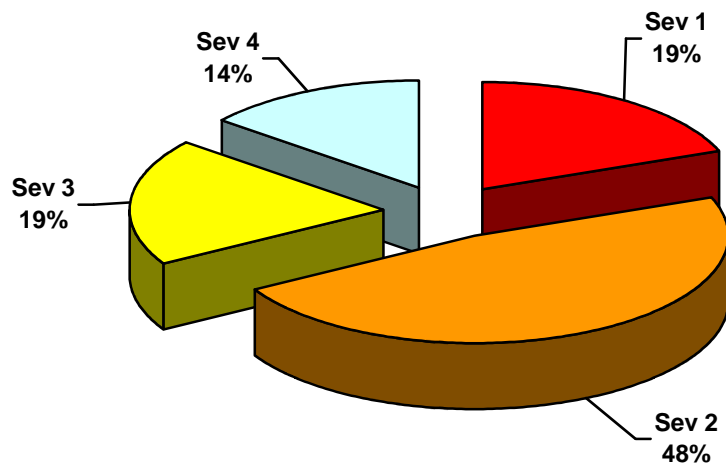


Project Summary for Greene Software Systems, Inc.

SecNet 5.0

4/5/04

Project Bug Totals Reported by ThreeBears Laboratories



8	Severity 1 – System Crash or Data Loss
20	Severity 2 – Major Functional or Other Severe Problem
8	Severity 3 – Minor Functional Problem
6	Severity 4 – Cosmetic
42	Total

Reported Bugs for the Project

These bug reports were filed in TestTrackPro – a secure, online database from Seapine Software. Access was granted to Frank Nott, Anne Waters, and Rob Sabourin at <https://secure.ThreeBears.com/ttweb>.

Number	Severity	Status	Bug Title
1	2	Open	Netscape 7 cookies not recorded in Privacy Manager
2	2	Open	Popup blocker not working with MSN8 browser
3	4	Open	Graphic Artifacts on About Dialog
4	1	Open	SecNet crashes during Windows Update (DirectX 9.0b install)
5	2	Open	The manage cookies list needs to initialize when shown
6	1	Open	Modem access and SecNet 5.0 install causes UNEXPECTED_KERNEL_MODE_TRAP
7	2	Open	Popup Blocker blocks user from opening links
8	2	Open	When the user access level is set to "User" in WinXP Pro, an error message is displayed by SecNet
9	1	Open	Intermittent crash browsing with SecNet running (modem/WinME/Norton)
10	3	Open	Version checking for IE does not detect version 5.01sp correctly
11	1	Open	Disabling the net card while SecNet is running, then closing SecNet, causes machine to lock up
12	3	Open	Pop-up blocker blocks web email (OWA) without warning
13	3	Open	SecNet task bar icon is in constant highlight as if needing user action
14	1	Open	General instability on Windows ME with Browsers
15	2	Open	No SecNet icon in system tray or task bar during uninstall
16	2	Open	Not all ads / popups blocked on Netscape 7
17	3	Open	SecNet pops up allow dialog for Diagnostic Utility
18	2	Open	UI freeze when modifying application allow/deny firewall rules
19	2	Open	NetMeeting session is not blocked on Millennium
20	3	Open	IE not listed as system requirement
21	3	Open	SecNet installer IE error message is incorrect
22	2	Open	Ad blocker interferes with normal web browsing (WinME/IE5.5)
23	1	Open	SecNet install causes blue screen crash on XP Pro SP2
24	2	Open	Problems with SecNet initialization on Millennium
25	2	Open	User login may have errors in Data backup
26	2	Open	Can not remove spyware as a user level login
27	2	Open	Error messages should remind users to check permission levels
28	2	Open	Uninstall prevented by SecNet "ghost" instances
29	2	Open	SecNet does not block pop-ups with Netscape Communicator 4.74
30	4	Open	Time remaining not updated during floppy disk scan
31	2	Open	Form-filler not immediately installed
32	2	Open	Script-error when clicking virus update links on main page
33	4	Open	Message indicates "virus" even though culprit is Windows Update <input type="checkbox"/>
34	1	Open	PROXIESR.DLL crash during ICQ testing (non-repro)
35	2	Open	SpyWare Removal does not complete promised actions

