
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.....Problem Number – refers to the more detailed description in the *Test Case Summary*
SNSuggestion 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.

See: https://fedoraproject.org/wiki/Anaconda/UX_Redesign/Usability_Test_Scripts

Participant #1

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

DevConf Test Lab, Session 1

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

Background

It was his prime task. He was speaking in Czech.

See his 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** 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 was no 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. **PN₂ 2.1, i18l**

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

He complained that he was not able to confirm the welcome screen (with selected language) using the 'Enter' key. **PN₂ 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. **PN₂ 8, i18l**

- He clicked on 'Pokračovat' (Continue)

Installation Summary (Hub)

- When he saw *Installation Summary*, he was confused that something was 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 was the only one marked with an exclamation point.

He was probably confused about the warning 'Kontrola závislostí...' (Checking Software dependencies...). **PN₂ 4**

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

Installation Destination

- The device was 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. **PN₂ 5**

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

Installation Summary (Hub)

- He found that there was 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 was very small and was 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. Toďto 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

It was his prime task. He was speaking in Czech.

See his 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. **PNo 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. **PN₂ 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 keybord 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, já. 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 SÍTĚ*' (*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 was pre-selected. **PN_o 5**

- 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

It was his prime task. He was speaking in Czech.

See his 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. **PN₈**, **i18l**
- 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. Chvilí 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_o 24** And he was confused how to add a keyboard layout. **PN_o 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_o 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 SÍŤE' (*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 was 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 mátlo 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:**
 - "qwert- ty."

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 'Λ'.
 - 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.
PN₅

- 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 was 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 did not show changes (when installation process was 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 was 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

It was his prime task. He was speaking in Czech.

See his pre-test survey.

Task

Welcome Screen (Language)

- "Vybíráám 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. **PN₂ 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. **PN₂ 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. **PN₂ 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 was 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 (there was **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.

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*:
 "Ted' 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_o 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 was pre-scrolled. **PN_o 2.1, i181**

- He probably tried to use the 'Enter' key – there was 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 was 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 mountpoint) 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 was (upper) intermediate user of MS Windows but he was quite novice on Linux. It can be the reason 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 was **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)

- "Zkouším 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. **PN₅**

- 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 the record 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 one was *Non-English/US Install*). He was speaking in Czech.

See his 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*) was 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_o 2.1, i18l**

- 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*' – was quite strange. **PN_o 8, i18l**

- 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_o 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_o 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) was 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 was confused about deselecting of the device because he did not expect that the device was 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, i18l**

- **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 was 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 one was *Non-English/US Install*). He was speaking in Czech.

See his 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 was 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_o 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_o 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 was pre-selected. **PN₅**

- 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 was not the right menu and he left it. It seems that the instructions were not clear enough. **PN_o 15, i181**

- **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, i181**

- 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 one was *Non-English/US Install* which he made two times because of the crash). He was speaking in Czech.

See his 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. **PN_o 5**

- 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 trochu 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.")

PN₁₁

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 2

Session 2 – it was the second session of our test cases during DevConf.cz. The participants of this session were three **advanced Linux users** and one professional **Linux system administrator** (Participant #4). Each of them had his **own test case** according to his knowledge of Linux. Two participants had enough time and they were willing to do the second test case.

Note: The installation process was not so slow as during the previous session (because we reduced the resolution of the acquired record).

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.

See: https://fedoraproject.org/wiki/Anaconda/UX_Redesign/Usability_Test_Scripts

Participant #5

Tester id: 13-02-23-BRNO-01

DevConf Test Lab, Session 2

Video No.: notebook-3, UT-2013-02-23--2 and UT-2013-02-23--3

Background

This test case was his prime (and only) task. He was speaking in English (but it is not his native language). He was speaking in a very low voice, so it is sometimes hard to know what he said. And the audio (in his first record) was speeded up compared to its video (probably there was used old script for recording).

For more information, see his pre-test survey.

Task

Initial (Pre-welcome) Screen

- "OK, it's unusual."
- He confirmed the option '*Install Fedora 18*'.

"Those artifacts. Unusual. I must say."

He complained about artifacts on the screen when passing to *Welcome screen*. **PN_o 1**

- "Right, select language, that's on the basic, I guess, care about that."

Welcome Screen (Language)

- "Organization noway."

He complained about the arrangement of the list. **PN_o 2.4, (PN_o 2.1)**

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

Installation Summary (Hub)

- He clicked on '*KEYBOARD*'.

Keyboard Layout

- "Right, keyboard US. I want to change this to Slovak."

He clicked on '*English (English (US))*' and then on '+' (for adding keyboard layouts).

He probably thought that he can change the keyboard from *US* to *Slovak* in that way. He added the *Slovak* keyboard layout but he left the *US* layout as his default. Maybe it was intended but he said that he wanted to change (not add) layout. **PN_o 16**

- **Add a Keyboard Layout:**
 - He typed "Slovak" to the search box.
 - He selected '*Slovak (Slovak (qwerty))*' and clicked on '*Add*'.
- **Keyboard Layout:**

- He clicked on 'Done'.

Installation Summary (Hub)

- "What's kind of weird diamond on the left."

He was confused about the warning icon with exclamation point. Before clicking on 'Installation Destination', he complained about that icon again (as you can see below). He probably did not notice the warning (*Please complete items marked with this icon before continuing to the next step.*) on the bottom. **PN# 17**

- He clicked on 'NETWORK CONFIGURATION'

Network Configuration

- He hovered over 'Configure...' for a few seconds, then he clicked on it.
 - He clicked on 'Cancel' in a while.
- He clicked on 'Done'

Installation Summary (Hub)

- "Installation destination, there is some warning on the bottom."
- He clicked on 'INSTALLATION DESTINATION'

Installation Destination

- He clicked on 'Done'.
- **Installation Options:**
 - He hovered over the menu for a few seconds.
 - He clicked on 'Cancel & add more disks'.
- Back in **Installation Destination:**
 - He clicked on 'Done' again.
- **Installation Options:**
 - "What the hell."
 - After a few seconds, he expanded and collapsed 'Partition scheme configuration'
 - He clicked on 'Cancel & add more disks'.
- **Installation Destination:**
 - Double click on the drive.

- After a few seconds, he did another double click on the device and then he clicked on '*Full disk summary and bootloader.*'
 - He closed it after a few seconds.
- He clicked on the device. After a while, he clicked on it again.
- He clicked on '*Done*' again.
- **Installation Options:**
 - He clicked on '*Reclaim space*'.

He had a problem to use the right option. It seems that he was afraid to use the button '*Reclaim space*'. It was quite similar to the problem which the previous participants (installing in *Czech*) had. **PN_o 11.2**
- **Reclaim disk space:**
 - He clicked on '*ntfs*'.
 - He clicked on '*Shrink to*' .
 - He said that he did not know how much space he should reclaim.
 He set 7.62 GB on slider (it was 2.61 GB of space to reclaim).
 He moved the cursor on the bottom and hovered over '*Cancel*'.

Note: He probably wanted to confirm his setting but he found that the button '*Reclaim space*' is disabled and he noticed information about the required space (text above that button). So, this information could be a little more noticeable. On the other hand, he noticed it anyway.

 - He set 5.05 GB on the slider.
 - He hovered over '*Reclaim space*' for a while.
 - Then he decided to set the slider to 5.87 GB.
 and he clicked on '*Reclaim space*'.
- **Back in Installation Options:**
 - He was confused because there was the message informing that he did not have enough space available but required space was 3.47 GB and his free space was 4.36 GB.

Note: If there had not been a bug, he would have continued to the next step.

The next part of this test case is quite not usable. He tried many options including *Software Selection* where he changed the *Environment* to *LXDE Desktop* and it caused a change in required space.

- (...)

Installation Destination

- (He had changed his *software selection*)
- He selected the device and clicked on 'Done'.
- **Installation Options:**
 - He was really confused for a few seconds and he wanted click on 'Cancel & add more disks'. Then he noticed that the menu was different (it was correct menu with 'Automatically configure...' etc.)
 - He left the default option – 'Automatically configure my Fedora installation to the disk(s) I selected and return me to the main menu' and clicked on 'Continue'.

Installation Summary (Hub)

- Warning below the option *Installation Destination* disappeared. (There was the message 'Automatic partitioning selected'). But on the bottom of the screen was the warning: 'Not enough space in filesystems for the current software selection...'
- Then an unknown error occurred.

Test case Restarted

- (Because the installer crashed)
- (UT-2013-02-23--3)

Note: He believed that the use of the options 'Reclaim space' was wrong and it led to his unusual behavior. Therefore it is useless for the usability evaluation. Especially he tried to use *Manual Partitioning* and finally he checked the option 'Reformat' for *ntfs* partition.

- (...)

Configuration (Installation Process)

- (The previous part of this task was not correct, so I skip to the following part – *root password setting* where it is possible to disregard the previous problem.)
- He clicked on the option 'ROOT PASSWORD' (in a few seconds after the installation process started).
- **Root Password:**
 - He clicked on 'Done'.
 - The warning 'You must provide and confirm a password.' appeared.

- He typed a 6 characters long password.
- Then he complained that the confirmation button was not on the bottom as he expected.
Double click on 'Done'.

He complained about the position of the 'Done' button. **PN# 18**

- Back in **Configuration**

- "Please to work on disk management. It's just terrible ..."

Note: He complained about the space reclaiming. But there was a bug, so it is not possible to evaluate its usability. If there had not been that bug, he could have continued in **another** (simpler) way. Therefore it should be **retested** (after the bug is fixed).

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).

See: https://fedoraproject.org/wiki/Anaconda/UX_Redesign/Usability_Test_Scripts

Participant #6

Tester id: 13-02-23-BRNO-06

DevConf Test Lab, Session 2

Video №.: notebook-2, UT-2013-02-23--3, UT-2013-02-23--4 (and UT-2013-02-23--5)

Background

This test case was his prime (and only) task. He was speaking in English (but it is not his native language).

For more information, see his pre-test survey.

Task

Welcome Screen (Language)

- "The first screen, there is the select language which I like to use. I usually use default one. Then I don't have to search for any other language."
and he was scrolling up and down the list (dragging the scroll bar).
- He clicked on 'Continue'.

Installation Summary (Hub)

- (After 10 sec)
"Localizations. Timezone-"
and he clicked on '*DATE & TIME*'

Date & Time

- "...I would like to change to Czech Republic"
He clicked on the map (and '*Prague*' was set as his city).
"...Central Europe"
- "OK. It's already available Prague, Europe."
and he hovered the cursor over the select boxes '*Region*' and '*City*'.
- Then he hovered over the map for a while.
"Hmm. Now I don't know how to continue."
"OK, *Done* is on the upper left. I was expecting the button on right down. It's usual where dialog I expect- to continue."

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

- He clicked on '*Done*'.

Installation Summary (Hub)

- He hovered over '*INSTALLATION SOURCE*' for a while and then he clicked on it.

Installation Source

- He hovered over 'Auto-detected installation media.'
"Auto-select an installation media."
- "That's the part I didn't do then I try to verify everything is OK."
and he clicked on '*Verify*'
- "Unknown error has occurred."

Test case Restarted

- (Because the installer crashed)
- (UT-2013-02-23--4)

Initial (Pre-welcome) Screen

- "I'm starting again and I will jump the verification of the installation media."

Welcome Screen (Language)

- "OK, then, the language it's the same."
and clicked on 'Continue'.

Installation Summary (Hub)

- He clicked on 'DATE & TIME'

Date & Time

- "Localization again central Europe."
and he clicked on the map
- 'Berlin' was set as the city.

"Now, there is by default selected Berlin. Then I change it to Prague."

The map is very small (and many cities are very close to each other). He probably expected that there is one area – central Europe – because he said that *Berlin* was as the default and he did not try to click on another position. So his clicking on the map was just a waste of time. **PN_o 25**

He had a similar problem during his second task (He was confused that another city was selected as the default one.) – see his next test case (*Preserve /home directory*)

and he expand the select box with other cities.

- He moved the cursor down through the list until he reached the bottom of the displayed part of that list (there was 'London'). But the button for scrolling down was not visible.

"I can't scroll now."

Note: I thought that it could be the problem of the virtual machine in full-screen mode but it probably was not...

See his next test case (*Preserve /home directory*). **PN_o 26**

- "I'll try the keyboard."

Then he complained that he could use the keyboard but he was not able to see the option (below 'London') which was currently selected.

"Maybe I will type. It doesn't help."

The "common" problem with controlling of the installer using the keyboard. When he used arrow keys, the list did not scroll. **PN_o 26.2** And then he tried to type the name of his required language on the keyboard but it did not scroll/search. **PN_o 27**

- "Something what's close. Gibraltar. Helsinki. No it's different. Kiev, Lisabon. It's different as well."

- And he closed the select box.
- He clicked on ‘*Berlin*’ and he deleted it (using the keyboard), then he typed "*Prague*"
"... It seems like it works."
- He clicked on ‘*Done*’.

Installation Summary (Hub)

- He hovered over ‘*INSTALLATION SOURCE*’
"Now I'm not going to check the installation source."
- He clicked on ‘*SOFTWARE SELECTION*’

Software Selection

- He read the options (aloud) when he scrolled the list of environments and hovered over it.
- "I'd like to- *GNOME*."
and he left the default option (‘*GNOME Desktop*’)
- "Add-ons. I will select *Development Tools*, *Epiphany Web Browser* and *LibreOffice*"
and he checked these options.
- And he clicked on ‘*Done*’

Installation Summary (Hub)

- "Keyboard I will keep the default one because I use the English one(?)"
- He clicked on ‘*NETWORK CONFIGURATION*’

Network Configuration

- "There is available just Ethernet"
and he clicked on ‘*Done*’

Installation Summary (Hub)

- He clicked on ‘*INSTALLATION DESTINATION*’

Installation Destination

- He clicked on both devices to select them.
- He hovered over the menu for a few seconds.
"Now- I would expect- hmm- the button to continue. There is only *Done*!"

He was confused that there was not some special button (e.g. ‘*Continue*’). He probably

expected that if he had pressed the button ‘*Done*’, it would have been closed (and returned him to the main menu). **PN_e 28**

- After a while he hover the cursor over the instructions. He read aloud the following:

"They will be left untouched until you click on the ‘*Begin installation*’ button."

Note: It probably made him calmed when he read that and he decided to press only button – ‘*Done*’ – and continue.

- "OK. I have to finish with just *Done*."

and he clicked on it.

- **Installation Options:**

- He hovered over the menu for more than 10 seconds, then he read the instructions and the options aloud. He mentioned that he should use ‘*modify my disk partitions before continuing*’.

- He clicked on ‘+’ to expand ‘*Partition scheme configuration*’

- "It's all the pre-select LVM. It's what I need."

- He hovered over the option ‘*Encrypt my data*’

"I don't want to encrypt my data."

and he left the option unchecked.

- He checked the option ‘*I want to review/modify my disk partitions before continuing*’

- He clicked on ‘*Continue*’.

- **Manual partitioning:**

- He hovered over the menu a read the options and instructions aloud.

- He moved over the symbol of a keyboard (the *Help* icon) and he hovered the cursor over it for a while.

- "OK. But I'm not 100% sure how I could create the volume group."

Note: For more information about this problem, see the rest of the test case

- "I'll try to add"

and he clicked on ‘+’.

- **Add a new mount point:**

- "I will start with the /boot which doesn't need any LVM."

- He selected ‘/boot’ and set its desired capacity to "500MB".

- He clicked on 'Add mount point'.
 - **Manual partitioning:**
 - "Label. I keep it to late. keep it (????)."
 - He clicked on '+' again.
 - **Add a new mount point:**
 - He did nothing for about 10 seconds
 - Then he grabbed and dragged the window *Add a new mount point*.
- Note:** He probably moved the window because he wanted to see the menu under that window.
- "OK. Now, I'm not really sure if the LVM group is already created or not."
 - He expanded the 'Mount Point' select box.
 - "But it seems like it is because have (???) just mounting points to select."
- He was probably confused that his devices were automatically "merged" (assigned to one volume group). And there was not any scheme or notice that he was working with both devices together. *See his comments below.* **PN# 29**
- He selected '/' and set its desired capacity to "5GB".
 - "I'm starting to create the first logical volume ext4. That's the root logical volume, 5 GB."
 - He clicked on 'Add mount point'.
 - **Manual partitioning:**
 - He clicked on '+'.
 - **Add a new mount point:**
 - He selected '/home' and set its desired capacity to "5GB". (At first, he entered "5gb"; then he changed it to "5GB"). He added it.
 - **Manual partitioning:**
 - He clicked on '+'.
 - **Add a new mount point:**
 - "Another one ... it's srv."
 - He expanded the 'Mount Point' select box.
 - "It's not available"

and he typed `"/srv"`

- He set its capacity to "2.5"

Note: The capacity was set to 2.5 MB.

