

**Product Name
Beta 2 CD-ROM
dated June 18, 1999
Sample Testing Report
Folio/Acrobat product
July 1, 1999**

Summary:

The product functioned well for the most part, however there were also some broken links and some graphics problems. There were problems with the installation of Adobe Acrobat on some systems.

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 II	300 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
Midwest Micro	Pentium	133 MHz	32 Mb	Windows 98
Swan	Pentium	133 MHz	32 Mb	Windows 98
Hewlett Packard	Celeron	333 MHz	32 Mb	Windows 95
Midwest Micro	Pentium II	233 MHz	64 Mb	Windows 95
Quantex	Pentium MMX	200 MHz	32 Mb	Windows 95
HP Vectra	Pentium	100 MHz	32 Mb	Windows 95
Clone	Pentium	90 MHz	16 Mb	Windows 3.11
IBM Aptiva	486DX2	66 MHz	16 Mb	Windows 3.11

Windows Network

For network testing in Windows we have a both a Novell NetWare 3.12 network and a Windows NT 4.0 network. Much of the NetWare 3.12 testing was done using a JES CD-ROM tower with an Axis server. On the Windows NT network we briefly tested the software with the CD-ROM in the internal CD-ROM drive of the file server.

Macintosh

Make/Model	Processor	Clock Speed	RAM	OS Version
G3 Minitower	PowerPC 750	300 MHz	64 Mb	System 8.5
iMac	PowerPC 750	233 MHz	32 Mb	System 8.5
Performa 6400	PowerPC 603e	200 MHz	32 Mb	System 8.1
Quadra	68040	66 MHz	16 Mb	System 7.5.3

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.

Installation:

Windows

- (1) The installation creates a program group with the product abbreviation. It might be clearer if labeled *****; the same might be true with respect to the screens presenting the product name during installation. There is plenty of space on the program start-up icons.
- (2) We found that the Adobe Acrobat 4.0 installation did not detect version 2.1 of Acrobat Reader. Once version 4.0 was installed on a system where version 2.1 was already installed, version 2.1 was brought up as the default and there were problems viewing the images.
- (3) On one occasion, the Adobe Installer did not 'finish.' One dialog box would ask you if you wanted to restart the computer. When trying to restart, it would not continue. The only way we were able to move on was to End Task from Task Manager.

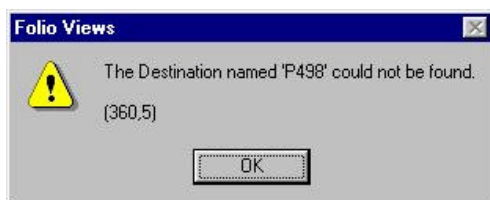
Documentation:

- (1) There is no readme file. A readme file detailing the minimum system requirements should be included, especially in light of the problem encountered with the resolution settings (which are covered in the Operational Problems in Windows Only: section of this report).

Directions on the best use of Acrobat Reader should also be included. Closing Acrobat Reader meant that it be reloaded each time a new photo is viewed. On the other hand, failure to close the photograph depletes available resources and led to a system crash. Closing the photo and minimizing Acrobat Reader seems to work best.

Operational Problems Common to Windows and Macintosh:

- (1) In the ***** section, the answer to question 454 had two broken links as seen in the following screen captures:



(2) In each infobase, all thumbnails were being printed twice (see attached print out). We replicated this with every thumbnail we printed from within Folio on any system and printer.

(3) The following broken links were noted in the Getting Started section:

Record 182: Searching the subset of a title, Show Check Boxes.

Record 228: Hit List Properties, Determining Relevance.

(4) In the ***** infobase, hits from searches using the Headword field of the Index Query Template are not highlighted.

(5) After following the links to ***** in the answer sections ***** Review, clicking the Back button did not return us to the question at which we were originally looking at (see the following screen capture). We were returned to a blank page at the beginning of the book, almost as if you never opened the book. To get back to the question, we had to click Back twice. The bookmark tree was collapsed. Clicking on the Forward button when at the question lead us to the answer again.

(6) In Chapter 48 of *****, the bookmarks at the beginning of the chapter point to the chapter outline instead of the text, as seen in the following screen capture.(SCREEN CAPTURE REMOVED). Is this correct? None of the other chapters had bookmarks that pointed to the chapter outline.

