SEP Tesla L10N QA Test Plan

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Project Name: Symantec Endpoint Protection (SEP)

Code Name: Tesla

Product Version: 12.x

Document Revision History:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Version | | Date | Description of Change | Originator |
| 0.1 | *18/11/2013* | | Document creation | Oleh Zarevych |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |
|  |  | |  |  |

References

* Project plan
* Master Test Plan
* Requirements
* Base Team Test Plan
* I18N Team Test Plan
* Requirements
* Bug logging guide
* Symantec Endpoint Protection 12.1 Guide

# Introduction

This document is L10N Master Test Plan for project Symantec Endpoint Protection Tesla.

Symantec Endpoint Protection – is a client-server solution that protects laptops, desktops, Mac computers, and servers in network against malware. It combines virus protection with advanced threat protection to proactively secure computers against known and unknown threats. Also SEP include firewall and network access control module.

Symantec Endpoint Protection Manager include manage console, SEPM WebAccess, Symantec Protection Center, LiveUpdate.

Symantec Endpoint Protection include three layouts : Enterprise Edition, Small Business Edition and Symantec Network Access Control.

Main components of SEP:

|  |  |
| --- | --- |
| **Component** | **Description** |
| Symantec Endpoint Protection Manager | It is a management  server that manages the client computers that connect to  network. |
| Database | The database is installed on the computer that hosts Symantec Endpoint Protection Manager |
| Symantec Endpoint Protection client | It runs on the servers, desktops, and portable computers that you want to protect. |
| Symantec Protection Center | It lets you integrate management consoles from multiple  supported Symantec security products into a single  management environment. |
| LiveUpdate Administrator(optional) | LiveUpdate Administrator downloads definitions, updates, and distributes the updates to client computers. |

# Test Item

The scope of this Testing activity will include:

* Symantec Endpoint Protection Manager
  + - SEPM with Embedded database
    - SEPM with MS SQL database
* Symantec Endpoint Protection – client for MS Windows
* Symantec Endpoint Protection – client for Mac OS X
* Symantec Network Access Control – client for MS Windows
* Symantec Endpoint Protection documentation – only check for localized

The scope of this Testing activity will not include:

* Any web site from SEP
* Any support information for customer

EMEA L10N team testing next language:

-Brazilian

-Czech

-German

-French

-Italian

-Polish

-Russian

-Spanish

EMEA L10N team have MOCK(Pseudo translation) build for French language. This build test only in Pass1.

# Features to test

Testing include testing in next aspect:

* Functional
* L10N
* I18N
* Compatibilyty
* UI testing

In this project test next product component

|  |  |  |  |
| --- | --- | --- | --- |
| **Feature teams** | **Existing Features** | **Priority** |  |
|  | Reporting | H | H |
|  | LiveUpdate | H |
| SEPM | Installation | H |
| Notification | M |
| Communication | M |
| Default Policy | M |
| Client tab | M |
| Admin tab | L |
| Migration | H |
| Logs | M |
| Client Deploing | M |
| Host Integrity policy | L |
| IMDP | Installation | H | H |
| Replace on Reboot | M |
| Migration from Amber/AmberRU1 | H |
| AutoUpgrade Localized Clients | H |
| ClientRemote | H |
| Client deployment wizard  multilingual scenarios | H |
|  |  |
| License | Trialware | M | M |
| Paid License | M |
| WebService | WebConsole | H | H |
| SPC | UI | L | L |
| Reports | L |
| MAC | Manage Client | H | H |
| Client | H |
| Migration | L |
| Install & Uninstall | H |
| SNAC | HI | L | L |
| Enforcer | L |

# Features not to test

In this project not test next product component

* LiveUpdate Administrator
* SEP for Linux
* Documentation
* EULA
* Additional tools for SEPM

# Approach/Strategy

The philosophy of the testing is risk-based testing. Each test case prioritized as, High, Medium, Low. First of all must executed test case with High priority. Test case with low priority can be executed using a small amount of resources. High priority have functional testing localized builds, new function, testing on new OS version. Medium priority have migration for oldest version and patch for oldest SEP clients.

Small Business Edition have Low priority. Also Low priority have Symantec Network Access Control.

On new pass, QA team must make regression testing, verifying bugs. After this execute installation checks, execute test case.

On Pass1 and Pass2 must be execute ALL test case, must be using few OS for testing. On Pass3 execute test case with High and Medium priority. On Pass4 execute functional templates, documentation checking, EULA cheking, all text must be localized. On this pass start checking migration and patchs.

On RC\_Pass – issue closing, Sanity test for High priority function.

On RTM\_Pass – Smoke and Acceptance testing, installation checks.

## Defect Tracking

The Etrack is used by L10N testers to log and track all defects. L10N testers and developers will enter their data into the Etrack database following the field entry definitions described below.

*(Table-5-1)*

|  |  |
| --- | --- |
| **Field** | **Populate With** |
| **Product** | SEP |
| **Version** | 12.x.Jaguar-BR-XXX (XXX is Feature branch’s name) |
| [**Target Version:**](javascript:openWindow('definition/defineTarget.html')) | According to the defect reporting process |
| **Abstract** | Add “[LOC\_’build language’]“ before the abstract for defect |
| **Assigned To** | Unassigned |
| **Type** | Specify Defect or Enhancement |
| **Severity** | Specify the [Severity](#_Defect_Categorization_Severity) based on the definition |
| **Milestone** | QAs don’t fill out the field |
| **Build** | Specify the build number in which this issue was observed |
| **Category** | Specify the Upper-Level Component for the Product |
| **User-Defined List** | QAs don’t fill out the field |
| **Description** | Specify detailed steps to reproduce the scenario |
| **Configuration** | Provide a description of the system or environment configuration in which the test was ran |
| **Language** | Specify the language code, if the defect is applicable only to particular charset. |
| **State** | Specify according to the [defect workflow](#_Bug_Defect_workflow) |
| **Platform** | Specify platform on which test was run |
| **OS\_Version** | Specify operating system version on which test was run |

If defect present on all language except English – using XENG language. XENG can log for next defect type :

* English text
* Functional
* Misaligned button
* Corrupted text

If defect present on three or many language(but not for all) using MULTI language.

