

**Club Caribe<sup>SM</sup>**  
**Beta Test Procedures**

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# **Club Caribe Test Station**

Bug Reporting and Beta Events announcements will all be done "outside" Club Caribe, but still online, in the Club Caribe Test Station. You will have access to the Test Station and to Club Caribe with the same screen name. To enter the Test Station, go to the online CUSTOMER SERVICE CENTER and follow the path shown below:

**CUSTOMER SERVICE CENTER**  
**Members' Online Guide**  
**Department Descriptions**  
**Learning Center**  
**Club Caribe Test Station**

The Club Caribe Test Station was created to give our testers a place to exchange information about Club Caribe outside the environment.

Here is where testers will post any "bug" reports they have. This is also the place to receive new testing instructions, get news on events, and make plans to meet the other Beta testers in Club Caribe. Once in the Test Station, you will have several menu options:

## Club Caribe Test Station

"**Events and Messaging**" contains a list of Beta events and "**Tropical Tales**," a message board for chat between our testers.

"**Testing Update and Projects**" leads you to a text file which will let you know if Caribe is up or down for the evening so we can make some software changes and also to our "**Testing Projects**" message board, on which you will find posts by inhouse staff describing areas or things which need to be tested.

"**Club Caribe Functionality**" - this section gives online help for functions which are described in the Club Caribe Guidebook.

"**Confidentiality Agreement Text**" - this is the text of the electronic agreement you took before receiving access to the Club Caribe Test Station. Please refer back to this text if you are unsure of the terms of that agreement.

"**Bug Reporting**" gives information on bug definitions and reporting, as well as providing a write-only message board for reporting any problems you find.

"**Questions, Comments and Suggestions**" - On this menu, you will find message boards for your questions about Club Caribe, comments on the Guidebook and online menus, and your suggestions on events, areas, etc. We want to hear from you!

## Procedures for Reporting Problems

If you encounter a problem online which seems to be a bug, please make note of all the information you can concerning the problem and report it immediately by posting on the "**Report Your Bugs**" board in the Club Caribe Test Station. Please try to duplicate the problem you had, if possible, before reporting.

*Please be as SPECIFIC as possible when describing the problem.*

We will be attempting to duplicate all problems reports. The other information that will be critical in helping us is as follows:

- The exact day and time the problem occurred. This is very crucial.
- The location. Region Numbers will be available via F7 HELP text throughout most of the Beta Test; if you don't know the region number, please give as accurate a description of the area as possible (including whatever regions you know to be nearby).
- Other Guests in the region, if known.
- The type of problem (See "Important Definitions").
- Were you able to duplicate it?
- What were you doing preceding the problem?

# Procedures for Reporting Problems

## Important Bug Definitions

In an effort to reduce some of the confusion in problem translation, we would like to see all of our testers using the same "language" in some of the crossover areas. We appreciate your cooperation.

**HANG** - Current functionality is not apparent, but SHIFT-RUN/STOP will take you back to PEOPLE CONNECTION.

**LOCKUP** - There is no functionality. SHIFT-RUN/STOP has no effect.

**BLUE SCREEN** - Machine reset back to the Commodore "READY" prompt.

**FATAL ERROR** - Self-explanatory. Be sure to write down the F.E. number as given. You will be returned to PEOPLE CONNECTION.

## Known Bugs

Known bugs fall under two categories: Bugs which cannot be corrected on the final disk, and bugs which have recently been reported and are being checked into. In order to avoid multiple reports of known bugs, there will be a text file on the Bug Reporting menu which lists all known bugs and their status.



