/Axis Server

* NOTE: The "Full" installation was done was done from the first system used and additional workstation installations were done using either the "Standard" or "Minimum" installation options. Then the configuration file was edited to point to the location where the initial "Full" installation was done to the network.

Macintosh

Make/Model	Processor	Clock Speed	RAM	OS Version
G3 Minitower	PowerPC 750	300 MHz	64 Mb	System 8.6
iMac	PowerPC 750	233 MHz	32 Mb	System 8.5
Performa 6400	PowerPC 603e	200 MHz	32 Mb	System 8.1
Performa 6320CD	PowerPC 603e	120 MHz	32 Mb	System 8.1

All Mac testing was done using single-user configurations. We plan to do network testing on the Macintosh platform in the next round of testing.

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 in different configurations and on different platforms.

Documentation:

- (1) There is no readme file on the root of the CD, only a note about installing and using TCP/IP. There should be a readme text file that contains installation instructions and system requirements. The readme could also contain the instructions regarding TCP/IP installation.
- (2) The Technical Assistance page in the Help file lists the OS version required as Win95/98/2000/NT or Mac. It doesn't list what Macintosh OS to use at first (it does list it later in the file.) Windows 2000 is not even released yet and it may not be useful to try to test with a beta version of it, which may end up being significantly different from the published OS. You may not want to include it on this list.
- (3) In the "Installation Information" file on the Mac CD-ROM volume, the TCP/IP note said "Please follow the steps below only if...Netscape was unable to create a network socket." There were no notes that followed this statement.

Installation:

Windows

- (1) The installation program run from the CD-ROM asks the person doing the installation to choose where to install to, but it does not install. It just sets up icons to run the actual installation. When you think you are about to run the product you get the following installation dialog (DIALOG PICTURE REMOVED: SHOWS A CHOICE OF MINIMUM, STANDARD OR FULL INSTALLATION) :

This list of options should have been part of the initial installation. This is particularly confusing because during the first part of the installation you don't know about these three installation options and their disk space requirements. Consequently it is difficult to decide where to place the application files – especially if you do not want to have to use the CD-ROM to run the program.

If the currently used installation application is not robust enough to combine all elements of the installation, you may wish to use a different installer such as one made by InstallShield or Wise. If you decide not to combine the two parts of the installation into one installation, then the first part of the installation should at least explain what the installation options and disk space requirements are in order for the person installing to pick the best location to install to.

- (2) There is no formal network installation and the Full hard drive installation, which would be popular in a network environment, is awkwardly designed for multi-user installations. The only way to perform “Full” hard drive installations to the file server with the current installation program is to run the hard drive install option for each system and install to the same location on the network. Given that the full installation requires 510 MB of disk space running this option at each workstation would be very time consuming. Also we doubt that the primary application file (Server32.exe), can be run concurrently from multiple systems across a network. This file and other program related files should be on each client workstation.

Because we did not receive any network installation instructions and the installation program gives no onscreen network installation instructions, we experimented with the existing installation options that appear to be only designed for single-user configurations. We did one “Full” installation to a network hard drive and then did subsequent installations using either the “Standard” or the “Minimum” installation options. We then edited the "datapath=" parameter of the CDONLIN.INI files on the systems where we had done standard and minimum installations in order to access data from the "Full" installation to the network hard drive.

Being that this was not a part of the regular installation, we only did limited testing using these INI file changes. However, because hard drive space is so much cheaper than network CD-ROM towers, administrators will want to be able to put the product on network hard drives. In fact, we have done technical support of browser-based products similar to this product, where administrators have

frequently called to find out how they can alter the configuration files to get the product to work from a network hard drive.

For network installations there should really be a Server full hard drive option that places all of the data files and workstation setup files (including the Netscape installer) in that location. Then the workstation installation should be run from that network location at each workstation.

This workstation installation should be similar to the "Standard" installation, which would only put 5 MB of files on the local system and configure the software to access data at the network server hard drive location where the "Server" install was done. This would provide the best performance accessing the data files over the network and avoid any possible sharing violations with the Server32.exe file (see item (5) below).

