

## Summary of UT Tickets reported for Artena 09.07.00 testing as of 26 March 2014

Date Logged	Helpdesk Job #	Summary	Helpdesk Job Status	Trac Ticket	Issue	Site Name	Comments
2014-03-17	12221	UAT970 Incorrect Classes showing for OT Progs	SMSS: TRAC Data Fix	8569	Artena9 / Offered	Te Wananga O Raukawa	A script will be written to identify classes with date issues
2014-03-17	12225	UAT970 - Aca rec Using keyboard input to tab  When edit/creating an academic record. Using the keyboard arrow keys to select an SC component is not refreshing the data on the screen	Client: Awaiting Site Response		Artena9 / Academic Records	Te Wananga O Raukawa	This same behaviour existed in Artena before the 09.07.00 release. SMSS will log this as an enhancement for a future release.
2014-03-17	12226	UAT970 - Accommodation Provider new information.docx  Adding a new provider caused an error message "Invalid Column Name ISACCOMODATIONPROVIDERUID" we are currently unable to recreate this issue at SMSS.	Client: Awaiting Site Response		Artena9 / International	Eastern Institute of Technology	Please retest on your local 970 test environment
2014-03-17	12227	UAT970 - Cannot EW Component.docx  Put contract to ES Selected component EW component Selected to retain neither EFTS or Academic Error Error message	Client: Awaiting Site Response		Artena9 / Study Contract	Wellington Institute of Technology	The error message indicated a concurrency problem. Possibly more than one person was working on the same contract at the same time during user testing

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2014-03-17	12228	UAT970 - cant roll over OT with classes.docx	Client: Awaiting Site Response		Artena9 / Offered	Te Wananga O Raukawa	This was due a configuration issue on the server during User Testing. Please double check you can roll over OT with classes on your local 970 test
2014-03-17	12229	UAT970 - Change Validations error.docx  Select validation rule Change Setting Click Save Error message 'error'	SMSS: Fixed in Next Release	8528	Artena9 / System	Whitireia Polytechnic	Development has repaired the fault and it is ready to be retested by SMSS,  Please retest on your local 970 test environment once the second release candidate issued
2014-03-17	12230	UAT970 - Cross credit not working.docx  Unable to put misc CC into student Academic Record Add cross credit but unable to change the internal grade key only option is C or N. Neither of these is correct it should read CC:Cross Credit	Client: Awaiting Site Response		Artena9 / Finance	Wellington Institute of Technology	Please retest on your local 970 test site. Not enough detail was provided in the logged issue, could potentially be an issue with incorrect setup
2014-03-17	12231	UAT970 Enter key in PT.docx  In PT Enter TMM in Quick find, TMM highlights, but can't hit enter to open it, need to then use mouse again	Open		Artena9 / Prescribed	Te Wananga O Raukawa	This behaviour is not unique to 970. It has always been the case. SMSS will treat this as an enhancement request
2014-03-17	12232	UAT970 - Generate NZQA Batch not work get the following error.docx	Client: Awaiting Site Response		Artena9 / NZQA	Wellington Institute of Technology	This was due to a configuration issue on the server during User Testing. Please double check you can generate the NZQA batch on your local 970 test environment

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2014-03-17	12233	<p>UAT970 jane_qual audit from admissions.docx</p> <p>Problems when checking a qualification using the admissions dashboard the report doesn't seem to recognise the qualification that has been selected. Also grabs the same qual (SRD level 3).</p>	Client: Awaiting Site Response		Artena9 / Admissions Dashboard	Northland Polytechnic	This was a known problem at the time of user testing. Please retest the issue on your local 970 test environment after the second release candidate is issued
2014-03-17	12234	<p>UAT970 Judy - prescribed.docx</p> <p>The child courses and units were not changing status when the prescribed programme status was changed</p>	Client: Awaiting Site Response		Artena9 / Prescribed	Northland Polytechnic	This will be addressed in the second release candidate. Please retest on your local 970 test environment
2014-03-17	12235	<p>UAT970 New contact method not showing.docx</p> <p>Added contact method to the contact method lookup table Selected student, went to contact log, went to add new contact method, new contact method not showing in list</p>	Client: Awaiting Site Response		Artena9 / System	Wellington Institute of Technology	Possibly you had the contact log form open in another tab when you updated the contract method list. When this happens try logging out of Artena, reloading and logging back in. You will find the value now appears on the list. Please retest in your local 970 test environment
2014-03-17	12236	<p>UAT970 phylchanneldisconnect.docx</p> <p>Received a "channel disconnected" error message when ticking the eligible to graduate check box</p>	SMSS: Fixed in Next Release	8534	Artena9 / Academic Records	Wellington Institute of Technology	This will be fixed in the next release candidate due to be issued for 970
2014-03-17	12237	<p>UAT970 PT components not changing.docx</p>	Client: Site Reviewing Solution		Artena9 / Prescribed	Te Wananga O Raukawa	Changing the status of PT with child items from Active or Inactive will change all components, however changing from Discontinued does not change the components as you have noted. This is intentional.

