
Re: please test

7 messages

Ann Loraine <Ann.Lorraine@uncc.edu>

Mon, Dec 11, 2017 at 9:21 AM

To: UNCC <mmeyer20@uncc.edu>, Sanket Patil <spatil26@uncc.edu>, "Kadam, Ashwini" <akadam3@uncc.edu>, "Joshi, Deepti" <djoshi4@uncc.edu>

Thanks Mason.

I'm replying to Sanket and the team to keep them in the loop. (I had neglected to cc them on my email previously.)

Also, we have a big backlog of issues that require first level review.

After you finish testing the installers, could you do functional review on the issues?

-Ann

On Mon, Dec 11, 2017 at 9:06 AM, UNCC <mmeyer20@uncc.edu> wrote:

Good morning Ann,

It is great to hear that Sanket has almost finished setting up Bitbucket Pipelines to build the installers.

I didn't have a chance to test this over the weekend, but I should have time to look into this today and get back to you.

Thanks,

Mason

On Dec 8, 2017, at 11:54 AM, Ann Loraine <Ann.Lorraine@uncc.edu> wrote:

Hi Mason,

Sanket has nearly finished setting up bitbucket pipelines to build IGB installers.

Can you test them?

To test them:

- Go to: <https://bitbucket.org/aloraine/integrated-genome-browser-sanket-patil>
- Click **Downloads** link (looks like a page with corner folded, on the left)
- Download and run installers for Windows, Mac, Linux

The Windows installer may trigger a warning from the OS, but that is OK. However, it should list UNC Charlotte as the publisher. Let us know what happens either way.

See:

<https://jira.transvar.org/browse/IGBF-1178>

Thank you!

Ann

--

Ann Loraine, Ph.D.
Dept. of Bioinformatics & Genomics

UNC Charlotte
704-687-0144 (office)
<http://www.lorainelab.org>
<http://www.bitbucket.org/lorainelab>
<http://www.bioviz.org>

--

Ann Loraine, Ph.D.
Dept. of Bioinformatics & Genomics
UNC Charlotte
704-687-0144 (office)
<http://www.lorainelab.org>
<http://www.bitbucket.org/lorainelab>
<http://www.bioviz.org>

Mason Meyer <mmeyer20@uncc.edu>

Wed, Dec 13, 2017 at 10:38 AM

To: Ann Loraine <Ann.Loraine@uncc.edu>

Cc: Sanket Patil <spatil26@uncc.edu>, "Kadam, Ashwini" <akadam3@uncc.edu>, "Joshi, Deepti" <djoshi4@uncc.edu>