He did not specify the unit. And the capacity was set to 2.5 MB (instead of 2.5 GB which were required in his test case). He left the incorrect value, despite the fact that he made a detailed check of his settings (*see below*). **PN# 30**

- **Manual partitioning:**

- He moved over the options in the right pane.

After a while, he clicked on '+' to expand '*Device and file system options*'.

He looked surprised to see the options which appeared.

He was probably a bit confused (as he later mentioned) that the option '*File System*' was hidden. **PN# 31**

- He clicked on the '*File System*' select box and he set '*vfat*'
- He expanded the '*Volume Group*' select box for a while (but he made no change).
- "OK, I found that in '*Device and file system options*' I could select *vfat*. I was a bit puzzled with the LVM because I was used to create the LVM first and then into LVM to create the mounting points. I think that this way is better but I didn't know it then I didn't expect something like this. ... It will be part of LVM the group name *fedora* which was created automatically. That's (???) point I didn't expect but I think it makes sense this way."

He was confused that the storage devices were automatically assigned to one volume group and he was not informed. **PN# 29** He did not expect automatic grouping (to one volume group '*fedora*') because this information was collapsed (this could be another reason to expand it **PN# 31**).

- He clicked on '*Apply Changes*'.
- He clicked on '+'.

- **Add a new mount point:**

- He selected '*swap*' and set its desired capacity to "1GB" and he added it.

- **Manual partitioning:**

- He clicked on each of his partitions and expanded its '*Device and file system options*' to check its setting.

Note: Despite his check, he left the incorrect value for `/srv` (2.5 MB instead of 2.5 GB).

For more information, see above. PN# 30

Installation Summary (Hub)

- He clicked on '*Begin Installation*'.

Configuration (Installation Process)

- He was describing the process (according to text which was displayed above the progress bar).

- He complained that he would like to see his storage configuration (some diagram of the partitioning) before it started its writing to the devices. **PN# 32**

- Then he mentioned that the root password was not set and he clicked on the option '*ROOT PASSWORD*'

- **Root Password:**

- He set an 8 characters long password
- "The Done is on left upper corner again. It's perhaps intention but still I would expected it on the right side down. It make no sense to me."

He complained about the position of the '*Done*' button again. **PN# 18**

- He noticed the warning that his password was weak.
"Yeah, that's just for testing..." and he clicked on '*Hotovo*' (*Done*).

- **Back in Configuration**

- During the installation process, he complained about lack of some confirmation screens (especially with his partitioning). ... At the end he complained about that again – he said that he wondered whether he had made LVM correctly, because he had not seen any scheme. **PN# 32**

- He mentioned that it was his first installation of Fedora 18. But he had installed Fedora 17 and Red Hat Linux 6.2. He used to use Debian but he had to convert to Fedora because of his hardware (he was not able to install Debian on it).

"That's just to fill the time that the installer is installing and there is nothing to do."

He complained that there was nothing to do during the installation process. **PN# 20**

Questionnaire Record

- (UT-2013-02-23--5)
- "My installation impression. The complexity installation I'm used to use(d) textual installers. I think they are significantly simpler and then I have to install on (in) system which doesn't

have main graphical user interface."

- Then he started his second task (*Preserve /home directory*).

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).

See: https://fedoraproject.org/wiki/Anaconda/UX_Redesign/Usability_Test_Scripts

Participant #7

Tester id: 13-02-23-BRNO-03

DevConf Test Lab, Session 2

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

Background

It was his prime task. He was speaking in English (it is not his native language) but he selected Czech as his installation language.

For more information, see his pre-test survey.

Task

Welcome Screen (Language)

- "Oh. I am just trying to type on my keyboard. I want a Czech on it and it's still nothing."

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**

- After a while he clicked in search box and wrote "cz".
- Double click on 'Čeština (Česká Republika) Czech (Czech Republic)'

"Double click in this part and- no action."

He complained that he was not able to use double-click to confirm the welcome screen. **PN_o 3.2**

- He clicked on 'Continue'.

Note: He did not mentioned 'Set keyboard to default layout for selected language' although he selected Czech as his installation language.

Installation Summary (Hub)

- (After 15 sec) he clicked on '*CÍL INSTALACE*' (*INSTALLATION DESTINATION*).

Installation Destination

- He clicked on the device '*Virtio Block Device*' (it deselected the device).
- After a while, he clicked on the device again, then he clicked on it many times (furiously).

He probably did not expect that the device was pre-selected. **PN₂ 5**

- He clicked on '*Hotovo*' (*Done*)
- **Installation Options:**
 - He moved the cursor over the instructions (for about 15 sec.)
 - He clicked on '*Ruční úprava oddílu*' (*Custom partitioning*).
- **Manual partitioning:**
 - (After 10 sec) he clicked on '+' to expand the '*Fedora Linux 17 for x86_64*' option.
 - He clicked on '*Home*'.
 - "Home should stay there."
 - After a while, he clicked in text box for '*Přípojný bod*' (*Mount Point*) and typed `"/home"`.
 - He clicked on '+' to expand '*Volby zařízení a souborového systému*' (*Device and file system options*).

He was speaking about some option which he was looking for. But it was not clear what a problem he had.

Maybe he lacked some option there. Or he probably was looking for '*Reformat*' and he wanted to say that he should preserve *home*. Then he probably complained about translation of '*Reformat*' (translated as '*Přeformátovat*').

- He clicked on '*Boot*'.
 - He typed `"/boot"` to text box for '*Přípojný bod*' (*Mount Point*).
 - He expanded '*Volby zařízení a souborového systému*' (*Device and file system options*) and checked '*Přeformátovat*' (*Reformat*).
- He clicked on '*Root*'.
 - He typed `"/"` to '*Přípojný bod*' (*Mount Point*).

- He expanded ‘*Volby zařízení a souborového systému*’ (*Device and file system options*) and checked ‘*Přeformátovat*’ (*Reformat*).
- He hovered over ‘*Zpět k výběru cíle*’ (*Back to destination selection*). Then he moved among ‘*Zpět k výběru cíle*’ (*Back to destination selection*), ‘*Dokončit rozdělení*’ (*Finish partitioning*) and ‘*Provést změny*’ (*Apply Changes*). "Get back, do the changes, or Finish it. Cannot say that. I finish it." and he clicked on ‘*Dokončit rozdělení*’ (*Finish partitioning*).
- He was confused about options – what he should click on to continue. **PN₂ 36**

Installation Summary (Hub)

- He was hovering over ‘*Spustit Instalaci*’ (*Begin Installation*) for a while. "There is a warning."

Note: Below *Installation Destination*, there was the message ‘*Varování při kontrole nastavení úložiště*’ (*Warning checking storage configuration*) – it was a warning about setting which is not required. The button ‘*Spustit Instalaci*’ (*Begin Installation*) was active (not disabled) and the warning was not marked. **Maybe the warning could be highlighted in some way.**

- He clicked on ‘*CÍL INSTALACE*’ (*INSTALLATION DESTINATION*).

Installation Destination

- He clicked on the warning ‘*Varování při kontrole nastavení úložiště. Klikněte pro zobrazení podrobností.*’ (*Warning checking storage configuration. Click for details.*)

Note: It was a warning that *swap* was not specified (although it is not required)...

- He clicked on ‘*OK*’.
- "I can go back.."
and he clicked ‘*Hotovo*’ (*Done*)
- **Installation Options**
 - (After a few seconds) "Wow, I get a think- already be here."

He was confused that he was back in *Installation Options*. He probably thought that he confirmed (by clicking on ‘*OK*’) the installation without *swap*, so he expected that installer could skip this step. But he had to walk through the storage setting. **PN₂ 37**

- "So, again. Manual."

and he clicked on '*Ruční úprava oddílu*' (*Custom partitioning*).

- **Manual partitioning:**

- "I don't know why- but- "
- ('*Fedora Linux 17 for x86_64*' was expanded.) He expanded '*New Fedora 18 Installation*'.

"Wow."

He was surprised by something but it is hard to say by what. Maybe he was confused about *Home* in both Fedora 17 and Fedora 18 installations (or anything else).

