

These tests were under following configurations:

1. Windows 7 K Home Premium 32 bit (Korean version) Laptop
 - A. Intel Centrino dual core CPU (P8700)
 - B. 4 GB RAM
2. Windows 8 K 64bit (Korean version) Laptop
 - A. Intel i7 3rd Generation CPU (3630QM)
 - B. 16GB RAM
3. Windows 8 Professional K 64bit (Korean Language pack installed) Desktop with 2 screens
 - A. AMD Six core CPU (FX-6100)
 - B. 8GB RAM

Software used:

1. Open Office 3.4.1 AOO341m1(build:9593) – Rev 1435053
2. MS Office 2013 Ver. 15.0.4505.1510

1. Steps in mail merge wizard

- i. Select document to start
- ii. Select document type
- iii. Select receiver from address book
- iv. Create introduction to the mail
- v. Edit layout
- vi. Edit document
- vii. Select document user
- viii. Save, print or send

Steps to reproduce the bug. While doing this, I have found another bug while trying to reproduce bug 116358

- 1. With any document, select Tools>merge mail wizard**

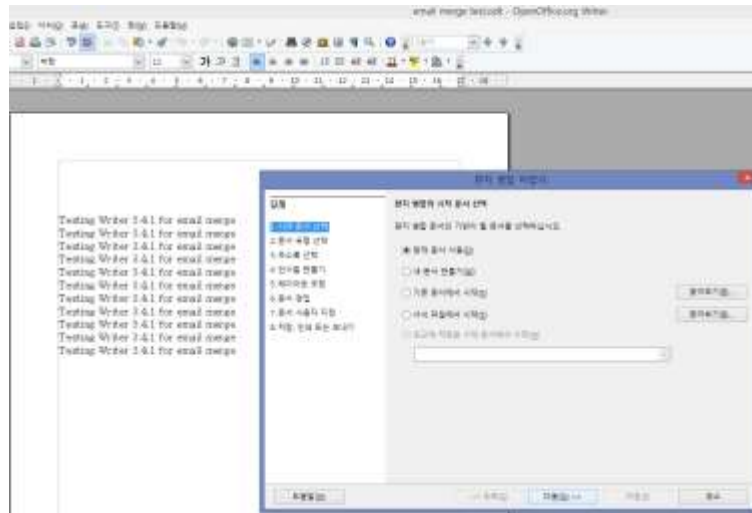


Figure 1 initial window for merge mail wizard (select document to start).

Notice that there are numbered steps that wizard will take the user through to finish the process.

2. Follow the steps provided by the wizard.

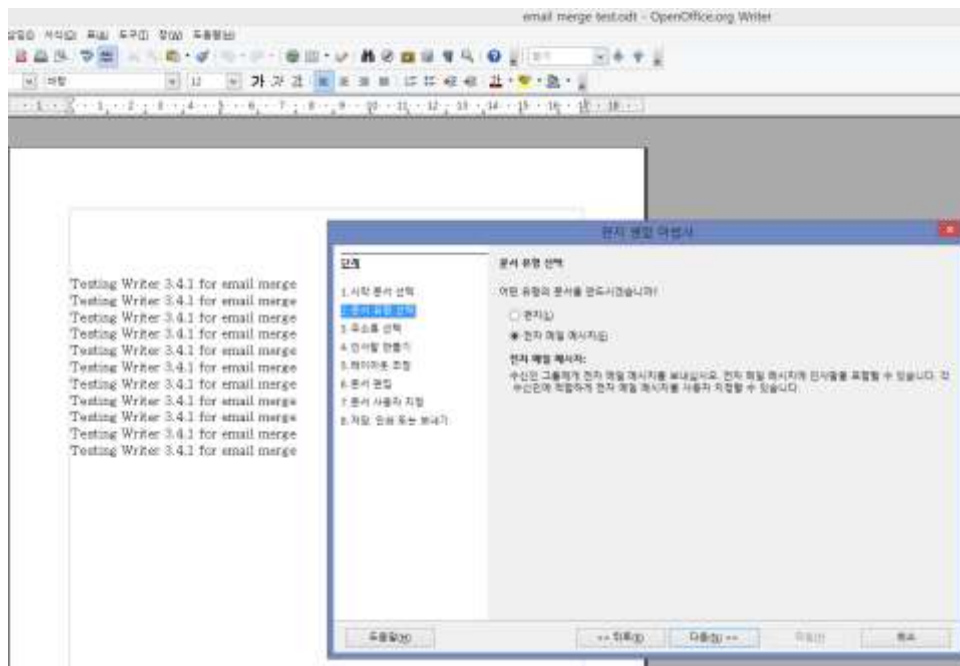


Figure 2 second step of the wizard (document type)

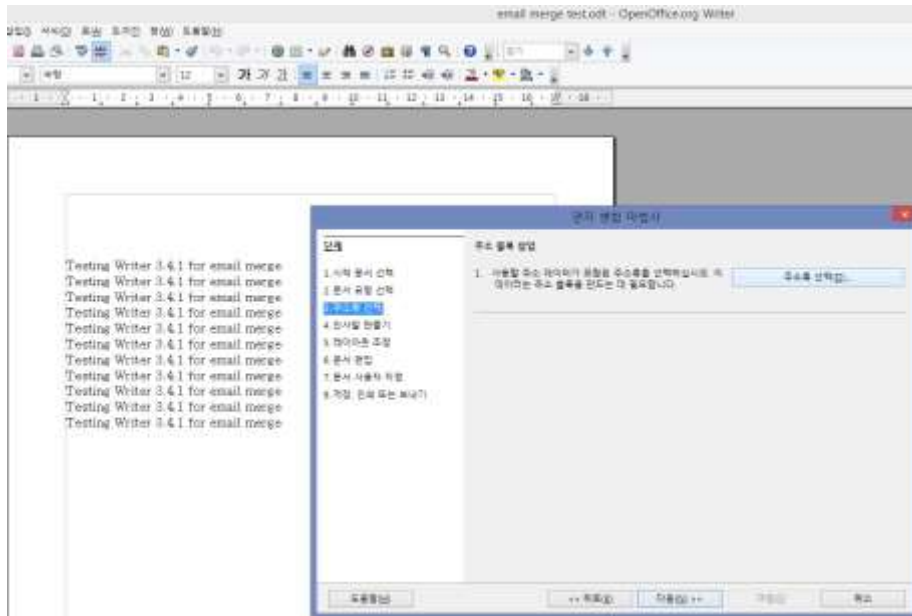


Figure 3 Third step – select receiver.

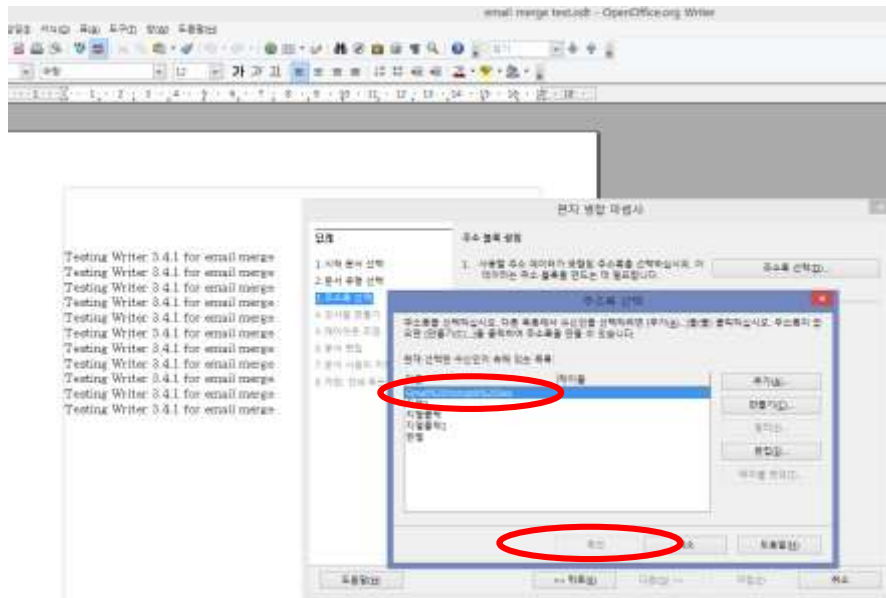


Figure 4 This is sub window of third step where the user can either select existing address, or create new address.

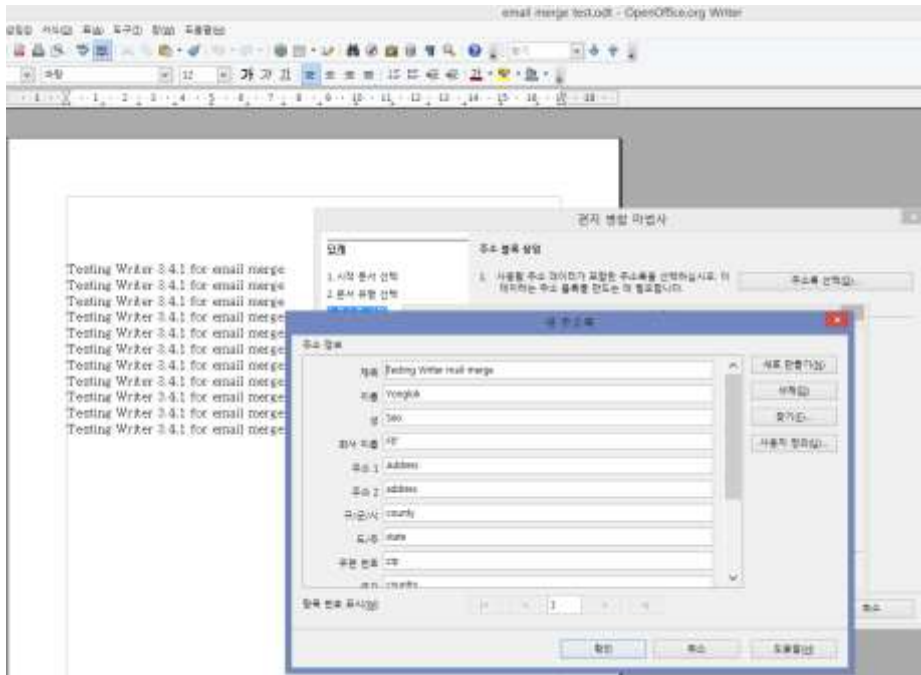


Figure 5 Detail of the new address saved to the address book

Bug 1 that I have found

I have saved a new address using the window provided by the function. However, if the address was saved with any white spaces (such as space between words), function does not recognize the address selected as usable, and ignores the selection and does not proceed to next step. Highlighted part of figure 4 is the new address with information shown in figure 5. This address was saved with file name of "Gmail Yonglok Seo". This address is also shown in the selection as "Gmail%20Yonglok%20Seo", which is not consistent with the user input.