Hello Ann and Sanket,

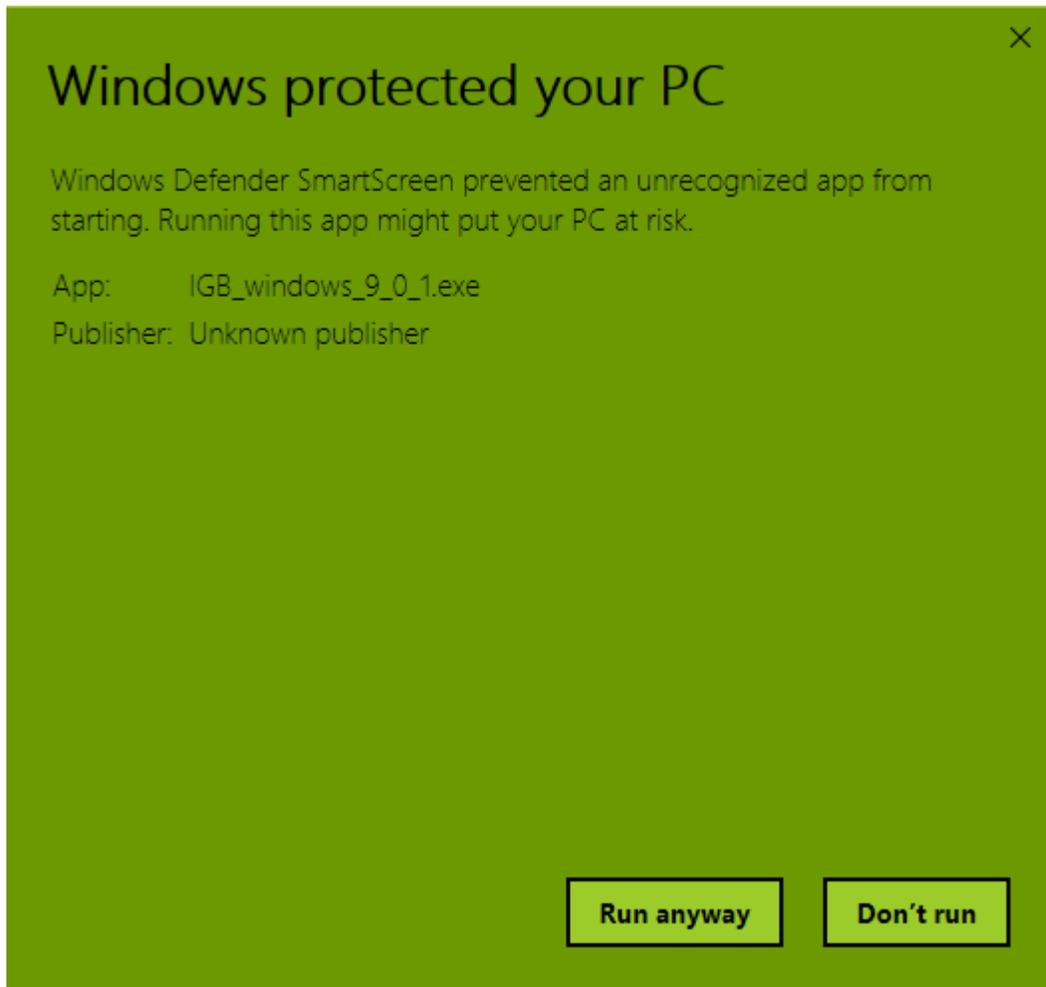
I was able to spend some time testing the IGB Installers deployed by Bitbucket Pipelines and have verified that IGB installs properly on Windows, Mac, and Linux, using the installation files available here: <https://bitbucket.org/loraine/integrated-genome-browser-sanket-patil/downloads/>

When installing IGB on Windows, a warning from the OS does trigger. However, I always see this warning when installing any version of IGB other than the live version (from Bioviz.org). I wanted to mention this, though, because this warning says the publisher is "Unknown" (see attached screenshot). After I select to "Run Anyway" the installer begins, but then another pop-up appears asking me if I'd like to allow the app to make changes to my device. In this pop-up, the publisher listed is "University of North Carolina at Charlotte". The lack of an identified publisher in the first warning may be an issue we want to discuss, but I do not believe this has anything to do with the switch to Pipelines. Also, I believe that users will never see the initial warning, as they do not see it now when installing from Bioviz.org even though I see it when installing the Development branch.

I also checked to verify that IGB is functioning as expected, and it seems to be, but I would like to continue testing in this area to see if any of IGB's subsystems are affected by the switch to Pipelines. If there is anything else you would like me to look into or focus on during my testing, please let me know. After my Pipelines testing is completed, I will help to complete the first-level reviews seen in the agile board.

Thanks again,

Mason



[Quoted text hidden]

Sanket Patil <spatil26@uncc.edu> Wed, Dec 13, 2017 at 10:55 AM
To: Mason Meyer <mmeyer20@uncc.edu>
Cc: Ann Loraine <Ann.Loraine@uncc.edu>, Ashwini Kadam <akadam3@uncc.edu>, "Joshi, Deepti" <djoshi4@uncc.edu>

Hi Mason,

Can you try on different machine?

I had a same issue. But when i tried on different windows machine it was working fine. The root certificate and intermediate certificates were missing from machine.

As the certificate we are using for signing the windows installer is new one. So it does not have enough reputation from windows reputation service.

I got to know about this information from digicert's representative. Here is the summary of the conversation.

