



iWDITR Internet Western Digital Issue Tracking Reports

The iWDITR system (Internet Western Digital Issue Tracking Report - ITR for short) is your mechanism to communicate: user interface & functionality issues, positive feedback and feature requests you would like to see implemented.

- You are set up in iWDITR system. <https://extranet.wdc.com/iWDITR/Home.mvc/Login> (Figure 1)
- Your user name and password is in this format: bb_last_first initial
 - For example; “bb_smith_j” would be Jeff Smith’s user name and password

iWDITR Login Page

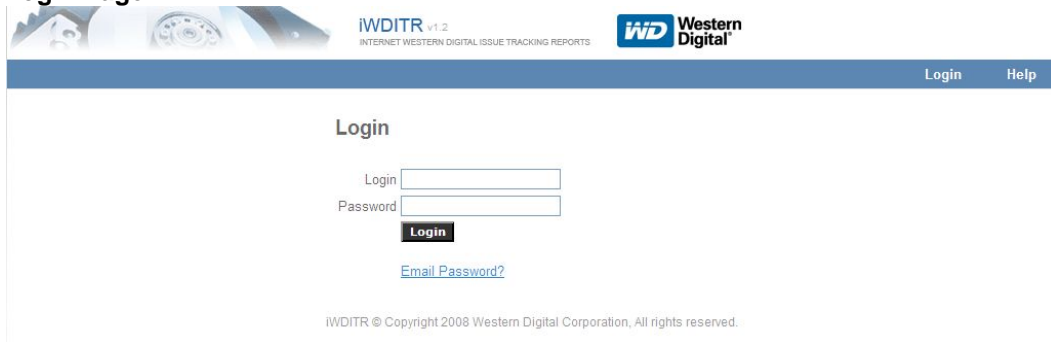


Fig 1: Login Page

The Profile Page will be displayed once you have logged into the iWDITR system.

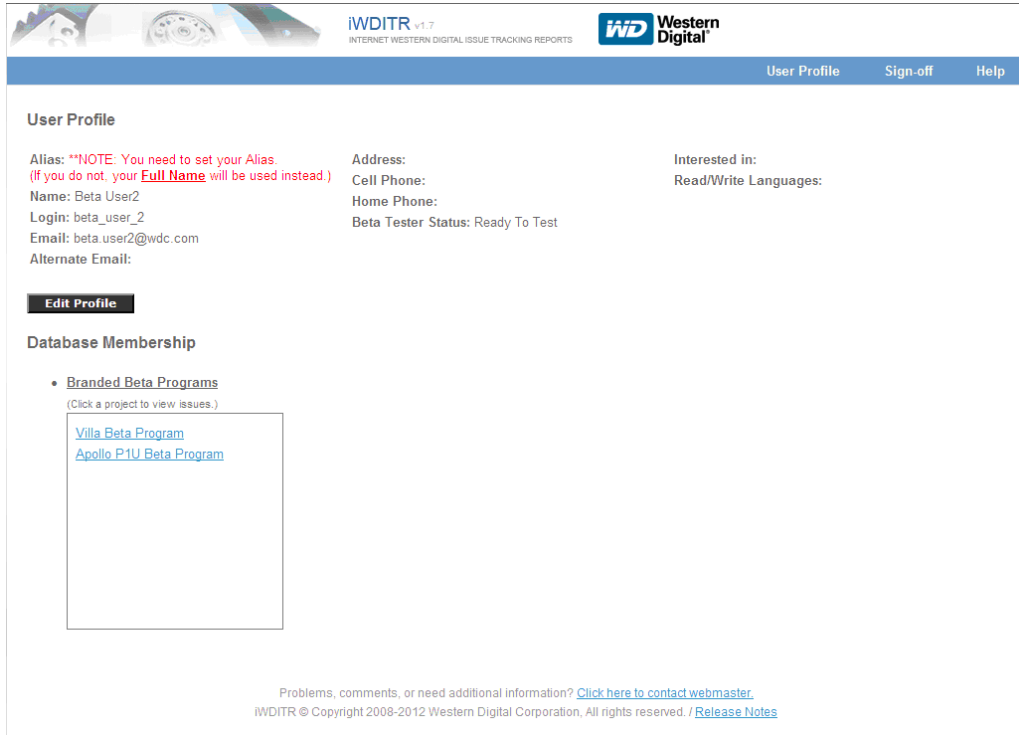


Fig 2: Profile Page

Edit Profile Page: Please fill out your profile with as much detail as you can. This data will help us not only let us know where to send a beta unit but it can help us determine there is a particular trend with specific hardware or your test environment.

