

Saturday, March 20, 2010

4:02:30 PM European Weekend Testers Ok, opened the chat. Will start adding people in about 15 minutes

4:30:44 PM European Weekend Testers Hi everyone

4:30:49 PM European Weekend Testers Welcome to EWT10!

4:31:01 PM Markus Gärtner hi

4:31:12 PM Ajay Balamurugadas Hello EWT, Markus, Shruti

4:31:20 PM Shruti Hello All!!

4:31:27 PM phil kirkham hello all

4:31:28 PM European Weekend Testers let me see - I don't think there's anyone on their first session?

4:31:52 PM Ajay Balamurugadas Hello Phil

4:32:10 PM European Weekend Testers Ok, I'll introduce the mission in more detail in a moment, but for now, let's start by introducing ourselves. Include your name, where you are, what you do, and your Web site address if you have one - so we can link to it in the session report. (If you've prepared that in a text file ahead of time - great! Leaves more time for testing :)

4:32:31 PM Markus Gärtner My name is Markus Gärtner, I am a software tester for Orga Systems in Paderborn, Germany. Personally committed to Agile methods, I believe in continuous improvement in software testing through skills. I am a co-founder of the European Weekend Testing chapter, blog at <http://blog.shino.de> and am a black-belt in the Miagi-Do school of software testing.

4:32:47 PM European Weekend Testers oh, full name preferably :)

4:32:53 PM European Weekend Testers as Markus has done

4:33:26 PM European Weekend Testers My name is Anna Baik, and along with Markus Gärtner I'm one of the co-founders of the Europe chapter of the Weekend Testers. I've been a tester for about 5 years now, and I live in Wiltshire, in the UK, close to the city of Bath. I blog occasionally at the Software Testing Club - <http://www.softwaretestingclub.com/profiles/blog/list?user=1> and here's my twitter a/c: <http://twitter.com/TesterAB>

4:33:59 PM Shruti Shruti Gudi here, From Bangalore, Working as a QA Engineer.

4:34:05 PM phil kirkham Hi Ajay (and all) - I may have to drop off at any moment as there is a project going live this weekend and I am on call for it. Phil Kirkham, test consultant for Acutest, moderator of the STC site. Blog site <http://expectedresults.blogspot.com>

- 4:34:07 PM Ajay Balamurugadas** Ajay Balamurugadas, passionate software tester, co-founder of Weekend Testing, tweets @ajay184f and blogs at www.enjoytesting.blogspot.com
- 4:34:31 PM European Weekend Testers** @phil - urk, ok, hope you don't get called out!
- 4:34:51 PM phil kirkham** well, I sort of hope I do as it means things are working !
- 4:35:11 PM European Weekend Testers** ah, ok, then let's hope you do!
- 4:35:40 PM phil kirkham** best get on with the mission !!
- 4:35:45 PM European Weekend Testers** Ok, so I'll introduce the mission quickly!
- 4:35:57 PM European Weekend Testers** Product: Open Mission: To evaluate the use of Ben Simo's usability heuristic for error reporting. Select at least one error you have encountered recently, and use the FAILURE heuristic to evaluate it.
Submit a report evaluating the heuristic.
- 4:36:27 PM European Weekend Testers** Any questions?
- 4:36:52 PM phil kirkham** lost the link to the heuristic, can you put it up please ?
- 4:36:55 PM European Weekend Testers** Descriptions of the heuristic are available here. If you have not had the opportunity to read the post before the session, then I'd recommend just reading the first one to get you started. <http://bit.ly/cADWnm>
<http://bit.ly/bM0n3n>
- 4:37:46 PM European Weekend Testers** Aspects you might consider in the report should include (but are not limited to):
* Whether the heuristic was useful to you. * Were there other items you could add to the heuristic? * If there were other items you felt you could add, you may wish to create your own mnemonic for your new heuristic.
- 4:39:57 PM European Weekend Testers** everyone's very quiet :)
- 4:40:03 PM European Weekend Testers** Happy with the mission?
- 4:40:22 PM phil kirkham** yeh, gonna use it on my latest app :)
- 4:40:45 PM European Weekend Testers** :) I hope your programmers have come up with some good error messages :)
- 4:41:17 PM phil kirkham** they havent, which is why this mission is going to be useful
- 4:41:42 PM European Weekend Testers** Frequently the friendliness (or otherwise) of error messages is left entirely down to programmers
- 4:42:18 PM European Weekend Testers** who of course naturally would like to think that those error messages will never really be seen in operation, as the code is of course perfect

