

Defect Report

Defect ID : 1-11

Priority: Normal **Assigned To:** Un-Assigned **Area:**
Severity: Severity 2 **Assigned On:** 1900/11/17 00:00:00.00 **Category:**
Status: Open **Recorded By:** Johnson, Jay **Issue:**
Project: v1.0 Sunny Wireless **Recorded On:** 2003/05/20 10:00:00.00 **Resolution:**
Fixed In Build:

Description:

Jay Johnson 7/2/2002 10:03:08 AM
Address fields 1 and 2 only display 25 characters. This is not sufficient for addresses that are longer than this.

Defect Resolution:

Notes:

RMA...

RMA No.	RMA Date	Account	Time since RMA Received
mQF8AA000006	7/3/2003	Flow Matic	87 Day(s), 19 Hour(s), 8 Minute(s), 46 Second(s)
Notes:			

Tickets... *There are no Tickets associated with this Defect.*

Product...

Product ID.	Product
PHXPC-00010	Toshiba Tecra

Defect ID : 1-12

Priority: Normal **Assigned To:** Un-Assigned **Area:**
Severity: Severity 3 **Assigned On:** 1900/11/17 00:00:00.00 **Category:**
Status: Open **Recorded By:** Johnson, Jay **Issue:**
Project: v1.0 Sunny Wireless **Recorded On:** 2003/05/20 10:23:00.00 **Resolution:**
Fixed In Build:

Description:

Jay Johnson 7/2/2002 10:24:17 AM
Labels and fields are not equally spaced on the the customer screen. Looks unprofessional.

Defect Resolution:

Notes:

RMA... *There is no RMA information for this Defect.*

Tickets... *There are no Tickets associated with this Defect.*

Product... *There are no Products associated with this Defect.*

Defect Report

Defect ID : 1-13

Priority:	Normal	Assigned To:	Un-Assigned	Area:
Severity:	Severity 2	Assigned On:	1900/11/17 00:00:00.00	Category:
Status:	Open	Recorded By:	Johnson, Jay	Issue:
Project:	v1.0 Sunny Wireless	Recorded On:	2003/05/20 11:18:13.00	Resolution:
				Fixed In Build:

Description:

Jay Johnson 7/2/2002 11:18:13 AM
Phone # field is not long enough to display an extension if their is one.

Defect Resolution:

Notes:

RMA... *There is no RMA information for this Defect.*
Tickets... *There are no Tickets associated with this Defect.*
Product... *There are no Products associated with this Defect.*

Defect ID : 1-14

Priority:	Normal	Assigned To:	Un-Assigned	Area:
Severity:	Severity 2	Assigned On:	1900/11/17 00:00:00.00	Category:
Status:	Open	Recorded By:	Johnson, Jay	Issue:
Project:	v1.0 Sunny Wireless	Recorded On:	2003/05/20 11:25:13.00	Resolution:
				Fixed In Build:

Description:

Jay Johnson 7/2/2002 11:25:07 AM
Tab order moving from view to view and field to field needs to be consistently left to right and top to bottom. Right now as you move between the customer view to the detail view and to the list view, the focus bounces all over the screen.

Defect Resolution:

Notes:

RMA... *There is no RMA information for this Defect.*
Tickets... *There are no Tickets associated with this Defect.*
Product... *There are no Products associated with this Defect.*

Defect Report

Defect ID : 1-15

Priority: Normal **Assigned To:** Un-Assigned **Area:**
Severity: Severity 2 **Assigned On:** 1900/11/17 00:00:00.00 **Category:**
Status: Open **Recorded By:** Johnson, Jay **Issue:**
Project: v1.0 Sunny Wireless **Recorded On:** 2003/05/20 11:59:13.00 **Resolution:**
Fixed In Build:

Description:

Jay Johnson 7/2/2002 11:59:13 AM

The list view appears not to refresh after a message is opened. The icon still looks like a closed envelope until the application has been closed and reopened.

Defect Resolution:

Notes:

RMA... *There is no RMA information for this Defect.*

Tickets...

