

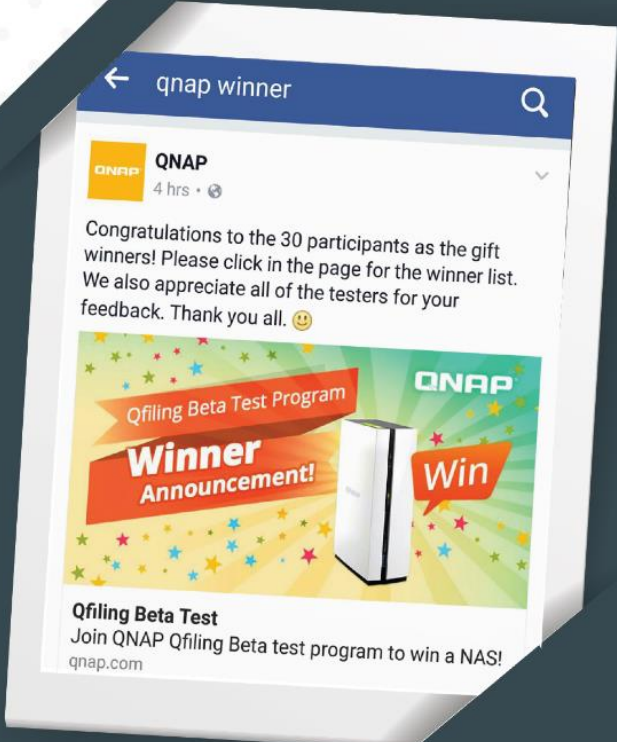


QNAP

CONGRATULATES



FOR WINNING THE QFILING TESTER GLOBAL COMPETITION, YOU ARE SELECTED AMONG 30 TESTERS THAT PROVIDE THE MOST INFORMATIVE, CONSTRUCTIVE, FEEDBACK AND WIN THE FREE TS-128.



CUSTOMER
FEEDBACK FOR

QNAP



QFILING BETA

BY: BILAL ABID
INCLUDING LAYOUT DESIGN



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1. **History / Revision Control:**

Version	Prepare Date	Author / Issued by
1.0	22-Dec-2016	Bilal Abid

Version	Amended Page(s)	Amended by	Amendment Brief
1.0	All	Bilal Abid	The Initial document created to provide detail feedback with screenshots to Qnap for their application Qfiling Beta

Version	Review Date	Issue Date	Reviewed by
1.0	31-Dec-2016	31-Dec-2016	Bilal Abid

2. **Purpose of the Feedback to Qnap:**

The Purpose of this document is to provide detail feedback to Qnap is for their Qfiling Beta version from individual customer point of view highlighting the Bugs, Defects and Suggestions, that can enhance Qnap customer's expectation and to add additional features those can benefits to all Qnap customers.

3. **Disclaimer:**

Author of this document is not responsible in any way for their content, images or highlighting bugs, defect or suggestions.

4. About Qnap Customer:

Using the Qnap for 1.5 years with model TS-253 Pro with 8 GB RAM. Having 2 decade of IT professional and extensive experience.

Qnap Customer details as follows:

Customer Name:	Bilal Abid
Customer Email	Coolbilal_Jd@yahoo.com
Country based	United Arab Emirates, Dubai
Customer Qnap Model	TS-253 Pro, 8GB Ram, Firmware 4.3.2.0017



5. Customer Feedback for Qnap > Qfiling:

Last week registered to Qnap new beta application Qfiling and providing my feedbacks that includes the following:

- **Bug Report:** An Error found in the development.
- **Defect Report:** Defect is the difference between expected and actual result in the context of testing.
- **Suggestion(s):** Provide feedback to enhance the functionality.

5.1 Qfiling Bug:

- a) After installation of the Qfiling and started with schedule task, upon running the task (which was on going) checked the processes using the Qnap > Resource Monitor and noticed that on the main processes (without expanding) Qfiling Beta shows “0” CPU utilization, however upon expanding the “system processes” Qfiling shows 0.88% and so. The main Qfiling Beta should also show “0.88%”. View the below image “Figure-1”

Please note: Qfiling Beta process goes more than 1% however on the main system processes (without expanding) remain 0%