4:42:28 PM phil kirkham and it's the last thing they think of as they assume the program is always going to work and users are not going to use it in strange ways

4:42:51 PM European Weekend Testers Ok, so timescales: Submit your report by email to europetesters@gmail.com by 4:30pm GMT. We'll then have a debriefing session to discuss what we learnt from 4:30pm - 5:30pm. If you can prepare your comments for the debriefing in a text file, then that helps a lot when we do the debriefing as you can then just paste it in when your turn comes around. That way we get to spend more time on the interesting discussion of lessons learned, and less time spent watching the dancing Skype pencils while you type in a long message :)

4:43:51 PM phil kirkham then testers find it, try to suggest ways of improving the error message and they are often not the best people to do so and what should be a simple process turns into several iterations

4:44:22 PM European Weekend Testers yep :)

4:45:18 PM phil kirkham hmmm - good (or bad) - but I've just found a javascript error in the app. I might have to go off and reproduce and report that one. This really is proper weekend testing !!

4:45:56 PM European Weekend Testers Was it an useful error message :)

4:47:11 PM phil kirkham I was trying to get the app into a state where it reports an error but before it got there I noticed the javascript error. As an aside I have noticed a lot of testers I work with never notice these sort of errors :(

4:47:58 PM European Weekend Testers Welcome to EWT10 Dr Meeta

4:50:25 PM European Weekend Testers @phil What, they just tune them out? Rather than seeing them and ignoring?

4:51:46 PM phil kirkham yeh - they dont notice the yellow warning icon in IE. If they dont know about them then I try to change their browser setting so errors are shown right in their face.

4:52:06 PM Markus Gärtner (until they change it back...) :)

4:53:07 PM European Weekend Testers But Phil, does the test script tell them to look for an error? ;)

4:53:25 PM phil kirkham and I find a rubbish warning message - put 0 in a field and the warning message starts with the message that "the following required fields are blank". Oh sorry,am I meant to put all this in a report ?

4:53:31 PM meeta prakash thanks :)

4:54:03 PM phil kirkham seems this mission is being successful and I've found 2 genuine defects already :)

- 4:54:23 PM European Weekend Testers :**)
- 4:54:32 PM Markus Gärtner** phil, that's reframing and refocussing in play :)
- 4:54:56 PM Ajay Balamurugadas :**) I'm going to stop peeping into this chat
- 4:54:59 PM Ajay Balamurugadas** and start testing
- 4:55:11 PM Markus Gärtner** you haven't tested yet? :)
- 4:56:24 PM European Weekend Testers** ok, so just to remind everyone - reports to europetesters@gmail.com by 4:30 GMT. That's 35 minutes from now
- 4:56:52 PM European Weekend Testers** Any questions about the mission?
- 4:57:34 PM phil kirkham** Cool - reproduced my javascript defect (mission, what mission ?)
- 4:57:46 PM European Weekend Testers :**)
- 5:13:57 PM phil kirkham** all quiet, everyone busy on their mission ? (just logged my javascript defect)
- 5:14:46 PM European Weekend Testers** Seems so...
- 5:14:57 PM European Weekend Testers** We've 15 minutes remaining everyone
- 5:15:59 PM European Weekend Testers** Just as a reminder: On 20/03/2010, at 15:42, European Weekend Testers wrote: > Ok, so timescales: Submit your report by email to europetesters@gmail.com by 4:30pm GMT. We'll then have a debriefing session to discuss what we learnt from 4:30pm - 5:30pm. If you can prepare your comments for the debriefing in a text file, then that helps a lot when we do the debriefing as you can then just paste it in when your turn comes around. That way we get to spend more time on the interesting discussion of lessons learned, and less time spent watching the dancing Skype pencils while you type in a long message :)
- 5:21:08 PM Ajay Balamurugadas** Help reqd
- 5:21:09 PM Ajay Balamurugadas** Is this error best communicated as text added to the window?
- 5:21:25 PM Ajay Balamurugadas** I do not understand the above statement, Plz help
- 5:21:35 PM Ajay Balamurugadas** text added to window
- 5:21:37 PM Ajay Balamurugadas** ?
- 5:22:09 PM European Weekend Testers** Where's the statement from?
- 5:22:20 PM phil kirkham** instead of popping up a dialog, show some text on the UI window itself. eg if you put -1 in a box then show some flashing red text next to the box

