



AUT UpStage Team <aut.upstage.team@gmail.com>

github notes

3 messages

helen varley jamieson <helen@creative-catalyst.com>

8 November 2014 at 22:44

Reply-To: helen@creative-catalyst.com

To: AUT Team <aut.upstage.team@gmail.com>

Cc: Vicki Smith <digitalsmith@clear.net.nz>

hi team,
great to see that some of the bugs are getting closed off on github :)

however please remember that it's very important to give details of what you've done to fix the bug - as much details as possible - since this is vital information for us when we are testing & checking, & also for future developers & student teams in case bugs crop up again or turn out not to be fixed after all (which unfortunately does seem to happen!).

thanks,
h :)

—

helen varley jamieson

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AUT UpStage Team <aut.upstage.team@gmail.com>

11 November 2014 at 11:11

To: Helen <helen@creative-catalyst.com>

Cc: Vicki Smith <digitalsmith@clear.net.nz>

Hello Helen and Vicki,

Since our last regression test, we have found many issues from different testing scenarios.

We are experiencing the same situation as you described.

An example of this situation was the day I looked into "different backdrops appeared to different players/audiences on the stage". I contacted Anne regarding such issue, she told me to check if this is a version issue. Anne thought this issue had been resolved since V3 release. Eventually, James had to contact Vanessa. Then we were informed the issue was not resolved.

Anne also agrees that such issue embedded in the new product quite concerning the quality of our work. Such issue will also be obstacles in our future research if we can't resolve it gracefully.

In my opinion, it is better to highlight the unresolved issues than close them. I will definitely put this as one vital criteria in our QA processes in the future. I would encourage the team members to use Github as our track log. (the log is the most current record of all the issues)

May I also make a suggestion on commenting the issues on Github?

Is it possible to recall the last few steps of your commands on the stage, for each player? If there was some other bugs happened before the situation?

My guess of our server concurrency: all client-side computers need to send requests to the server. Then the server handles the requests. If there other issues happened before the issue, the previous bug may be worth looking into first. In such way, we may be able to eliminate sequential problems (a bug is caused by another one).

This is the last week of university exam week.

I will be away from New Zealand for 3 weeks. I will use this bit of time to discuss with some other developers regarding how to perform testing properly. I will return back to Auckland on 8th/9th of December.

Thank you for your patience and testing results.
We will use the summer time to find out the causes at our best.

Sincerely
Yue

helen varley jamieson <helen@creative-catalyst.com>
Reply-To: helen@creative-catalyst.com
To: AUT UpStage Team <aut.upstage.team@gmail.com>
Cc: Vicki Smith <digitalsmith@clear.net.nz>

11 November 2014 at 11:35

hi yue,
thanks very much for this & for continuing to look into these frustrating tricky bugs!

we will definitely try to give as much information on github, including if possible the steps taken immediately before the bug occurs. this isn't always easy, as if we are rehearsing we are focused on the work & don't always remember just what things we've done. or we might not realise exactly the moment at which the bug happens, or it may happen differently for different players (such as avatar voices dropping out - lately this seems to happen all at once for everyone, but often it happens for one player & not others). also, it's often me who is writing up bugs that others have reported, & i can only give the details i've been given. but we will re-impress on everyone to give as much detail as possible, and to log bugs directly themselves if they can.

i am starting to have a bit more time myself, & i'll be back at home in munich at the end of the month which will make it easier for me to do some more testing. i'm also probably going to be doing another residency at the university of the creative arts in the uk in february - i did one there last march & they installed UpStage, so i'm going to ask them to update the installation to the latest version, & then will be able to do further testing on a different server, which may help to identify whether some things are server issues.

h :)

[Quoted text hidden]

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