

Bug Replication Report

Issue 126371 – Disappearing Vertical Text button in Drawing Toolbar in Writer v.4.1.1

Contents

List of Figures 1

1. Introduction 2

2. Bug Report Timeline..... 2

3. Settings..... 2

4. Bug replication..... 2

4.1. Scenario A..... 3

4.2. Scenario B 5

5. Design Issue Analysis..... 6

List of Figures

Figure 1 Asian Language Support not enabled. Vertical Text button appears to be added to the Drawing toolbar 3

Figure 2 Asian Language Support enabled. Vertical Text button is unchecked but still on the Drawing toolbar..... 5

1. Introduction

This is a replication report on the **Issue 126371 – Disappearing Vertical Text button in Drawing Toolbar in Writer v.4.1.1** (https://bz.apache.org/ooo/show_bug.cgi?id=126371) logged on the Open Office bug tracking system.

I intend to investigate it by addressing aspects of a design issue. This report is structured in several sections. Section 2 presents the bug timeline. The configuration settings used in this research are shown in Section 3. The failure was replicated and Section 4 discusses two replication scenarios. Section 5 presents the analysis of the design issue in terms of maximizing it, generalizing it, and externalizing it.

2. Bug Report Timeline

Issue 126371 – Disappearing Vertical Text button in Drawing Toolbar in Writer v.4.1.1 (https://bz.apache.org/ooo/show_bug.cgi?id=126371) was:

- first Reported: 2015-06-16 01:17 UTC by PoB;
- last Modified: 2015-10-24 20:12 UTC by Julia Balashova.

3. Settings

The bug was initially reported for the following configuration:

- Hardware: Linux;
- OO Writer: v. 4.1.1;

The issue will be investigated **here** on the following software and hardware configuration:

- Operating System: Windows 10 Home, 64-bit;
- Processor: Intel Core i5, 1.7GHz;
- RAM Memory: 4Gb;
- Open Office 4.1.3.

4. Bug replication

Some of the buttons available on toolbars may be used in certain conditions. Based on the examples presented above by Julia, I have investigated the following situations:

- a. Button vertical Text:
 - this is available under condition that Asian Language Support is activated i.e., for from writing from top to bottom;
- b. Buttons Left-to-Right and Right-to-Left:
 - these are available under the condition that Bi-Directional Writing is activated;

Situation a. is presented below. The same reasoning may be applied to b. as well.

I will address this matter as a design issue. Hence, my comment will focus on discussing if the feature's behaviour should be or not, i.e., Writer should expose this behaviour or not, instead of discussing if the feature behaves the way it does or not, i.e. if Writer exposes this behaviour or not.

4.1. Scenario A

Description: Asian Language Support is not enabled and attempt to add vertical Text button to the Drawing toolbar (see Figure 1).