- 5:22:27 PM** Ajay Balamurugadas oh ok
- 5:22:29 PM** Ajay Balamurugadas Thanks
- 5:22:41 PM** Ajay Balamurugadas <http://www.questioningsoftware.com/2007/08/failure-usability.html>
@EWT
- 5:23:41 PM** European Weekend Testers Ah right
- 5:23:50 PM** European Weekend Testers thanks Phil
- 5:24:48 PM** European Weekend Testers pet hate: web entry forms that don't show you which field has invalid input
- 5:25:05 PM** European Weekend Testers ok, five minutes to go - how's everyone doing?
- 5:26:32 PM** Ajay Balamurugadas great
- 5:26:35 PM** Ajay Balamurugadas emailing
- 5:28:00 PM** European Weekend Testers Ah - just one comment
- 5:28:02 PM** Ajay Balamurugadas europetesters@gmail.com and europetesters@googlemail.com are same?
- 5:28:24 PM** Markus Gärtner busily writing my experience report for the chat :)
- 5:28:50 PM** European Weekend Testers Please do make sure there's nothing in your report that's commercially sensitive - reports get published
- 5:29:01 PM** Ajay Balamurugadas ok.
- 5:29:04 PM** Ajay Balamurugadas which Id?
- 5:29:04 PM** European Weekend Testers Ajay - I think so
- 5:29:06 PM** Ajay Balamurugadas :)
- 5:29:08 PM** Ajay Balamurugadas ok
- 5:29:14 PM** Ajay Balamurugadas LOL
- 5:29:21 PM** Ajay Balamurugadas Attachment failed error
- 5:29:52 PM** Ajay Balamurugadas done.
- 5:29:55 PM** Ajay Balamurugadas sent.
- 5:30:36 PM** phil kirkham did the attachment failing give a good error message ?
- 5:30:44 PM** Markus Gärtner so, phil, our mission ruined your going life?

- 5:30:49 PM Ajay Balamurugadas** Attachment failed - that's it :)
- 5:31:07 PM Ajay Balamurugadas** they did not read FAILURE Mnemonic maybe
- 5:31:08 PM phil kirkham** nah, this is the next phase that I'm testing...
- 5:31:51 PM Markus Gärtner** ok, how much longer do I get to prepare my report for the discussion? :)
- 5:32:02 PM European Weekend Testers** Ok, it's half past four
- 5:32:35 PM Shruti** Hi, sent the report
- 5:32:47 PM Ajay Balamurugadas** my report shared at <http://bit.ly/aHs5lj>
- 5:32:51 PM European Weekend Testers** Excellent
- 5:33:04 PM Ajay Balamurugadas** it was meant for Shruti ;)
- 5:33:11 PM European Weekend Testers** So, shall we start the debriefing session :)
- 5:33:11 PM Ajay Balamurugadas** [10:02:51 PM] European Weekend Testers: Excellent
«<
- 5:33:57 PM European Weekend Testers** Who would like to start off?
- 5:34:45 PM European Weekend Testers** Phil - would you like to start, as you may need to leave for work purposes?
- 5:35:36 PM European Weekend Testers** No?
- 5:35:51 PM European Weekend Testers** Ok, Markus - you're it! :)
- 5:35:53 PM Ajay Balamurugadas** Starting in 23 secs
- 5:36:00 PM Markus Gärtner** me? :)
- 5:36:06 PM Markus Gärtner** I digged into Ben Simos description nearly instantly, reading it. While skimming over it, I thought about a recent bug I encountered while playing Sudoku on my linux box. I had to reproduce the error, and went through the list. It seemed to be appropriate to me, fulfilling all the heuristics.
- I also thought about an error, I noticed in our application. We have an enterprise system running, in the middle of mobile phone transactions. When errors are encountered, usually the operator, not the end-phone user gets informed. So, we log errors to the logfile, and continue. The problem arises with unnoticed error messages, which is sometimes the case. I found no UI there, maybe we need a new compenent to handle the errors? Recovery and emotions also do not seem to apply there. It's a whole lot different in the enterprise world, it seems to me.