- He clicked on '*Home*', on '*Boot*', and finally on '*Root*'. When '*Root*' was selected, he clicked on '+' to expand its '*Volby zařízení a souborového systému*' (*Device and file system options*). Then he expanded and checked options for '*Boot*' and '*Home*' too. Then he expanded '*Fedora Linux 17 for x86_64*' again.
- He clicked on '*Dokončit rozdělení*' (*Finish partitioning*) without any change in that menu.

Installation Summary (Hub)

- When hovering over '*CÍL INSTALACE*' (*INSTALLATION DESTINATION*)
"This warning is satisfied."
- He clicked on '*KLÁVESNICE*' (*KEYBOARD*).

Keyboard Layout

- "Nicméně. Czech keybord." ("Anyway. Czech keybord.")
and he clicked on '*Czech (Czech)*'.
- He clicked on '*Pokračovat*' (*Continue*).

He probably thought that he can change the default keyboard just by clicking on it. He was really confused. Even he repeated this process of setting – as you can see below. **PN_e 16**

Installation Summary (Hub)

- "Tak jo." ("Okay.")
and he was hovering over '*Spustit Instalaci*' (*Begin Installation*) for a few seconds.
- Then he saw setting of the keyboard (it was *Englis US*)
and clicked on '*KLÁVESNICE*' (*KEYBOARD*).

Keyboard Layout

- He clicked on '*Czech (Czech)*' and then he clicked on '*Pokračovat*' (*Continue*) again.

Installation Summary (Hub)

- He was surprised that there was set *US keyboard* again and he clicked on '*KLÁVESNICE*' (*KEYBOARD*).

Keyboard Layout

- He made a sound which probably means that he doesn't know what's wrong.
"Never mind. Maybe- I should-"
- He clicked on '*English (English US)*'.
- He hovered over '-' for a while and then he clicked on 'V' to move the layout down.

Installation Summary (Hub)

- "Super."
- He clicked on '*Spustit Instalaci*' (*Begin Installation*).

Configuration (Installation Process)

- He hovered over the screen for a few seconds.
- Then he complained about root password button but I am not sure what he said exactly. He probably said that he knew what he should do – set a password – because he had done it before. But he complained that at the first look it was hard to know what he should do (or even whether he should do something or not).
"I ???? been , so I know what I should do. But for the first sight I just don't know ... and like it's not there. But it says nothing that/what I should do. But I know I should."

He probably had a problem to notice that he could set a password. Especially it seems that he complained about unclear instructions below this option. **PN₉ 7 / PN₉ 14**

- He clicked on '*HESLO SPRÁVCE*' (*ROOT PASSWORD*).
- **Root Password:**
 - He set an 8 characters long password.
 - "And not very- I would expect some button here."
and he moved the cursor to the bottom right corner of the screen.
"Not there."
he said when he moved the cursor over '*Hotovo*' (*Done*).

He complained about the *Done* button position. **PN~~o~~ 18**

- He clicked on 'Hotovo' (*Done*).
- The Warning about weak password appeared.
- (After few sec.)

"OK, tha what is we expect(ed)."

and he clicked on 'Hotovo' (*Done*) again.

- Back in **Configuration**

- **Note:** He complained that there was not the root password icon (the picture disappeared). But it is not usability problem – it was some bug in that version (*Anaconda 19.8 for Fedora 18*).

Note: The result of his installation should be all right.

- Then he tried another test case (*RAID Installation*) which you can see below.
- After his second task, he was filling out the **questionnaire** (record UT-2013-02-23—5), where he focused on this task (*Test Case: Preserve /home directory*).

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

Comments summary:

- He said that the task was quite easy.
- He complained about low clarity: The buttons were in unexpected positions; Sometimes it was hard to understand what to do.
- He felt quite confused.
- What he was confused about:
 - Walk through the installation (he was used to linear process)
 - Location of the buttons
 - Response to my setting (especially he complained about partitioning – that he was not able to see what will be (re)formatted and how it will be arranged. **Note:** he had done *RAID Install* too.
- What he would change:
 - Linear process (although it is slower)
 - Position of the *Done* button (in the bottom right)
 - Reduce the number of similar buttons (*Finish patitioning, Apply Changes, Back to*

destination selection)

Participant #6

Tester id: 13-02-23-BRNO-06

DevConf Test Lab, Session 2

Video №.: notebook-2, UT-2013-02-23—5

Note: In the record, the video was delayed compared to its audio (about 14 sec).

Background

It was his **second test case** that day (his first one was *Customized LVM Install*). He was speaking in English (but it is not his native language).

For more information, see his pre-test survey.

Task

Initial (Pre-welcome) Screen

- "I have Fedora 17 already installed and I would like to keep my /home directory."
- He clicked on '*Install Fedora 18*'.

Welcome Screen (Language)

- He left the default language (US) and clicked on '*Continue*'.

Installation Summary (Hub)

- He clicked on '*DATE & TIME*'

Date & Time

- "I change timezone-"
and he clicked on the map (and '*Prague*' was set as his city).
"...to central Europe"
- "Interesting, it selected (the) *Prague* again as a default. Previously it selected *Berlin*."

He was confused that another city was selected as the default one. **PN_o 25**

See his previous test case (LVM).

- He expanded the select box with other cities.
- He was hovering over the list.

"I still I'm not able to select another city. Or I could but only the beginning ones."

The buttons for scrolling down (“scroll arrows”) was not visible. **PN_o 26**

He had the same problem during his previous task but this time he found that buttons appear when clicking on the list twice. *See his previous test case (LVM).*

- He expanded the list again (and the buttons for scrolling appeared).

"Now, there is the scroll bar. But it's only sometimes."

He was scrolling up and down.

"OK. Now, I could select everything but I had to enter twice..."

- He clicked on ‘*Prague*’.
- He clicked on ‘*Done*’.

Installation Summary (Hub)

- He clicked on ‘*SOFTWARE SELECTION*’

Software Selection

- "I will keep there just the *GNOME Desktop*"

He left the default options and he clicked on ‘*Done*’.

Note: During his first installation, he complained about slow installation because he had selected some add-ons.

InstallationSummary (Hub)

- "Keyboard I keep as well the default one – English." (and he hovered over ‘*Keyboard*’)
- "Network configuration, there is just on." (and he hovered over ‘*Network configuration*’)
- He clicked on ‘*INSTALLATION DESTINATION*’

Installation Destination

- 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. **PN_o 5**

- He was hovering the cursor over the menu for a few seconds.

"Again, I selected the disk and I expected there will be any button Continue. There is just the *Done*. Now, when I know that the installation options will be afterward then it's OK."

He complained about that again. **PN_o 28**

See his previous test case.

- He clicked on 'Done' .
- **Installation Options:**
 - He moved the cursor over the instructions (for 15 sec).
 - "Installer told me that I don't have enough space to install."
 - He was reading instructions again.
 - He hovered over '*Partition scheme configuration*' and then he clicked on '+' to expand it. He collapsed it without any change.
 - He clicked on '*Custom partitioning*'.
 - He clicked on '*Continue*'.
- **Manual partitioning:**
 - He expanded '*Fedora Linux 17 for x86_64*'.
 - He clicked on '*Home*'.
 - He expanded '*Device and file system options...*' after a while he collapsed it again.

Note: He had seen *Manual partitioning* menu that day (during his first test case – LVM)

 - He clicked on '*Boot*' and expanded '*Device and file system options...*'.
He checked the option '*Reformat*'
Then he selected '*Root*' and expanded its '*Device and file system options...*'.
He checked the option '*Reformat*' too.
 - He clicked on '*Root*' again and found that '*Reformat*' was not checked.

He thought that he had to click on '*Apply Changes*'. **PN# 33**

Note: But it was not applied because he did not set the *Mount Point*.

 - He checked the option '*Reformat*' again and clicked on '*Apply Changes*'.

Note: But '*Reformat*' was not checked again because he did not set the *Mount Point* (even though there was a warning on the bottom). **PN# 33, PN# 10.2** (see below)

"Strange. when I select *Apply Changes* the *Reformat* flag disappears."

He tried it with '*Boot*' too.

 - He clicked on '*Home*' and expanded '*Device and file system options...*'
"I didn't select *Reformat* of the *Home*."
 - "OK, I try again to reformat to *Boot*"

Then he selected 'Boot' and expanded 'Device and file system options...' again.

