

1. First impression

Summary: Deleting empty spaces from the Sender textbox in Envelope window without closing first the application OpenOffice will crash Writer.

Description:

Remark: First three paragraphs of the description could be saved and added the next paragraph.

If you use the Insert->Envelope and get an envelope to run (as in the above description, without modifying the Sender blank spaces) and you close the OpenOffice application and restart it, the bug no longer appears.

2. Replicate

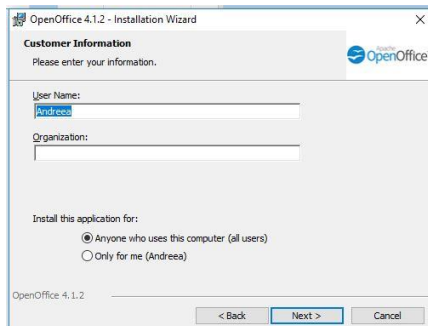
Where to start to replicate the bug?

Configuration of the machine where the test is executed: Windows 10

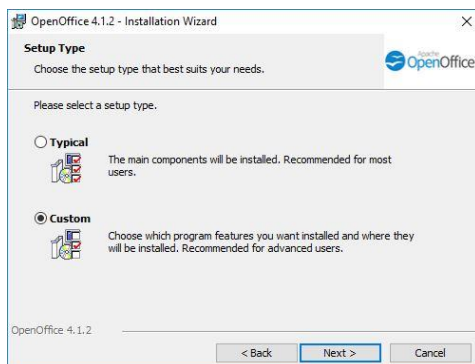
Installation version: Apache_OpenOffice_4.1.2_Win_x86_install_en_US

2.1.Installation steps:

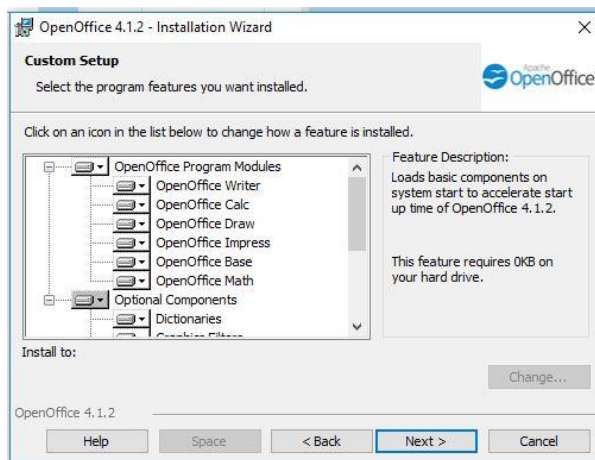
2.1.1. Customer information window



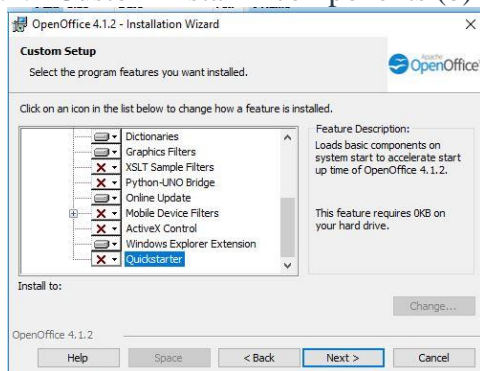
2.1.2. Custom installation



2.1.3. Custom install – components (a)



2.1.4. Custom install – components (b)



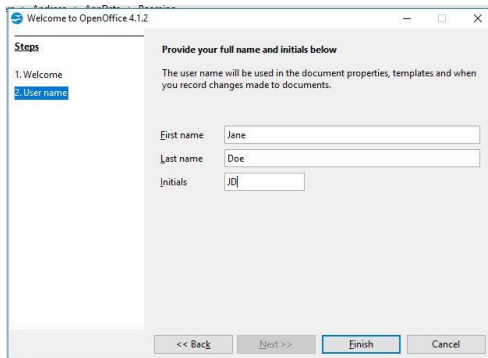
2.1.5. File type



What to do and what you will see?

