

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
219	Federal Tax ID on Login Screen	3/5/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Welcome Screen			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 4	Yes	
Test Analyst's Description of Problem				
<p>1) Enter Lender/ Servicer ID, cursor moves on to Federal Tax ID field. 2) Enter Fed Tax ID, move cursor on to Log-in Button 3) Click on the Federal Tax ID box and the Federal Tax ID disappears. Same thing happens when you go to Lender/ Servicer ID field and come back to Fed tax ID.</p> <p>Please check (03/05/2002, AI)</p>				
Possible Cause/Recommended Solution				
Completed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
220	Save Button in Payment Information Screen	3/5/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Lender/Trustee Payment Information			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 2	Yes	
Test Analyst's Description of Problem				
<p>1) Enter the Payment Information 2) Click on SAVE Button and canvas is replaced by the Contact Information Canvas 3) Go to Contact Information and come back to Payment Information. Click on the SAVE button nothing happens 4) Change data and click on SAVE Button the canvas is replaced by Contact Information Canvas.</p> <p>Please take a look (03/05/2002, AI)</p>				
Possible Cause/Recommended Solution				
Completed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
221	Header Title	3/5/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 3	Yes	
Test Analyst's Description of Problem				
<p>1) Go to any screen in LAP 2) Click on the title in BOLD over the header. The cursor focus is placed on the title 3) This title can be edited and any text can be entered there. Was able to change title to 'BILL GATES' 4) This also happens when you log in as Lender/ trustee.</p> <p>Please take a look (03/05/2002, AI)</p>				
Possible Cause/Recommended Solution				
Completed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
222	Toolbar in Disclaimer Screen and LAP Submission	3/5/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Disclaimer Text			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 2	Yes	
Test Analyst's Description of Problem				
<p>1) Go to Additional LID(s) Screen. Enter an additional LID(s). 2) Click on Continue button, the Additional LID(s) screen goes off and the Disclaimer is displayed. At this time the Add and Delete button on the toolbar are still enabled. 3) Click on the Delete button, message " do you want to delete?" appears on the screen. 4) Click on CANCEL button in the messagebox. The disclaimer is replaced by the additional LID(s) screen 5) click on the Continue button in the Additional LID(s) screen the LAP get submitted.</p> <p>This is different from what is expected. Please take a look (03/05/2002, AI)</p>				
Possible Cause/Recommended Solution				
Completed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
223	Save Button in Entity Information Screen	3/5/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition		Assignee
LAP - Entity Information				Sook Kim
Activity		Severity	Recurring Problem	
System Test		Severity 2	Yes	
Test Analyst's Description of Problem				
<p>1) Enter the Entity Information 2) Go to the phone number field and click on SAVE Button and canvas is replaced by the Contact Information Canvas 3) Go to Contact Information and come back to Entity Information. The canvas does not change when the cursor is on any field except phone number, place it on phone number , change data and click on the SAVE button the canvas is replaced.</p> <p>Please take a look (03/05/2002, AI)</p>				
Possible Cause/Recommended Solution				
Fixed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
224	LAP Submission	3/5/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 4	Yes	
Test Analyst's Description of Problem				
<p>1) Log in as Lender/ Trustee 2) go to the Additional LID(s) screen, click on the continue button 3) Disclaimer comes up, click on continue nothing happens. LAP cannot be submitted.</p> <p>Please take a look (03/05/2002, AI)</p>				
Possible Cause/Recommended Solution				
Fixed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
225	Numbers in Last Name and Middle Name Field	3/5/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Servicer Contact Information			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 3	Yes	
Test Analyst's Description of Problem				
<p>1) Log in as Servicer 2) Go to the contact information screen. Enter a number in the First name field, the system will not let you enter a numbers in the First Name field 3) Go to the Middle name and last Name field enter a number the system will accept it. 4) Behavior is not consistent in the entire system, when you log in as Lender the system prevents you from entering number in the Middle name and Last name field</p> <p>Please take a look (03/05/2002, AI)</p>				
Possible Cause/Recommended Solution				
Fixed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
226	System behavior after LAP Submission	3/5/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Anand Iyer	
Activity		Severity	Recurring Problem	
System Test		Severity 1	No	
Test Analyst's Description of Problem				
<p>1 - Test after submitting LAP as Servicer *****</p> <p>1) After submitting LAP the Welcome Screen is displayed 2) Click on Enroll Now Button 3) The Lender/ Servicer/ trustee Application Process screen appears. a) This screen has the Servicer Radio Button preselected b) Institution type and Interest Calculation Method labels that are normally invisible for a servicer are now visible. 4) click on the Continue Button the Lender Information screen appears as the default screen instead of the Contact Information</p>				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/10/2002		
Corrective Action Taken				
Fixed				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
227	New Lender/ Servicer/ Trustee Application Process	3/5/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Lender/ Servicer/ Trustee Application Screen			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 3	Yes	
Test Analyst's Description of Problem				
<p>1) On the Welcome Screen click on Enroll Now Button 2) The Lender/ Servicer/ Trustee Application Screen appears with all the fields visible. 3) Select to enroll as Lender or Lender/ trustee all the fields are visible 4) Now, change the selection to Servicer, Interest Calculation Method and Institution type fields disappear 5) change selection again back to Lender or Lender/ trustee Interest Calculation Method and Institution type fields do not reappear</p> <p>Please take a look (03/05/2002, AI)</p>				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
228	Print Button in the Toolbar	3/6/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Anand Iyer	
Activity		Severity	Recurring Problem	
System Test		Severity 4	Yes	
Test Analyst's Description of Problem				
1) The Print Button in the Toolbar is not working. Please take a look (03/06/2002, AI)				
Possible Cause/Recommended Solution				
Fixed by SK 3/26/02				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/26/2002		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
229	Phone Number Field	3/6/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Servicer Contact Information			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 3	Yes	
Test Analyst's Description of Problem				
<p>1) log in as Servicer 2) try submitting LAP without entering contact information. The system will not let you submit LAP 3) Enter name, email, area code and 2 digits for the phone number. The system accepts it and lets you submit LAP. 4) system must check to see if the phone number is 7 digits. Should not accept any value less than 7 digits</p> <p>Please take a look (03/06/2002, AI)</p>				
Possible Cause/Recommended Solution				
Fixed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
230	Toolbar Buttons	3/6/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Toolbar			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 4	Yes	
Test Analyst's Description of Problem				
<p>1) List of Value and Add button should be disabled in the Additional LID(s) Screen. 2) All toolbar buttons except Save and Print must be disabled in the Disclaimer Screen.</p> <p>Please take a look (03/06/2002, AI)</p>				
Possible Cause/Recommended Solution				
Fixed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
231	First Name Error Message	3/7/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Lender/Trustee Contact Information			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 4	Yes	
Test Analyst's Description of Problem				
1) Error Message for First Name is "Invalid First Name - First Name should be an alphabets" Please change that to "Invalid First Name - First Name must contain only letters." Please make the change (03/07/2002, AI)				
Possible Cause/Recommended Solution				
Fixed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Error message has been changes (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
232	Error Message for Middle Name	3/7/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Lender/Trustee Contact Information			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 4	Yes	
Test Analyst's Description of Problem				
<p>1) Error Message for Middle Name is "Invalid Middle Name - Middle Name should be an alphabets"</p> <p>Please change that to "Invalid Middle Name - Middle Name must contain only alphabets."</p> <p>Please make the change (03/07/2002, AI)</p>				
Possible Cause/Recommended Solution				
Fixed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Error message has been changes (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
233	Error Message for Last Name	3/7/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition		Assignee
LAP - Lender/Trustee Contact Information				Sook Kim
Activity		Severity		Recurring Problem
System Test		Severity 4		Yes
Test Analyst's Description of Problem				
<p>1) Error Message for Last Name is "Invalid Last Name - Last Name should be an alphabets"</p> <p>Please change that to "Invalid Last Name - Last Name must contain only alphabets."</p> <p>Please make the change (03/07/2002, AI)</p>				
Possible Cause/Recommended Solution				
Fixed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Error message has been changes (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
234	Bank Name	3/7/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Lender/Trustee Payment Information			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 3	Yes	
Test Analyst's Description of Problem				
1) The system lets you enter number for Bank Name User should not be able to enter a number in the Bank Name field Please take a look (03/07/2002, AI)				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
235	Number in City Field	3/7/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 4	Yes	
Test Analyst's Description of Problem				
