

**Publisher Name**  
**Product Name**  
**CD-ROM dated 12/27/1999**  
**Sample Report**  
**January 7, 2000**

**Summary:**

On a several Windows systems, the program crashed after the introductory animation. The Adobe Acrobat documents were generally fuzzy, and on the Macs much of it was unreadable. The quality of all the printed documents was not very good. Also, the music does not play during the Design Gallery slide shows on three of our Macs.

**Testing Personnel:**

Chris Nafz, Kerry Kohr and Reed Payne

**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 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
HP Brio BA	Celeron	333 MHz	32 Mb	Windows 95
Gateway 2000	Pentium II	350 MHz	64 MB	Windows 98
Gateway 2000	Celeron	333 MHz	64 MB	Windows 98
NEC Direction	Pentium MMX	200 MHz	64 Mb	Windows 95
IBM PC300 GL	Pentium MMX	166 MHz	32 Mb	Windows 95

### Macintosh

Make/Model	Processor	Clock Speed	RAM	OS Version
G3 Minitower	PowerPC 750	300 MHz	64 Mb	System 8.5
G4	G4	350 MHz	64 Mb	System 9.0
iMac	PowerPC 750	233 MHz	32 Mb	System 8.6
iMac	PowerPC 750	233 MHz	32 Mb	System 8.6
Performa 6400	PowerPC 603e	200 MHz	32 Mb	System 8.1

## Procedures for Standard Testing:

We used every link and button in the product on several types of systems. On most of these systems, we also did a second test at a different screen resolution and color depth.

## Installation:

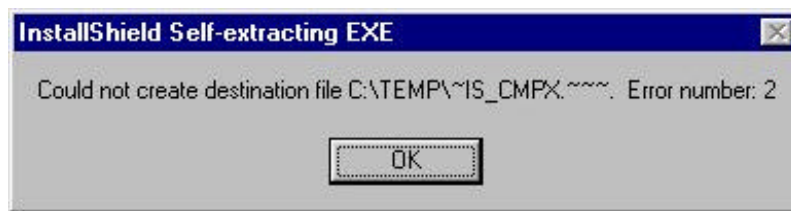
### Windows

- (1) The installation and running of the program is a little confusing and very non-standard. There is no Setup.exe, which is the standard name for an installation file. Also the CD does not autoplay as the Alpha CD we had received did. The productname.exe acts as an installer when first clicked on, but only installs QuickTime if it's not there. It does not seem to install anything else and doesn't put

any shortcuts on the Start menu or Desktop. Running the same file after everything has been installed then runs the program.

This method of accessing the program is fine on Macintosh where users are use to opening a CD-ROM and double-clicking on an application file icon. However, in Windows, either the program should auto run, as the Alpha did, or there should be an installation program that creates a program group on the Start Menu. Such an installer should at least create a shortcut on the desktop. For a demo program such as this it would probably be best to have the CD autorun.

- (2) On one Windows 95 system, we got the error found below when trying to install QuickTime. This was rectified after creating C:\temp.



#### Windows and Macintosh

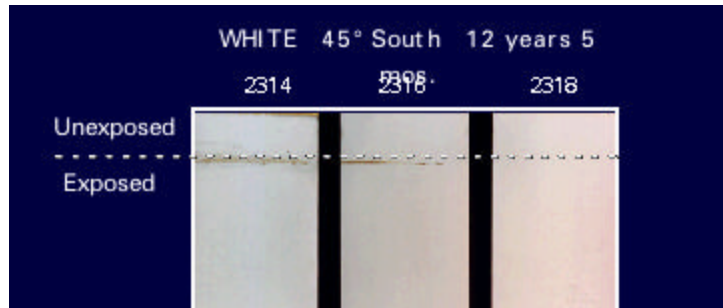
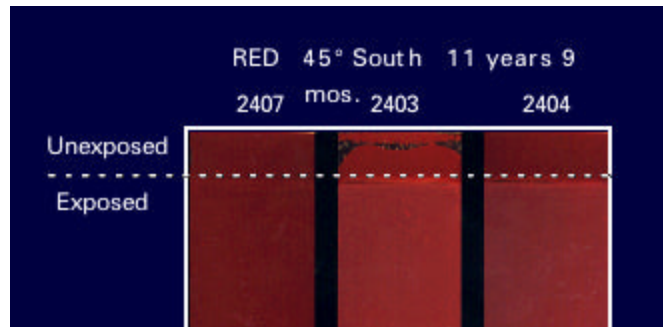
- (1) The CD-ROM installs QuickTime 3, but the Alpha copy had QuickTime 4. Is this correct? Although we did not experience any problems with QuickTime 3 using the PRODUCTNAME CD, our experience has been that QuickTime 4 is somewhat more stable and reliable.

