Partner Client Test Protocol

Revision 1.3

Prepared by

Robert Sabourin

Director Software Engineering Services

Greene Software Systems Inc.

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Revision History

Date	Revision	Description	Author
April 15th, 2004	1.0	Initial Draft	Robert Sabourin
April 16th m2004	1.1	Text grammar and spelling corrections and formatting	Robert Sabourin
April 30th 2004	1.2	Modification following our meeting with Giles Guthrow	Mortimer West
May 11, 2004	1.3	Modification based on Robert Sabourin's comments	Mortimer West
May 13, 2004	1.4	Modification based on discussions between Lepton and GSS in Seattle, WA	Mortimer West

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1. Introduction

1.1 Overview

This document describes the Partner Client Testing Protocol for the GSS SecNet 5.0 client software. This document describes how testing will be organized and how test results will be acted upon.

1.2 Purpose

This document provides a basis for conducting and resolving issues identified during the GSS SecNet 5.0 Partner Client testing.

1.3 Intended Audience

The intended audience for this document is:

- Customer Project Stakeholders
- Customer Quality Assurance Representatives
- GSS Project Stakeholders
- GSS Quality Assurance Representatives

2. Product Requirements

SecNet 5.0 product requirements are documented in a Microsoft Excel spreadsheet labeled GSS_SecNet_5_0_Requirements. A date prefix indicates the requirement revision. Each product requirement is designated using a unique identifier.

Partner Client testing measures conformance of SecNet 5.0 to the product requirements.

Each Partner Client test case confirms one or more product requirements. Test case descriptions explicitly reference confirmed product requirements as mutually agreed upon by GSS and Lepton.

Each product requirement will be confirmed by one or more test cases.

The Requirements spreadsheet must be approved by Lepton before the Partner Client Testing can be conducted.

3. Testing Organization

A third party testing organization, ThreeBears, has been contracted to implement Partner Client testing of SecNet 5.0.

4. Test Environment

Testing will be performed at facilities designated by ThreeBears in Seattle, Washington.

- Initial Testing by ThreeBears will begin on 5-14-2004 and terminate on 5-16-2004
- GSS bug fix period will conclude on 5-31-2004
- Final acceptance testing by ThreeBears will begin on 5-31-2004 and terminate on 6-04-2004

4.1 Target Operating Systems

Computers in the ThreeBears facilities will be configured to support all target operating systems indicated in the product requirements**.**

4.2 Coresident Applications

Computers in the ThreeBears facilities will be configured to support all coresident applications indicated in the GSS_SecNet_5_0_Requirements.

4.3 Computer Platform Disk Imaging

Computer platform disk imaging technology, such as Norton Ghost, will be used to reconfigure testing computer systems and establish the initial system state for test cases. Specific computer environments will be set up in advance of testing.

A matrix describing each configuration will be defined prior to testing. Each image will have a unique identifier.

4.4 Redundant Security Applications

Redundant security applications will only be installed on computers used in order to perform test cases related to the detection of redundant security applications as indicated in product requirements.

Computers used in order to perform testing related to SecNet runtime capabilities will not have redundant security applications installed on them unless explicitly indicated in the requirement .

4.5 Performance Testing

Computers matching the recommended platform indicated in the product specification will be used for performance related Partner Client testing.

4.6 Minimum Platform Testing

Minimum platform testing will be restricted to Windows 98 SE and Windows ME operating systems.

5. Test Results

Test results will be reported in two documents:

- Test Status Spreadsheet
- Issue Log

Each of these documents will be delivered to Lepton and GSS as soon as they are available.

5.1 Test Status Spreadsheet

- The test status spreadsheet includes cross tabulation charts indicating test cases run on one axis:Platforms

Each entry will indicate the date the test case was performed and the associated pass-fail status.

5.2 Issue Log

Issues identified during testing are reported in an issue log.

The issue log may be implemented using an issue tracking system or through the use of document files where appropriate.

The official issue log will be delivered to the customer as soon as it is available and will include a completed report for each issue identified.

Appendix A indicates fields to be completed when preparing an issue report.

5.3 Issue Triage

5.3.1 Issue Triage Meeting

In order to determine final issue severity and priority, an issue triage meeting will be held between stakeholders of GSS and Lepton. The issue triage meeting will take place once the Test Results are available.

The role of the testing organization is limited to providing objective input regarding test cases, testing and documented test results.

The invitation of the testing organization, to the issue triage meeting, is up to the stakeholders of GSS and Lepton and shall be made before the triage meeting takes place.