- (3) We recommend removing the "Minimum" installation option, because it uses only about 2.5 megabytes less disk space than the "Standard" installation and the software is significantly slower with this installation than it is when using the Standard option.

To summarize, we would recommend that the installation contain the following options:

Server (Network hard drive) – This option would place all data files and a workstation setup files on the network hard drive.

Standard – This option, which requires the CD-ROM, can also be used at workstations if there is not space on the network for the "Server" installation and the CD-ROM is to be shared from a network CD-ROM drive. The onscreen installation instructions and documentation should explain this.

Full (local hard drive) – This option remains as it currently is.

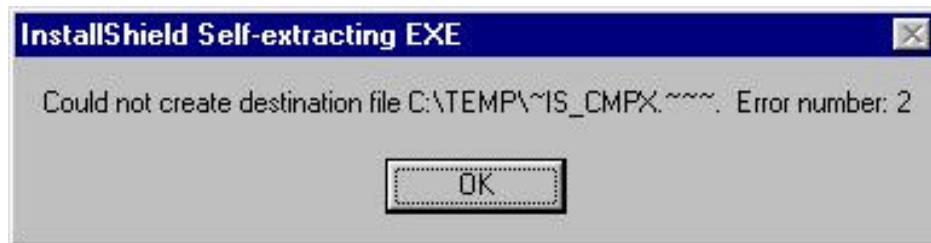
Workstation - The three options listed above would be on the SETUP.EXE program that is on the CD-ROM. The "Workstation" installation would be performed in a SETUP.EXE file that would be placed in the network hard drive location that the "Server" installation was run to. This would probably function the same as the "Standard" installation, but would point the software to the network hard drive location.

- (4) The software appears to have rights management similar to Folio that prevents multiple users from running the Server32.exe concurrently. We had done a full install to a network hard drive and then did a minimum or standard install at another system. On the second system, we changed the "datapath=" parameter of the CDONLINE.INI to point to the same network hard drive location. We had the "Server.exe" running in the systray on this second system, without Netscape running and when we tried to run the product at the first system we got the error

message that "the application is already running. For multiple users, a multi-user license is required."

This error would indicate that either there is a "network" version of the product or else some way to unlock the product. However, this error only occurred on the system where we had done the initial "full" hard drive installation to the network location. In the case of that system the "Sever32.exe" file would reside on the network hard drive. We were able to run the product simultaneously on two systems where we had done one of the CD-ROM required installations to the local hard drives and then edited the CDONLINE.INI file to point to the network "Full" hard drive installation. Although we did only limited testing of these systems, we did not get any errors indicating that multiple users could not access the product.

- (5) The initial install should open the Product Name program group window. Otherwise the person installing doesn't know that anything has been done -- especially if they have chosen not to install the browser. Another option would be to have the installation advise the installer to locate this program group to finish installing the product.
- (6) The Netscape installation will not proceed if there is not a c:\temp directory on the system. We get the following error message referring to it if it does not exist:



If we create the directory, and do the Netscape installation, then the installation proceeds fine. Because some systems will not always have a c:\temp directory (Some systems use a c:\Windows\Temp directory as the default temp directory.) we would suggest that the Product Name installation create the directory if it does not already exist.

- (7) There is no uninstaller or listing for the Product Name, 2nd Ed. product in Add/Remove Programs.
- (8) Although the onscreen installation instructions indicate that the product requires Netscape 4.04 or higher, they should also clearly indicate that the product will not function correctly with Internet Explorer. Otherwise, some customers may insist on trying to use Internet Explorer.

- (9) On one Windows NT 4.0 system and one Windows 98 system, when we attempted to install Netscape 4.61, we got the following dialog that said, "Where is cb16e408?"



The version that we are actually installing uses the executable cb32e461. We manually selected this file and the installation continued.

- (10) On one Windows NT system, when we tried to run the SETUP.EXE file from the CD Tower the first time, we got the message "An application error has occurred and an application error log is being generated. SETUP.EXE Exception : access violation [Oxc00000]." This did not replicate the next time we tried to install.

