
DevConf Usability Test Report

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Session 1

Session 1 – it was the first session of our test cases during DevConf.cz. The participants of this session were **novice and intermediate Linux users**. They started with the basic test case “*Non-English/US Install*”. Then most performed the second test case “*Dual-Boot Install*”.

Legend

PN_o.....Problem Number – refers to the more detailed description in the *Test Case Summary*
SN_oSuggestion Number – refers to the suggested solution for some problem in the *List of suggestions*
i18lIndicates localization problem

Test Case: Non-English/US Install

Your friend just told you about a really cool operating system called Fedora. When you get home you put the CD with Fedora 18 on it into your computer and begin downloading/open the Fedora 18 ISO file your friend sent to you on your virtual machine. When installing Fedora, feel free to make any changes you would like to the language and keyboard layout, timezone, etc.

Participant #1

Tester id: 13-02-23-BRNO-07

DevConf Test Lab, Session 1

Video No.: notebook-3, UT-2013-02-23--0

Background

See Pre-test survey.

Task

Initial (Pre-welcome) Screen

- When passing to *Welcome screen*:

"Tak obrazovka bliká, vypadá že za chvíli to spadne." ("The screen is blinking. It looks like it's going to crash.")

He complained about screen blinking when passing to *Welcome screen*. **PN_o 1**

Welcome Screen (Language)

- He was looking for ‘*Čeština*’ (*Czech*) for about 30 seconds. He moved down through the list at first. When he reached the end of the list, he believed that there is not an option for Czech:

"Vypadá to, že není." ("It seems that it isn't there.")

He spent quite a long time when looking for Czech language. He probably did not notice the search box. And especially he moved down through the list. He probably did not realize that it starts with 'English' and not with 'A' – See his second test case where he said what he was confused about. **PN_e 2.1, i18I**

- "Nejde potvrdovat Enterem." ("It's not possible to confirm with *Enter*.")

He complained that the welcome screen (with selected language) is not possible to confirm with the 'Enter' key. **PN_e 3**

- When he almost clicked on 'Pokračovat' (*Continue*), he noticed the option for keyboard – 'Nastavit klávesnici jako výchozí rozložení pro označený jazyk' (*Set keyboard to default layout for selected language*). It took him a few seconds to decide but then he checked this option.

See his second test case where he said what he was confused about. **PN_e 8, i18I**

- He clicked on 'Pokračovat' (*Continue*)

Installation Summary (Hub)

- When he saw *Installation Summary*, he was confused that something is happening and he didn't know what he shall do:

"Něco se děje. Nevím, na co kliknout." ("Something is happening. I don't know what I shall click on.")

- After about 20 seconds, he continues but he set only *Installation Destination* which is the only one marked with an exclamation point.

He was probably confused about the warning 'Kontrola závislostí...' (*Checking Software dependencies...*). **PN_e 4**

- He clicked on 'Cíl Instalace' (*Installation Destination*).

Installation Destination

- The device is pre-selected in the beginning. But he clicked on that device when the installation destination screen appeared. And it caused that the device was deselected. Then he pressed the 'Hotovo' (*Done*) button. This led to the fact that he had no device selected.

He was confused about (de)selecting of the device when selecting the installation destination. He probably did not expect that the device is pre-selected. **PN_e 5**

He was a bit surprised during his second test case too.

Installation Summary (Hub)

- He found that there is no disks selected (New warning: 'Nebyly vybrány žádné disky.') and clicked on 'Cíl Instalace' (Installation Destination).

Installation Destination

- He complained about drive selecting again:

"Když kliknu na zařízení čekal bych, že zařízení potvrdím a nebudu muset znova mačkat Hotovo."

("When I click on the device, I would expect that the device is confirmed... a) without extra confirmation by clicking on 'Hotovo' (Done) b) without clicking on 'Hotovo' again.")
- **Installation Options:**
 - He hovered over the menu.
 - "Automaticky nastavit." ("Automatically configure.") and he left this option.
 - He clicked on 'Pokračovat' (Continue).

Installation Summary (Hub)

- "Spustit instalaci." ("Run installation.") and he clicked on 'Spustit Instalaci' (Begin Installation).

Configuration (Installation Process)

Note: The installation process was quite slow (due to the high resolution of the acquired record).

Brief summary from installation process:

- He complained many times that the progress bar didn't move during the installation process. He also complained that the progress wheel is very small and is not spinning continuously. **PN₆**

"Čekal bych, že se bude posunovat progressbar, když se něco nastavuje. Kdybych neviděl kolečko, co se dole točí, tak nepoznám, jestli se to seklo nebo ne."

("I would expect progress bar to be moving when setting something. If I can't see that circle which is spinning in the bottom then I can't detect whether it's frozen or not.")

00:03:58—00:04:03

"Čekal bych nějaký pohyb na progressbaru."

("I would expect some progress bar movement.")

00:04:32—00:04:35

"Jedinej ukazatel progresu je tady vlastně počítadlo, ukazující 840 aktuálně z necelých

1200 ... Progressbar je tady úplně k ničemu."

("The only progress indicator here is a counter currently showing 840 of less than 1200 ... The progress bar is completely useless.")

00:07:59—00:08:12

"Točící se kolečko ukazující stav proces instalace by mělo být určitě větší."

("The spinning circle showing the process of installation should be much bigger.")

00:08:34—00:08:40

And so on.

- He was afraid to set an root password, even he did not try to set it up. It also seems that he did not notice this option for quite a long time (He mentioned it after more than 2 minutes). **PN_o 7**

"Na obrazovce je možnost nastavení hesla správce. Tod'to heslo bych nastavil raději až po instalaci."

("On the screen, there's the option to set an administrator password. But I would rather set this password after installation.")

00:06:03—00:06:09

"Je tady sice možnost nastavení hesla správce. Bojím se, že kdybych na to klikl, že třeba dojde k přerušení instalace. A bude se to muset instalovat znovu."

("Although there is a possibility to set an administrator password. But I'm afraid that the installation can be interrupted when I click on that. And then I'll have to install it again.")

00:07:07—00:07:15

- He wanted more interesting and colorful graphics. He mentioned that it was quite dull and uninteresting.

It was unique complaint and it is quite subjective and not so important for usability.

"Obrazovka je taková fádní. V nevýrazných barvách. ... Ocenil bych trochu více barev. ... To je taková nezáživná obrazovka, nedá se na ní nic číst, progressbar se nehýbe."

("The screen is quite drab. In dull colors. ... I would appreciate a little more colors. ... This is quite a boring screen. There's nothing to read. Progress bar is not moving.")

00:06:31—00:06:55

"Zatím instalace dost nezáživná." ("The installation is still very boring.")

00:11:50—00:11:53

"Instalátor se snaží vypadat jednoduše, ale vypadá spíš hodně nedodělaně. Stejně tak instalátor je zobrazen v poměru stran 4:3 místo toho, aby byl roztažen na celý displej. Také bych od dnešního systému čekal ... a trochu lepší grafiku."

("The installer tries to look simple, but it looks much more like it's unfinished. Similarly, the installer is displayed in 4:3 aspect ratio instead of being expanded to the full screen. Also I would expect from today's system ... and a little better graphics.")

00:13:44—00:14:32

Participant #2

Tester id: 13-02-23-BRNO-04

DevConf Test Lab, Session 1

Video No.: notebook-4, UT-2013-02-23--0

Background

See Pre-test survey.