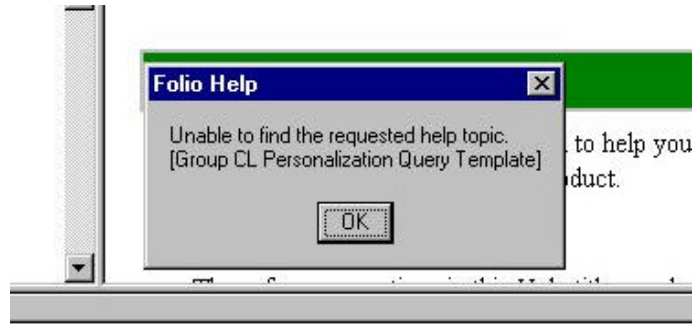
(7) The ***** subheading in the Chapter 79 bookmarks of ***** is missing the special character y in the beginning of this bookmark as seen in the following screen capture: (SCREEN CAPTURE REMOVED).

(8) Scrolling is often slow or impossible when images are loading. It seemed like all the graphics on a page must load before links could be accessed. This occurred in Macintosh, but we also saw it happen on a Windows 3.x system that we put the software on very briefly.

Operational Problems in Windows Only:

(1) With the display set to 640 x 480, the text is chopped off the right side of the screen. The text can not be viewed because there is no horizontal slide bar. The horizontal scroll bar was on the Mac.

- (2) When using the Help link from the Personalization Query Template, we received the error seen in the following screen capture.



- (3) When attempting to view images, we found that if the CleanSweep installation monitor was active it would open as if it was trying to monitor an installation of Adobe. Disabling the CleanSweep utility allowed normal viewing. This replicated on all Windows 9x systems.
- (4) We encountered the error depicted by the following screen capture when we attempted to use the Find Infobase option on the File menu. Also, the Explore Infobase option on the File menu did not work at all.



- (5) On one Windows 98 system, we failed to get the graphic for the first page of Chapter 6 as well as Chapters 4 and 5 as seen in the following screen capture. During our screen capture procedures, the graphic displayed. A similar problem was noted on another Windows 98 system in the Answers section of the review program.

- (6) On one of our Windows NT systems, the First Time User link to the help file in all of the infobases was broken and would generate the error message shown in the following screen capture:



This replicated on two Windows 3.11 systems, but not on any other 32-bit systems, including another Windows NT system. We reinstalled on the first NT system and the error still occurred.

- (7) There is no clear way to exit the tutorial once it is started. It is possible to close it by pressing Escape, however.
- (8) In one instance the figures would not link with Acrobat Reader 4.0. In this case Acrobat Reader 3.0 was on the system, and we were prompted to exit the installation of Adobe Acrobat Reader 4.0 to uninstall version 3.0. We did this and then installed version 4.0 from the CD using the Acrobat installer. When we tried to view a figure, the product could not find the Acrobat Reader. We were prompted to indicate where to find Acrobat Reader. After navigating to the Acrobat program we were able to view all figures.

One way to avoid this error might be to make sure that Acrobat is not already installed on the system when initially installing the ***** product.

- (9) The tutorial 'control panel' did not function properly in Windows 98 and Windows NT. The buttons and the audio slide bar were there but did not work correctly. The audio control worked in Windows 95, but the other buttons did not.
- (10) The Tutorial did not run correctly on one of our Windows NT systems. We tried using it through the link on the Start menu and also from the Title page link. Only the introduction and ending screens were available. Advancing to the last screen gave us an option of either reviewing or exiting. Clicking on review brought us back to the opening screen once again. This did not replicate on any other systems.
- (11) In Windows 3.11, the Tutorial would not close when we clicked on Exit at the end of the Tutorial. The Review Tutorial button did work however, to bring us back to the beginning of the Tutorial.

- (12) Although we did not experience any crashes in Windows 3.11, the software uses a large percentage of the system resources. On a system with 32 MB of RAM the system had 73% resources before running Product Name. After opening two infobases in GI Comp, system resources went down to 50% and after we opened a figure with Acrobat resources went down to 40%. With all four major infobases open and one figure resources went down to 32%. Fortunately we did not crash the system, but such low resources will typically cause a crash in Windows 3.x.