#### **Documentation:**

- (1) There is no Readme file indicating the system requirements or explaining how to start the program. Some people like to disable the autorun setting, so even if you have the program set up for autoplay, it is advisable to have instructions in a Readme file. This should be a TXT file in Windows and a SimpleText document in Macintosh. There is also no mention that an Internet connection is required for web and e-mail links. Although this would seem to be a practical necessity for Web links, some people will be confused when the links do not work in the program.

## Operational Problems Common to Windows and Macintosh:

- (1) Under Performance Testing: under the vs FEVE section: on the screens for Red Coating and White Coating: the text showing the exposure time runs onto the next line where it interferes with other text. See the screen captures below. (The other two screens in this section are OK.)

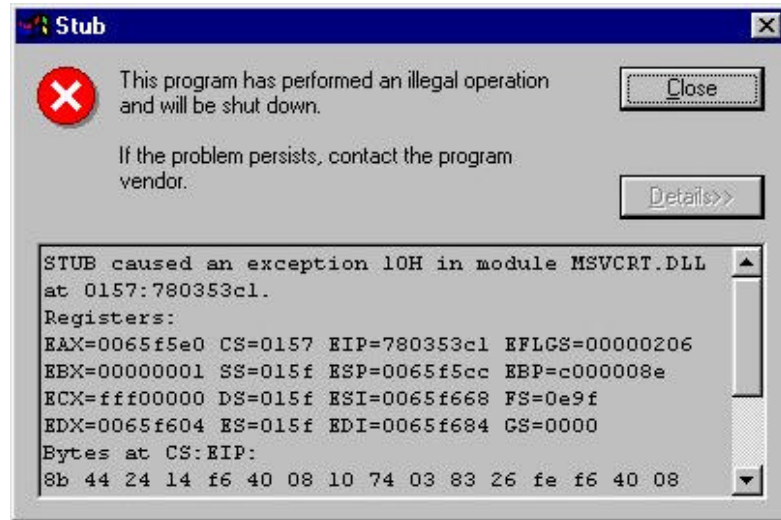


- (2) In the Case Histories, the building menu only dims items that have been clicked to from the menu. If you go to some items using the Next button, and then open the menu again, those selections are not dimmed until you click on a link below the ones you just visited; then those links will all dim.
- (3) Under Contacts/Resources: Residential Metal Roofing Suppliers: The link for \*\*\*\*\* under Canada/Ontario ([www.\\*\\*\\*\\*\\*.com/tileroof](http://www.*****.com/tileroof)) came up with an "Error 404: Not Found" message. The message came from the \*\*\*\*\* server.
- (4) Under Contacts/Resources: \*\*\*\*\*, the \*\*\*\*\* Web link does not connect.

