**Description**

The login functionality for Swag Labs, an e-commerce application, fails when users attempt to log in with valid credentials. This issue triggers a 500 Internal Server Error from the login API, indicating a server-side problem that prevents successful authentication. This bug impacts all user types (e.g., standard\_user, locked\_out\_user) and disrupts the user experience by denying access to the application’s core features.

**Step to Reproduce**

* Navigate to the login page at <https://www.saucedemo.com/login>
* Enter a valid username, such as "standard\_user"
* Enter the corresponding password, "secret\_sauce"
* Click the green "Login" button
* Observe that the login attempt fails, and a 500 error is displayed or logged

**Actual Result**

Upon clicking the "Login" button, the application does not proceed to the main dashboard. Instead, a 500 Internal Server Error is returned by the login API, suggesting a backend issue such as a database failure, misconfigured server, or unhandled exception.

**Expected Result**

The user should be successfully authenticated with the provided valid credentials and redirected to the Swag Labs dashboard or product catalog page, where they can browse and interact with the application’s features.

**URL**

<https://www.saucedemo.com/>

**Environment**

* **Platform:** Web application tested on <https://www.saucedemo.com>
* **Browser:** Compatible with modern browsers (e.g., Chrome, Firefox, Safari)
* **Date and Time of Occurrence:** 02:23 PM IST, Wednesday, October 08, 2025
* **Server Environment:** Assumed to be a staging or production environment based on the URL

**Logs**

The server returns a 500 error for the /login endpoint, accompanied by a JSON response. The error log may include details such as:

* Timestamp: 2025-10-08T08:53:23Z
* Error Code: 500
* Message: "Internal Server Error"
* Stack Trace: (To be provided by server logs for further debugging)

**Attachments**