Performance on a 90 MHz Windows 3.11 system was a little sluggish but not bad. Even so the System Requirements for the product should recommend Windows 95 or higher and specify 32 MB of RAM.

Operational Problems in Macintosh Only:

- (1) We found that several records in the ***** had difficulties with images on the Macintosh:

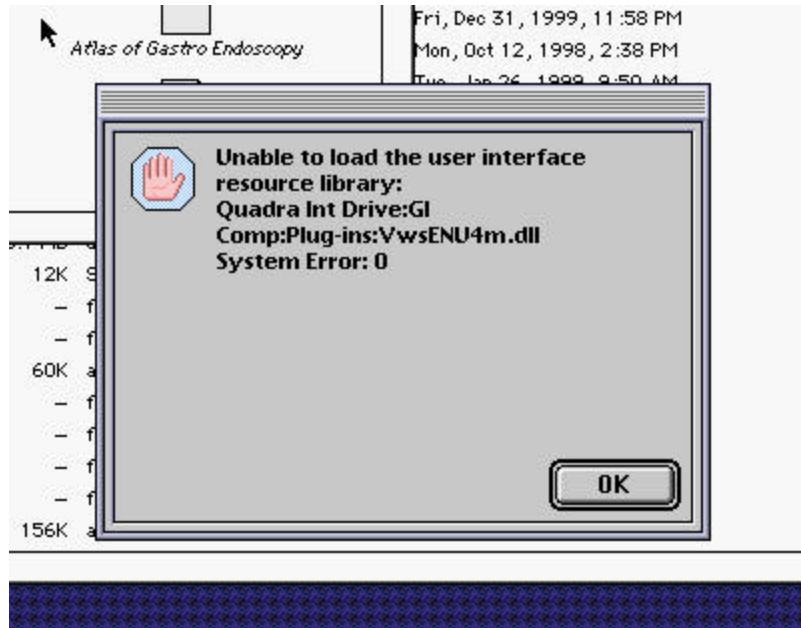
Record 21 was missing its image altogether.

Record 371 had an image that was incomplete. There was a (blank) white band across the image.

- (2) We found that graphics take a long time to load or sometimes do not load at all on Macintosh systems. When the graphic did not display, the link was still available. This was evident because the cursor changed to the Hand icon. This problem appeared to happen more frequently on the 6400 (an older system) rather than the newer iMac.
- (3) There was an isolated problem on the iMac when using the Go To function contained in the Search menu. When typing the record number, it did not display in the text box. Although the numbers did not display, we could still perform the function. This happened for a while and then stopped happening. We could not replicate this error on this system or on any other.
- (4) The following records had Figure link button graphics that were smaller than others, as seen in the following screen capture (SCREEN CAPTURE REMOVED):

Gastrointestinal and Liver Disease Records 676, 3593, and 20028

- (5) We were unable to get the product to run on our Quadra system.



After we got this error we recalled that we had seen this same error on the ***** product, which also used Folio 4.2. This is a known problem with Folio 4.2 and non-PowerPC Macintoshes and the system requirements should specify PowerMacintosh computers.

Content Errors:

- (1) Figure 1-2 in ***** infobase does not have a caption page.

Interface and Other Issues:

- (1) We were really confused with respect to the title; is *****" (audio) or ***** (title on the tutorial). Still adding to the confusion, the title referred to on the setup/installation screens is ***** and the title displayed in Explorer associated with the CDROM icon is "*****." All four titles are different.
- (2) The Uninstall program group icon is incorrectly labeled as "Uninstall *****" while the Uninstall program refers to uninstalling "***** (a different name)."
- (3) There is an extraneous error.TXT file on the CDROM. Is this necessary for the final product?

- (4) The color scheme did not seem to be correct when set to 256 colors. The detailed medical photographs displayed better when the video was set to 16-bit colors. Do you want to add 16-bit color or better to the requirements?
- (5) The Help menu shown in the Tutorial has fewer items than the actual Help menu in the product. The actual product has a "How do I" option and an "Overview" option, while the Tutorial shows a "Tutorial" option in place of these.
- (6) The product allows you to edit the text of the shadow file. Is this what you want? We realize this allowance may be to enable changing formats for printing wide tables.