He hovered over 'Apply Changes' (but he did not click on it) and then he moved the cursor over text box for 'Mount Point'.

Until this time, he did not notice the warning 'Please enter a valid mountpoint.'. (Maybe he did not notice it at all.) **PN_o 10.2**

- He clicked on 'Boot' again. He typed "/boot" to the 'Mount Point' text box. He checked 'Reformat' and clicked on 'Apply Changes'.

- He was quite surprised that 'Boot' disappeared from the left pane.
 - Then he decided to delete 'Root' using the '-' button on the bottom.
- See his explanation below (PN_o 34).

- The warning 'Are you sure you want to delete all of the data on vda2' appeared. He clicked on 'Delete it'.
- "I don't know why Boot partition disappeared..." // he complained again
- "Now I'm going to add a new mounting point for the /root and the /swap and I hope the /home stay there as I didn't touch it."
- He clicked on '+' to add mount point.

Note: He did not click on 'New Fedora 18 Installation'

- **Add a new mount point:**

- He typed "/" and set its desired capacity to "8gb". He added it.

- **Installation Options:**

- For a while, he was surprised that his new mount point (root) did not appeared in the left pane. But then he expanded 'New Fedora 18 Installation' and he found out that it contained the required partition.

- He was confused that a new partition did not appeared in the left pane (because 'Fedora Linux 17 for x86_64' was expanded).

He complained that he was confused by collapsing of the options in the left pane – if he clicked on 'New Fedora 18 Installation' it collapsed 'Fedora Linux 17 for x86_64' and vice versa. Also it made him to believe that he deleted 'Boot' (instead of reformatting). Then he (really) deleted 'Root' – he thought it could be better create the new one (when Boot disappeared). **PN_o 34**

- Then he did not know what he should do with Home.

"I am not sure if I have to now move the Home to the New Fedora 18 Installation. But

seems like not. Seem like I could keep it where it is. But still not sure."

His process should preserve the /home but he did not mount it (and maybe he expected that it will be mounted). **PN_o 35**

- He clicked on '+' to add mount point.
 - **Add a new mount point:**
 - He created 'swap' and set its capacity to "1gb". He added it.
 - **Installation Options:**
 - He clicked on 'DATA' (in the left pane, below F18)
 - An unknown error occurred and the installation crashed.
- He complained (in Czech) that the task was quite hard.
- And then he complained: "I was a bit confused. I did(n't) know if I should left the home mounting point in the Fedora 17 or if it supposed to move." **PN_o 35**
- He complained about collapsed options in the left pane. He said that he would appreciate automatic expanding when partition is moved. **PN_o 34**
- He complained that he would like some confirmation screens because he was used to them from Debian. He pointed out his problem during the first task (*LVM Install*). **PN_o 32** – see his previous test case, (PN_o 29, PN_o 33, PN_o 35).

Customized RAID Install

At work you are told to install Fedora 18 on a virtual machine. When setting up the installation, you will need to distribute the data across the drives using the RAID levels, given to you by one of your co-workers.

See: https://fedoraproject.org/wiki/Anaconda/UX_Redesign/Usability_Test_Scripts

Participant #8

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

DevConf Test Lab, Session 2

Video N_o.: notebook-4, UT-2013-02-23--3

Background

It was his prime task. He was speaking in Czech but he selected English as his installation language.

For more information, see his pre-test survey.

Task

Note: There was a problem with a bug in that version of Anaconda (19.8). On the one hand, the test case was not correct, but on the other hand, it was not useless – because he ignored this bug (the incorrect behavior of the installer), so we let him finish the task.

Welcome Screen (Language)

- "Jazyk instalace. Anglicky určitě." ("Installation language. English, of course.")
- He clicked on 'Continue'.

Installation Summary (Hub)

- He hovered over the menu for a few seconds.
"Wow. Zajímavý sumář instalace." ("Wow. It's an interesting summary of installation.")
- He clicked on 'KEYBOARD'.

Keyboard Layout

- "Změníme si klávesnici." ("Let's change the keyboard.")
and he clicked on 'Options'

He probably expected that it was the button for the change of default keyboard layout.
PN_o 16

- He clicked on 'Cancel' to close that menu.
- He clicked on '+'.
- **Add a Keyboard Layout:**
 - He typed "cze" to the search box.
 - He clicked on 'Czech (Czech (qwerty))'.
 - He clicked on 'Add'.
- **Keyboard Layout:**
 - He clicked on 'Czech (Czech (qwerty))'
he moved the cursor down but
 - then he clicked on 'English (English (US))'.
 - "Anglickou odebereme." ("Let's remove the English one.")
and he clicked on '-' to remove it.
 - "Tlačítko OK nebo Done bych hledal v pravém dolním rohu. A ne v horním levém."

("Normally I would look for the button OK or Done in the lower right corner. And not in the upper left.")

He expected the button 'Done' in the lower right corner. **PN_o 18**

- He clicked on 'Done'

Installation Summary (Hub)

- "Installation destination, software. Date, time."
and he hovered on 'INSTALLATION DESTINATION' and 'SOFTWARE SELECTION'.
He clicked on 'DATE & TIME'.

Date & Time

- "Změníme na Prahu." ("Let's change it to Prague.")
and he clicked on map (but 'Zurich' was set).
He clicked on 'Monaco', 'Luxembourg' and 'Vaduz'.
"Možná by nebylo špatný, kdyby se ta mapa přizoomovala,"
("Maybe, it would be nice if the map could be zoomed in.")

He was a bit frustrated that it was hard to hit the right point. He suggested zooming. **PN_o 25**

- He expanded the select box with cities.

He moved the cursor down through that list until he reached the bottom of the displayed part of that list (to 'London'). But the button for scrolling down was not visible. **PN_o 26**

- He collapsed the list and then he expanded it again.
- He was scrolling down.
- "Při výběru konkrétního města při date & time bych očekával, že při rozbalení selektu budu moci pomocí klávesy P skočit rovnou na Paříž, popřípadě rovnou k Praze."
("When choosing a town in date & time— When I expand select-list, I would expect that I could use the "P" key to jump straight to Paris, or straight to Prague.")

He tried to type the letter on the keyboard but it did not jump. **PN_o 27**

- He hovered over the warning on the bottom.
"NTP není konfigurován. Otázka je, jak jej můžu zapnout."
("NTP is not configured. The question is, how can I turn it on?")
- He clicked on the button for *NTP Servers* (in the upper right corner of the screen).

- **NTP Servers** (Add and mark for usage NTP server):

- He typed "tic.cesnet.cz" and he clicked on '+' to add it.
- He clicked on the option 'tic.cesnet.cz' and then he hovered over its red dot – the icon which indicates whether it is working.
- He modified it to 'tick.cesnet.cz'.
- He hovered over its red dot again.
- He clicked on 'OK'.
- He reopened the menu (*NTP Servers*) again.
- He modified his server to 'tic.cesnet.cz'.

"Otázka je, proč se mi teď nechce přidat NTP server, respektive proč nezobrazuje, že je pracující. Očekával bych, pokud já tam vlastně zadám nový záznam, že budu tady mít nějaký logger, pokud bych to chtěl nějak graficky nebo že to teprve zjišťuje, jestli je nebo není platný ten daný server, protože přesně nevím, jak se jmenuje."

("The question is, why it's not adding the NTP server, or why it doesn't indicate that it's working. I would expect when entering a new record that there would be some graphical indicator. It would show that it's checking the validity of the given server because I'm not sure its name.")

He would like some status indicator when checking the validity of the given NTP server. **PN 42**

- He modified his server to 'tick.cesnet.cz' and clicked on 'OK'.
- Back in **Date & Time**:
 - He clicked on 'Done'.

Installation Summary (Hub)

- He hovered over 'NETWORK CONFIGURATION' for a while.
- He clicked on 'INSTALLATION DESTINATION'.

Installation Destination

- He clicked on the first disk (8.19 GB).
- "Full disk summary and bootloader."
- He clicked on the second disk (6.14 GB).

"Two disks selected, aha."

(and he clicked on the first disk to deselect and then to select it again.)

- "Takže zde akorát vybíráme disky, na které se to bude chtít instalovat."

("So, here I can only select disks on which it will be installed.")

- He clicked on '*Done*'.

- **Installation Options:**

- He read the options.