Process Name	CPU Usage	Memory
System Processes (257)	20.63 %	1.3 GB
Qsync Central (12)	0.26 %	136.5 MB
Qsirch Add-on (3)	10.16 %	398.1 MB
Qfiling - Beta (1)	0 %	9.4 MB
qfiling_daemon	0 %	9.4 MB
QNAP Diagnostic Tool (1)	0 %	3.1 MB
Qcenter (4)	0 %	40.8 MB
PlexMediaServer (4)	0 %	215.8 MB
Notes Station 2.1 (3)	0 %	64.5 MB
Music Station (3)	0 %	5.5 MB

Process Name	CPU Usage	Memory
qNoticeEngined	0 %	3.8 MB
QNAPuwwq_rd_mcp1	0 %	0 KB
QNAPscwq_rd_mcp	0 %	0 KB
QNAPrwwq_rd_mcp1	0 %	0 KB
QNAP_rd_mcp_1	0 %	0 KB
qnap_et	0 %	0 KB
qLogEngined	0 %	4.5 MB
qfiling	0.88 %	10.9 MB
qDmcd	0 %	1.8 MB
qb_daemon	0 %	4.0 MB
python	0 %	29.5 MB

Figure 1

b) Bug, view the below point 6.3, **Test Case-3 conclusion c** (click [here](#))

5.2 Qfiling Defect:

Defect is the difference between expected and actual result in the context of testing. Below are the following defects:

- a) Issue to be fixed, view the below point 6.1, **Test Case-1 conclusion a** (click [here](#))
- b) Issue to be fixed, view the below point 6.2, **Test Case-2 conclusion a** (click [here](#))
- c) Issue to be fixed, view the below point 6.3, **Test Case-3 conclusion a** (click [here](#))
- d) Issue to be fixed, view the below point 6.3, **Test Case-3 conclusion b** (click [here](#))

5.3 Qfiling Suggestions:

Suggestion that can enhance the functionality of Qfiling. Kindly find the following points

- a) Feature to add, view the below point 6.1, **Test Case-1 conclusion b** (click [here](#))
- b) Feature to add, view the below point 6.2, **Test Case-2 conclusion b** (click [here](#))
- c) Feature to add, view the below point 6.2, **Test Case-2 conclusion c** (click [here](#))
- d) Feature to add, view the below point 6.3, **Test Case-3 conclusion d** (click [here](#))
- e) Feature to add, view the below point 6.3, **Test Case-3 conclusion e** (click [here](#))
- f) Feature to add, view the below point 6.3, **Test Case-3 conclusion f** (click [here](#))



6. Qnap > Qfiling Beta Test Cases:

After installing the Qfiling performed the following test cases and the observation mentioned in above point 3 and end of each case conclusion.

6.1 **Test Case-1:**

Started Qfiling > Schedule > (same Qnap server, folder to folder Qfiling) for **multiple** users folders

Adding Task-1: Multiple User Folder Selected on same server to another folder

By Adding the Multiple Source path (homes > selected multiple users): Other Setting cannot (text is cut off) be viewed in Summary.

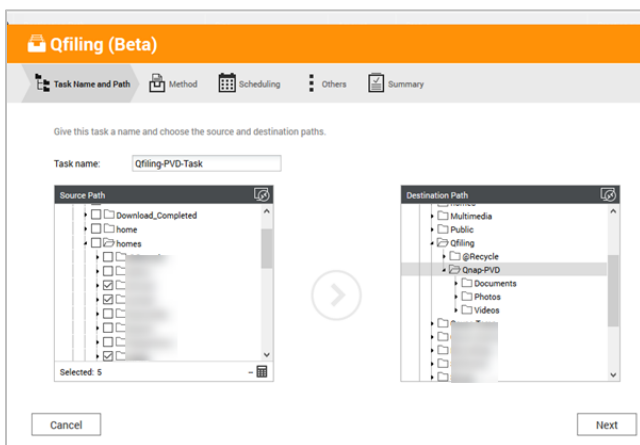


Figure 2

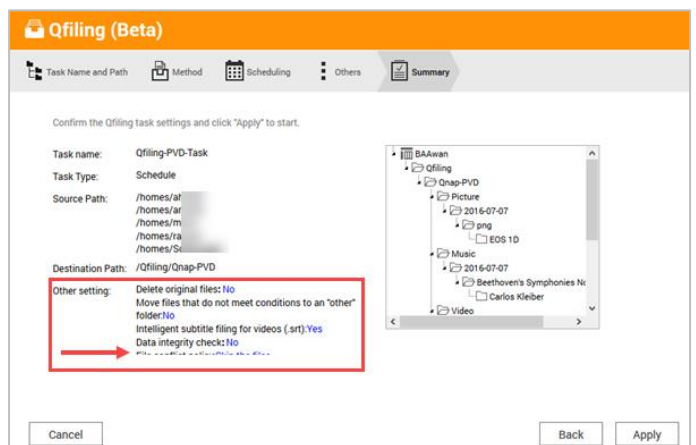


Figure 3

Result of Test Case-1 was successful.

