

QA Activity - Report

QA Team: Team 8 (Aiza Bajwa, Alvin Ta, Minh Tran, Geon Kim, Sanjida Afreen)

Dev Team: Team 6

As a group, over a Zoom meeting, we ran Team 6's application and tested it mainly by referring to their big user stories. For each big user story, we started by testing the basics for workability and then delved deeper by testing for faults.

Please find below a detailed summary of all bugs/issues we found in Team 6's application **note: some fields that are left empty are purposefully left empty since the dev team is required to fill those out**. We have added them under Github *Issues* in a shorter, more concise form. Please find them at this link:

https://github.com/Miguel-Graham/EECS3311_Group_Project_Workspace/issues

Besides the detailed bugs/issues below, we also had a more general issue:

- We were unable to test the big user story "Customer Profile" with the admin credentials provided. So, after signing in as admin, we were unable to find the option to view and maintain previous, in-house and expected customer profiles.

BUG #1: Occurred when testing the big user story "Create Reservations"

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| Reported By | All members |
| Date Reported | 3/14/2023 |
| Program (or component) name | Hotel reservation |
| Release Number | 03/13/2023 -itr2 |
| Config: HW and SW | Running on Windows 11, Java Version 19.0.2 |
| Report Type | Coding Issue; Lack of Feedback to User; Exception |
| Can Reproduce | Yes |
| Priority: assigned by devs/proj. manager. | |
| <i>Problem summary: 1-line</i> | Reservation not made with empty fields |
| <i>Key words</i> | Display error message Crash |

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| <ul style="list-style-type: none"> • <i>Problem description and how to reproduce it</i> | <p>Problem:</p> <ul style="list-style-type: none"> - No error message outputted to user if he/she created reservation without filling in dates even though reservation isn't officially made - This problem also causes an exception and in the case of an executable file, it would cause it to crash to desktop <p>How to reproduce:</p> <ul style="list-style-type: none"> - Inputted empty fields for both date fields and clicked the "Create Reservation" button. |
| <i>Suggested fix</i> | Handle the exception correctly by creating a condition if the inputs are empty string to prompt an error message instead |
| <ul style="list-style-type: none"> • <i>Status: Tester fills this in. Open / closed / resolved</i> | Open |
| <ul style="list-style-type: none"> • <i>Resolution: project manager owns this</i> – <i>pending/fixed/Cannot reproduce/Duplicate/etc.</i> | |
| <i>Resolved by</i> | |

BUG #2: Occurred when testing the big user story "Create Reservations"

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| Reported by | All members |
| Date reported | 3/14/2023 |
| Program (or component) name | Hotel reservation |
| Release Number | 03/13/2023 -itr2 |
| Config: HW and SW | Running on Windows 11, Java Version 19.0.2 |
| Report Type | Coding Issue |
| Can Reproduce | yes |
| Priority: assigned by devs/proj. manager. | |

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| <i>Problem summary: 1-line</i> | Empty textboxes still result in a reservation being created |
| <i>Key words</i> | Empty fields First name Last name Address Reservation still created |
| <i>• Problem description and how to reproduce it</i> | Problem: <ul style="list-style-type: none"> - Reservation is still made even though first name, last name and address is not inputted How to Reproduce: <ul style="list-style-type: none"> - Input empty text (nothing) for first, last name and/or address and then click the “Create Reservation” button. |
| <i>Suggested fix</i> | Make required fields such that user can’t make reservation without these fields; popup a message asking them to fill out all required fields before clicking the button |
| <i>• Status: Tester fills this in. Open / closed / resolved</i> | Open |
| <i>• Resolution: project manager owns this – pending/fixed/Cannot reproduce/Duplicate/etc.</i> | |
| <i>Resolved by</i> | |

BUG #3: Occurred when testing the big user story “Search Reservations”

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| Reported By | All members |
| Date Reported | 3/14/2023 |
| Program (or component) name | Hotel reservation |
| Release Number | 3/13/2023 -itr2 |
| Config: HW and SW | Running on Windows 11, Java Version 19.0.2 |
| Report Type | Coding issue; Exception |

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| Can Reproduce | yes |
| Priority: assigned by devs/proj. manager. | |
| <i>Problem summary: 1-line</i> | Empty field results in exception |
| <i>Key words</i> | Reservation number Input Left Empty Exception |
| <ul style="list-style-type: none"> • <i>Problem description and how to reproduce it</i> | <p>Problem: If the reservation number is not provided (field left empty) and the "Search" button is clicked, it will cause an exception.</p> <p>How to Reproduce: After clicking the "Find" button in the top right corner of the home/main screen, on the new window that appears, leave the "Res. #" field empty and then click the "Search" button</p> |
| <i>Suggested fix</i> | Need an error message instead that pops up to handle exception correctly |
| <ul style="list-style-type: none"> • <i>Status: Tester fills this in. Open / closed / resolved</i> | Open |
| <ul style="list-style-type: none"> • <i>Resolution: project manager owns this</i> – <i>pending/fixed/Cannot reproduce/Duplicate/etc.</i> | |
| <i>Resolved by</i> | |

BUG #4: Occurred when testing the big user story "Search Reservations"

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|-----------------------------|--|
| Reported by | All members |
| Date reported | 3/14/2023 |
| Program (or component) name | Hotel reservation |
| Release Number | 03/13/2023 -itr2 |
| Config: HW and SW | Running on Windows 11, Java Version 19.0.2 |

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| Report Type | Design Issue; Lack of Information |
| Can Reproduce | Yes |
| Priority: assigned by devs/proj. manager. | |
| <i>Problem summary: 1-line</i> | Reservation list (showing all previous reservations) is not shown/displayed anywhere |
| <i>Key words</i> | No Display Need Information |
| <ul style="list-style-type: none"> • <i>Problem description and how to reproduce it</i> | <p>Problem:</p> <ul style="list-style-type: none"> - We can't see a list of reservations anywhere so how do we use the "Search" button? It requires users to memorise numbers because we don't know what reservation numbers are stored in the system. <p>How to Reproduce:</p> <ul style="list-style-type: none"> - Click the "Find" button from the home/main screen and you will see we are just left to search a "Res. #" without having a clue about what numbers are valid reservation numbers |
| <i>Suggested fix</i> | Create a display for the reservations that can be viewed at any time (or on the click of a button). This will give us an example of the input range needed to be inputted. |
| <ul style="list-style-type: none"> • <i>Status: Tester fills this in. Open / closed / resolved</i> | Open |
| <ul style="list-style-type: none"> • <i>Resolution: project manager owns this</i> – <i>pending/fixed/Cannot reproduce/Duplicate/etc.</i> | |
| <i>Resolved by</i> | |

BUG #5: Occurred when testing the big user story “Create Reservations” and “Update Reservation”

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| Reported by | All members |
| Date reported | 3/14/2023 |
| Program (or component) name | Hotel reservation |
| Release Number | 03/13/2023 -itr2 |
| Config: HW and SW | Running on Windows 11, Java Version 19.0.2 |
| Report Type | Coding Issue; Design issue |
| Can Reproduce | Yes |
| Priority: assigned by devs/proj. manager. | |
| <i>Problem summary: 1-line</i> | Output textbox information and formatting problematic |
| <i>Key words</i> | Incorrect Display Missing information Poor formatting |
| <i>• Problem description and how to reproduce it</i> | <p>Problem (3 main ones):</p> <ul style="list-style-type: none"> - The line that says “RoomType” has no description/information after it even though we made a selection during the creation of a reservation - The last name is in the same line as the header of “Customer=Profile”. - Services are not shown even though selected upon reservation <p>How to reproduce:</p> <ul style="list-style-type: none"> - Just create or update any reservation and look at that reservation displayed in the output textbox below |
| <i>Suggested fix</i> | <ul style="list-style-type: none"> - Display selection of service - Correct the print output by inserting ‘new lines’ accordingly - Make sure roomType is printed out as well as it is an important descriptor for the reservation. |

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| • <i>Status: Tester fills this in. Open / closed / resolved</i> | Open |
| • <i>Resolution: project manager owns this</i> – <i>pending/fixed/Cannot reproduce/Duplicate/etc.</i> | |
| <i>Resolved by</i> | |

BUG #6: Occurred when testing the big user story “Update Reservation”

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|--|---|
| Reported by | All members |
| Date reported | 3/14/2023 |
| Program (or component) name | Hotel reservation |
| Release Number | 03/13/2023 -itr2 |
| Config: HW and SW | Running on Windows 11, Java Version 19.0.2 |
| Report Type | Coding Issue; Design Issue |
| Can Reproduce | Yes |
| Priority: assigned by devs/proj. manager. | |
| <i>Problem summary: 1-line</i> | Phone number has no restriction on its length |
| <i>Key words</i> | No restriction for input Phone number |
| • <i>Problem description and how to reproduce it</i> | <p>Problem:</p> <ul style="list-style-type: none"> - For update reservation, the phone number has no restriction on its length unlike for creating a reservation on the home/main page. It makes sense for the same restrictions to apply also for when updating a reservation. <p>Reproduce:</p> <ul style="list-style-type: none"> - Click the “Find” button on the main screen in the top right corner, search a valid reservation number, type in any |

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| | number shorter/greater than 10 digits (ex. '911') into the "Phone Num" input field and then click "Update Reservation". You will see that this modification was allowed. |
| <i>Suggested fix</i> | <ul style="list-style-type: none"> - Bound the length of the phone number in the same manner as for the "Create Reservation" button. - Upon incorrect input, prompt an error message to users to enter a specific number of digits. |
| • <i>Status: Tester fills this in. Open / closed / resolved</i> | Open |
| • <i>Resolution: project manager owns this</i> – <i>pending/fixed/Cannot reproduce/Duplicate/etc.</i> | |
| <i>Resolved by</i> | |