

Defect Items

Defect ID: 1-16 **Item Type:** None
Priority: Normal **Area:**
Severity: Severity 2 **Category:**
Status: Open **Issue:**

Defect Problem: 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 Solution:

Defect ID: 1-17 **Item Type:** None
Priority: Needs Immediate Attention **Area:**
Severity: Severity 1 **Category:**
Status: Open **Issue:**

Defect Problem: 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 Solution:

Defect ID: 1-18 **Item Type:** None
Priority: Normal **Area:**
Severity: Severity 2 **Category:**
Status: Open **Issue:**

Defect Problem: 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 Solution:

Defect ID: 1-19 **Item Type:** None
Priority: Needs Immediate Attention **Area:**
Severity: Severity 1 **Category:**
Status: Open **Issue:**

Defect Problem: 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 Solution:

Defect ID: 1-20 **Item Type:** None
Priority: Normal **Area:**
Severity: Severity 2 **Category:**
Status: Open **Issue:**

Defect Items

Defect Problem: Jay Johnson 7/5/2002 3:55:58 PM
Message Response options don't match the spec.

Defect Solution:

Defect ID: **1-21** **Item Type:** **None**
Priority: Needs Immediate Attention **Area:**
Severity: Severity 1 **Category:**
Status: Open **Issue:**

Defect Problem: 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 Solution:

Defect ID: **1-22** **Item Type:** **RMA**
Priority: Needs Immediate Attention **Area:**
Severity: Severity 1 **Category:**
Status: Open **Issue:**

Defect Problem: 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 Solution:

Defect ID: **1-23** **Item Type:** **Ticket**
Priority: **Area:** Software
Severity: Severity 2 **Category:** Microsoft
Status: Open **Issue:** Office 2000

Defect Problem: 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 Solution:

Defect ID: **1-25** **Item Type:** **None**
Priority: **Area:**
Severity: **Category:**
Status: Open **Issue:**

Defect Problem: