SCHOOL OF TECHNOLOGY

BACHELOR OF SCIENCE IN INFORMATION TECHNOLOGY

BIT: BIT 04205

KCAMARKET WEB APPLICATION

BY

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PRESENTED TO: Prof. PATRIC OGAO

SUBMISSION DATE: 28/03/2024

USER MANUAL **3**

USER MANUAL

Introduction

The user manual serves as a guide to the use of the KcaMarket ecommerce web application, built using the MERN (MongoDB, Express.js, React.js, Node.js) stack. It provides assistance to users in navigating the system and making the most of its features. This manual outlines the system's functions, installation procedures, operation guidelines, and troubleshooting methods.

The system installation

The multi vendor ecommerce web application can be installed on any operating system that supports the following:

Node.js and npm (Node Package Manager)

MongoDB (NoSQL database)

A web browser (e.g., Google Chrome, Mozilla Firefox)

To install the application, follow these steps:

Clone the repository from GitHub.

Navigate to the project directory in the terminal.

Install dependencies using the command npm install.

Start the server using the command npm start.

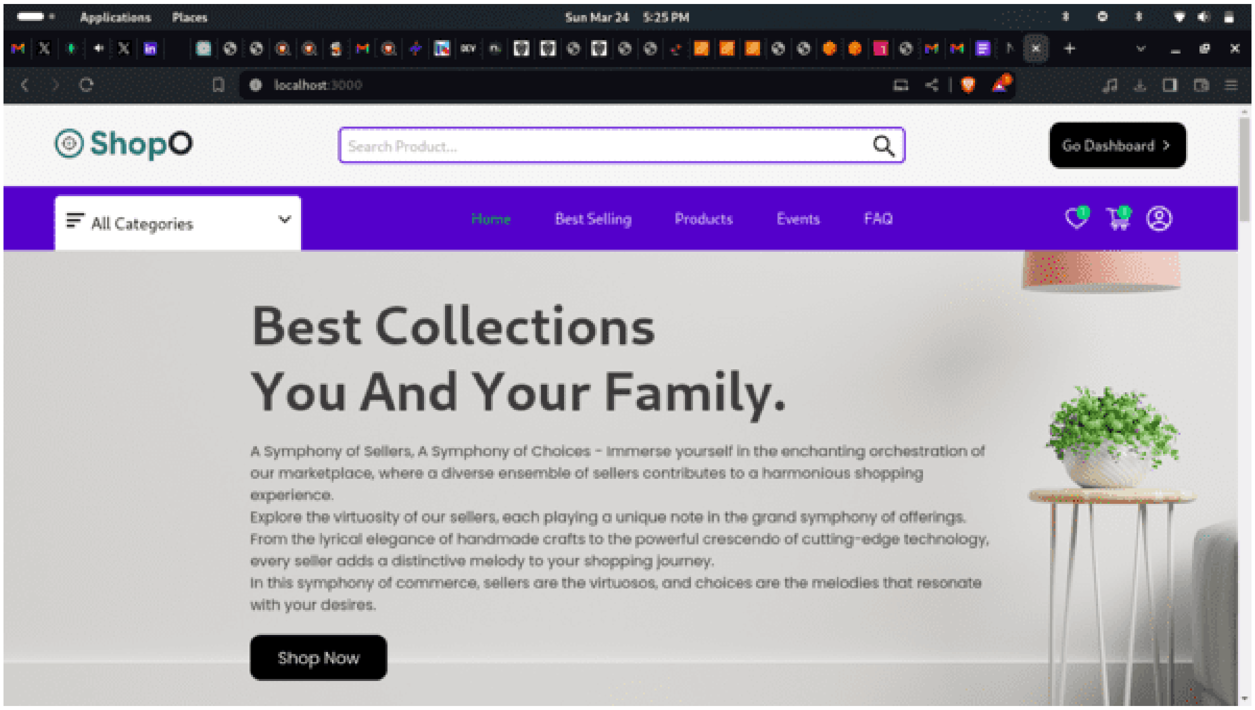
Open a web browser and navigate to http://localhost:3000 to access the application.

Running the system

Upon launching the application, users will be presented with a login screen where they must enter their credentials to access the system. New users must register before logging in to gain access. Once logged in, users can navigate through the various forms and features of the application.

Welcome Page

On opening the web browser and navigating to port 3000 you will be welcomed to a welcome page.

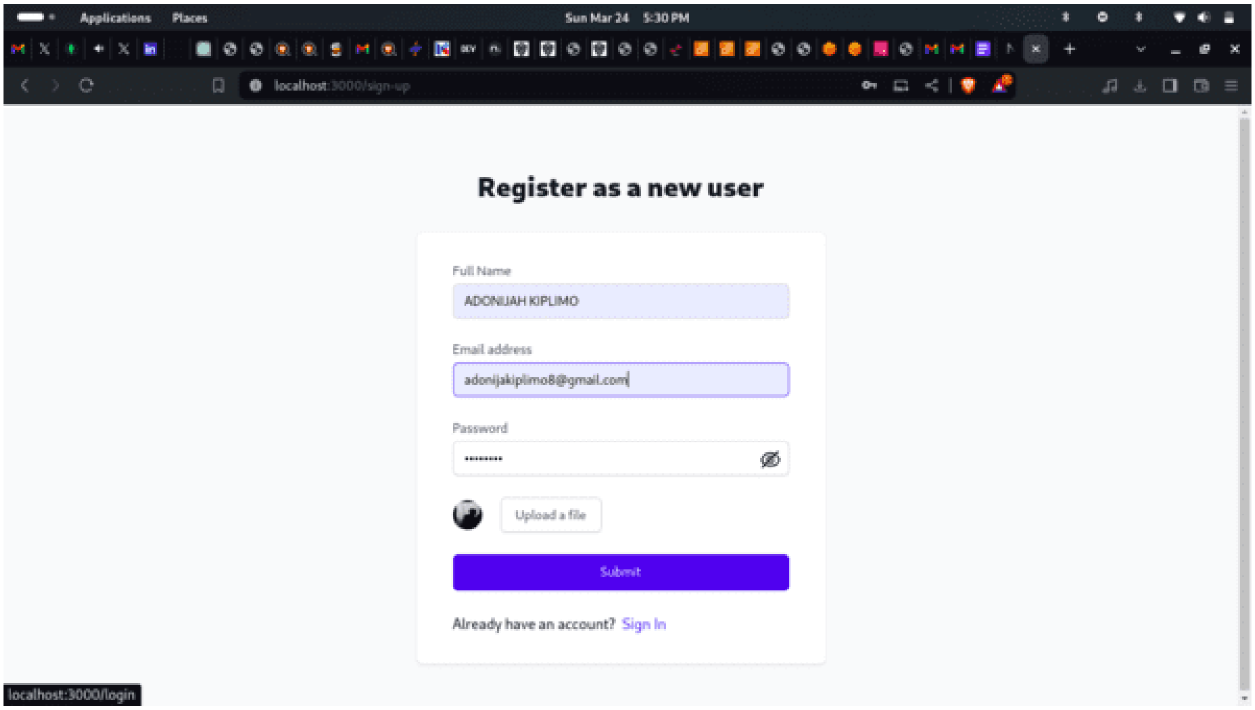


Best Collections
You And Your Family.

A Symphony of Sellers, A Symphony of Choices - Immerse yourself in the enchanting orchestration of our marketplace, where a diverse ensemble of sellers contributes to a harmonious shopping experience.
Explore the virtuosity of our sellers, each playing a unique note in the grand symphony of offerings. From the lyrical elegance of handmade crafts to the powerful crescendo of cutting-edge technology, every seller adds a distinctive melody to your shopping journey.
In this symphony of commerce, sellers are the virtuosos, and choices are the melodies that resonate with your desires.

Sign-up page

This is a page/part where the user is able to register themselves to the system by supplying their Full Name, Email Address, Password and Profile Picture/Avatar then click submit.



localhost:3000/sign-up

Register as a new user

Full Name
ADONIJAH KIPLIMO

Email address
adonijakiplimo8@gmail.com

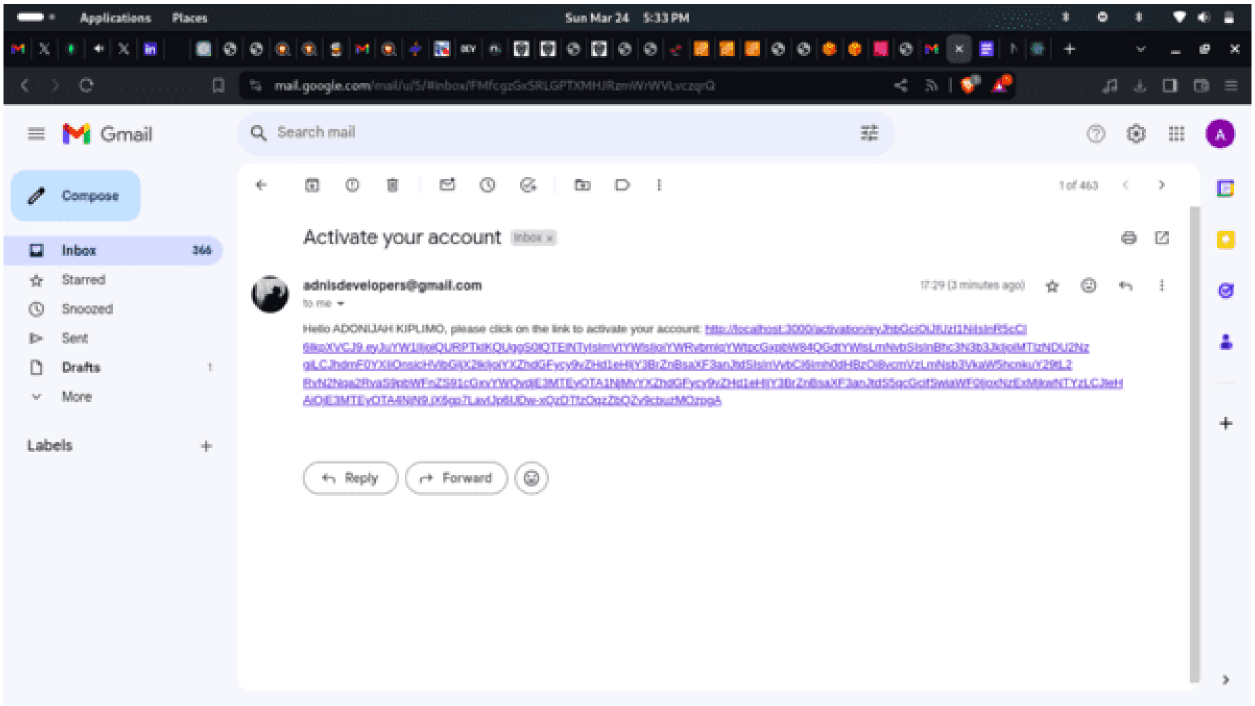
Password
••••••••••

Already have an account? Sign In

localhost:3000/login

Account Verification

After submitting the credentials an email will be sent to the supplied email for account verification.



mail.google.com/mail/u/5/#inbox/FMfcgzGxSRLGPTXMHJRzmWrWVLvczqrQ

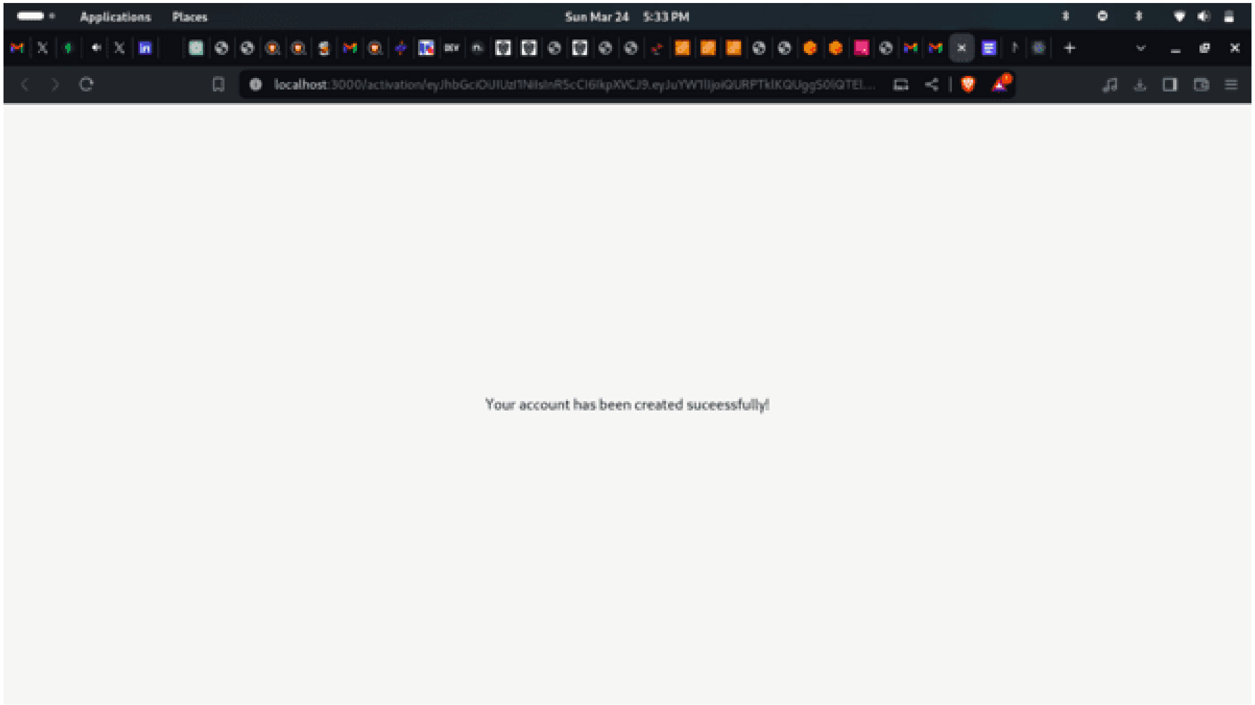
Activate your account Inbox

adnisdevelopers@gmail.com
to me

17:29 (3 minutes ago)

Hello ADONIJAH KIPLIMO, please click on the link to activate your account: http://localhost:3000/activation/eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJuYW1lIjoiQURPTklKQUggS0lQTElNTyIsImVtYWlsIjoiYWRvbmlqYWtpcGxpbW84QGdtYWlsLmNvbSIsInBhc3N3b3JkIjoiMTIzNDU2NzgiLCJhdmF0YXIiOnsicHVibGljX2lkIjoiYXZhdGFycy9vZHd1eHljY3BrZnBsaXF3anJtdSIsInVybCI6Imh0dHBzOi8vcmVzLmNsb3VkaW5hcnkuY29tL2RvN2Nqa2RvaS9pbWFnZS91cGxvYWQvdjE3MTEyOTA1NjMvYXZhdGFycy9vZHd1eHljY3BrZnBsaXF3anJtdS5qcGcifSwiaWF0IjoxNzExMjkwNTYzLCJleHAiOjE3MTEyOTA4NjN9.jX6gp7LavlJp6UDw-xQzDTlzOqzZbQZv9cbuzMOzpgA

On Clicking the verification link the account is successfully created.

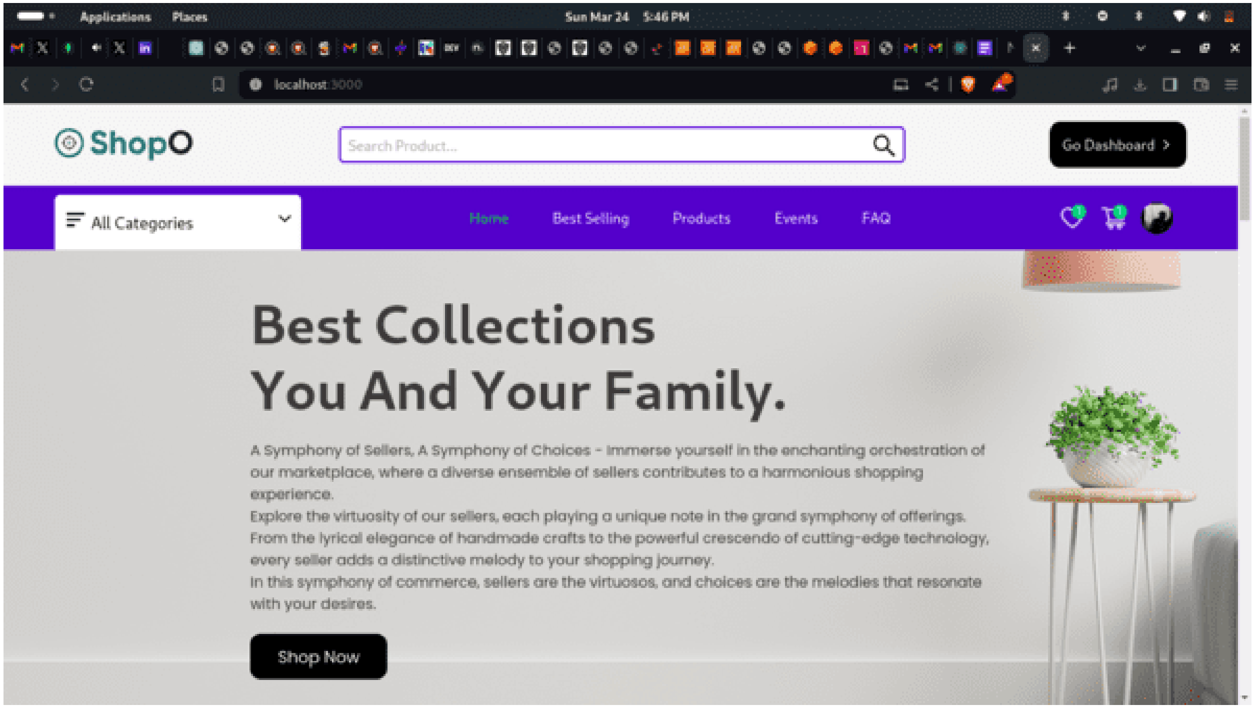


Applications
Places
Sun Mar 24 5:33 PM
localhost:3000/activation/eyJhbGciOiJIUzI1NiIsInR5cCI6IkpXVCJ9.eyJuYW1lIjoiQURPTkIKQUggS0lQTEl...

Your account has been created successfully!

Accessing the system

When the user logs in successfully he/she is welcomed to the welcome page with a welcome message and a description of the platform on the home tab.



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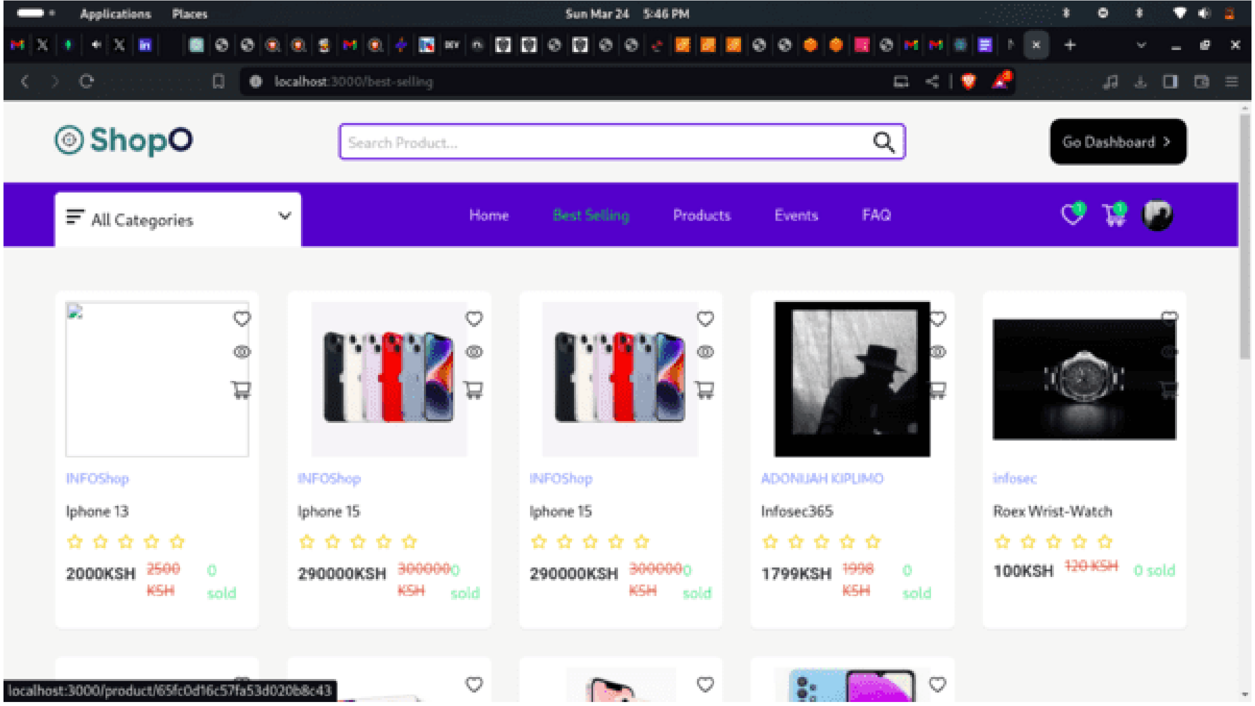
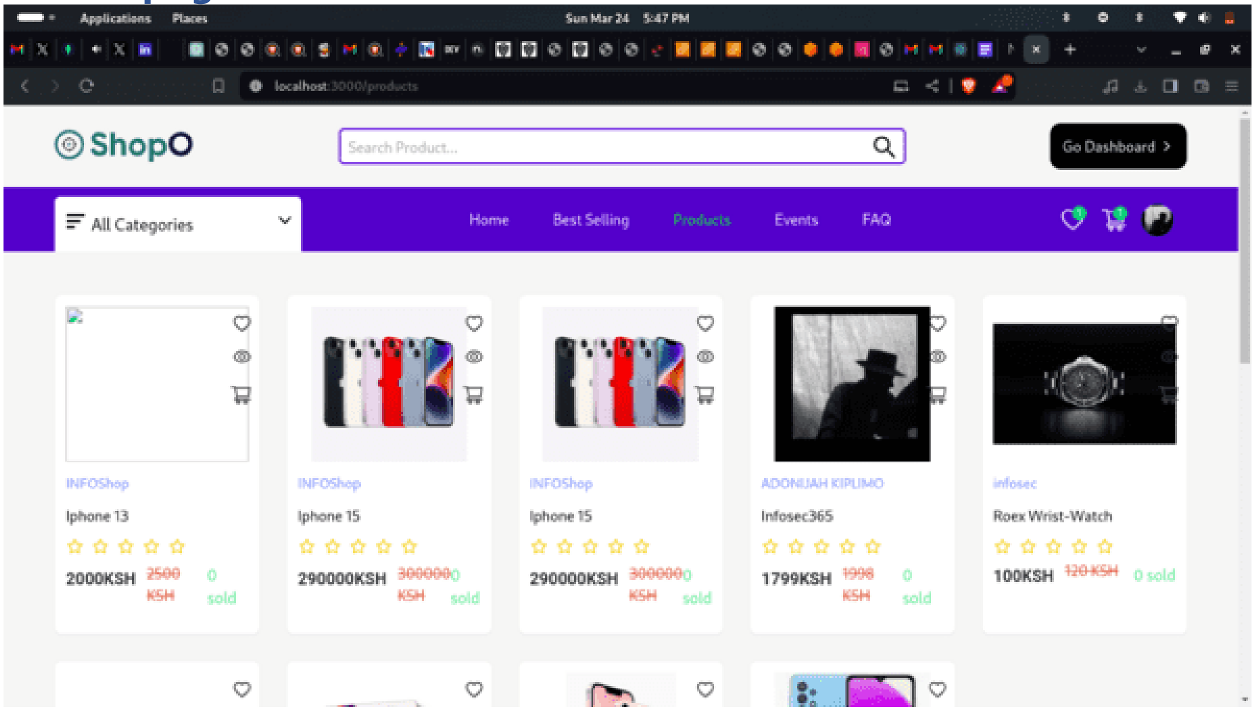
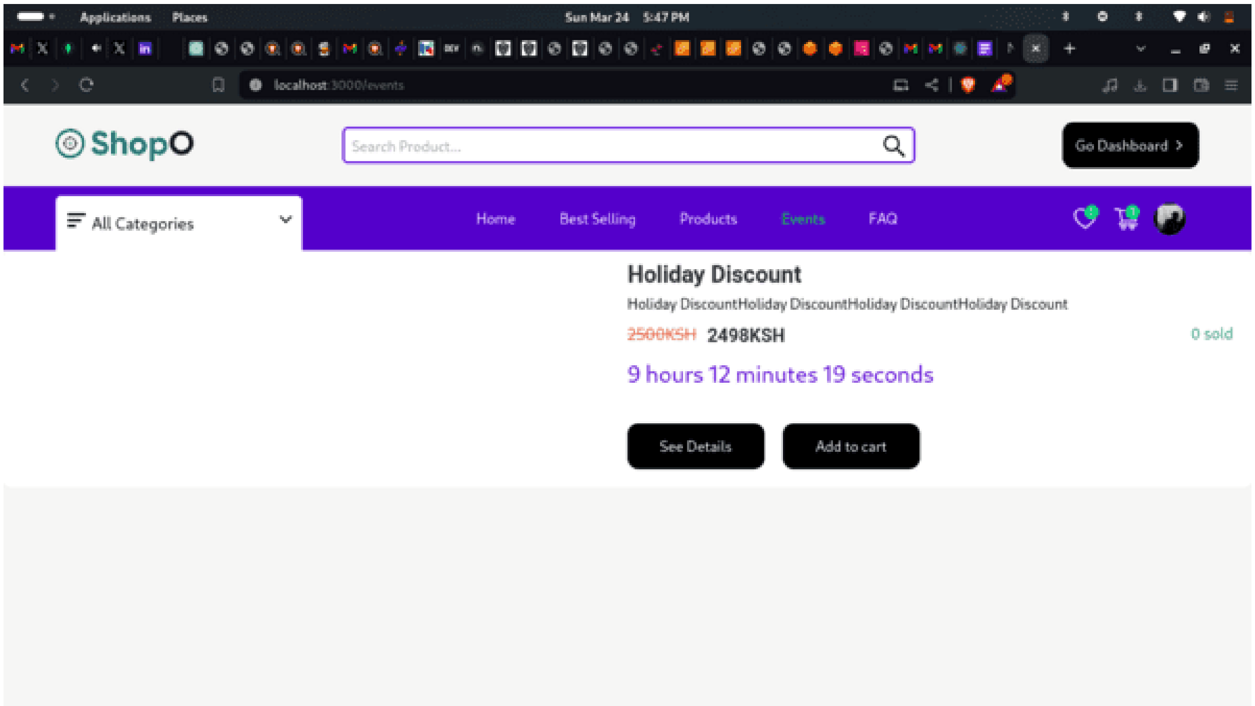
Best selling page.



Products page



Events page



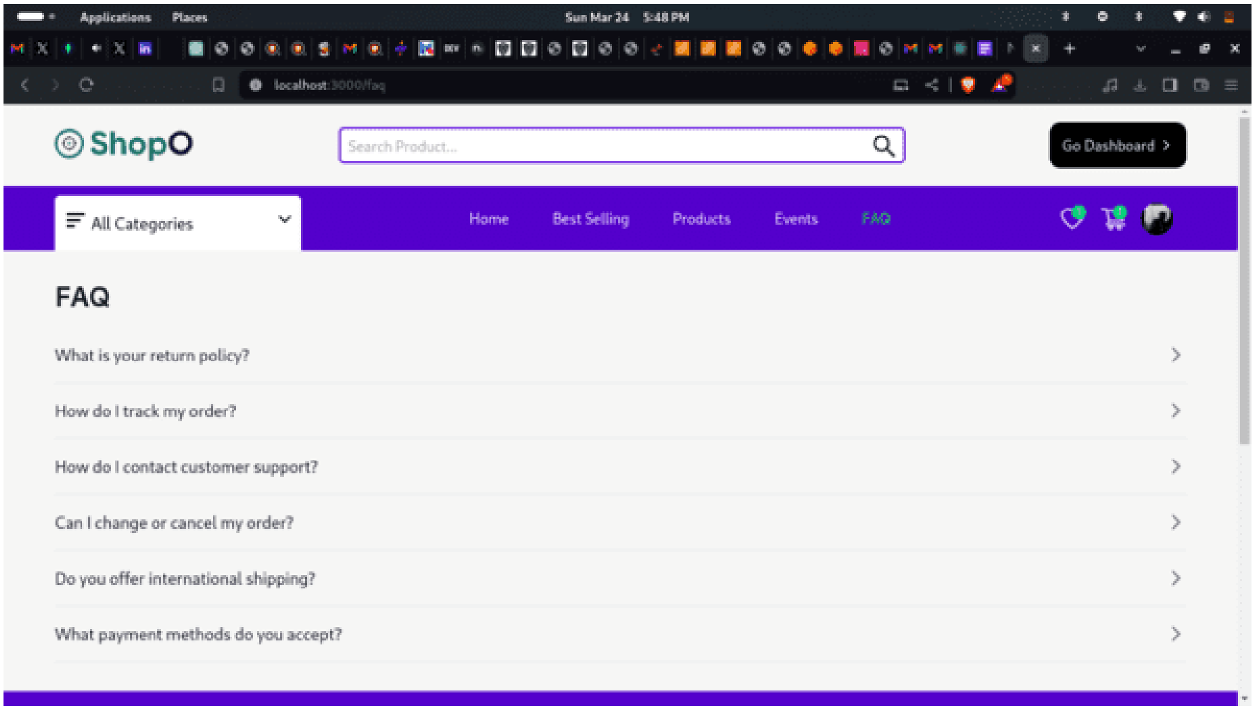
Holiday Discount

Holiday DiscountHoliday DiscountHoliday DiscountHoliday Discount

~~2500KSH~~ 2498KSH 0 sold

9 hours 12 minutes 19 seconds

Frequently Asked Questions[FAQ]



FAQ

What is your return policy?

How do I track my order?

How do I contact customer support?

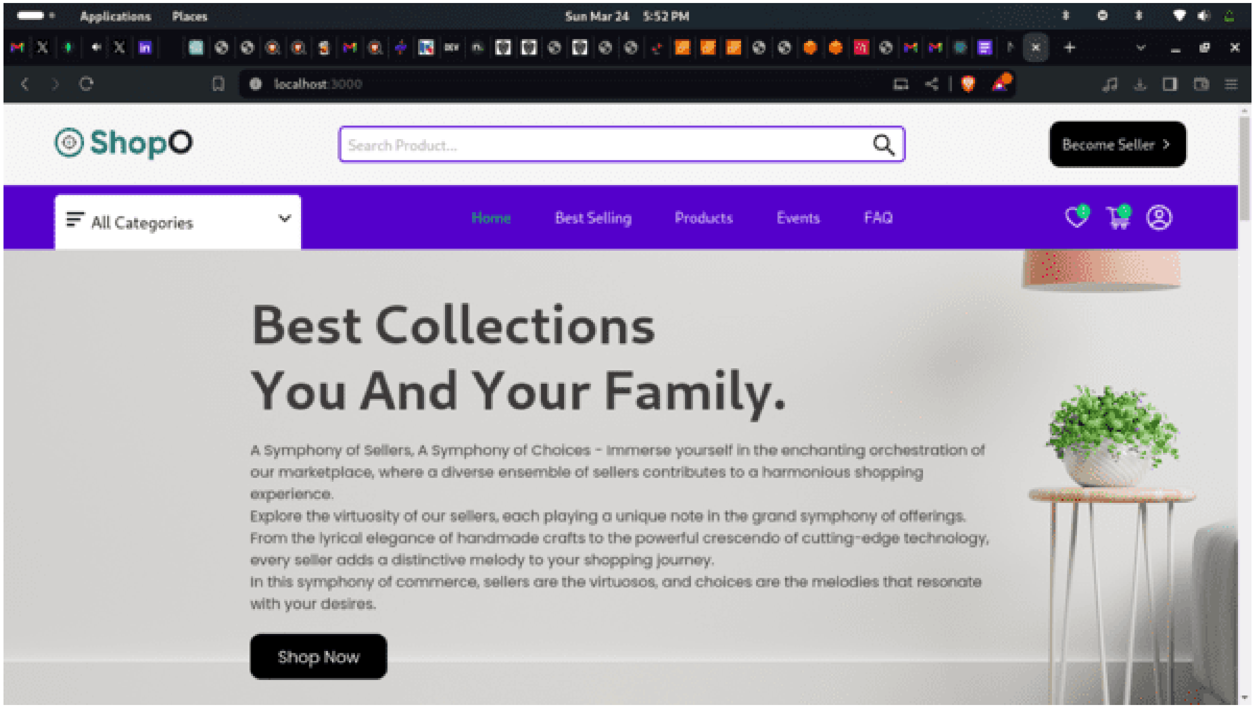
Can I change or cancel my order?

Do you offer international shipping?

What payment methods do you accept?

Become Seller Page

At the home page there’s a button of “become seller” where the user can sign up for his/her shop then they can start selling their products.



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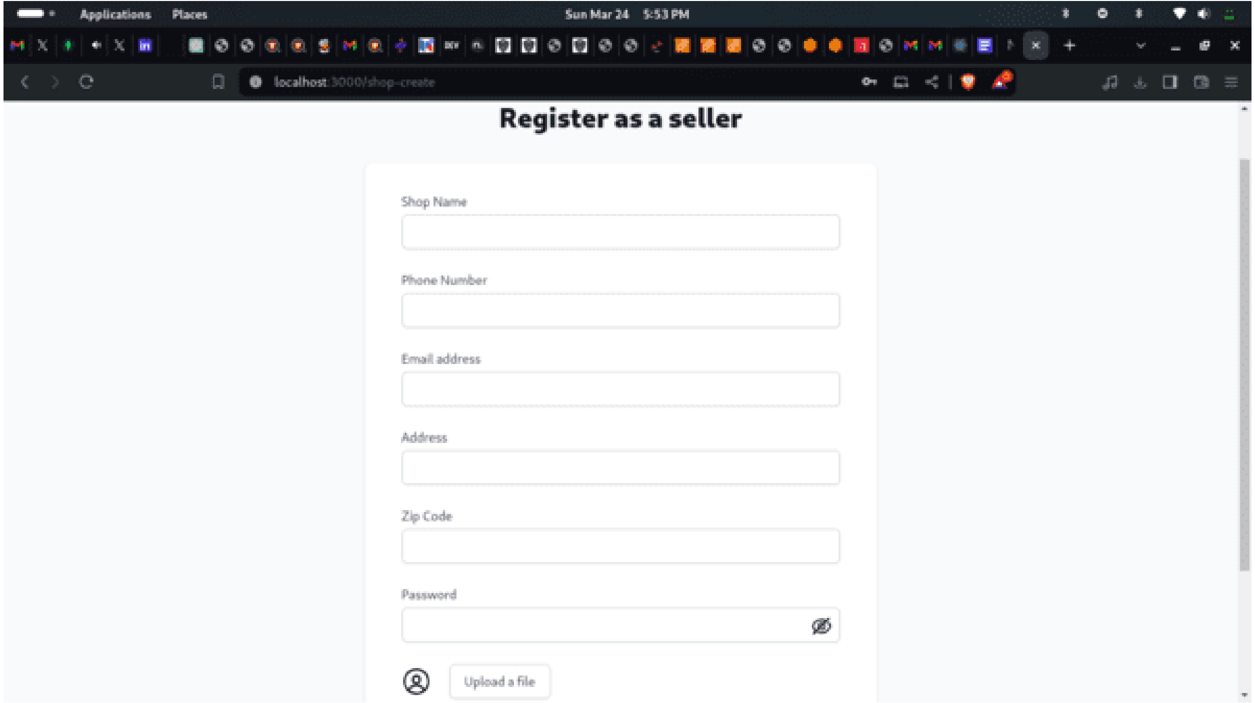
Shop register page



