

Publisher Name
Product Name
Beta 1
Sample Testing Report
July 16, 1999

Summary:

The product was stable in Macintosh, but we could not play videos on almost all of the 32-bit Windows systems. We experienced errors on three videos in Windows, but a number of videos loop on both platforms. In Windows the installation hangs after the program group is created, but completes when you click on the splash screen. The Mac installation will not work on two Quadra 650 computers. In both Windows and Macintosh, the ISBN number is not displayed in the installer splash screen.

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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/Model	Processor	Clock Speed	RAM	Windows Version
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
Gateway 2000	Celeron	333 MHz	64 Mb	Windows 98
Midwest Micro	Pentium II	266 MHz	64 Mb	Windows 98
Midwest Micro	Pentium	166 MHz	32 Mb	Windows 98
Midwest Micro	Pentium	133 MHz	32 Mb	Windows 98
Swan	Pentium	133 MHz	32 Mb	Windows 98
Dell	Pentium II	400 MHz	64 Mb	Windows 95
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
HP Vectra VL	Pentium	100 MHz	32 Mb	Windows 95
Clone	Pentium	90 MHz	32 Mb	Windows 3.11
Clone	Pentium	100 MHz	32 Mb	Windows 3.11

Macintosh

Make/Model	Processor	Clock Speed	RAM	OS Version
iMac	PowerPC 750	233 MHz	32 Mb	System 8.5
Performa 6400	PowerPC 603e	200 MHz	32 Mb	System 8.1
PowerMac 6100	PowerPC 601	60 MHz	40 Mb	System 7.6
Quadra 650	68040	66 MHz	16 Mb	System 7.5.3
Quadra 650	68040	66 MHz	40 Mb	System 7.1

Procedures:

We checked the entire product on the Mac systems. Because of the problems we had running videos in Windows 9x and NT 4.0, we only were able to run videos and check the entire product on one Windows 95 system. Late in the testing period we realized that we could run videos on a similar Win 98 system, but did not have time to check the entire product. Given the time involved investigating video problems on the 32 bit Windows platforms and the possibility Windows 3.x would not be supported, we only did limited testing of the product in Windows 3.11.

Installation:

- (1) In both Windows and Macintosh, the small installation splash screen shows "ISBN" near the bottom, but no number.

Windows

- (1) The installation hangs when the program group is created in front of the installation splash screen. The installation will not proceed unless you either close the program group window or click on the white splash screen active in order to bring it forward and make it active.
- (2) There is no uninstaller program. Even if you try to use the Add/Remove programs control panel in Windows the installation cannot be tracked and there is no entry made in this control panel for the product's installation. Also, the installation was not automatically tracked by CleanSweep, which is one of the more popular uninstall utilities, the naming of the installation program files as "start31" and "start95" is non-standard. There should be an uninstaller. We also recommend naming the installer programs setup16.exe and setup32.exe, which is typically done with Windows programs.
- (3) The installation instructions for Windows 95 indicate that after installation the customer should click on "Product Name" from the Programs Menu. However, "Author Name" is the name used in both the Programs Menu and the program icon. Given that most of the Publisher products normally use the book's title for the program shortcut, we suggest naming the program group "Publisher Name Product Name" and then have the program shortcut named "Product Name".
- (4) After installing the product to Windows 3.11, there was no Program Group created. We had to locate the "Author Name" folder and run the program from there. This problem was replicated on both Windows 3.11 systems and on one Windows 95 system we used the start31.exe installer on.
- (5) On one of our Windows 3.11 systems, with QuickTime installed, the product ran videos but there was no audio. We tried to open videos directly from the CD-ROM but this system was having problems reading the CD-R. The other 3.11 system ran videos and had sound.

Macintosh

- (1) The Macintosh version of the product has a QuickTime 3.0 installer, but did not detect the presence of an older version of QuickTime.

- (2) The instructions provided by the developer did not coincide with the steps necessary to install and run the product (see Windows (3) above). The instructions say to open a "Author Name" folder and run a "Author Name" application program, but both the folder and the file are named "Product Name". We recommend that the instructions be changed to say "Product Name." You may wish to name the folder "Saunders Product Name."
- (3) The product could not be installed on either of the two Quadra 650 systems, which are the only non-PowerPC systems used. Double-clicking on the "install-Author Name " file did not launch the installation. The screen would refresh as if the installer was opening, but then nothing happened. Both of these systems have external CD-ROM drives. We do not know if this was a factor.
- (4) On one occasion when we installed the product to the 6100 system, the installation splash screen remained displayed until we clicked on it. We are not certain but the Product Name folder may have opened over the install splash screen in this instance. The error did not replicate.

