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Manipal Global Skills Academy

Software Testing Day 4 – Defects

Notes

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21°C Haze 00:18 18-11-2024 ENG

This screenshot captures a Microsoft Edge browser window displaying a presentation slide from Manipal Global Skills Academy. The slide is titled "Software Testing Day 4 – Defects". On the right side of the slide, there is a "Notes" sidebar. The taskbar at the bottom of the screen shows various pinned icons, including File Explorer, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft OneNote, Microsoft Edge, and Microsoft Teams. The system tray indicates the date as 18-11-2024, the time as 00:18, the temperature as 21°C, and the weather as Haze.



Agenda

- Common problems in software development
- Why software has bugs
- What is Software testing
- What is quality
- Testing objectives
- Testing principles
- What are errors, bugs, defects, mistakes, false and flaw
- Software testing life cycle (STLC)



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Common problems in software development

- Bugs, broken code, & technical debt
- Premature optimization
- Complicated new technologies
- Poor communication
- Unrealistic deadlines
- Inadequate testing
- Scope Creep

Notes



Why software has bugs

- Miscommunication or no communication
- Software complexity
- Programming errors
- Changing requirements
- Time pressures
- Poorly documented code
- Software development tools
- Obsolete automation scripts
- Lack of skilled resources

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What is software testing

- Software quality Assurance (testing) is the process to find errors in a software application with the aim to deliver a quality product to the customer
- Process of verifying a system with the purpose of identifying any errors, gaps or missing requirements versus the actual requirement.

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Objective of Software testing

- Preventing defects by verifying requirements are implemented completely and correctly.
- Testing early in the life cycle by reviewing requirement documents.
- Finding defects. E.g. .Integration Testing System Testing ,Regression Testing to detect defects at all levels.
- To make software predictable in nature. E.g.: software is behaving as per requirements
- To reduce cost of overall software development process. E.g.: Testing the software relatively early in the life cycle reduces the cost of development
- Retention of customers by gaining confidence about the level of quality. E.g. Acceptance Testing

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Why testing is necessary

- **Loss of Money . Example :** A company loses contract because an advertised business logo didn't display correctly
- **Loss of Time . Example :** delay in response from eCommerce site
- **Loss of Business Reputation. Example :** A company's image spoils by delivering products to wrong address as database does not store the information correctly
- **Injury or loss of Life .Example :** Malfunction of switching in a railway line caused trains to collide

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Types of software testing

Types of testing

- Functional testing
- Non-Functional testing

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Software Testing Objectives

- Identification of Bugs and Errors
- Quality Product
- Justification with Requirement
- Offers Confidence
- Enhances Growth

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Software Quality

Fundamentals of Software Quality

- **Quality**
- **Quality Views**

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What is Quality

- Consistently meeting customer needs in terms of
- Requirements
- Cost
- Delivery schedule
- Service
- It is the process of meeting the customer requirements first time and every time, which is fit for use to perform its intended functions, with reasonable cost and within time

Notes



What is Quality

- High levels of user satisfaction and low level of defects often associated with low complexity: Tom McCabe
- Quality is another name of consistently meeting customers requirements, cost delivery schedule and services offered
- Quality must be measurable and should predictable
- Quality must be well defined and should be Quantified
- Quality objectives should be achievable and traceable

Notes



Software Quality

- Aim at customer delight
- Have measurable objectives
- Understand requirements accurately; have a through traceability of ALL requirements Implement the plan-do-check-act cycle in each phase
- Detect and remove defects as early as possible: prevention is better than cure Systematic change control and version control must exist
- Follow easy to use standards/conventions for naming, commenting, coding and documentation Start with compiling and analysing simple metrics

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Customer's Views

- **Delivering the right product**
- **Satisfying customers needs**
- **Meeting the customers' expectations**
- **Treating every customer with integrity, courtesy, respect**

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Supplier's Views

- Doing the right thing
- Doing it the right way
- Doing it right the first time
- Doing it in time

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Software Quality

ISO/IEC 25010:2011 Software Quality Model



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What is Software application and types

