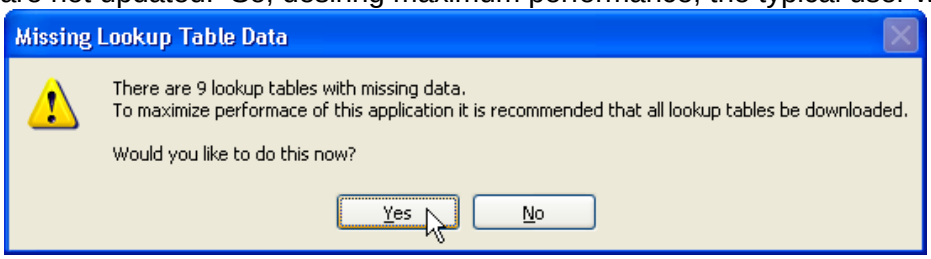
Lookup Loader - Call Me Confused

October 29, 2009

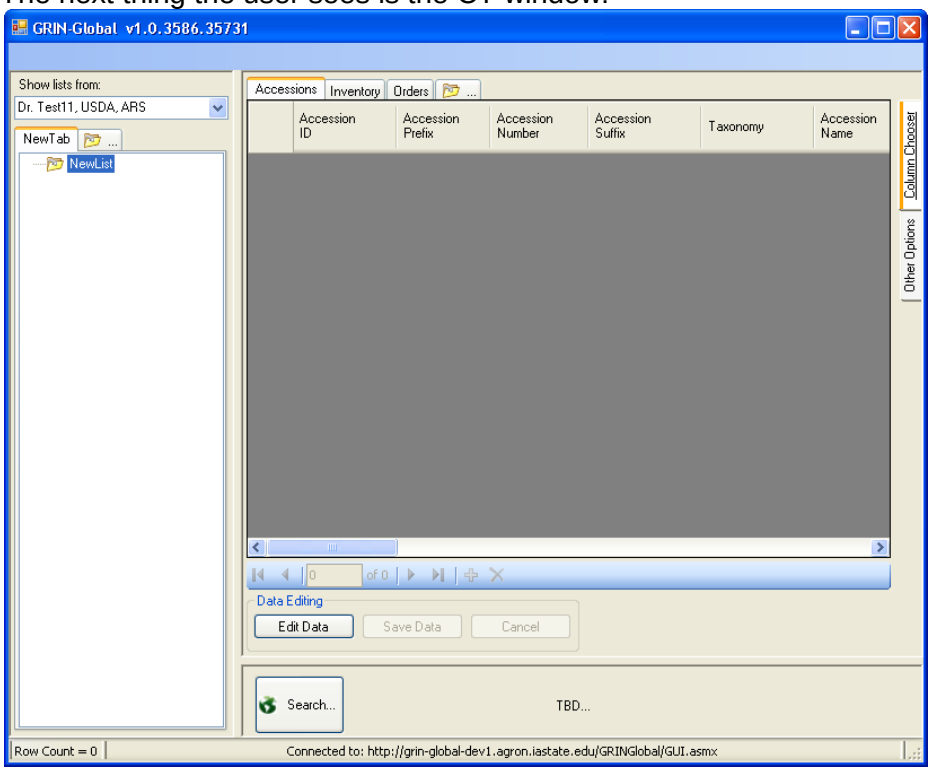
Pete:

I was reviewing my LookupTable Loader procedure and screens that I had written up and came up with several items that I think should be addressed at some point. Even though I have been working with the CT for some time, I realized that I had made some incorrect assumptions which I think other users will also.

When starting the CT, the user receives the following warning message when the LookupTables are not updated. So, desiring maximum performance, the typical user will click **Yes**.



The next thing the user sees is the CT window:



As a user, I assume that since I am being shown the Curator Tool window, the LookupTable loading must be occurring in the background, since I answered **Yes** to the previous prompt.

However, if I understand this correctly, that is not really what is happening. The user needs to intentionally switch to the LookupTableLoader window.