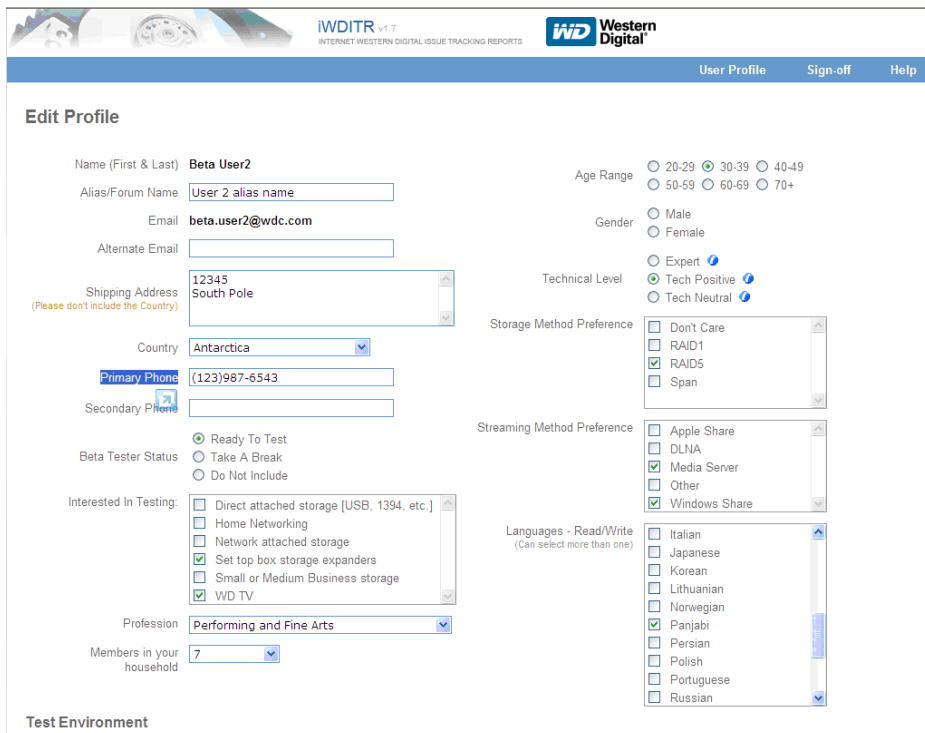


Fig:3 User profile 1

Test Environment

Network/Internet

Internet Provider

Internet Type
 Dial-Up DSL Cable
 FiOS AT&T U-verse Satellite
 Cellular Radio

Internet Speed
 1-2Mb 3-6Mb 7-12Mb
 Less than 1Mb Greater than 12Mb

Network Speed
 10/100 100/1000 "Gigabit"

Network Connections
 Wireless Wired Powerline

Wireless Speed (if applicable)
 802.11a 802.11b 802.11g
 802.11n 802.11ac

Band (related to Wireless Speed)
 Single Double Triple

Media File Types Used

(Can select more than one)

- 3GP
- AAC
- AIFF
- AVI
- BMP
- FLAC
- ISO
- MP3

Audio Needs

AAC Dolby DTS FLAC
 Master Audio WMA OGG

Housing Environment

Type:
 Apartment Condo Single Family Residence

Build Material:
 Wood/Stucco Brick/Concrete Steel Other

Type
 Single Story Multi Story High Rise

Interfaces

USB 2.0 USB 3.0 Firewire Thunderbolt

Mobile Devices

Android Blackberry iPad iPhone
 iTouch Tablet Windows Other

Online Service Accounts

(Can select more than one)