Task name	Source Path	Destination Path	Size	Amount	Status	Creation time	End Time	Schedule	Action
Qfiling-PVD-Task	/homes/ahmed	/Qfiling/Qnap-PVD	3.7 GB/3.73 GB	158/198	Completed Filing	2016/12/22 08:17:20 pm	2016/12/22 08:18:40 pm	Hourly starting at 01	

Figure 4

Test Case-1: Conclusion:

- a) **Defect:** Multiple Home user's selection > Summary left hand side "other settings" last text cannot be properly viewed, kindly add scroll bars as shown [Figure-3](#) in Right hand side of folder structure in summary
- b) **Suggestion:** While doing the Qfiling I was not sure that Qfiling schedule **synchronous** and **asynchronous**? Kindly consider to add this feature.



6.2 Test Case-2:

Started Qfiling > 2nd Schedule > (same Qnap server, folder to folder Qfiling) for **one** users folders

Adding Task-2

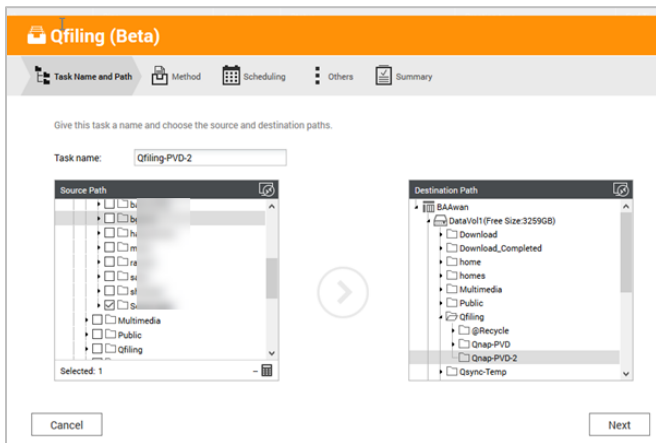


Figure 5

Method choose as default – Suggestion in Conclusion

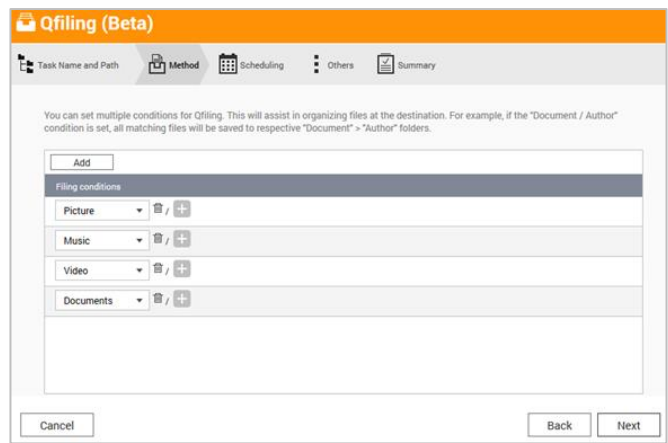


Figure 6

Task-2: Scheduling > Hourly Starting at “0” considering as Bug

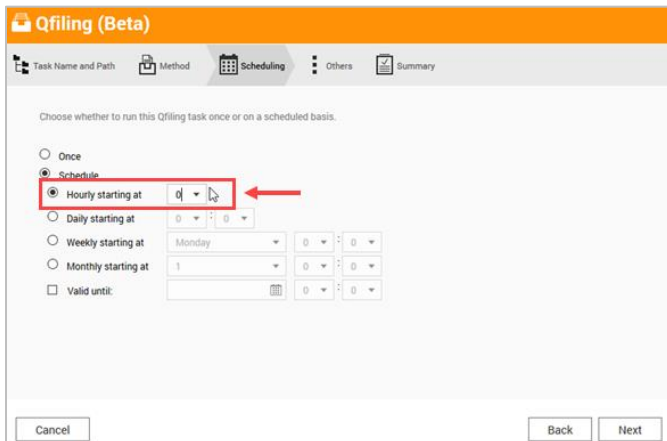


Figure 7

Summary for Task-2

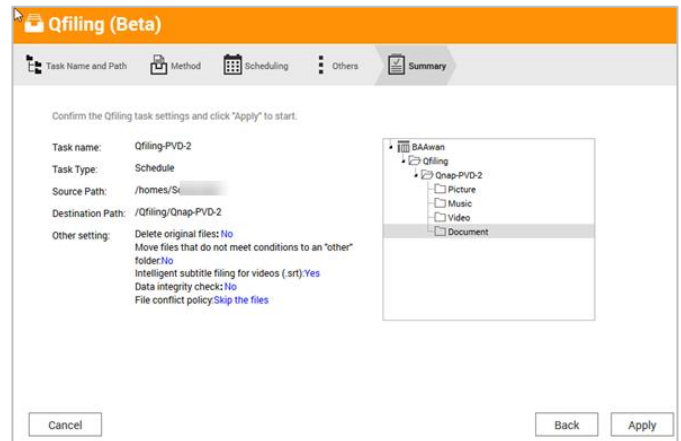


Figure 8

Result of Test Case-2 was successful, however needs to run it.

Task Name	Source Path	Destination Path	Size	Amount	Status	Creation time	End Time	Schedule	Action
Qfiling-PVD-Task	/homes/almed	/Qfiling/Qnap-PVD	3.7 GB/3.73 GB	158/198	Completed Filing	2016/12/22 08:17:20 pm	2016/12/22 08:18:40 pm	Hourly starting at 01	⊙ ⊕ ⌘
Qfiling-PVD-2	/homes/Soheil abid	/Qfiling/Qnap-PVD-2	30.01 MB/52.05 MB	23/28	Completed Filing	2016/12/22 08:31:52 pm	2016/12/22 08:32:00 pm	Hourly starting at 00	⊙ ⊕ ⌘

Figure 9

Test Case-2: Conclusion:

- a) **Defect:** As shown in [Figure 7](#), Considering as bug. Task-2: Scheduling > Hourly Starting at “0”, What does this means? Qfiling instantly?? It does not work until we have to run task again. If it is so then what’s the difference between one time & Scheduling task? – we need to run this task shown in [Figure-9](#) and it execute only once.
- b) **Suggestion:** In Qfiling Schedule > Method shown in [Figure-6](#) add option to do categories by Qnap user folder (contents according to users) in Documents.
- c) **Suggestion:** In Qfiling Schedule > Method shown in [Figure-6](#) add option where customer can add their own file extension settings so that Qfiling can make folder according to those file extensions

6.3 Test Case-3:

Started Qfiling > 3rd Schedule > (based on Microsoft Networking – windows 10 mapped folder with Qnap “VM-2012-MSSql”) Network shared folder for Qfiling.