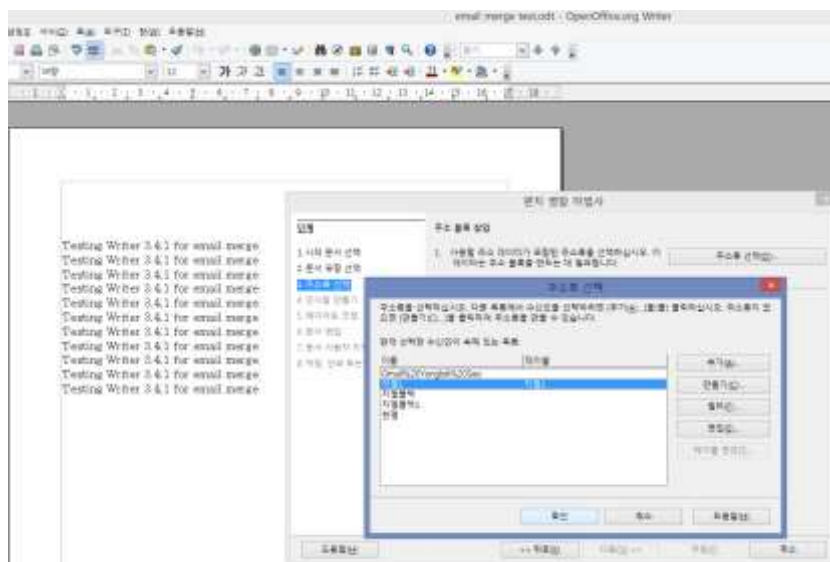


Figure 6 select different address without white space

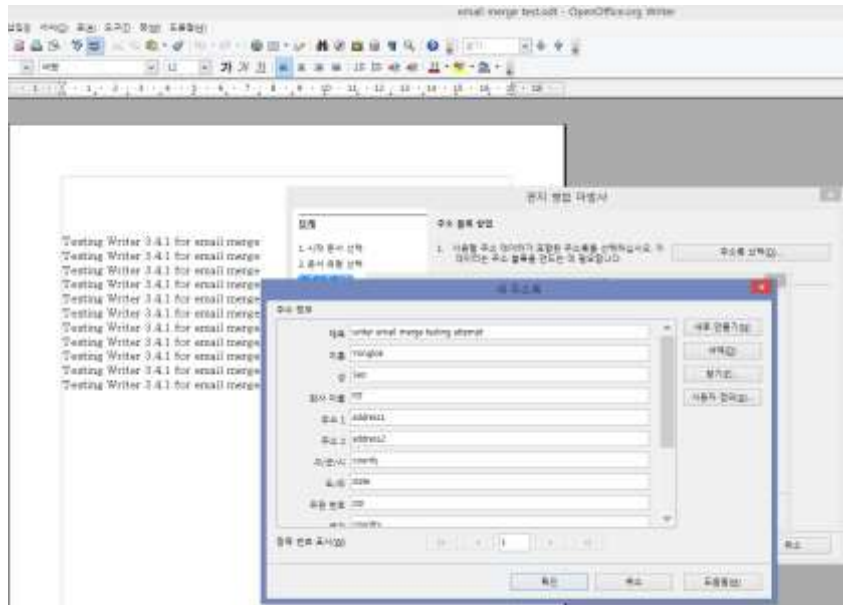


Figure 7 detail information of the new address selected.

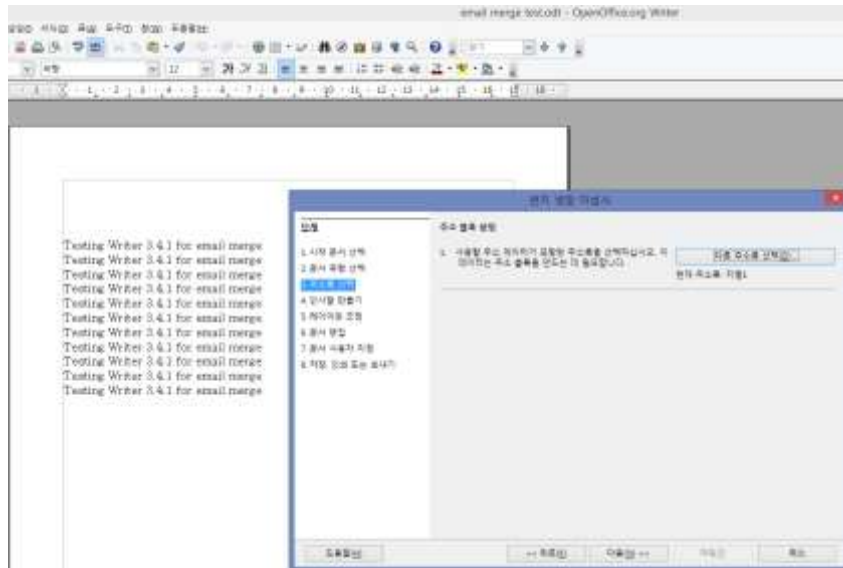


Figure 8 After selecting address to use, this document is set for that address only.