- TiVo
- Napster
- NBA
- Netflix
- NetRange MMH
- NFL
- NHL
- NPR

Media Source

BitTorrent Personal Library Backup
 Media Streaming Service Digital camera/recorder
 UseNet/News-group Rip

Router(s) Add A Router

Fig:4 User profile 2

Master Audio WMA OGG

TV Source

Cable Satellite IPTV ATSC
 DVB-T ISDB-T DMB-T/H

TV(s) Add A TV

Make
Model
TV Type
3D Capable Yes No
Connection Type

Make
Model
TV Type
3D Capable Yes No
Connection Type

WD Product(s) Add A Product

Model - Product Name
Serial Number
MAC Address

Model - Product Name
Serial Number
MAC Address

Router(s) Add A Router

Make
Model
Year Purchased
DHCP Renewals How Often

Other Electronics(s) Add A Peripheral

Type
Make
Model
OS

Type
Make
Model
OS

Type
Make
Model
OS

Fig:5 User profile 3

Please make sure you fill out which WD product you currently have.

Once you have filled out your profile data, you are ready to be selected to be added to a Beta program.

The screenshot shows the iWDITR v1.7 user profile page. The header includes the iWDITR logo and the Western Digital logo. The navigation bar contains 'User Profile', 'Sign-off', and 'Help'. The main content area is titled 'User Profile' and displays the following information:

Alias: User 2 alias name	Address: 12345 South Pole	Interested in: Set top box storage expanders, WD TV
Name: Beta User2	Cell Phone: (123)987-6543	Read/Write Languages: Panjabi
Login: beta_user_2	Home Phone:	
Email: beta_user_2@wditr.com	Beta Tester Status: Ready To Test	
Alternate Email:		

Below the profile information is an 'Edit Profile' button. In the center of the page, there is a box titled 'Pending Beta Program Requests' containing a 'WD TV Live Hub Beta' request with a 'Respond By: 5/25/2012' deadline and 'ACCEPT' and 'DECLINE' buttons. At the bottom, the 'Database Membership' section lists 'Branded Beta Programs' with links for 'Villa Beta Program' and 'Apollo P1U Beta Program'.

Fig 6: Pending invite to beta

Figure 6 displays what an invite will look like within the iWDITR system. You can choose to Accept or Decline the invitation.

Under the Branded Beta Programs is a list of Beta programs by product name. Select the particular product name that you want to search or write ITRs against (the product you have under test).

IWDITR v1.7
INTERNET WESTERN DIGITAL ISSUE TRACKING REPORTS

Western Digital

User Profile Sign-off Help

User Profile

Alias: User 2 alias name
Name: Beta User2
Login: beta_user_2
Email: beta.user2@wdc.com
Alternate Email:

Address: 12345 South Pole
Cell Phone: (123)987-6543
Home Phone:
Beta Tester Status: Ready To Test

Interested in: Set top box storage expanders, WD TV
Read/Write Languages: Panjabi

[Edit Profile](#)

Database Membership

- **Branded Beta Programs**
(Click a project to view issues.)
 - [Villa Beta Program](#)
 - [Apollo P.1U Beta Program](#)

Problems, comments, or need additional information? [Click here to contact webmaster.](#)
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Fig 7: Profile review projects

Issues List Page will display ITRs already written for the product that was selected from the Profile Page.

IWDITR v1.7
INTERNET WESTERN DIGITAL ISSUE TRACKING REPORTS

Western Digital

beta_user_2 User Profile Sign-off Help

Branded Beta Programs

Search for Project **Villa Beta Program** Containing: [Search](#)

[New Issue](#) | [View Only My ITRs](#) | [Clear Search](#)

Search results for **All Issues** where Project: **Villa Beta Program** 61 - 70 of 171 results - 0.03 s

[First](#) | [« Previous](#) | [Next »](#) | [Last](#)