Task

Welcome Screen (Language)

- "Tak, přepnu jazyk na češtinu. Jde asi zadávat i na klávesnici. Nedá"

("So, I'm going to switch the language to Czech. Perhaps it's possible to enter using the keyboard. It's not possible.")

He tried to type the name of his required language on the keyboard – he expected that text can be entered (without clicking in search box) to find or filter languages. **PN_o 2.2**

- Then he clicked in the search box.
- He was typing 'ces'. When all options have disappeared, he deleted the text.

Note: He probably wanted to type 'cestina'.

Then he typed '4e'.

Note: He probably wanted to type 'čeština' but he expected the Czech keyboard layout.

Then he typed 'cy'.

Note: He probably wanted to type 'cz' but he expected the Czech keyboard layout.

Then he typed 'cz'

He had a problem to filter languages using the search box. He expected language filtering without diacritics. Then he expected the Czech keyboard layout. The correct one was his fourth attempt to perform the required filtering. **PN_o 2.3, i181**

- After his previous language filtering, only one option – 'Čeština (Česká Republika) Czech (Czech Republic)' – remained. He selected this option.

Note (i181): 'Česká Republika' is **not correct** in Czech language. It should be 'Česká

republika'

- He checked the option 'Nastavit klávesnici jako výchozí rozložení pro označený jazyk.' (Set keyboard to default layout for selected language).
- He clicked on 'Pokračovat' (Continue)

Installation Summary (Hub)

- He was moving cursor over the menu (hub).
"Tak, kontrola. Pěkně je to tady zpracovaný. Co máme za možnosti?"
("Well, let's check it out. It's nicely done. What are an options we have?")
- After 15 seconds he clicked on 'DATUM & ČAS' (DATE & TIME).

Date & Time

- He was moving cursor over Date&Time menu for less than 10 seconds and then he clicked on 'Hotovo' (Done) without any change.

Installation Summary (Hub)

- He clicked on 'KLÁVESNICE' (KEYBOARD).

Keyboard Layout

- In a few seconds he found '+' (for adding keyboard layouts) and clicked on it.
"Dá se přidat další." ("I can add more.")
- **Add a Keyboard Layout:**
 - He was looking for 'quertz' layout and closed this menu without any change (by clicking on 'Zrušit' (Cancel)).

He probably expected *querty* as the default Czech keyboard layout. So, he was looking for *quertz* keyboard layout.

I think that *quertz* is a standard default keyboard layout for Czech language (e.g. another participant said that he was pleased with the *quertz* layout).

Maybe there can be shown 'Czech (Czech (quertz))' instead of 'Czech (Czech)' – similarly, as in the case of item 'Czech (Czech (querty))'. But I think that it could be quite confusing for users with less IT knowledge. And it took him only a few seconds to find out actual keyboard setting. So, I think that it is a negligible problem.

- Then he wrote 'qwertz' in the text box for testing keyboard layout to make sure of his setting.
"Jasně." ("Okay.")
- He clicked on 'Hotovo' (Done)

Installation Summary (Hub)

- He clicked on 'VÝBĚR SOFTWARE' (SOFTWARE SELECTION).

Software Selection

- (After about twenty seconds,) he hovered over some options of 'Choose your environment' menu and scrolled up and down this menu. Then he clicked on 'GNOME Desktop'.
- He hovered over options of 'Choose your add-ons' menu.
- "Ó, jé. Výborně." ("Oh wow. Great.") and he clicked on 'Extra games for the GNOME Desktop'
- He clicked on 'LibreOffice'
- He clicked on 'Hotovo' (Done)

Installation Summary (Hub)

- He clicked on 'NASTAVENÍ SÍŤE' (NETWORK CONFIGURATION).

Network Configuration

- He clicked on 'Konfigurace...' (Configuration).
 - He clicked on the General tab – 'Obecné' (General).
 - He clicked on the IPv4 tab – 'Nastavení IPv4' (IPv4 Setting).
 - He clicked on 'Zrušit' (Cancel) and left this menu without any change.
- He clicked on 'Hotovo' (Done)

Installation Summary (Hub)

- He clicked on 'CÍL INSTALACE' (INSTALLATION DESTINATION).

Installation Destination

- He hovered over the device 'Virtio Block Device' for more than 10 seconds.
- "Výběr disku." ("The selection of a disk.")

He clicked on the device (which caused deselecting of the device). Then he clicked on the device again.

He made needless deselecting and selecting of the drive. Like most participants, he probably did not expect that the device is pre-selected. **PN_o 14**

- He clicked on 'Hotovo' (Done)
- **Installation Options:**

- He was moving cursor over the menu and reading the instructions for about 20 seconds.
- "Takže, půjdeme s automatickou instalací." ("So, let's follow the automatic installation.")
- He clicked on 'Pokračovat' (*Continue*).

Installation Summary (Hub)

- "Tak, spouštíme instalaci." ("Well, let's start the installation.") and he clicked on 'Spustit instalaci' (*Begin Installation*).

Configuration (Installation Process)

- In a few seconds he noticed the option 'HESLO SPRÁVCE' (*ROOT PASSWORD*).
- "Dá se nastavovat už během instalace?" ("Can it be set during the installation?")

He was not sure whether he can set the option 'Root Password'. **PN_o 7**

- and he tried to click on that option.
- **Root Password:**
 - He entered some password. It was 4 characters long.
 - He clicked on 'Hotovo' (*Done*)
 - "Heslo je kratší než 5 znaků. Dobře." ("The password is shorter than 5 characters. OK.")

Note: He probably did not read the whole warning.

He entered another password immediately. The new password was 8 characters long.

- and he clicked on 'Hotovo' (*Done*)

Note: The installer was frozen for a while.

- Back in **Configuration**

Participant #3

Tester id: 13-02-23-BRNO-05

DevConf Test Lab, Session 1

Video No.: notebook-2, UT-2013-02-23--0 and UT-2013-02-23--1

Background

See *Pre-test survey*.

Task

Welcome Screen (Language)

- "Hmm, hledám češtinu. Výchozí je angličtina." ("Hmm, I'm looking for Czech. English as default.")
and scrolled up the menu with languages (dragging the scroll bar).
- He clicked on 'Čeština (Česká Republika) Czech (Czech Republic)'.
- Then he hovered over the menu for a few seconds.

"Nevím, co znamená *nastavit klávesnici jako výchozí rozložení pro označený jazyk*. Nechám prázdné."

("I do not know what '*Nastavit klávesnici jako výchozí rozložení pro označený jazyk*' (Set keyboard to default layout for selected language) means. Let's leave it unchecked.")

He was confused what the option '*Nastavit klávesnici jako výchozí rozložení pro označený jazyk*' means. **PN_o 8, i181**

- He clicked on 'Pokračovat' (Continue).

Installation Summary (Hub)

- He clicked on 'DATUM & ČAS' (DATE & TIME).

Date & Time

- "Časové pásmo nechám stejné. Čas ze sítě."
("Timezone – I'm leaving the default. Network time.")
- He clicked on 'Hotovo' (Done) without any change.

Installation Summary (Hub)

- He clicked on 'KLÁVESNICE' (KEYBOARD).

Keyboard Layout

- Immediately he clicked on 'Czech (Czech)' and tested this layout: he wrote "<zz", then he added "ha" and "qwerty".
- He deleted "<zzhaqwerty" from the text box for testing keyboard layout.
- He clicked on the symbol of a keyboard.
"Nevidím qwertz klávesnici." ("I don't see qwertz keyboard.")
He clicked on 'Zavřít' (Close) to close the displayed keyboard layout.
Then he hovered over the menu for a few seconds and clicked on '+'.

