3.

Reporter : Farzad Shojaei – QA Unit

Product : Digikala Site

Version :

Operating System : Windows

Priority : Critical

Severity: High

Issue Title :

Facing an Unknown error in adding addresses to our Profile in user's panel

Expected Result :

At HomePage. Click On Your Picture at the left of the page and The Click on Your name
in profile page. Click On "آدرس ها" and Then "ثبت آدرس" Button.
From Now On, It Depends on Those Users Info:
- You Won't See The Map And The Modal Closes

- You'll See The Map And when You Click on Your Desired Location . The Modal Closes.
- You Find Your Address In The Map And After Filling The Gaps. You cannot submit The Address and The Modal Closes.
- If The Receiver is You, You cannot Submit The Address

Actual Result :
After Clicking on "ثبت آدرس" , We Face an Unknown Error and Tab Closes.

Is That Repeatable?:

Yes

How To Repeat That?:

At HomePage. Click On Your Picture at the left of the page and The Click on Your name
in profile page. Click On "آدرس ها" and Then "ثبت آدرس" Button.
From Now On, It Depends on Those Users Info:
- 1. You Won't See The Map And The Modal Closes

- 2. You'll See The Map And when You Click on Your Desired Location . The Modal Closes.
- 3. You Find Your Address In The Map And After Filling The Gaps. You cannot submit The Address and The Modal Closes.
- 4. If The Receiver is You, You cannot Submit The Address

There maybe an Unexpected Scenario:

When You Do not Have An account On this site and want to buy a product. You Register For The First Time and You need to Enter your mobile Phone. There Maybe a Cause That The Entered Address after Checking out process Won't be inserted in our profile/Addresses Route.

On Which server This Problem Happened? :

Production

Need To Get The Information of The users With This Problem and Check the Platform and Browser They're Using

URL :

https://www.digikala.com/profile/addresses/

Assign To:

It Depends on the scenarios

1. The Trace Needs to Be checked On Front-end Team
2. The Trace Needs to Be Checked on Front-End Team
3. The Trace Needs To Be Checked On Back-end Team
4. The Trace Needs To Be checked on Back-end Team

The Unexpected Scenario Needs to Be Checked on Both Teams