Documentation:

- (1) There is no readme file detailing the minimum system requirements and installation instructions.

Operational Problems Common to Windows and Macintosh:

- (1) We confirmed the videos previously identified by ***** as having low volume or looping.
- (2) The 256-color setting prevented the colored diagrams associated with the ***** videos from displaying properly. You may wish to recommend higher color settings in the documentation.
- (3) Problems by section:
 - (a) *****:

The audio for sections 1 and 2 was very low. On at least one system we exited and set our sound level to maximum, but they were still low. Videos 10, 11, 14, 16, 18-1, 18-2, 18-3, 20-2, 21-1, 22-1, and 22-2 all had poor or low audio output.
 - (b) *****:

The audio for videos 1 and 2 were much lower than for the others.

Operational Problems in Windows Only:

- (1) As we had reported this week, we were not able to play the movies on almost every 32 bit Windows systems we used. When running the product, we got a black movie screen where the introduction video should play and when we clicked the play button we received the error "Script error: Digital video sprite expected 34" as shown in the following screen capture: (SCREEN CAPTURE REMOVED FOR CONFIDENTIALITY OF CLIENT).

If we choose "Stop" the program closes. When we choose "Continue" and then try to play any other movies further into the program all we get is the black movie window and clicking on the play button does nothing. Sometimes we did not get the script error on the first movie, but the play button still did nothing.

This error occurred on all the Windows 95, 98 and NT 4.0 systems we used except for two new HP Brio BA Celerons (one with Win 95, one with Win 98). Both of these systems have DVD players. The error did occur on a third Brio BA that has Windows 98, a CD-ROM drive and a ReWritable CD-ROM drive.

This error did not occur on the two Windows 3.11 systems and did not occur on any Macintosh systems. We even tried using the 16-bit version of the software on one of the systems that had the problem, but this did not help.

- (2) Also, we question whether the movie files shouldn't be viewed in QuickTime as they are on the Macs. Some Windows systems may not have AVI files associated with Windows Media Player. On at least one Windows 95 system AVI files were associated with RealPlayer and not the Windows Media Player.
- (3) Dr. Author Name's picture flashes on the screen upon exiting the introduction and moving to the main menu screen; his photo also flashes on the screen upon entering the next selected section. This did not occur in Macintosh.
- (4) In ****, videos 19 and 21 stall toward the end of the presentation and an hour glass icon appears; we have to End Task to close out the product. This replicated on both HP Brio systems that were able to play the videos.
- (5) Videos 3, 6 (but not the diagram), 9 (last portion), 12, 17, and 23 loop.
- (6) The ***** video 9 reflected the following error, "Script Error: Sound not defined." We clicked on Continue and the video progressed. We are not sure, however, what presentation content was lost by this action. As state above, the last portion of this video goes into a loop.

- (7) On one of our Windows 3.11 systems, which uses an ATI Mach 64 video card, the videos were very poor in quality and unacceptable for viewing by the end-user even at 32k and 16M color settings.

Operational Problems in Macintosh Only:

- (1) The on-screen video player chops a portion of the audio and freezes the screen on almost all videos. Also, this did not happen on most of videos in the ***** portion of the product. It seems this chopping problem is only associated with those videos that are 'AutoPlayed' or started using the Next button; if the same video is rewound and restarted manually using the play button, the chopped off words and frozen screens play just fine.
- (2) In ***** , videos 3, 6 (but not the diagram) and 17 loop.
- (3) The section title displays in what appears to be a 'drop-down' menu; these items do not highlight to identify the one being selected, as is the case in the Windows version.

Interface, Content, and Other Issues:

- (1) The ***** videos 3 and 23 had no diagram on the screen, as was the case with all the other ***** videos, is this correct?
- (2) The buttons for Next, Back, Submenu, Help and Main Menu do not highlight, nor does the pointer change (the submenu feature highlights by enclosing the selected item number with a square). This will make it difficult for users to know that they have selected these buttons.