The system lets you enter a number in the city field. This should not be the case. The city field should accept only alphabets Please take a look (03/07/2002, AI)				
Possible Cause/Recommended Solution				
Fixed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
236	Canvas Changing in LAP	3/7/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 2	Yes	
Test Analyst's Description of Problem				
<p>1) log in as Lender/ Trustee 2) Go to Additional LID(s) screen. Click on save button 3) go to Payment Information the canvas changes to Contact Information 4) same thing happens when you go to Entity Information 5) also, happens when you log in as Lender. Please take a look at this feature through out the application</p> <p>Please take a look (03/07/2002, AI)</p>				
Possible Cause/Recommended Solution				
Fixed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
238	Tax ID	3/8/2002	Todd Collins	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Welcome Screen			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 4	Yes	
Test Analyst's Description of Problem				
<p>If you enter a valid LID, an invalid Tax ID then click "log-in" the invalid tax ID message is displayed. After the user clicks ok on the error message the tax ID does not erase. This is not consistent with the functionality in the LID field. The Tax ID field should be recoded to erase the invalid number listed in the Tax ID field.</p> <p>Please take a look (03/08/2002, TC)</p>				
Possible Cause/Recommended Solution				
Fixed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest and error messages were displayed correctly (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
239	Additional LID	3/8/2002	Todd Collins	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Lender Additional LIDs			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 3	Yes	
Test Analyst's Description of Problem				
<p>If user enters alpha in the additional LID # field user becomes stuck and must use backspace to erase data. No error message is provided.</p> <p>Please take a look (03/08/2002, TC)</p>				
Possible Cause/Recommended Solution				
Fixed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
240	LID	3/8/2002	Todd Collins	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Welcome Screen			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 3	Yes	
Test Analyst's Description of Problem				
<p>If user enters a LID over 6 dig 7th digit enters into the TAX ID field. LID and TAX ID should function as two totally separate fields.</p> <p>Please take a look (03/08/2002, TC)</p>				
Possible Cause/Recommended Solution				
Fixed by SK. LID and TAX ID are verified separately. Appropriate error messages have been added to signal error.				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest. Lender/ Servicer ID does not accept more than 6 digits and does not rollover to the tax id field (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
241	Middle Initial	3/8/2002	Todd Collins	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Lender Contact Information			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 4	Yes	
Test Analyst's Description of Problem				
<p>If user enters a Middle Initial over 1 dig 2nd digit enters into the Last Name field. Middle Initial and Last Name should function as two totally separate fields.</p> <p>Please take a look (03/08/2002, TC)</p>				
Possible Cause/Recommended Solution				
This is the way it should work. The middle name should be a 1 digit. SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
242	Submit/Continue	3/8/2002	Todd Collins	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Lender Additional LIDs			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 4	Yes	
Test Analyst's Description of Problem				
Continue button does not work!!!!!!!!!!!!!! LID 801001 Tax ID 551555501				
Please take a look (03/08/2002, TC)				
Possible Cause/Recommended Solution				
It works fine for me. Please try again. SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
243	Last Name	3/8/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition		Assignee
LAP				Sook Kim
Activity		Severity		Recurring Problem
System Test		Severity 3		Yes
Test Analyst's Description of Problem				
<p>1) Log in a Lender or Lender/ Trustee 2) In the contact information screen enter the Name "Test User" 3) Enter a Middle Initial 4) Go on to Last name enter the name "Of center". You get an error message that reads Invalid Last name. The system does not allow you to enter Last name with SPACES. Behavior is not consistent with First Name field.</p> <p>Please take a look (03/08/2002, AI)</p>				
Possible Cause/Recommended Solution				
Fixed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
244	Incorrect Error Message	3/8/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Welcome Screen			Sook Kim	
Activity		Severity	Recurring Problem	
System Test		Severity 3	Yes	
Test Analyst's Description of Problem				
<p>1) Enter the LID 833369 and Tax ID 240854374 2) Click on the Log-in button. You get an Invalid Tax ID error message. 3) that message is incorrect as it the LID that is incorrect and not the Tax ID. The correct LID is 833639 and not 833369</p> <p>Please take a look (03/08/2002, AI)</p>				
Possible Cause/Recommended Solution				
Fixed by SK				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/8/2002		
Corrective Action Taken				
Issue did not re-occur during retest. Correct error messages are being displayed and also the fields are being cleared(03/09/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/9/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
