

NEWTEK® BETA TESTING GUIDE

NewTek Inc. stands proudly among the pioneers of both desktop and portable live production systems. We are extremely grateful for your patronage and support, and especially appreciate your feedback. By this means we are able to extend the development environment right into your installation. This makes you part of the team, and a very valuable resource to us. (Of course, we're glad to do our share too. NewTek strives hard to live up to its excellent reputation for product support and customer service.)

Bug Reports and Timeout
Beta software 'times out' after a predetermined period. Please give evaluation of this product a high priority.
If you discover *any issue*, please report it to us immediately at the URL below:



<https://fogbugz.newtek.com/default.asp?pg=pgPublicEdit>

GREAT FEEDBACK

Here are some tips for testing and reporting. First, broadly speaking we can say that (unlike a lot of other things in life) software is not 'arbitrary'. Given a specific order of events and identical environment, it does the same thing every time. Generally, a good report makes it possible for us to reproduce what you have seen – and in turn, resolve it.

When an error does occur – if you can – stop what you are doing right away rather than continuing operations. Initially, don't even attempt to fix the problem or even reproduce it. Instead, take a thorough look at the screen, noting *anything* unexpected. Then try to recall and jot down the exact steps that produced the error (or unexpected result). After that, close and re-start the system, and try to provoke the identical problem again, by repeating the steps you noted while it is still fresh in your mind. If you realize you've missed a step, or could describe it in more detail, add that to your notes.

As you list your steps for a report, remember that there are often multiple ways to perform an action. For example - you might do something using a Control Surface button, instead of a similar button on the screen. When you specify *exactly which method you used*, we can look in the right place for the problem and its solution

Misunderstandings occur easily, so *please* be painstakingly specific. For example, if you refer to "the button", we may be wondering which button? Or if you make reference to "the monitor", it may not be clear whether you mean one of the onscreen monitors, the external computer monitor, or a tv monitor connected to TriCaster's video output.

Often it helps if you not only report 'an error', but also precisely what you expected to happen instead. (It happens occasionally that we have a different notion of what is supposed to occur.) We'd much rather have too much information than too little. Before submitting a report, read it over a few times. Double-check for accuracy, completeness, and clarity. If you can methodically follow the steps you listed to the letter reproduce the same error result, it's likely a great report.

FEATURE REQUESTS

We very much appreciate your ideas and feedback. Please clearly identify 'Feature Requests' as such in their Title field, to ensure they are routed properly. It is especially valuable when you can explain *what you are trying to achieve* (rather than simply suggesting, for example, a UI change) – though we also want to hear your thoughts on *how* it might best be achieved.

SUBMITTING REPORTS

Use the following address for bug reports: <https://fogbugz.newtek.com/default.asp?pg=pgPublicEdit>

For further questions or concerns, contact our Quality Assurance personnel at qa@newtek.com