2.2.Replication sequence

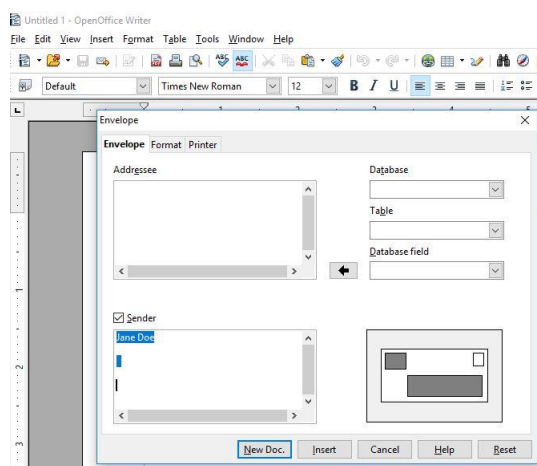
2.2.1. Step: Specifying user name



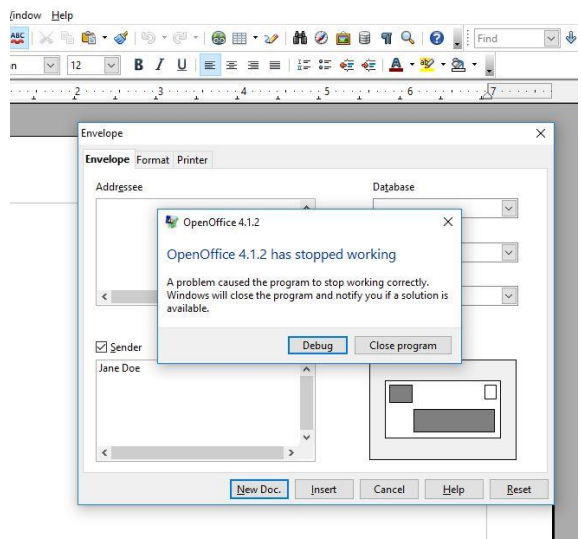
2.2.2. Step: Open OpenOffice application, TextDocument



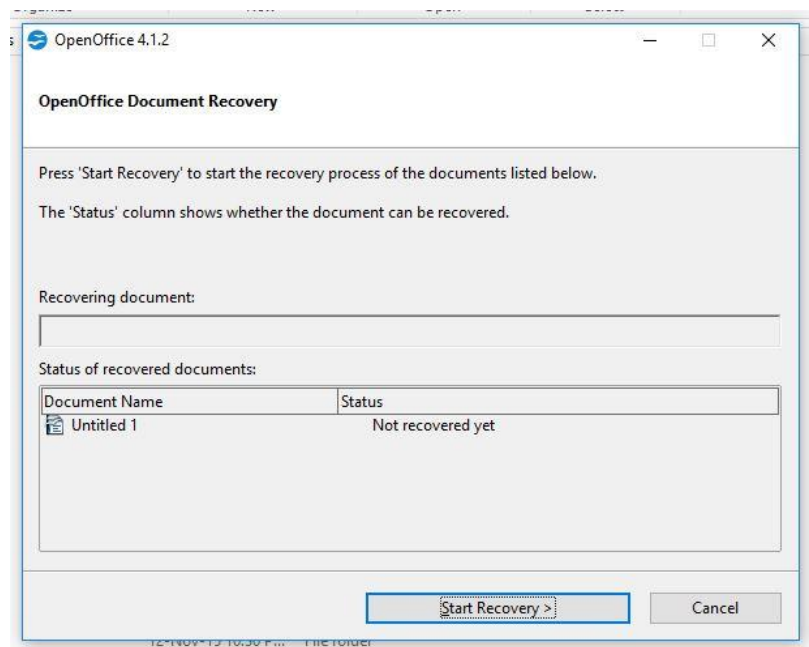
2.2.3. Step: Menu Insert, submenu Envelope



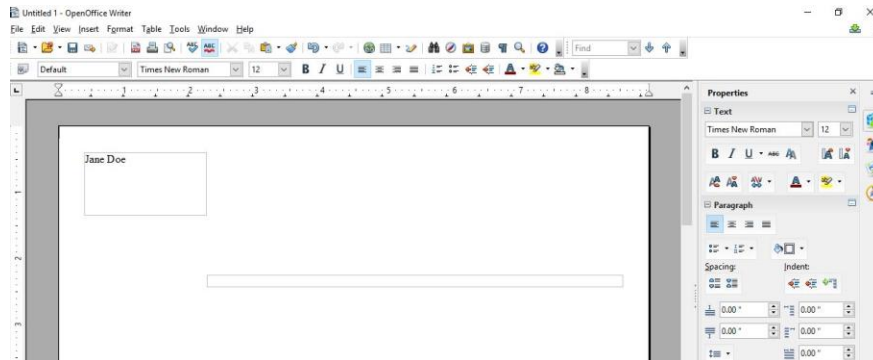
2.2.4. Step: Bug revealing by deleting blank spaces from the Sender textbox



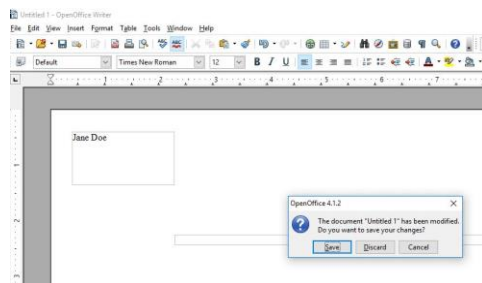
2.2.5. Step: recovering when restarting the application



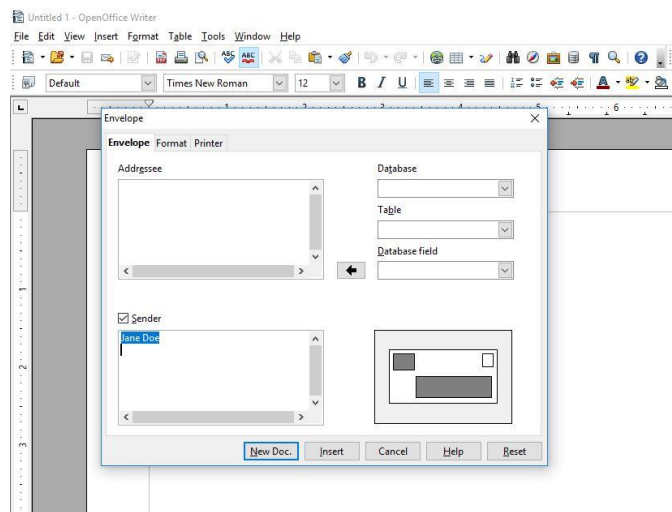
2.2.6. Step: Meniu Insert, submeniu Envelope, no modification to the Sender textbox, click button Insert. The result is in the next figure.



2.2.7. Step: Closing the envelope by not saving the envelope



2.2.8. Step: Eliminating the symptom for the context of the Envelope by deleting the spaces from the Sender textbox



2.3. Files to use to replicate the symptom

See the two files attached to this report

3. Follow-up tests

Remark: The RIMGEM is used for coding error (motivation – the symptom is that without closing the application at least once the Insert->Envelope functionality (i.e. deleting the blank spaces from the Sender textbox) will misbehave.

Using the RIMGEM I have chosen the followings follow-up tests:

- Replicate (see section 2 above)
- Isolate – find the shortest sequence of simple actions that demonstrate the problem
 - Vary your behavior
 - VB_01=VaryBehavior_01 = Steps from Replication sequence: 2.2.1, 2.2.2, 2.2.3, 2.2.3. several modifications on Sender/Address textbox, 2.2.4
 - VB_01=VaryBehavior_02 = Steps from Replication sequence: 2.2.1.,2.2.2.,2.2.3. no modification on Sender/Address textbox, 2.2.4
 - VB_03= VaryBehavior_01 = but before 2.2.4, Save the envelope
 - VB_04=VaryBehavior_02 = but before 2.2.4, Save the envelope
 - VB_05= VaryBehavior_01 = but before 2.2.4, close the Window
 - VB_06=VaryBehavior_02 = but before 2.2.4, close the Window
 - VB_07=VaryBehavior_01 = but before 2.2.4, close the Application OpenOffice (the bug does not appear any more)
 - VB_08=VaryBehavior_02 = but before 2.2.4, close the Application OpenOffice(the bug does not appear any more)
 - VB_09=any of the above but in combination with other functionalities (for example first writing text in the TextDocument and then using the Envelope functionality

- Maximized – not used
- Generalize – the same failure can be reached in several ways
 - As seen above, the failure can be reached in several ways:
 - Modification/no modification in the Sender/Address textboxes
 - Save/not save the envelope
 - Close/Open the Window
 - Close/Open the Application
- Externalize – what is the impact of the user?
 - Remark: For an unexperienced user, for the first time that he uses the Envelope functionality (the first functionality used when opening the application OpenOffice) and when deleting the spaces in the Sender textbox, the bug appears. However, he/she uses the application before for other functionalities and closes and reopens the application, then the Envelope functionality will no longer have the black spaces problem.
- Neutral tone – reports that are annoying to read are more likely to be rejected

4. Speculation and evaluation

Remark: the bug reporter provided a youtube film for the bug-replication.

5. Other qualitative considerations -