

Production Search Bug Report

1. Problem Summary

Title: El Confidencial website displays a blank page when there are no search results

Bug ID: BUG-5678

Date Discovered: 07/09/2024

Reported by: Alejandro Rey Estrada

Assigned to: Jano Squella

Priority: Critical

Severity: High

Current Status: Open

2. Detailed Description

Bug Description: When a user searches for a term on the El Confidencial website and no results are found, the page displays blank instead of showing a message indicating that no results were found.

Impact: This bug negatively affects user experience by not providing feedback on the search performed, leading to confusion and frustration. This can decrease user satisfaction and adversely impact site traffic and reputation.

3. Steps to Reproduce

1. Navigate to El Confidencial website (<https://www.elconfidencial.com>).
2. Accept the Cookies.
3. Click on the search icon.
4. Enter a search term that yields no results (e.g., "LALALA").
5. Press the "Enter" key or click the search button.

Test Data:

- Search term used: "LALALA"

4. Expected Results

The system should display a clear message indicating that no results were found for the entered search term.

5. Actual Results

The system displays a blank page when no search results are found.

6. Test Environment

Operating System: Ubuntu 22.04.4 LTS

Browser/Application: Google Chrome [Version 126.0.6478.126 (Official Build) (64-bit)]

System Version: Production version of the website

7. Attachments

- Screenshot of the blank page after performing a search with no results.

8. Additional Notes

The issue has been reported by multiple users across different browsers and devices, indicating that it is a widespread problem not limited to a single environment.