ITR No.	Summary / 🔗	ITR Type	Date Recorded	State	Last Modified	Failed FW / SW Rev Level	Fixed FW / SW Rev Level
923	Villa - setting for bit depth	Beta Tester Issue	8/27/2009 9:45 PM	Closed	8/31/2009 11:02 AM	1.05	
917	[Villa] Incorrect playback of DVD ripped content	Beta Tester Issue	8/27/2009 7:44 AM	Open	2/19/2010 3:27 PM	0.01.01, 0.01.02, 0.01.03, 0.01.04, 0.01.05	
916	FIXED - Network shares - Some Folders not shown	Beta Tester Issue	8/26/2009 11:48 PM	Closed	9/14/2009 10:02 AM	0.01.05	1.00.06
915	Audio/Video drops.	Beta Tester Issue	8/26/2009 8:33 PM	Closed	8/28/2009 9:56 AM	*.04	
914	FIXED - Spanish translations - Network shares	Beta Tester Issue	8/26/2009 8:22 PM	Closed	8/31/2009 10:48 AM	0.01.05	0.01.07
913	FIXED - Network shares - No files	Beta Tester Issue	8/26/2009 8:13 PM	Closed	9/14/2009 10:02 AM	0.01.05	1.00.06
912	Forced Network Configuration	Beta Tester Issue	8/26/2009 7:42 PM	Closed	9/3/2009 9:38 AM	0.01.05	
906	Confirmation of ITR No. : 808Can't Connect to PC	Beta Tester Issue	8/26/2009 1:18 PM	Closed	8/28/2009 10:04 AM	*.04	
903	***NEW FIRMWARE AVAILABLE*** 0.01.05*** PLEASE UPDATE YOUR DEVICES	Feature Request	8/26/2009 11:22 AM	Closed	9/3/2009 9:25 AM	-	
899	FIXED - Photo Viewing/Browsing Disaster						

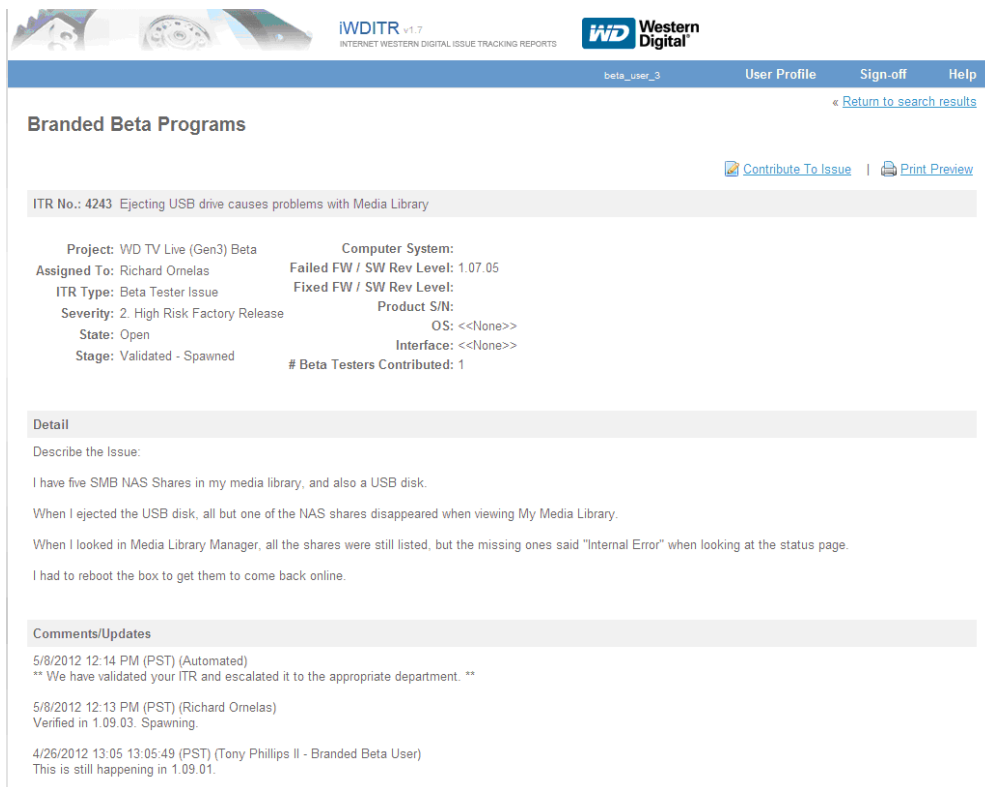
Fig 8: Issues List Page

The **Search function** will search all ITRs within a Product Beta Program that contains the specified text entered in the open text field. If the search button is selected, a list of ITRs will be displayed that contain the specified text within the Summary field or within the Details field of existing ITRs.