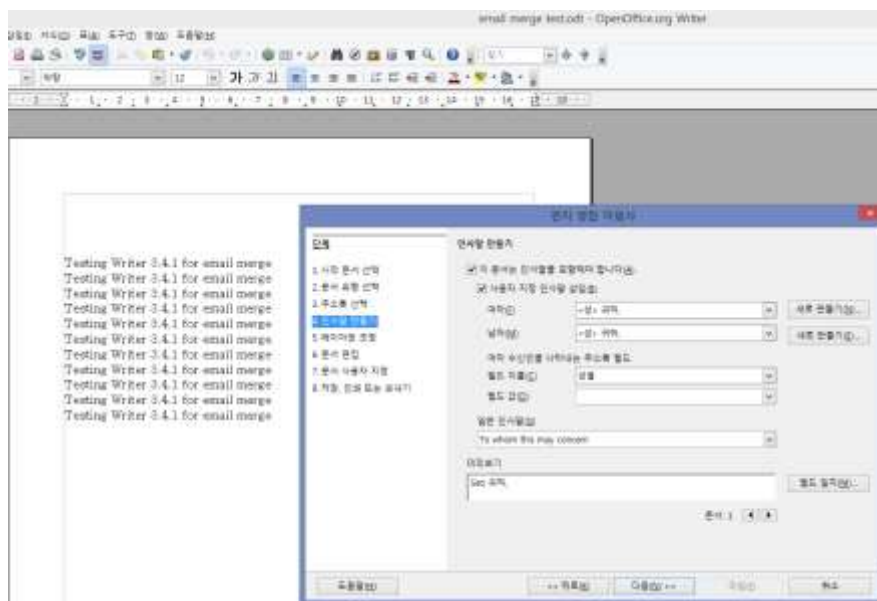


Figure 9 Making introduction part of the mail

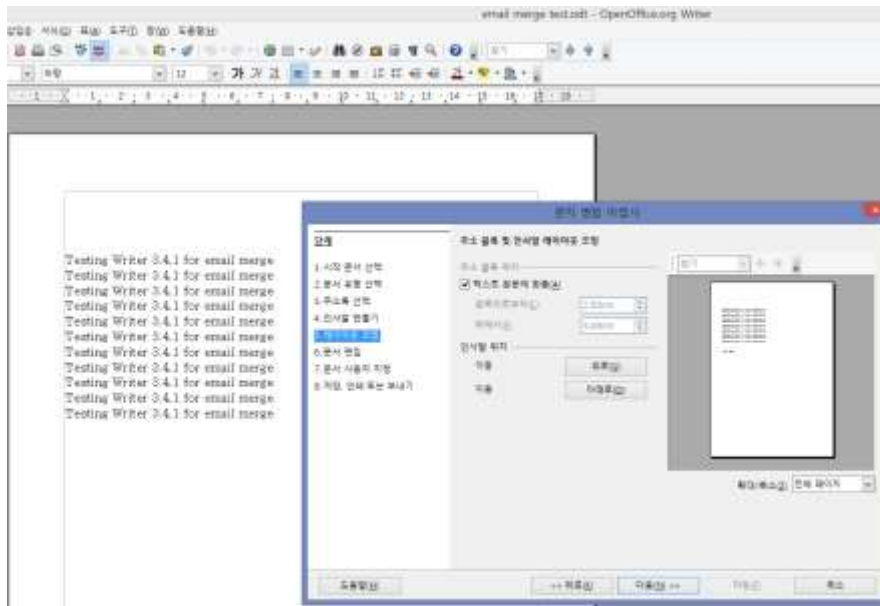


Figure 10 Editing layout of the mail

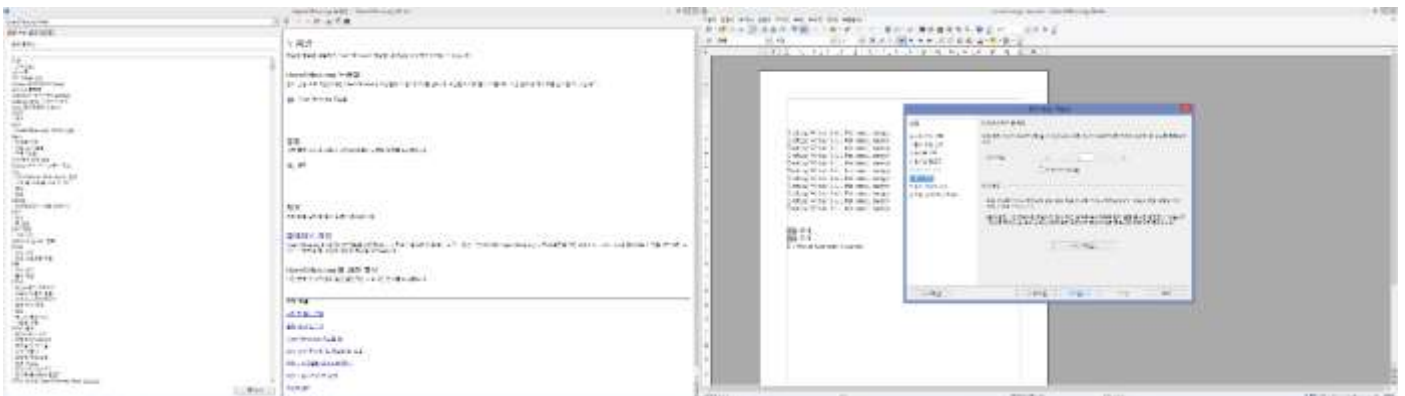


Figure 11 Editing document

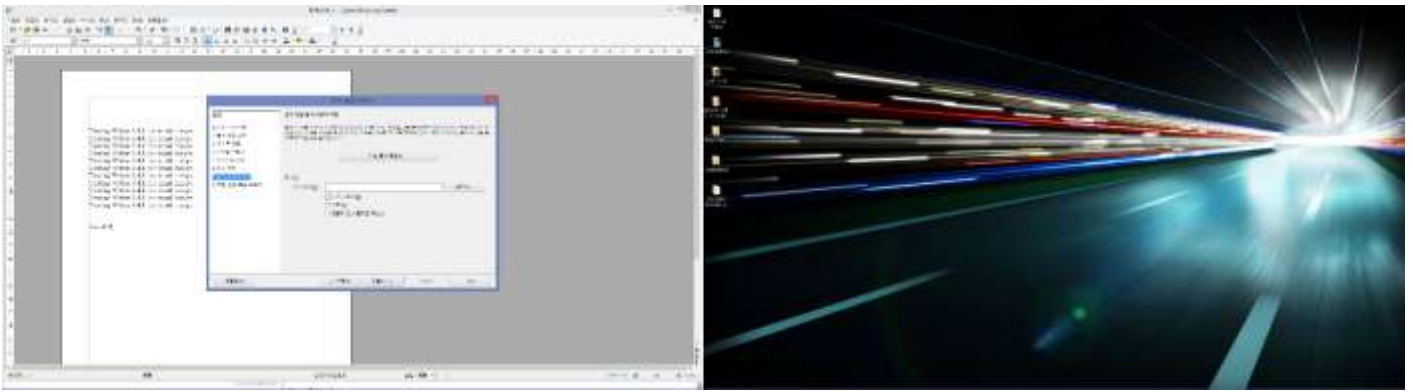


Figure 12 Editing document

Bug 2 that I have found

Notice that the Writer window has shifted from **screen 2** to **screen 1**. This happens when the user clicks on "Next" button of the wizard. Once next button is clicked small window with progress bar saying "creating document" is shown, and new Writer window is opened in screen 1 while closing original window in screen 2.

Note: this only happens when you are using multiple screens within the single unit. I have tested this with my laptops, and they do not behave the same way as my desktop.

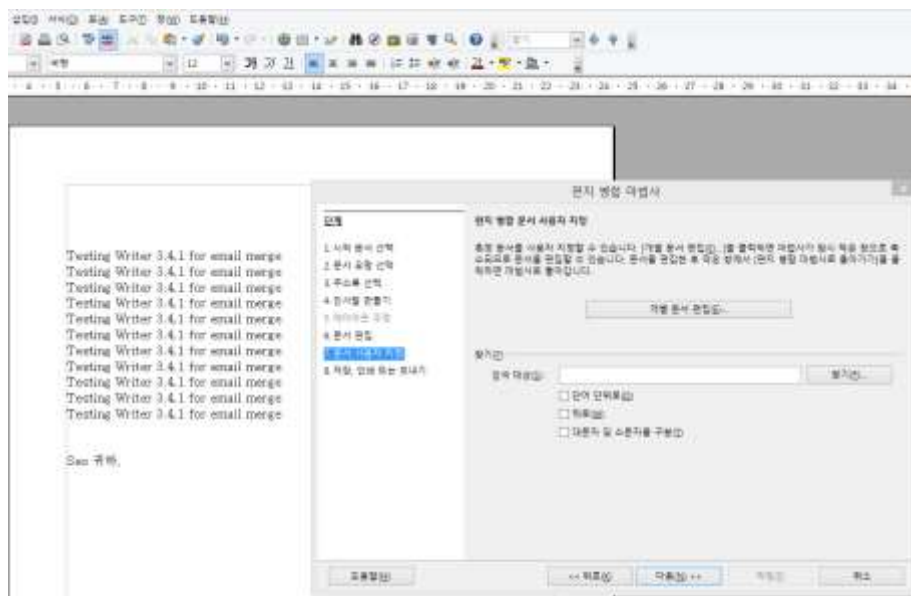


Figure 13 Select document user

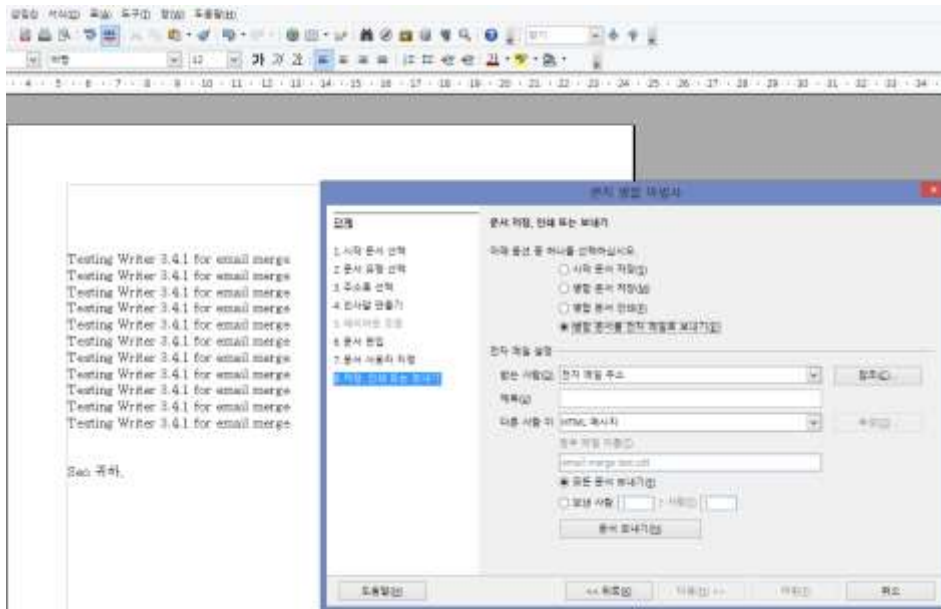


Figure 14 Save, print or send

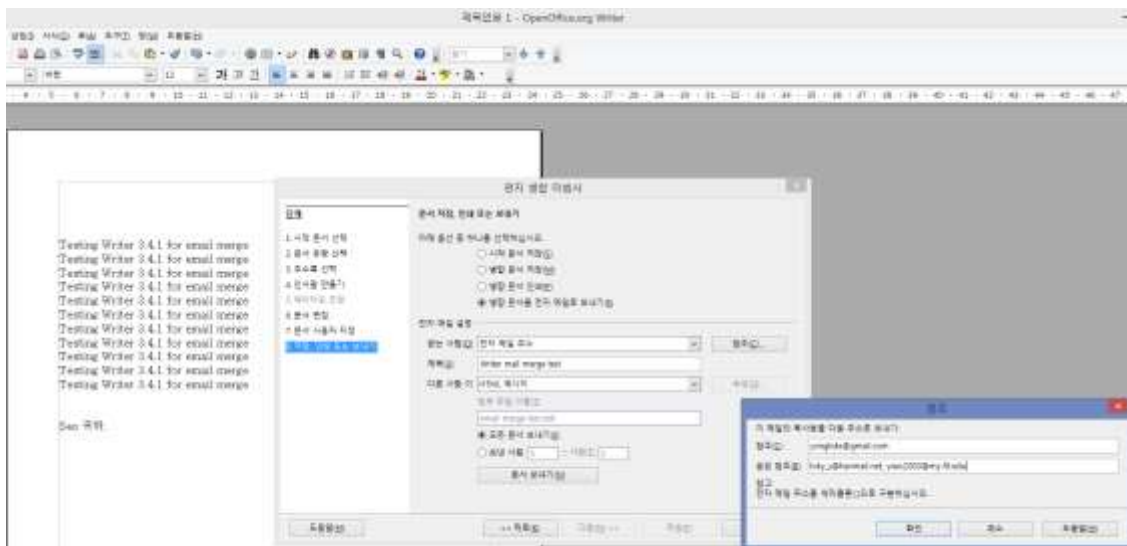


Figure 15 Enter CC and BCC addresses

Until this point is the trial of reproducing the first bug. Notice that in Figure 15, user can enter more than one email address at a time with using ; as separator for each email addresses. Also, the wizard only allows the user to attach the document that is currently being merged by the wizard as a file. This still have not been solved from version 3.0 as the reporter reported the bug. However, the same functionality was not available for MS Word as well, and there were several work around techniques to do the job that the reporter was describing.

Following URL describes that it is not possible to do the task alone with MS Word, and introduces the work-around.