We were then able to install the first part of the program. We ran the executable to start the second part of the installation and got the message, "Failed to install data files". We clicked on 'OK' and after a brief delay; the program started up anyway. This did not replicate.

- (11) The program group folder and the program shortcut are labeled Product Name instead of the book title like other Publisher Name products; is this what you want?

Macintosh

- (1) We recommend that the Macintosh installation options be revised the same as we have suggested for Windows.

Operational Problems Common to Windows and Macintosh:

- (1) When Netscape is exited, the Server32 program stays running. In Windows it remains in the System Tray while in Macintosh it remains on the desktop. Customers will complain about this aspect of the product as the Server32

application uses system resources. People will not want to have to remember to close this background utility every time they exit the product.

(2) We experienced the following problems on both platforms using the Search engine:

- (a) Doing a search for "eye orbit" and requiring the words within the same paragraph or the same sentence gave us the following error message:

```
"verify failed: dCount <=MAX_DOMAIN file  
D:\RAMI\source\WORKING\Ramisrch.cpp line 1306."
```

This also occurred at least once using the words "eye pain" and "health care."

- (b) We entered in the words "eye" and "trauma" and did a search of both of these words using AND with a proximity of 5 words. When we clicked on the first result in the list it resulted in the following error in Windows:

```
"SERVER32 caused an invalid page fault in module SERVER32.EXE  
at 0137:0041f5a1."
```

The server icon in the system tray then closed even though Netscape remained open. We could not access any more of the program once this happened; we would get the message "There was no response. The server could be down or is not responding". We had to shut down Netscape.

On at least one Macintosh we did a search for "eye and trauma" and got an error of type 10. This replicated somewhat erratically on both Windows and Macintosh, but would usually happen reliably when the phrase "eye and trauma" was used instead of just the two words "eye" and "trauma."

- (c) The Search results are not sorted in the numerical order of the chapters they are in. We are uncertain exactly what order they are arranged in.
- (d) We did a search for "traumatische/Funktionsprufung" and got three hits. The first two had one of the words, but the third hit did not have either word anywhere in the page and actually did not even have a "Go to found word(s)" link to go to the highlighted word.
- (e) We did a search for the words "eye&ball" using the "within 5 words" parameter setting. The first hit was for chapter 376 and we went to view it. The words "eye" and "ball" were both highlighted, but they were not within 5 words of each other. Our understanding was that the words would only be highlighted if they were within 5 words of each other.
- (f) We did a search for the word "Hyperpre" from the supplied word list. It gave us one record as a hit, Chapter 63, but this word did not show up on this page and there was no "Go to found word(s)" link to go to the highlighted word.

- (3) In Windows on Figure 56-16 the links to figures B and C each bring up figure A. On the Macintosh, we had difficulty displaying these figures at all
- (4) We noted that in the following places graphics were not displaying:
 - (a) In Chapter 18: Ocular Pharmacokinetics, the title page displays a missing image icon in the text at the top. Also, Chapter 18 has the sections labeled in italics and not in the format of the other chapters, is this correct?
 - (b) There are images missing in Table 28-1 and Table 28-5.
- (5) The Chapter Links become used (i.e. turn color) when they are clicked on, but none of the other links do this. Is this correct?
- (6) The link labeled Figure 6-1 in Immune Response, second paragraph, points to Table 6-1.
- (7) Sometimes, clicking on the 'Go Back' link causes us to be brought back two pages instead of just one, usually from a subsection text page to the chapter list, rather than the section list.
- (8) Once, while on the iMac, we clicked on 'Go Back' and then got the following messages, back to back: "Can't find NODE_TAG", "Can't find VOLUME_ID", "Can't find NODE_TYPE", "Can't find AUTHOR", "Can't find NODE_TITLE", "Can't find HEADING_COUNT", and finally "Can't find ANNOTATED."

On one Windows 98 system machine we had a problem displaying Figure 14-3 and when we attempted to back out of the chapter and received numerous errors such as "Server32 not responding," and "Can't find NODE_TAG" and "Can't find VOLUME_ID." This only happened the one time on this system.