In addition, I encountered some trouble with twitter recently. The web UI sometimes states "We had a problem", with no more hints, what I could do. So, the feedback from twitter seems to be really bad in this manner.

Last, but not least, on different activities I encountered a whole lot problems in software. While preparing the thumbnail picture for today, I was unable to copy an image from opera to KDE clipboard and then directly into GIMP for editing. The error message there stated rightly for me what went wrong - as I knew what I was trying to do. Though, it could have been a bit too technical for a non-technical user.

5:36:43 PM Markus Gärtner formatting is bad with emacs

5:36:45 PM Ajay Balamurugadas after Markus.

5:37:00 PM European Weekend Testers Oh - enterprise error messages is interesting

5:37:36 PM European Weekend Testers Format is particularly important there, if you want to create log monitoring scripts to alert operators to certain errors

5:37:48 PM Markus Gärtner yeah, we got standards for that

5:38:16 PM Markus Gärtner it's very important, considering you have to wade through 512 MB of logfiles by hand would be a daunting duty

5:38:31 PM Ajay Balamurugadas any starting documents abt those kind of errors / systems?

5:38:32 PM European Weekend Testers How did you find the heuristic for evaluating those different scenarios? You noted a couple that don't apply to the enterprise scenario

5:38:32 PM Markus Gärtner and we produce several logfiles per day (get split up at half a gig)

5:38:48 PM Markus Gärtner well, there is no UI in our system

5:38:56 PM Markus Gärtner everything is automated in this regard

5:39:03 PM Ajay Balamurugadas ok.

5:39:10 PM Markus Gärtner so, the UI heuristic simply did not apply

5:39:26 PM Ajay Balamurugadas maybe we need a different heuristic?

5:39:30 PM European Weekend Testers any additional ones that you could add?

5:39:42 PM Markus Gärtner no, couldn't think of one

5:39:53 PM European Weekend Testers I noticed a comment on the second blog post - suggesting system as another one to add

5:39:56 PM European Weekend Testers to make FAILURES

5:40:13 PM Ajay Balamurugadas system - as in Operating system and the environment?

5:40:27 PM European Weekend Testers Jonas Söderström wrote:

I would like to add a letter to the heuristic.

S - How is the system *situation* after the failure? Many error creates follow up failures because the system does not recover properly. Do extensive testing after the failure. Recreate the error several times and see if the system behaves the same.

5:40:27 PM Ajay Balamurugadas *Product Environment*

5:41:05 PM Markus Gärtner hmmm, that could work with the S there, but I missed somehow C for context

5:41:26 PM Ajay Balamurugadas R - reproduceability?

5:41:28 PM Markus Gärtner there are different situations calling for different error messages, that's contextual information

5:41:36 PM Markus Gärtner that's a good one

5:41:41 PM Markus Gärtner basically I'm finished :)

5:41:52 PM Markus Gärtner if there are no questions, maybe we should go on

5:41:55 PM phil kirkham problems with the go live so I am outta here - thanks for the session !!

5:42:03 PM European Weekend Testers ok - thanks phil!

5:42:07 PM Markus Gärtner thanks phil

5:42:09 PM Ajay Balamurugadas Thanks Phil

5:42:12 PM European Weekend Testers Best of luck with your go-live!

5:42:12 PM Markus Gärtner good luck!

5:42:23 PM Ajay Balamurugadas here's my report

5:42:33 PM Ajay Balamurugadas Achieved my mission. Had set a half an hour of Skype watching and half an hour of working towards the mission. Successfully achieved that. Felt mission was easy. Learning: Next time, some more questions I'd like to add to list. And yes, Audio associated with Error Messages: An important aspect, which I'd concentrate from now on. I copied the entire list of questions and added an answer to each of the questions. Any questions please?