"Aha. Chvíli mi trvalo než jsem pod pluskem objevil další jazyky." ("Aha. It took me a while to find other languages under the plus sign.")

He probably expected that the symbol of a keyboard causes a different action. **PN_e 24** And he was confused how to add a keyboard layout. **PN_e 16**

- **Add a Keyboard Layout:**

- He typed 'cz'.
- He clicked on 'Czech (Czech (with <|> key)).
- He clicked on 'Přidat' (Add).

- **Keyboard Layout:**

- Then he wrote 'qwertz' in the text box for testing keyboard layout to make sure of his setting.
- He clicked on 'Czech (Czech (with <|> key))' and tested this layout: he wrote "qwertz" to the text box for testing keyboard layout.
- He clicked on 'Λ' to move the layout to the top of the list.

"Pořadí je docela intuitivní volba tady." ("Selecting the order is quite intuitive here.")

- He clicked on 'Hotovo' (Done)

"Tlačítko Hotový bych čekal v pravém dolním rohu."

("I expect the button 'Hotovo' (Done) in the lower right corner. ")

He expected the button 'Hotovo' (Done) in the lower right corner. **PN_e 18**

Installation Summary (Hub)

- He clicked on 'ZDROJ INSTALACE' (INSTALLATION SOURCE).

Installation Source

- He clicked on 'Hotovo' (Done) in a while.

Installation Summary (Hub)

- He clicked on 'NASTAVENÍ SÍTĚ' (NETWORK CONFIGURATION).

Network Configuration

- "Nastavení sítě i zdroj instalace ponecháme defaultní." ("I leave the default network configuration and installation source.")

and clicked on 'Hotovo' (Done).

Installation Summary (Hub)

- He clicked on 'VÝBĚR SOFTWARE' (SOFTWARE SELECTION).

Software Selection

- "Prostředí si vyberu Xfce." ("I am choosing Xfce environment.")
and clicked on 'Xfce Desktop'.
- "Zaklikneme se všema vývojářskými nástrojema." ("Let's select the choice with all development tools.")
and clicked on 'Vývojářské nástroje' (Development Tools).
- He clicked on 'Hotovo' (Done)

Installation Summary (Hub)

- He hovered over the menu for about 10 seconds, then he hovered over 'CÍL INSTALACE' (INSTALLATION DESTINATION) until the caption appeared.

He was confused about the warning icon with exclamation point – he thought that he had done something wrong. He mentioned it later when returning from the *Installation Destination*. **PN_o 17**

- He clicked on 'CÍL INSTALACE' (INSTALLATION DESTINATION).

Installation Destination

- "Vyberu si disk pro instalaci." ("I'm selecting the disk for installation.")
and he clicked on the device 'Virtio Block Device'.

Like most participants, he probably did not expect that the device is pre-selected. **PN_o 5**

- After a while he clicked on the device again.
- He clicked on 'Hotovo' (Done)
- **Installation Options:**
 - Hovering over the menu for more than 15 seconds.
 - "Nechám rozdělení disku na instalátoru." ("I am letting the installer to arrange the partitioning.")
 - He left the default option and clicked on 'Pokračovat' (Continue).

Installation Summary (Hub)

- When the warning under the option 'CÍL INSTALACE' (INSTALLATION DESTINATION) disappeared, he complained that warning icon made him confused:

1. "Trošku mě mátló označení trojúhelníčkem s vykřičníkem, protože jsem myslel, že jsem něco špatně-"

("I was a bit confused about that icon – a triangle with an exclamation point – because I thought that I did something wrong-")

- He clicked on '*Spustit instalaci*' (*Begin Installation*).

Configuration (Installation Process)

- In a few seconds he clicked on '*HESLO SPRÁVCE*' (*ROOT PASSWORD*).
- But warning about '*An unknown error*' appeared.

Test case Restarted

- (Because the installer crashed)
- (UT-2013-02-23—1)

Initial (Pre-welcome) Screen

- When passing to *Welcome screen*:

"Přechod do grafického rozhraní chvíli trvá. Šipečka/obrazovka problikává."

("Switching to the graphical interface takes a while. The arrow/screen(??) is blinking.")

He complained that it took quite a long time and that it was blinking. **PN_o 1**

Welcome Screen (Language)

- "Vyberu češtinu jako výchozí jazyk instalace."
("I am selecting Czech as the default language for the installation.")
and scrolled up the menu (dragging the scroll bar).
- He clicked on '*Čeština (Česká Republika) Czech (Czech Republic)*'.
- "Moc nechápu volbu *Nastavit klávesnici jako výchozí rozložení*."
("I don't understand much the option '*Set keyboard as the default layout*'.")

Note: He was quite confused as well as during the previous installation (before crash).

- He clicked on '*Pokračovat*' (*Continue*).

Installation Summary (Hub)

- "Časové pásmo ponechám defaultní." ("I'm leaving the default time zone.")
- "Klávesnici si změním." ("I'm going to change my keyboard.")
and he clicked on '*KLÁVESNICE*' (*KEYBOARD*).

Keyboard Layout

- He clicked on '+'.
- **Add a Keyboard Layout:**
 - "qwerty."
 - and scrolled up and down the menu (dragging the scroll bar).
 - He clicked on 'Czech (Czech (with <|> key)).
 - He clicked on 'Přidat' (Add).
- **Keyboard Layout:**
 - He clicked on 'Czech (Czech (with <|> key))' and moved the layout to the top of the list using 'A'.
 - He tested the layout – he wrote "ajhzqy\handy" to the text box.
 - "Mě mate tlačítko Hotovo v levém horním rohu." ("It's confusing to me that the button 'Hotovo' (Done) is placed in the upper left corner.")

Note: He mentioned his confusion from his previous installation.

- He clicked on 'Hotovo' (Done).

Installation Summary (Hub)

- "A trojúhelníček s vykřičníkem budí dojem, že jsem udělal něco chybně."
("And the triangle with an exclamation point gives the impression that I did something wrong.")

Note: He mentioned the confusion which he had during his previous installation.

- He clicked on 'CÍL INSTALACE' (INSTALLATION DESTINATION).

Installation Destination

- Double click on the device 'Virtio Block Device'.

Even after his previous experience, he made needless deselecting and selecting of the drive.
PN_o 5

- He clicked on 'Hotovo' (Done)
- **Installation Options:**
 - "Nechám rozdělení na Fedoře." ("I let Fedora to arrange the partitioning.")
He left the default option and clicked on 'Pokračovat' (Continue).

Installation Summary (Hub)

- He clicked on ‘*Spustit Instalaci*’ (*Begin Installation*).

Configuration (Installation Process)

- "Nastavím si uživatelské heslo- roota." ("I going to set a user password- of root.")
and he clicked on ‘*HESLO SPRÁVCE*’ (*ROOT PASSWORD*).

- **Root Password:**

- He entered some password which was 4 characters long.
- He clicked on ‘*Hotovo*’ (*Done*).
- "Upozornění na slabé heslo je docela nevýrazné."
("The weak password warning is quite imperceptible/bland .")

He complained that the warning about weak password is quite imperceptible. **PN_o 19**

- and he clicked on ‘*Hotovo*’ (*Done*)
- **Back in Configuration**
 - After 40 seconds:
"Čekám až se nainstaluje. Ocenil bych, kdyby tohle probíhalo už během vybírání jazyka nebo- rozvržení klávesnice a podobně. To by bylo rychlejší."
("I'm waiting for the end of the installation. I'd appreciate if the installation would occur already during the choosing of a language or- keyboard layout and so on. It would be faster.")
(5 sec)
"Případně by mohla běžet nějaká animace s- To už je pro tuto obrazovku celkem jedno."
("Or, there could run some animation with- It doesn't matter. It's not so important for this screen.")

