

## KNOWN SOFTWARE USABILITY ISSUES

The purpose of this document is to briefly identify known usability issues found either through testing or through calls to the Helpdesk.

<b>KNOWN PDL USABILITY ISSUES AND WORKAROUNDS</b>		
<b>Issue</b>	<b>Workaround</b>	<b>Associated SCR</b>
<b>Configuration Issues</b>		
Browser Security Settings	If you are having difficulty starting the PDL tool, please first check your Browser Settings by referencing Configure Browser Settings on the left side of the main PDL News Page.	
<b>Password Issues</b>		
Password Expiration and Notification	<p>1. When a user's password has been used for 90 days, the Change Password screen will appear with the following message: "Error: Your password is about to expire. Please change it". The screen contains fields for the user to enter a new password. However, it is not intuitive that the user can press Cancel to continue logging in and that they can change the password at a later time. The software does not inform the user that they have 30 days to change the password before it expires and they have to call the PDL Help Desk.</p> <p>2. When the user gets the message "Error: Your password is about to expire. Please change it" and the user changes the password at that time, the user logs in successfully. However, the next time the user logs in (it can be the same day or the next day - before 90 days), the following message appears: "Error: You must change your password before you can continue" appears. This should not happen because the user recently changed the password and the password should have another 90 days before the user starts receiving the warning. The user pressed the Cancel button, but it did not allow the user to continue with logging in. The user is required to change their password again.</p> <p>3. When the password has expired and the user attempts to log in, the user types in the Username and Password. When the Login button is pressed, the Password field is clear and the cursor appears next to the username in the Username field; the user is not allowed to login. The user can continue to type in a password and press the Login button, but same thing will happen. There is no indication on the screen why the user was not able to log in (that the password has expired and the user must call the PDL Help Desk).</p> <p>4. If a user password expires and the user contacts the PDL Help Desk to reset their password, at the next log on, the user is redirected to reset their password. However, when the user exits PDL and logs in the next time, the user is still required to change their password (a second time).</p>	SCR 1010 SCR 1030
<b>Administration Issues</b>		
Admin - Class LOV is not enabled	When creating a team, the Class LOV is not enabled. Workaround: The user must type in the Class.	SCR 1145
<b>PDL Desktop Issues</b>		

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Adding multiple datasets to shell	When trying to add multiple datasets to a shell, sometimes the cursor does not go to the blank dataset field. This appears to be an intermittent problem. If this occurs and you continue to add a new dataset, the following message appears: "FRM-40105: Unable to resolve reference to item Shells_Label_blk.dummy_Shell_Name. ORA_01403: no data found." Click Ok to this message and the dataset popup appears. All datasets including those already selected for this shell are active. If you select cancel the following message appears: FRM-41805 Ambiguous item name shell_ID ORA-01403: no data found." If you select OK, the popup goes away and nothing further happens. Workaround: Make sure the cursor is in the field by clicking in the field more than once before continuing.	PL_SCR 1219
<b>Reports Framework Issues</b>		
Reports Framework Subfolder Name Display	Reports name in subfolders do not show when the subfolder is expanded.  Note: There is a possibility that this problem is generated when the Same user logs in multiple times and generates reports at the same time.	PL_SCR 1165
Reports Framework Error if Two Reports Framework Screens are Open	During test, it was discovered that if the user opens up the Reports Framework screen and initiates running a report, then the user opens up an additional Reports Framework screen to initiate additional reports, the system hangs . . .the mouse turns into an hourglass and the report(s) never complete. Only initiate reports from one Reports Framework at a time.	PL_SCR 1011
Downloading Reports with No Data	If a user generates a report which results in no data, and an attempt to download it is made; the user will receive an error.  Workaround: Only attempt to download after viewing a report that contains data.	PL_SCR 1230
<b>Ad Hoc Reports Issues</b>		
Duplicate Rows in Ad Hoc Reports	If the user selects fields from the Ad Hoc report templates for a data set or functionality, depending on the fields selected, the report may produce duplicate rows of data. The user can select the "Hide Duplicate Rows" button in the Ad Hoc tool.	
<b>Drawings Data Set Issues</b>		
Deleting Drawing Data	To delete a Drawing record, the user must first delete the image record, SAVE, then click the Drawing record, delete it, then SAVE again.	
<b>Safety Data Set Issues</b>		
Safety - Write access to gray field "Element Acronym"	The "Element Acronym" and "Element Name" fields are 'gray' fields in the following screens: FDS, FDS Pics, Haz Cont Pics, Crew Procs, Crew Train, Flt Rules, PL Comp Train, Tox, Tox Pics, MHA and Haz Cont. These fields should be read only data auto-populated from the Element screen. However, the toolbar Delete Record and Insert Record are enabled when the cursor is in these fields, allowing users with write privilege to delete the record, and in some cases, allowing them to insert a record. Workaround: Advise users not to modify these fields.	PL_SCR 1212

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Safety - Write access to gray field "Report Number"	The "Report Number" field is a 'gray' field in the following screens: Haz Cont Pics, Crew Procs, Crew Train (SCR 33827 reports problem on this screen only), Flt Rules and PL Comp Train. These fields should be read only data auto-populated from the Haz Cont screen. However, the toolbar Delete Record and Insert Record are enabled when the cursor is in these fields, allowing users with write privilege to delete the record or displaying error messages when trying to insert. Workaround: Advise users not to modify this field.	PL_SCR 1213
Safety - Scrollbar	The scrollbar for the "Report Number" and "Control Number" fields does not work on the PL Comp Train. Workaround: The user must use the keyboard arrow down/up keys or the toolbar First, Previous, Next, and Last Record buttons to navigate through the records.	PL_SCR 1214
Safety - Tox Pics: Screen title and tab label text	The Tox Pics screen has the incorrect screen title. The title is "SAF4 – Fire Detection and Suppression". The title should be "SAF4 – Toxicology Pictures".	PL_SCR 1215
Safety – Team Workspace CNA	In the Workspace Common Navigation Area (CNA) at the top of each Safety screen, the Team Workspace field displays the Team Name in some screens and the Team ID in other screens.	PL_SCR 1216
Safety – Error when changing Flights in CNA	The tester was entering data for EXPRESS Rack on flight 13P. The user saved data and then changed the flight to 7S. The following message appeared: "FRM-40738: Argument 1 to builtin FIND_TABPAGE cannot be null. ORA-01403: no data found." The flight changed to 7S, but the data on the screen was still the data for flight 13P. Workaround: Click on another screen (i.e. Crew Train) and then click back on Flt Rules to display 7S data (using Clear Form did not work; more error messages appeared).	PL_SCR 1217
Safety Cert Tab	Users should have write access to the 'Safety Cert' screen depending on their individual ISS and Workspace Write privilege. During 17.0 testing, it was determined that write privilege to this screen was based on the user's Team Member flag. If the Team Member flag is checked, the user will have write access to the screen, regardless of their ISS and Workspace privileges. If the Team Member flag is not checked, the user will not have write access to the screen, regardless of their ISS and Workspace privileges. In addition, when the Team's Write flag for the Safety dataset is not checked, and the user's Team Member flag is checked, the user is able to write to this screen.  Per requirements, the only screen that should grant/prohibit Write access based on the Team Member flag is the 'Con Log' screen.	PL_SCR 1149
Safety - PHCM Report: Error clicking in the report	Tester selected "Payload Hazard Control Matrix - All Payloads" reports. Selected Flight UNMANIFESTED1. Pressed Run Selected Reports. The report opened in Adobe Reader 6.0 in Internet Explorer browser. When the mouse was placed over the "Flight: Master" column, the mouse pointer turns into a "hand with the pointer finger" (it's called Link Select). The tester clicked in the "Flight: Master" column (to move the page up), and another screen opened in the IE window. The screen says, "Oracle Reports...Error...No such command (BLANKPAGES=NO)". When tester pressed the OK button, the report opens up again.  Workaround: Use scrollbar or page up/page down keys	PL_SCR 1152

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Safety - MHA tab: "Associated Hazard" fields are gray	The "Associated Hazard" fields ("Report Number" and "Control Number") are grayed-out. However, they were not grayed-out in 15.3 Production. Even though users cannot type data into these fields, users can double click the fields to get an LOV and make a selection. The functionality of the fields is correct, the only problem is that they background color of the fields is gray instead of white. Also, the screen does not allow the user to click on the "Element Name" field to see data for other Elements. The user must click on the "Element Acronym" field. All other screens allow users to click the "Element Name" field to see data for other Elements.	PL_SCR 1153
Safety - Con Log and Safety switching between ISS and Workspace	The data on the Con Log screen and the Safety Cert screen does not clear when you switch between the ISS and the Workspace, where the latter does not have selected parameters. Workaround: Select the Payload/Flight or Workspace/Workset to query the data. For example, if the user selected a Payload/Flight to view ISS data, and then the user clicked on the Workspace tab, the ISS data will remain on the screen. Select the Workspace/Workset of the data the user wants to view and the data will be displayed on the screen.	PL_SCR 1156
Safety - Flt Rules, PL Comp Train: get data access error message	In the Element screen the tester selected EXPRESS Rack / 13P. When switching to Workspace SAFETY TEAM / SAF-WS-1, the tester saw all appropriate data. Then the tester navigated to Flt Rules screen and received a "data access denied" message. The tester clicked on PL Comp Train, and received the same message. Workaround: In order to see the data, the user must click on Haz Cont Pics and select EXPRESS Rack / 13P in ISS. Then, when the user clicks on Flt Rules and PL Comp Train all appropriate data is present.	PL_SCR 1159
Safety - Crew Train and PL Comp Train tabs: Crew Member LOVs	In the Crew Train screen, the user is supposed to be able to double-click the "First Name" or the "Last Name" field to see a list of available crew members. This list is based on what was entered in the Flight/Crew Maintenance screen. However, in the Workspace tab, double-clicking these fields sometimes does not display a list even though data has been entered in the Flight/Crew Maintenance screen. When it does display a list, the data in the list contains ISS data. When the user is in the ISS Integration tab, the list will display Workset and ISS data. This is not correct behavior; the list should display Workset only or ISS only data, depending if you are on the Workspace or ISS Integration tab. Workaround for Crew Train: - In the ISS Integration, it seems that one can see the data needed, but will see extra data too; the user will have to know which data is ISS vs Workspace data. - In the Workspace, you cannot see all the Workspace data; there doesn't seem to be a workaround.  The PL Comp Train screen works similar to the Crew Train screen in that double-clicking the "First Name" and "Last Name" fields will display the list of crew members that contains ISS and Workspace data, regardless of which tab (ISS Integration or Workspace) is selected. Also, on the PL Comp Train tab, the user can press the "Insert Entire Crew" button, and all of the crew members entered in the Flight/Crew Maintenance tab will be inserted on this screen, but it seems to be inserting ISS and Workspace data, regardless of what tab (ISS Integration or Workspace) is selected.  Workaround for PL Comp Train: It seems that pressing the "Insert Entire Crew" button will insert all Workspace and ISS data, regardless of what tab (ISS Integration or Workspace); users can delete the records they don't want, but they will have to know which belong to ISS vs Workspace.	PL_SCR 1161

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Safety - User can enter data before selecting parameters	The user is able to start entering data on the screen before selecting any parameters. The toolbar does not have active Save button but when the user tries to leave the screen, a prompt asking to save data displays. Saying yes creates orphan data, and the user will not be able to query it.	
Safety – Haz Cont Create Child data	The Haz Cont screen allows the user to create child data without first creating the parent element record, creating orphan data.  Workaround: Call the PDL Helpdesk. The helpdesk will have to create the element, find the orphan data and associate it with the parent element.	
<b>C&amp;DH Data Set Issues</b>		
PSIV Reports contain no data for ISS Read-Only Users	If the user is logged in as an ISS read only user, and C&DH data is above the Private Control Level, the following reports contain no data when generated: <ul style="list-style-type: none"> <li>- PSIV Commands</li> <li>- PSIV Files</li> <li>- PSIV Limits</li> <li>- PSIV Payloads</li> </ul> The data does exist because IE and DSM users can generate the same reports with valid data. Workaround: Use a different login when generating these reports.	PL_SCR 1226
C&DH Data Set Open Issues and Known Limitations	<ul style="list-style-type: none"> <li>• Inconsistency in the sort order for A-15\Linear screen report (pdf) and custom reports (pdf and ASCII) Table A-15, C&amp;DH, screen A-44. Records on the screen report generated for screen A-15/Linear are sorted differently than the sorting on the actual screen and on the custom report generated from screen A-44.</li> <li>• The majority of LOVs on most of the screens are partially visible. Command buttons are not accessible. User must drag the LOV box upward.</li> <li>• Oracle 10g software behaves differently for ASCII reports that contains no data. If a report is generated for a screen that has no data and an ASCII report is generated, the message “Your report “_____ .txt contains no data” is received. On Oracle10g system, report is created and then given a name. User must perform multiple steps to find out that the report generated has no data.</li> <li>• When trying to generate a comparison report for screen A-2 RACK DATA for flights 12A.1 and 12A, received the message “here diff”. The correct should be “Under Development”.</li> </ul>	PL_SCR 981 PL_SCR 971
Report Option on C&DH Main Menu is inactive on screen A-28 (Telemetry Verifier)	When navigating to screen A-28/TLM Verification and data is populated, the Report option, POIC/Remote, and Field Def are grayed out. The Execute button is active. The Enter button should be active, not Execute button. This problem does exist on new but not on old production.	PL_SCR 1167