- (9) On one occasion in Windows 98, after using the Back button to return to the list of Sections, attempting to open a section resulted in a "missing equality operator in command string: : COMMAND" and then a final message seen in the screen capture.

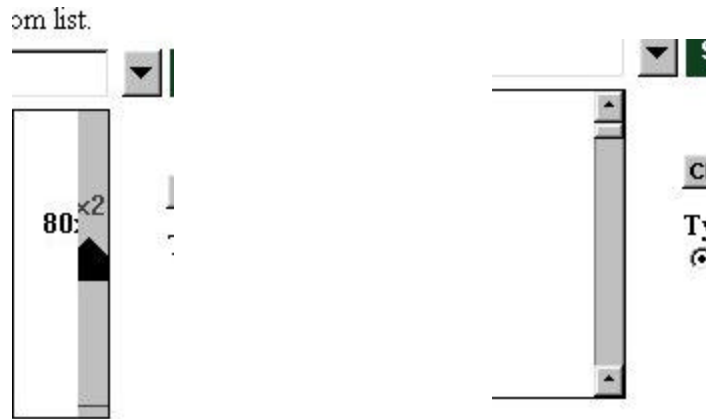


Although the Help file does give recommendations in the General Questions & Troubleshooting section to not use the Netscape Back Button, most people are going to use it out of reflex.

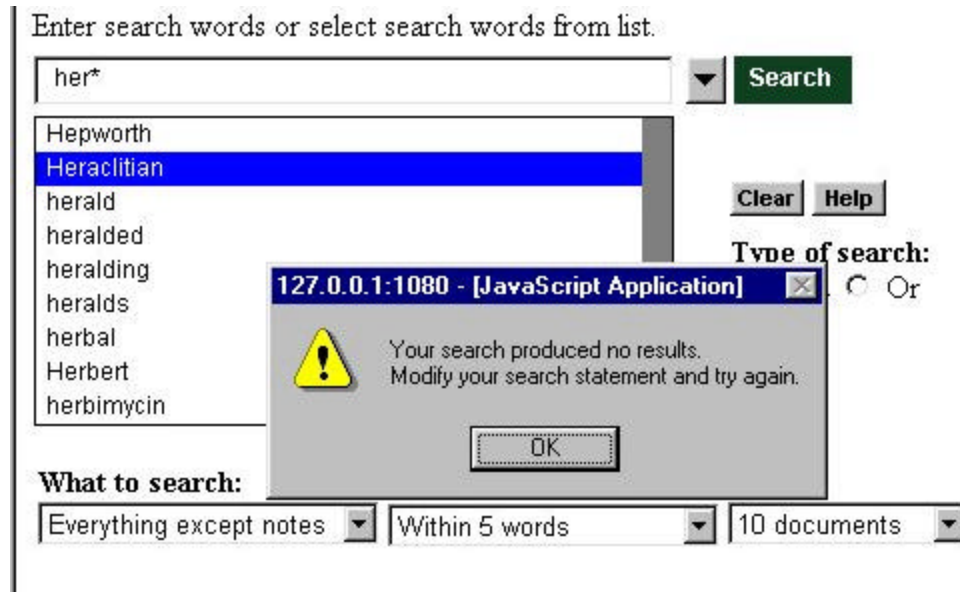
- (10) Often, we would be brought back involuntarily to the green Main Menu screen while doing various things in the program. This happens when we resize the window, sometimes when we click on 'Back' from anywhere in the program, when we close the toolbars at the top of the screen, and sometimes when we clicked on links. Sometimes using the Reload button took us back to the opening splash screen.
- (11) On a few occasions when we resized the Netscape screen we received the "One moment please" message and Netscape simply continued to search.

Operational Problems in Windows Only:

- (1) In Windows the Down Arrow scroll button for the word wheel list in the Search dialog did not function properly. It was very difficult to arrow down through the list of words on the list. Also, we were forced back up the list because the down arrow kept changing to an up arrow. The slide bar also changed to an odd shape and size. The following screen captures show examples of these problems:



- (2) In Windows, the search cannot find words with the wild card * if they start with a word from the STOPS.TXT file of common words, which is in the application directory. We get the following error message saying no results were found.