He would like to do / look at something when running the installation. He suggested that there could be some animation and the installation process can run already during his setting. **PN_o 20**

- (almost 2 min)
"Instalace trvá docela dlouho." ("The installation takes quite a long time.")

Note: The installation process was quite slow (due to the high resolution of the acquired record).

- "A progressbar se vůbec nehýbe. To mě mrzí. Aspoň mohl být procentuální ukazatel

postupu."

("And progress bar isn't moving at all. What a pity! At least there could be a percentage indicator of progress.")

He complained that progress bar does not show changes (when installation process is slow). He would like to see some progress and he suggested to use percentage indicator. **PN_o 6**

"Ten progressbar se furt nehýbe. ... Uživatel nejspíš odejde od počítače a vrátí se až za dobu, za kterou uzná, že by instalace mohla být dokončená."

("That progress bar still isn't moving. ... User will probably leave the computer and will return after the time when he expects the installation to be finished.")

- **Fedora was successfully installed:**

- "Hlášku o úspěšné instalaci bych ocenil výrazněji. Třeba přes půl obrazovky. Ne tak slabě- v textu."

("I would appreciate if the message about successful installation is more noticeable. Maybe over half of the screen. Not so imperceptible- in that text.")

He complained that it is hard to see the message about successful installation. He would appreciate bigger message (even over half of the screen). **PN_o 21**

Participant #4

Tester id: 13-02-23-BRNO-09

DevConf Test Lab, Session 1

Video No.: notebook-1, UT-2013-02-23--0 and UT-2013-02-23--1

Background

See Pre-test survey.

Task

Welcome Screen (Language)

- "Vybírám zrovna jazykové nastavení." ("I am just selecting the language settings.")
- He used scroll bar to find Czech language and it took him about 15 seconds. He scrolled the list down at first.

At first, he moved down through the list to its end. **PN_o 2.1, i18l**

- He clicked on 'Čeština (Česká Republika) Czech (Czech Republic)'
- He clicked on 'Pokračovat' (Continue).

He did not use the option 'Set keyboard as the default layout' (even he did not mention it). See his second installation (after crash).

Installation Summary (Hub)

- He waited for a few seconds. Then he moved the cursor from one option to another (for about 20 seconds).

"Napadá mě, že je špatně zvolená nabídka. Jednoduchý texty."

("It occurs to me that menu is chosen badly. The texts are too brief.")

It seems that he was a bit confused in the beginning. Especially he lacked more detailed descriptions. **PN_e 14**

Note: He was novice on Linux, but he has installed Windows (even with partitioning).

- He clicked on 'KLÁVESNICE' (KEYBOARD).

Keyboard Layout

- "Vybírám nastavení klávesnice." ("I am selecting keyboard setting.")
and he clicked on 'Czech (Czech)'.
- He was quickly moving the cursor from 'Volby' (Options) to the options on the bottom (for adding, removing and prioritization of layouts) and back.
- He clicked on 'Pokračovat' (Continue).

He probably thought that he can change the default keyboard just by clicking on it. **PN_e 16**

Installation Summary (Hub)

- He hovered over 'DATUM & ČAS' (DATE & TIME).
"Časové pásmo předpokládám vybere za mě automaticky."
("Timezone. I suppose that it's automatically selected for me.")
- He clicked on 'Cíl Instalace' (Installation Destination)

Installation Destination

- He clicked on 'Hotovo' (Done).

Note: He was the only one who did not deselect the device before clicking on 'Done'. On the other hand, he made quite rash decisions and during his second installation (after crash) he made double click on the device.

- **Installation Options:**
 - After 10 seconds he checked 'Před pokračování zobrazit přehled či upravit diskové oddíly' (I want to review/modify my disk partitions before continuing).

"Zkusím se podívat do nastavení logických oddílů."

("I'm going to try to review the setting of logical partitions.")

- He clicked on 'Pokračovat' (Continue).

- **Manual partitioning:**

- He clicked on 'Kliknout zde pro jejich automatické vytvoření' (Click here to create them automatically).

- "Po grafické stránce vypadá- Systém je dobře zpracovaný."

("Graphically, it looks- System is well handled.")

- He clicked in the text box for 'Návěští' (Label). Then he was moving the cursor between 'Návěští' (Label) and 'Požadovaná kapacita' (Desired Capacity).

- He decreased desired capacity (of /boot) to 374 using the '-' button. Then he selected the text "374" with mouse and deleted it. He entered new value ("250") using keyboard.

- He clicked on 'Provést změny' (Apply Changes)

- "Tak, teď popisuji jeden diskový logický oddíl." ("Well, now I am describing one logical disk partition.")

- "Nevím co to je návěští." ("I don't know what 'Návěští' (Label) is.")

and he wrote "DS", then he replaced it with "<<<===", then ",", and finally with "nas".

He probably did not notice the *Help* option.

See the problem with a mount point during his second instalation and complaints during the installation process.

- He decreased desired capacity to 226 using the '-' button. He deleted this capacity ("226") and entered "200".

- He clicked on 'Provést změny' (Apply Changes).

- He clicked in the text box for 'Návěští' (Label) – where his text had disappeared.

- He clicked on 'Provést změny' (Apply Changes) again.

- He clicked on '+' to expand 'Volby zařízení a souborového systému' (Device and file system options).

- He expanded 'Typ zařízení' (Device Type) for a while. Then he expanded it again and selected 'LVM'.

Note: It seems that he is not sure what it means.

- He expanded 'Souborový systém' (File System) and 'Skupina svazků' (Volume Group)

for a while (without any change).

- He clicked on ‘*Provést změny*’ (*Apply Changes*).
- He was moving over the options on the bottom (*remove/add/configure a mountpoint and help*). Then he hovered over these options until their caption appeared.
- He hovered over ‘*Zpět k výběru cíle*’ (*Back to destination selection*).
- He clicked on ‘*Dokončit rozdělení*’ (*Finish partitioning*).

Installation Summary (Hub)

- He clicked on ‘*Cíl Instalace*’ (*Installation Destination*) again.

Installation Destination

- He clicked on the device ‘*Virtio Block Device*’ two times.
- He clicked on ‘*Hotovo*’ (*Done*).
- **Installation Options:**
 - Warning that there is not enough space available appeared.

Note: I think that this warning should not appear when you return to *Installation Options* (after modifying disk partitions). There should not be any problem with available space. So there should be *Installation Options* menu without the warning.

?? is it right ??

Therefore the rest of the test case is quite irrelevant.

Test case Restarted

- (UT-2013-02-23—1)

Initial (Pre-welcome) Screen

- When passing to *Welcome screen*:
 "Teď tam mám nějakou- barevný mřížky. To se mi nelíbilo."
 ("Now there are some- colorful grids. I don't like it.")

He complained about artifacts. **PN_e 1**

Welcome Screen (Language)

- He was looking for Czech language using arrow keys.

At first he moved down in the list, even though it was his second installation (after crash). He probably did not remember that it starts with ‘English’ and not with ‘A’ – that the list is pre-scrolled. **PN_e 2.1, i181**

- He probably tried to use the 'Enter' key – there is a sound like that and he waited for a while.

He probably thought that he can confirm it using the 'Enter' key. **PN_o 3**

- He clicked on 'Pokračovat' (Continue).