<http://office.microsoft.com/en-us/word-help/answer-box-send-e-mail-messages-to-a-group-using-mail-merge-in-word-HA001146481.aspx>

Following tests are follow-up tests from bug report 120705

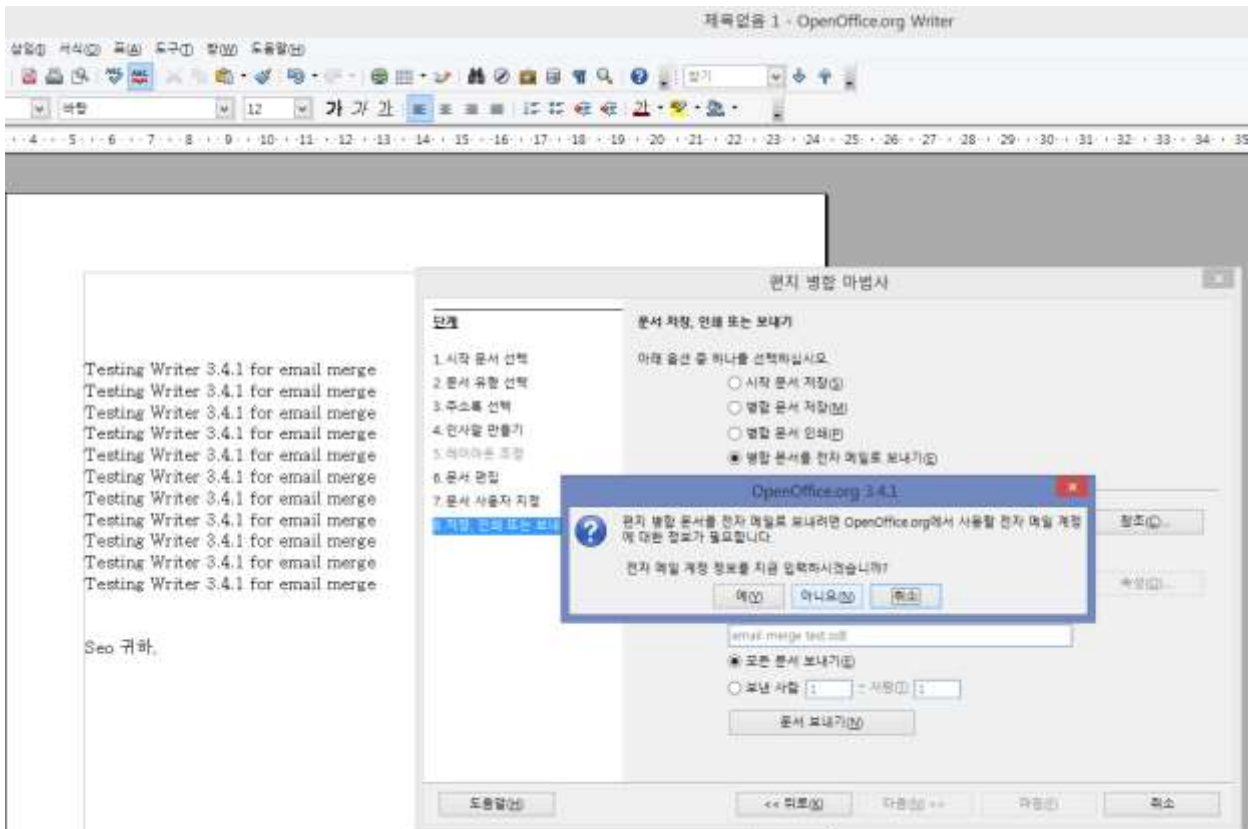


Figure 16 Prompting if the user is willing to enter the email account and server details now

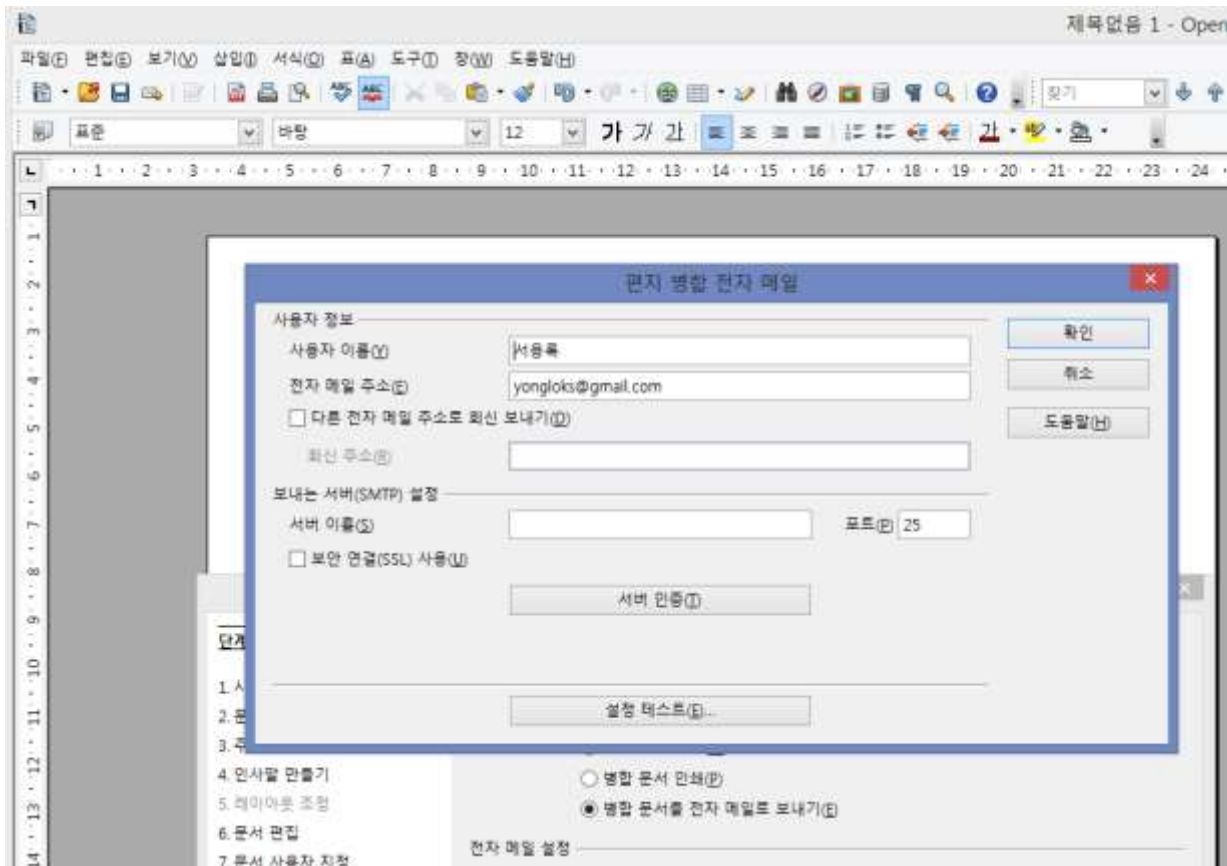


Figure 17 Email account and provider server information is to be entered here.

Test 1: SMTP server setup with Gmail.

1. Enter Gmail account
2. Enter smtp.gmail.com for server name
3. Check box for SSL required
4. Click Authenticate Server(where it has (I))
5. Check box for additional authentication needed for SMTP server
6. Select first radio button for sending mails through SMTP needs additional authentication.
7. Enter user name(full email address) and password
8. Figure 18 is an example of complete information needed for SMTP server setup/