"Automatickou konfiguraci nebudu chtít." ("I don't want Automatically configure.")

- He expanded '*Partition scheme configuration*'.

- "LVMko zde nepoužíváme v tohle zadání, takže- pravděpodobně standardní partišny."

("LVM is not used in my task, so- probably standard partitions.")

and he selected '*Standard Partition*'.

- He clicked on '*Continue*'.

Note: He left the option '*Automatically configure my Fedora installation to the disk(s) I selected and return me to the main menu*' checked, although he said that he did not want that option.

Installation Summary (Hub)

- He clicked on '*INSTALLATION DESTINATION*'.

Installation Destination

- He clicked on '*Full disk summary and bootloader*'.

After a while, he closed it.

- He clicked on '*Done*'.

- **Installation Options:**

- He checked '*I want to review/modify my disk partitions before continuing*'.

- He clicked on '*Continue*'.

- **Manual partitioning:**

- He hovered over the left pane, then he moved the cursor on its bottom – over '*Total Space*' and '*Available Space*'.

"Total space, Available space."

- He clicked on '+' to *add a new mount point*.

- **Add a new mount point:**

- He expanded the select box '*Mount Point*'

"Tak, teďka je otázka, jak udělat RAID jenom na jednom oddílu. To sem ještě nikdy nezkoušel."

("Well, now the question is, how to create RAID with only one partition. I've never tried it.")

- "boot, root, home"

He clicked on '/'

but then he clicked on '*Cancel*' to close it.

- **Manual partitioning:**

- He moved the cursor almost over '*Click here to create them automatically*', then he moved it over the symbol of a keyboard and hovered there until its caption '*Click for help*' appeared. He hovered over '*2 storage devices selected*' for a while.
- Finally he clicked on '+' again.

He was a bit confused on how to continue, but finally he decided to use the correct option (although it took him more than 40 seconds to decide).

- **Add a new mount point:**

- "Zkusíme tam teda přidat mounting point /home."

("So, let's try to add mounting point /home.")

He expanded the select box '*Mount Point*' and he selected '/home'.

- He set its desired capacity to "4GB"
- and clicked on '*Add mount point*'.

- **Manual partitioning:**

- He was moving the cursor over the menu.

"Otázka je, kde si můžu vybrat, jakým způsobem- Z kterého disku mi to vlastně půjde, protože tady mi to sečte kapacitu na 14 giga celkovou. Mám 14,33 giga kapacity celkové. Ale kde určím, že bych chtěl i nějaký RAID?"

("The question is, where can I select the way of- Where can I select which drive to use because it sums capacity to total capacity of 14 giga (GB). I have a total capacity of 14.33 giga (GB). But where can I specify that I would like some RAID?")

He complained that he did not know how to work with each (individual) disk and how to identify which disk was used. It means that he was confused about automatically

assigned devices to one group. **PN₂₉**

Then he complained that he did not know where/how he can set RAID. **PN₃₁**

- Then he clicked on '+' to expand 'Device and file system options...'.
 - He expanded the select box 'Device Type' and he selected 'RAID'.
 - He expanded 'RAID Level' and selected 'RAID1' (which was the default option).
 - He clicked on 'Apply Changes'.
 - He clicked on 'Home' in the left pane.

Note: His previous settings for *home* disappeared. There was a problem with a bug in that version of Anaconda (19.8) but (as I mentioned above) we let him finish the task because he ignored this incorrect behavior.

"Otázka je, když jsem dal *Apply changes*, najednou si najedu, kliknu na /home, tak znovu tady mám *standard partition* a nemám tam vlastně před tím vybranej RAID. Zkusím tam přidat ty další partišny, jestli mi to dokáže podat(?), na kterým disku bych to chtěl mít."

("The question is (It's strange), that I clicked on *Apply changes* and then when I select /home there is *standard partition* again. And there's not previously selected RAID. **I'm going to try to add the other partitions** to see whether it will allow me to select the disk which I want to use. - **PN₂₉**")

He did not change any settings and continue adding mount points.

- He clicked on '+' again.
- **Add a new mount point:**
 - He selected '/' and set its desired capacity to "3,5GB".

Note: He typed 3,5 with a comma.

- He clicked on 'Add mount point'.
- **Manual partitioning:**
 - He clicked in the text box 'Label'.
 - Then he noticed that the capacity of his *root* is 4.18 GB and he clicked on 'Root'.
 - He clicked on '-' to remove the partition.
 - He clicked on '+' again.
- **Add a new mount point:**
 - He selected '/' and set its desired capacity to "3,5GB" again. And he added it.

- **Manual partitioning:**

- "Každopádně pokud' hledám tři celé s čárkou, gigabytu, tak mě to alokuje více místa, než já bych si přál."

("But if I enter 3,5 GB with comma it allocates more space than I would like.")

and he clicked on 'Root' and then on '-' to remove the partition again.

He used the comma as the decimal separator. He did it twice (although he was advanced Linux user), then he used dot. **PN~~o~~ 40**

- He clicked on '+'.

- **Add a new mount point:**

- He selected '/' and he set its desired capacity to "3.5GB". He added the new mount point.

- **Manual partitioning:**

- "Takže to musíme s tečkou." ("So, I have to use (decimal) point.")
- He clicked on 'Root'.
- He expanded 'Device and file system options...'
- He expanded the select box 'Device Type' and he selected 'BTRFS'.
- "BTR"

and he clicked on *Help*

Note: he knew about the Help button (he had hovered over the button and seen its caption before).

- He scrolled down and up through the *Help*.
- He closed it after a few seconds.

That *Help* did not help him. Later, when he was filling out the questionnaire, he complained about the *Help* that he was not able to find what BTRFS is. **PN~~o~~ 38**

- He expanded the select box 'RAID Level' and selected 'RAID1'.
- He expanded 'RAID Level' again and selected 'RAID0'.
- Then he expanded 'Device Type' and he selected 'Standard Partition' (instead of 'BTRFS').
- He hovered over the options for a while and then he hovered over 'Apply Changes' (but he probably not clicked on it).

- He clicked on 'Home' in the left pane and he expanded its 'Device and file system options...'.

Note: There was his previous settings (which had disappeared and seemed to be lost).

- He clicked on 'Root' and hovered over its options for a while.
- He clicked on '+'.

- **Add a new mount point:**

- He selected '/boot', set its desired capacity to "500" and added the new mount point.

- **Manual partitioning:**

- He expanded its 'Device and file system options...' (he did not change anything).
- He clicked on '+'.

- **Add a new mount point:**

- He selected 'swap', set its desired capacity to "2GB" and added it.

- **Manual partitioning:**

- He clicked on each mount point in the left pane (he did not expanded their 'Device and file system options...').
- "Ták. Ted' bych mohl mít daný data rozdělený akorát nevím, jak ty partišny se mě poskládají nebo neposkládají čistě za sebou."

("Soo. Now I should have the required data split. But I don't know how the partitions will be organized – how they'll be sorted.")

and he hovered over the icon the for 'Configure selected mountpoint' until its caption appeared. Then he clicked on it.

- 'Configure mounting point' appeared. He closed it after a few seconds (without any action).

He was looking for a scheme (or another representation) how the partitions would be organized on his physical hard drives – he wanted to see his storage configuration.

PN_o 32

- He clicked on 'Finish Partitioning'.

Installation Summary (Hub)

- He clicked on 'INSTALLATION DESTINATION'.

Installation Destination

- He clicked on 'Full disk summary and bootloader.'.

After a few seconds, he closed it.

- He clicked on 'Done'.
- **Installation Options:**
 - He clicked on 'Custom partitioning'.
- **Manual partitioning:**
 - He clicked on 'Home' and expanded its 'Device and file system options...'
 - Then he clicked on each mount point.
 - "Pokud hledám- Pokud hledám možnost, abych se podíval na to, jak je to vlastně na těch diskách přímo rozmístěný - ty partišny, tak nemám možnost se na to ani/někde podívat."
("I am looking for- I would like to see the physical location of those partitions on the disks but I can't look at it.")

He complained about unknown physical locations of his partitions again. **PN_e 32**

- He hovered over the icon the for 'Configure selected mountpoint' (until its caption appeared) again. Then he clicked on it. He closed it after a few seconds clicking on 'Cancel'.
- He hovered over 'Back to destination selection' for a second.
- He clicked on 'Finish Partitioning'.