245	System behavior after LAP Submission	3/9/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim (Yahoo)	
Activity		Severity	Recurring Problem	
System Test		Severity 2	Yes	
Test Analyst's Description of Problem				
<p>1) Submit a LAP as a Servicer 2) In the Welcome Screen enter a Lender ID and Tax ID click on Log-In the next screen comes up with the Lender ID but the Selection between Lender, Servicer and Lender/ Trustee is disabled and a Lender comes pre-selected as Servicer.</p> <p>Please take a look (03/09/2002, AI)</p>				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/11/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/11/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/11/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
246	Additional LID(s)	3/9/2002	Todd Collins	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Lender Additional LIDs			Sook Kim (Yahoo)	
Activity		Severity	Recurring Problem	
System Test		Severity 2	Yes	
Test Analyst's Description of Problem				
<p>1) The '+' button in the toolbar was not enabled at first but was enabled later. The button behavior is erratic</p> <p>2) The Additional LID(s) screen must have a scroll bar like the GA, Servicer screens</p> <p>3) Delete an additional LID(s) and save the data. The data is deleted from the screen but not deleted from the database. The save button in the additional lid(s) screen is committing the data immediately.</p> <p>Please take a look (03/09/2002, TC)</p>				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/11/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/11/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/11/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
247	GA Screen	3/9/2002	Todd Collins	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Lender Guaranty Agency			Sook Kim (Yahoo)	
Activity		Severity	Recurring Problem	
System Test		Severity 2	Yes	
Test Analyst's Description of Problem				
<p>Issue: A lender adds a GA and decides to delete it. The system does not allow that and says "atleast one GA record must exist"</p> <p>Correct Function: Let the Lender delete the GA and check if GA record exists or not at the time of submission</p> <p>Issue: As trustee, complete all tabs other than GA. Try to submit invoice. Error message triggered saying GA info must be populated. Upon click of OK in error message user is taken to the GA list. Once user selects a GA from the list user is taken directly to the submit screen.</p>				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/11/2002		
Corrective Action Taken				
Issue did not re-occur during retest (03/11/2002, AI)				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/11/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
248	Submit Button Visible	3/9/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Lender Guaranty Agency			Anand Iyer	
Activity		Severity	Recurring Problem	
System Test		Severity 4	No	
Test Analyst's Description of Problem				
<p>1) Log in as Lender / trustee and enter data. 2) go to additional lid(s) and click on continue, disclaimer text appears and the continue is replaced by the submit button 3) go back to the servicer / GA screen you can still see the submit button 4) go to the Payment/ contact information screen the submit button disappears.</p> <p>Please take a look (03/09/2002, AI)</p>				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/20/2002		
Corrective Action Taken				
Fixed it				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
249	Lender Information in Servicer Screen	3/11/2002	Todd Collins	Closed
Subsystem/Functional Area		Test Script/Condition		Assignee
LAP				Todd Collins
Activity		Severity		Recurring Problem
System Test		Severity 3		No
Test Analyst's Description of Problem				
<p>Issue: A Lender selects a Servicer via the Servicer page, but does not submit application. When the Servicer logs into the application the Lender is displayed in the Lender Information page.</p> <p>Correct Function: A Lender should not be displayed in a Servicer's Lender Information page unless the Lenders application has been submitted.</p>				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/12/2002		
Corrective Action Taken				
Added the WHERE statement on LARS_SERVICER_LENDER_V view to select the submitted record.				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/20/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
250	GA Screen Error Message	3/11/2002	Anand Iyer	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Lender Guaranty Agency			Anand Iyer	
Activity		Severity	Recurring Problem	
System Test		Severity 3	Yes	
Test Analyst's Description of Problem				
<p>1) Log in Lender 2) Add a GA, while adding a GA you get an error message "Duplicate GA Record Exits" and then it adds the GA to the list. This also happens when you try to delete a GA.</p> <p>Please take a look (03/11/2002, AI)</p>				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/15/2002		
Corrective Action Taken				
Fixed				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/28/2002				
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
251	J-Initiator Setup	3/18/2002	Bob	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Stephanie Simpson	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 3	Yes	
Test Analyst's Description of Problem				
Bob pointed out that LAP_j.htm did not set up J-Initiator on his PC.				