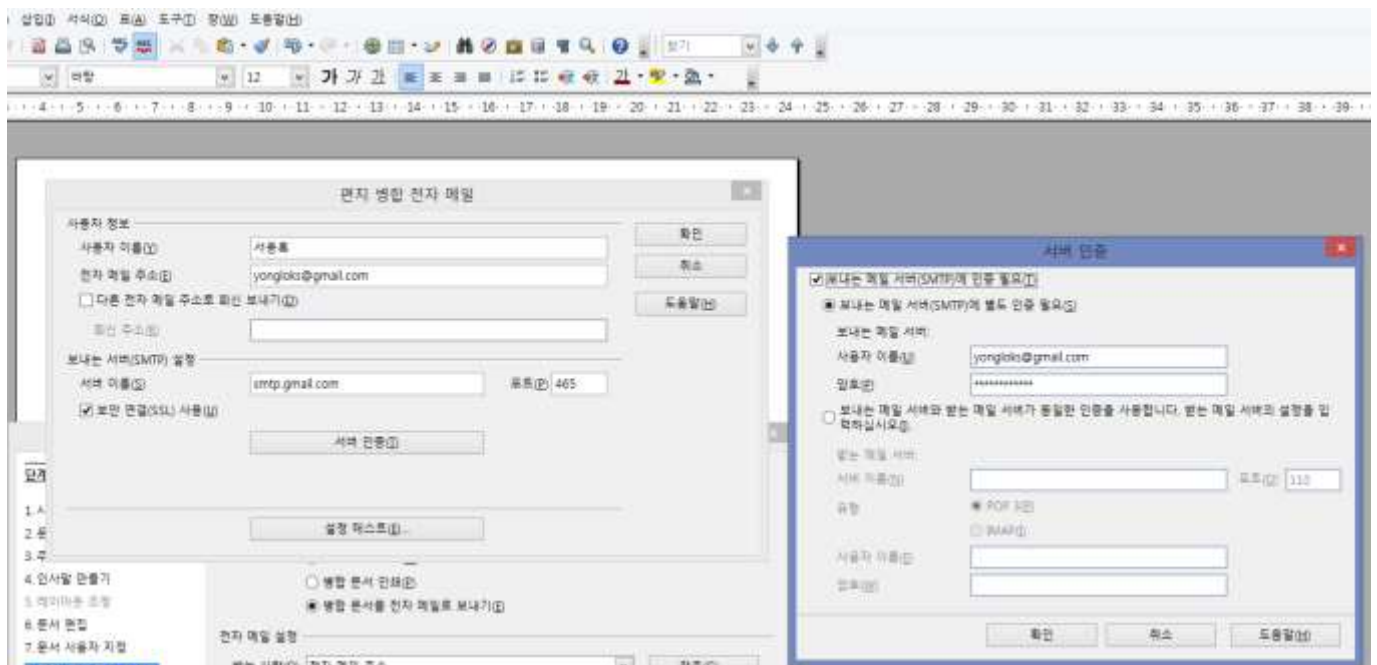


Figure 18 Enter additional server information

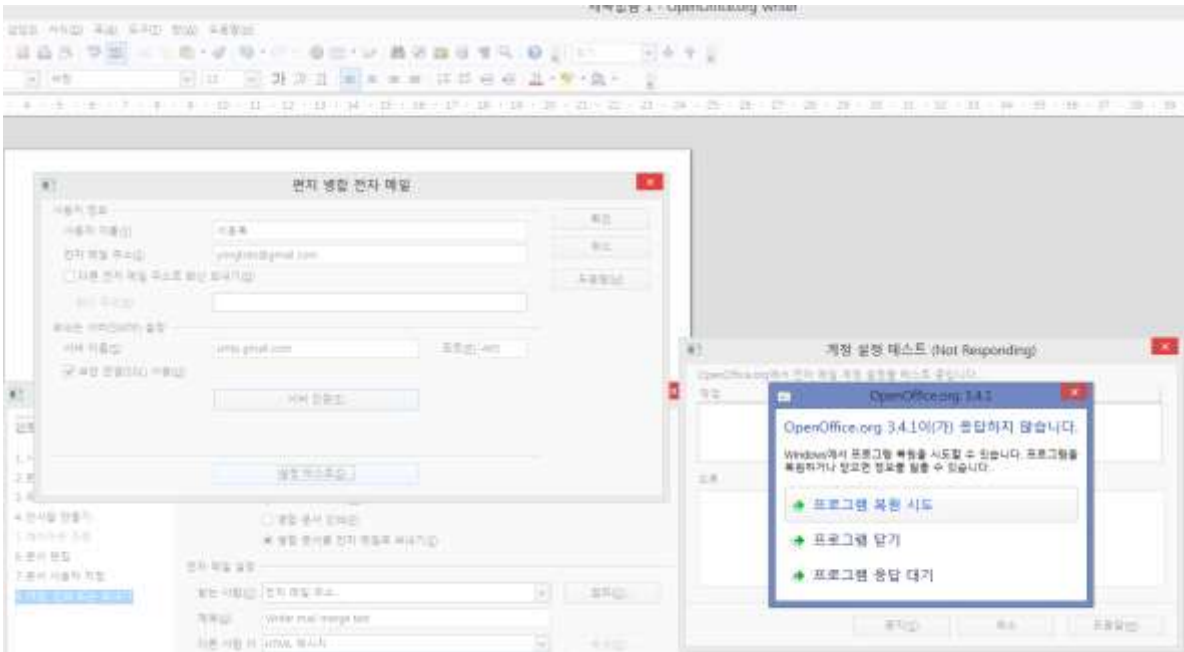


Figure 19 OO not responding, and windows prompts user for recovery

Note that this “Not Responding” happened in my desktop(3) and laptop(2) with Windows 7. I am suspecting that the slower machines are taking for a while to getting the connection and response for the setup test and Windows 7 and 8 are interpreting it as a none-responding application. I have not had this in the other laptop(2).

PC 1 and 2 at the beginning of this assignment are laptops and 3 is desktop.

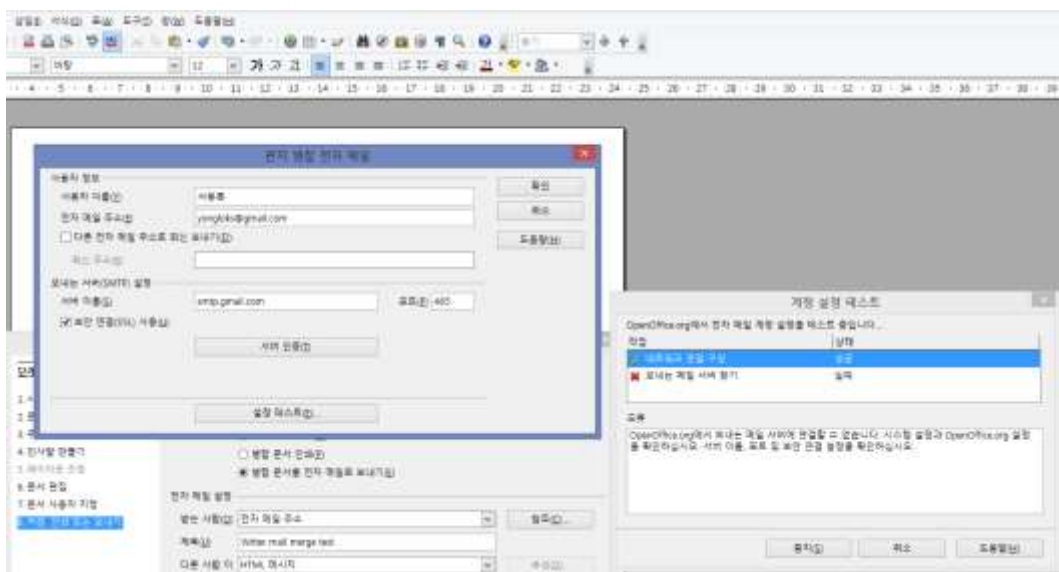


Figure 20 email setup test result after recovery of OO

Result: Network connection – success,

Finding sending email server - failed

Error message – OpenOffice.org was not able to connect to the sending email server. Check system and OpenOffice configuration such as server name, port number and security connectivity.

Test 2: POP server setup with Gmail.

1. Enter Gmail account
2. Enter pop.gmail.com for server name
3. Check box for SSL required
4. Click Authenticate Server(where it has (I))
5. Check box for additional authentication needed for SMTP server
6. Select second radio button. (sending and receiving through same server)
7. Choose POP 3 for types
8. Enter user name(full email address), and password.
9. Figure 21 is an example of complete information needed for POP server setup