Ticket No.	Account	Area	Category	Issue	Closed
1-15	Sunny Wireless	Software	Testing		No
Ticket 1-15 has been open for -731582 Day(s), 0 Hour(s), 0 Minute(s), 0 Second(s)					
Notes:					
Total Tickets associated to this Defect:					1

Product... *There are no Products associated with this Defect.*

Defect ID : 1-16

Priority: Normal **Assigned To:** Un-Assigned **Area:**
Severity: Severity 2 **Assigned On:** 1900/11/17 00:00:00.00 **Category:**
Status: Open **Recorded By:** Johnson, Jay **Issue:**
Project: v1.0 Sunny Wireless **Recorded On:** 2003/05/20 12:20:13.00 **Resolution:**
Fixed In Build:

Description:

Jay Johnson 7/2/2002 12:20:21 PM

According to the spec, the message prompt at the bottom of the customer screen should say 'Press Tab to view detail.' Instead it is saying 'Press Tab to view custo' It looks like it is the message for the detail screen not the customer screen, and it is getting cut off.

Defect Resolution:

Notes:

RMA... *There is no RMA information for this Defect.*

Tickets... *There are no Tickets associated with this Defect.*

Product... *There are no Products associated with this Defect.*

Defect Report

Defect ID : 1-17

Priority:	Needs Immediate Attention	Assigned To:	Un-Assigned	Area:	
Severity:	Severity 1	Assigned On:	1900/11/17 00:00:00.00	Category:	
Status:	Open	Recorded By:	Johnson, Jay	Issue:	
Project:	v1.0 Sunny Wireless	Recorded On:	2003/05/23 14:32:00.00	Resolution:	
				Fixed In Build:	

Description:

Jay Johnson 7/5/2002 2:32:22 PM

Wireless device displays an error message (too fast for me to read but may be overflow?), scrolls text wildly and then reboots after 5 consecutive messages are received. Looks like a memory leak.

Message	Memory Remaining
0	5050K
1	4026
2	3002
3	1978
4	954
5	error, scroll, reboot

If I manually turn off the device before the 5th message, it doesn't happen.

Defect Resolution:

Notes:

RMA... *There is no RMA information for this Defect.*

Tickets... *There are no Tickets associated with this Defect.*

Product... *There are no Products associated with this Defect.*

Defect ID : 1-18

Priority:	Normal	Assigned To:	Un-Assigned	Area:	
Severity:	Severity 2	Assigned On:	1900/11/17 00:00:00.00	Category:	
Status:	Open	Recorded By:	Johnson, Jay	Issue:	
Project:	v1.0 Sunny Wireless	Recorded On:	2003/05/23 15:15:00.00	Resolution:	
				Fixed In Build:	

Description:

Jay Johnson 7/5/2002 3:15:58 PM

When a message response is sent, the next screen displayed isn't the list view as spec'd, but it exits the application.

Defect Resolution:

Notes:

RMA... *There is no RMA information for this Defect.*

Tickets... *There are no Tickets associated with this Defect.*

Product... *There are no Products associated with this Defect.*

Defect Report

Defect ID : 1-19

Priority:	Needs Immediate Attention	Assigned To:	Un-Assigned	Area:	
Severity:	Severity 1	Assigned On:	1900/11/17 00:00:00.00	Category:	
Status:	Open	Recorded By:	Johnson, Jay	Issue:	
Project:	v1.0 Sunny Wireless	Recorded On:	2003/05/23 15:45:58.00	Resolution:	
				Fixed In Build:	

Description:

Jay Johnson 7/5/2002 3:45:58 PM

When a message response is sent, it isn't updating the message to reflect what the status sent was and time it was sent.

Defect Resolution:

Notes:

RMA... *There is no RMA information for this Defect.*

Tickets... *There are no Tickets associated with this Defect.*

Product... *There are no Products associated with this Defect.*

Defect ID : 1-20

Priority:	Normal	Assigned To:	Un-Assigned	Area:	
Severity:	Severity 2	Assigned On:	1900/11/17 00:00:00.00	Category:	
Status:	Open	Recorded By:	Johnson, Jay	Issue:	
Project:	v1.0 Sunny Wireless	Recorded On:	2003/05/23 15:55:58.00	Resolution:	
				Fixed In Build:	

Description:

Jay Johnson 7/5/2002 3:55:58 PM

Message Response options don't match the spec.

