**Issues (i.e. error, expectation, change request) after the first day of acceptance testing (06-12-2013)**

**Issue type:** The cause of the issue:

1. Requirements ID, e.g. D2-17: The issue is a violation of the requirement (a defect).
2. Expectation: Although not specified, the developer should have known that this is wrong, e.g. simple bugs.
3. Change: Missing or wrong requirement. The customer’s fault.
4. Ignore: A mistake, a duplicate, cannot be reproduced, or the customer accepts it as it is.

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| **ID** | **Description** | **Issue type** | **Comment** |
| F1 | Icons are not shown, neither in the application list, nor in the application box | D2-17 |  |
| F2 | The sort-by icons (^v) are invisible. Were black earlier. | Expectation |  |
| F3 | “Invisible” is again in the dropdown list | Expectation |  |
| F4 | There should be 300 old grant applications in the database. There are only 22. | Expectation | Sorry, misunderstood |
| F5 | Miss the link to search for applicant history. | C20-2 |  |
| F6 | The application box, field “link to more” shows the icon link. | Expectation | Mistake |
| F7 | The board member’s Excel sheet of applications still lacks fields for “private comments”. | Expectation | Misunderstood |
| F8 | When you scroll far down the application list, the list headings disappear. | I1-2 |  |
| F9 | The total granted amounts should be right-aligned. | Expectation | Improved, but browser may intervene. |
| F10 | Secretary’s view has the same problems. | Ignore | (Yes, it is the same list) |
| F11 | Secretary’s special link to the grant application page refers to an old version as far as we can see. | Expectation | Use this link: . . . |
| F12 | New grant applications pop up in arbitrary places in the list. | I1-1 | We will sort chronologically. |
| F13 | The test person applied for 81.000 DKK, but it ended up as 81 DKK. (Later #56) | H4-2 | Tiny detail. We repair it Monday. |
| F14 | The test person filled in the date for start of the study. The system replied “illegal date”, but the user couldn’t see anything wrong but typed it again. Now the system said “Mandatory” with a red frame. It didn’t block for “Send”. | Expectation | Need more detail. |
| F15 | System replies nicely that it sends a confirmation mail, but it contains “Privateperson %YF\_Allocation%” | Expectation |  |
| F16 | You asked which file names to show in the confirmation mail. Should be the applicant’s own file names. | Expectation | OK |
| F17 | Secretary filled in the application form and supplied an 8 MB education file (pdf). Clicked Send. We got “Server Error” (see attachment). | Expectation | Need more detail, e.g. the file used. |
| F18 | Misprint in “your education”. | Expectation | Done |
| F19 | We try a project application. The length of the project name isn’t checked. (Checked ok for travel grants) | H4-2 | Allowed 100 chars. Now changed to 50. |
| F20 | Tried a project icon of 1 MB. System said “only jpg, png and gif-files allowed”. It WAS a jpg file. Notice the misprint in the message. | Expectation | Need the jpg file to replicate the error. |
| F21 | File length of “maybe long description” isn’t checked. It was 8.6 MB. | H4-2 | We cannot check the length. The text is just a guideline. |
| F22 | The Send button was blocked. There was just a red frame at the icon. | Expectation | Need a picture of the situation. |
| F23 | File names in general: Only the top half of the file names are shown. (Later #50) | Expectation |  |

