

Top 10 reasons why content fails Nokia QA testing

Listed below—in order of importance—are the top ten reasons why content uploaded to Nokia store fails Nokia QA testing. For details on how to avoid an issue, see the referenced page.

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1) The selected language and country distribution do not match

When you upload content to Nokia Store, the country and device distribution you choose must correspond to the language used in your content.

If you want to distribute your content globally to all countries, the content must be in English. If the content is in another language, you may distribute it to specific countries only, which are listed here:

http://www.developer.nokia.com/Distribute/Ovi_Store_guidelines.xhtml#article2. If you try to distribute content to a country that is not listed for your language, your content will be rejected.

Select the country distribution

The example in this section shows how to select France and Algeria as the countries of distribution for a fictional French application.

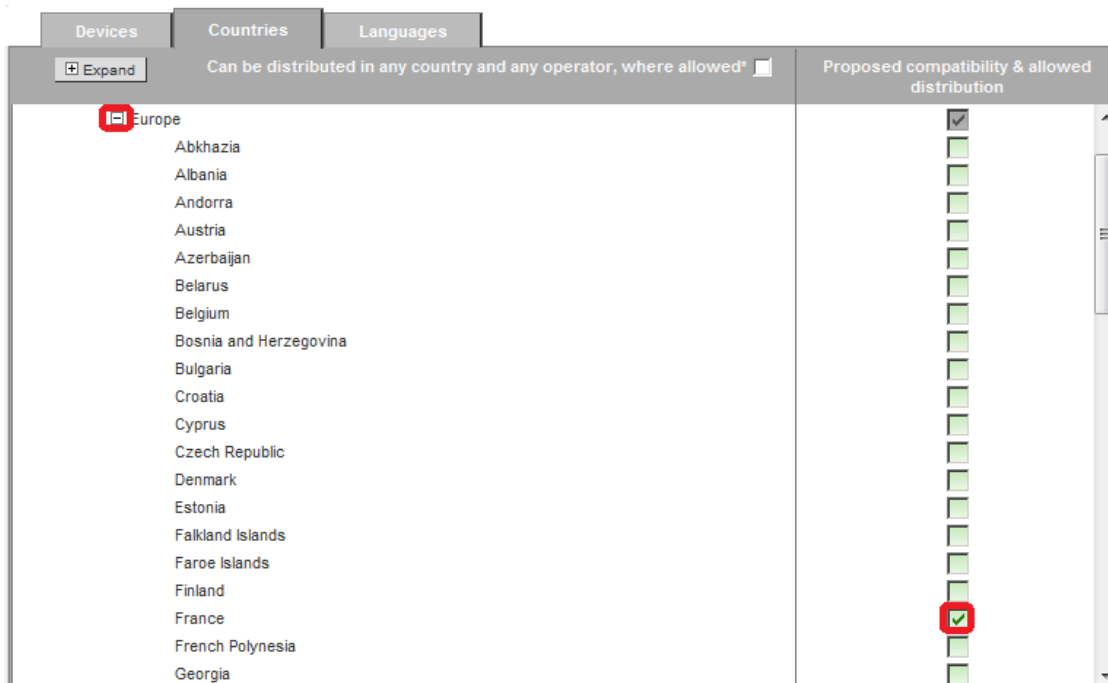
Before you begin, check the allowed distribution for French content on the Nokia website (http://www.developer.nokia.com/Distribute/Ovi_Store_guidelines.xhtml#article2). Note that the distribution of French content is allowed in all of Europe and in Algeria.

Finnish	Finland, Norway, Sweden, Denmark
French	<div style="border: 2px solid red; padding: 5px;"> Europe, Canada, Asia-Pacific: New Caledonia, Vietnam, Cambodia, Latin America: French Guiana, Guadeloupe and Martinique, Haiti, Middle East and Africa: Algeria, Armenia, Benin, Burkina Faso, Burundi, Cameroon, Central African Republic, Chad, Côte d'Ivoire, Comoros, DR Congo, Djibouti, Equatorial Guinea, Gabon, Guinea, Lebanon, Madagascar, Mali, Mauritius, Morocco, Niger, Nigeria, Republic of the Congo, Rwanda, Reunion, Senegal, Seychelles, Togo, Tunisia </div>
French (Canadian)	Canada
Galician	Spain

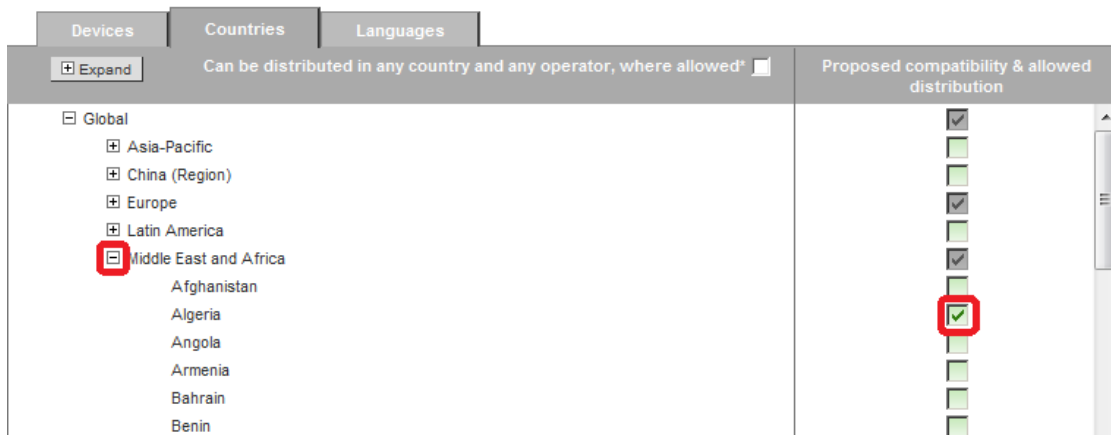
On the Nokia Publish website Distribution page:

1. Click the [Countries](#) tab.
2. Clear the [Can be distributed in any country and any operator, where allowed](#) check box.

3. Click + beside **Europe** to expand the list of European countries.
4. In the **Proposed compatibility & allowed distribution** column, select the check box for **France**.

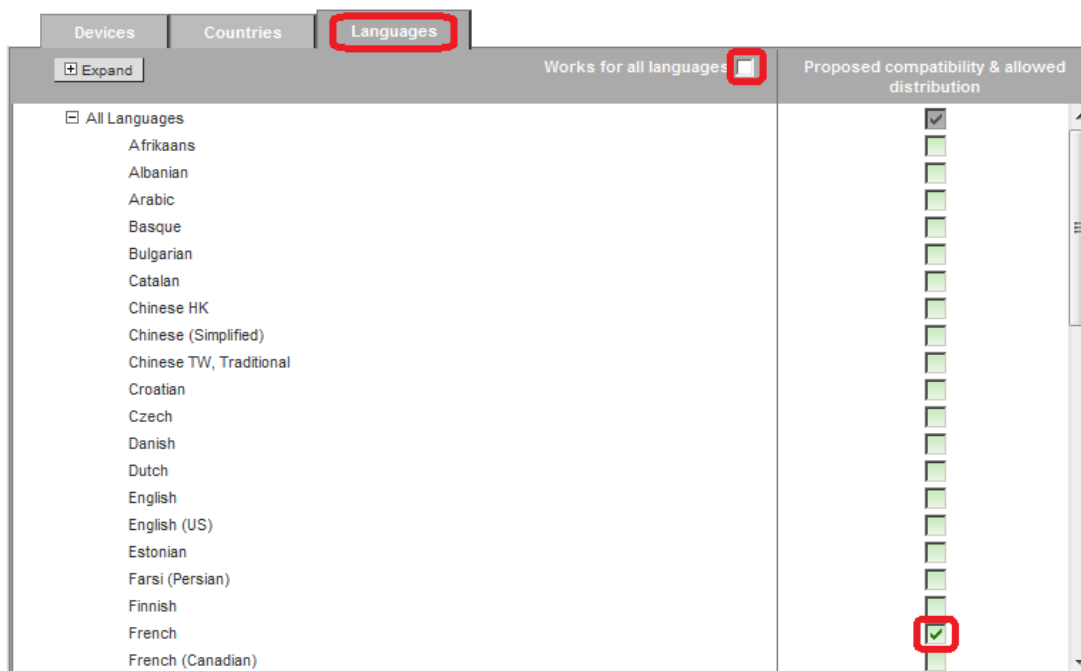


5. Expand the list of countries under **Middle East and Africa**, and then select the check box for **Algeria**.



Select the languages distribution

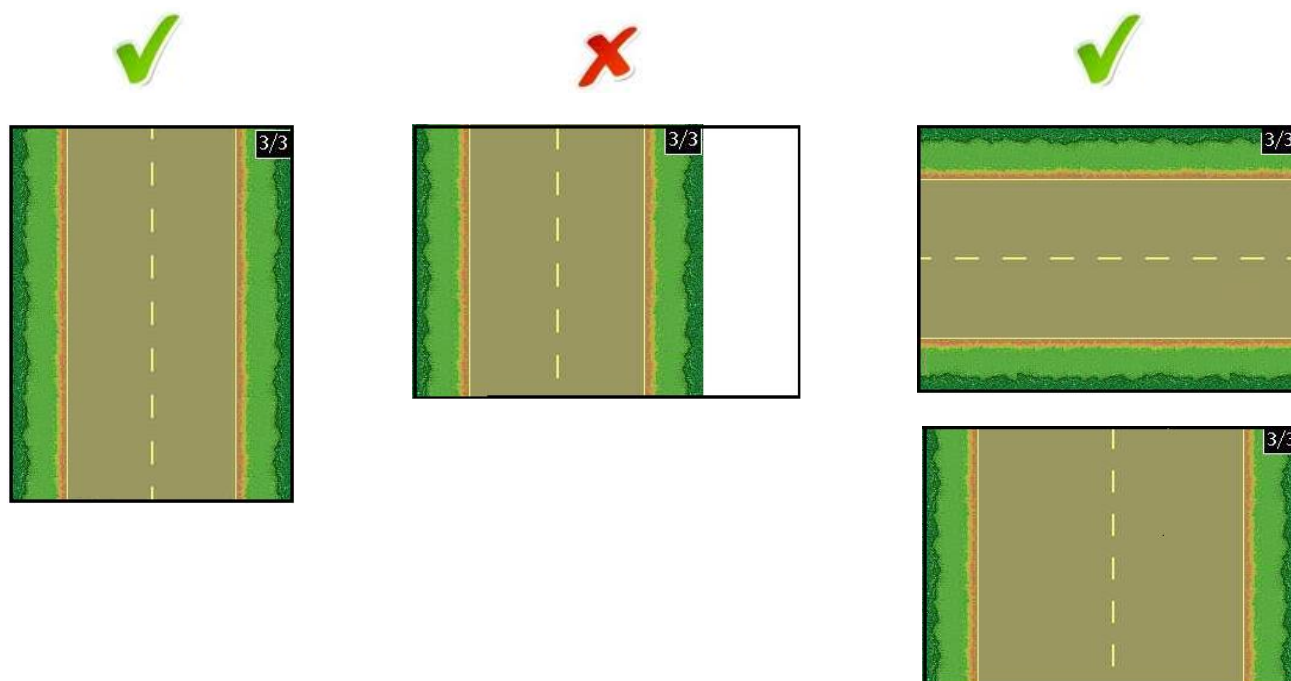
1. Click the **Languages** tab.
2. Clear the check box **Works for all languages**.
3. Scroll down the list of languages and select the check box for **French**.



4. If you are ready to submit the app, click [Submit to QA](#).

2) The content does not display correctly when it changes orientation from portrait to landscape

Content is not required to switch from portrait to landscape mode when the consumer turns the device sideways. The display can remain permanently locked in either portrait or landscape mode. However, if the content does detect a change in orientation, and reacts to the change, the display must scale properly. This means, for example, that in landscape mode, the side of the image must not be cropped. The display image must always use the full screen area available.