5:43:12 PM European Weekend Testers Would you use this heuristic again for evaluating error messages?

5:43:43 PM Ajay Balamurugadas yes. I have this pinned on my cube about an youtube error

5:44:16 PM Ajay Balamurugadas so, it was good practicing something which I knew theoretically.

5:44:33 PM Shruti what kind of error did u encounter?

5:44:44 PM European Weekend Testers do you find it covers all of the aspects you would normally consider?

5:44:54 PM Ajay Balamurugadas <http://bit.ly/aHs5lj>

5:45:25 PM Ajay Balamurugadas While updating my profile pic with an invalid file, error msg read: File not installed

5:45:43 PM European Weekend Testers not a very helpful message!

5:46:11 PM Ajay Balamurugadas so it got me confused: installing, downloading

5:46:23 PM Ajay Balamurugadas while I'm trying to upload !!!

5:46:54 PM Ajay Balamurugadas questions ? :)

5:47:23 PM Markus Gärtner did you test or was it just theoretically for you?

5:47:56 PM Ajay Balamurugadas Tested . I changed the extension of .txt to .skype

5:48:05 PM Ajay Balamurugadas and got the error dialog

5:48:27 PM Ajay Balamurugadas and the questions were: like a questionnaire.

5:48:39 PM Ajay Balamurugadas I treated the list of questions as a checklist.

5:49:45 PM European Weekend Testers anything to add to the checklist?

5:50:11 PM Ajay Balamurugadas Reproduceability :) I'd like to talk to Ben Simo about that

5:51:11 PM Ajay Balamurugadas I'm done if no more questions.

5:51:37 PM European Weekend Testers ok, so who would like to go next? Shruti? Meeta?

5:52:49 PM Shruti i evaluated for one error which i encountered in my mobile phone. When I tried to access the camera to take a pic i got this error message "Another application is already running". This confused me. This was the first instance of the camera. Then why was i getting this error. I tried everything but was at my wit's end. So, i had to switch off the mobile and switch it on. This has happened several times in one week.

And the worst part was the s
w was not helping me how to get out of the loop that i was into.

It intended to inform me that the camera could not be launched because a game was running in the background but all it said was "application already running", which didn't inform me anything at all. I had to do R&D and figure out where the equivalent of task

manager of my mobile was and then close the app there. The other alternative was to of course restart my mobile.

The log heuristic and the part where we can contact support didn't apply in this case

Note:- when i first saw this error i was actually excited about the error or defect.. i looking at it from a QA perspective rather than a user perspective. I realized now how irritating it might be for a user. For ex: if my mom gets this error on her cell, she wouldn't be able to make head or tail or whats going on and might even feel unintelligent.

5:54:45 PM European Weekend Testers On 20/03/2010, at 16:52, Shruti wrote: > Note:- > when i first saw this error i was actually excited about the error or defect.. i looking at it from a QA perspective rather than a user perspective. I realized now how irritating it might be for a user. For ex: if my mom gets this error on her cell, she wouldn't be able to make head or tail or whats going on and might even feel unintelligent. This is a good point - I like the Emotions part of the heuristic as it reminds us to consider this

5:55:52 PM Shruti yes, i have seen many people especially elders trying to use the newer cell phones and hesitating to ask questions when they run into such messages, at the risk of sounding foolish

5:56:16 PM European Weekend Testers it's not a great customer experience if you make all your customers feel bad about themselves

5:57:31 PM European Weekend Testers I used to train customer service advisors, and one of the goals was to "maintain or improve the customer's self-esteem" - essentially, don't make the customer feel silly for just wanting to achieve a perfectly reasonable task that shouldn't require deep "insider" knowledge

5:58:30 PM Shruti I agree

5:58:35 PM European Weekend Testers How did you find the use of the heuristic? Was it helpful to you, is it something you might use again?

5:58:36 PM Ajay Balamurugadas agree. Psychology at play.