1. Digicert's **root certificate should already be installed on 99%** of user's machines, and **intermediate certificate should be on 95% of user's machines**.
2.
 - o This means root and intermediate certificate were missing from my machine. Thus, it was showing 'Unknown Publisher'.
 - o **Solution:** machine/user needs to **update their OS** and/or **install the correct intermediate and root certificates** on their machine

Though, it seems like some windows user might face this issue. I'll try to find out workaround. (how to updates root and intermediate certificates on one's machine).

But before that please let me know whether installers is showing publisher's name or not on different window machine.

Thanks,
Sanket

[Quoted text hidden]

Mason Meyer <mmeyer20@uncc.edu>

Wed, Dec 13, 2017 at 12:00 PM

To: Sanket Patil <spatil26@uncc.edu>

Cc: Ann Loraine <Ann.Loraine@uncc.edu>, Ashwini Kadam <akadam3@uncc.edu>, "Joshi, Deepti" <djoshi4@uncc.edu>

Hello Sanket,

During my initial round of testing, I did test on the two Windows machines that were available to me and I saw the "Unknown Publisher" warning on both machines. After proceeding past this warning, I see another pop-up that lists UNCC as the publisher. This experience seems consistent on both of my Windows machines, and this experience has been this way for some time.

This [JIRA story](#) contains a screenshot I took on December 11, 2016 (just over a year ago) containing the "Unknown Publisher" warning from Windows. In this screenshot, you can see that the publisher for IGB was listed as "Unknown" at that time. I realize that the publisher field should say "UNCC", ideally, but I wanted to point this out because this issue was present when we were using Jenkins instead of Pipelines.

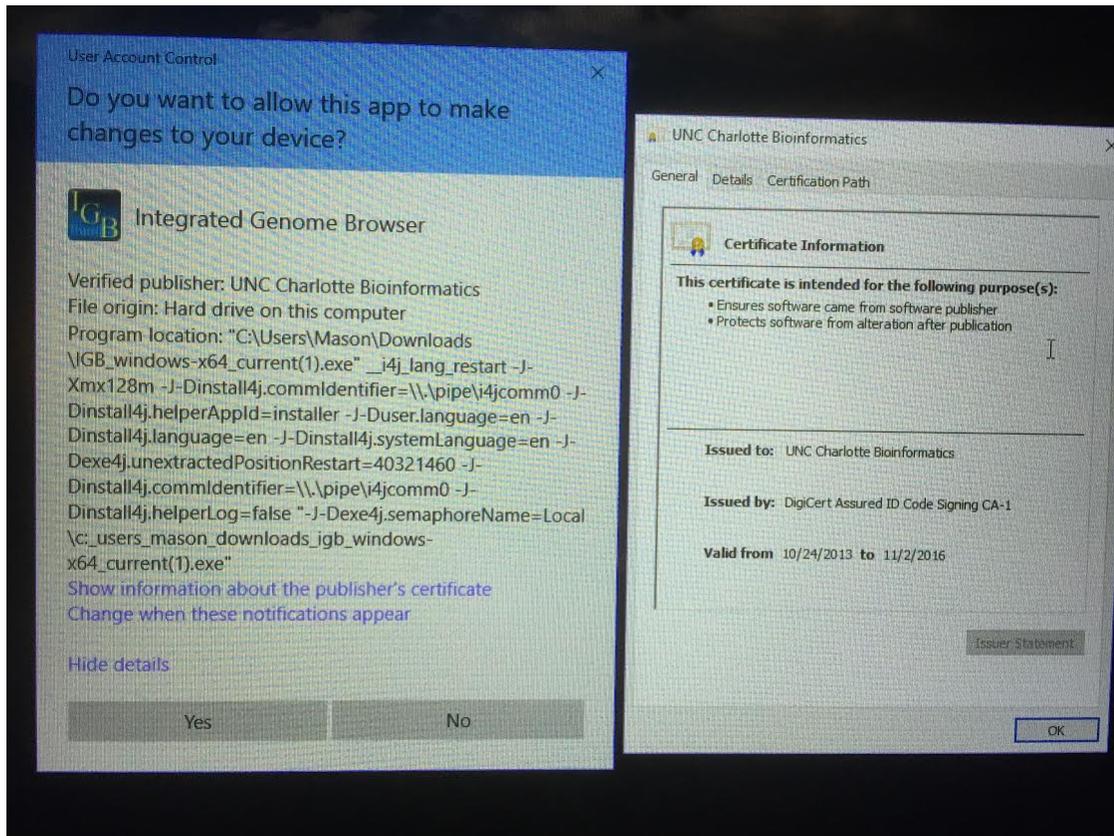
Even now, when I download the development version of IGB from <http://eos.transvar.org/igb/>, I see the "Unknown Publisher" warning, but when I download the live version of IGB from <http://bioviz.org/igb/download.html> I do not see the "Unknown Publisher" warning. Both of these executable files are using install4j, but only one of them triggers the "Unknown Publisher" warning. To me, this indicates that our certificate coming from Bioviz is being recognized, but the certificate available through our development branch is not being recognized.