5.3.2 Issue Severity

Each issue identified has a severity. Severity indicates the potential damage of an issue if it is not resolved before the product is commercially deployed to a client.

The proposed severity of an issue is established at the time an issue is logged.

The actual severity of an issue is determined during the issue triage meeting to be held by stakeholders of GSS and Lepton when the Test Results are available.

Lepton and GSS will agree about the definition of severity levels to be assigned to each issue.

Appendix C indicates severity levels used in this project.

5.3.3 Issue Priority

The priority of an issue is an indication of when the issue shall be resolved.

Each issue is triaged to confirm its severity and to determine its priority.

The priority of an issue is determined during the issue triage meeting to be held by stakeholders of GSS and Lepton once the Test Results are available.

Lepton and GSS will agree on the definition of priority levels assigned to each issue.

Appendix D indicates priority levels used in this project.

5.3.4 Determining Priority

Determining priority of an issue is governed by a set of principles agreed upon between GSS and Lepton. These principals are:

1. The potential impact to the user base.
2. Only issues with an occurrence frequency of “repeatable” (within a reasonable amount of frequency) and can be reproduced on a computer of similar type and configuration (CPU, memory, OS etc) can be classified as Priority 1 – High (in order to exclude any issue related to hardware, memory chips etc.)
3. Only issues with a potential significant impact on Lepton’s support call centers can be classified as Priority 1 – High.]
4. Once all Priority 1 level issues have been resolved, or such sooner acceptance as may be agreed by Lepton, the 5.0 Software will be deemed accepted by Lepton for distribution to Lepton's end users.

6. Test Cases

Test case descriptions will be maintained in a separate document.

A complete description of all test cases will be provided for review to the customer before the Partner Client testing begins.

Appendix B indicates fields to be completed to describe a test case.

7. Acceptance

The Software shall be deemed to have passed the final acceptance tests when, or if:

(i) All Priority 1 level issues have been corrected pursuant to the terms and conditions of this Partner Client Testing Protocol;

(ii) Lepton makes the Software, or any substantial portion thereof, commercially available to any of its end users, in which case Lepton will be deemed to have accepted the Software on the date on which the Software becomes so available;

(iii) Lepton waives the acceptance tests.

8. Acceptance Arbitration

If, after good faith negotiations for at least a five (5)-day period, Lepton and GSS disagree as to whether any Priority 1 (Reference: Client Testing Protocol, Appendix D) level issue(s) then exist or that an issue has the potential of generating a significant impact on Lepton's support call centers, then, upon at least three (3) business days' prior written notice to the other party, either Lepton or GSS may refer the matter to the Arbitrator (as defined herein) (the "**Referral**"). The Arbitrator shall be provided access to the Software and all third party test results for the purpose of determining whether all Priority 1 level issues have or have not been resolved in accordance with the parameters set forth in the Partner Client Test Protocol. The Arbitrator shall render a determination within five (5) business days after the Referral.

If the Arbitrator determines that there are no remaining Priority 1 problems with the Software and that the Software meets the acceptance criteria set forth in the Partner Client Test Protocol, as

communicated in writing to the Parties, then the final acceptance test shall be deemed to have been satisfied upon Lepton's receipt in writing of the Arbitrator's determination. Thereafter, Lepton shall promptly make those payments which are due to GSS pursuant to Section 2(a) of **Exhibit A** of Amendment #1 to Distribution Agreement dated May [__], 2004 (the "**Amendment**"). If the Arbitrator determines that there are Priority 1 level issues in the Software (the "**Deficiencies**"), as communicated in writing to the Parties, GSS shall have fifteen (15) days to correct such Deficiencies and retest the Software via a third party and resubmit the Software, along with the third party test results, to the Arbitrator to determine whether the Deficiencies have been corrected (the "**First Correction Attempt**"). The Arbitrator shall render a determination within five (5) days after submission of the First Correction Attempt.

If the Arbitrator determines that the Deficiencies have not been corrected, as communicated in writing to the Parties, GSS shall have an additional fifteen (15) days to correct the Deficiencies and retest the Software via a third party and resubmit the Software, and resubmit the Software, along with the third party test results, to the Arbitrator for a final determination as to whether the Deficiencies have been corrected (the "**Final Correction Attempt**"). The Arbitrator shall render a determination within five (5) days after submission of the Final Correction Attempt. If the Arbitrator determines that there are no remaining Priority 1 problems with the Software and that the Software meets the acceptance criteria set forth in the Partner Client Test Protocol after the First Correction Attempt or after the Final Correction Attempt, as the case may be, as communicated in writing to the Parties, then the final acceptance test shall be deemed to have been satisfied upon Lepton's receipt in writing of such determination. Thereafter, Lepton shall promptly make those payments which are due to GSS pursuant to Section 2(a) of **Exhibit A** of the Amendment. If the Arbitrator determines that the Deficiencies have not been corrected after the Final Correction Attempt, as communicated in writing to the Parties, either Party may, upon at least three (3) business days' written notice to the other, request that the Arbitrator determine the appropriate remedy available to Lepton with respect to such failure to correct the Deficiencies. The Arbitrator shall render such determination within ten (10) days after receipt of such request.