Installation Summary (Hub)

- He hovered over 'Begin Installation' for a few seconds and then clicked on it.
- (""')

Configuration (Installation Process)

- He hover over 'ROOT PASSWORD' until the caption 'Root password is not set' appeared. Then he was hovering over that for another few seconds.

It seems that he was a bit confused **PN_e 7**. Especially he probably lacked more detailed descriptions (because he was hovering over the button until the caption appeared) **PN_e 14**

- In a few seconds he clicked on
- **Root Password:**
 - He typed some 4 characters long password.
 - He clicked on 'Done'.

Note: On the bottom, there appeared warning that his password was too short.

- "Zadáme rootovské heslo: rootroot" ("Let 's enter the root password: rootroot")
and entered an 8 characters long password.
- He clicked on 'Done' again.

Note: There appeared warning that his password was too weak.

"E-hm." ("Aha")

- He entered a new 5 characters long password.
and clicked on 'Done'. // it was still weak
- He added a character to his password.
and clicked on 'Done'. // it was still weak
- He entered a new 6 characters long password.
and clicked on 'Done'. // still weak

It seems that he did not notice that he can press *Done* again to use his password anyway. For more information, see his questionnaire. **PN_o 19**

- "Nějaké silnější heslo." ("Some stronger password.")
He entered a new password and clicked on 'Done'. // still weak
- He hovered over the password text boxes but after a few seconds he clicked on 'Done' again.

• Back in **Configuration:**

- "Pokud se nyní podívám na ten dotazník." ("Now let's have a look at the questionnaire.")

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

Comments summary:

- He complained that he lacked more detailed settings – especially he would like to be able to customize the add-ons. (**PN_o 41**)
- He complained that it was not clear where the partitions are physically stored. When he was filling out the questionnaire, he mentioned it several times.
- He complained about the position of the *Done* button
- and warnings (especially he did not notice that he can press *Done* again to use a weak password).
- He mentioned that he did not know what the option BTRFS was. And then he complained about *Help* where he was not able to find it.

- He said that the installer layout was interesting.

Participant #7

Tester id: 13-02-23-BRNO-03

DevConf Test Lab, Session 2

Video No.: notebook-1, UT-2013-02-23--4 a UT-2013-02-23--5

Background

It was his **second test case** that day (his first one was *Preserve /home directory*). He was speaking in English (but it is not his native language). He selected English as his installation language but during his previous task he was installing in Czech language.

For more information, see his pre-test survey.

Task

Welcome Screen (Language)

- "OK, let's leave this one."
and he left *English US* as his installation language.
- He clicked on 'Continue'.

Installation Summary (Hub)

- He clicked on 'INSTALLATION DESTINATION'

Installation Destination

- He clicked on both devices to select them.
- "I don't know what to do. Because I'm not done yet."
and he pointed with the cursor to the *Done* button.
"But there is only action."
and he clicked on 'Done'.

He was confused about the *Done* button. He probably complained that 'Done' evokes that this setting will be completed. **PN_o 28**

- **Installation Options:**
 - He expanded 'Partition scheme configuration'.
 - He expanded the select box ('Partition type') but he collapsed it in a while (without change).

- He hovered over the menu for a few seconds, then he checked '*I want to review/modify my disk partitions before continuing*'.
- He clicked on '*Continue*'.
- **Manual partitioning:**
 - He hovered over '+' until its caption ('*Add a new mountpoint*') appeared.
 - He hovered over the symbol of a device (the *Help* icon) until its caption ('*Click for help*') appeared.
 - He clicked on '+'.
- **Add a new mount point:**
 - He typed "/home" (to the '*Mount Point*' text box) and set its desired capacity to "4 GB".
 - He clicked on '*Add mount point*'.
- **Manual partitioning:**

Note: He had seen *Manual partitioning* menu that day (during his first test case)

 - He clicked on '+' to expand '*Device and file system options...*'.
 - He expanded the select box '*Device Type*' and he selected '*RAID*'.
 - He expanded '*RAID Level*' and selected '*RAID1*' (which was the default option).
 - He clicked on '*Apply Changes*'.

Note: His previous settings for *home* were canceled. There was a problem with a bug in that version of Anaconda.

 - "I applied my changes and I everything reverted which is kind of stupid."
 - He clicked on '*Home*' in the left pane.
 - He selected '*RAID*' (as *device type*).
 - He clicked on '*Apply Changes*' again.

"Apply changes. Now, it does nothing."

And then he was clicking on '*Apply Changes*' many times (furiously).

 - He moved the cursor through the menu. Then he hovered over icon the for '*Configure selected mountpoint*' until its caption appeared.
 - "Configure."

he clicked on '*Home*' and he moved the cursor back over the icon for '*Configure selected mountpoint*' (but it was disabled (un-clickable)).

- "Oh, it's again."
and he moved the cursor over the left pane.
- He selected 'RAID' (as *device type*) again.
- He clicked on 'Apply Changes' three times.
- Then he clicked on 'Home' again.
- He selected 'RAID' and clicked on 'Apply Changes' many times.
- Then he clicked on 'Home'.
- "I'm done here but there is a Click for help."
and he clicked on it.

• **Help:**

- "Looong text. Without any context."
and he was scrolling up and down the window with *Help*.

He complained that the *Help* is disorganized. **PN_o 38**

- He read the part about 'How to create a new filesystem on a new device'.
- He scrolled down. He read "Click apply changes" (from the part 'How to set a mountpoint for a filesystem that already exists on your disk'.)
- He scrolled until he reached the end of that *Help*.
- "OK"
He clicked on 'Close'.

• **Manual partitioning:**

- (...)

Note: He tried it a few more times again.

- "Nedám to." ("I cannot do it.")
- He complained about his problem with *Applying changes*. Then he complained about *Help* that it was only a long text which did not help him.

Test case Restarted

- (Because a bug in *Anaconda 19.8 for Fedora 18*)

Note: The image of standard Fedora was used.

- (UT-2013-02-23—5)

- "OK, I've already done this a few minutes ago. So, I just go directly where I ended on a bug without any comment."

Installation Destination

- He clicked on both devices to select them.
- He clicked on 'Done'.

Installation Summary (Hub)

- "No, sorry."

Note: In that version of Anaconda, there was the button 'Continue'.

- and he clicked on 'INSTALLATION DESTINATION' again.

Installation Destination

- He clicked on 'Continue'.
- **Installation Options:**
 - He expanded 'Partition scheme configuration'.
"I want-"
Then he expanded the select box ('Partition type') and he collapsed it in a while.
 - "...customize the disk"
and he checked 'Let me customize the partitioning of the disks instead'.
 - He clicked on 'Continue'.
- **Manual partitioning:**
 - He clicked on '+'.
- **Add a new mount point:**
 - He typed "/home" (to the text box for 'Mount Point') and set its desired capacity to "4 GB".
 - He clicked on 'Add mount point'.
- **Manual partitioning:**
 - He clicked on '+' to expand 'Customize...'.
 - He expanded the select box 'Device Type' and he selected 'RAID'.
 - He checked 'Redundancy (mirror)'
 - He unchecked 'Optimized performance (stripe)'

- And he clicked on '*Apply Changes*'.
- "What happened?" and he hovered over '*Available space 6.33 GB*'.
- "I don't know." and he clicked on '*Home*'.
- "But I have two storages" and he clicked on '*2 storage devices selected*'.
- "OK. Not very useful" and he was clicking on devices.

Probably he was confused that his devices were automatically assigned to one volume group and he thought that he was working with one device – *see below*. **PN_o 29** (Later he complained that he did not know how the partitions would be arranged. **PN_o 32**).

He clicked on '*Close*'.

- He summarized his setting of *home*
 - "The home partition which is RAID, 4 GB and should have some mirror – I don't know where."
- "OK, let's say it's done."
- He clicked on '+'.
 - **Add a new mount point:**
 - He typed "/" and set its desired capacity to "3.5 GB".
 - He clicked on '*Add mount point*'.
 - **Manual partitioning:**
 - He expanded the select box '*Device Type*' and he selected '*Standard Partition*' (the default was *LVM*).
 - And he clicked on '*Apply Changes*'.
 - He clicked on '+'.
 - **Add a new mount point:**
 - He typed "/boot" and set its desired capacity to "500 MB".
 - He clicked on '*Add mount point*'.
 - **Manual partitioning:**
 - He left the default *Device Type* – '*Standard Partition*'.
 - He hovered over his new partitions in the left pane.
 - "This is the first disk. Physical- first device. And now I want check the other one."
 - "And now I want check the other one."

and he moved over '*2 storage devices selected*' and then over '*Available Space 2.33 GB*' and '*Total Space 14.33 GB*'.