Register as a seller

Shop Name

Phone Number

Email address

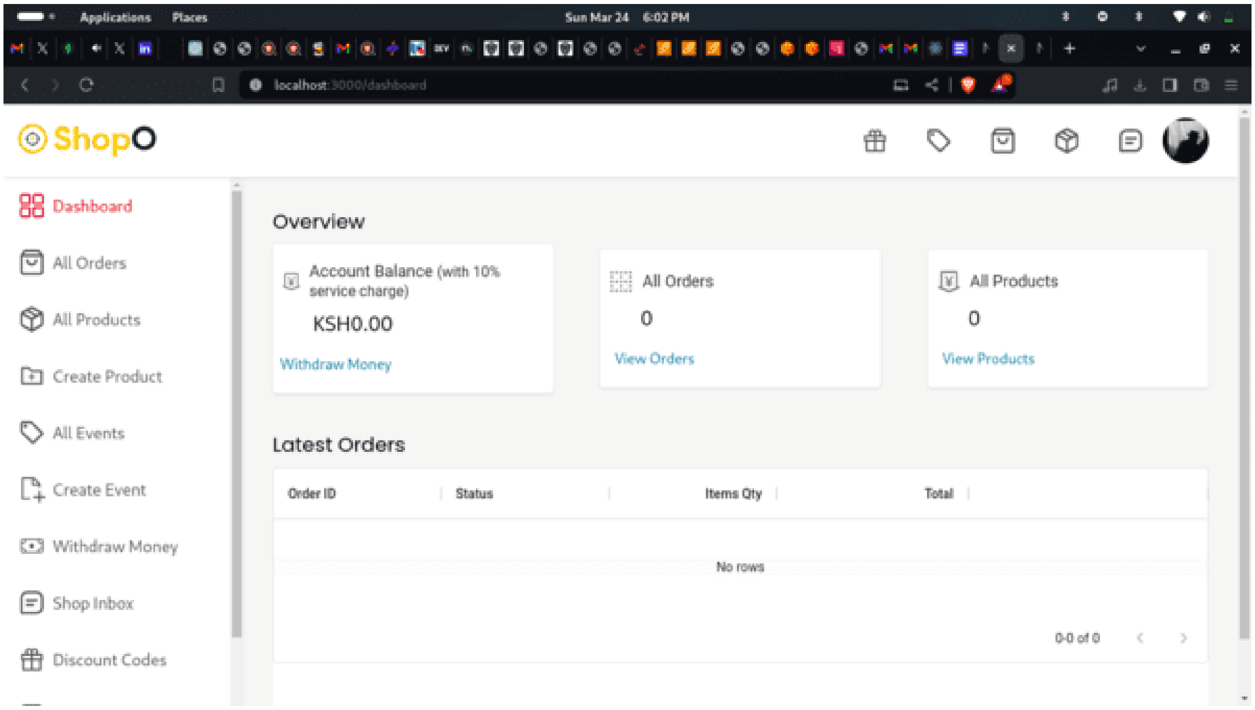
Address

Zip Code

Password

Shop Dashboard

On login the dashboard shows all the orders, products, events and he/she can create products, create events and withdraw money.



Overview

Account Balance (with 10% service charge)
KSH0.00
Withdraw Money

All Orders
0
View Orders

All Products
0
View Products

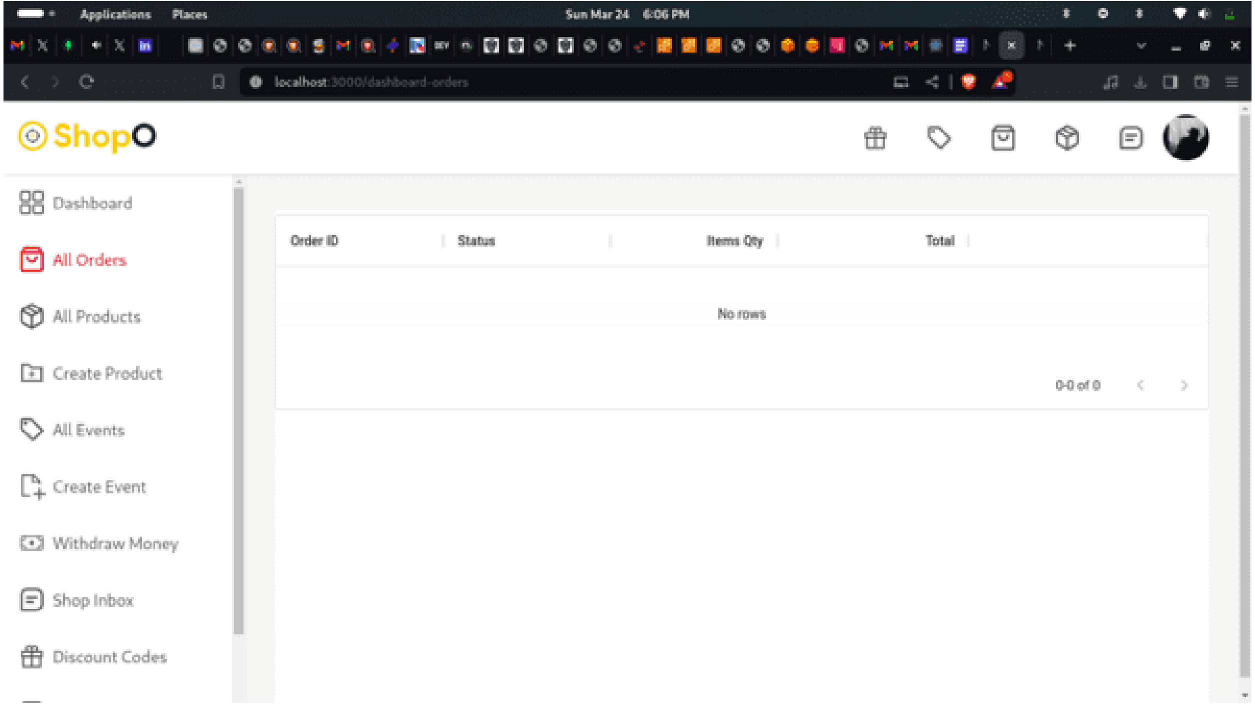
Latest Orders

Order ID	Status	Items Qty	Total

No rows

0-0 of 0

All orders page.

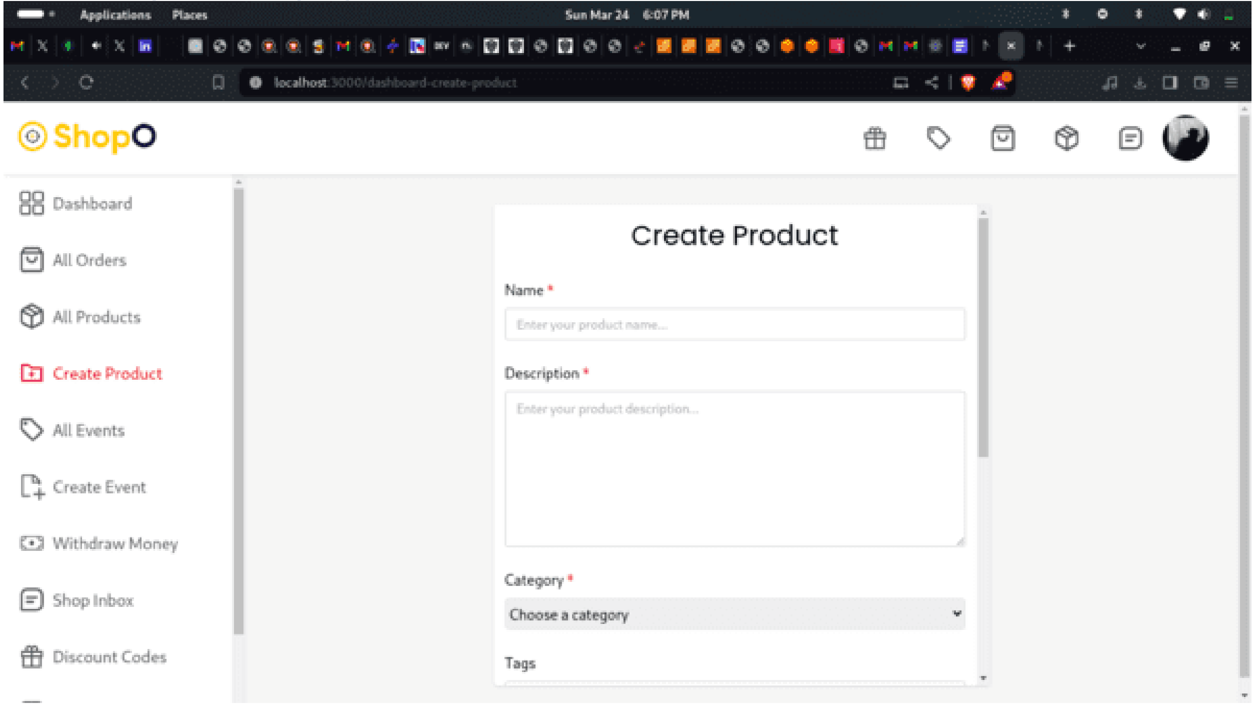


Order ID	Status	Items Qty	Total

No rows

0-0 of 0

Create product page



Create Product

Name *

Enter your product name...

Description *

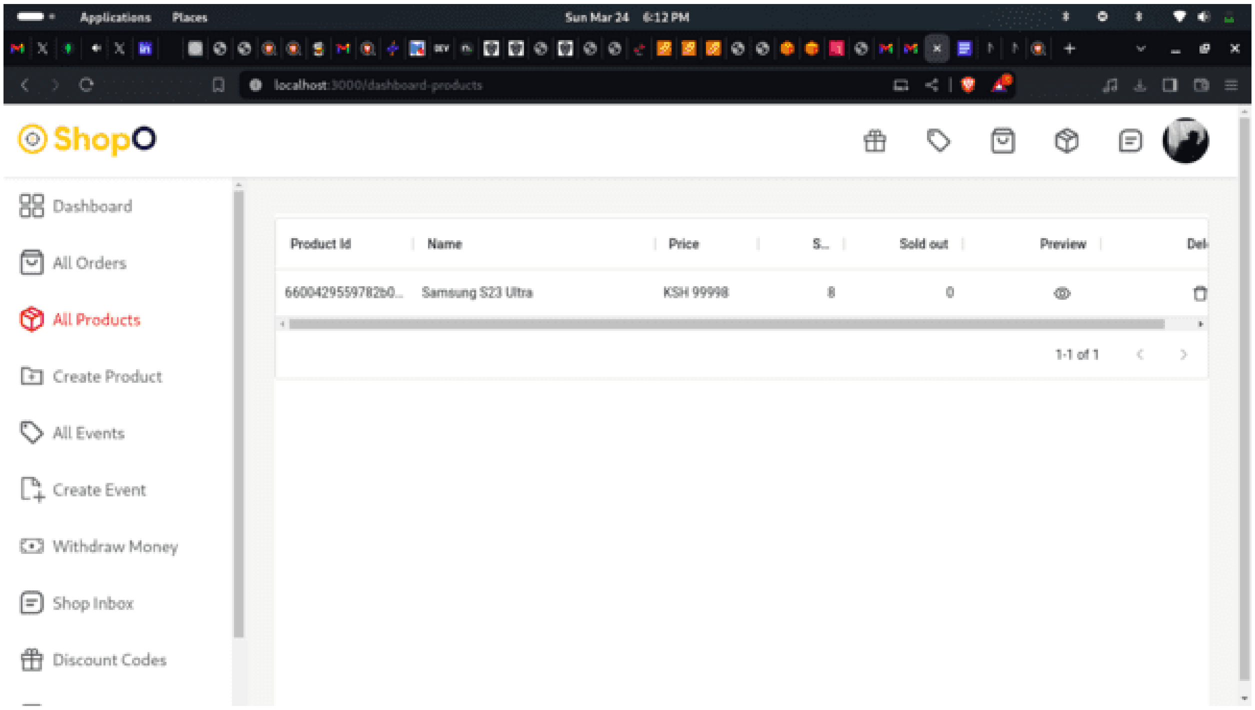
Enter your product description...