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2014-03-17	12238	UAT970 PT INT ID CODE not appearing.docx  After a study contract has been put to ea and then put to es to add another module the PT Int ID Code does not appear in field	SMSS: Fixed in Next Release	8531	Artena9 / Prescribed	Wellington Institute of Technology	This issue will be fixed in the next release candidate for 970. Please retest on your local 970 test environment
2014-03-17	12239	UAT970 qualcheck batch&student not working.docx  Invalid column name 'LAST USER', Incorrect syntax near '')	SMSS: Fixed in Next Release	8519	Artena9 / Admissions Dashboard	Wellington Institute of Technology	This issue will be fixed in the next release candidate for 970. Please retest on your local 970 test environment
2014-03-17	12241	UAT970 Saved PT not showing.docx  Add a new Prog in PT, save, then nothing shows in PT list	SMSS: Under Analysis		Artena9 / Prescribed	Te Wananga O Raukawa	Please retest on your local 970 test site. SMSS have been unable to replicate. Possibly it was due to the settings in the preferences
2014-03-17	12242	UAT970 SCE Add New Component.docx  System Manager->SCE Configuration->Components->Add New Entered details: Name, Context, Select 'Merge Document' as Type Click 'Save'	Client: Site Reviewing Solution		Artena9 / SCE	Whitireia Polytechnic	Potentially this was a security issue on the user testing environment. Please retest on your local 970 test environment
2014-03-17	12243	UAT970 SCE Mergefields extract failure.docx  System Manager->SCE Configuration->Components Context->Select context Click 'Download Merge Data Source'	SMSS: Fixed in Next Release	8529	Artena9 / SCE	Whitireia Polytechnic	This will be fixed in the next 970 release candidate. Please retest on your local 970 test environment when it is installed

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2014-03-17	12245	UAT970 Search Prescribed - error msg.docx  Enter 'ECE' in Prescribed Teaching->Search Search Item:->Short Name Condition: ->Beginning with	Client: Awaiting Site Response		Artena9 / Prescribed	Whitireia Polytechnic	Please retest this when the second Release Candidate has been issued.
2014-03-17	12246	UAT970 typing in UDAs.docx	SMSS: Under Analysis		Artena9	Te Wananga O Raukawa	This is a known issue. SMSS have a ticket to modify the behaviour of data entry into certain text fields in Artena. This is targeted to the next major release of Artena (09.08.00)
2014-03-17	12247	UAT970 Validation issue.docx	SMSS: Fixed in Next Release	8528	Artena9 / System	Wellington Institute of Technology	This will be fixed in the next 970 release candidate. Please retest on your local 970 test environment when it is installed
2014-03-17	12248	UAT970 Weltecgradekeymissing.docx  I input a c result into unit 543 clicked save, file changed to P (from admitted) but result did not stay and I got no error message. On investigation I discovered that there was no grade key in that unit standard. I wondered what would happen if I imported this result from aplus+ would I get an error telling me that that unit could not be imported. I cannot test this	Client: Site Reviewing Solution		Artena9 / Academic Records	Wellington Institute of Technology	Please retest this in your local 970 test environment with Aplus+ import and advise
2014-03-17	12249	UAT970 weltecnzqabatch.docx  Generating nzqa cert request for qual at admissions dashboard results in an error "Creating default object from empty value"	SMSS: TRAC Defect	8573	Artena9 / NZQA	Wellington Institute of Technology	This will be fixed in the next 970 release candidate. Please retest on your local 970 test environment when it is installed

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2014-03-17	12251	UAT970 MOE Report Year and MOE Extract Date	Closed		Artena9 / Academic Records	Wellington Institute of Technology	Not enough information provided for SMSS to be able to investigate
2014-03-18	12257	UAT970 Enquiry Entry	Closed	8136	Artena9 / Enquiries	Whitireia Polytechnic	This issue has previously been fixed by a data script
2014-03-18	12258	<p>UAT970 Debtor Screen C LOG</p> <p>I went to student checked the “person” Contact log, “Student” contact log, and the “debtor” contact log.</p> <p>I believe that under “Person” the contact log should be “Person”, Under the “student” it should be “Academic”, and “Debtor” should be “Debtor” – as outlined below from the system manager – look ups. Debtor screen is inconsistent. Does not show Debtor. 2 different students tried and 2 different contact types have shown (person and academic).</p>	Client: Site Reviewing Solution		Artena9 / Person	Wellington Institute of Technology	This is purely a cosmetic issue as a result of you using the contact log first in a different area of Artena. Once you click to add a contact log entry the Contact Type updates to Debtor and is recorded accurately. As this has been determined to not be an issue your job will be closed.
2014-03-18	12259	<p>UAT970 Qual 3</p> <p>When Indiv Qual report run = Passed, when same report run in Group Audit = Failed</p> <p>Description: Step by step details to replicate the problem. Include relevant screenshots. Qual report is NCC – L2 2014</p>	Client: Site Reviewing Solution		Artena9 / Academic Records	Eastern Institute of Technology	Please retest locally after the second release candidate for 970 is released