Possible Cause/Recommended Solution				
User Guide has been updated with Jinitiator installation procedures				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
252	Gateway Timeout Error (504)	3/18/2002	Samantha	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
Samantha Peele of Sallie Mae had issues getting to the UAT site. Sallie Mae had proxy server issues that had to be resolved by them				
Possible Cause/Recommended Solution				
Sallie Mae IT Support staff had to look into the issue. Samantha said she would talk to them and resolve it				
Corrective Action				
Resolved by		Date Completed		
Sallie Mae		3/18/2002		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
253	User entering Incorrect Data	3/18/2002	Todd Collins	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
Carol Dunaway had issues entering the system but she was not entering the correct tax id. She was entering her real tax id and not the test data.				
Possible Cause/Recommended Solution				
Todd spoke to Carol and the issue was resolved				
Corrective Action				
Resolved by		Date Completed		
Todd Collins		3/18/2002		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
254	2 Digits in Area-Code	3/18/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Lender/Trustee Contact Information			Tony Magro	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 3	No	
Test Analyst's Description of Problem				
Able to input a two-digit area code on Lender/Trustee screen				
Possible Cause/Recommended Solution				
User must enter a 3 digit number as area code				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/19/2002		
Corrective Action Taken				
Fixed				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/20/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
255	Spelling Mistake	3/18/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Welcome Screen			Tony Magro	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	No	
Test Analyst's Description of Problem				
Error message on Welcome screen misspells Federal--Feral				
Possible Cause/Recommended Solution				
Application has been updated to accommodate users request.				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/20/2002		
Corrective Action Taken				
Fixed				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/20/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
256	Order States Alphabetically	3/18/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Tony Magro	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	No	
Test Analyst's Description of Problem				
On list, states are not in alpha order				
Possible Cause/Recommended Solution				
Application has been updated to accommodate users request.				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/20/2002		
Corrective Action Taken				
Fixed				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/20/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
257	Interest Calculation Method in header	3/18/2002	Tony Magro	Enhancement
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Angela Baker	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
Global field in header for 'chosen interest rate--365 v. 365.25				
Possible Cause/Recommended Solution				
New Requirement				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
258	Sorting GA Data	3/18/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Tony Magro	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	No	
Test Analyst's Description of Problem				
Users should have choice in sorting GAs/Serviceirs by name or ID				
Possible Cause/Recommended Solution				
Fixed to sort by name or id for GA and Servicer Info				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/20/2002		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/21/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
259	Apostrophe in Servicer names	3/18/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition		Assignee
LAP				Tony Magro
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	No	
Test Analyst's Description of Problem				
Apostrophe doesn't work for Servicer names				
Possible Cause/Recommended Solution				
Application has been updated to accommodate users request.				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/20/2002		
Corrective Action Taken				
Took out all the Edit check on first and last names of Servicer, Ledner and Trustee.				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/20/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
260	SHIFT + TAB Working	3/19/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Tony Magro	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	No	
Test Analyst's Description of Problem				
Shift tab doesn't move you back thru fields				
Possible Cause/Recommended Solution				
Application has been updated to accommodate users request. 3/24/02: The only window in LAP where Shift-Tab works is on the Welcome screen.				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/26/2002		
Corrective Action Taken				
Fixed				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/20/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
261	Phone Number Field	3/19/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
With error messages--i.e. invalid phone number; system wouldn't let 'cancel' out				
Possible Cause/Recommended Solution				
Lock issue resolved.				