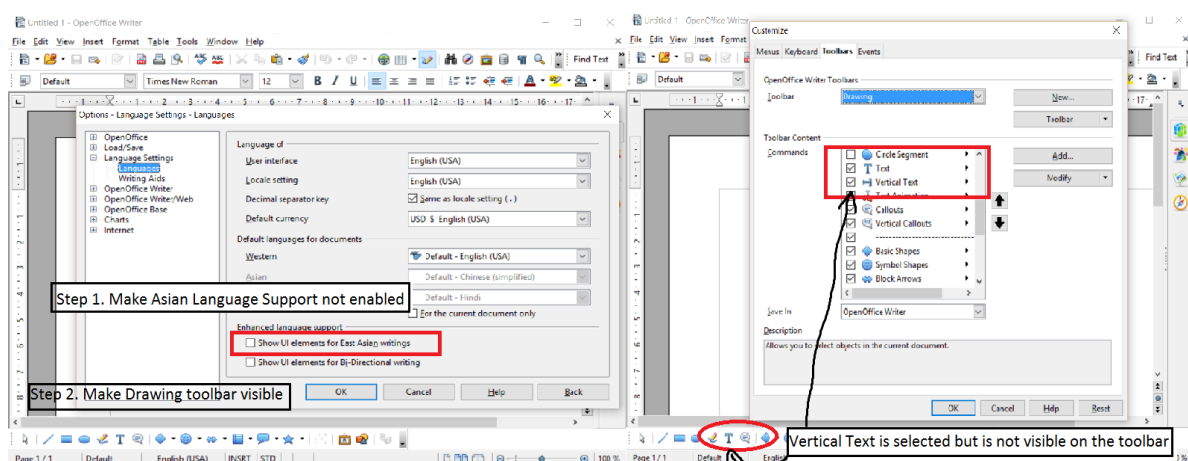


Figure 1 Asian Language Support not enabled. Vertical Text button appears to be added to the Drawing toolbar

Steps:

1. Make Asian Language Support not enabled (Tools -> Options -> Language Settings -> uncheck "Show UI Elements for East Asian Writings" -> OK);

Result: this should make not available to use the Vertical Button from the Drawing toolbar;
2. Make Drawing toolbar visible (View -> Toolbars -> select Drawing toolbar);

Result: the Vertical Button from the Drawing toolbar is not available;
3. Attempt to add the Vertical Button to the Drawing toolbar (Tools->Customize-> select the Drawing toolbar from the drop down list-> look for Vertical Button in the Toolbar Content list -> check the Vertical Button -> OK);

Result:

- a. the Vertical Button is added for a second than disappears; Julia was right on this; this behaviour is replicated from this point of view;
 - b. the Drawing toolbar is not changed;
4. Attempt to add again the Vertical Button to the list (Tools->Customize-> select the Drawing toolbar from the drop down list-> look for Vertical Button in the Toolbar Content list)

Result:

- a. the Vertical Button is in the list and checked;
- b. the Drawing toolbar does not show it.

Expected results:

- the Vertical Text button should be not added to the Drawing toolbar as the Asian Language Support is not activated;

Actual results:

- the expected results are obtained;
- the Vertical Button is checked and it is available in the list from the Customize window and not available in the Drawing toolbar yet;
- the behaviour is consistent with the design by not allowing the Vertical Button to be added to the Drawing toolbar since Asian language Support (ALS) option is not enabled.

NOTES on Design Issue:

- Should the user be able to add the Vertical Button to the Content List from the Customize window if ALS is not enabled? Answer:
 - o **NO**, the button may be present in the list but disabled and the users should not be able to add it to the Drawing toolbar;
 - This is because the Vertical Text button will not be added to the Drawing toolbar anyway; otherwise, adding it will break the consistency with the designed feature (i.e., Vertical Text button is available when ALS is activated only).

4.2. Scenario B

Description: Asian Language Support is enabled/ selected and attempt to remove the Vertical Text button from the Drawing toolbar (see Figure 2).

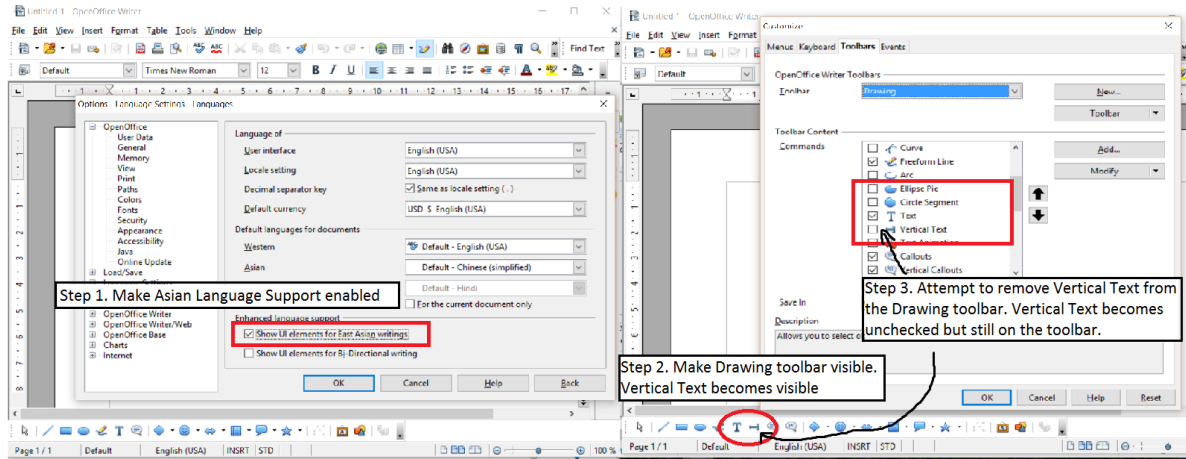


Figure 2 Asian Language Support enabled. Vertical Text button is unchecked but still on the Drawing toolbar