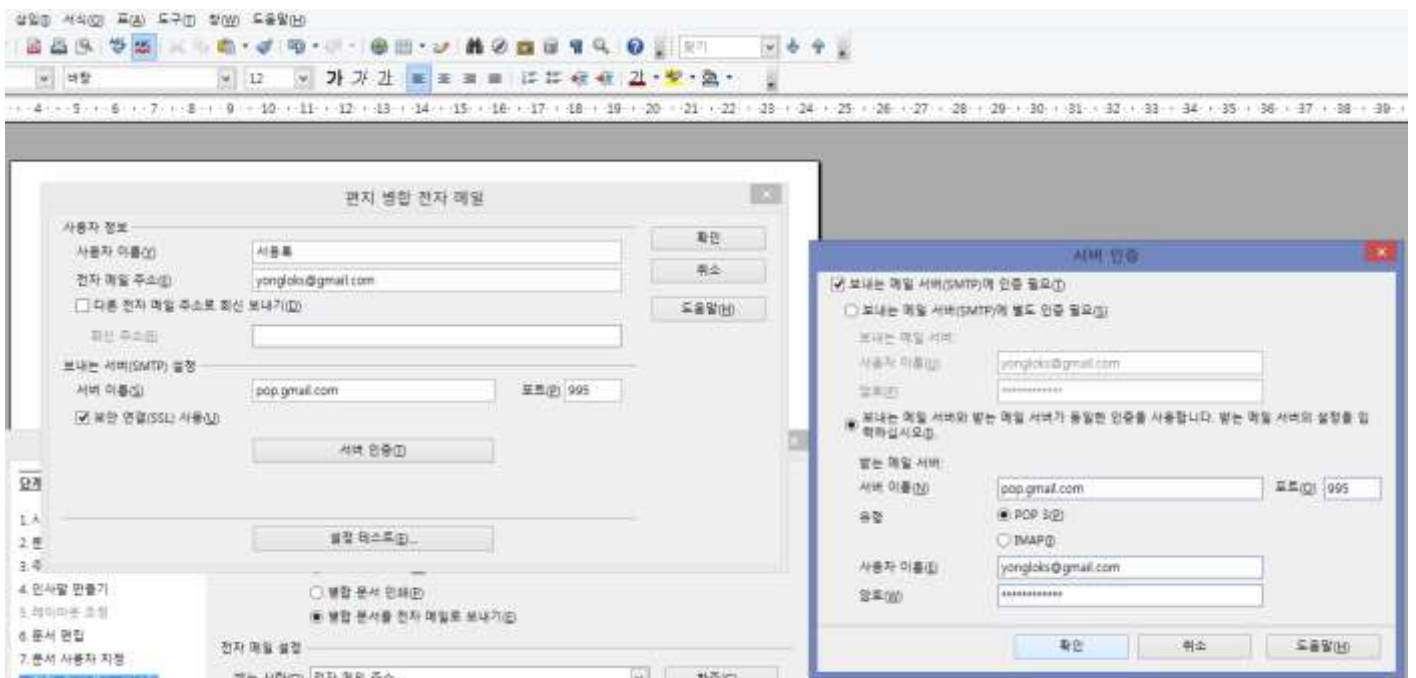


Figure 21 testing account and server setup for Gmail with POP server

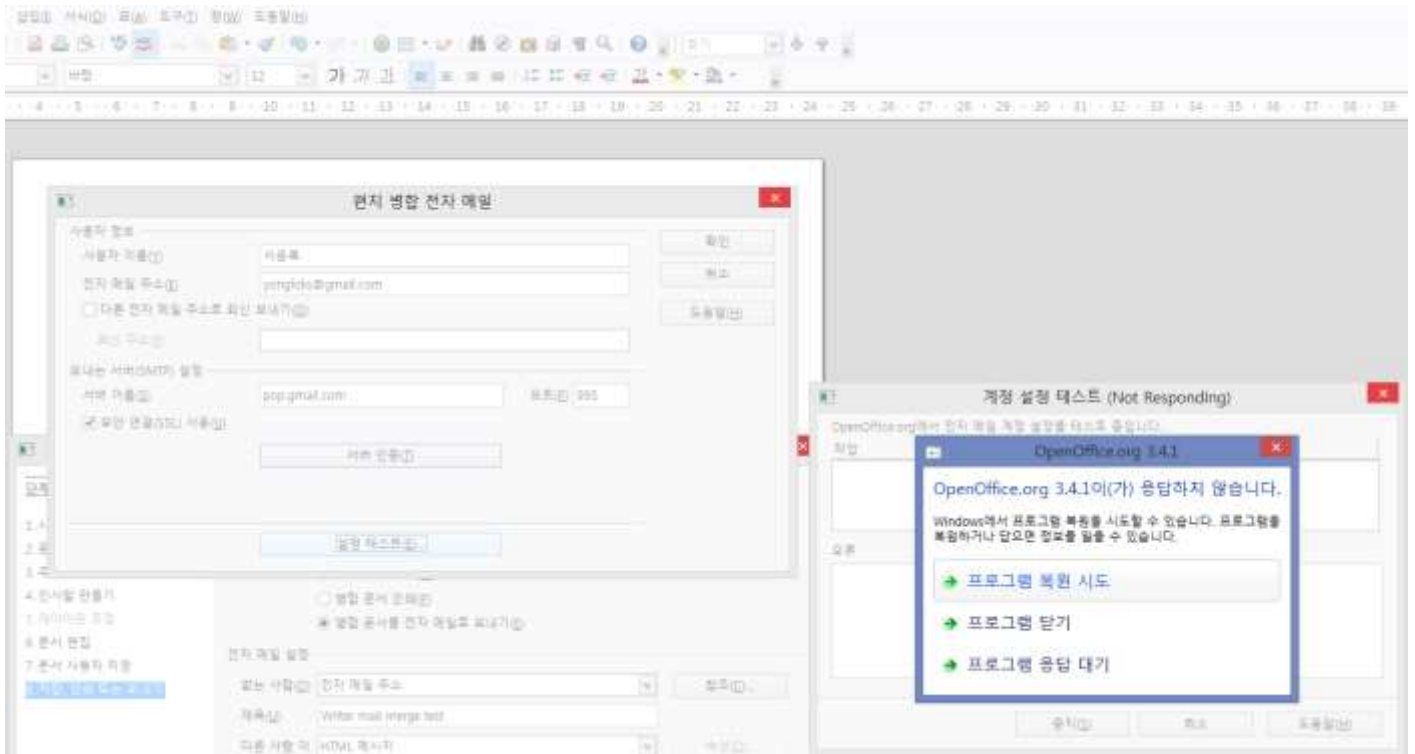


Figure 22 OO not responding, and windows prompts user for recovery.

Notice that this happens every time when Writer is testing for setup.

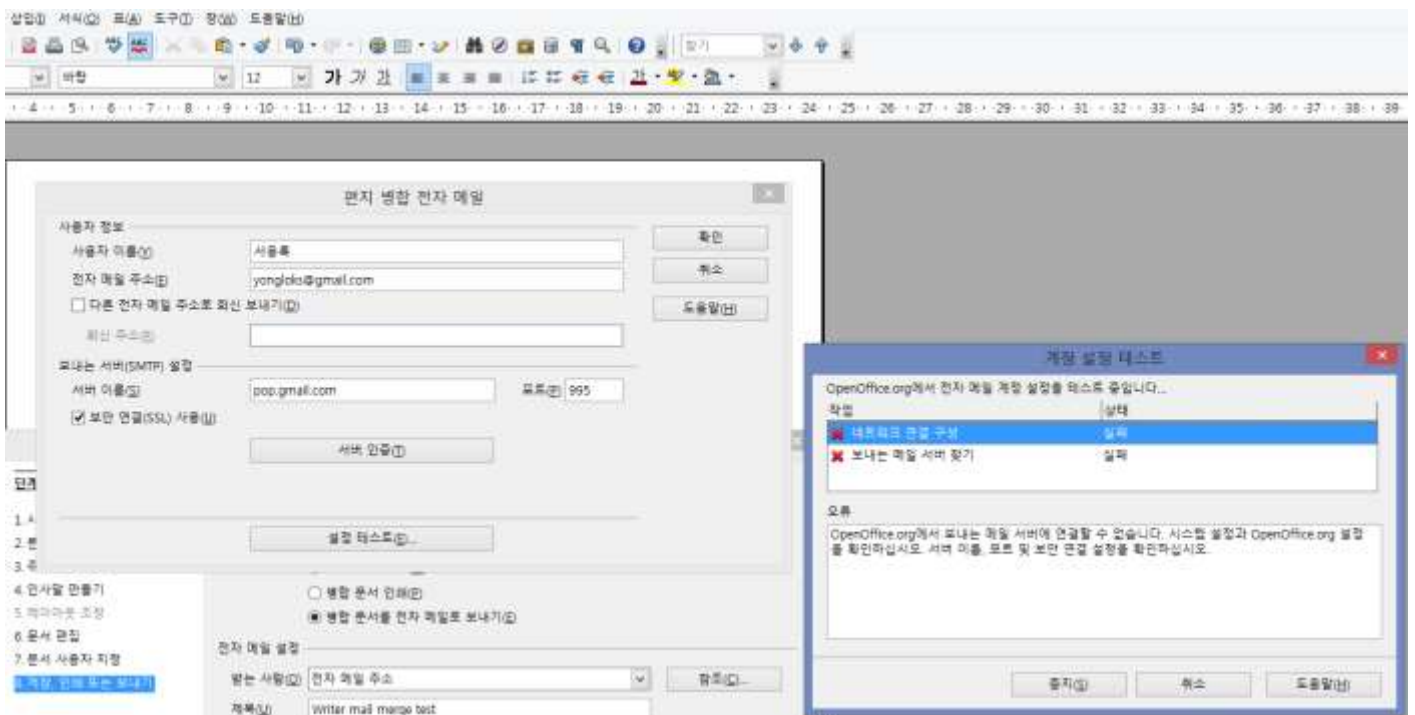


Figure 23 email setup test result after recovery of OO

Result: Network connection - failed,

Finding sending email server - failed

Error message – OpenOffice.org was not able to connect to the sending email server. Check system and OpenOffice configuration such as server name, port number and security connectivity.

Test 3: IMAP server setup with Hanmail.

1. Enter Hanmail account
2. Enter imap.daum.net for server name
3. Check box for SSL required
4. Click Authenticate Server(where it has (I))
5. Check box for additional authentication needed for SMTP server
6. Select second radio button. (sending and receiving through same server)
7. Choose IMAP for types
8. Enter user name(full email address), and password.

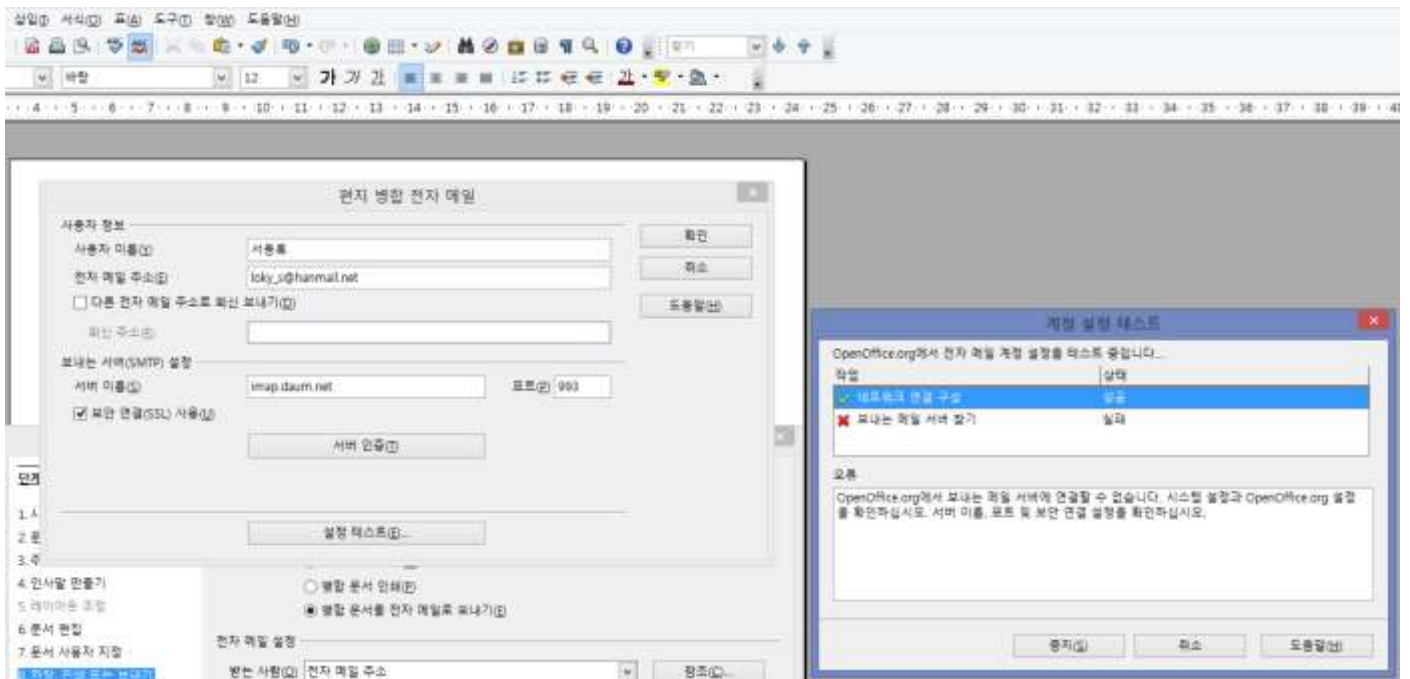


Figure 24 testing account and server setup for Hanmail with IMAP server and result

Result: Network connection - success,

Finding sending email server - failed

Error message – OpenOffice.org was not able to connect to the sending email server. Check system and OpenOffice configuration such as server name, port number and security connectivity.

Test 4: POP server setup with Hanmail.

1. Enter Hanmail account
2. Enter pop.daum.net for server name
3. Check box for SSL required
4. Click Authenticate Server(where it has (I))
5. Check box for additional authentication needed for SMTP server
6. Select second radio button. (sending and receiving through same server)
7. Choose POP 3 for types
8. Enter user name(full email address), and password.