## Severity and Priority

Defect Severity indicates how serious the defect is and reflects its impact on the product and customers of product. Defect Severity is expressed by values: 1-critical severity, 2-major severity, 3-minor severity and 4-cosmetic severity.

|  |  |
| --- | --- |
| **Severity** | **Conditions** |
| 1 | * System crashes or hangs, data loss or date corruption in localized environment * Obvious failing functionality in localized environment * A major area of the application is affected and it is significant to business process |
| 2 | * Operational errors, wrong results or loss of product functionality in localized environment * Defect affects an area of functionality but there is work-around which negates impact to business process * Inability to enter localized characters or invalid processing of them * Invalid display of localized characters * No support for OS regional settings * Invalid encoding |
| 3 | * English text * Missing files * Missing control |
| 4 | * Clipped strings * Cosmetic defect * Misseligned * Untidy screen |

# Item Pass/Fail Criteria

Test case have two results : PASS and FAIL

PASS – when, after passing find no more 3 UI defects

FAIL – when , after passing find functional defect or many UI defects

# Suspension Criteria

Testing must be terminated when:

* New build doesn’t install
* New build doesn’t run
* New build is wholly or big part unlocalaized
* New build is wholly or big part doesn’t work correctly

# Test Deliverables

The following documents will be generated as result of these testing activity:

* Master Test Plan (This document)
* Individual Level Test Plan for all iteration of testing
* Test log for each iteration
* Test Report for each iteration
* Summary Test Report for all EMEA L10N testing

# Test Environment:

* + Server Platforms:
    - Microsoft Windows 8
    - Microsoft Windows 8.1 x64/x32
    - Microsoft Windows 7
    - Microsoft Windows XP
    - Microsoft Windows Server 2008 Enterprise R2
    - Microsoft Windows Server 2003 Enterprise
    - Microsoft Windows Server 2008 Enterprise
    - Microsoft Windows Server 2012 Enterprise
    - Microsoft Windows Server 2012R2 Enterprise
  + Client Platforms:
    - Microsoft Windows 8 x64/x32
    - Microsoft Windows 7 Enterprise x64/x32
    - Microsoft Windows XP Professional SP3
    - Microsoft Windows 8.1 x64/x32
    - Mac OS X 10.8
    - Mac OS X 10.9
    - Mac OS X 10.6
  + Test Browsers:
    - Microsoft IE 8.0, IE9.0, IE10.0 latest version
  + Database:
    - Microsoft SQL Server 2008 Enterprise SP1
    - Microsoft SQL Server 2012 (It depends on Jaguar’s support scope, currently not sure)
    - Sybase (Embedded DB)
  + **OS Languages:**
    - French
    - Brazilian
    - Czech
    - German
    - Italian
    - Polish
    - Russian
    - Spanish

On all OS must be install default IIS, start ‘Remote Registry’ services, turn off Windows Firewall, disable UAC.

# Responsibilities

Business Partner contacts

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Location** |
| Megumi Tsukada | Shared Eng. Services Bus. Partner | MTV, US |

I18N Team contacts

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Location** |
| Jun Wu | I18N PGM | MTV, US |
| Jenny Kang | I18N Dev Manager | MTV, US |
| Dennis Deng | I18N Dev | Beijing,China |
| Fergal Meade | I18N QA Manager | MTV, US |
| Wendy Yu | I18N QA | Beijing,China |

## 

Base Team Contacts

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Location** |
| Product Team | | |
| Leo Normington | FT Lead | MTV, US |
| Mark Janczura | QA Lead | MTV, US |
| Feature Team | |  |
| Puneet Kalra | Server QA Lead | MTV, US |
| Robert Zendejas | IMDP QA Lead | Culver City, US |
| Lutfy Derkaoua | vSIC QA Lead | Waltham,US |

L10N Team Contacts

|  |  |  |
| --- | --- | --- |
| **Name** | **Role** | **Location** |
| *Grainne Dowling(??)* | *L10N PGM* | *Dublin, Ireland* |
| William Song | APJ Dev | Chengdu,China |
| Paul Kelly | EMEA Dev | Dublin, Ireland |
| Joy Chen | APJ QA Lead | Beijing,China |
| Olha Lobutska | EMEA QA Lead | Lviv, Ukraine |

## Meetings

* I18N/Base/L10N meeting: TBD
* I18N QA/DEV meeting: 10:00Am every Thursday (Beijing Time)

## 

## 10.2 Test Status Report

* I18N team will send Weekly I18N Test Status Report on Thursday to base team and L10N team.

# Risk management

|  |  |  |  |
| --- | --- | --- | --- |
| **Issue/Risk** | **Impact**  **(L/M/H)** | **Probability**  **(L/M/H)** | **Mitigation Plan** |
| Lack of human resource | H | H | Only run regression cases and check new UI resizing issue of new feature. Major new feature will be covered by base team. According to risk level of features, adjust regression cases |
| Pseudo build is unavailable | H | M | Using English build on localized OS temporarily |

# Training Needs

If in team are new QAs they need training about Symantec Endpoint Protection. Also they need training about using MAC OS X.

# Approvals

The EMEA QA Lead must approve this plan.