Installation Summary (Hub)

- "...i když špatně zvolený jazyk klávesnice. Sem mohl automaticky nějak jednoduchým krokem vrátit než ukončit instalaci."

("...although wrong keyboard language is chosen. I'd like to be able to return with a simple step instead of canceling the installation")

He did not understand / notice / remember the option 'Nastavit klávesnici jako výchozí rozložení.' (Set keyboard as the default layout). **PN_o 8**

He complained that it is not possible to return back to the previous step. **PN_o 23**

- "Zvolím cíl instalace." ("I am choosing the installation destination.")
and he clicked on 'Cíl Instalace' (Installation Destination)

Installation Destination

- He clicked on the device 'Virtio Block Device'.
He moved over 'Hotovo' (Done) but he did not click on it.
He clicked on the device 'Virtio Block Device' again.

He made needless deselecting and selecting of the drive. **PN_o 5**

- He clicked on 'Hotovo' (Done).
- **Installation Options:**
 - "Zkusíme si upravit diskové oddíly." ("Let's try to modify partitions.")
and he checked 'Před pokračování zobrazit přehled či upravit diskové oddíly' (I want to review/modify my disk partitions before continuing).
 - He clicked on 'Pokračovat' (Continue).
- **Manual partitioning:**
 - He moved the cursor from 'Kliknout zde pro jejich automatické vytvoření' (Click here to create them automatically) to 'Zpět k výběru cíle' (Back to destination selection) and back.
 - He clicked on 'Kliknout zde pro jejich automatické vytvoření' (Click here to create them automatically).

- He clicked on 'Root', he clicked on 'Boot' and finally he clicked on 'Swap'.

Then he was moving the cursor among 'Zpět k výběru cíle' (*Back to destination selection*), 'Vybráno 1 úložné zařízení' (*1 storage device selected*) and the options for the selected partition.

He clicked on 'Root', on 'Boot', on 'Root'. And after a while he clicked on 'Boot' again.

He hover over the options for the selected partition (especially over 'Volby zařízení a souborového systému' (*Device and file system options*)) for a while.

He clicked on 'Swap', on 'Root', on 'Boot', on 'Root', on 'Swap', on 'Root'

"Nevím, jak vytvořím nový oddíl." ("I don't know how to create a new partition.")

He hover over the options and then he clicked on '+' (for adding a new mounpoint) on the bottom.

"Tak." ("Aha, (like this).")

- **Add a New Mountpoint:**

- "Nevím, co je přípojný bod." ("I don't know what 'přípojný bod' (*mount point*) is.")
- He clicked on 'Zrušit' (*Cancel*).

He wanted to create a new partition but he was really confused about the options in this menu. The problem was that he did not know what mount point means.

Note: He is (upper) intermediate user of MS Windows but he is quite novice on Linux. It can be the reasen that he did not know mount point.

And he probably did not notice the *Help* option, although he was looking for that – see his complaints during the installation process. **PN_o 24**

- **Manual partitioning:**

- "Hm, dokončím rozdělení." ("Hmm, I'm going to finish the partitioning.")
and clicked on 'Dokončit rozdělení' (*Finish partitioning*).

Installation Summary (Hub)

- He clicked on 'Cíl Instalace' (*Installation Destination*)

Installation Destination

- Double click on the device 'Virtio Block Device'. **PN_o 5**
- He clicked on 'Hotovo' (*Done*).
- **Installation Options:**
 - He wanted to select 'Automaticky nastavit' (*Automatically configure*) but there appeared

the warning that there is not enough space available.

Note: It was the same situation as occurred during his first installation.

- (...)
- Then warning about ‘*An unknown error*’ appeared.
 - He clicked on ‘Quit’.

Anaconda Restarted (itself)

- (Because the installer crashed)

Initial (Pre-welcome) Screen

- When passing to *Welcome screen*:

"To se mi zas nelíbilo. Barevná mřížka." ("I don't like it again. That colorful grid.")

He complained about artifacts again. **PN_o 1**

Welcome Screen (Language)

- He was looking for Czech language using arrow keys.

At first he moved down in the menu again (even though it was his 3rd installation) **PN_o 2.1**

- He found ‘*Čeština (Česká Republika) Czech (Czech Republic)*’.

He did not understand / notice the option ‘*Nastavit klávesnici jako výchozí rozložení.*’ (*Set keyboard as the default layout*), even though he had complained that he lacked automatic preset of the layout. **PN_o 8**

- He clicked on ‘*Pokračovat*’ (*Continue*).

Installation Summary (Hub)

- "Zkousím zvolit cíl instalace." ("I am trying to choose the installation destination.")
and clicked on ‘*Cíl Instalace*’ (*Installation Destination*)

Installation Destination

- He clicked on the device ‘*Virtio Block Device*’.

He moved over ‘*Hotovo*’ (*Done*).

He clicked on the device ‘*Virtio Block Device*’ again.

He made needless (de)selecting of the drive again. **PN_o 5**

- He clicked on ‘*Hotovo*’ (*Done*).

- **Installation Options:**

- "Nelíbí se mi lišta kde sem se hrabal v diskových oddílech."
("I don't like the menu where I was rummaging in partitioning")
- He left the default setting and clicked on 'Pokračovat' (*Continue*).

Installation Summary (Hub)

- "A spouštím instalaci." ("And I'm starting the installation.")
- and he clicked on 'Spustit instalaci' (*Begin Installation*).

Configuration (Installation Process)

Note: The installation process was quite slow (due to the high resolution of the acquired record).

- (After 30 seconds)
"Instalace je prakticky nuda. Tak mezi tím si vyplním dotazník, aspoň."
("The installation is fairly boring. So, in the meantime, I can fill in the questionnaire.")

Note: For the whole transcription of that, see subtitles for recording of this test case or see the transcription of his questionnaire.

- Comments summary:
 - He had problems with custom partitioning.
 - He lacked some help menu (he probably did not notice Help in *Manual Partitioning*).
 - He likes the graphic design of current Anaconda.
- He finished the questionnaire.
"Tak, stále ale instalujeme." ("But it's still installing.")
- Two minutes after finishing his questionnaire, he mentioned the root password:
"Zajímalo by mě, co se stane, když nastavím heslo správce, ale to během instalace nechci zkoušet"
("I wonder what happens when I set the administrator password, but I don't want to try it during the installation")

He was afraid to set an root password and he did not try to set it up. It also seems that he did not notice this option for quite a long time. **PN_o 7**

- **Fedora was successfully installed:**
 - He clicked on 'Restart'

Test Case: Dual-Boot

At the office you have been hearing a lot about the new Fedora 18 and are now curious about it and want to see what it's like for yourself. On your desktop computer at home, you have a Windows system that you want to dual boot with Fedora without wiping the Windows system. For the purposes of this test, you will be working with a virtual machine that has Windows pre-installed on it .

Note: There are some problems with dual-boot installation, so I made some tests of this test case to find out how the installer behaves. I discovered the following problems:

1. When *Installation Options* appeared, there was written that it needed 3.47 GB (for the current Fedora software selection). But this **value was invalid** (In fact, it was around 6 GB). **This caused the failure of most testers**, although their installation could be successful.
2. When you reopen the menu *Reclaim Disk Space*, you have to reclaim at least the same amount of space (e.g. 3.47 GB) again. **You can not reclaim the amount of space that is really necessary.**
3. The *Reclaim Disk Space* menu:When you click on 'Delete' for selected (NTFS) partition and you confirm it (clicking on 'Reclaim Space') then **you can not reverse this action**. I have to quit this installation and start from the beginning. The same problem is with the "shrunk" space etc.

Participant #1

Tester id: 13-02-23-BRNO-07

DevConf Test Lab, Session 1

Video No.: notebook-3, UT-2013-02-23--1

Background

It was his **second test case** that day (the first was Non-English/US Install).

See Pre-test survey.

Task

Initial (Pre-welcome) Screen

- "Na obrazovce se objevují artefakty. A blikání. Značící, jak kdyby něco padalo."
("On the screen, there are appearing artifacts. And blinking. Looking as if something is going to crash.")

When passing to *Welcome screen*, he complained about artifacts and that the screen was blinking. **PN_o 1**

Welcome Screen (Language)

"Z minulé instalace už vím, že tady čeština je, ale seznam nezačínat od začátku abecedy. Od English, od E. Z půlky."

("From the previous installation I know that Czech is there. But the list doesn't start with the beginning of the alphabet. It's from English, from E. It's from the middle.")

After his previous installation, he knew that 'Čeština' (Czech) is available. But he mentioned that it was quite confusing (during his first installation) to find it and he explained it a bit more: he expected that the list is scrolled to its top and starts with 'A' not with 'English'. **PN_e 2.1, i181**

- He checked the '*Nastavit klávesnici jako výchozí rozložení pro označený jazyk*' (Set keyboard to default layout for selected language) option.

"I když nevím, jaký význam- Co tím chtěl básník říct. Musím nad tím přemýšlet, abych pochopil."

("Even though I don't know what's the exact meaning. What the author wanted to express. I have to think about it to understand what it means.")

He mentioned that the label – '*Nastavit klávesnici jako výchozí rozložení pro označený jazyk*' – is quite strange. **PN_e 8, i181**

- He clicked on '*Pokračovat*' (Continue)

Installation Summary (Hub)

- "Nejde mi alokovat šipkami. Aaa, jde. Jde, ale lítá to všude možně, ty šipky."

("I can't control it with arrow keys. Aha, it's possible. But it jumps everywhere when using the arrow keys.")

He complained that it was not possible to move in the menu (hub) using arrow keys. **PN_e 9**

- "Na tlačítko spustit instalaci nejde kliknout. Nevím, proč. Tady je jakýsi vykřičník, když vybírám automatické rozdělení. Chci vybrat automatické rozdělení. Nevím, kde je problém."

("I can't click on the button '*Spustit instalaci*' (Begin Installation). I don't know why. There's some exclamation point when selecting automatic partitioning ('*automatické rozdělení*'). I want to select automatic partitioning. I don't know where the problem is.")

He complained that it was not possible to click on '*Spustit instalaci*' (Begin Installation). **PN_e 10**

Note: He probably did not notice the warning '*Prosím dokončete všechny položky označené touto ikonou před pokračováním na další krok.*' (Please complete items marked with this icon before continuing to the next step.) on the bottom. And thus he probably thought that the text in red (under menu item) is only informative and he was confused that he had to set

something up before continuing.

- "Tak vybírám zařízení." ("So, I'm selecting device.") and he clicked on 'Cíl Instalace' (*Installation Destination*)

Installation Destination

- "Klikám na disk, nic se neděje. Klikám znova. Aha. Když kliknu znova, tak se mi disk odznačí, což bych nechtěl."

("I'm clicking on the drive but nothing happens. I'm clicking again. Aha. If I click again, then the drive is deselected. It's something I don't want to happen.")

He is confused about deselecting of the device because he did not expect that the device is pre-selected. He clicked on the drive a few times to find that it causes (de)selecting of that drive. (He had a similar problem during his first test case – when he deselected the drive and clicked on 'Hotovo' (*Done*) which caused that there were no disks selected as installation destination.) **PN_o 5**

- He clicked on 'Hotovo' (*Done*).
- **Installation Options:**
 - He read the text on this screen for about 15 seconds.
 - "Nemám volný místo." ("I don't have free space available.")
 - He hovered over that menu (without moving the cursor) for another 7 seconds.
 - He moved the cursor over 'Nastavení rozložení oddílů' (*Partition scheme configuration*) and clicked on '+'. *Partition type* appeared but he collapsed it immediately (clicking on '+' again).
 - After a while he decided to click on 'Uvolnit prostor' (*Reclaim space*).

"Kliknu na tlačítko uvolnit prostor, i když nevím, co to přesně udělá. A jak moc místa uvolním."

("I'm going to click the button 'Uvolnit prostor' (*Reclaim space*). Even though I don't know exactly what it does and how much space it will reclaim.")

- He was not sure what each option means. Especially he was quite confused what 'Uvolnit prostor' (*Reclaim space*) can cause – he even thought that the button 'Uvolnit prostor' (*Reclaim space*) creates free space immediately. **PN_o 11, i181**

- **Reclaim disk space:**

Note: There are some problems with this functionality, as I mentioned above.

- He read the text on this screen for about 18 seconds.
- He moved the cursor over 'ntfs' partition and after a while he clicked on this partition.

- (He selected the whole device '10.24 GB Virtio Block Device' with arrow key and then he clicked on 'ntfs' partition again.)
- He hovered over 'Odstranit' (*Delete*) and thought for a while.
"Čekal bych, že budu moct tohle dělat posuvníkem, aniž bych musel klikat na *Zmenšit na*."
("I would expect that I could do it with the slider without having to click on 'Zmenšit na' (*Shrink to*).")
and then clicked on 'Zmenšit na' (*Shrink to*).

He was confused that slider is disabled. **PN_o 12**

- "Nyní budu zmenšovat. Nastavím 5 GB." ("I'm going to shrink. I'm going to set 5 GB.")
He set 5.09 GB on slider, 5.14 GB of space to reclaim.

He was determined to shrink to 5 GB but he set 5.09 GB. **PN_o 13**

- He clicked on 'Uvolnit prostor' (*Reclaim space*).
- He mentioned that he was a bit confused because the *Installation Destination* screen was shown when it was passing back to *Installation Options*. On the other hand he liked the idea of reclaim space tool.
"Tady to začíná být dost zmatené, ale pokud ta funkce bude opravdu fungovat, uvolní prostor, tak je to příjemné."
("Now it's starting to be really confusing. But if that functionality really worked and reclaimed the space, it would be nice.")

- **Installation Options:**

- He was really confused because there was message that he did not have enough space available but required space was 3.47 GB and free space was 5.14 GB.

Note: If there had not been this bug, he would have continued to the next step. The rest of this test case is quite useless and irrelevant to usability evaluation.

Participant #2

Tester id: 13-02-23-BRNO-04

DevConf Test Lab, Session 1

Video No.: notebook-4, UT-2013-02-23—1 and UT-2013-02-23--2

Background

It was his **second test case** that day (the first was Non-English/US Install).

See Pre-test survey.

Task

Welcome Screen (Language)

- "Takže, zase najdeme češtinu." ("So, I'm going to find Czech again.")
- Then he clicked in the search box and he typed 'cy'.

Note: He probably wanted to type 'cz' but he expected the Czech keyboard layout. He had a similar (but bigger) problem during his first test case.

See his first test case.

- He changed it to 'cz'.
- He selected the only option 'Čeština (Česká Republika) Czech (Czech Republic)'.
- He checked the option 'Nastavit klávesnici jako výchozí rozložení pro označený jazyk.' (Set keyboard to default layout for selected language).
- He clicked on 'Pokračovat' (Continue)

Installation Summary (Hub)

- He clicked on 'CÍL INSTALACE' (INSTALLATION DESTINATION).