Very Important!!!

- It is very important to search for your issue to see if it has been written up before. Review the similar issue from your search result. If it has been written up before, you can select the “Contribute To Issue” button and write additional information to support the original ITR. (Note: always “contribute” to an issue if you are experiencing it too. This will help us understand the magnitude of the problem.)
- Only write a “New Issue” if there is not a similar issue already. If you write a “Duplicate” ITR, we will close it and only keep the previous ITR open.

ITR Report Page will be displayed if you select an ITR from the Issues List page.



Branded Beta Programs

ITR No.: 4243 Ejecting USB drive causes problems with Media Library

Project: WD TV Live (Gen3) Beta
Assigned To: Richard Omelas
ITR Type: Beta Tester Issue
Severity: 2. High Risk Factory Release
State: Open
Stage: Validated - Spawned

Computer System:
Failed FW / SW Rev Level: 1.07.05
Fixed FW / SW Rev Level:
Product S/N:
OS: <<None>>
Interface: <<None>>
Beta Testers Contributed: 1

Detail

Describe the Issue:

I have five SMB NAS Shares in my media library, and also a USB disk.

When I ejected the USB disk, all but one of the NAS shares disappeared when viewing My Media Library.

When I looked in Media Library Manager, all the shares were still listed, but the missing ones said "Internal Error" when looking at the status page.

I had to reboot the box to get them to come back online.

Comments/Updates

5/8/2012 12:14 PM (PST) (Automated)
** We have validated your ITR and escalated it to the appropriate department. **

5/8/2012 12:13 PM (PST) (Richard Omelas)
Verified in 1.09.03. Spawning.

4/26/2012 13:05 13:05:49 (PST) (Tony Phillips II - Branded Beta User)
This is still happening in 1.09.01.

Fig 9: Review issue

Review the Details of the ITR Report carefully. If the ITR resembles your issue or feature request enough, select “Contribute to Issue” and enter your supporting detail.

Contribute To Issue page will be displayed if you hit the “Contribute To Issue” button on the “ITR Report Page”. You will only select this button if the issue you have is very similar to the issue reported in the “ITR Report Page”.

Branded Beta Programs

Summary*
Ejecting USB drive causes problems with Media Library

Detail
Describe the Issue:
I have five SMB NAS Shares in my media library, and also a USB disk.
When I ejected the USB disk, all but one of the NAS shares disappeared when viewing My Media Library.
When I looked in Media Library Manager, all the shares were still listed, but the missing ones said "Internal Error" when looking at the status page.
I had to reboot the box to get them to come back online.

Project*
WD TV Live (Gen3) Beta

Assigned To*
Richard Ornelas

ITR Type*
Beta Tester Issue

Severity*
2. High Risk Factory Release

Stage
Validated - Spawned

Computer System

Failed FW / SW Rev Level*
1.07.05

Fixed FW / SW Rev Level

Product S/N

OS
None

Interface
None

Beta Testers Contributed
1

Originator
Beta Tester

Cancel Submit

Add Additional Comments or Updates

Comments/Updates
5/8/2012 12:14 PM (PST) (Automated)
** We have validated your ITR and escalated it to the appropriate department. **
5/8/2012 12:13 PM (PST) (Richard Ornelas)
Verified in 1.09.03. Spawning.

Fig 10: Contribute To Issue

Shown in Figure 5, All of the fields are grayed out except the “Add Additional Comments or Updates”. This is where a new Beta tester or the originator of the ITR can add additional information to help troubleshoot reproduce the issue.

A history of all contributions/conversations will be displayed in the Comments and Updates field just below the entry field. The Additional Comments or Updates will only be added if the ITR is submitted.