Category *

Choose a category

Tags

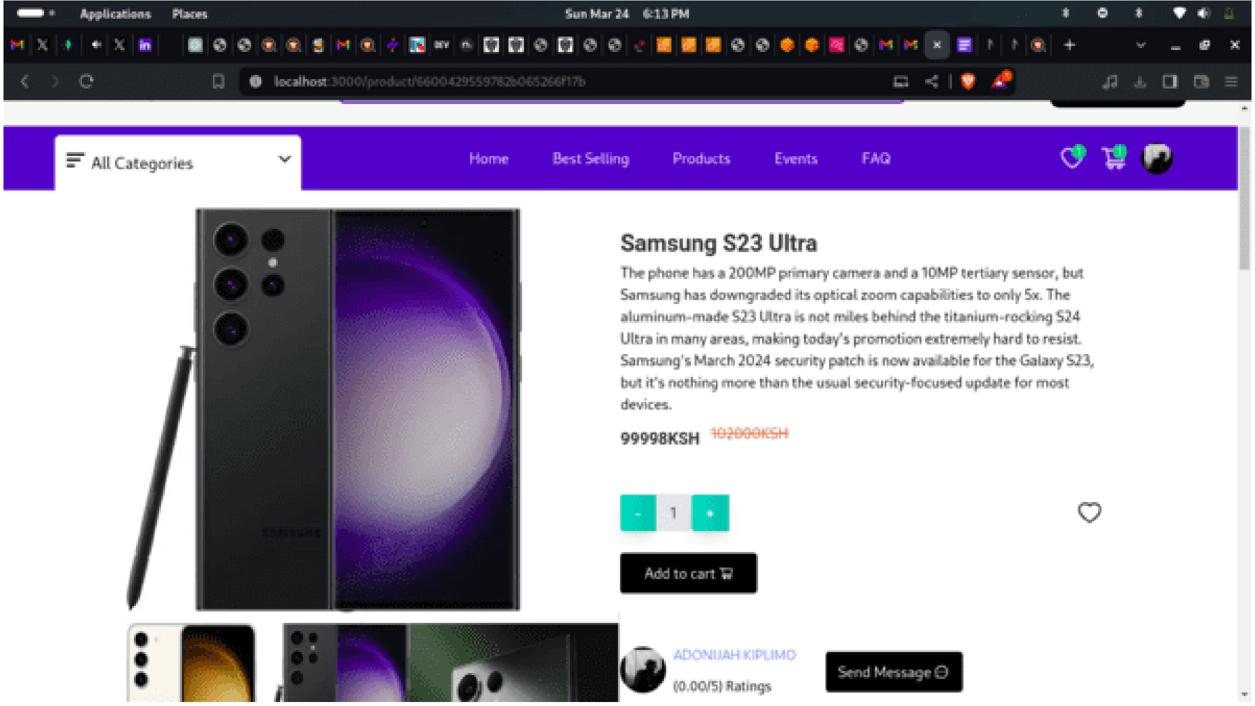
After creating the products it will appear on the all products page.



Product Id	Name	Price	S...	Sold out	Preview	Del
6600429559782b0...	Samsung S23 Ultra	KSH 99998	8	0	👁	🗑

1-1 of 1

View the product.



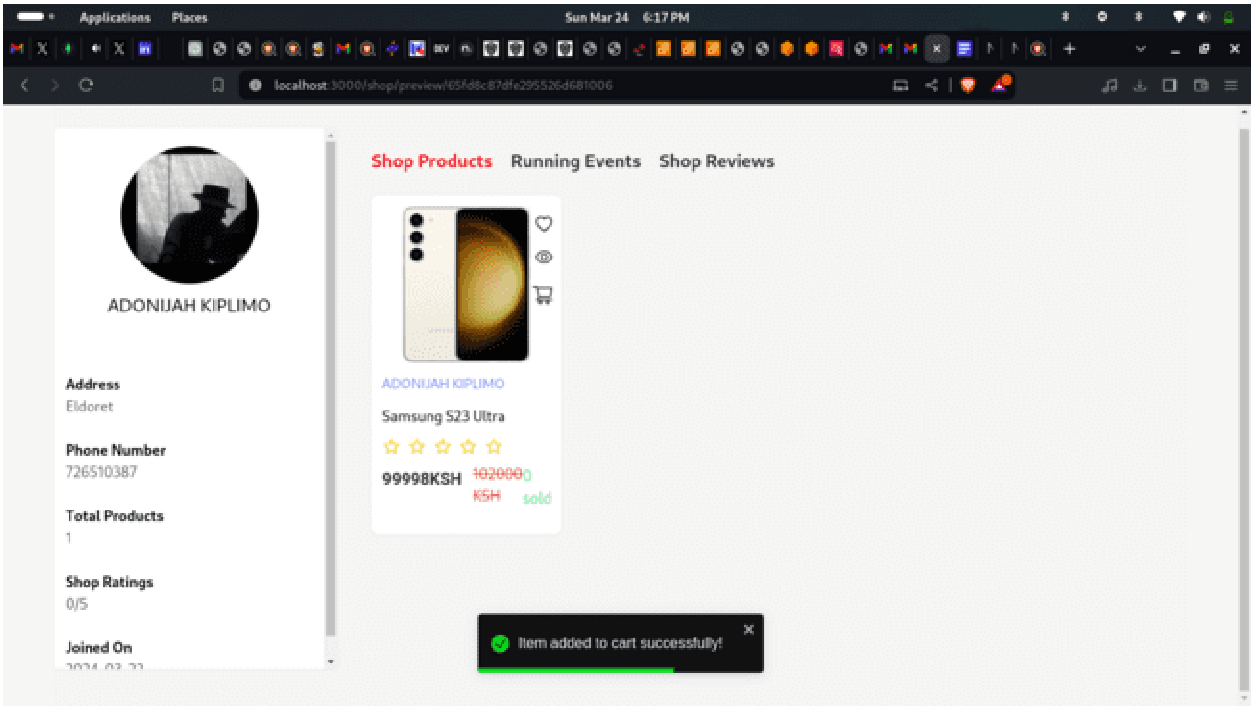
Samsung S23 Ultra

The phone has a 200MP primary camera and a 10MP tertiary sensor, but Samsung has downgraded its optical zoom capabilities to only 5x. The aluminum-made S23 Ultra is not miles behind the titanium-rocking S24 Ultra in many areas, making today's promotion extremely hard to resist. Samsung's March 2024 security patch is now available for the Galaxy S23, but it's nothing more than the usual security-focused update for most devices.

99998KSH ~~102000KSH~~

Buying the product.

To buy a product the user has to visit the homepage then select the product they want to buy and then add to cart.



Address
Eldoret

Phone Number
726510387

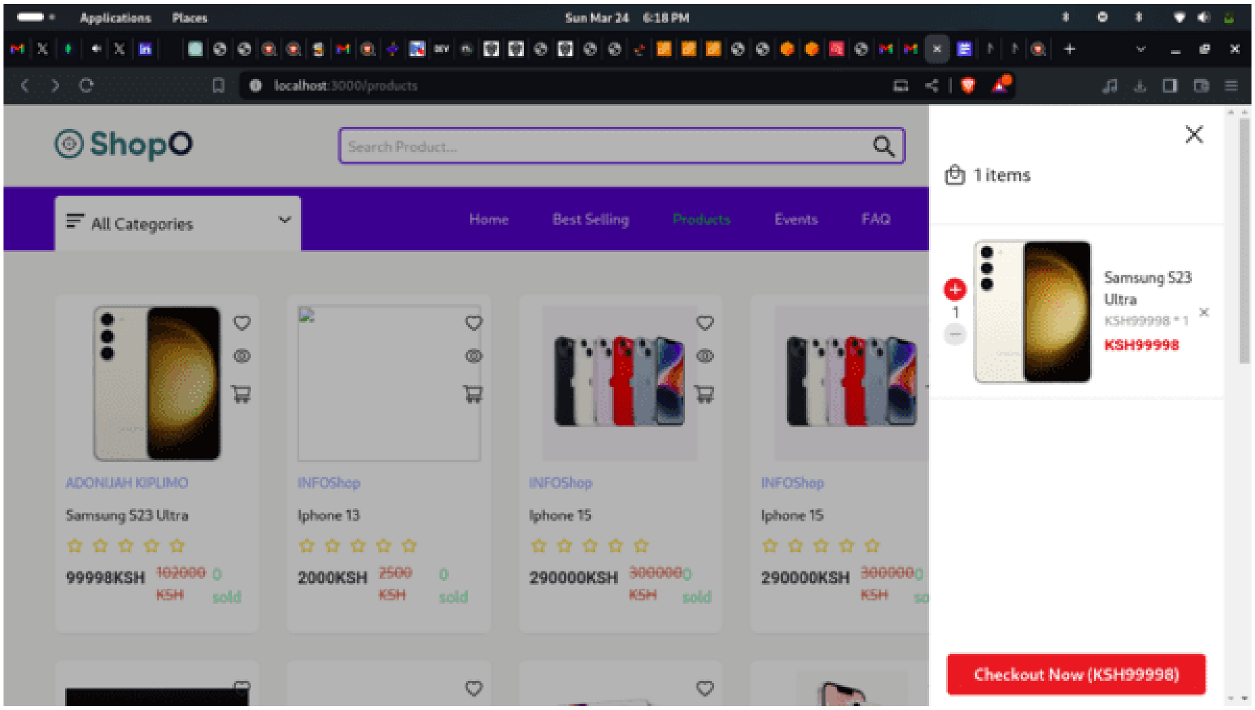
Total Products
1

Shop Ratings
0/5

Joined On
2024-03-22

Item added to cart successfully!

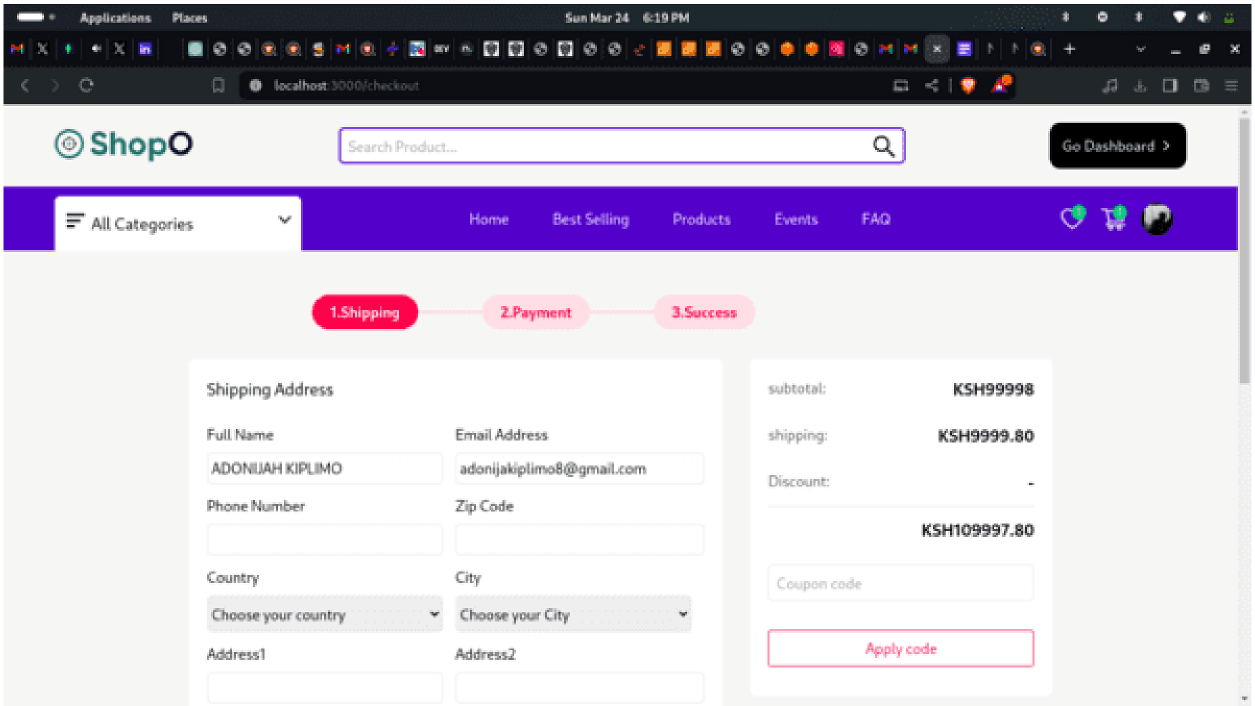
Then proceed to the cart to check out.