- A software application is a computer program designed to carry out a specific task other than one relating to the operation of the computer itself, typically to be used by end-users
- Types of software applications
- Web based application - A web application is application software that is accessed using a web browser. Web applications are delivered on the World Wide Web to users with an active network connection. Examples : Amazon, Flip Kart , Facebook
- Desktop based - Desktop applications are software programs run locally on computer devices. They aren't accessible from a browser, like web-based apps, and require deployment on a personal computer or laptop. Examples : Microsoft Office applications , calculator , media player
- Mobile based - A mobile application, most referred to as an app, is a type of application software designed to run on a mobile device, such as a smartphone or tablet computer



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Types of Organizations in MNC's

Two types of organizations

- **Product based - Organization that develop and produce products and provide services to clients**

Examples – IBM , Microsoft, HP.

- **Service based - Organization that provide services to clients.**

Examples – Capgemini , Mindtree , Infosys.

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Project and Team Members

Team	Members
Project Management Team	Project Manager Project Coordinator
Business Team	Business Analyst / Business Systems Analyst
Architecture Team	Software Solutions Architect Systems Network Engineer Database Architect
Database Team	Database Developer
Development Team	Software Developer , Dev lead / Dev manager
Testing Team	QA Tester , QA Lead, QA Manager. Automation Tester/Manual tester/Performance/Security tester
Support Team	Technical Analyst Systems Analyst Database Administrator (DBA)

Notes





Project and Team Members and Artifacts

Team	Members	Artifacts / Deliverables
Project Management Team	Project Manager Project Coordinator	Project Charter Project Plan
Business Team	Business Analyst / Business Systems Analyst	BRD/SRS/FRS/DLR
Architecture Team	Software Solutions Architect Systems Network Engineer Database Architect	Architecture Blueprint (ABP) High Level Architecture Data Model
Database Team	Database Developer	Design Databases
Development Team	Application / UI Developer Systems Developer	Develop Code
Testing Team	QA Tester Automation Tester	Test Strategy / Test Plans Test Cases/Defects Reports
Support Team	Technical Analyst Systems Analyst Database Administrator (DBA)	Implementation Checklists Reports

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Testing Principles

- Testing shows presence of defects
- Exhaustive testing is not possible
- Early testing
- Defect Clustering
- Pesticide paradox
- Testing is context dependent
- Absence of errors fallacy

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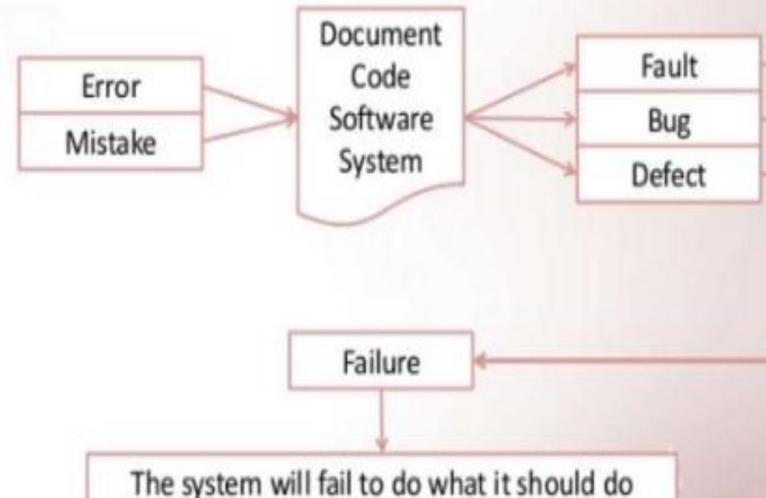


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Errors, bugs, defects, mistakes, Failure

Causes of Software Defects



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ERROR / MISTAKES

What is an Error or Mistake?

Error is a human action that produces an incorrect result. It is deviation from actual and expected value.

The mistakes made by programmer is known as an 'Error'.

This could happen because of the following reasons

- Some confusion in understanding the requirement of the software
- Some miscalculation of the values Or/And Misinterpretation of any value, etc.

It represents mistake made by people and Mistake in the program error.

Notes



Types of Errors

- **User Interface Error**
- **Error handling error**
- **Syntactic error**
- **Calculation**
-
- **Flow control error**
- **Testing errors**
- **Hardware errors**

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User Interface Errors

System message

Error #FA1495JVLS

OK

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Error handling error

The resource cannot be found. - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost/ErrorSample/Trial.aspx

Server Error in '/ErrorSample' Application.

The resource cannot be found.

Description: HTTP 404. The resource you are looking for (or one of its dependencies) could have been removed, had its name changed, or is temporarily unavailable. Please review the following URL and make sure that it is spelled correctly.

Requested Url: /ErrorSample/Trial.aspx

Version Information: Runtime Build:1.0.2914.16; ASP.NET Build:1.4000.2914.16

Done Local intranet

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Error handling error

Mozilla Firefox

File Edit View History Bookmarks Tools Help Related Links

localhost/Error/syntax.php Yahoo

http://localhost/Error/syntax.php

Parse error: syntax error, unexpected T_ECHO, expecting ';' or ';' in C:\xampp\htdocs\Error\syntax.php on line 4

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Syntactic Errors

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Syntactic Errors

Common errors:

- missing semicolon or brace
- mis-spelled type in declaration

One mistake can cause an avalanche of errors

- because compiler can't recover and gets confused

```
main () {  
    int i ← missing semicolon  
    int j;  
    for (i = 0; i <= 10; i++) {  
        j = i * 7;  
        printf("%d x 7 = %d\n", i, j);  
    }  
}
```

15-4

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Syntactic Errors

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    }  
}
```

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Syntactic Errors

```
public class Main {  
  
    public static void main(String[] args) {  
        int a = 5.5;  
    }  
}
```

Required type: int
Provided: double
Cast to 'int' More actions...

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Syntactic Errors



Notes



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Calculation Errors

Percentage Error

$$\text{Percentage Error} = \frac{|\text{Measured Value} - \text{True Value}|}{|\text{True Value}|} \times 100$$

Percent error is the difference between the measured value and the true value, as a percentage of true value.

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Calculation Errors

$$E_n = \frac{x_{Lab} - x_{Ref}}{\sqrt{U_{Lab}^2 + U_{Ref}^2}}$$

$$E_n = \frac{9.99993610 - 9.99993365}{\sqrt{0.000028^2 + 0.00000044^2}}$$

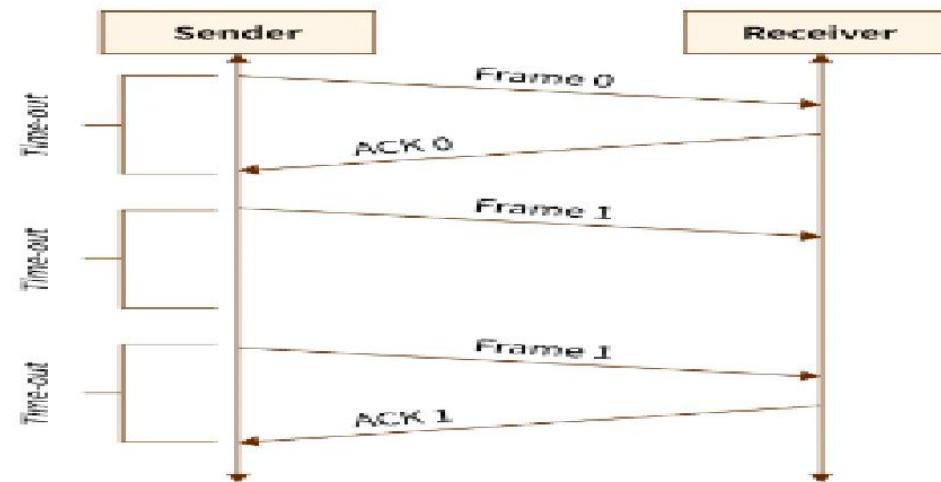
$$E_n = \frac{0.00000245}{0.000028}$$

$$E_n = 0.09$$

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Flow control errors



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Testing errors

- **Data handling errors**
- **Verification of fixes**
- **Cross browser compatibility**
- **Database issues**

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Hardware errors

:(

Your PC ran into a problem and needs to restart as soon as we're finished collecting some error info.

XX% complete

For more info about this issue and possible fixes, visit <http://windows.com/stopcode>

If you call a support person, give them this info:

What failed: AcmeVideo.sys
Stop Code: PAGE_FAULT_IN_NONPAGED_AREA

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Hardware errors

A problem has been detected and Windows has been shut down to prevent damage to your computer.

UNMOUNTABLE_BOOT_VOLUME

If this is the first time you've seen this error screen, restart your computer. If this screen appears again, follow these steps:

Check to make sure any new hardware or software is properly installed. If this is a new installation, ask your hardware or software manufacturer for any Windows updates you might need.

If problems continue, disable or remove any newly installed hardware or software. Disable BIOS memory options such as caching or shadowing. If you need to use Safe Mode to remove or disable components, restart your computer, press F8 to select Advanced Startup Options, and then select Safe Mode.

Technical Information:

*** STOP: 0x000000ED (0x80F128D0, 0xc000009c, 0x00000000, 0x00000000)

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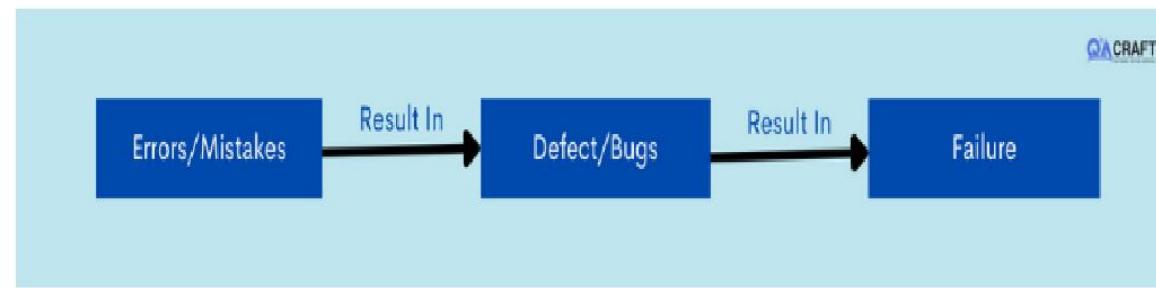
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Bugs

A simple diagram makes you understand.



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Bugs

A bug is the result of a coding error.

An Error found in the development environment before the product is shipped to the customer.

A programming error that causes a program to work poorly, produce incorrect results or crash.

An error in software or hardware that causes a program to malfunction.

A bug is the terminology of Tester.

Notes

Bugs

Wrong coding

Wrong coding means improper implementation.

Missing coding

Here, missing coding means that the developer may not have developed the code only for that feature.

Extra coding

Here, extra coding means that the developers develop the extra features, which are not required according to the client's requirements.

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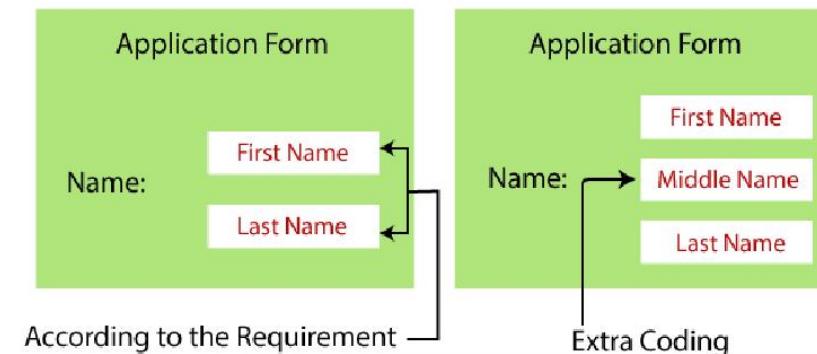
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Bugs



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Defects

**fect: the user cannot log in to a website, or the search option is not working, and a high-priority k
ashes or hangs**

ect : Screen alignments, section divisions, string truncations, translation issues, the color of the te

defect : When the application takes a long time to load a screen, and the screen navigation in the tc.

defect : When software behavior is inconsistent among different operating systems and multiple

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Functional defects

Review trip itinerary (United) x

Secure | https://www.united.com/uai/en/us/flight-search/book-a-flight/reviewflight/reviewtripitinerary

UNITED United States | English Saved trips Contact us MileagePlus: Sign in or join

① Review ② Traveler ③ Seats ④ Payment

Review trip itinerary

Trip summary View checked baggage charges

Sun, Jul 22, 2018

Sun, Jul 22 7:25 am → Mon, Jul 23 8:50 am 1 Connection 16h 25m total

San Francisco, CA, US (SFO) Copenhagen, DK (CPH)

SFO to YYZ UA 8514 Boeing 737 MAX 8 Operated By Air Canada

YYZ to CPH UA 8524 Boeing 777-300ER Operated By Air Canada

1 adult (18-64) 272.91 This price

Canada Airport Improvement Fee
Canada Harmonized Sales Tax
U.S. Transportation Tax
September 11th Security Fee
U.S. Passenger Facility Charge
Germany Airport Security Charge
Germany Passenger Service Charge
U.S. Immigration User Fee
U.S. Customs User Fee
U.S. APHES User Fee
U.S. Transportation Tax
Denmark Passenger Service Charge

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Functional defects

The screenshot shows the ThredUp website homepage. At the top, there's a banner with "FREE Shipping over \$79 and Easy Returns now!" and a promotional code "Get 20% off with code WELCOME20". Below the banner is the ThredUp logo and a search bar containing the text "Search: J Crew, or \$100 Black Denim, or Ann Taylor Tops". A yellow circle highlights this search bar. The main navigation menu includes "DRESSING ROOM", "WOMEN", "KIDS", "BLOG", and "CLEAR OUT". Under "WOMEN", sub-categories like "Clothing", "Premium", "Designer", "Maternity", "Plus", "Juniors", "Blacks", "Handbags", "Accessories", and "Plenty" are listed. Two large images are displayed: one of a woman holding a pink jacket with the text "NEW WITH TAGS UNDER \$30", and another of a woman hanging clothes with social media sharing icons. A "Notes" section is visible at the bottom right.



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Cosmetic defects

The screenshot shows a user interface for a service, likely related to proxy or decaptcha settings. A red box highlights several UI elements:

- Decaptcher Settings**: Contains two checkboxes: Use Decaptcher and Use DeathByCaptcha. The second checkbox is partially obscured by the first.
- Use Proxy**: Contains two checkboxes: Use Public Proxies and Use Private Proxies. These are also partially overlapping.
- Email Accounts**: Contains two checkboxes: Use [REDACTED] Email Accounts and Use [REDACTED] Email Accounts. The second checkbox is also partially obscured.

A red arrow points from the text "Both are Check Boxes, but the 2nd one doesn't show, Fonts are changed, Overlapping" to the overlapping checkboxes.

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Cosmetic defects

The screenshot shows a mobile application interface with a dark theme. At the top, there are three tabs: 'Shubha-slack/Testing-Learning', 'Lumen', and 'PDF to JPG Converter | Convert'. The main content area displays a search result for 'Rio hermosa' at 'Current location'. The results are sorted by relevance, showing 119 entries. Each result includes a thumbnail image, the name, reviews (indicated by a star icon), address, and distance from the user's location. The results include:

- Cabanas Terrazas del Campanario**: 0 reviews, 24 mi, Specialty Lodging
- Parque Nahuelito**: 1,058 reviews, 22 mi, Nature & Parks
- Complejo Turistico Gaucho Huemul**: 0 reviews, 24 mi, Specialty Lodging
- Gran Hotel Panamericano Bariloche**: 72 reviews, 21 mi, Hotel
- II Gabbiano**: 565 reviews, 21 mi, Italian, Mediterranean

At the bottom of the screen, there are several navigation icons: Search, My Trips, Post, Timeline, and Map. A 'Notes' section is visible on the right side of the screen. The taskbar at the bottom shows various pinned apps and system status indicators.



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Perfomance defects

Pages	95th percentile response time (s)
Home Page	3.1
Registration	4.6
Disputes Page Load	3.3
Booking a Ride	3.9

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Perfomance defects

Response Time (s)	variance from SLA	Severity
≥ 3.3 and ≤ 3.8	15%	Minor
≥ 3.9 and ≤ 4.3	16% to 33%	Major
≥ 4.4 and ≤ 4.8	33% to 50%	Critical
≥ 4.9	>50%	Blocker

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Failures

A failure that occurs when the user perceives that the software has ceased to deliver the expected result with respect to the specification input values.

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Failures

Case #1: St. Mary's Mercy Hospital

Case #2: National Health Service

Case #3: Air Traffic Control in LA Airport

Case #4: Toyota

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STLC

Requirement Review

Test Planning

Test Design

Test Execution

Defect Management & Regression

Sign Off

Notes



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STLC - Requirement Review

- Gathering Requirements
- Working with a Requirement Review Log
- Attending Requirement Review Sessions
- Requirement Testability Assessment / Analysis
- Handing Q & A with SMEs
- Building Test Scenarios

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STLC - Test Planning

- Building a Test Strategy Vs Building a Test Plan (the difference)
- Test Plan Walkthrough (review session)
- Handling Feedback
- Getting Sign off on Test Plan
- Planning Test Environment Readiness
- Planning Test Data Readiness
- Test Effort Estimations and Cost Budgeting
- Resource Planning and Onboarding
- Building Test Schedules

Notes



STLC - Test Design

- Importance of reviewing Test Scenarios with BSA
- Building Test Cases
 - *Excel*
 - *ALM (Application Life Cycle Management) – You can import Excel Test cases in ALM*
 - *Zypher – You can import Excel Test cases into Zypher*
- Building RTM (*Requirement Traceability Matrix*) for Test Coverage
- Review Test Cases with SME/BA/DEV
- Test Data Readiness for Test Cases
- Understanding the totality of Test Data required for Test Cases
- Updating Existing Test Cases
- Building Test Execution Plan and Test Cycles
- Allocation of Test Execution Tasks to Testers
- Reporting Progress to Project Team

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STLC - Test Design- Test Cases (Positive & Negative Tests)

Test Step	Action / Test Description	Expected Result	Actual Result	Result (Pass/Fail)
1	Open Salesforce.com in Chrome Browser	Should be able to open the URL as expected	(Document only in Test Execution Phase)	
2	Click on Login Link	Should display the login page	(Document only in Test Execution Phase)	
3	Enter Username	Should be able to enter username	(Document only in Test Execution Phase)	
4	Enter Password	Should be able to enter password Password should not be displayed	(Document only in Test Execution Phase)	
5	Verify Error Message	Should show Error <i>Please check your username and password. If you still can't log in, contact your Salesforce administrator.</i>	(Document only in Test Execution Phase)	Notes



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- **Sanity Test Cycles (Handing Suspension and Resumption)**
- **Handing SIT Cycles / Regression Cycles**
- **Reporting Defects**
- **Defect Triage Meetings with Dev & BAs**
- **Test Status Meetings**
- **Retesting Defect Fixes**

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STLC - Test Execution

- **Sanity Test Cycles (Handing Suspension and Resumption)**
- **Handing SIT Cycles / Regression Cycles**
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- **Test Status Meetings**
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Notes



STLC - Test Closure

- **Sending a SIT Sign off**
- **Building a Test Closure Report**
 - **Overview of Test Cycles Executed**
 - **Number of Defects Reported, Fixed, Retested and Closed**
 - **Defects Deferred**
 - **Plan for Deferred Defects (when will it be fixed)**
 - **Variance to Planned vs Actual Milestones (Justification)**
 - **Exit Criteria Checklist**
- **Sign off on Test Closure Report**

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Lab Session

- Identify the defects in the below mentioned applications.
- <https://demo.applitools.com/>
- <https://www.saucedemo.com/>

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