36	3	Open	No application name for updmgr.exe□
37	2	Open	SecNet in restricted user state after fast-switching
38	3	Open	Can't configure SecNet with same settings for multiple users on XP Home □
39	1	Open	Crash in KERNEL32.DLL on Millennium when SecNet left running
40	4	Open	Typo on Firewall UI banner ad ("powerfull")
41	4	Open	Typo on Firewall UI banner ad ("real time")
42	4	Open	Typo on Parental Control UI banner ad ("time of day")

Sorted by severity

Number	Severity	Status	Bug Title
4	1	Open	SecNet crashes during Windows Update (DirectX 9.0b install)
6	1	Open	Modem access and SecNet 5.0 install causes UNEXPECTED_KERNEL_MODE_TRAP
9	1	Open	Intermittent crash browsing with SecNet running (modem/WinME/Norton)
11	1	Open	Disabling the net card while SecNet is running, then closing SecNet, causes machine to lock up
14	1	Open	General instability on Windows ME with Browsers
23	1	Open	SecNet install causes blue screen crash on XP Pro SP2
34	1	Open	PROXIESR.DLL crash during ICQ testing (non-repro)
39	1	Open	Crash in KERNEL32.DLL on Millennium when SecNet left running
1	2	Open	Netscape 7 cookies not recorded in Privacy Manager
2	2	Open	Popup blocker not working with MSN8 browser
5	2	Open	The manage cookies list needs to initialize when shown
7	2	Open	Popup Blocker blocks user from opening links
8	2	Open	When the user access level is set to "User" in WinXP Pro, an error message is displayed by SecNet
15	2	Open	No SecNet icon in system tray or task bar during uninstall
16	2	Open	Not all ads / popups blocked on Netscape 7
18	2	Open	UI freeze when modifying application allow/deny firewall rules
19	2	Open	NetMeeting session is not blocked on Millennium
22	2	Open	Ad blocker interferes with normal web browsing (WinME/IE5.5)
24	2	Open	Problems with SecNet initialization on Millennium
25	2	Open	User login may have errors in Data backup
26	2	Open	Can not remove spyware as a user level login
27	2	Open	Error messages should remind users to check permission levels
28	2	Open	Uninstall prevented by SecNet "ghost" instances
29	2	Open	SecNet does not block pop-ups with Netscape Communicator 4.74
31	2	Open	Form-filler not immediately installed
32	2	Open	Script-error when clicking virus update links on main page
35	2	Open	SpyWare Removal does not complete promised actions
37	2	Open	SecNet in restricted user state after fast-switching
10	3	Open	Version checking for IE does not detect version 5.01sp correctly
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13	3	Open	SecNet task bar icon is in constant highlight as if needing user action
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20	3	Open	IE not listed as system requirement
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38	3	Open	Can't configure SecNet with same settings for multiple users on XP Home
3	4	Open	Graphic Artifacts on About Dialog

30	4	Open	Time remaining not updated during floppy disk scan
33	4	Open	Message indicates "virus" even though culprit is Windows Update
40	4	Open	Typo on Firewall UI banner ad ("powerfull")
41	4	Open	Typo on Firewall UI banner ad ("real time")

Current Bug States

ThreeBears bug #	State	ZK bug#
1	Known Problem	
2	Known Problem	
3	New to Greene Software	21409
4	New to Greene Software	21410
5	New to Greene Software	21408 / 21415
6	New to Greene Software	21415
7	Known Problem	19124
8	New to Greene Software	21368
9	New to Greene Software	21423
10	New to Greene Software	21424
11	New to Greene Software	21425
12	Known Problem	19124
13	New to Greene Software	21445
14	New to Greene Software	21446
15	<no comment as of 3-26>	
16	<no comment as of 3-26>	
17	New to Greene Software	21447
18	New to Greene Software	21448
19	New to Greene Software	21449
20	New to Greene Software	21450
21	New to Greene Software	21451
22	New to Greene Software	21452
23	Known Problem	21116
24	New to Greene Software	21453
25	<no comment as of 4/4>	
26	<no comment as of 4/4>	
27	<no comment as of 4/4>	
28	<no comment as of 4/4>	
29	<no comment as of 4/4>	
30	<no comment as of 4/4>	
31	<no comment as of 4/4>	
32	<no comment as of 4/4>	
33	<no comment as of 4/4>	
34	<no comment as of 4/4>	
35	<no comment as of 4/4>	
36	<no comment as of 4/4>	
37	<no comment as of 4/4>	
38	<no comment as of 4/4>	
39	<no comment as of 4/4>	
40	<no comment as of 4/4>	
41	<no comment as of 4/4>	
42	<no comment as of 4/4>	

Test Summary

Testing Overview:

Greene Software Systems hired ThreeBears (Test Lead John Bee and Test Engineers Marty Hawthorne and Wesley Peters) to perform 10 days of scripted and exploratory testing of SecNet 5.0.