Each Party shall be responsible for fifty percent (50%) of the fees and costs of the Arbitrator. For purposes hereof, "**Arbitrator**" shall mean an arbitrator from the American Arbitration Association ("**AAA**") with at least five (5) years experience in software development and/or design selected pursuant to the AAA's rules and which arbitrator has not provided any services and does not have any other prior or then-current relationship with either of the Parties or any of their affiliated entities.

Appendix A - Issue log template

Issue Log	**GSSSECNET**		Partner	
Version			Issue Number Priority	
Build **Test Case Reference**			Severity	
Discovered By **Reported By**			**Date/time Discovered** **Date/time Reported**	
Operating System			**Hardware Platform**	
Executive Summary				
Issue Type	❑ Question ❑ Missing Functionality ❑ Unexpected Behaviour ❑ Incorrect Functionality ❑ Performance ❑ Documentation Inconsistency ❑ Suggested Enhancement ❑ Other _____			
Functional Area	❑ Installation and Activation ❑ Anti-Virus ❑ Firewall ❑ Anti-Spyware ❑ Pop-Up / Ad Blocker ❑ Privacy Manager ❑ Parental Control ❑ Other _____			

Description:

Work-around:

Consequences:

Attachments:

Frequency	❑ **Always Repeatable** ❑ **Occasionally Repeated** ❑ **Occurred only once**

Steps to reproduce:

#	Action
1	
2	
3	
4	
5	
6	
7	
8	

Notes:

Appendix B – Test Case Template

Name of Test Case

Summary Description:			
GSS Requirements Met:			
Author			
Date Last Modified			
Date Created			
Date Ran:			
Tester:			
Operating System			
Coresident Applications			
Hardware platform			
PRECONDITION			
Issues logged:			
Step	**Description**	**Observation**	**Result**
1.			
2.			
3.			
Expected Result			
Additional Comments \ Issues:			

Appendix C – Severity Levels

The following table summarizes severity levels assigned to each issue.

Note that severity is proposed at the time it is logged by the testing organization.

Severity of each discovered bug will be mutually agreed upon by GSS and Lepton and will be negotiated as they arrive from ThreeBears

.

Severity Level	Description
Severity 1 – High	A major component, function, capability or operating characteristic that is defined in the REQUIREMENTS is unavailable with no bypass or work-around, or the bypass or work-around is intolerable, and SecNet is the cause of the deficiency[1].
Severity 2 – Medium	A major component, function, capability or operating characteristic that is defined in the REQUIREMENTS is unavailable but an acceptable temporary or tolerable bypass or work-around is available which enables end users to use the product
Severity 3 – Low	A component, function, capability or operating characteristic of the software that is defined in the REQUIREMENTS is not working correctly but the end user is able to use the product with minimal impact to its environment.
Severity 4 – Cosmetic	A component, function, capability or operating characteristic of the software application or system that is defined in the REQUIREMENTS is not working correctly but the end user is able to use the product with no impact to its environment.

[1] For the avoidance of doubt, if the installation and use of the SecNet 5.0 Software causes the end user computer operating system, within a reasonable amount of frequency, to become impaired, unstable or unusable, such event shall be deemed to constitute a "Severity 1 – High" problem

Appendix D – Priority Levels

The following table summarizes priority levels assigned to each issue.

Note that priority is not proposed at the time an issue is logged by the testing organization.

The priority is determined during a triage meeting at the completion of testing.

Priority Level	Description
Priority 1– HIGH	The issue must be resolved before the first commercial deployment of the product (Ref: 5.3.4 Determining Priority)
Priority 2 – MEDIUM	The issue must be resolved in a subsequent update release of the product
Priority 3 - LOW	Issue resolution is up to the reasonable discretion of GSS.

GREENE SOFTWARE SYSTEMS INC.

Signed on May __, 2004

Per: _____

[*Name, Title*]

CMB OPERATIONS, INC.

Signed on May __, 2004

Per: _____

[*Name, Title*]