Question: At this point, can you force the LookupTable Loader window to display on top? Because, otherwise, as a busy user I will assume that the LookupLoader is running and updating files and will go on with my work in the CT window.

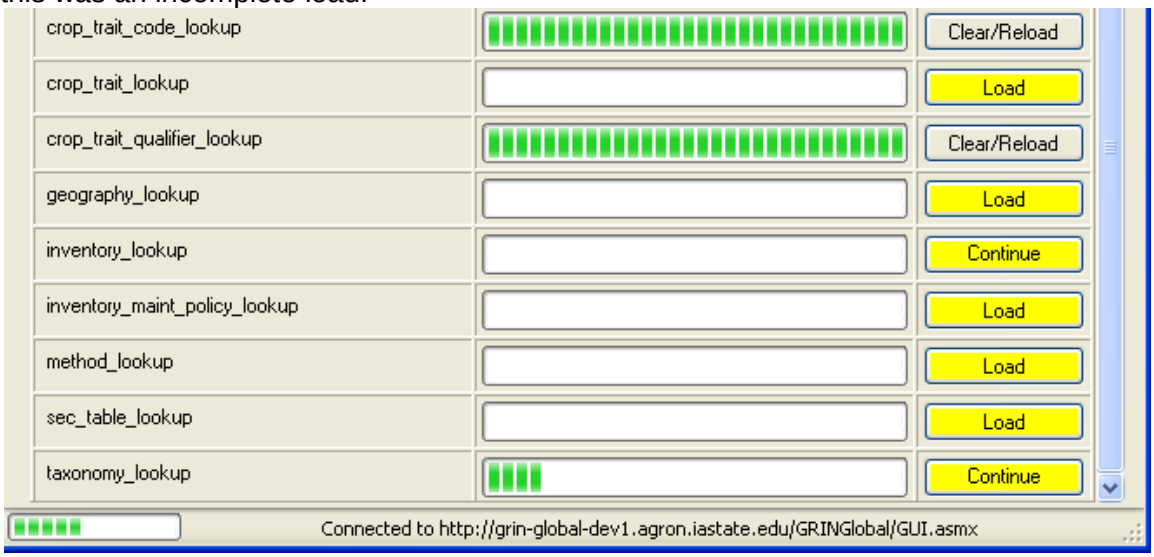
The **LookupTable Loader** window has several confusing aspects to it. (But I get easily confused.) The first is the progressively flashing "connected" indicator, which partially mimics a progress bar. The user at first glance assumes, because of the continual motion, that the uploading activity is occurring. But it doesn't mean that at all, just that the user is connected to the Lookup tables' source.

Why not change this to a solid green bar in that location? Because it is flashing, it implies that an action is occurring. Since it is the LookupTableLoader window, the user will assume that the tables are being uploaded, when that Is not the case. When the connection is lost, change the color to red?

Finally, because the **Load** and **Continue** buttons are yellow, I assume, because of the yellow color, that these lookups are occurring when they aren't. The buttons are actually in an "up" position, but because color is more obvious, I assume that I don't need to click them – but I should! **I would recommend just using Up and Down buttons -- could you simply get rid of the yellow color?**

Also, I am not clear what the difference is between the **Load** and the **Continue** buttons. I think that the **Continue** button indicates that this lookupload had started, but not yet completed. But then, using the graphic below, I am confused because one of the "**Continue'**s" is blank, similar to the **Load**'s, whereas another **Continue** has some green in the progress bar, indicating that

this was an incomplete load.



Could you just use "Load"? I think then most users will assume when the progress bars are not completely filled with the green, that they need to be. To the end user, the partially filled green progress bar indicates that the process had started before, whereas a completely empty progress bar indicates that table hadn't started loading. The user can visually see from the progress bar the difference. (But in this example above, I am confused because one of the Continues is completely blank – why wouldn't that also be a Load?) Whether it is partially filled or completely empty, the user needs to do the same thing – click to load completely.

Load All

When the user clicks the Load All, because it wipes out everything, why not ask them with a confirmation question "…are you really sure?", before doing the Load All action? I hit the Load All today and then said something I shouldn't have…

Marty