Adding Task-3

Source path Network level

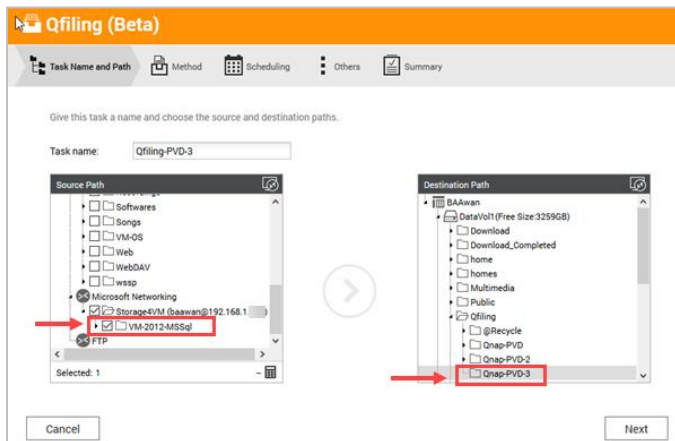


Figure 10

In other tab > selected all check boxes, Rename if existing

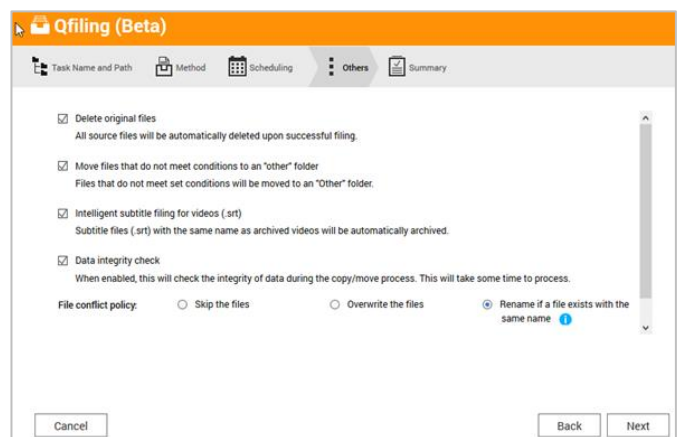


Figure 11

Summary for Task-3

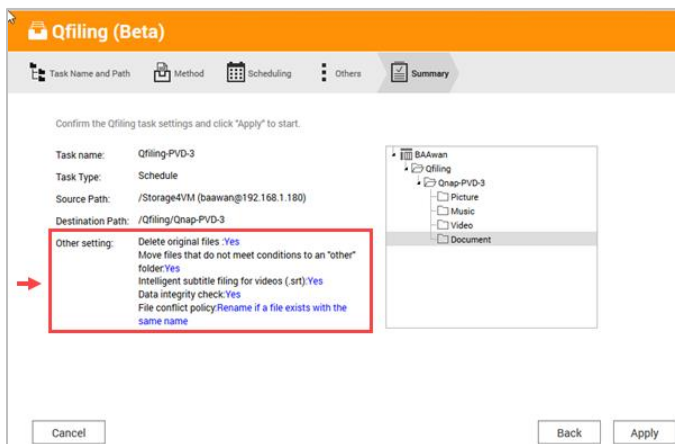


Figure 12

Popup confirmation, clicked OK

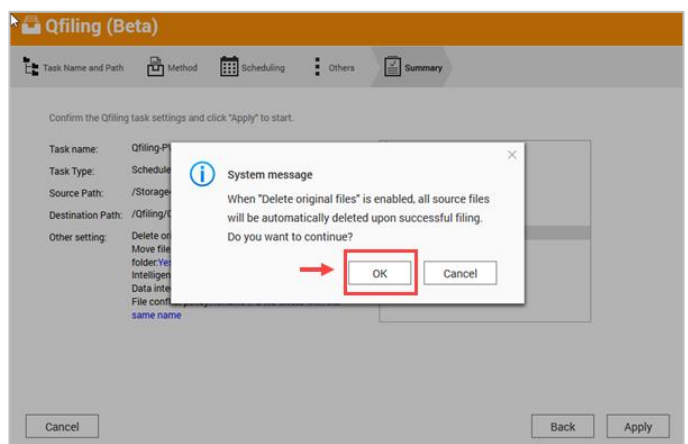


Figure 13



Clicked applied, after sometime gives error

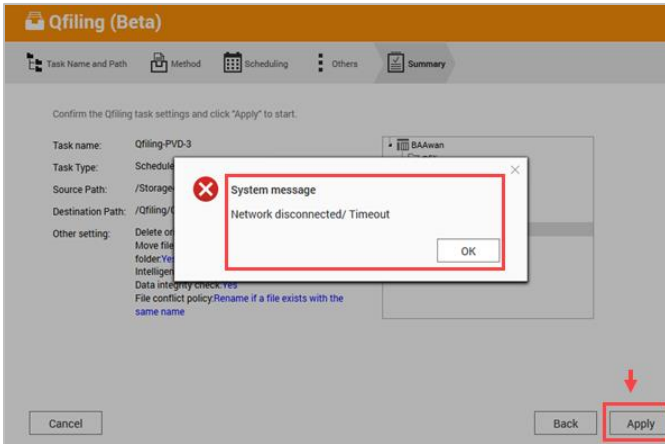


Figure 14

Note: Windows-10 Folder is Mounted with Qnap and status is connected

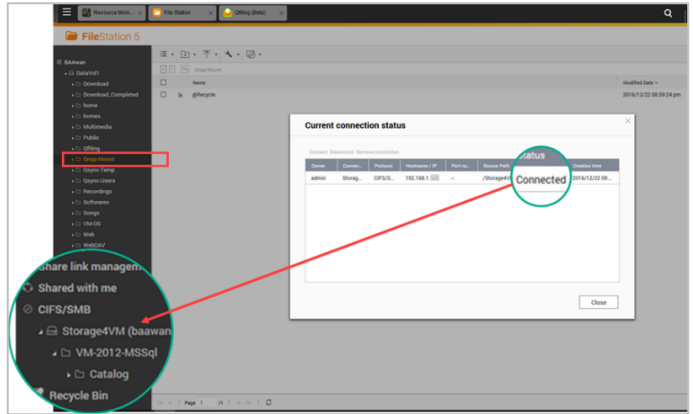


Figure 15

Windows-10 can ping Qnap

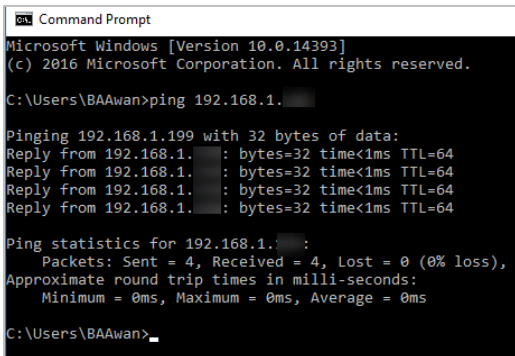


Figure 16

Due to appearing of **error** in removed "rename if file..." to "overwrite the file" this also give **error** as figure-14. Removed "Data integrity" it worked

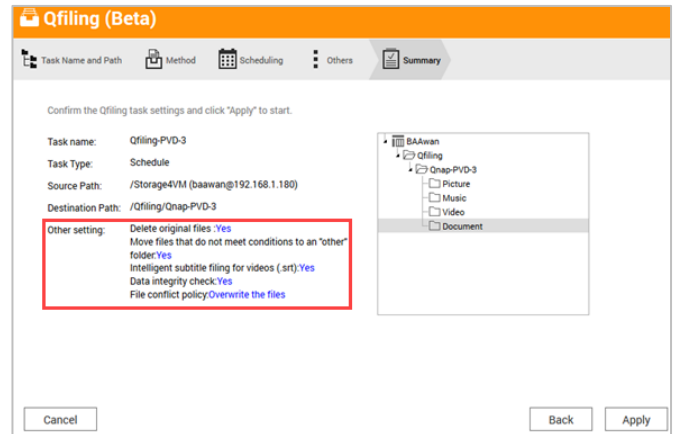


Figure 17

Result of Test Case-3 was successful, however few error appears shown / explained Figure-14 & 17

Task name	Source Path	Destination Path	Size	Amount	Status	Creation time	End Time	Schedule	Action
<input type="checkbox"/> Qfiling-PVD-Task	/homes/ahmed	/Qfiling/Qnap-PVD	0 B/3.73 GB	0/198	Completed Filing	2016/12/22 08:17:20 pm	2016/12/22 10:01:08 pm	Hourly starting at 01	⏏ ⏏ ⏏
<input checked="" type="checkbox"/> Qfiling-PVD-3	Storage4VM (baawan@192.168.1.180)	/Qfiling/Qnap-PVD-3	0 B/0 B	0/0	Completed Filing	2016/12/22 10:06:47 pm	2016/12/22 10:09:27 pm	Hourly starting at 01	⏏ ⏏ ⏏
<input type="checkbox"/> Qfiling-PVD-2	/homes/sohal.abid	/Qfiling/Qnap-PVD-2	0 B/52.04 MB	0/27	Completed Filing	2016/12/22 08:31:52 pm	2016/12/22 10:00:02 pm	Hourly starting at 00	⏏ ⏏ ⏏

Figure 18

Bug: Tried to Recover (shown in [Figure-18](#) > Action column Recover) from Qfiling to Network folder – Prompt different language Popup instead of English. Clicked OK

