**Test assignment**

Thank you for participating in our recruiting test.

The test is based on a real-life case from our testing department. Your computer does not need to fulfill any special requirements apart from access to the internet.

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Our daily work as testers requires us to be able to handle problems that we are unfamiliar with and whose technical underpinnings are not necessarily known to us. The objective of the test is to ascertain your ability to identify the relevant information, research any knowledge gaps that may exist and provide a solution based on structured and evidence-based analysis. To that end, you are presented with two issues, that you are likely to be unfamiliar with.

No specialist technical knowledge is required; if you do have insight into the technical background of the issues, please make sure to provide independently sourced evidence for any claims you make.

You now have three hours to submit your solution. Please read the instructions carefully and answer all questions given. Do not forget to answer in the form of an email as explained in more detail below.

All independently used resources are allowed.

**Test case**

Your colleagues from the support team contact you with a problem. A customer called them with an error message raised by think-cell. The error message is ERROR\_FILE\_EXISTS. It refers to a line in our source code, which calls the Windows API function GetTempFileName. The user noted that he doesn’t have administrator rights. You look into our automatic error reporting database. It turns out that this error never occurred for any other customer, but for this customer, it occurs very frequently. The user also says that he thinks it’s related to a Clipboard manager tool that he is using, because he always uses this tool. And furthermore this seems to happen with some Windows Server versions but not with others. One of the customer’s colleagues thinks the error message is caused by a registry error and suggests to use a tool to repair the registry.

Please provide us with a clearly structured account of the problem. Make sure that your answer will enable your colleagues to make immediate use of your findings.

Please address the following aspects to an appropriate extent:

* What could be the cause of the problem?
* What do you think about the suggestion of the customer’s colleague?
* What advice can you give to your colleagues? If you provide more than one solution please sort them by importance.

**Our customer has an additional problem.** He writes:

„Sometimes a little exclamation mark appears next to texts in labels, sometimes it doesn’t. This is very annoying, can you let me know how to turn that feature off?”

Please take a look at [this pdf-file](https://static.think-cell.com/recruitingtest/slide_with_exclamation_marks.pdf).

You will see two charts. On the left you see the chart as it looks right after being inserted by the customer. This chart does not show any exclamation marks or warnings, as they are called in think-cell.

On the right side you see the chart after the customer edited it. As you can see, sometimes warnings are added and sometimes they are not, even though the label text was edited.

Can you provide your colleagues with an explanation for this behavior? Again, please provide us with a clearly structured account of the problem.

* Please try to infer from the attached example at least a total of three of the rules think-cell implicitly uses to decide when to add/not to add a warning.
* Please provide your colleagues with a clearly structured presentation of these rules (as a text, as a table etc.) Please note that this presentation will be sent to the customer and should immediately make them understand the rules, so make sure to explain them very precisely.
* Can you think of any arguments to why it would be advisable to have/not to have this feature?

Please present your thoughts on both problems in an email to your colleagues.

Make sure to:

* Include all (technical) information that is necessary to understand the problems or to further investigate them.
* Include all sources (websites etc.) used.
* Include the results of your own analysis instead of only referencing the information you found.
* Take into consideration all relevant information given and point out which information is irrelevant for which problem and why.

Please remember to proofread your text, because the quality of your language is also evaluated.

Good Luck!

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