- (5) On most systems, clicking on links to a part within a document did not scroll the document to the correct position. This behavior was slightly different on each machine. Some examples:
- (a) On the NEC: In the FAQ's, when you use a link at the top of the page, it goes to the correct question, but the question doesn't appear all the way at the top of the window. The last question actually appears closer to the bottom of the window, and looks the same as when the second-to-last link is chosen. This also happened on the Windows NT machine and on at least one other Windows 95 system. As in a Web browser, when you click on a link you expect to go to the linked location at the top of the window.
  - (b) On the NEC: Under Specifications and Technical Data: under Technical Information: when we clicked on any of the three links for the last parts of the document, the part of the document being linked to did not come up to the top of the window.
  - (c) On the G3: Under Specifications and Technical Data: under Technical Information: the three links in the Table of Contents for the last parts of the document miss their destinations sometimes by several paragraphs.
  - (d) On the G3: Under Contacts/Resources: under Component Suppliers: using the State/Province list does not find the chosen State or Province. The Residential Metal Roofing Suppliers list works a little better, but should still be fixed. The Spray Applicators list works OK.
  - (e) On the iMac: Under Specifications and Technical Data: under Technical Information: when we clicked on any of the three links in the Table of Contents for the last parts of the document, the top of that part came up slightly above the top of the window, so that the first line was cut off.

## Operational Problems in Windows Only:

- (1) On seven out of fifteen Windows machines, we were unable to continue beyond the initial introduction screen and got the error message below after the introduction animation ended (or when trying to click through it).



Six of the systems that had the error were Windows 98 systems and the other was a Windows 95 system. We checked several machines just for this error, including some not listed at the beginning of this report. Additional machines that exhibited the error included two new Dell Pentium III systems and one new Micron Pentium III. We could find no pattern involving the version of the .dll file, the version of QuickTime, the operating system, the cards and drivers installed, or anything else about the machines. In fact, one machine that it worked on and one that gave the error were essentially identical machines (HP Brio Celerons). We could not work around the error on any of the machines that gave it.

On one system, a Micron Pentium III with Windows 98 SE, the error did not occur at first, but started happening after we had installed various common software such as Virus Scan and utilities software. We were able to recover an early disk image of this system, where this error did not occur. We then systematically installed the common programs we had previously had on this system and checked the KYNAR program. From this we determined that the error started happening on this system after we had installed drivers for a Hewlett Packard LaserJet 2100 printer. If we uninstall the software for this printer the error goes away. If we reinstall it, the error returns.

However, at least half of the other systems that exhibited this error do not have the software for this printer.

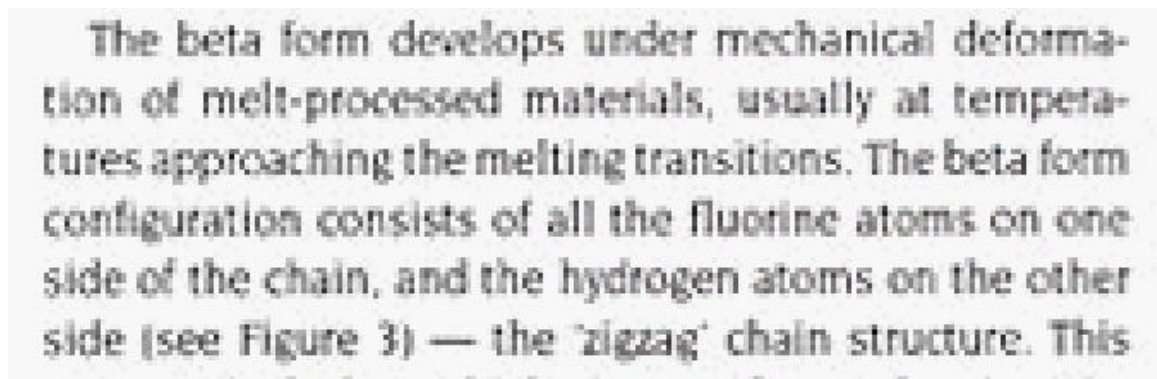
We suspect that this error could be the result of some conflict between the version of Macromedia Director used and the version of a common DLL file that may be installed by any number of different programs. Being that the conflict on the Micron system was the result of something as common as the installation of HP print drivers, it is likely that many of the users in your target audience will experience the error.