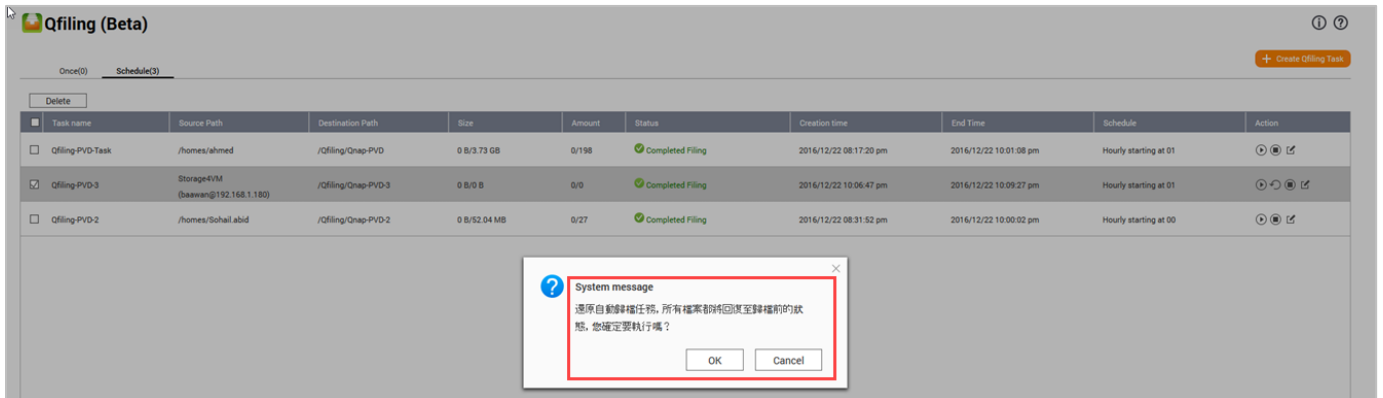


Figure 19

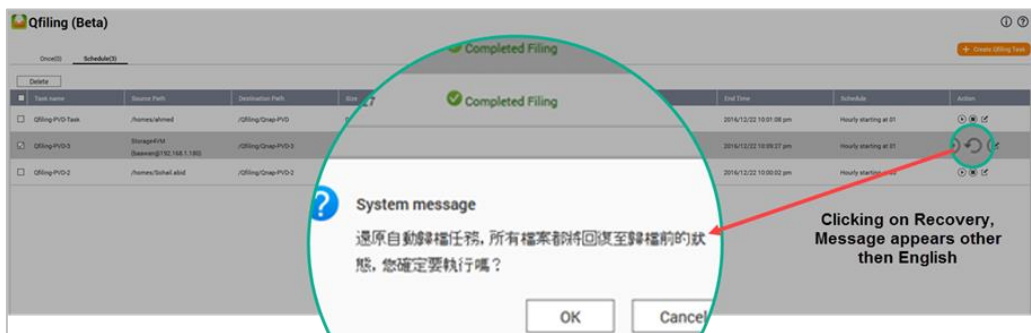


Figure 20

Defect: After clicking on Qfiling > Recover nothing is recovered on the Network windows-10 folders (which was source folder in Task-3) – Note: Windows mounted Folder has full rights for everyone.