Corrective Action				
Resolved by		Date Completed		
Sook Kim				
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
262	Arrow Disappears	3/19/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Tony Magro	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	No	
Test Analyst's Description of Problem				
<p>"When you enter and the "contact information" comes up, you don't always get the arrow on the drop down box. Then, by the time you get to "Guaranty Agency" or "Servicer" the arrow magically appears. This is confusing."</p>				
Possible Cause/Recommended Solution				
<p>The Arrow disappears because the user's the page has not finished loading. This issue cab be corrected is the user establishes a faster network connection.</p>				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/20/2002		
Corrective Action Taken				
Fixed				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/20/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
263	User Guide Update	3/19/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Stephanie Simpson	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
<p>"change the direction "enter" data to input and leave the "enter" word to represent the keystroke "enter" and also at the beginning (along with the key to the icons some more stress on you must tab to a new field. Missing is an explanation of how to get back to a field that was skipped (tabbed once to often, made a error) do you put the cursor at the place you want to be (I think not)"</p>				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Stephanie Simpson		3/20/2002		
Corrective Action Taken				
The LAP User Guide has been updated to address the user's recommendations.				
Retest of Corrective Action				
Date	Results of Retest	Tester Signature		
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
264	User Guid -How to stop in the middle of a session	3/19/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Stephanie Simpson	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
"...the manual needs to give better direction on how to stop and start in the middle of a session"				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
The LAP User Guide has been updated to address the user's recommendation.				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
265	INCOMPLETE DATABASE comments	3/19/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Anand Iyer	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
Three users added INCOMPLETE DATABASE comments:				
Possible Cause/Recommended Solution				
Cycle II data was not migrated into production, which caused the error. Data was migrated.....error was resolved.				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
266	Incomplete Test Data	3/19/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Anand Iyer	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
"Some of the information I was given to use in the test, such as GA and Serviccers names, was not on the lists of values"				
Possible Cause/Recommended Solution				
Cycle II data was not migrated into production, which caused the error. Data was migrated.....error was resolved.				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
267	pre-populated the tax id # field with zeroes	3/19/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition		Assignee
LAP				Tony Magro
Activity		Severity		Recurring Problem
User Acceptance		Severity 4		Yes
Test Analyst's Description of Problem				
<p>"When I put in a servicer ID to start, it pre-populated the tax id # field with zeroes. Is this going to stay like that, or are we going to pre-fill for the servicers?"</p>				
Possible Cause/Recommended Solution				
<p>Issue exists because a complete listing of Servicer Tax Ids has not been provided. As a work around the system was coded to default to zeros. As soon as a complete Servicer TAX ID list has been received, the zero default logic will be removed.</p>				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/20/2002		
Corrective Action Taken				
<p>Fixed it to not show the zero default of Servicer Tax ID. Servicer lacking Tax ID has been removed from the Servicer list</p>				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
3/20/2002	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
268	Continue Botton Error Messages	3/19/2002	Tony Magro	Client Clarificatio
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
<p>"Phase II, servicer: I put in the servicer id and tax id and hit continue. I got an error message saying "Servicer first name must be filled before submitting LAP", but I hadn't even started yet. Exited and came back in; no further problem."</p>				
Possible Cause/Recommended Solution				
<p>The continue button should only be clicked upon completion of the form. If the continue button is clicked prior to completion of the form, error messages request that the user complete the form will be triggered.</p>				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
269	Servicer Function Default	3/19/2002	Tony Magro	Client Clarificatio
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Angela Baker	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 3	Yes	
Test Analyst's Description of Problem				
<p>"servicer screen...The test script says this will be prepopulated based on the selected servicer. But what if the selected servicer maintains for some and submits for others? What happens if the lender isn't paying attention and lets it default to "maintain"? Then the servicer won't be able to submit unless the lender goes and corrects the LaRS profile. Maybe we should have this field blank by default and force the lender to fill it"</p>				
Possible Cause/Recommended Solution				
New Requirement				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
270	Application Locking After Submission	3/19/2002	Tony Magro	Client Clarificatio
Subsystem/Functional Area		Test Script/Condition		Assignee
LAP				Sook Kim
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
"I forgot to key in additional LID's after I submitted. When I went back in I could not key anything. Therefore, if someone makes an error or forgets to key something in how does it get corrected?"				