Configuration requirements were outlined in the proposal and included the following elements, some of which changed as the project progressed, as the bottom portion of the chart shows:

OS	Browser	email	webmail	Desktop Application	share	chat	online action	connection	security	locale
XP Home	IE5 sp2	Outlook 2003	hotmail	MS Money	downloading	Yahoo	pokerstars	modem	ZoneAlarm	Canada
W98 SE	IE 6	OE 6	yahoo	MS Office	server	ICQ	TestTrackPro	DSL	Norton AV	English
W2K Pro	NS Nav 6	NS 7	AOL	MS Works	uploading	MSN	windows update	cable modem	Spamfilter	
XP Pro	MSN8	Eudora 5.21	OWA	MS Flight Simulator 2004					adware removal	
XP SP2	AOL9			Adobe Acrobat						
Millenium				Kazaa						
				RealOne Player						
				Windows media player						
Add / Del	Add / Del	Add / Del		Add / Del		Add / Del			Add / Del	
XP Pro SP1	NS Cm 4.71	Outlook 97		MUSICMATCH Jukebox		NetMeeting			adware removal	
	MSN6	Eudora 6		Shockwave		AOL IM				
	AOL8	OE 5		QuickBooks Pro						
	NS Cm 4.71			Quicken						
	NS7			Adobe Photoshop						
	IE5 sp3			Quicktime						
	MSN9									
	IE 5.5									

With these changes, the final distribution of the configuration elements tested was as follows (which matches the distribution requirements set by Rob Sabourin in 2004_02_26_SOW_COMPATIBILITY.doc):

Operating Systems

Millennium	8	21%
Windows 2000	8	21%
XP Home	8	21%
XP Pro	4	11%
XP Pro sp1	4	11%
W98SE	4	11%
XP Pro sp2		
beta	2	5%
	100%	

Modems

DSL	22	58%
Dial-up Modem	10	26%
Cable Modem	6	16%
	100%	

Browsers

IE 6	8	21%
MSN8	7	18%
AOL9	6	16%
NS Cm 4.74	5	13%

IE 5.5	3	8%
MSN9	2	5%
NS 6	2	5%
NS 7	2	5%
IE5 sp2	1	3%
AOL8	1	3%
IE5 sp3	1	3%
		100%

Email

NS 7	8	21%
Eudora 5.21	8	21%
OE 6	7	18%
Outlook 2003	7	18%
Eudora 6	3	8%
Outlook 97	3	8%
OE 5	2	5%

Web Mail

AOL9	11	29%
Yahoo	10	26%
Hotmail	8	21%
OWA	7	18%
AOL7	1	3%
AOL8	1	3%
		100%

Application

Office	5	13%
FS2004	4	11%
Windows		
Media	4	11%
RealOne	4	11%
Kazaa	3	8%
MS Money	3	8%
Quicken	2	5%
MS Works	2	5%
Adobe		
Photoshop	2	5%
MM Jukebox	2	5%
Adobe Acrobat	2	5%
QuickBooks	2	5%
QuickTime	1	3%
ShockWave	1	3%
Goldmine	1	3%
		100%

Share

optional (~)	12	32%
uploading	9	24%
server	9	24%
downloading	8	21%
		100%

Chat

AOL IM	12	32%
--------	----	-----

Yahoo	8	21%
ICQ	8	21%
MSN	7	18%
NetMeeting	3	8%
		100%

Online Action

optional (~)	12	32%
Windows		
Update	9	24%
PokerStars	9	24%
TestTrackPro	8	21%
		100%

Security

Norton	5	13%
ZoneAlarm	4	11%
Adware		
removal	1	3%
Spamfilter	1	3%
		29%

Locale

English	27	71%
French		
Canadian	11	29%
		100%

Testing Platforms:

The testing platforms covered throughout the project included:

ID	Brand	Model	CPU	Speed	RAM
QL0008	Dell	OptiPlex GMT 5166	Pentium	166	64
QL0011	Seagate	HDNW	AMD Duron	700	512
QL0014	Seagate	HDNW	Pentium III	700	256
QL0018	Seagate	HDNW	AMD Duron	700	512
QL0029	Dell	Dimension XPS R400	Pentium II	400	256
QL0034	Seagate	HDNW	AMD K6	500	256
QL0037	Seagate	HDNW	AMD K6	900	256
QL0055	Custom	HDNW	Pentium 4	1.8G	512
QL0057	Custom	HDNW	Pentium 4	1.8G	512

Final Compatibility Matrix:

The configurations below show a classification by priority. This was done to ensure reasonable coverage of each operating system in case time ran short. The priority selection was sent to Rob Sabourin and approved.

It is important to note that the elements of the matrix were not rationalized until setup began. In other words, when allpairs made its combinatory pairings, it could not know about any incompatibilities between OS and browser. Because of that, incompatibilities had to be addressed as each machine was set up. At that time, appropriate substitutions were made without compromising the distribution requirements.

Below is the final matrix of configurations covered during our testing:

3/26/2004 7:00 PM												
OS	Browser	email	webmail	App	share	chat	online action	connection	security	locale	machine	
1 XP Home	MSN8	Outlook 2003	Hotmail	Office	downloading	Yahoo	pokerstars	modem	ZoneAlarm	English	QL0011	
2 XP Pro sp1	IE 6	Eudora 5.21	AOL9	WinMedia	downloading	Yahoo	windows update	DSL	Norton AV	English	QL0014	
3 Windows 2000	MSN8	Outlook 2003	Yahoo	FS2004	downloading	Yahoo	TestTrackPro	modem	Norton AV	English	QL0034	
4 Millennium	IE 5.5	NS 7	Hotmail	Adobe Photoshop	downloading	ICQ	pokerstars	modem	Norton AV	English	QL0029	
5 W98 SE	MSN8	OE 6	Yahoo	MS Money	server	ICQ	TestTrackPro	DSL	Norton AV	English	QL0018	
6 XP Pro	MSN8	OE 6	Hotmail	RealOne	uploading	MSN	pokerstars	DSL	adware removal	English	QL0037	
7 XP Home	IE 6	NS 7	AOL9	MS Money	uploading	MSN	windows update	cable modem	<none>	Canada	QL0018	*
8 XP Pro sp1	MSN8	Eudora 5.21	Yahoo	MS Works	uploading	ICQ	pokerstars	modem	<none>	Canada	QL0018	
9 Windows 2000	AOL9	NS 7	OWA	WinMedia	uploading	ICQ	pokerstars	modem	<none>	Canada	QL0055	
10 Millennium	IE 6	OE 6	Yahoo	Shockwave	server	Yahoo	windows update	modem	<none>	Canada	QL0037	
11 XP Pro	AOL9	Outlook 2003	AOL9	MM Jukebox	server	Yahoo	windows update	DSL	<none>	Canada	QL0011	
12 XP Home	NS Nav 6	OE 6	OWA	FS2004	downloading	ICQ	windows update	DSL	Norton AV	English	QL0055	
13 Windows 2000	NS Cm 4.74	Eudora 5.21	Hotmail	Kazaa	server	MSN	TestTrackPro	DSL	<none>	English	QL0029	
14 Millennium	NS 7	NS 7	Hotmail	MS Money	uploading	Yahoo	TestTrackPro	DSL	ZoneAlarm	English	QL0037	
15 W98 SE	IE5 sp2	Eudora 5.21	OWA	Office	uploading	Yahoo	TestTrackPro	DSL	<none>	Canada	QL0008	
16 XP Home	MSN9	Eudora 5.21	AOL9	RealOne	server	ICQ	TestTrackPro	DSL	<none>	Canada	QL0029	
17 Windows 2000	IE 6	OE 6	Yahoo	Office	uploading	ICQ	windows update	DSL	ZoneAlarm	Canada	QL0057	
