How to use the Creator Beta Feedback Form

The Creator Beta Feedback Form is set up to automate the collection process for findings about MultiAd Creator Beta. Be as detailed as you can with the Feedback Form. If we receive a report from you, we must replicate your steps, and the bug itself. The Steps to Reproduce are very important so that we arrive at the same outcome as you do. If your bug involves a graphic, indicate the type of graphic used, and any details that are pertinent to the graphic (i.e. masks, clipping paths, etc.)

Fill out all the required information or we may not be able to correctly process your report.

Submit only one finding or suggestion per report.

Below is an explanation on how to fill out and submit a Creator 6.5 Feeback Report, followed by a nonfunctional sample of a completed form.

Name:
Enter your First and Last Name here. This will be used by the automated e-mail system.

E-mail Address:
Accuracy is very important in the e-mail address for the Feedback Form. This will be used by the automated e-mail system.

Company:
Enter the company name

Phone Number:
Enter a daytime phone number. If we have trouble contacting you by e-mail, we may try to contact you by phone.

Beta Version #:
Enter the latest Beta Version build number of Creator that applies to this form It is important that you specify the exact Beta Version build number. If you don't remember the number, here are instructions on how to find it.

Mac: To find your Version number:
1. With the MultiAd Creator application running, choose Apple > About MultiAd Creator. In the About Box you will find "VERSION 6.5b110" where 110 is the Beta Version number.

2. OR select your MultiAd Creator application and choose File > Get Info. In the Version information you will find "MultiAd Creator™ version 6.5b110" where 110 is the Beta Version number.

Windows: To find your Version number:
1. With the Multi-Ad Creator application running, choose Help > About Multi-Ad Creator. In the About Box you will find the version number "6. 5. 110" where 110 is the Beta Version number.

2. OR select the Multi-Ad Creator application and choose File > Properties. Select the Version tab. At the top, you will find "File version: 6.5.110" where 110 is the Beta Version number.

OS Version:
We are beta testing Creator with these current operating systems: Mac OS 9.0/9.1/9.2, Mac OS X, Windows 98/Me and Windows 2000/XP. Select one or more of the check boxes that apply to your bug report or suggestion.

Description:
Please write a detailed description of your findings or suggestion in this field.

Here is a sample of a "Bug Description":
Placing a graphic with the cursor isn't cancelled by opening another dialog. See steps.

Severity:
Click on the button and select one of the five choices:
Crashes my computer--select this option when the use of Creator causes your operating system to quit, freeze, lockup, restart, etc.
Crashes Creator --select this option when Creator unexpectedly quits working.
Feature Failure--select this option when a tool, menu item, process, etc. does not behave as expected.
Minor Problem--select this option when a feature is annoying, doesn't look right or otherwise is not a total failure.
Suggestion--select this option to indicate that this form is actually a request on how to improve the product.

Reproducible:
Click on the button and select one of the four choices:
Always--select this option if you can repeat the bug with the exact same steps.
Sometimes--select this option if the problem is intermittent.
A few times--select this option if the problem happened more than once, but you cannot duplicate it now.
One time--select this option if the problem happened once and you cannot duplicate it now.

Steps to Reproduce:
List all steps that would allow us to duplicate your problem. Then tell us the result that should have happened followed by what actually happened.

If your bug involves a graphic, indicate the type of graphic used, and any details that are pertinent to the graphic (i.e. masks, clipping paths, etc.)

Here is an example of "Steps to Reproduce":
1. File -> Place Graphic
2. Select a graphic; select Place With Cursor; select Place
3. Without placing the graphic, open any other dialog (even Place Graphic again)
4. Select Cancel or Done without doing anything else
5. Notice cursor is still the "Place With Cursor" cursor
6. Clicking or dragging at this point will crash Creator 6.5

Expected Result: Creator will continue working properly

Actual Result: Creator unexpectedly quit with a Type 2 error

Note: If this is a document conversion problem, please specify which application and version generated the original document. We support conversions from Creator versions 3.6 to 4.0.5, Creator2 versions from 1.5 to 1.6.2, and Creator 6 version 1.0 to 6.5.8. If your conversion is between the Windows and Macintosh versions, please indicate this in the Description field.

Click on the Submit Report button to send your information to the Creator Product Team and then exit the form. You will then be sent to a web page that has the option to go back to submit another report. Check your e-mail for an automated reply message that indicates that your bug has been recorded by our database and assigned an bug ID number. Refer to this bug ID when sending followup messages or attached files concerning this bug. There is an automatic e-mail link generated that you should use for any files to be attached to this bug report.

Sample Creator 6.5 Feedback Report Form

Name: * Wendy Whatsit

E-mail Address: * wendy@whatsit.com

Company: Whatsit Press

Phone Number: 555-555-5555

Beta Version #: * 110

OS Version: *
(Please check all that apply.)

- ☑ Mac OS 9.0/9.1/9.2
- ☐ Mac OS X
- ☐ Windows 98/Me
- ☑ Windows 2000/XP

Bug Description: *

> Placing a graphic with the cursor isn't cancelled by opening another dialog. See steps.

Severity: * Crashes Creator 6.5 ⏏

Reproducible: * Always ⏏

Steps to Reproduce:

> 1. File -> Place Graphic
> 2. Select a graphic; select Place With Cursor; select Place
> 3. Without placing the graphic, open any other dialog (even Place Graphic
> again)
> 4. Select Cancel or Done without doing anything else
> 5. Notice cursor is still the "Place With Cursor" cursor
> 6. Clicking or dragging at this point will crash Creator 6.5
> ---

Note: If this is a document conversion problem, specify which application and version generated the original document.

- ○ Creator (3.6 and above)
- ○ Creator2 (1.5 and above)
- ○ Creator6

Version Number: