

Exploratory Testing Session Report

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Mission:

Do 20 minutes of reconnaissance on Friends and Family to get an idea of where major bugs may be hiding. After a general sense of the feature set is achieved, pick a primary feature and focus on its stability. If serious problems can be found quickly, it may be an indicator of FNF's overall stability. Wrap up your session by providing an impression of the quality FNF may have for its users because of what you found.

Notes:

- * setup.exe -- license agreement. (see ISSUE 1 below)
- * From setup: "Friends and Families is an easy-to-use contact manager and reminder program for the casual user. Enter names and addresses - and those hard-to-remember birthdays - and FNF will keep you posted. It will also help you remember other critical events that you don't want to forget - like when those quarterly taxes are due..." (see RISK #1 and ISSUE #1 below)
- * checked install dir -- default dir is C:\Program Files\FMKIT (contains about 40 files)
- * read readme2.txt (no readme1, though I did see an FFRead.txt) -- looks like this is meant to interact with FromMyKitchen recipe management software
- * launched friends.exe from install directory
- * read Help file (clicked question mark icon) (see BUG #1 below)
- * Noticed this line in the TOC: "We developed this product, and have released it to the public domain, simply because we want to show our commitment to quality software for the home." (Well, we'll see about that...)

Features:

- Add a Person
- Add a Family
- Add an Event
- Print
- Options
(question mark icon)
- Holidays
- Help menu
- View an Existing Record
- Delete a record
- Modify a record
- Days-From-Now calculation
- Holidays
- "From My Kitchen" link

Data Entry Risks:

- 1) Event with bad date may be allowed to be saved which means calculation of due date will be off – missed reminder
- 2) Duplicate names may not be allowed even though user may know more than one person with the same name
- 3) Data may be truncated on records sent to printer
- 4) Duplicate entries may result in wrong record retrieved
- 5) Too many easily found bugs may show that there was no “commitment to quality” as stated in the Help

Tests:

- * Two instances open at the same time, entered data in one and not the other – OK
- * Added new personal / family / date records -- Remarks field = has 80-character limit
- * Text field boundary tests
- * Created names with apostrophes, spaces, hyphens
- * Events: Created and saved invalid dates
- * Add new event: leap year 2008 -- PASS
- * Deleted / modified records – (OK button needs to turn to SAVE for record to be saved)
- * Options dialog: Tried some bad data to get a sense of error handling (see BUG #5 below)
- * Creating names that fill the text fields to see how the list is represented since here is no horizontal scroll bar
- * Printed a record (no printer installed)

Summary:

There is not much risk in using this application. There are only two major features the user will likely be using regularly -- name and events – and they will likely be entering data that does not reveal any serious problems. But there are many frustrating usability issues (see BUGS 1, 2, and 6 through 13). The other bugs I found were because of negative testing exploits, which the user is not likely to do, but it may be worth more time because of the one overflow crash I found in the Options dialog. Perhaps that could lead to a hang that could cause data loss in another open application?

This makes me remember to say that I did not test any interaction with the “From My Kitchen” software available and advertised via Friends and Family. Interoperation between software applications can be complex, so it has to be relatively easy for the user to figure out how to set up the interaction between the two. I’m not sure what that interaction might look like (perhaps My Kitchen has an ability to email recipes to the friends and family stored in FNF?), but that interop may be a rich target for another session.

Bugs and issues list are on the next page...

Bugs:

- 1) Help does not launch on first click of question mark icon. Has to be clicked twice.
- 2) When deleting any record, the title bar says "Double Check!!!" Unnecessary exclamation points.
- 3) Day field of birthday allows creation of invalid dates (February 31).
- 4) No warning when saving a family without a surname. OK button connotes that it will be saved, but when I did not see the record, I re-did the entry and saw that SURNAME is a required field, and the OK button turns to SAVE.
- 5) Run-time error '6' - Overflow when putting in 311 characters in Family and Friends Options text fields (310 gives an error to user, but 311 crashes)
Repro:
 - 1 -- click Options after launch
 - 2 -- type 311 numerals in the "On COMING EVENTS list" field or the "Highlight events within the next 7 days" field
 - 3 -- click Save
- 6) No print dialog displayed when trying to print calendar
Repro:
 - 1 -- Open FNF and click Print
 - 2 -- Select all the checkboxes and then click OK(This was on a laptop without a printer attached.)
- 7) Long family names cause "family" button on Personal Information dialog to have more characters than can be displayed
Repro:
 - 1 -- Add a family, typing in the max characters for surname and first name, then click Save
 - 2 -- Click the first new person of that familyResult:
Notice that the "This person is a member of the ____ Family" button displays text that is too big for the button boundaries.
- 8) Vague error message when typing in an event whose date is older than the current date
Repro:
 - 1 -- click ADD EVENT
 - 2 -- type in a description and then click SaveResult:
Error dialog: Title "Data Entry Error": "There is some sort of problem with this error. Maybe you did not provide all of the information, or the date is in error."
- 9) Does not warn user when typing in long descriptions of an event -- error dialog says it will be truncated to 80 characters, but only after the user spent all that time typing it in
- 10) When adding a person, some invalid dates are allowed but worse, they are misrepresented (e.g. April 31 = 5/1)
- 11) Invalid birthday dates (-31, 0, 1.5) are allowed to be saved, but result in nulls in the record -- could lead to frustration because it does not alert user. It will appear in EVENTS section and user may not realize they made a keystroke error.
- 12) Family and friends entries allow duplicates with no way to tell who from who
- 13) No horizontal scrollbar for long names listed in Names Index
- 14) White lettering on white background allowed as one of the color scheme options in Options dialog (also yellow-on-yellow, pink-on-pink, etc)
- 15) Duplicate entries that use different cases don't get sorted within their own category
- 16) In Options list, 0 and <blank> are allowed in text fields.
- 17) Negative numbers in Options fields result in everything in EVENT list turning red, and when dialog is relaunched, the numbers are +10000 from whatever the negative number was.

Issues:

- 1) Why is there a license agreement when it's freeware?
- 2) System requirements? Yes, I'm in the zone.
- 3) How many records is it designed to handle?
- 4) Is data stored in a flat file database or relational?
- 5) Can data be imported or exported to Outlook or Excel?
- 6) Case sensitive letters seem to matter in that duplicate names are sorted by order in which they were entered (if entered in varying case sensitivities). Is this by design?