Then click on the checkout button.

Checkout page.

Here the user have to fill in the shipping details that is Full name, email address, phone number, country, city and address.



Shipping Address

Full Name: ADONIJAH KIPLIMO

Email Address: adonijakiplimo8@gmail.com

Phone Number:

Zip Code:

Country: Choose your country

City: Choose your City

Address1:

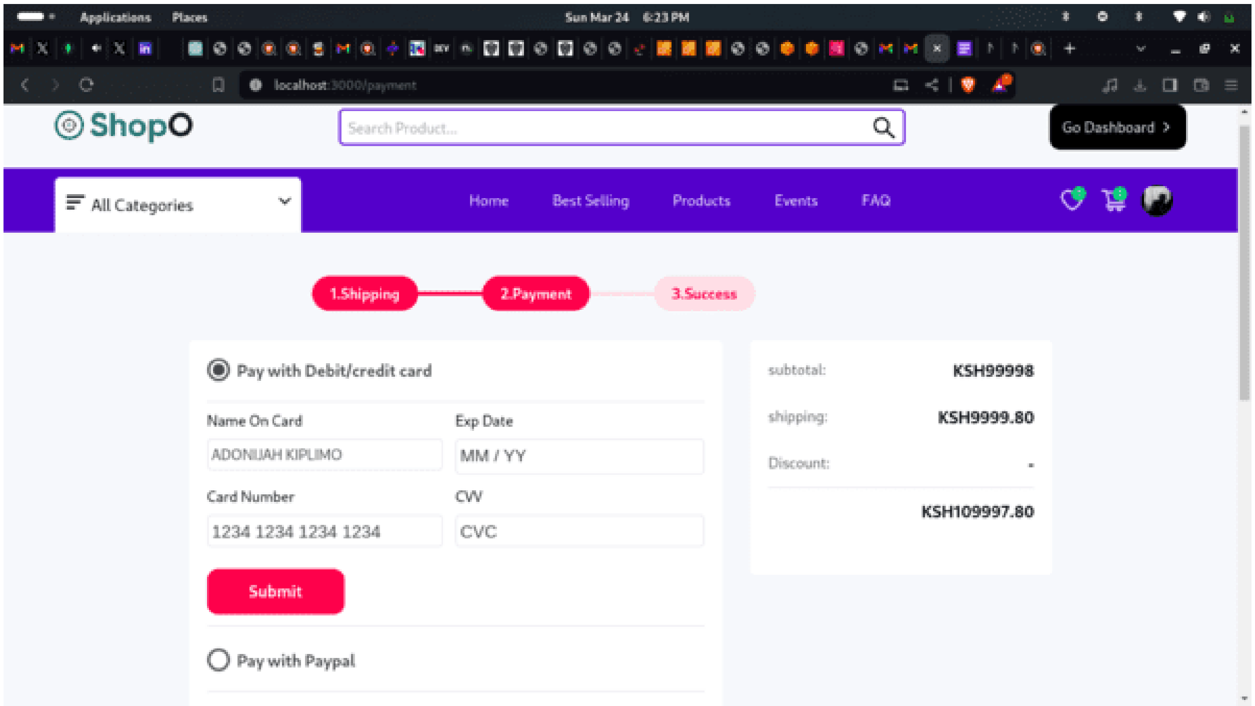
Address2:

subtotal:	KSH99998
shipping:	KSH9999.80
Discount:	-
	KSH109997.80

Coupon code

Payment Page.

On this page the User chooses the payment method he/she prefers whether by card paypal or even by payment on delivery.



● Pay with Debit/credit card

Name On Card: ADONIJAH KIPLIMO

Exp Date: MM / YY

Card Number: 1234 1234 1234 1234

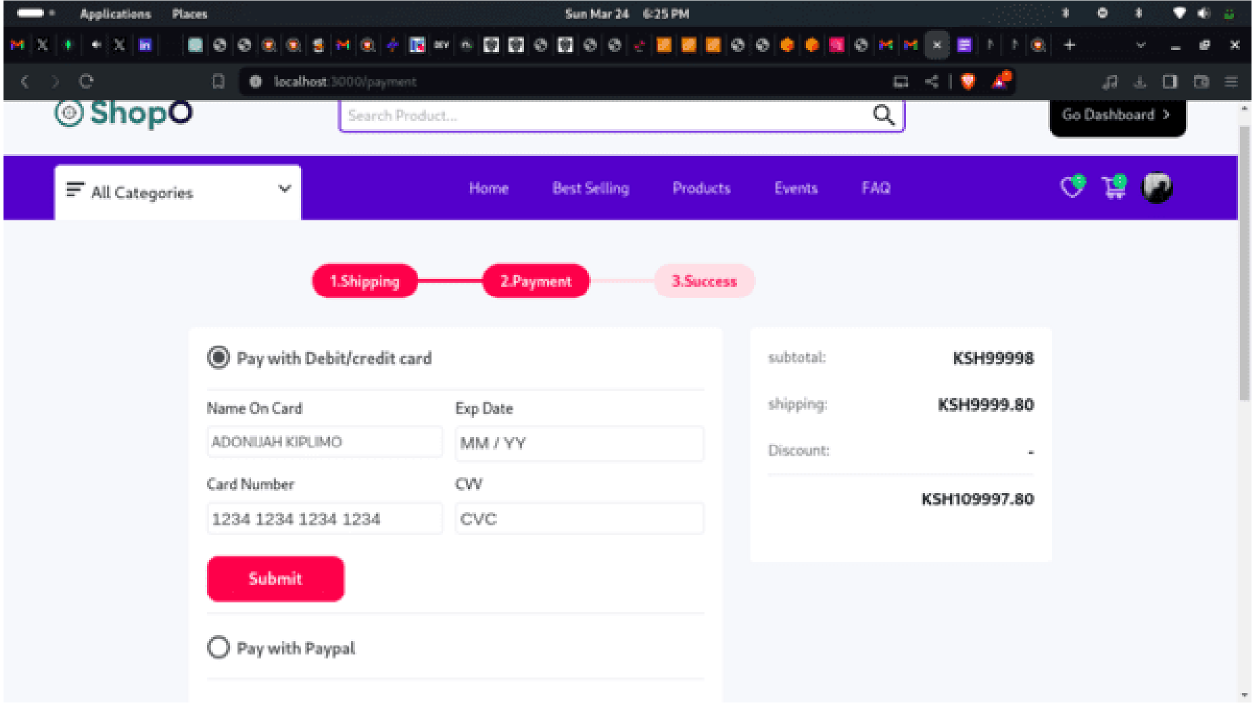
CVV: CVC

Submit

○ Pay with Paypal

subtotal:	KSH99998
shipping:	KSH9999.80
Discount:	-
	KSH109997.80

Payment with card.



● Pay with Debit/credit card

Name On Card: ADONIJAH KIPLIMO

Exp Date: MM / YY

Card Number: 1234 1234 1234 1234

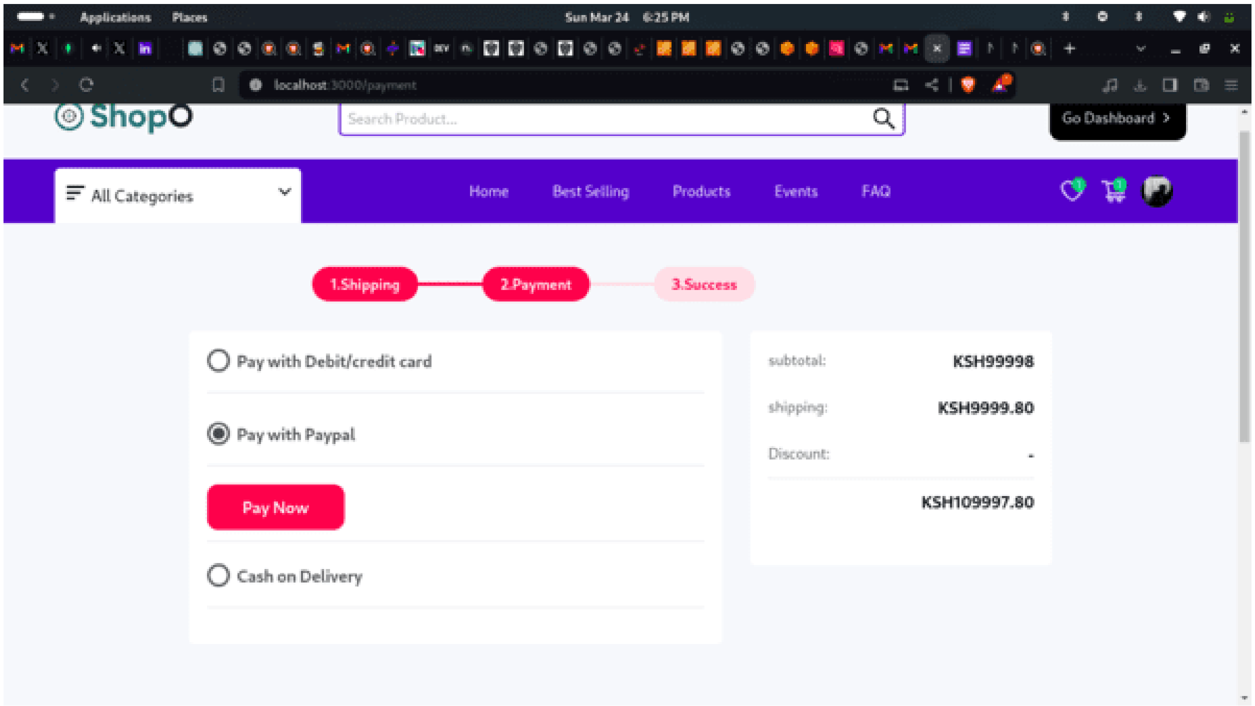
CVV: CVC

Submit

○ Pay with Paypal

subtotal:	KSH99998
shipping:	KSH9999.80
Discount:	-
	KSH109997.80

Payment using by paypal.