Steps:

1. Make Asian Language Support enabled (Tools -> Options -> Language Settings-> check "Show UI Elements for East Asian Writings" -> OK);

Result: this should make available to use the Vertical Button from the Drawing toolbar;

2. Make Drawing toolbar visible (View -> Toolbars -> select Drawing toolbar);

Result: the Vertical Button from the Drawing toolbar is available;

3. Attempt to remove the Vertical Button from the Drawing toolbar (Tools -> Customize -> select the Drawing toolbar from the drop down list -> look for Vertical Button in the Toolbar Content list -> uncheck the Vertical Button -> OK);

Result:

- a. the Vertical Button is removed for a second than appears again;
- b. then, the Drawing toolbar is not changed, the Vertical Button is still in the Drawing toolbar;

4. Attempt to Remove again the Vertical Button from the list (Tools -> Customize -> select the Drawing toolbar from the drop down list -> look for the Vertical Button in the Toolbar Content list);

Result:

- a. the Vertical Button is still in the list, but unchecked;
- b. the Drawing toolbar still shows it.

Expected results:

- the Vertical Text button should be removed from the Drawing toolbar as the Asian Language Support is activated;

Actual results:

- the expected results are not achieved;
- the Vertical Button is unchecked and it is available in the list from the Customize window, but still available in the Drawing tools;
- the behaviour is not consistent with the design by not allowing the Vertical Button to be removed from the Drawing toolbar since Asian language Support (ALS) option is enabled.

NOTES on Design Issue:

- Should the user be able to remove the Vertical Button from the Content List from the Customize window if ALS is enabled? Answer:
 - o **NO**, the button may be present in the list but disabled and the users should not be able to remove from the Drawing toolbar;
 - The Vertical Text button should be selected, but presented as **disabled**, otherwise the removal of the Vertical Button will break the consistency with the designed feature (i.e., Vertical Text button is available when ALS is activated only, and ALS is still activated);

5. Design Issue Analysis

Problem Analysis:

- Scenario A:
 - o Keeping the Vertical Text button not disabled makes the user to try in vain to add the button to the toolbar. The user becomes confused on why the Vertical Text button is available on the list (and selected) and not visible on the Drawing toolbar.
- Scenario B:
 - o When attempting to remove it from the list, the Vertical Text button continues to be visible.

Impact on the user:

- The product's value is reduced, since the user gets frustrated of not succeeding to add or remove the button from the Drawing toolbar;
- Existing text processors (e.g., Microsoft Office Word) on the market does not constrain the vertical text usage and its presentation to specific language options. The product's value is reduced by forcing the user to keep always in his mind that he needs to changes the language support settings in order to achieve the desired action. And then, he should go back to the initial language settings. But, if he forgets to achieve this, and continues to work with the same language options, he may or may not ask himself "What other features are disabled or constrained by current language options?" and he will not able to benefit from the product as he initially intended to.

Context analysis:

- o The bug database was searched for similar bugs and it was found issue 54523 (https://bz.apache.org/ooo/show_bug.cgi?id=54423). The bug report indicated that

this is a design issue. Various comments suggested to grey, i.e., to disable, the Vertical Text button when Asian Language Support is enabled. In this way the user will notice that button cannot be removed from the Drawing toolbar.

- For a design issue the follow-up investigation should consider the product documentation by all means. The User Guide (https://wiki.openoffice.org/wiki/Documentation/OOo3_User_Guides/Getting_Started/Adding_and_formatting_text) indicates that the Vertical Text button is available when Asian Language Support setting is enabled.