Defect Resolution:

Notes:

RMA... *There is no RMA information for this Defect.*

Tickets... *There are no Tickets associated with this Defect.*

Product... *There are no Products associated with this Defect.*

Defect Report

Defect ID : 1-21

Priority:	Needs Immediate Attention	Assigned To:	Un-Assigned	Area:	
Severity:	Severity 1	Assigned On:	1900/11/17 00:00:00.00	Category:	
Status:	Open	Recorded By:	Johnson, Jay	Issue:	
Project:	v1.0 Sunny Wireless	Recorded On:	2003/05/23 16:15:58.00	Resolution:	
				Fixed In Build:	

Description:

Jay Johnson 7/5/2002 3:46:28 PM

Messages are not parsed into the correct fields if there is a comma in one of the address fields. It looks like everything is offset but the number of extra commas.

Defect Resolution:

Notes:

RMA... There is no RMA information for this Defect.

Tickets... There are no Tickets associated with this Defect.

Product... There are no Products associated with this Defect.

Defect Report

Defect ID : 1-22

Priority: Needs Immediate Attention **Assigned To:** Un-Assigned **Area:**
Severity: Severity 1 **Assigned On:** 1900/11/17 00:00:00.00 **Category:**
Status: Open **Recorded By:** Johnson, Jay **Issue:**
Project: v1.0 Sunny Wireless **Recorded On:** 2003/05/23 16:40:12.00 **Resolution:**
Fixed In Build:

Description:

Jay Johnson 7/5/2002 4:42:12 PM

The memo field on the detail view does not display correctly if there is more than ~30 characters. It looks like the text is centered from top to bottom, so the top of the information and the bottom of the information are not visible, but the center is. The scroll bar doesn't work either.

Defect Resolution:

Notes:

RMA...

RMA No.	RMA Date	Account	Time since RMA Received
mQF8AA000004	6/19/2003	Flow Matic	102 Day(s), 0 Hour(s), 49 Minute(s), 10 Second(s)
Notes:			

Tickets...

Ticket No.	Account	Area	Category	Issue	Closed
1-11	Yard Institute	Software	Student Tracking		No
Ticket 1-11 has been open for 0 Day(s), 0 Hour(s), 12 Minute(s), 46 Second(s)					
Notes:					
Total Tickets associated to this Defect:					1

Product... **There are no Products associated with this Defect.**

Defect Report

Defect ID : 1-23

Priority:		Assigned To:	Un-Assigned	Area:	Software
Severity:	Severity 2	Assigned On:	1900/11/17 00:00:00.00	Category:	Microsoft
Status:	Open	Recorded By:	Cromack, Robert	Issue:	Office 2000
Project:		Recorded On:	2003/06/12 12:00:00.00	Resolution:	
				Fixed In Build:	

Description:

Virtual Private Network (VPN) connections from a Windows 2000 client may stop working after the computer resumes from Hibernate or Standby mode if the Incoming Connections option is enabled. The VPN client returns the following error message:

Error 51: The modem (or other connecting device) has reported an error.

This behavior occurs because the Telephony API (TAPI) provider is not shut down during Hibernate or Standby. When the computer resumes, Remote Access Service (RAS) tries to initialize the TAPI provider but the operation is unsuccessful because TAPI was never shut down.

To resolve this issue, delete the Incoming Connections icon in Network and Dial-Up Connections, and then restart the computer.

Microsoft has confirmed this to be a problem in Microsoft Windows 2000.

Recommendation to customer was to try to set the stand by / hibernation out for a longer period of time.

Defect Resolution:

Notes:

RMA... *There is no RMA information for this Defect.*

Tickets...

Ticket No.	Account	Area	Category	Issue	Closed
1-25	Twiri Brothers	Software			No
Ticket 1-25 has been open for 0 Day(s), 0 Hour(s), 24 Minute(s), 0 Second(s)					
Notes:					
Total Tickets associated to this Defect:					1

Product... *There are no Products associated with this Defect.*

Defect Report

Defect ID : 1-25

Priority:		Assigned To:	Un-Assigned	Area:	
Severity:		Assigned On:		Category:	
Status:	Open	Recorded By:	Everyone	Issue:	
Project:		Recorded On:	2003/09/29 10:04:45.00	Resolution:	
				Fixed In Build:	

Description:

Defect Resolution:

Notes:

RMA... *There is no RMA information for this Defect.*
Tickets... *There are no Tickets associated with this Defect.*
Product... *There are no Products associated with this Defect.*