18 Millennium	MSN8	Outlook 97	AOL9	WinMedia	server	MSN	windows update	DSL	<none>	Canada	QL0029	
19 XP Pro	NS Cm 4.74	NS 7	Yahoo	Adobe Acrobat	downloading	NetMeeting	TestTrackPro	modem	<none>	English	QL0014	
20 XP Pro sp1	IE 6	Outlook 2003	OWA	Office	server	MSN	pokerstars	DSL	<none>	English	QL0011	
21 XP Home	AOL9	OE 6	Yahoo	WinMedia	~server	AOL IM	~pokerstars	DSL	<none>	Canada	QL0034	
22 Windows 2000	NS 7	NS 7	Yahoo	RealOne	~downloading	AOL IM	~pokerstars	cable modem	<none>	Canada	QL0014	
23 Millennium	NS Cm 4.74	OE 5	AOL9	Office	~downloading	Yahoo	windows update	DSL	<none>	English	QL0034	
24 XP Pro	IE 6	NS 7	OWA	FS2004	server	MSN	TestTrackPro	DSL	<none>	English	QL0037	
25 XP Pro sp1	NS Cm 4.74	Outlook 2003	Hotmail	QuickBooks	uploading	AOL IM	pokerstars	cable modem	ZoneAlarm	English	QL0055	*
26 W98 SE	NS Nav 6	Outlook 97	AOL9	RealOne	server	MSN	pokerstars	modem	<none>	English	QL0008	
27 XP Home	NS Cm 4.74	Eudora 6	AOL9	Adobe Photoshop	~server	AOL IM	~windows update	DSL	<none>	English	QL0057	
28 Windows 2000	IE5 sp3	Outlook 2003	AOL9	QuickTime	~uploading	AOL IM	~TestTrackPro	DSL	<none>	English	QL0057	
29 Millennium	MSN9	Eudora 6	OWA	MM Jukebox	~downloading	NetMeeting	~pokerstars	cable modem	<none>	English	QL0014	
30 XP Home	IE 6	Outlook 2003	AOL7	QuickBooks	~downloading	AOL IM	~TestTrackPro	modem	<none>	English	QL0034	
31 Windows 2000	MSN9	Eudora 6	AOL8	Adobe Acrobat	~downloading	AOL IM	~pokerstars	DSL	<none>	English	QL0057	*
32 Millennium	AOL9	Outlook 97	AOL9	FS2004	~server	AOL IM	~TestTrackPro	DSL	<none>	English	QL0018	*
33 XP Pro sp2 beta	AOL8	NS 7	Yahoo	Kazaa	uploading	AOL IM	windows update	modem	<none>	English	QL0037	
34 W98 SE	AOL9	OE 5	Hotmail	MS Works	downloading	NetMeeting	windows update	cable modem	Spamfilter	English	QL0008	*
35 XP Pro sp2 beta	IE 6	Eudora 5.21	Yahoo	Goldmine	downloading	ICQ	pokerstars	cable modem	Norton AV	English	QL0014	*
36 Millennium	IE 5.5	Eudora 5.21	Hotmail	Quicken	~uploading	NetMeeting	~windows update	DSL	<none>	English	QL0011	
37 Windows 2000	IE 5.5	Eudora 5.21	AOL9	Quicken	~server	AOL IM	~windows update	DSL	<none>	English	QL0034	
38 XP Home	AOL9	OE 6	OWA	Kazaa	~uploading	AOL IM	~TestTrackPro	DSL	<none>	English	QL0055	*

* Drivers are installed on the machine during testing

Images

Each of the 38 configurations was set up and the image stored on a separate USB hard drive using Symantec's Ghost. This was a time-saving measure that allowed for quick restoration of a configuration should it yield bugs when SecNet is installed. These images will be kept at ThreeBears until such time as they become obsolete.

Connectivity tests

- **Cable modem** – this was done offsite with 4 configurations. RCA cable modem drivers were installed and smoke tests and exploratory tests were executed.
- **DSL** -- Verizon DSL drivers were tested on three of the configurations, but the rest were tested with ThreeBears's DSL connection.
- **Modem** -- tests were performed in the lab with US Robotics Sportster models.