For information on rotating images, see:

- Qt: http://www.developer.nokia.com/Community/Wiki/CS001514_-_Rotate_picture_in_Qt
- Symbian: a) http://www.developer.nokia.com/Community/Wiki/CS000866_-_CBitmapRotator
- b) http://www.developer.nokia.com/Resources/Library/Symbian_Design_Guidelines/rotation.html
- c) http://library.developer.nokia.com/topic/S60_3rd_Edition_Cpp_Developers_Library/GUID-B02C762B-C452-4184-ABEA-4753E6CD47D2.html
- d) http://www.developer.nokia.com/Community/Wiki/CS001438_-_Listening_for_screen_orientation_changes
- Java: http://www.developer.nokia.com/Community/Wiki/CS001263_-_Rotating_images_in_Java_ME
- MeeGo 1.2 Harmattan: http://harmattan-dev.nokia.com/docs/library/html/guide/html/Developer_Library_Best_practices_for_application_development_Controlling_rotation.html

3) The Symbian package file specifies the incorrect operating system

The platform identification code (Platform ID) is used during installation to check the compatibility of the app and the operating system. If the Platform ID in the .pkg file is incorrect, the device displays an error message during installation, even if the app and the device are compatible.

This example below shows how to specify the platform.

```
; Example package file showing specifying "Platform1"

; Languages supported
&EN

; Localised vendor name
%{"Symbian Software Ltd."}

; Global vendor name
:"Symbian Software Ltd."

; Standard PKG file header
#{"ExampleForPlatform1"}, (0x12345678), 1, 2, 3

; Can only be installed on a Platform1 device, any version.
; The UID, (0x00001000) identifies the target hardware/UI platform.
; Refer to the Nokia website for correct values.
[0x00001000], 0, 0, 0, {"Platform1ProductID"}
```

For a list of Symbian Platform codes to use, see

[http://www.developer.nokia.com/Community/Wiki/S60 Platform and device identification codes](http://www.developer.nokia.com/Community/Wiki/S60_Platform_and_device_identification_codes).

4) The content does not prompt for an installation drive

The installation process should prompt the consumer to choose a drive on which to install the content.

This problem arises if the Symbian package file hardcodes the installation drive. Be aware that some older Qt tools generate a Smart Installer wrapper package file that hardcodes the installation to drive C. For example, specifying `c:\private\2002CCCE\import\MyApp.sis` means that the Smart Installer always installs MyApp to drive C once the content is downloaded from Nokia Store.

To correct this problem, use the “!” character in the directory path for the installation as shown below. This allows the content to be installed on the consumer’s preferred drive:

```
!:\private\2002CCCE\import\MyApp.sis
```

5) The flow diagram submitted with a Java app is not accurate

If you are submitting a Java app to be signed by Nokia, you must submit a diagram that correctly outlines the operational flow of the app. If you are submitting an app that is already signed, you do not need to include a flow diagram.

The flow diagram is used for testing purposes and should include information such as the navigation of all operational flows, display of all screens, activation of main features, triggering of main events, etc.

The Java Verified Unified Testing Criteria includes an example of a flow diagram (see http://www.unifiedtestinginitiative.org/files/utc_java_v3.1.1.pdf).

6) The content does not use the full screen area

The content must always use the device screen to its full extent. This means that the content must fill the entire display area and cannot be cropped in any way. Test your content on different device models because it may display differently on different devices.



For information on scaling images, see:

- Qt: a) <http://doc.qt.nokia.com/qt-components-symbian-1.0/qt-components-scalability-guidelines-contents.html>
b) [http://www.developer.nokia.com/Community/Wiki/CS001347 - Scaling QPixmap image](http://www.developer.nokia.com/Community/Wiki/CS001347_-_Scaling_QPixmap_image)
- Symbian: [http://www.developer.nokia.com/Community/Wiki/CS000984 - Scaling bitmaps](http://www.developer.nokia.com/Community/Wiki/CS000984_-_Scaling_bitmaps)
- Java: a) http://developers.sun.com/mobility/reference/techart/design_guidelines/image_resizing.html
b) http://library.developer.nokia.com/topic/Java_Developers_Library/GUID-A1D08565-E582-458F-A3A0-84D371188CB3.html
c) http://library.developer.nokia.com/topic/Java_Developers_Library/GUID-E1C86A3F-CE20-453B-A1CF-8A9D186E11C3.html
- MeeGo 1.2 Harmattan (general UI guidelines): http://harmattan-dev.nokia.com/docs/library/html/guide/html/Developer_Library_Best_practices_for_application_development_UI_guidelines.html

7) The Java app, submitted for signing, does not include About, Help, or Exit options

If you are submitting a Java app to be signed by Nokia, the app must include About, Help and Exit options. If you are submitting an app that is already signed, you do not need to include these options.