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2014-03-18	12260	<p>UAT970 Pre-requisites Co-requisites (adding components to contract)</p> <p>Although this works, the paper code did not show in pre-requisites and co-requisites screen. These had been added to Prescribed Teaching. Paper number and title of course required.</p>	SMSS: Fixed in Next Release	8557	Artena9	Eastern Institute of Technology	Please retest locally after the second release candidate for 970 is released
2014-03-18	12261	<p>UAT970 Added Enquirer - edited telephone</p> <p>Telephone numbers had a gap in number. Re-edited to number without gaps .Unable to save – validation messaged increased</p>	SMSS: TRAC Defect	8556	Artena9 / Enquiries	Eastern Institute of Technology	<p>Please retest locally after the second release candidate for 970 is released</p> <p>Please share with staff who use the enquiries system that mobile numbers (and phone numbers in general) must be entered without spaces</p>

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2014-03-18	12262	<p>UAT970 Address inconsistency</p> <p>Looked up the student, added a contract, and went through the live form. Addresses that I know exist don't show in the drop down as you type, but they are on the NZpost Website.</p> <p>EG1: 331C Stokes Valley road, Stokes Valley, Lower Hutt 5019. - Type 331 Stok – and it will give you the option for all variations of 331 Stokes Valley Road (A,B,C,D) but type 331C Stok – and the drop down is blank.</p> <p>EG2: 10A Oxford Crescent, Ebdentown, Upper Hutt, 5018. - Type 10A Oxford and 10A Oxford Crescent shows right up.</p> <p>EG3: 260 Stokes Valley Road, Stokes Valley, Lower Hutt, 5019 – Type the whole address and NOTHING shows up, so you have to populate all the fields manually.</p> <p>Quite inconsistent with addresses and which are available and the way they need to be typed to show up</p>	SMSS: Fixed in Next Release	8568	Artena9 / PostCode	Wellington Institute of Technology	SMSS have sent this request through to Experian and waiting for them to respond

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2014-03-18	12264	<p>Emailing: Tertiary qualification validation</p> <p>Step by step details to replicate the problem. Include relevant screenshots. Student Ids: 92013746, 90037021 These students were previously EA. I changed their status to ES,no other changes were made. When trying to change status back to EA I get the following warning 'Warning: Tertiary qualification has not been confirmed'</p>	SMSS: TRAC Defect	8552	Artena9 / System	Whitireia Polytechnic	Please retest locally after the second release candidate for 970 is released
2014-03-18	12267	<p>UAT970 Laidlaw_18032014_QualAudit</p> <p>Why is Qual audit completed not include the unspecified credit course. Use Laidlaw database with Student details in screenshot below</p>	SMSS: Fixed in Next Release	8537	Artena9 / Academic Records	Laidlaw College	This is under analysis and will be tested by SMSS before next release candidate for 970 is reissued
2014-03-19	12279	<p>UAT 9.7.0 additional script</p> <p>Just a note to mention that when we were testing at SMSS they discovered that script needed to be run to 'break' some links in our existing class structure. This script is specific to us as I understand it so can you check that you have received this as it may not have been on the ftp site.</p>	SMSS: Fixed in Next Release	8178	Artena9 / Offered	Wellington Institute of Technology	This is in testing currently and will be sent to you as soon as it is available.
2014-03-20	12283	<p>UAT970 Marketing - allow contact (deceased).docx</p> <p>Marked person as deceased. Allow further contact: still ticked</p>	SMSS: Fixed in Next Release	8558	Artena9 / Enquiries	Eastern Institute of Technology	Please retest locally after the second release candidate for 970 is released

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2014-03-20	12284	<p>UAT970 Error on save study contract.docx</p> <p>Under the study contract at the module level all visible boxes begun ticked but after unticking and on save this error appeared</p>	SMSS: TRAC Enhancement	8536	Artena9 / Study Contract	Wellington Institute of Technology	This is a concurrency error which will be addressed by Trac 8536. Please retest locally after the second release candidate for 970 is released
2014-03-21	12291	<p>UAT 9.7 - Unit Stds not Attaching to Cohort</p> <p>When adding a study contract using cohorts, the unit standards are not being attached</p>	SMSS: Fixed in Next Release	8562	Artena9 / Study Contract	Wellington Institute of Technology	Please retest locally after the second release candidate for 970 is released