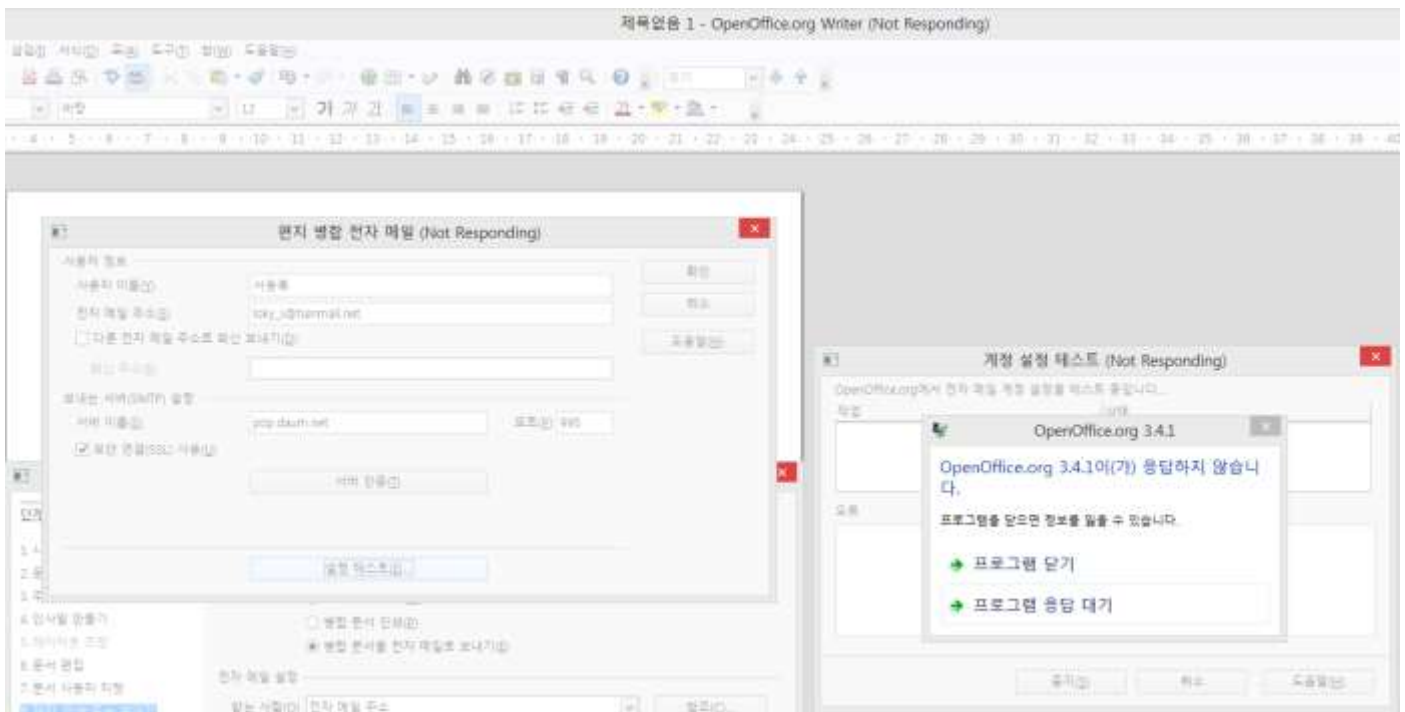


Figure 25 testing account and server setup for Hanmail with POP server. OO is not responding and was not able to recover at this point.

Result: From Laptop(1) and Deskrop, program was not able to recover from the none-responsive state. I had to close the Writer after 5 minutes of waiting.

From Laptop(2), Program did not freeze or crash, but I was not able to get the result for this server setting after 10 or more minutes of wait.

Note: These tests were done under assumption of having correct email server setups. Both of the email accounts' POP, IMAP and SMTP servers are available for any device with the correct authentication(username and password). I am currently using these emails through Windows 8 Mail application, Outlook, and wireless devices.

Mail Merge wizard in MS Word with the same settings.



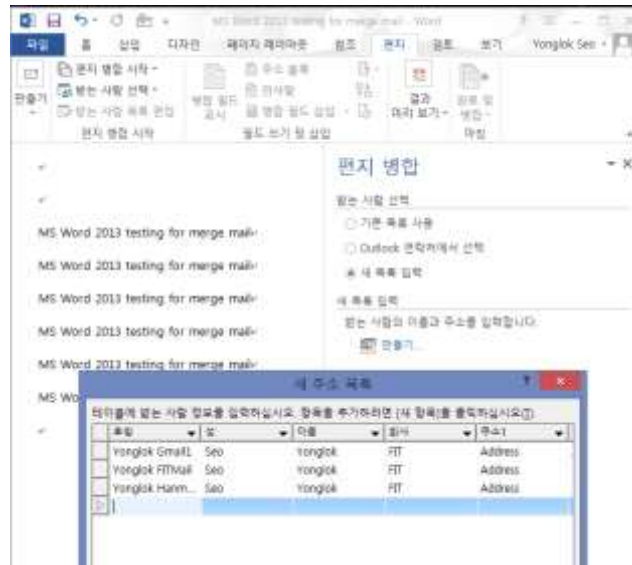
MS Figure 1 Starting the wizard. Select type of mail



MS Figure 2 Second step, select document to merge

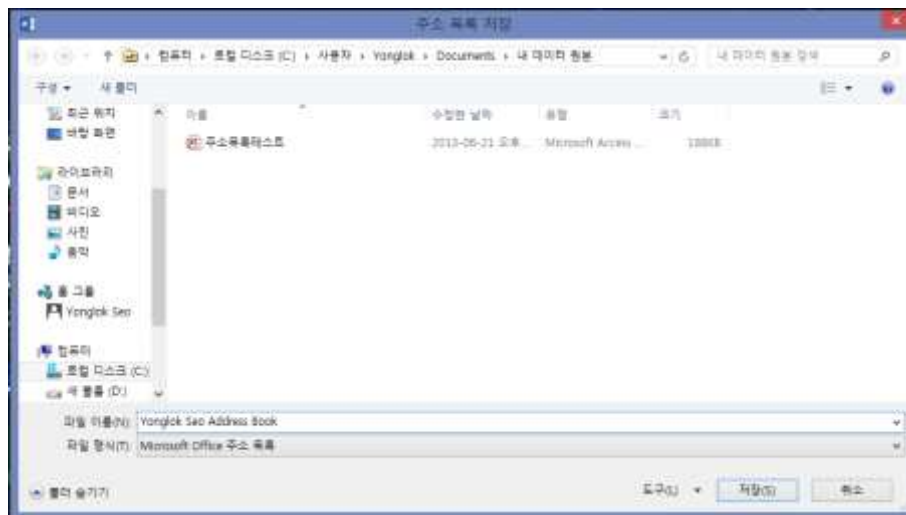


MS Figure 3 Step 3 select address book

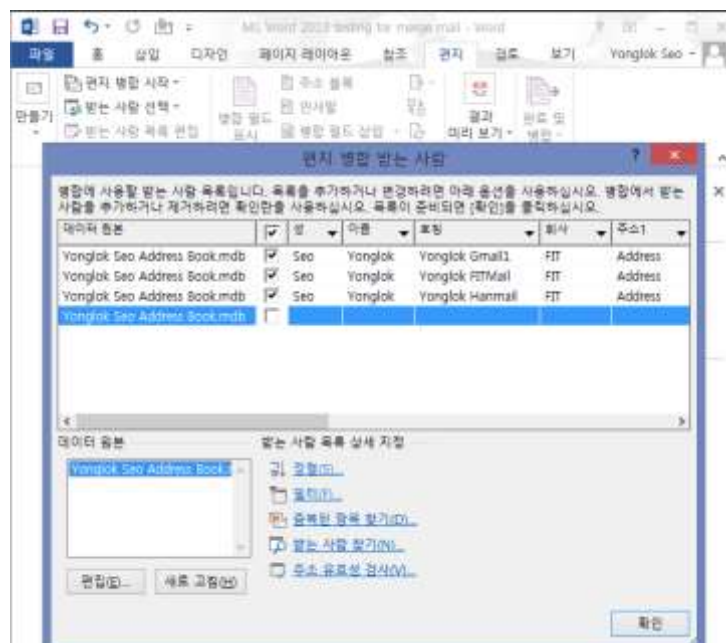


MS Figure 4 Create new address book.

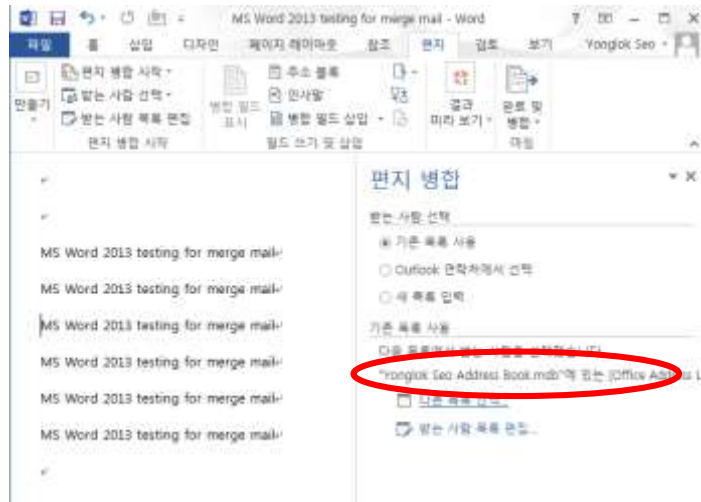
I have entered 3 email addresses to see if it will send to all three of them



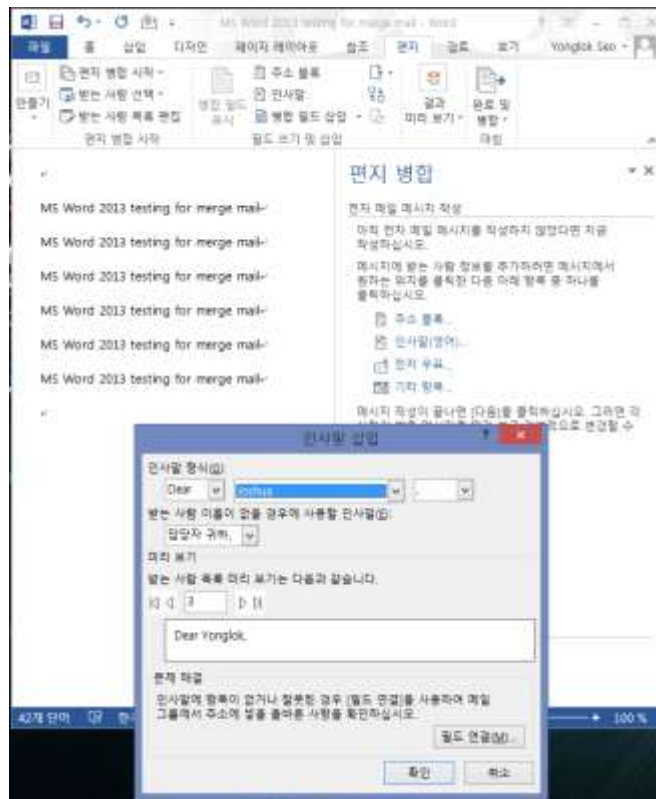
MS Figure 5 Save address book(with white spaces between words)