Possible Cause/Recommended Solution				
The application has been coded to lock after successful LAP application submission. This is not an issue. Ref 3 times in User Guide.				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
271	504 Error	3/19/2002	Tony Magro	Client Clarificatio
Subsystem/Functional Area		Test Script/Condition		Assignee
LAP				Anand Iyer
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
<p>"we did have one other question/concern. Given that we are a large organization, we have a fairly complex network and secure connection to the outside world. We had great support from your consultants, but the lack of a pre-connection test to the website, created an emergency on our end. We had to get three groups from the internet area involved to resolve this issue. We were able to resolve the issue within a day, however, these resources were pulled away from their normal duties unexpectedly. If we had a pre-connection test, we may have been able to resolve these network issues in a more predictable and less rushed fashion."</p>				
Possible Cause/Recommended Solution				
<p>Resolution:* Obtain an IP (Internet Protocol) address from the IP name of your site (your site URL without the leading 'http://'). This lookup (conversion of IP name to IP address) is provided by domain name servers (DNSs)</p>				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
272	Drop Down List for Servicer	3/20/2002	Stephanie Simpso	Closed
Subsystem/Functional Area		Test Script/Condition		Assignee
LAP - Servicer Contact Information				Sook Kim
Activity		Severity	Recurring Problem	
Free-Form Testing		Severity 3	Yes	
Test Analyst's Description of Problem				
The drop down menu for Servicers does not automatically have a drop down arrow. After a few minutes, an arrow appears.				
Possible Cause/Recommended Solution				
The Arrow disappears because the user's the page has not finished loading. This issue cab be corrected is the user establishes a faster network connection. Ref SIR 222				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
273	Drop Down Alphabetical listing	3/21/2002	Todd Collins	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
<p>Carol Dunaway: Thanks for all your help. The screen are pretty easy to navigate through. The only thing I saw I would change are the drop down screens with the + sign would work better if they were alphabetical.</p>				
Possible Cause/Recommended Solution				
Application has been updated to accommodate users request.				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
274	LAP Help text	3/25/2002	Todd Collins	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 3	Yes	
Test Analyst's Description of Problem				
Help text has not been loaded into the LAP application.				
Possible Cause/Recommended Solution				
Help text as been added as of 4/1/02				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
275	ZIP CODE ERROR	3/25/2002	Stephanie Simpso	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Entity Information			Stephanie Simpson	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	No	
Test Analyst's Description of Problem				
While quickly typing in a zip code for an Entity, and accidentally put in a letter and "@". This prompted an error message, but I was not able to close the message and fix the problem.				
Possible Cause/Recommended Solution				
I don't any problem with a zip code in Entity Screen.				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/26/2002		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
276	State Apha Listing	3/25/2002	Angela Baker	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Angela Baker	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	No	
Test Analyst's Description of Problem				
States beginning with T are not in Alpha order.				
Possible Cause/Recommended Solution				
I don't see any sorting problem with states beginning with T.				
Corrective Action				
Resolved by		Date Completed		
Sook Kim		3/26/2002		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
277	Exit Button on Control Screen	3/25/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
Exit button on Control Box does not exit the system. Should not have if it is not going to function like a normal window.				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
278	Circular Tabbing	3/25/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
Circular Tabbing does not work on any window. Circular Tabbing is when your cursor is on the last object in the window. When you press Tab again, it should go to the first field on the window. Instead, the cursor remains on the last object.				