For more information about what to include in your app, see the Java Verified Unified Testing Criteria (see http://www.unifiedtestinginitiative.org/files/utc_java_v3.1.1.pdf). For information about adding options using commands, see:

- http://library.developer.nokia.com/topic/Java_Developers_Library/GUID-FA967C3C-DB78-4875-8037-51101CDB7959.html ("Command handling" (LCDUI))
- http://library.developer.nokia.com/topic/Java_Developers_Library/GUID-B2DA3F31-AD4D-4E34-996F-AB7EE2B1CAC8.html ("Command" (LCDUI))
- http://library.developer.nokia.com/topic/Java_Developers_Library/GUID-94AB4508-7B53-4ADC-AEBD-053C0278005F.html ("Command" (eSWT))

8) The MIDlet-Name parameter in the .jad file uses non-alphanumeric characters (S40 devices only)

For Java apps that are destined for S40 devices, the MIDlet-Name parameter in the .jad file must use the following characters only: (A – Z), (a – z), (0 – 9). You may use spaces between characters but you cannot, for example, use (:), (;), or (').

9) When the content is suspended in the background, the content sound is not disabled

Sound from the content should not play when it is suspended unless the content is a music player or a radio app.

For information on working with audio, see:

- Qt: a) <http://doc.qt.nokia.com/4.7/phonon-audiooutput.html>
b) [http://www.developer.nokia.com/Community/Wiki/TSQ001585 -
Detecting focus lost & gained events in Qt for Symbian](http://www.developer.nokia.com/Community/Wiki/TSQ001585-_Detecting_focus_lost_&_gained_events_in_Qt_for_Symbian)
- Symbian: a) http://www.developer.nokia.com/Community/Wiki/Audio_Playback_APIs
b) http://www.developer.nokia.com/Community/Wiki/Detecting_Focus_Change
- Java: http://library.developer.nokia.com/topic/Java_Developers_Library/GUID-574FCC00-89F1-4A21-BE03-3BB5D4151DE3.html
- MeeGo 1.2 Harmattan: (visibility and activity status options): http://harmattan-dev.nokia.com/docs/library/html/guide/html/Developer_Library_Application_development_framework_Application_lifecycle.html

10) The touch screen keypad is not disabled by default (S60 devices only)

For devices that have both a touch screen as well as a mechanical keypad, the touch screen keypad must be switched off by default. Also, the consumer must be able to play the game or app without using the touch screen keypad.

To turn off the touch screen keypad by default in Java:

1. Open the application .jad file.
2. Add a parameter called Nokia-MIDlet-On-Screen-Keypad.
3. Set this parameter to **no**, that is,
Nokia-MIDlet-On-Screen-Keypad: no
4. Save the changes.

For more information about the touch screen keypad, see:

- Qt: <http://doc.qt.nokia.com/4.7/qapplication.html#navigationMode>
- Flash Lite: http://library.developer.nokia.com/topic/Flash_Lite_Developers_Library/GUID-6242D0BA-19FB-4123-BD9C-AC25B9508528.html
- Java: http://library.developer.nokia.com/topic/Java_Developers_Library/GUID-9A218D47-97FB-4795-AFFF-E75D865E9152.html
- MeeGo 1.2 Harmattan: N/A. The N9 device has a touch screen keypad only.

Additional resources

Nokia Publisher Guide: <http://support.publish.ovi.com/?p=9>
Content Guidelines: <http://support.publish.ovi.com/?p=64&type=alert>
Nokia Developer website: <http://developer.nokia.com>
Nokia Publisher Alerts: <http://www.developer.nokia.com/Community/Blogs/blog/ovi-publisher-alert>
Unified testing Criteria (Java): http://www.unifiedtestinginitiative.org/files/utc_java_v3.1.1.pdf
Symbian Signed Criteria: http://www.developer.nokia.com/Community/Wiki/How_to_conform_with_Symbian_Signed_criteria

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