**Issues (i.e. error, expectation, change request) later in the project**

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| **ID** | **Description** | **Issue type** | **Comment** |
| 1 | How can board members generate Excel list of applications using Chrome? | C20-9, F8 | Use IE 11, Accepted bad solution |
| 2 | How to print an application with attachments? | C20-8, ignore | Renounced |
| 3 | Bank payment rejected. How to report to Tax? | F6, F7 |  |
| 4 | Static column widths in application list. | Ignore | Accepted bad solution |
| 5 | File label in application box and voting box inconsistent. Users confused. | I1-2 |  |
| 6 | Secretary cannot see attached files. | Expectation |  |
| 7 | (Not used). | Ignore |  |
| 8 | Confirm-mail lacks cells that don’t have a file. | Expectation |  |
| 9 | Cannot see icon file name in confirm mail. | Expectation |  |
| 10 | New applications do not show their icon in the application list. | Expectation |  |
| 11 | Confirm mail doesn’t show file name of FurtherInfo. | Expectation |  |
| 12 | Clicking the icon in the list expands it, but too much. Picture looks blurry with the 10 kB icons we ask for. | Expectation |  |
| 13 | System must check size of icon files, 10 or 40 kB. May also harm response time when showing the list. | H4-2 |  |
| 14 | Advanced search lack applicant name as criterion. | Expectation |  |
| 15 | How to search for a co-applicant? | C20-2, I1 | Do it this way: ­ . . |
| 16 | Application list does not update automatically at board meeting. | C21-1 | Was an error. |
| 17 | Cannot find a rejected solution in the list | I1 | Do it this way: . . . |
| 18 | How to send an early reject based on a template | I1 | Do it this way: . . . |
| 19 | Select application and click *Send notification.* Creates a mail without receiver and a strange body. | Expectation | Basic COTS functionality. We hide it. |
| 20 | Select application, contacts -> Create mail. Creates mail with receiver but no subject. | Ignore | OK as it is. |
| 21 | Click folder -> Emails -> (empty folder) -> arrow down -> create new email. You can select several templates, but they contain strange < > stuff. | Expectation | Sorry, forgot to remove debug message. Create templates later. |
| 22 | Click contacts -> arrow down -> Create mail to contact. Generates mail to all the contacts with application name but not appl. ID. | Expectation | OK, done. |
| 23 | After board meeting: Ask board to confirm decisions. What does the secretary send to document the decision? | C12-2, I1-1 | Do it this way. . . |
| 24 | “My open tasks” contain a long list of tasks with “Applicant informed”. What is this? Does it mean “inform applicant”? No scroll bar | I1-1 | Means this: . . . |
| 25 | Send reject to all rejected with standard mail plus individual changes. How? | C13-11 | Designed a solution. |
| 26 | Send accept-mail. We could only figure out how to do it one-by-one. Smarter way needed, particularly for travels. | C13-12 with solution note. | Designed a solution. (Long description) |
| 27 | Want to pay three applicants. By mistake selects two with red light (rejected). How to prevent it? | H4-2 | Long debate. |
| 28 | When you did it by mistake, how to undo? | H4-3 | Long debate. New function: Reset workflow. |
| 29 | How to handle final report and allocate it to the application? | C10-41, I1 | Do it this way . . . |
| 30 | How to reject the final report and set new deadline? | I1 | Do it this way: . . . |
| 31 | The final report must be filed in such a way that it is easy to see for board members. | Change |  |
| 32 | Board members confused why it is called *Further Info* on project applications, but *Purpose, etc*. on travel applications. | Change |  |
| 33 | Applicants confused why they have to provide civil registration number. | Ignore | Renounced |
| 34 | Applicants confused why system asks for *street*. Do they mean *address?* | Change |  |
| 35 | Applicants find 50 chars very little for a short description. | Change |  |
| 36 | Economy tab: There is no cursor in the fields Expenses, Income and Amount (but in other fields). User needs help to type anyway | Expectation | Browser dependent. |
| 37 | User clicks Send. No response. User clicks several times. Doesn’t notice the red error bar because it is above the screen top. | Expectation | How the COTS part works. Now repaired. |
| 38 | User selects a JPG-icon of 1 MB. System replies that it must be jpg, png, etc. Error seen before, but cannot reproduce it. | Expectation | Wait for more data. |
| 39 | User clicks Send (now without error bar). Nothing happens. Clicks several times. Tries to close browser tab and wonders what the message means. | Expectation | Cannot show a message before page uploaded. Repaired in #55. |
| 40 | Miss the traditional red star for mandatory fields. | Ignore | Ignore |
| 41 | Should not be possible to select old dates as start date for travel. | Ignore | Ignore |
| 42 | Various minor changes to upload forms. | Change |  |
| 43 | Must not be possible to upload other file types than written on the form. Tried .exe. Gave confusing results when a board member clicked it. | D8, requirement note | Done |
| 44 | Not allowed to upload travel applications without excel spreadsheet. | Change | Done |
| 45 | Cannot see timeout warning about missing final report, etc. Reason: There are 403 tasks in the list above it, so it is out of sight. No warning. See also point 24 above. | I1-1 | Don’t understand. |
| 46 | Accountant: Can change the amount to pay. Should not be possible. Must go through the case handling system. | Expectation | Auditor says it is okay to change. Navision handles it. |
| 47 | Can delete a payment. Is it allowed? | Expectation. | Auditor says it is okay. |
| 48 | Waste of time having to type the Y-foundation bank account number for every payment. Always the same. | I1-1 | Set the default in this way: … |
| 49 | CEO cannot read mails since Chrome was installed. | Ignore | Not this project. |
| 50 | Fields with upload file names hide half of the file name. | Expectation | Adjusted. |
| 51 | Application list: Mouse-over display of icon too large. | Expectation | Adjusted. |
| 52 | Link for downloading budget excel sheet hard to see. | I1-2 | See #57 |