- (2) When running on the HP Brio Windows NT system, the average time between clicking on a topic and the topic coming up was 25 seconds. On several occasions, when we clicked on Design Gallery, and Site Map, the Click sound was repeated over and over for the duration of the 25 second load time.
- (3) On some systems the printing of the text sections took somewhat of a long time apparently because the text sections are printed as bitmaps. On one system the printing of occasionally hung up the system even when the program was shut down during printing. The bitmap format of the documents also degraded the quality of the text. Some words, especially those in bold, are blurry when printed. The printing had slightly better quality on the Macs.
- (4) Under Specifications and Technical Data: \*\*\*\*\*: Occasionally, the background would be all black (it's normally purple) except for where the subheading text is and where the dog icon is: in those spots the purple shows through. This happened intermittently.
- (5) On some Windows systems, Introduction: under Uses: one of the links to an \*\*\*\*\* document has text that wraps improperly and interferes with the text below it. See the screen capture below. (SCREEN CAPTURE REMOVED IN SAMPLE).

### **Operational Problems in Macintosh:**

- (1) When we first ran the program on the G3, the introductory images played, but then we got the an "error type 11" error message, forcing a reboot. This error did not repeat.
- (2) On the 6400, the sound cuts off half way through the introduction. Clicking on the Click Here icon on the introduction screen causes the program to shut down with an error type 2 warning.

- (3) On the 6400, clicking on the video to start it gave the "type 1" error shown below. Installing QuickTime from the CD and Installing QuickTime 4 both did not help.
- (4) The Adobe Acrobat pages contain a lot of unreadable text, even at high zoom magnifications. (This was not as bad on the PC's). The screen captures below show text from two different documents, one at 300% and one at 132%.



### PREMIUM 70% PVDF EXTRUSION SPRAY COATINGS

*Fluoroceram and UltraMet 2 extrusion spray coatings are also available for coil application. For further information, consult your nearest Morton representative.*

Fluoroceram and UltraMet 2 are premium 70% Kynar 500 resin-based coating systems. They exhibit exceptional color stability, chalk resistance, durability, abrasion resistance, chemical resistance and flexibility. They are field-tested and proven for more than thirty years without noticeable loss of color or brightness.	A wide range of architectural and commercial projects using our coatings are found all across North America in every climate. Our specialty is color and these premium extrusion spray coatings use ceramic pigments for color longevity. The colors shown herein represent those frequently selected, but we can custom-match to any color standard.	Our UltraMet 2 pearlescent coating, based on mica pigments, provides striking optical effects. It is also unique on the market for being a two-coat system. Typically, metallic coatings require one or two additional clearcoats to maintain brightness. But this adds to production costs. Morton's UltraMet 2 cannot be equalled for color integrity with just two coats.
---	---	--

- (5) In order to go from one Acrobat document to another, we had to close Acrobat before clicking on the next link. Minimizing Acrobat would cause the links to not respond.
- (6) On the Performa 6400 (System 8.1) and two iMac systems (Both System 8.6) the music for the Design Gallery does not play during any of the slide shows (except for the last one where the music starts playing halfway into the slide show). It did play on the G4 (System 9.0) and the G3 (System 8.5).

## **Interface and Other Issues:**

- (1) The last two parts on the Sitemap are switched from the way they are listed on the main menu.
- (2) There is no way to choose a printer. It will only print to the default printer.
- (3) On the Sand Abrasion Performance Test screen, the formula at the bottom reads "Coefficient of sand of abrasion..." It should probably read "Coefficient of sand abrasion..." like the item in the chart above it.
- (4) On the main screen for "Publications" it says to "use the weblinks provided here...", but the only link in that section is the e-mail address. The only weblinks in the program that we found were under Contacts/Resources ([www.kylar500.com](http://www.kylar500.com)), and in the Residential Roofing Suppliers list.
- (5) Only some of the parts have links back to their main screen (clicking on the oval title): Introduction, Performance Testing, Publications, and Specifications/ Technical Data have links; Design Gallery, Case Histories, and Contacts/Resources do not.
- (6) When viewing the .PDF files in Acrobat, there is no explanation of how to get back to the main program.
- (7) On some Windows systems, the introductory animation takes up to about 10 seconds to stop after clicking on it. There is an hourglass during part of this, but it doesn't stay. Some users may think the program has frozen. It would be best if the hourglass remained until the rest of the program loads.