

Acceptance Testing (Functional and Cross-platform Testing) of a Presentation Software Solution

Customer

The customer is a presentation software distributor.

Company	<i>Software Provider</i>
Country	<i>Germany</i>
Business Domain	<i>Multimedia Software</i>
Services Used	<i>Quality Assurance</i>
Cooperation Model	<i>Independent Software Testing and Quality Control</i>
Duration	<i>4 months</i>
Efforts	<i>4 man-months</i>

Project

The product is a software solution for presentation of user-specific information. It can be used for creating and managing play lists, defining and creating new templates of transmission formats, and storing marquees information.

By its type, the product is a client/server application. The back-end of the application is installed on WinXP. Its task is to administer Linux-installed multimedia terminals.

The usage domains of the product are advertising and hotel management.

Challenge

The functionality of the product directly depended on the hardware installed on the machine running the product.

The product passed through multiple redesign and redevelopment phases, which resulted in its overall instability.

Solution

Since many solutions were generated at the hardware level and the functionality under test directly depended on the hardware installed, the A1QA test team employed different types of hardware (network cards, TV tuners, etc.) to upgrade the quality of testing.

Our test engineers took into account that Linux is a very flexible operating system in terms of hardware settings and thus managed to uncover peculiarities in software operation caused by the low-level equipment settings. As a result, the test team could evaluate the quality of the product from different perspectives, and the development team elaborated ingenious solutions to the available problems.

One of the main objects of quality assurance was to assist the development team in reproduction of defects uncovered and reported by end users in previous versions.

The test schedule was generated with a due account for the pre-release instability of the product, which allowed the QA engineers to complete testing within the shortest period possible and meet very tight deadlines before the exhibition where the product was to be showcased.

The difficult and complex functionality of the project required close and consistent cooperation of all QA team members.

Technologies used

Operating systems: WinXP, Linux SUSE 10.1

Defect tracking systems: FogBugz

Success

The customer gained a comprehensive understanding of the product due to the independent and objective quality evaluation made by the A1QA test team.

The assistance in reproduction of defects minimized the stabilization period, and, as a result, the product was ready for the exhibition on time.

The testing convinced the customer that the product can work steadily for prolonged periods of time (above 50 hours without any interruptions).