Communication tests

- **E-Mail** -- these tests involved using existing email accounts to end and receive mail while SecNet was running. Yahoo, Hotmail, AOL, Outlook 97 and 2003, and Microsoft Outlook Web Access were all used to verify that SecNet did not impede email functions.
- **Chat** – ICQ, AOL, MSN Messenger, and NetMeeting were tested using real-time chat sessions to see if SecNet indicated any network blockages (intentional or unintentional)

Desktop Application tests

- **Media** -- Media applications like RealOne Player, Kazaa, MM Jukebox, and Windows Media Player were used to play streaming audio from the web while SecNet was running.
- **Flight Simulator 2004** -- this was chosen because it has a real-time weather feature that loads weather data every 15 minutes during a simulated flight, which means it actively seeks meteorological data (known to pilots as METAR reports) and loads them into the simulation.
- **Financial Programs** -- Quicken, MS Money, QuickBooks, and Goldmine are popular applications that use internet traffic to download updates and initiate transactions

Online tests

- **PokerStars** -- chosen because it is a website that hosts lots of traffic through real-time poker games between people in different cities all over the world.
- **Windows Update** -- chosen because of large volumes of packets downloaded as updates are loaded and installed
- **TestTrackPro** -- our own bug database provided a good test of uploading and downloading packets as well as searching for existing reports

Security tests

- **Norton Anti-Virus** -- chosen for its virus protection conflict and online update functions
- **ZoneAlarm** -- chosen for its similarity to SecNet's firewall pop-up blocking functions
- **Adware removal** -- chosen to see if any conflict arose with SecNet

Scripted tests

Provided by Greene Software test lead Frank Nott. We converted them into the following spreadsheet:

TEST #	COMPONENT	DESCRIPTION	REQUIREMENTS	PROCEDURE
1	Install	Confirm the installer is creating an icon on the desktop		1. Install SecNet 2. Confirm there is a SecNet icon created on the desktop
2	Install	Confirm that web browsing and mail functions still work correctly after uninstalling SecNet	Install SecNet	1. Uninstall SecNet 2. Observe that Internet browsing still works correctly 3. Observe that email can still be sent and received
3	Startup	Confirm you can start SecNet without an Internet connection	1. Disable your network card in Windows 2. Do not dial an Internet connection if on a modem or DSL	1. Start SecNet 2. Observe you can start SecNet without Internet connection 3. Observe you don't get an Internet Explorer warning in the right pane
4	Main Menu	Confirm that the displayed SecNet version number is accurate	Take note of the SecNet version number being tested	1. On the SecNet Main Menu click "Help" then select "About SecNet" 2. Observe that the "About SecNet" dialog is displayed. 3. On the "About SecNet" dialog confirm the accuracy of the SecNet version number. 4. On the "About SecNet" dialog click "Greene Software Systems Home Page". 5. Observe that the default browser is opened to the Greene Software Systems home
5	Privacy Manager	Cookies are reported in "Manage Cookies"	Delete all cookies via the browsers options	1. Enable "Privacy Manager" 2. Navigate to a web site to get some cookies dropped (e.g. www.msn.com) 3. Go to "Privacy Manager - Manage Cookies" in SecNet 4. Verify that domains for the sites that left cookies appear in the "Web sites that left cookies" list 5. Click on the "Cookie details" link 6. Verify that each of the cookies for a particular domain are listed in the "This list contains all the cookies on your computer" list 7. Select any one of the cookies 8. Verify that the information that appears in "Selected cookie's details" is accurate, by comparing the contents to what you see when examining the cookie to what another cookie reader reports (e.g. Cookie Monster)
6	Browsing	Confirm you can browse normally with SecNet		1. Open SecNet 2. Go on a web site (lots of graphics) and browse 3. Observe you can view all pages without faults
7	Browsing	Confirm you can browse on SSL protected sites		1. With your browser and SecNet open, go to these suggested sites and browse to the section where you can buy something: - http://www.admission.com - http://www.ebay.com - http://www.ticketmaster.com 2. observe you can properly view the pages for each sites 3. observe you can see the padlock or other icon meaning the browser is SSL protected in the browser window
8	Browsing	Confirm that SSL cookies are collected properly and handed back to the server when asked	Find a proper SSL sites that serve SSL cookies and Look for them	1. Go on a SSL protected site that set cookies 2. Observe that cookies are being properly collected in the cookie jar 3. go back to the site and see if you are collecting a new cookie or the same cookie is being updated Note: We need to find a proper SSL cookie site to put in this test and adjust the procedure accordingly.
9	Online Help	Confirm that Online Help is available on the main SecNet menu.	SecNet must be opened to the default home page	1. On the SecNet Main menu click "Help" then select "SecNet Help". 2. Observe that the SecNet help dialog is opened displaying the Welcome information for the current version of SecNet.
10	Diagnostics	Confirm the Diagnostics provides the capability to run all tests		1. On the Diagnostic Welcome page select "Perform all Tests" then click "Next". 2. Observe that all tests are executed. 3. Observe that a Diagnostic dialog is displayed stating that there were no errors.