"And this especially does me think-"

Then he clicked on '*2 storage devices selected*'.

"...and this one either." and he was clicking on the first and second device (displayed in that summary '*Selected disks*').

He clicked on '*Close*'.

"I have no idea how to I switch the second device other then Back to destination selection"

and he clicked '*Back to destination selection*'.

He probably assumed that the other partitions should be physically located on the second disk. It means that he might not have understood his task (although he was an advanced Linux user). But anyway, he was convinced that he was working with one disk. He thought that he was not working with the second disk. Thus he was confused how to work with the second disk and, as a result, he clicked on '*Back to destination selection*'. **PN_o 29**

- **Back in Installation Destination:**

- He deselected the second device (6.14 GB). After a while, he selected it again.
- He clicked on '*Full disk summary and options...*'
- He clicked on '*Close*' to close *disk summary*
- "No idea."

and he clicked on '*Continue*' again.

- **Installation Options:**

- "Let me customize."

and he left this option checked and clicked on '*Continue*'.

- **Manual partitioning:**

- He mentioned that the left pane was clear (without his previous changes) and that he was going to start again.

He complained that his previous settings had been lost.

If he had not been confused (that the devices had been automatically assigned to one volume group), he would not have clicked on '*Back to destination selection*' and he would not have lost his settings. But when clicking on that button, there could be some warning anyway. **PN_o 39, (PN_o 36)**

- He clicked on '+'.
 - **Add a new mount point:**
 - He typed `"/home"` (as '*Mount Point*') and set its desired capacity to `"4 GB"`.
 - He clicked on '*Add mount point*'.
 - **Manual partitioning:**
 - **Note:** The options below '*Customize...*' were expanded.
 - He set '*RAID*' as its '*Device Type*'.
 - He checked '*Redundancy (mirror)*'
 - He unchecked '*Optimized performance (stripe)*'
 - And he clicked on '*Apply Changes*'.
 - He clicked on '+'.
 - **Add a new mount point:**
 - He typed `"/"`, set its desired capacity to `"3.5 GB"` and he added it.
 - **Manual partitioning:**
 - He set '*Standard Partition*' as its '*Device Type*'.
 - and clicked on '*Apply Changes*'.
 - Then he clicked on '*Apply Changes*' many times again.
 - And he complained that he did not know why the button is there. He was not sure whether he had to use the button or not.
- He was really confused about the *Apply Changes*' button. He did not know what it is for and when it should be used. **PN# 33**
- He clicked on '+'.
 - **Add a new mount point:**
 - "And the last one of this disk is boot."
 - He added `"/boot"` with desired capacity to `"500 MB"` and he added it.
 - **Manual partitioning:**
 - He clicked on '*Apply Changes*' (although he did not make any change).
 - He clicked on '*Finish Partitioning*'.

Installation Summary (Hub)

- He clicked on '*INSTALLATION DESTINATION*' again.

Installation Destination

- He was clicking on the second device (6.14 GB).
"OK, this one."
- He clicked on '*Continue*' (both devices were selected).

He still thought that the other partitions should be on the second physical disk.

- **Installation Options:**

- Warning (there was **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 that warning. It means that it was some kind of a malfunction (incorrect behavior of the installer). Otherwise (if it was correct behavior) it would be usability problem.

- He expanded and collapsed '*Partition scheme configuration*'.
- He hovered over '*Reclaim space*'.
"What the hell just happened?!"
- He clicked on '*Reclaim space*'.

- **Manual partitioning:**

- "This stay. This is awesome."
and he was clicking on his previously created partitions.
- "But still I have no idea. Where is-"
- "I have no idea what physical disk ????. Where is the first one or the second one."
- "Just right here I can see v-d-a"
and he hovered over '*vda1*' in the disabled text box '*Name*'. (There was selected *boot* partition in the left pane.)
- He clicked on '*Root*'.
"v-d-a again" and he moved the cursor over '*vda3*' in its disabled text box.
- He clicked on '+'.
and he clicked on '*Continue*'.

- **Installation Options:**

- "swap"
- "Mount point for swap? Eh, ha-ha. There is no mount point for swap. Just desired capacity." // Unfortunately, he did not use the mouse but the keyboard
He set the desired capacity to "2 GB" and he left the first text box ('Mount Point') empty.

Note: It is hard to say what was a problem because he had already used it.

- He clicked on 'Add mount point'.
- Warning 'Please enter a valid mountpoint' appeared.
- He typed "swap". The option 'swap' appeared and he clicked on it.
- He clicked on 'Add mount point' again.

- **Manual partitioning:**

- He clicked on 'Swap'.
- He set 'Standard Partition' as its 'Device Type'. (There was 'LVM' as the default).
- He clicked on 'File System' (although there was 'swap'). He had a problem to click on the right option (swap).

Note: Similar problem he had when he was clicking on 'Standard Partition'. But it is hard to say whether it was a problem with installer or he had a problem to use the notebook (especially trackpoint or touchpad).

- He hovered over the disabled text box 'Name' which contained text 'vda1'.
"And I want it on the other physical device. And there is no option for that."
- And he clicked on 'Apply Changes'.
- "There are two storages."
and he clicked on '2 storage devices selected'. // but the window did not pop up
"Now, it do nothing."

Note: He complained that it was not possible to click on buttons using the mouse.

I reproduced this bug many times (when I was verifying problems from DevConf). I am not sure how/why it happens but it was not possible to use the mouse (on the other side I was able to control the installer using the keyboard). It happened with both common Anaconda for Fedora 18 and Anaconda 19.8. Probably it was a problem of the installer (not with virtual machines). I did not look deeper into this problem because it was not usability problem.

- (...)

- "And anyway I wasn't able to find how to create partitions on two separated physical devices. And so, I am unable to finish my task."

Then he was filling out the questionnaire for his first task – *See his test case: Preserve /home directory.*

Problems Summary

PN₀ 1

Blinking screen when passing to *Welcome screen*.

PN₀ 2

Long language selecting

- PN₀ 2.1
Scrolled list with languages – (i18l)
- PN₀ 2.2
Direct keyboard input – (i18l)
- PN₀ 2.3
Input without diacritics – i18l
- PN₀ 2.4
Sort with diacritics – i18l

PN₀ 3

Confirm language selection with *Enter*

PN₀ 3.2

Confirm language selection with *double click*

PN₀ 4

Checking Software dependencies

PN₀ 5

Pre-selected device as installation destination

PN₆

Progress indication

PN₇

Set Up Root Password

PN₈

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

PN₉

Arrow keys control in *Installation Summary*

PN₁₀

Warning on the bottom

PN_{10.2}

Manual partitioning – Warning on the bottom

PN₁₁

The right option to reclaim space – **i18l**

PN_{11.2}

The right option to reclaim space (in English)

PN₁₂

Shrink to – disabled slider

PN₁₃

Shrink to required value

PN₁₄

Description in pop-up caption

PN₁₅

Reclaim disk space instructions

PN₁₆

Keyboard layout – add/delete/move/help icons

PN₁₇

Warning with exclamation point

PN_o 18

Position of *Done* button

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

PN_o 23

Possibility return back to *Welcome screen*

PN_o 24

Help button

PN_o 25

Timezone map

PN_o 26

Timezone – scrolling cities

- **PN_o 26.1**
Unvisible scrolling arrows
- **PN_o 26.2**
Keyboard controlling

PN_o 27

Direct keyboard input to search city

PN_o 28

Continue to set installation destination

PN_o 29

Automatically assigned to one volume group

PNº 30

Mount point unit

PNº 31

Expand *Device and file system options*

PNº 32

LVM schema

PNº 33

Manual partitioning – Apply changes

PNº 34

New mount point hidden in collapsed option

PNº 35

Mount existing /home

PNº 36

Many buttons in manual partitioning

PNº 37

Skip storage setting after warning

PNº 38

Organization of *Help* in Manual Partitioning

PNº 39

Popup Confirmation (alert) message

PNº 40

Decimal point localization

PNº 41

Customized add-ons

PNº 42

Checking NTP server

List of Suggestions

and

Analysis of the problems

Will be in a separate document.