○ Pay with Debit/credit card

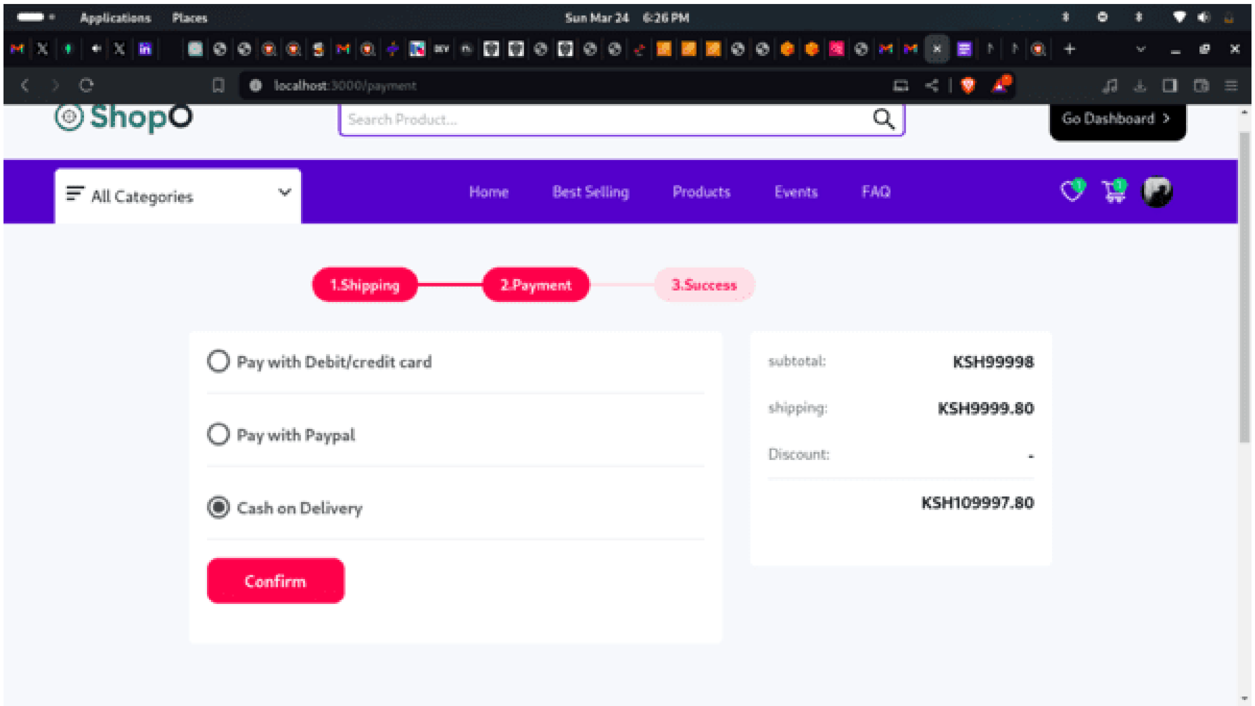
● Pay with Paypal

Pay Now

○ Cash on Delivery

subtotal:	KSH99998
shipping:	KSH9999.80
Discount:	-
	KSH109997.80

Payment on delivery



○ Pay with Debit/credit card

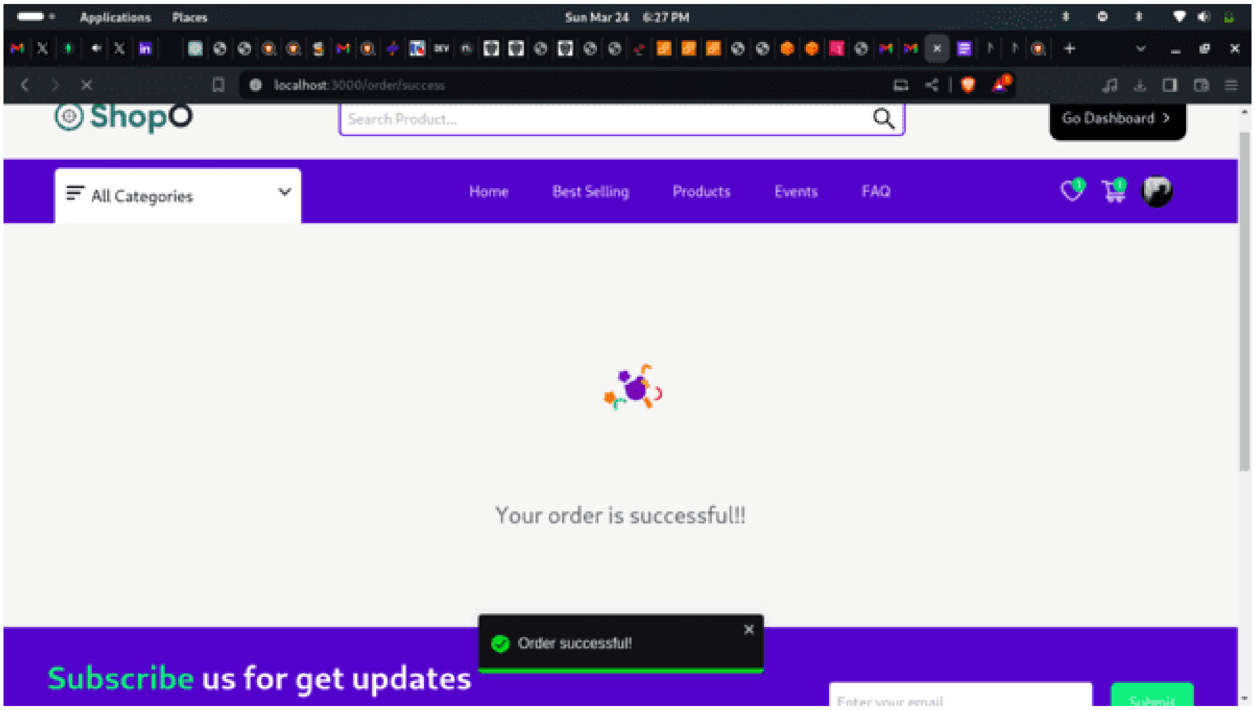
○ Pay with Paypal

● Cash on Delivery

Confirm

subtotal:	KSH99998
shipping:	KSH9999.80
Discount:	-
	KSH109997.80

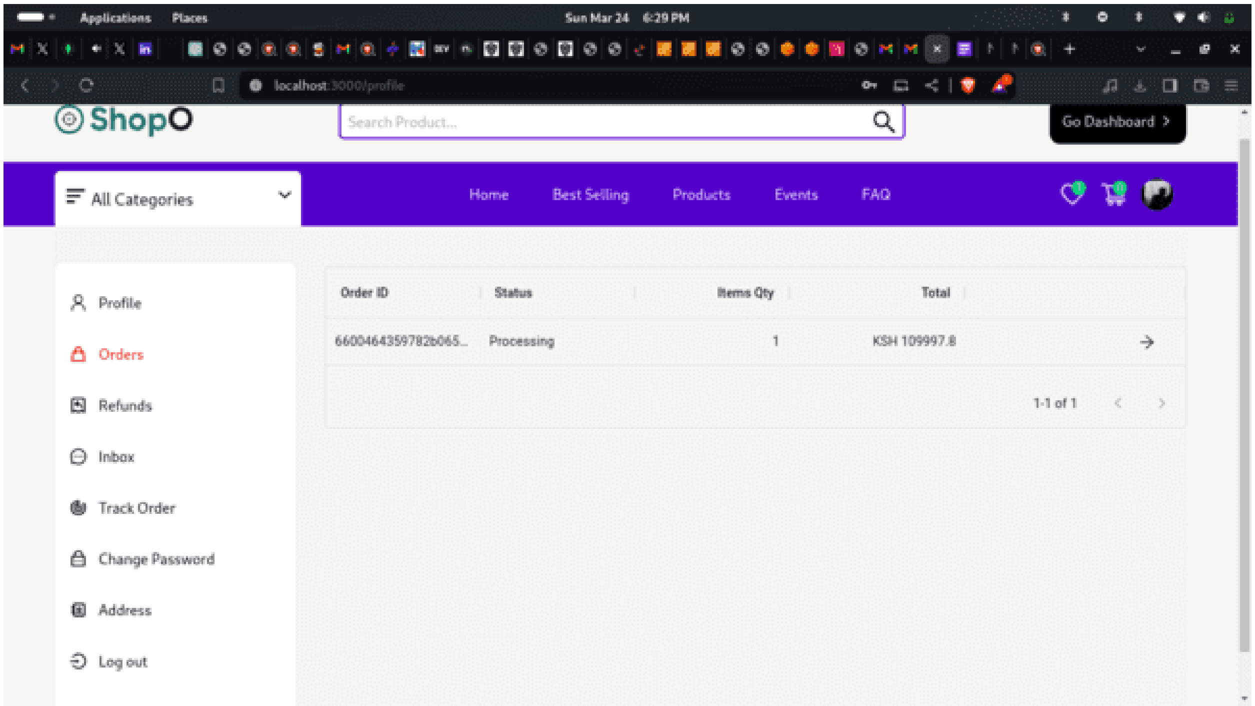
On successful payment the order will be processed as successfully placed.



Your order is successful!!

Order successful!

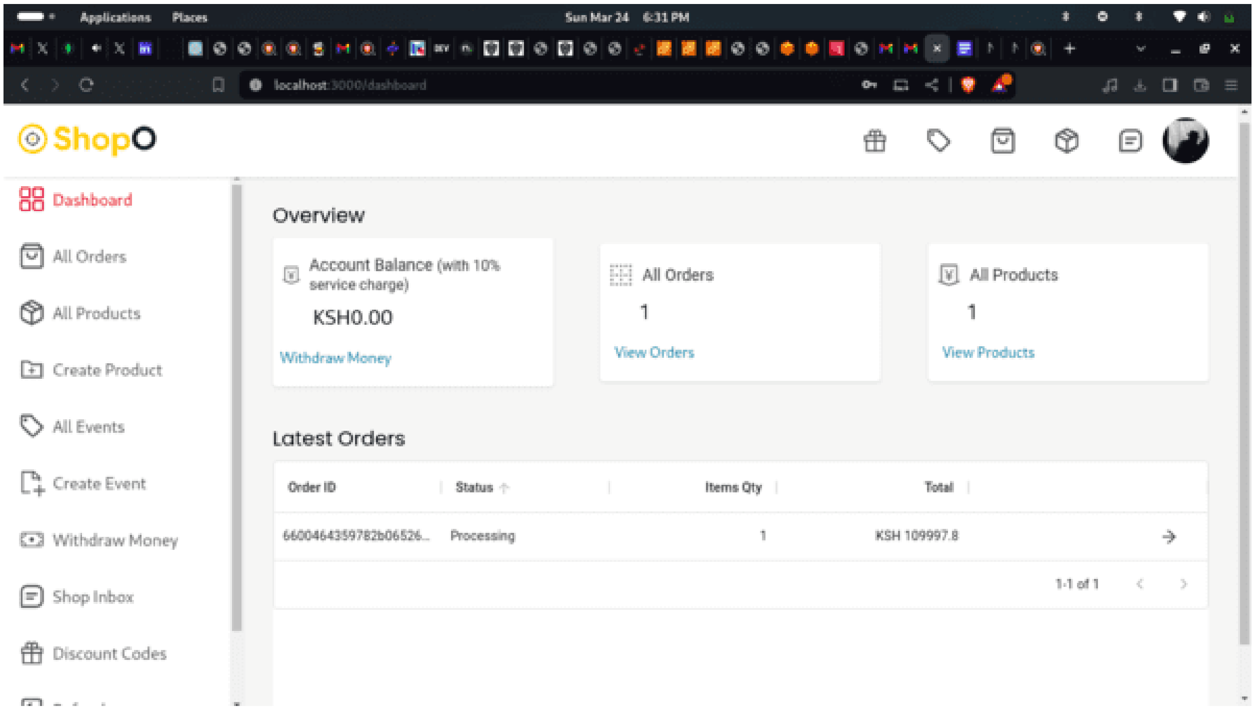
On the buyers orders page the order will be in the processing stage awaiting approval by the seller.



Order ID	Status	Items Qty	Total	
6600464359782b065...	Processing	1	KSH 109997.8	→

1-1 of 1

On the sellers dashboard there will be new orders awaiting approval and delivery on the orders page.



