

## **Working Prototype Known Problems Report, UCSC Tutor App, 11/30/15**

### **Functions not working correctly**

- Occasionally, the list of users to message will show each user twice. The cause is unknown, although we suspect it may be caused when the user tries to access the messaging list too fast (before the client is able to start). This is uncommon, but has happened a few times.
  - One possible method of resolution would be to display a progress bar while the Messaging Client is starting. We attempted to do this in the beginning of the quarter, but ran into problems with the progress bar never disappearing.
  - sometime when this occurs and you are already within a chat and chatting with someone, it will not send any messages, and if you go to their profile preview, it will be null and show a generic profile.
- Reviews can also sometimes be submitted twice despite code implemented to specifically avoid this
  - This is due to saving review objects using background threads in order to avoid locking the ui. If it is the first time the user has created a review and the save in background thread takes too long, the user can then submit a second review that won't overwrite the first review as intended
  - This can also lead to erroneous values for the number of reviews
- Search will occasionally crash due to unknown causes. We have attempted to debug, but the errors all have to do with Parse, and believe it is related to issues on Parse's end.
- Search and profile view will occasionally take a long time to perform the query to Parse (~10 seconds). Again, we believe this has to do with Parse being slow temporarily.
- When switching between user account types (from Tutor to Student, and vice versa), if one does not close the app, it will display the UI for the type of user that they are switching from
  - This is not really much of an error, since users must have a valid @ucsc.edu email to sign up. This means users will not be able to trigger this error anyways. If we develop a system for users to switch between being users and students within the same account, this issue will be completely irrelevant
- If you are a student, your review average should not show up on the page. This is implemented to be that way, however there are times where it will randomly freeze with the averages showing and after a while it will go away by it self. The cause is unknown and it again might be due to parse's response time.

- You are able to view and edit another person's schedule but it won't affect their schedule, only your own schedule.
  - This is due to the schedule editor working off the current user and not a user passed into it, can be fixed with some refactoring of the code to completely work off users passed into the activity
- Another schedule related bug is, you have to press a button twice in order for the color of the button change. however the first time pressed is when it actually changes value of the button (true false). in other words, pressing the button twice sets the value back to the original value but with the wrong color.
- One can theoretically create an infinite stack of activities as the messaging app lets the user view a profile and the profile view page lets the user create a new messaging activity and so on