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## Effective Compatibility testing for Consumer Security Products

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### Agenda

2

- Why is Compatibility testing for Consumer products challenging ?
- Defining the compatibility testing flow
- Coming up with a list of Third party products
- Testing scope- Compatibility Testing
- Compatibility test setup
- Test resource Training requirements
- Test cycle execution
- Post mortem process



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## Why is Compatibility testing for Consumer products challenging ?

3

- Consumer products deals with Home users
- Depending upon product's reach, the no. of home users can be in millions.
- Very hard to predict the production environment
  - Home users can have “any” software installed and configured
  - Home user can have “any” hardware configured
- Security products deals with critical aspects of Home PC's

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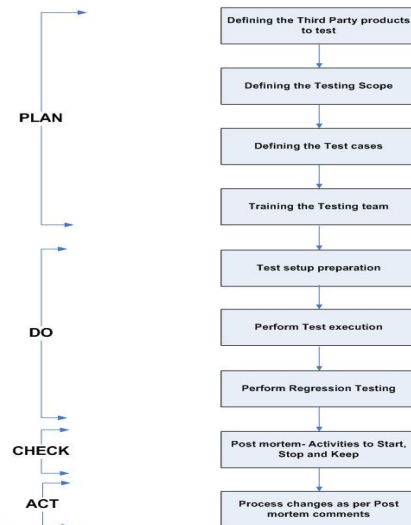
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## Compatibility Testing Flow

4



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## Defining the compatibility testing flow

5

- PLAN
- DO
- CHECK
- ACT

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## Coming up with a list of Third party products

6

- Categorize the Third party products based on Application under test
  - E-mail clients
  - IM clients
  - Productivity Suites
  - Music programs etc.
  - Third Party Resellers
  - Browsers
  - Games
  - Other potentially incompatible products
- Prioritize the third party products to be tested
- Download Top downloads under each category

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## Testing scope- Compatibility Testing

7

- Choose only Third party products which are supported by the Operating system on which the product under test works.
- Pay special attention to the sequence of tests. Testing scope should cover the scenarios relating to when Product under test was installed first and then the Third party products and vice versa.
- Get an overview of functionality of third party Software under test and scope out the tests accordingly.

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## Compatibility test setup

8

- Installing Third party products during Test execution can be a time consuming activity.
- Categorize the third party products to be tested in different scenarios
  - Each scenario has different third party products covered e.g.
    - Scenario1: 1 Email client, 1 IM client, 1 Productivity software , 1 browser etc.
- Create Operating System images with the Software's pre-installed
- Create an appropriate repository for Operating System images and the Third party Software

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## Test resource Training requirements

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- Judge the skill level of QA resources
- Training of QA resources on Application under test
- Training of QA resources on Third Party Applications to be tested
- Training of QA resources on Test setup

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## Test cycle execution

10

- Testing of specific OS images planning across different test passes
- Testing specific to Third party products conducted
- Testing specific to Application under test conducted
- Testing specific to Performance aspects of Application under test
- Updating the Testing status
- Detailed Compatibility test report preparation

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## Post Mortem process

11

- Activities to Start
- Activities to Keep
- Activities to Stop

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## Specific Soft skills required for Third party compatibility testing

12

- Investigative thinking
- Perseverance
- Organizational ability

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# QUESTIONS ?

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## Thank you

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