Possible Cause/Recommended Solution				
Could not reproduce error. Circular Tabbing Functioned Correctly				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
279	ancel out of the submit page	3/25/2002	Todd Collins	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 3	Yes	
Test Analyst's Description of Problem				
User Can not cancel out of the submit page.				
Possible Cause/Recommended Solution				
Fixed SK				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
281	Auto tab when entering an additional LID	3/25/2002	Angela Baker	Enhancement
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim (Yahoo)	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
After user enters an Additional LID auto move user to next cell.				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
282	Partial Fax Numbers Accepted as valid	3/26/2002	Angela Baker	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 3	Yes	
Test Analyst's Description of Problem				
The application accepts an incomplete fax number as valid				
Possible Cause/Recommended Solution				
Fixed SK				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
283	welcome screen	3/26/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Stephanie Simpson	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
not clear how to get back to welcome screen after you leave it				
Possible Cause/Recommended Solution				
The LAP User Guide states in each Disclaimer section that, "a confirmation note will appear. Click the OK button. This will bring you back to the 'Welcome' screen."				
Corrective Action				
Resolved by		Date Completed		
Stephanie Simpson		3/26/2002		
Corrective Action Taken				
No LAP User Guide updates were required.				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
284	Additional LIDs info	3/26/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
tab off name--cursor stayed on Name field. Upon click of enter. Move cursor to next line				
Possible Cause/Recommended Solution				
Fixed SK				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
285	grey out' non-editable fields	3/26/2002	Tony Magro	Enhancement
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
grey out' non-editable fields				
Possible Cause/Recommended Solution				
.				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
286	Caps in Email	3/26/2002	Tony Magro	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim (Yahoo)	
Activity		Severity	Recurring Problem	
Unit Test		Severity 4	Yes	
Test Analyst's Description of Problem				
e-mail; CAPS not accepted--why?				
Possible Cause/Recommended Solution				
Fixed SK				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
287	Save Button	3/26/2002	Todd Collins	Client Clarificatio
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
Servicer Info screen: after 'saved' info.; hit exit--received prompt: "Do you want to save changes...?--this shouldn't happen--pls. check 'save' action; all screens as comments were recurring				
Possible Cause/Recommended Solution				
System is functioning correctly				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
288	ZIP on Servicer Screen	3/26/2002	Todd Collins	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 1	Yes	
Test Analyst's Description of Problem				
Enter a valid LID. Move cursor to another field. Move cursor back to ZIP. Remove two digits from LID. Move cursor to another field. Error message is triggered. User is stuck in a loop with the error message. Application can be submitted with an invalid ZIP				
Possible Cause/Recommended Solution				
Fixed SK				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Pass			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
289	GA Error Message	3/28/2002	Angela Baker	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP			Sook Kim	
Activity		Severity	Recurring Problem	
User Acceptance		Severity 4	Yes	
Test Analyst's Description of Problem				
Add duplicate additional LID. System creates error requesting user to remove dup LID. Then system provides a GA error message.				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				

LAP Testing Incident Detail Report (Long)

Number	Title	Incident Date	Detected By	Status
290	LAP Servicer Information Screen	4/10/2002	Stephanie Simpso	Closed
Subsystem/Functional Area		Test Script/Condition	Assignee	
LAP - Lender Information (Servicer Info)			Sook Kim	
Activity		Severity	Recurring Problem	
Free-Form Testing		Severity 4	Yes	
Test Analyst's Description of Problem				
<p>When I select a Servicer I receive a warning message that says "Duplicate Servicer Info Record Exists". When I click "OK" on this message a new message appears saying "FRM-40657 Record Changed or deleted by another user". When I click "OK" on this message I am taken to the "Additional LIDs" screen. When I go back to check on the Servicer Information Screen, it is blank.</p>				
Possible Cause/Recommended Solution				
Corrective Action				
Resolved by		Date Completed		
Corrective Action Taken				
Pending				
Retest of Corrective Action				
Date	Results of Retest		Tester Signature	
	Not Tested			
Comments				