# TEST INCIDENT REPORT: F005 (Delete Existing User)

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| Incident report identifier | |
| Scope | The scope of this Test Incident Report is on any incident occurred based on Test Procedure executed on Door Access System via Fingerprint with GSM (ST\_ReSMART\_1.1) v1.1 and Delete Existing User (F005) in which took place during Test Execution only. |
| References | ReSMART\_TPS\_5\_1.0.0  ReSMART\_TL\_5\_1.0.0 |

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| Test Incident Number: | | TIR-00-005 |
| Summary | | |
| System does not react as according to the Test Case specified whereby the system failed to read the account type in the function cash deposit of money market because of invalid account type | | |
| Date and Time Incident: | | 04/12/16 |
| Context: | | Automated Teller Machine System  (ATMS\_1.1) |
| Description of Incident | | |
| Test Procedure: | TP-05-003 | |
| Test Data: | Press “Enter” after input 20 digit to deposit | |
| Expected Result: | System is success to deposit | |
| Actual Result: | Failed which is invalid account type | |
| Unexpected Outcome: |  | |
| Procedure to reproduce the incident | 1. Insert card 2 2. Choose deposit 3. Choose money market 4. Input digit 20 to deposit [TC-06-008] | |
| Test Environment | Prototype – ATM machine Software Testing & Maintenance | |
| Attempt to repeat | Procedure done 3 times continuously after incident 1st discovered. Same result emerged. | |
| Tester’s Name | Nabila Zainal | |
| Observer’s Name (witness) |  | |
| Status of Incident | | |
| Open Assigned for Resolution Retested with the fix confirmed  Approved for Resolution Fixed | | |
| Impact | | |
| Mission Critical : Application will not function or system fails  Major : Severe problems but possible to work around  Minor : Does not impact the functionality or usability of the process is not according to requirements/design specifications | | |
| Priority | | |
| Immediate : Must be fixed as soon as possible  Delayed : System is unstable but incident must be fixed prior to next level of test or shipment  Deferred : Defect can be left in if necessary due to time or costs | | |
| Description of the corrective action | | |
| To discuss with the developer on fixing the cash deposit module. Developer shall fix the system to display the success of deposit and print the receipt | | |