When I download IGB from Bioviz.org, I do not see the "Unknown Publisher" warning, but instead I see a pop-up asking me if I would like to allow this app to make changes to my device. Here, the publisher for IGB is listed as UNCC, but oddly enough, if I view the details of the certificate, the valid date of the certificate is from 2013-2016 (see attachment)! I wonder what is going on here. Could it be that the installer available from Bioviz is using a different certificate than the one we use in our development branches?

I want to help resolve this issue, so please let me know if there is anything else you would like me to look into.

Thanks,

Mason



[Quoted text hidden]

Ann Loraine <Ann.Loraine@uncc.edu>
To: Mason Meyer <mmeyer20@uncc.edu>

Wed, Dec 13, 2017 at 12:26 PM

Cc: Sanket Patil <spatil26@uncc.edu>, Ashwini Kadam <akadam3@uncc.edu>, "Joshi, Deepti" <djoshi4@uncc.edu>

Additional information:

We obtained a new certificate for Windows about a month ago and are now using it in our bitbucket pipelines to sign installers. We obtained the new certificate because our old certificate had expired. The old certificate is still being used in our new, Jenkins-built installers (which you download from eos.)

The "expired" certificate had also been used to sign the BioViz-distributed installer. That installer does not give the "unknown publisher" error because it was signed before the expiration date. This is a nice feature of code-signing certificates. Even if you run an old installer that was signed with a certificate that has since expired, your computer will not complain.

[Quoted text hidden]

Mason Meyer <mmeyer20@uncc.edu>
To: Ann Loraine <Ann.Loraine@uncc.edu>

Wed, Dec 13, 2017 at 1:24 PM

Cc: Sanket Patil <spatil26@uncc.edu>, Ashwini Kadam <akadam3@uncc.edu>, "Joshi, Deepti" <djoshi4@uncc.edu>

Hello Ann,

Thanks for the explanation; this all makes sense to me now. During my testing of the Pipelines-built installer, I still saw the "Unknown Publisher" warning on my Windows machines, but as Sanket has explained to me, the solution to this would be to install the correct root and intermediate certificates on my machines. I'm sure this would resolve the issue, but I don't think IGB users will spend time doing this as it is simple enough to proceed past the warning and install IGB. If you would like me to install the certificates and re-test, please let me know where I can obtain the certificates and I will proceed with testing the "Unknown Publisher" warning issue. If you wish, I can also track this as a separate issue in JIRA as I feel like it may be unrelated to the switch to Pipelines, which seems to be successful.

Thanks,

Mason

[Quoted text hidden]

Ann Loraine <Ann.Loraine@uncc.edu>
To: Mason Meyer <mmeyer20@uncc.edu>

Wed, Dec 13, 2017 at 1:47 PM

Cc: Sanket Patil <spatil26@uncc.edu>, Ashwini Kadam <akadam3@uncc.edu>, "Joshi, Deepti" <djoshi4@uncc.edu>

Yes, please go ahead and update the certificates on your machines and please take note of how the warning messages you see change, if at all.

[Quoted text hidden]