Note: A contributor can also upload attachments to the ITR. Attachments may consist of:

- **Screen captures**
- **Video of the issue**
- **Test content**
- **Console logs**

New Issue Generation Page is reserved for new issues only after a thorough search of the Issues List has occurred. Please look at the image below to see what kind of data gets filled into the Issue Generation Page. Also refer to the glossary of terms at the end of this document.

Fig 11: New Issue Generation

Please note: It is important that you only log 1 issue per ITR. For example: If thumbnails are too small and off center, separate ITRs should be created for the 'too small' issue and the 'off center' issue. This will help the engineer organize and process the ITRs efficiently.

Writing Detail of the problem or feature request: Write a step-by-step procedure of how to reproduce the problem. If it is intermittent let us know how many times you tried before result occurred. We may require background information to be added to the Detail section as well.

Examples of the types of background info to add is listed below;

- Connection: Wireless/Wired
- Wireless equipment: Netgear – wireless adaptor, Dlink – router ...etc
- Video source connection: HDMI, Component, Composite
- Media Sourced Directory: Network Share, Media Servers, Local USB
- Recently Rebooted: ~Time or # days
- Video type
 - File extension
 - Video/Audio codec

Comments/Updates field is used for two way communications between you and the Beta engineer after the original ITR has been submitted. Please use the timestamp button. And write all responses below the timestamp. The Beta engineer may request additional information from you or use this field to give you status. You will automatically receive an email that will contain the updated information.

File Uploads

If you have legal (sharable) content that is exhibiting a problem and it is less than 30 MB you can attach a file(s) to the ITR. A picture says a thousand words. The best way to give us information about the problem you are witnessing is by uploading a picture or a video. If it is a problem that is harder to reproduce, attach a consol log if it is available.

View Only My ITRs (No figure displayed) Button is used to list only the ITRs that you have written that pertain to the specific product you selected from the Profile Page. You may edit only your ITRs. By selecting an ITR and hitting the “Contribute To Issue” button, the ITR form will be displayed and you can edit some of the fields that you wrote before.

Glossary

Refer to Figure 7 for lettered Items in Glossary

Fig 12: Glossary of terms reference

- A. **Summary (Required):** Concise summary of issue or feature
- B. **Detail (Required):** This is where detailed steps to reproduce a failure or description of feature request would be written. Please use the timestamp button. Write all details below the timestamp.
- C. **Add Additional Comments or Updates:** This field is used to enter any additional information you can provide for the ITR.
- D. **Comments/Updates:** Is a no text entry field used to view the two way communications between the Beta engineer and the contributors after the original ITR has been submitted.

- E. **Assigned To:** is the name of the Engineer or Tech that is reviewing the ITR.
 - F. **ITR Type (Required):** Select the correct type in the dropdown (Beta Tester Issue, Feature Request, Positive Feedback).
 - G. **Severity (Required):** In your best estimation please rate your issue how important this would be to you. Severity 1 being the most important
 - H. **Stage:** This is a status field as to where in the review, validating or spawning to internal Development tracking system.
 - I. **Computer System:** This field does not apply to media products and is up to the engineer to require on a per project basis
 - J. **Failed FW / SW Level (Required):** Note the firmware or software that is currently loaded onto your device. Your CAE engineer will notify you where you can find this information.
 - K. **Fixed FW / SW Level:** This is recorded after the issue has been fixed
 - L. **Product S/N:** This field is required at the discretion of the engineer conducting the beta program
 - M. **OS:** This field is required at the discretion of the engineer conducting the beta program
 - N. **Interface:** This field is required at the discretion of the engineer conducting the beta program
 - O. **#Beta Testers Contributed:** Count of total beta testers that have contributed to the specific ITR
 - P. **Originator:** This is the name of the originating Beta tester of the specific ITR
- **State:** (Figure 3). Issues will remain open until issue is reviewed and closed. This does not necessarily mean that the problem is solved.
 - **Contribute To Issue:** (Figure 4) When an existing issue is similar to the issue you want to report, use this button. A form like Figure 7 will display.

(Required): Indicates fields that are required to be filled in before submitting the ITR.