The search engine should be able to search for words with the wild card even if they start with a "Stop" word. If this is not possible, then the wording of this error message should be changed to let the user know that the search failed because a "stop" word was part of the search. This did not happen in Macintosh.

Operational Problems in Macintosh Only:

- (1) In Macintosh the Product Name product will not open if Netscape is already running. When it is double clicking on the program file only brings up the server dialog. In Windows this error could not be replicated with any reliability although we saw it occur once.

- (2) If we clicked one section into the Product Name program and then clicked on 'Go Back' to get back to the Main menu, we frequently got a dialog that said "Can't go back any farther" even though we had just come from that Main menu page.
- (3) We printed Figure 90-30 and then, while it was spooling to LaserWriter, we clicked on the left arrow on the image screen to view Figure 90-29. When we did this, we got the message, "Sorry, a system error occurred. "Netscape Navigator" error type 10" with a button labeled 'Restart'. We had to restart the computer at this point. This did not replicate.
- (4) When we tried to use the Performa 6400 we encountered serious problems getting the product installed and working properly. This seemed to be due to the fact that there were at least three different copies of Netscape on the system.

- (a) At one point on this system we used the product with version 4.05, which was already on this system. Sometimes, the server would start up, but the browser would not open. When this would happen, we would get

"database error: database PRODUCT NAME, 2nd Ed : data : mdir;
error : Invalid database handle."

We would get four of these messages and then get

"Time Stamps do not match! Directory database is stamped Wed Dec
31 20:45:44 1969; cmb.dcr file is stamped Wed Oct 13 17:01:55
1999."

- (b) At other times, the browser would start but not show anything but blank pages and we would get a message that Java was not enabled. We went to the preferences for the browser and the box for 'Enable Java' was grayed out and could not be clicked on. Because of this, we decided to trash this version and install 4.61 from the A&J CD.
- (c) We installed 4.61 manually and tried to run the program, but then it found version 4.06 from another folder on the hard drive.
- (d) We were able to actually run and use the program now, however, we went to Chapter 14 and clicked on the page for Arthropods. The page loaded in, but the images on this page were missing and instead were labeled, "Click to enlarge." We clicked on the image and got a blank gray screen and we closed this screen. We clicked on "Go Back" and nothing happened. The Netscape status monitor in the upper right was moving (stars flying by), but nothing ever loaded in. In fact, at this point, we could not get anywhere else in the program. We restarted the machine and did the same sequence over and over; we would go into the program, click on a section, then a subsection and then try to return by hitting 'Back' or 'Go Back'. We could never go back even one

page. Once, while clicking on 'Back' we got an error, "PRODUCT NAME, 2nd Ed. has unexpectedly quit because an error of type 1 occurred."

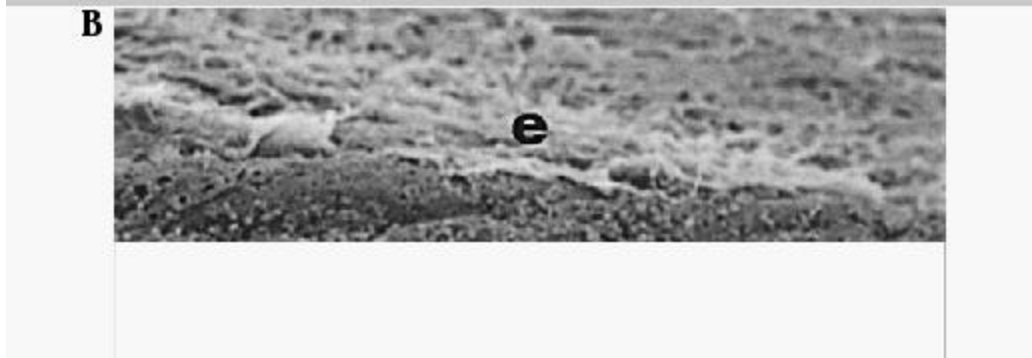
- (e) Finally we gave up on 4.06 and trashed this folder as well. The first time we ran the program, the server application started and the Netscape 4.6 splash screen flashed briefly, but the program did not start and we got the database error messages that we received earlier. We restarted the machine and launched the program again. This time, the program did start completely, but we continued to have problems viewing figures and navigating through the program.

Obviously, the problems on this system were not the fault of the Product Name product software, but we included them in our report to illustrate the possible problems that can occur with a browser-based product such as this. Apparently the Netscape installation does not replace older versions with newer versions and because of the way the Macintosh Finder database associates files with applications, this kind of problem could happen with at least some of your customers. We would suggest making it clear in both the written documentation and documentation on the CD-ROM that older versions of Netscape should be removed before installing the new one from the CD. You may want to alert your technical support staff as well to this kind of problem.

- (5) On the Performa 6320CD, where we had installed Netscape 4.61, images would occasionally be left blank on the different pages, but clicking on them always brought up the correct image. We thought that this might be a memory issue. We raised the memory setting for both the server application as well as Netscape Communicator 4.61. At first, this seemed to solve our problem, but the longer we were in the program, the more blank images we came across.

Once, we were using the forward document arrows to view the pages in order. We clicked forward from the end of Chapter 14 and instead of bringing up the first section of Chapter 15, the browser kept loading and loading and nothing ever appeared on the screen. We clicked on 'Reload' and at first the heading for Chapter 15 appeared, but then the Green Main Menu screen was loaded instead. This did not replicate on this or any other chapter turnover.

- (6) On the search page, when we double-click a word from the word list to place into the box at the top, the I-beam moves over the correct number of spaces, but no characters are shown. When we hit 'Delete' to take away the spaces, we can see the individual letters of the word. This occurred on all of the Macs we tested on, regardless of video adapter or resolution settings.
- (7) Figures 56-16A, B, and C did not completely load up and display as seen in the following screen capture.



Interface and Other Issues:

- (1) Although it has been our experience that Internet Explorer can have problems running Java applets such as the Product Name search engine, some customers will complain that they only want to use Internet Explorer on their systems. Some of this is personal preference, but also some network administrators find it easier to restrict users access with IE, because the Windows System Policy Editor works with IE to restrict its use. Also, in rare cases on our technical support lines we have seen where institutions are using an Internet Explorer browser-based shell as the primary system interface for all of their users.

You may want to stick with Netscape as the required browser, but we just wanted to let you know what our experience has been supporting reference CDs that use a combination Netscape and server/search engine application very much like the Product Name product.

- (2) There is no copyright information or ISBN number on the Splash screen.
- (3) When figures are printed there is no copyright information on the printed images nor is there any caption text. Because Netscape prints only in separate frames that must be clicked on to be select, the caption text in the second frame does not print with the image. You can, however, click on the caption frame and then print the caption text but it only prints on a separate page.

Content Issues:

- (1) Most of the credits are left blank on the Credits page.
- (2) The Copyright page says Copyright 1999,1994 PUBLISHER NAME and then in a footer with smaller print beneath it is has Copyright 2000.

- (3) In Chapter 16: Ocular Virology - Coxsachie viruses, there isn't any text except for the Family and Genus classification. Is this correct for this page as it seems to be the only one we looked at like this?
- (4) In Chapter 40 and Chapter 211, the title page does not have the subsections listed on separate lines as is done with all of the rest of the chapters.
- (5) The Help file indicates the user should contact ***** for technical support, is this correct?
- (6) The Credits page is missing names at the very beginning.
- (7) The search results button is labeled "Result" but the window that appears is titled Search Results and the help text in the Button Names and Descriptions section indicates it should be plural
- (8) Chapters 56 - 61, 63 - 66, 71, and 140 all have the reference link in all caps and not in the format of all the other links. These seem to correlate to the actual text entry, which is also in all caps. Is this what you want?
- (9) Chapters 234 and 235 refer to the references as the Bibliography, is this correct?