

### Submitting Problem Reports to OMA

Use the Problem Report Submission page to enter new Problem Reports into the repository. Fill in all the required fields on the page and press **Submit** to save the Report. The more information you provide, the easier it will be for your report to be assessed and resolved. Some fields are not mandatory, depending on the classification of your problem. These are noted below.

**You should only raise a problem report if you are sure that your product conforms to the relevant standards, but you are unable to certify it successfully for one of the following reasons:**

- **There is an error in the test suite**
- **There is an error in the certification system**
- **There is text in a specification which is ambiguous and your interpretation of that text is valid, but different from the interpretation expected by the test suite.**
- **There is a minor system fault which does not affect applications portability**

The fields that you fill in with personal or company information, or information relating to your product, will not be made public. Please ensure that public fields do not contain any information that could identify you, your company or your product. Once you have submitted your report a confirmation page will be shown containing all public information that would be published with the problem report. If you are sure there is no confidential information shown, you can proceed to submit the report.

Please complete the mandatory portions of the Confidential Submitter Information and Public Problem Information sections. Additionally, if classify the problem as a Test Suite Problem (TSD), please complete the Public Test Suite Information to describe the behavior exhibited by the test suite. Likewise, if you classify the problem as a Specification Problem (INT), please complete the Public Specification Information. For problems classified as a Certification System Problem (CSD), there is no mandatory information required beyond that provided in the Public Problem Information section. Though some fields are optional, you should fill out as many fields as possible to provide a thorough description of the problem you are reporting.

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### 2.1 Confidential Information

The confidential fields are only be visible to members of the Certification Authority, and are not visible to other users of the Problem Reporting system.

#### **Name**

Enter your name here, or the name of a contact person if you are submitting on behalf of a group of people. Anonymous or Guest is Allowed.

#### **Contact Email**

Enter your email address here, or a contact email address if you are submitting on behalf of a group of people. This field may be left blank for anonymous entry.

#### **Company Name**

Enter the name of the company or organization that you represent. This field may be left blank for anonymous entry.

#### **Telephone Number**

Enter a telephone number which can be used in case of urgent issues with the resolution of your problem report. This field may be left blank for anonymous entry.

#### **Submitter Reference**

You may enter a reference number if you want, which will be quoted in correspondence relating to the problem report. This field may be left blank for anonymous entry.

#### **Product Name**

If you classify your problem as a Test Suite Deficiency, then please enter the name and version of the device that you were testing when the problem in the test suite became evident. This field may be left blank for anonymous entry.

#### **Network Environment**

If you classify your problem as a Test Suite Deficiency, then please enter the ICS Number of the test in question, and describe the environment in which the problem occurred.

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### 2.2 Public Information

The following information will be available for all users of the problem reporting system regardless of privilege.

#### **Problem Classification**

Please enter the classification of the problem you are raising. The options are explained in the table below.

Classification	Description
Test Suite Deficiency (TSD)	An error in a test suite, which is causing it to produce an incorrect result code that impacts certification.
Specification Problem (INT)	There is ambiguous text in the specification, and the test suite or certification system have interpreted the text in a different way to the way it has been interpreted during the development of your product. These are also known as <i>Grey Areas</i> .

#### **Problem Summary**

Provide a summary of the problem, containing key words. This summary is used in table listings of problem reports returned by searches, for example when another user of the Problem Reporting system is checking whether the problem they are encountering has already been reported. Please do not include any information that would identify you, your company or your product.

#### **Linked Problem Reports**

If you think that your problem relates to any existing problem report in the Problem Reporting system, provide the relevant report number(s) here. This will allow cross referencing between reports for reviewers and other users of the system. If you enter multiple problem report numbers, please enter them as a comma separated list.

Please be aware that you should *only* enter a problem report number in this field if you are aware of a related problem report. If no related problem report exists, or if you do not wish to enter a related problem report number, please leave this field blank.

#### **Problem Text**

Enter a full description of the problem you are encountering. Your description should be detailed enough to enable reviewers to agree or disagree with your assessment during the resolution process. It should also be presented in a way that will enable other users of the Problem Reporting system to identify whether they are seeing the same problem, when they search resolved problem reports. Please do not include any information that would identify you, your company or your product.

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## OMA Problem Report Entry Description

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In the Problem Text section, you may optionally enter some or all of the following information to help the IOP Group or Working Group identify and reproduce the problem for discussion and resolution:

### ***Test Suite Section***

Select the appropriate Test Suite Section that was in use when the problem was encountered. In general, test suite output should always be provided unless its a problem that occurs independent of the test suite, for example a specification problem for which there is no relevant test.

### ***Test Identification***

Provide the full name of the test and test case that is showing the problem. Ensure the name is not ambiguous. You may include multiple test cases if required. Example full test identities are:

- A single test: wap/cache/basic/correctness/1
- A range of tests: wmlscript/core/functions/declaration/1-2

If the problem you are not reporting does not include test suite output, this field is optional.

### ***Test Output***

If your problem is identified in the test journal output, you should enter the relevant fragment of test output here. This will be used by the reviewers in resolving your problem, and by future users of the Problem Reporting system when searching for existing known problems.

### ***Specification***

Provide the name and version of the Specification that contains the problem being reported, or which contains the references that justify the behaviour of your product. If you are not reporting a specification problem, this field is optional.

### ***Location in Specification***

Provide a reference to the location in the specification to which your problem or justification refers.