5:59:06 PM Shruti yes, i

5:59:56 PM Shruti i'll definitely use it again.. it was helpful. I feel maybe making it more general would help us customize it to all types of applications.. (like in ISO)

6:00:39 PM European Weekend Testers Which parts do you think could be generalised a bit more?

6:01:39 PM Shruti The UI part

6:01:48 PM European Weekend Testers Oh - yes, that's a good one

6:01:54 PM Shruti the impact part also

- 6:02:27 PM European Weekend Testers** Is the error appropriately reported in the user interface in terms that the user understands?
- 6:02:27 PM Ajay Balamurugadas** sometimes, its hard to judge the impact part.
- 6:03:09 PM European Weekend Testers** I guess that if the "user" is another application, then you could use this for enterprise system errors, but as it reads, it's more focused towards a human user
- 6:03:53 PM Shruti** yes.. correct. and we should also see the different categories of users - technical, non-technical etc
- 6:04:29 PM European Weekend Testers** yes, it needs to work for these too
- 6:05:39 PM European Weekend Testers** I've seen some error messages which make what I think is a good effort to cater for different groups - there's a straightforward explanation up top, and then a section for more technical detail. So the non-technical user doesn't have to wade through the detail to get an understanding of what went wrong
- 6:06:08 PM European Weekend Testers** but there's still detail provided for better troubleshooting
- 6:06:32 PM Shruti** yes.. something like a advanced section
- 6:06:39 PM Shruti** also,, the impact part can include questions like does the error tell the user how to recover? and if so, what data would be lost (like it does in some MS office apps)
- 6:06:57 PM Ajay Balamurugadas** makes sense...and how about a copy button ?
- 6:07:08 PM Markus Gärtner** well, it might make sense to distinguish between the main actor/the main user and other stakeholders
- 6:07:32 PM Markus Gärtner** soap opera testing is basically a view on it like this
- 6:08:46 PM Shruti** soap opera testing? could you please explain.. i quite didn't understand.
- 6:09:11 PM Markus Gärtner** well, you build your test scenarios on extreme stories, like soap opera
- 6:09:22 PM Markus Gärtner** we had this in EWT04 or 2 I'm not sure
- 6:09:49 PM Markus Gärtner** you analyze users of the application and bring in stories from their experience with the system - most likely in extreme conditions
- 6:10:01 PM Markus Gärtner** thereby you stress the app of course, but find still reasonable coverage
- 6:10:37 PM Shruti** oh ok! Thanks!
- 6:11:15 PM Markus Gärtner** phil wrote up a report on it here: <http://expectedresults.blogspot.com/2010/01/saturday-afternoon-at-opera.html>

- 6:12:21 PM Markus Gärtner** interestingly, I just read a book on use cases and requirements from Cockburn. He also points out to subsystems as reasonable users of the applications
- 6:12:52 PM Shruti** Thanks. I'll check out the link.
- 6:13:01 PM European Weekend Testers** so your frontline orders website is an user of the back-end billing system?
- 6:13:13 PM Markus Gärtner** exactly
- 6:13:19 PM Markus Gärtner** there are different stakeholders also
- 6:13:21 PM Markus Gärtner** think about laws
- 6:13:42 PM Ajay Balamurugadas** hey Markus: Legal is another key parameter?
- 6:13:55 PM Markus Gärtner** of course
- 6:13:56 PM European Weekend Testers** ah - good one
- 6:14:02 PM European Weekend Testers** I also thought of security
- 6:14:10 PM Ajay Balamurugadas** nice
- 6:14:17 PM European Weekend Testers** In the testing that I do, frequently we want the error message to be helpful to the customer, but not TOO helpful, if you see what I mean. For instance, a login error message that tells you your username was correct, gives too much information to a malicious user. Similarly if a credit check fails, the information given in the error message should not be so specific that it allows a malicious user to figure out how to bypass the issues. An error that reveals your internal database table names to external users - similarly!
- 6:14:17 PM Markus Gärtner** security, law in general
- 6:16:08 PM Markus Gärtner** there might even be different real person users. We got users from the mobile phones, and users from operations department of our customers
- 6:16:25 PM Ajay Balamurugadas** hmmm, right
- 6:16:30 PM Markus Gärtner** (as well as billing subsystems, etc.)
- 6:16:52 PM Ajay Balamurugadas** and as already mentioned, users, system can be thought of
- 6:16:57 PM European Weekend Testers** Having errors be helpful to the 3rd line operations teams is very important
- 6:18:29 PM European Weekend Testers** if the error is good enough to allow them to fix issues manually, this may allow the business the freedom to take a decision to allow a commercially important release, knowing that any occasional issues can be worked around by ops

- 6:20:24 PM Shruti** I have one question - do u think a video of the error would be helpful. Say there is a manufacturing plant and something goes wrong. Instead of giving a message, would a video simulation of what went wrong and what to do to rectify it be helpful? I think this might already be there in case of some printers etc.
- 6:21:48 PM European Weekend Testers** the photocopier we have at work doesn't have video, but it does have an animated dialog that walks you through where to remove jammed paper from, and how to access those places
- 6:22:29 PM Markus Gärtner** I need one of those at our office, ours tells where the paper got stuck, but not how I can reach there
- 6:22:29 PM European Weekend Testers** it's very helpful - so yes, a video or maybe an animation for how to resolve might be useful
- 6:23:30 PM European Weekend Testers** Ours will tell you - open this door (animation showing little arrow pointing to right place and door opening)
- 6:23:40 PM Ajay Balamurugadas** sometimes, its very helpful. sometimes very irritating as it is not easily recoverable.
- 6:24:04 PM Shruti** so not only should the error be sensible it should also directly corelate to the actual system - be it software or hardware
- 6:24:16 PM European Weekend Testers** Yes, if it leads you through a long recovery process and it STILL doesn't work... :(
- 6:24:50 PM Markus Gärtner** so, we got roughly five minutes left
- 6:24:51 PM Ajay Balamurugadas** yes. Agree @EWT.
- 6:25:15 PM Shruti** Agree
- 6:25:47 PM European Weekend Testers** ok, so were there any other points that people wanted to raise?
- 6:26:10 PM Shruti** No other points on my end
- 6:26:25 PM Ajay Balamurugadas** me too. No more questions.
- 6:26:39 PM Ajay Balamurugadas** Thanks EWT for such an interesting session.
- 6:26:40 PM Markus Gärtner** i got a question on the time :)
- 6:26:49 PM European Weekend Testers** ?
- 6:27:03 PM Markus Gärtner** considering we have DST changes next weekend, should we stick with 3.30pm GMT or should we make it an hour earlier?
- 6:27:58 PM European Weekend Testers** Ajay, what do other chapters do?

- 6:28:05 PM Ajay Balamurugadas** no change
- 6:28:09 PM Ajay Balamurugadas** they follow IST
- 6:28:25 PM Ajay Balamurugadas** we have only Indian chapters till now
- 6:28:29 PM Ajay Balamurugadas** othe rthan EWT
- 6:28:44 PM European Weekend Testers** ah, no daylight savings
- 6:29:08 PM Markus Gärtner** so, we should discuss this maybe on the forums
- 6:29:14 PM Ajay Balamurugadas** yes
- 6:29:17 PM Ajay Balamurugadas** good idea
- 6:29:26 PM European Weekend Testers** Agreed
- 6:29:40 PM European Weekend Testers** Ok, so in that case, shall we wrap up this session?
- 6:29:48 PM Markus Gärtner** ok, thanks for the great session :)
- 6:30:10 PM European Weekend Testers** Thanks for attending today's session everyone :)
- 6:30:24 PM European Weekend Testers** We'll put up a session report from today on <http://weekendtesting.c>
as soon as possible - keep an eye on there for the report :).
- 6:30:32 PM Shruti** Ajay, Anna, Markus - Thanks for a great session :)
- 6:30:44 PM Ajay Balamurugadas** Thanks to all testers, facilitators and special Thanks to Ben Simo :)
- 6:30:51 PM Markus Gärtner** thanks for the warm words as well as for attending :)
- 6:31:23 PM European Weekend Testers** Ajay, if you talk to Ben give him my thanks for a very neat heuristic :)
- 6:32:35 PM European Weekend Testers** Hope to see you all on future EWT sessions - good-night/good evening all