| 53 | Error message for too large files not proper English | Expectation | *File (s) too large*. Language expert: Simply write: *Files too large.* |
| 54 | Budget excel template: adjust texts. | Change |  |
| 55 | Warning before upload of application, e.g. *Send may take several minutes, typically . . .* | Expectation | See #37 and #39 |
| 56 | When you apply for 2,000 DKK the system records it as 2 DKK. Many Danes use both comma and dot for decimals, depending on context. This site is also for English applications. | H4-2 |  |
| 57 | Change the text on the download button to *Right click and select Save as.* | I1-2 | Repair for #52. |
| 58 | Budget file is mandatory for projects – not only travels. | Change | Done |
| 59 | Too little space for the application box in board view. Hides the application list. | Expectation |  |
| 60 | Language and consistency check of everything. E.g. the secretary’s tab is named “default”. | Expectation |  |
| 61 | Budget files and Word files don’t open in a new tab, but require one more click. | I1-2 | Pending. Browser dependent. |
| 62 | We have to make guides when it isn’t intuitive what to do. | I1-1, J3 | The customer does it. |
| 63 | Create two new users with rights as the secretary and the accountant (for assistants). | J5-3 | Done. Also removed various IT persons. |
| 64 | Test transfer of all data to another system (exit strategy) | J6-1 | Done |
| 65 | Board members must not have administrator rights. | H1 requirement note | Done 5/1. |
| 66 | Application 14a-027 (travel) has a budget that is pdf. Not allowed. | Change | Corrected. |
| 67 | Applicants may send additional documentation before the board meeting, e.g. about admittance on a university. Must be visible to the board member through the usual application box. | Change |  |
| 68 | Cannot find the log of events for a specific application. | I1-1 | Do it this way: . . . |
| 69 | Undo of state change. By mistake, the secretary votes red before the board has seen it. Cannot undo it. | H2-2, H2-3 | Done 30/1. |
| 70 | The grant receiver’s bank account should show the payment with the receiver’s project ID. Important for universities that receive grants for many projects. | Change |  |
| 71 | Port 80 to be used in the application part of the web site. Many companies block other ports. We cannot expect them to change policy. | Expectation |  |
| 72 | Who will operate the web site? The contract states that it is the supplier’s responsibility, but he finds it inconvenient. | Change wanted by the supplier | Small issues handled directly customer to web supplier, larger through the main supplier. |
| 73 | Contract says that errors in the COTS system are covered by the warranty. Hard to know what is COTS and what is not. Maintenance requirement L5-6 refers to a contract that doesn’t cover the issue. | Change | Resolved as a contract addition. |
| 74 | Response time is often 5 s for simple things. Sometimes they are more than 20 s. | L1-4 to 6 | Many things done, but still an issue early Sept 2014. Closed end Sept 2014. |
| 75 | Transfer old applicant data | J4-2 | Done |
| 76 | Blue bar sometimes disappear. | Expectation | Found error in the COTS system. |
| 77 | Various mail templates are needed. The secretary is supposed to make them, but doesn’t know the field names. | J5-3 |  |
| 78 | Sending automatic mails doesn’t work | Expectation |  |
| 79 | Secretary sometimes need to change the grant application, e.g. because the applicant has uploaded a wrong document. | Change | Done through the application upload pages. |
| 80 | (Not used) | Ignore |  |
| 81 | Need to file outgoing mails on the application. | Expectation? | Done automatically for bulk mails, otherwise manually. |
| 82 | The Track button has stopped working. | Expectation |  |
| 83 | Applications in state “Payable” don’t necessarily have to be paid. Now deleted manually from the pay list. Secretary wants an intermediate state. | Change |  |
| 84 | How do we report tax-free travel grants? | Change |  |
| 85 | Auditor has to approve a list of payments. It is just a list of numbers without means to see what is what. | Expectation |  |
| 86 | Which browsers should the board members use? | J5-3, C20-solution note |  |
| 87 | The expanded icon is shown in square format. Should be as in the table. | Expectation | Renounced. |
| 88 | Explain on the application page that the icon should be 100 \* 100 px. | Change |  |
| 89 | At refresh of the board’s list of applications, the system forgets the sort criterion. | Expectation |  |
| 90 | At board meeting, a member gave a red mark, which seemed to block others from voting. | Ignore | Cannot reproduce it. |
| 91 | Long response times. Cannot explain when. = #74 | L1-4 to 6 |  |
| 92 | Board members want to see when an application was received. | Change |  |
| 93 | The auditor participates in the board meeting without voting rights. Wants to see the applications. | Change |  |
| 94 | At the board meeting, each board member wants to see on the list whether they have a private note to the application. | Change |  |
| 95 | (Replication of #60) | Ignore |  |
| 96 | (Replication of #65) | Ignore |  |
| 97 | (Replication of #78) | Ignore |  |
| 98 | Accumulated grant amounts shown in board view. How can we set the initial value? | I1-1 | Do it this way: . . . |
| 99 | Need to reset application flow | H4-3 |  |
| 100 | How can users change passwords? | J5-3 | Do this: . . . |
| 101 | Secretary needs to be on the grant system and Navision at the same time, e.g. to compare. | Expectation |  |
| 102 | On the Y-Foundation’s bank account the grant payment must be labeled with the application ID. The applicant’s name isn’t enough. | Change |  |
| 103 | Installation of plugins. | J5-3 | Supplier will do it. |
| 104 | Title on automatic reply shouldn’t say “Dear University” | Expectation |  |
| 105 | Secretary can change the amount applied for, but the board cannot see it. | Expectation |  |
| 106 | We receive many applications where the mandatory bank account number is 000 000 000 | Change |  |
| 107 | If a company hasn’t specified the company ID (e.g. 6 digits rather than 8), the transfer to payment stops. | Expectation |  |