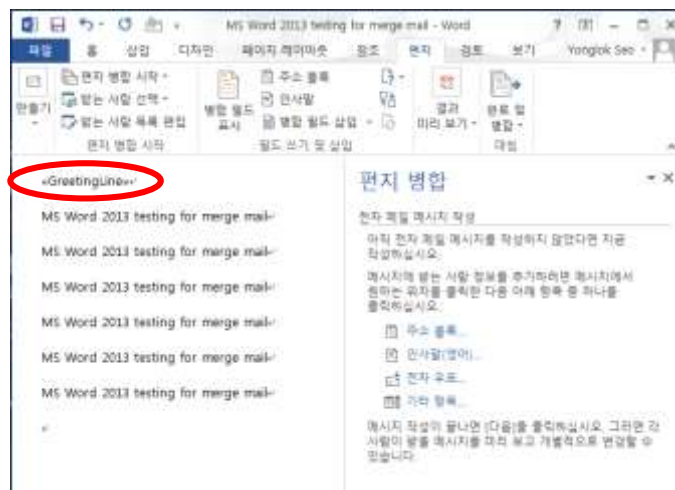
MS Figure 6 Select receiver for this mail



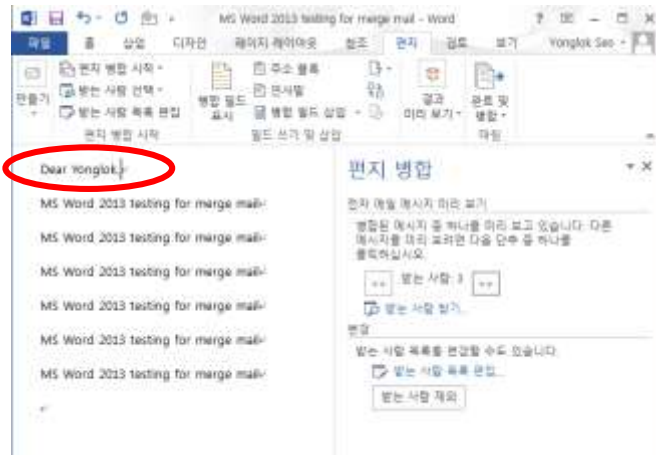
MS Figure 7 After selecting receivers. Information of which address book is in use is displayed



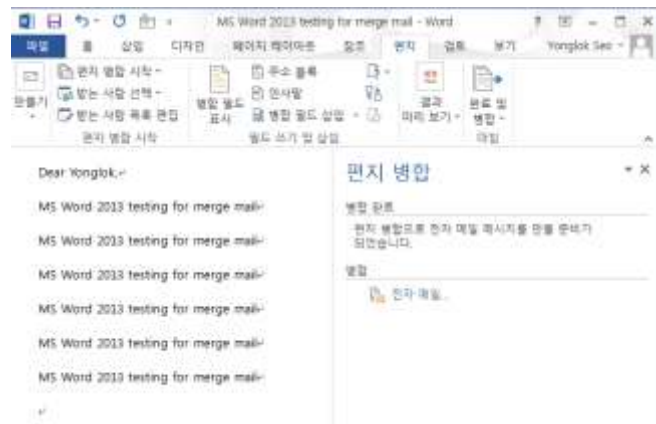
MS Figure 8 Add greetings



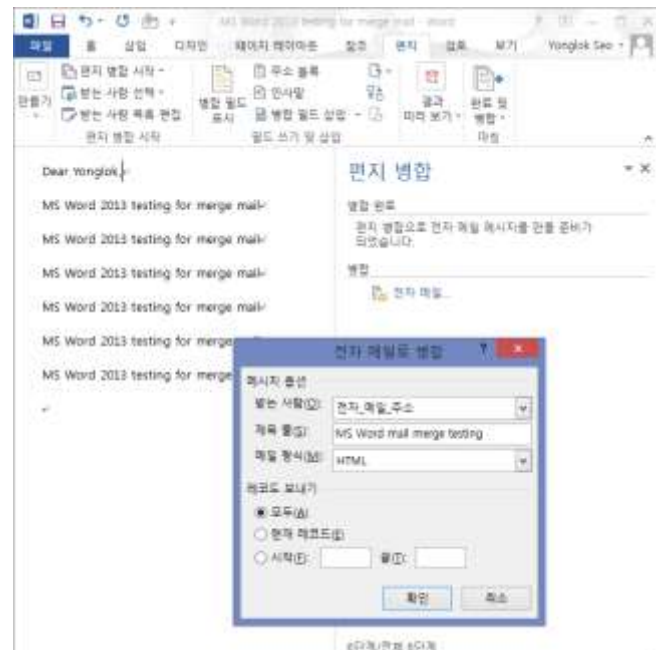
MS Figure 9 After adding greetings



MS Figure 10 Preview of greetings



MS Figure 11 After editing and ready to be sent

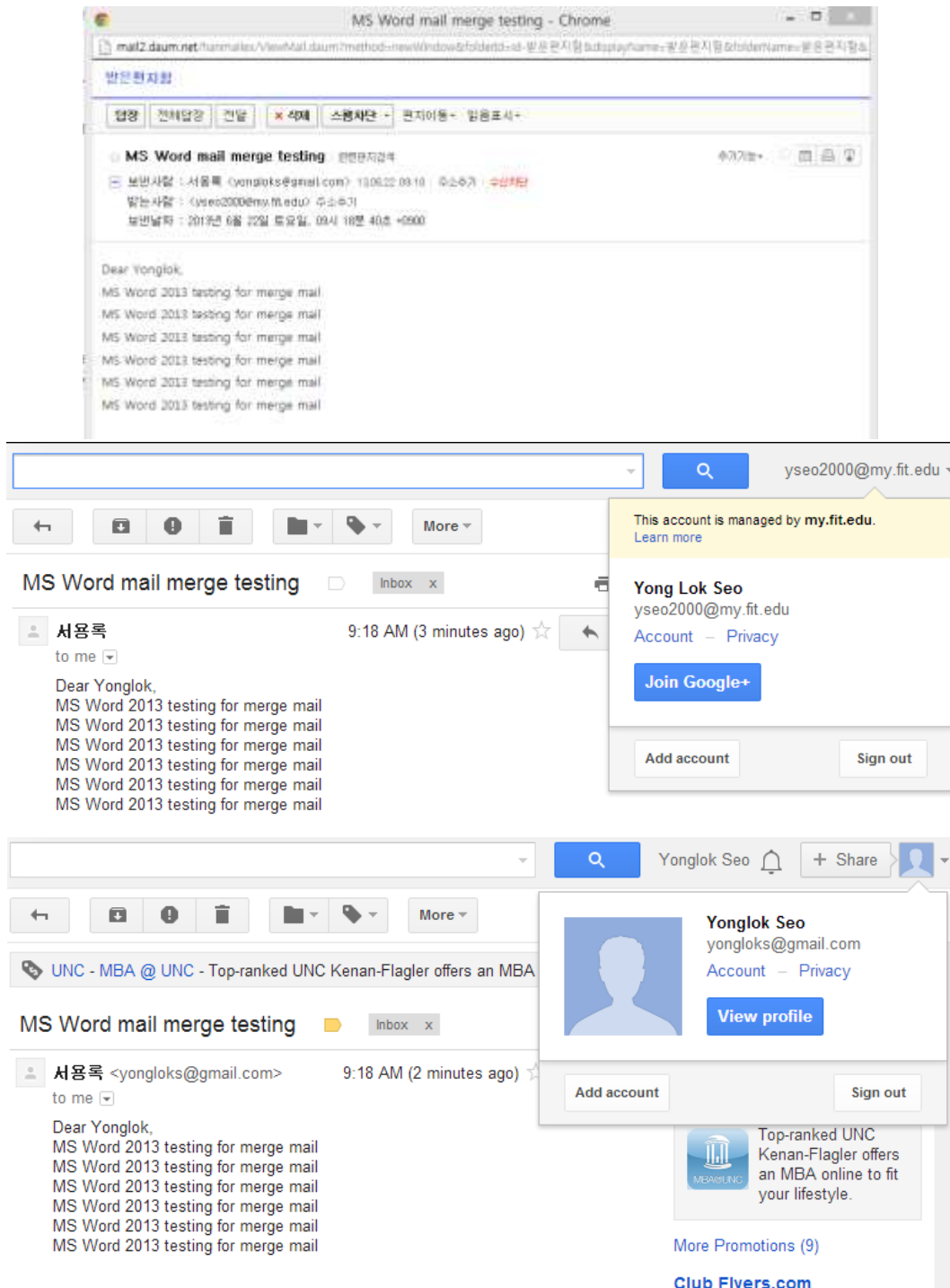


MS Figure 12 Enter title for the email, and type.

I was not able to attach another file to this email as well as mentioned by reporter for bug 116358. However, after researching for including attachments, I found several work-around solutions for this. These work-around solutions also mentioned that the same version of Outlook is essential for this to work. Therefore it is not an original feature of MS Word, it is simply an add-on to the product that are developed by others.



MS Figure 13 Emails are pushed to Outlook and pending to be sent



MS Figure 14 Emails received in all three of accounts.

Note: I am using the same Gmail account with same server settings for Outlook.

Result: Successfully sent emails to different email addresses