Note: During his first installation, he selected other options but he did not make changes expect software selection. This time, he started with *Installation Destination*.

Installation Destination

- "Máme tady na disku-" ("On the disk, there is-")
// He probably wanted to say that there is MS Windows.
- "Shrnutí disku a zavaděče. Copak to je?" ("Full disk summary and bootloader. What is it?") and he clicked on 'Shrnutí disku a zavaděče' (Full disk summary and bootloader).
- **Full disk summary and bootloader (Selected disk):**
 - "Jo, jasně." ("OK, right.") and he clicked on 'Zavřít' (Close).
- He clicked on the device 'Virtio Block Device' two times.

Note: Probably he wanted to select the drive. Then he clicked again because he remembered that the drive was pre-selected (as it was during his previous installation - *See his first test case*). Or maybe he accidentally made double click.

- He clicked on 'Hotovo' (Done)
- **Installation Options:**
 - After 10 seconds he said: "Copak toto je?" ("And what is this?")

And he was reading the instructions for another 20 seconds

- "Tak, copak umí uvolnit prostor?" ("So, what does 'Reclaim space' do?") and he clicked on 'Uvolnit prostor' (*Reclaim space*).

It seems that the instructions were not clear enough for him and he was not sure what he should click on. **PN_e 11, i18l**

- **Reclaim disk space:**

- He said: "NTFS" and clicked on that partition. He was moving the cursor over the menu for about 10 seconds and then he clicked on the whole device – '10.24 GB Virtio Block Device'.

After another 30 seconds he clicked on 'ntfs' again and said: "Co mám teda teďka dělat?" ("What am I supposed to do now?")

He clicked on 'Zrušit' (*Cancel*).

It seems that the instructions are not clear enough. And even he left this menu. **PN_e 15, i18l**

- **Installation Options:**

- He clicked on 'Ruční úprava oddílu' (*Custom partitioning*).

- **Manual partitioning:**

- He read: "Dostupné, celkové místo" ("Available, Total Space")
- He clicked on '+' to expand 'Neznámé' (*Unknown*). It caused that 'ntfs' partition was displayed.
- He was moving the cursor over the options of 'ntfs' partition.
- He clicked in the text box for 'Požadovaná kapacita' (*Desired Capacity*). But he did not make any change.
- He clicked on '+' to expand 'Volby zařízení a souborového systému' (*Device and file system options*).
- After a few seconds he clicked in the text box for 'Požadovaná kapacita' (*Desired Capacity*) again.
- "Tak, na instalaci Fedory potřebujeme-" ("So, for Fedora installation, we need-")
And he clicked on '+' to expand 'Nová instalace Fedora 18' (*New Fedora 18 Installation*).
- "Kolik? Tam bylo- 3,5 giga?" ("How much? There was- 3.5 GB? ")
- He clicked on 'Zpět k výběru cíle' (*Back to destination selection*)

- **Installation Destination:**

- Double click on the device 'Virtio Block Device'.
"Tak znovu." ("Let's go again.")
- He clicked on 'Hotovo' (Done).

Note: The installer froze / crashed (but he had not reclaimed space).

Test case Restarted

- (UT-2013-02-23--2)

Welcome Screen (Language)

- Then he clicked in the search box and typed 'cz'. He left the only option 'Čeština (Česká Republika) Czech (Czech Republic)'.
- He checked the option 'Nastavit klávesnici jako výchozí rozložení pro označený jazyk.' (Set keyboard to default layout for selected language). and clicked on 'Pokračovat' (Continue)

Installation Summary (Hub)

- He clicked on 'CÍL INSTALACE' (INSTALLATION DESTINATION).

Installation Destination

- Double click on the device 'Virtio Block Device'.

He made needless deselecting and selecting of the drive. It is hard to say why. But, in any case, he did not trust and did not utilize that the device is pre-selected. **PN_o 5**

- He clicked on 'Hotovo' (Done)

- **Installation Options:**

- He clicked on '+' to expand 'Nastavení rozložení oddílů' (Partition scheme configuration).
- He expanded select box with partition types (LVM etc.). He collapsed it without any change.
- He hovered over 'Ruční úprava oddílu' (Custom partitioning) for a while and then he clicked on 'Uvolnit prostor' (Reclaim space).

Until this moment, he tried almost all options and this (the right) one he was looking for quite a long time. Even he believed that it is not the right menu and he left it. It seems that the instructions were not clear enough. **PN_o 15, i18l**

- **Reclaim disk space**

- "Uvolnit prostor. NTFS. Když to odstráním, tak co to udělá?" ("Reclaim space. NTFS.

What will it do when I delete it?") and he hovered over the button 'Odstranit' (*Delete*) for a while.

- He clicked on 'ntfs' partition. Then he clicked on 'Zmenšit na' (*Shrink to*).

"A, zmenšit. Tady to jsem potřeboval."

("I see, 'Zmenšit' (*Shrink*), that's what I needed.")

He was confused what to use. Even he wanted to use 'Delete'. **PN_o 15, i18I**

- He set 4.98 GB on the slider. Then was hovering over the slider when looking for some input box:

"Dá se tady někde zadat- Jestli se to dá zadat i-" ("Is there possible- to enter (specify)-" // unfinished)

"Jestli se to dá zadat i na klávesnici. Nedá. Jenom táhlem. To je možná trošku škoda."

("Is it possible to enter that with the keyboard? No, it's not possible. Only with slider. I think it's quite a pity.")

He would like to be able to specify the exact value using the keyboard. **PN_o 13**

- For a few seconds he hovered over 'Uvolnit prostor' (*Reclaim space*) and then he clicked on it.

- **Installation Options:**

- He was really confused because there was message that he did not have enough space available but required space was 3.47 GB and free space was 5.25 GB.

- "Jaktože nemám uvolněný prostor, když mám uvolněný prostor?"

("Why I don't have reclaimed space, even though I have reclaimed space?")

Note: If there had not been this bug, he would have continued to the next step. (Instead, he thought that there was a need to mount the reclaimed space...) The rest of this test case is quite not usable.

Participant #3

Tester id: 13-02-23-BRNO-05

DevConf Test Lab, Session 1

Video No.: notebook-2, UT-2013-02-23--2

Background

It was his **second test case** that day (the first was *Non-English/US Install* which he made two times because of the crash).

See Pre-test survey.

Task

Initial (Pre-welcome) Screen

- When passing to *Welcome screen*:
- "Přechod do grafického rozhraní opět trvá. Obrazovka bliká hrozně."
("Switching to the graphical interface takes a while again. The screen is blinking horribly.")

He complained about blinking like during his first test case. **PN_o 1**

Welcome Screen (Language)

- "Zvolím jazyk češtinu." ("I'm choosing Czech as my language.")
He jumped up to 'Arabic' (probably using the *Page Up* key), then he moved down (using arrow keys) until he reached 'Čeština (Česká Republika) Czech (Czech Republic)'.
• "Z předchozí instalace už vím, že Nastavit klávesnici jako výchozí rozložení pro označený jazyk budu měnit s klávesnicí."
("From the previous installation I know that I will change 'Set keyboard to default layout for selected language' with a keyboard." // sentence is inconsistent, but I think the meaning is quite clear)
and he clicked on 'Nastavit klávesnici jako výchozí rozložení pro označený jazyk' (Set keyboard to default layout for selected language).
• clicked on 'Pokračovat' (Continue).

Installation Summary (Hub)

- "Klávesnice, která jsem očekával, skočila automaticky na českou."
("The keyboard was automatically switched to the Czech one. It's as I expected.")
and he clicked on 'KLÁVESNICE' (KEYBOARD).

Keyboard Layout

- "Anglická úplně chybí." ("But there's not English one.")
- He lacked English keyboard layout, he probably expected it as a secondary layout. **PN_o 22**
Note: During his first installation, there were both English and Czech layouts because he did not check 'Set keyboard to default layout for selected language'.
- He tested default (Czech) layout: he wrote "qwertzhandy".
"Potěšilo qwertz rozložení. Hned defaultně." ("I was pleased by the qwerty layout. As default.")

- He clicked on 'Hotovo' (Done).

Installation Summary (Hub)

- He clicked on 'Cíl Instalace' (Installation Destination).

Installation Destination

- "Jelikož na disku by měly být Windows, tak si rozložení-

("Because on the disk, there should be Windows then partitioning/distribution-" // He didn't finish this sentence)

- He clicked on the device 'Virtio Block Device'. After a while, he clicked on it again.

Even after his previous experience, he made needless deselecting and selecting of the drive.
PN₅

- He clicked on 'Hotovo' (Done).

- **Installation Options:**

- After 9 seconds, he moved the cursor over the '+' sign.
- After another 12 seconds he clicked on '+' to expand 'Nastavení rozložení oddílů' (Partition scheme configuration).
- He collapsed it and then he expanded it again (clicking on '+' again).
- He expanded and collapsed Partition types (without any change).
- "Popis potřebného místa je trošku nepřehledný. Nevidím přesně, co se tady chystá a nebo- kolik místa se potřebuje pro instalaci."
("The description of required space is a bit confusing. I can't see what's going on or- how much space do I need to install.")
- He clicked on '+' to collapse 'Partition scheme configuration'.
- "Zkusím Ruční úpravu oddílu." ("I'm going to try on 'Ruční úprava oddílu' (Custom partitioning).")
and he clicked on it.

He was confused about the options what they are for. And even he chose the wrong option. **PN₁₁**

- **Manual partitioning:**

- After a few seconds:
"A tak, v tomhle se- moc nevyznám." ("But, this is- quite confusing.")
- He moved the cursor over 'Zpět k výběru cíle' (Back to destination selection) and

hovered there for a while.

- He clicked on '+' for adding a new mount point.
- "Raději ponechám rozdělení disku na instalátoru." ("I prefer to let the installer to arrange the partitioning.")

He clicked on 'Zrušit' (*Cancel*) and then he clicked on 'Zpět k výběru cíle' (*Back to destination selection*)

- **Installation Destination:**

- He clicked on 'Hotovo' (*Done*) again.

- **Installation Options:**

- "Kliknu na *Uvolnit prostor* a uvidíme co se stane." ("I am going to click on '*Uvolnit prostor*' (*Reclaim space*) and we'll see what happens.")

PN_o 11

and he clicked on it.

- **Reclaim disk space:**

- After more then 20 seconds, he clicked on '*ntfs*' partition
- "Tady, zmenšit- prostor z předchozího oddílu jak navrhuje instalátor." ("Here, let's reduce- the space of the previous partition as suggested by the installer.")
- He clicked on '*Zmenšit na*' (*Shrink to*).

- He dragged the slider

"Zmenším o 5 giga." ("Reduce by 5 GB.")

and he set 5.09 GB.

- After a while he dragged the slider again and he set 5.14 GB.

"Bylo by vhodné na slideru- nějaký označení- jednotek. Nebo aspoň stupnici naznačit."

("It would be appropriate if the slider- has some- marking- of values. At least some scale can be indicated.")

He would like to be able to specify the exact value or see values on the slider. **PN_o 13**

- He clicked on '*Uvolnit prostor*' (*Reclaim space*)

- **Installation Options:**

- He was really confused because there was message that he did not have enough space available but required space was 3.47 GB and his free space was 5.09 GB.

"Jsem se vrátil zpátky do volby instalace. Vůbec netuším, na co mám kliknout. "

("I am back in the installation options. I have no idea what shall I click on.")

Note: If there had not been this bug, he would have continued to the next step. The rest of this test case is quite irrelevant.

Session 1 Summary

Problems:

PN_o 1

Blinking screen when passing to *Welcome screen*.

PN_o 2

Long language selecting

PN_o 2.1

Scrolled list with languages – (i18l)

PN_o 2.2

Direct keyboard input – (i18l)

PN_o 2.3

Input without diacritics – i18l

PN_o 3

Confirm language selection with *Enter*

PN_o 4

Checking Software dependencies

PN_o 5

Pre-selected device as installation destination

PN_o 6

Progress indication

PN_o 7

Set Up Root Password

PN_o 8

‘Nastavit klávesnici jako výchozí rozložení pro označený jazyk’ – i18l

PN_o 9

Arrow keys control in *Installation Summary*

PN_o 10

Warning on the bottom

PN_o 11

The right option to reclaim space – i18l

PN_o 12

Shrink to – disabled slider

PN_o 13

Shrink to required value

PN_o 14

Description in pop-up caption

PN_o 15

Reclaim disk space instructions

PN_o 16

Keyboard layout – add/delete/move/help icons

PN_o 17

Warning with exclamation point

PN_o 19

Weak password warning

PN_o 20

Entertainment during installation process

PN_o 21

Message about successful installation

PN_o 22

Lack of English keyboard layout – (**i18l)**

PN_o 23

Possibility return back to *Welcome screen*

PN_o 24

***Help buttons*Session 2**

Test Case: Dual-Boot

At the office you have been hearing a lot about the new Fedora 18 and are now curious about it and want to see what it's like for yourself. On your desktop computer at home, you have a Windows

system that you want to dual boot with Fedora without wiping the Windows system. For the purposes of this test, you will be working with a virtual machine that has Windows pre-installed on it .

Test Case: Customized LVM Install

At work you are told to install Fedora 18 on a virtual machine. When setting up the installation, you will need to resize your disk partitions as specified by one of your co-workers (see the picture).

Test Case: Preserve /home directory

At work you are told to install Fedora 18 on a virtual machine. When setting up the installation, you will need to resize your disk partitions as specified by one of your co-workers (see the picture).

List of Suggestions

PN_o 1

Blinking screen when passing to *Welcome screen*.

PN_o 2

Long language selecting

PN_o 2.1

Scrolled list with languages – (**i18l)**

PN_o 2.2

Direct keyboard input – (**i18l)**

PN_o 2.3

Input without diacritics – **i18l**

PN_o 3

Confirm language selection with *Enter*

PN_o 4

Checking Software dependencies

PN_o 5

Pre-selected device as installation destination

PN_o 6

Progress indication

PN_o 7

Set Up Root Password

PN_o 8

‘Nastavit klávesnici jako výchozí rozložení pro označený jazyk’ – i18l

PN_o 9

Arrow keys control in *Installation Summary*

PN_o 10

Warning on the bottom

PN_o 11

The right option to reclaim space – i18l

PN_o 12

Shrink to – disabled slider

PN_o 13

Shrink to required value

PN_o 14

Description in pop-up caption

PN_o 15

Reclaim disk space instructions

PN_o 16

Keyboard layout – add/delete/move/help icons

PN_o 17

Warning with exclamation point

PN_o 19

Weak password warning

PN_o 20

Entertainment during installation process

PN_o 21

Message about successful installation

PN_o 22

Lack of English keyboard layout – (**i18l)**

PN_o 23

Possibility return back to *Welcome screen*

PN_o 24

Help buttons