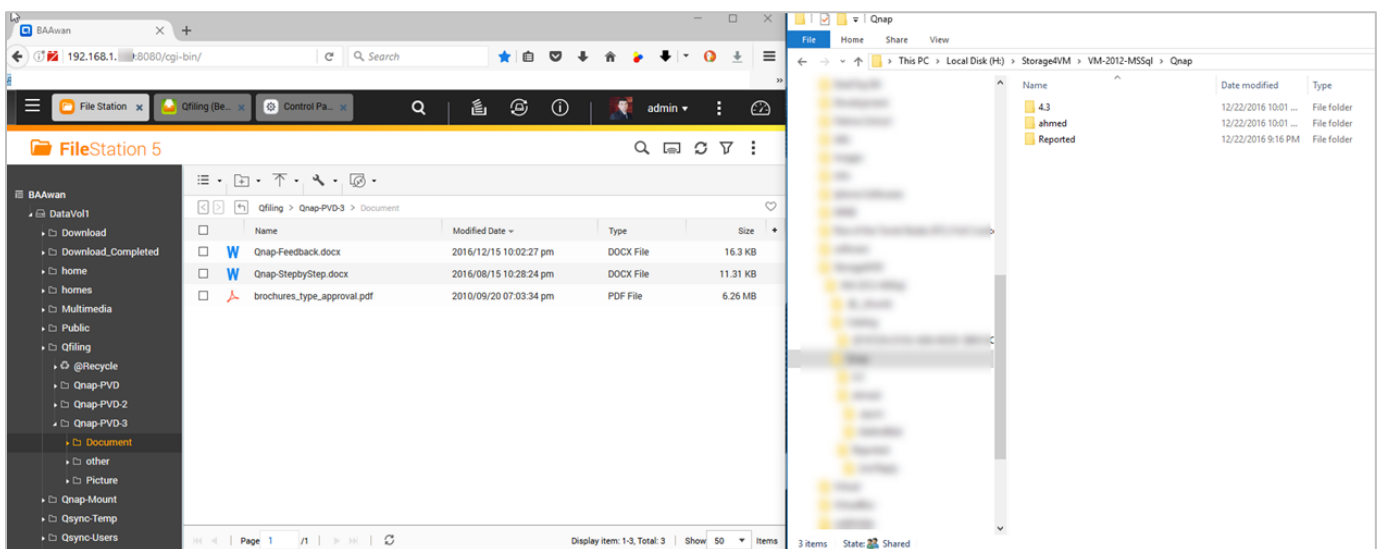


Figure 21

Defect: After clicking on Qfiling > Recover nothing is recovered on the Network windows-10 folders (which was source folder in Task-3) – Note: Windows mounted Folder has full rights for everyone.

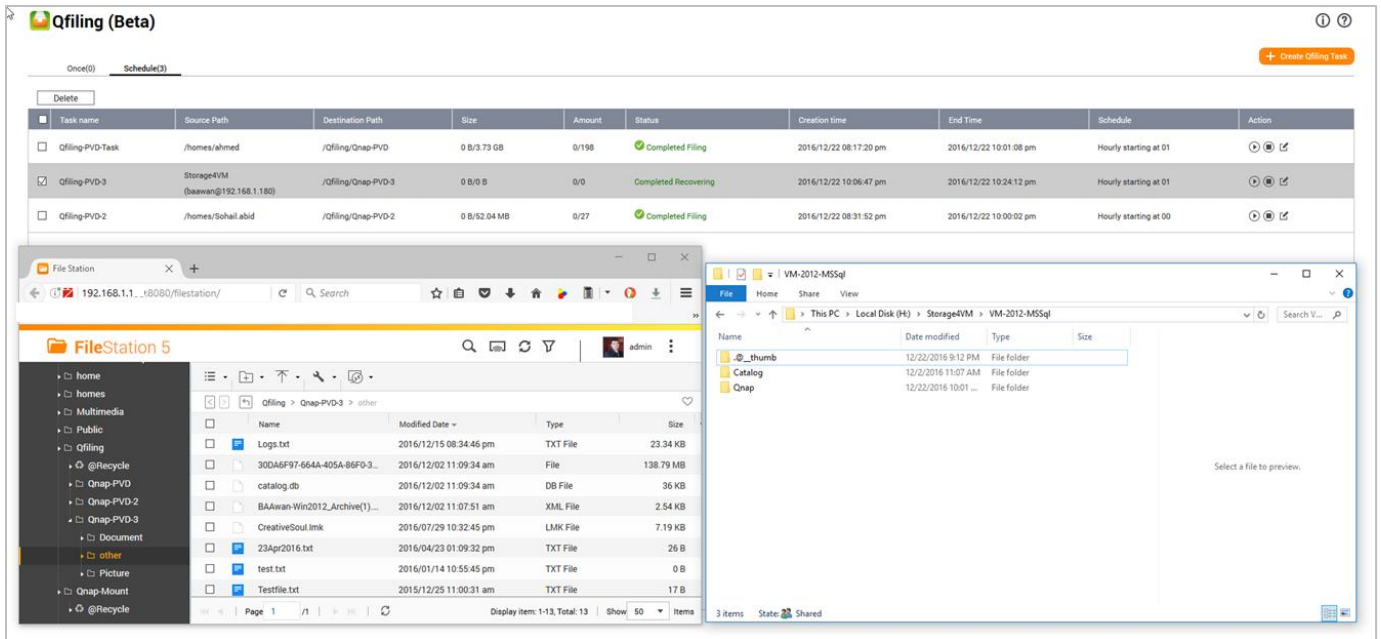


Figure 22

Test Case-3: Conclusion:

- Defect:** In Qfiling > Summary selecting “Data Integrity” gives Network timeout shown in [Figure-14](#)
- Defect:** In Qfiling > Summary selecting “Rename if file exist....” gives Network timeout shown in [Figure-12](#) & Error shown in [Figure-14](#)
- Bug:** Qfiling Recovery popup message in other language other than English shown in [Figure-19 & 20](#)
- Suggestion:** All Source folder should be delete if selected Qfiling summary option “Delete Original Files” Shown in [Figure-11](#)
- Suggestion:** Each Qfiling task must have history, what was backup from source to destination, errors, message all should be capture in logfile
- Suggestion:** Each Qfiling must have option to start instantly or as per scheduling, many task starts instantly – kindly check is it a defect? Check with one-time task also.