Exploratory testing

Once scripted tests were performed, it was time for exploratory testing. We used a method called Session-Based Test Management, which is exploratory testing executed in time-boxes or periods of roughly 90 minutes called "sessions" where each session is guided by a charter, or mission statement.

Test Lead John Bee suggested (and Rob Sabourin approved) 11 charters of exploration, which are as follows:

- 1) Take an XP and a Win2K config and run SecNet anti-virus and anti-spyware preference updates when using different user privileges. Pick one of each OS and log in to each as admin-level and user-level on each and see what you can find when updating preferences and logging into the other user. The intent here is to find a problem where SecNet tells the user they are protected with the latest definitions, but the definitions have not been implemented. For this test, you may have to email Frank to see if he has a virus for us to test with to ensure the definitions really are working to protect the PC when and if that virus is launched.
- 2) Take a config that has Norton AV installed and try a virus scan and definition update while SecNet runs. Also try some freeware anti-virus apps and see how SecNet reacts. Installation warns the user to uninstall their AV apps, but what if they don't?
- 3) Uploading / downloading / server -- In this session, you'll use two test machines, both running SecNet. Pick one config that is slated with the "server" category and another slated with the "download" category. Use the "download" machine to upload and download files from the server share. From the server machine, try to download a file from the other "download" machine. Take note of what SecNet reports (if anything).
- 4) Security: install a few free spyware apps from www.download.com and see if SecNet detects them.
- 5) Take a config that has ZoneAlarm installed (firewall software) and see how SecNet interacts. Which app will take control? Go to a port scanning site (like ShieldsUp! -- Steve Gibson's www.grc.com -- also <http://grc.com/x/ne.dll?rh1dkyd2>)
- 6) Take two machines, install SecNet on both, try to chat from one to the other using different chat apps
- 7) Install / Uninstall -- use Inctrl (located up on \\gasworks\share\utils) to take a snapshot of a typical SecNet install. Take a similar snapshot of an uninstall and see what's being left behind on the machine and in the registry.
- 8) Explore SecNet's interaction with Windows Updates on several of the 13 configs that call for it. How is it affected by new files being installed or the ensuing restart?
- 9) What are the risks of interacting with streaming multimedia from the web -- test configs that have RealOne, Winmedia, MM Jukebox, and Kazaa to see what problems SecNet might have.
- 10) On 4 or 5 of the top 10 configurations, take 20 minutes on each to Explore Form Filler, Parental Control, and Anti-Virus.
- 11) UI: pick config #1 or #2 and explore as much of the UI as possible that hasn't already been covered by the scripted tests.

Conclusions

Given the time constraints, the testing went very well. Discussions at the beginning of the project went smooth and were very direct, and simple processes were established early to ensure accuracy and efficiency. Each configuration had two forms – one to list setup elements and one for test cases run – each is included in the Project End Deliverable.

Although configuration and setup comprised roughly half of our time, since the configurations are imaged, it will take us much less time if Greene Software is interested in hiring us to do similar testing in the future. Assuming the machine is available for testing in our lab, setup for a given configuration now takes minutes instead of hours.

The critical issues we found have mostly to do with stability issues on Millennium. One severe issue was during installation over a dial-up connection, which would cause a reliable bluescreen. We worked closely with Sherry Ghafarpour to reproduce this and other Millennium bugs and provided supporting details (like DRWatson logs and memory.dmp files).

Our working relationship was very good with all parties involved, and aside from an odd connectivity problem that Rob experienced with TestTrackPro, the bug database seemed to be an effective tool for communicating the details of the problems we found.

Daily status reports seemed to work well to report our progress and provoke discussions for any course corrections, and are included in the Project End Deliverable.

ThreeBears Laboratories enjoyed this opportunity to test SecNet 5.0 and looks forward to future testing opportunities with Greene Software Systems.

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