Overview

Account Balance (with 10% service charge)

KSH0.00

Withdraw Money

All Orders

1

View Orders

All Products

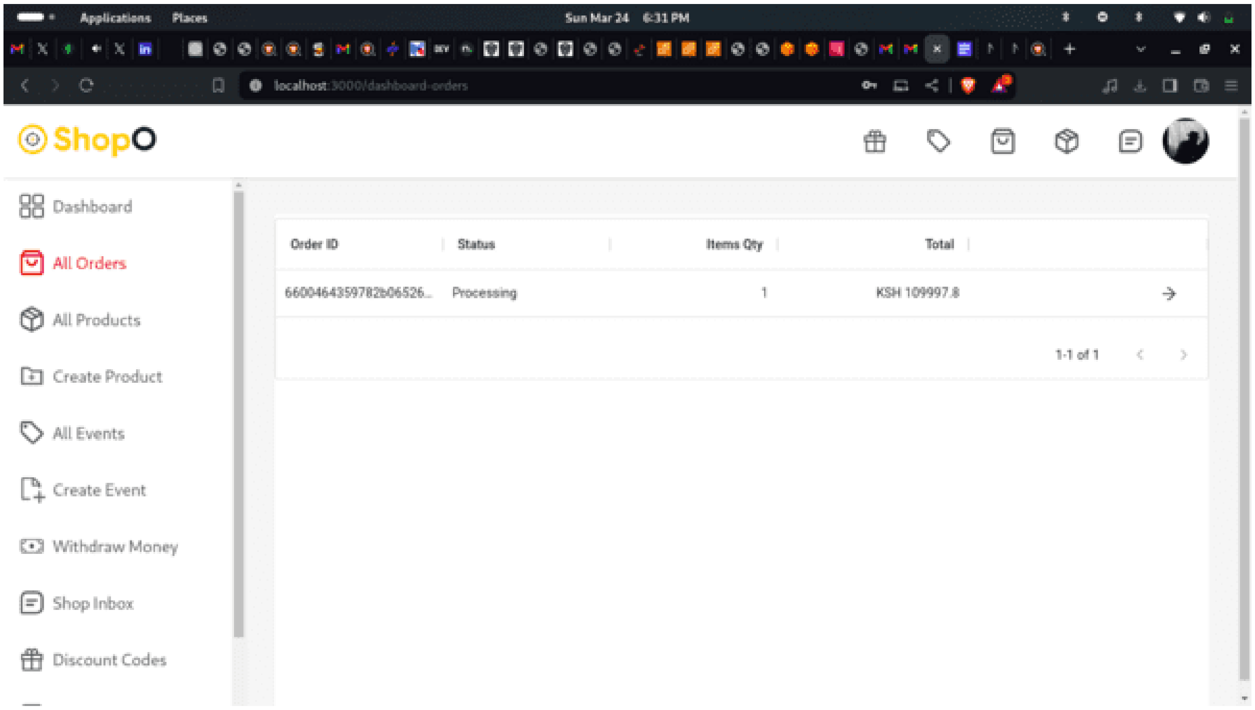
1

View Products

Latest Orders

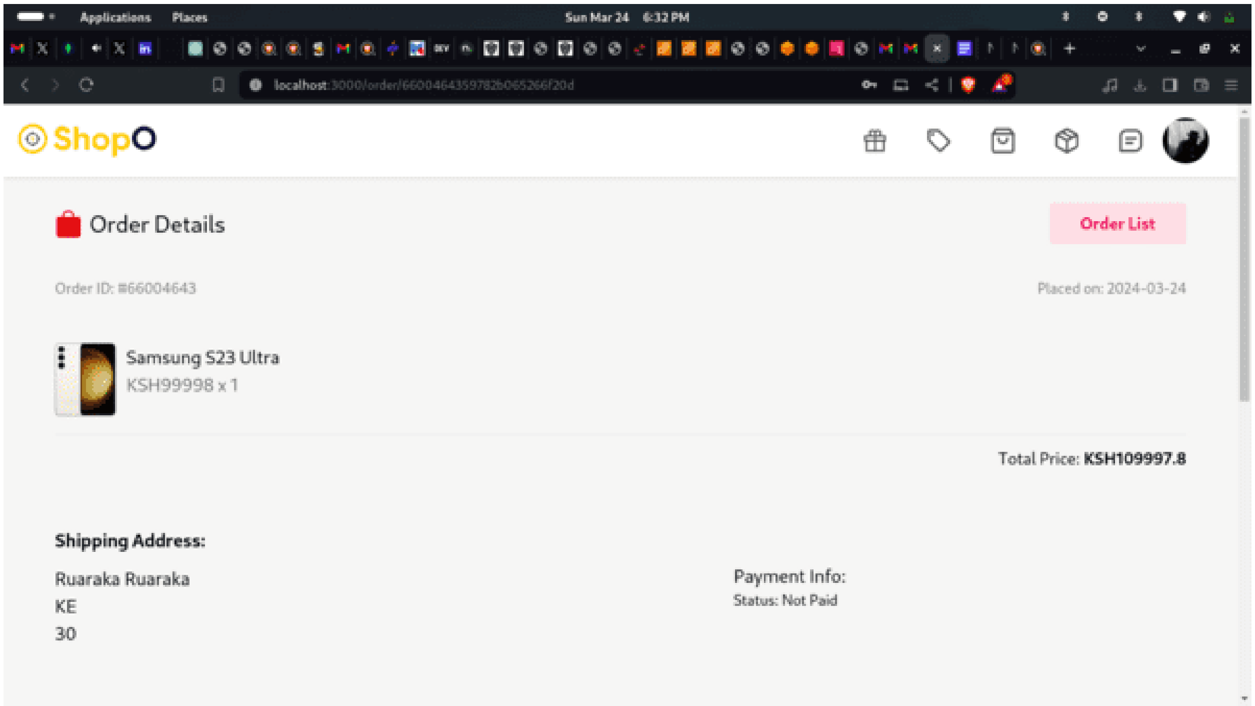
Order ID	Status	Items Qty	Total	
6600464359782b06526...	Processing	1	KSH 109997.8	→

1-1 of 1



Order ID	Status	Items Qty	Total	
6600464359782b06526...	Processing	1	KSH 109997.8	→

1-1 of 1



Order Details

Order ID: #66004643

Placed on: 2024-03-24

Samsung S23 Ultra
KSH99998 x 1

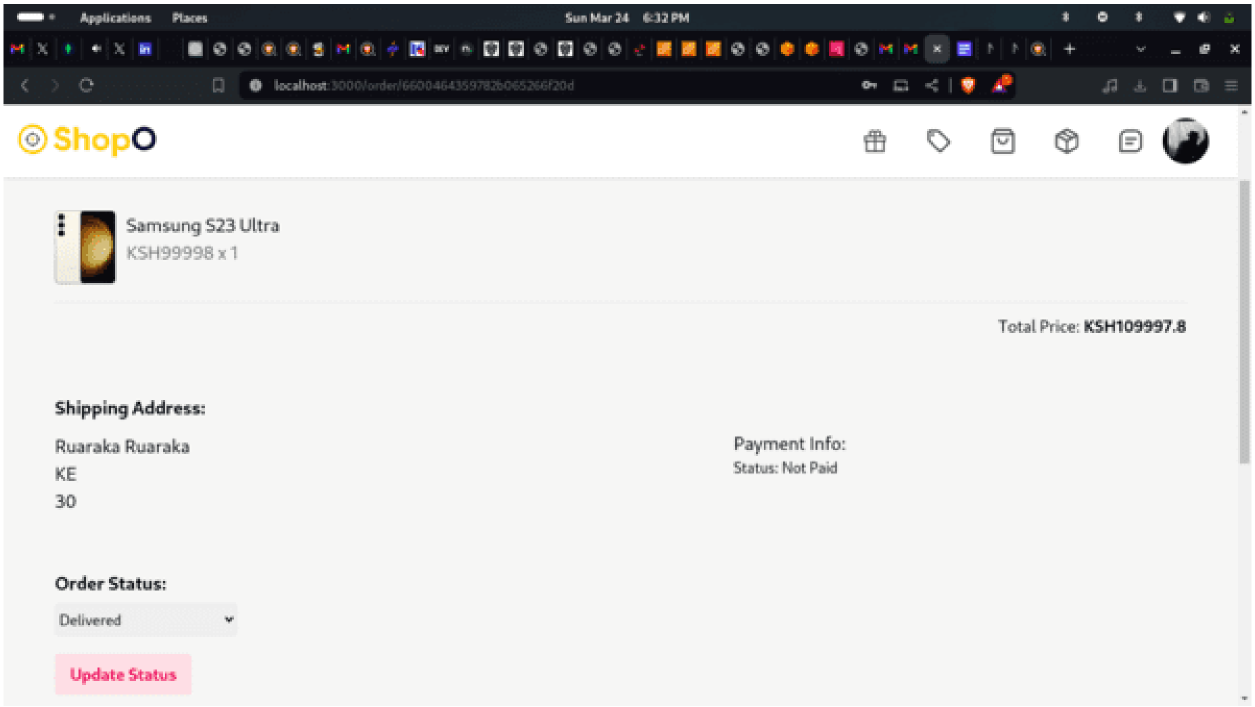
Total Price: **KSH109997.8**

Shipping Address:

Ruaraka Ruaraka
KE
30

Payment Info:
Status: Not Paid

The seller can then update the status of the order.



Samsung S23 Ultra
KSH99998 x 1

Total Price: **KSH109997.8**

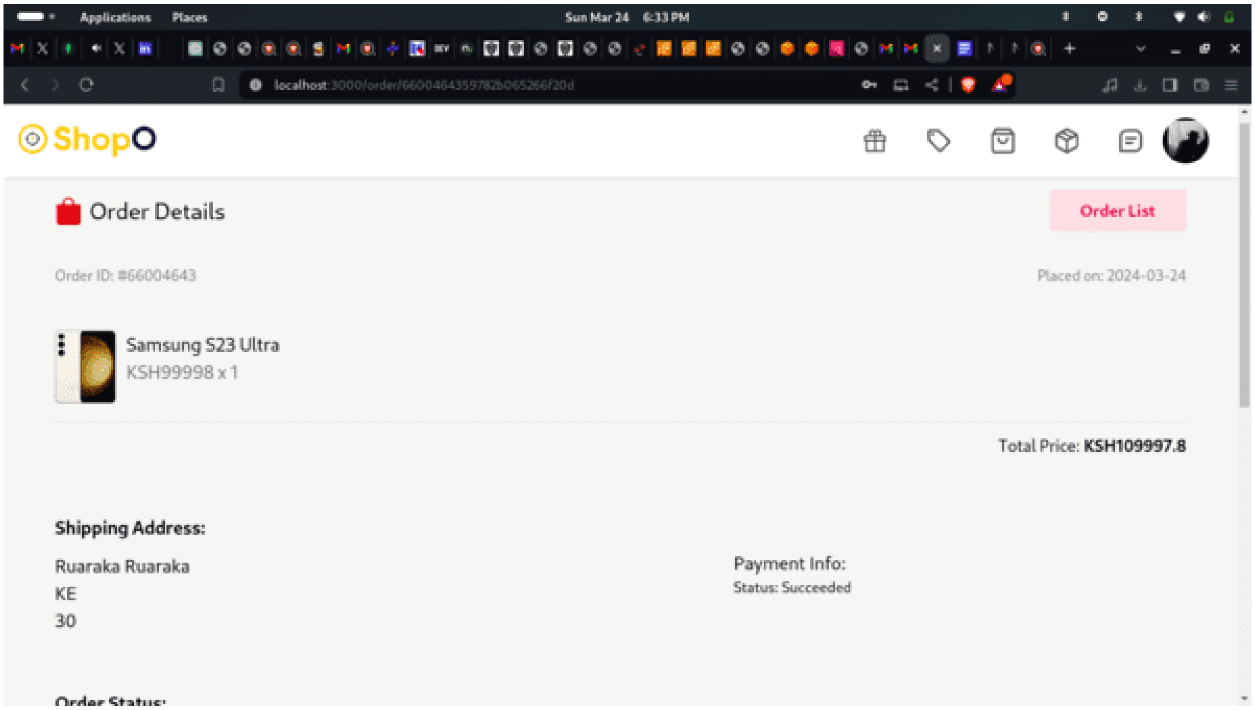
Shipping Address:

Ruaraka Ruaraka
KE
30

Payment Info:
Status: Not Paid

Order Status:

Delivered



Order Details

Order ID: #66004643

Placed on: 2024-03-24

Samsung S23 Ultra
KSH99998 x 1

Total Price: **KSH109997.8**

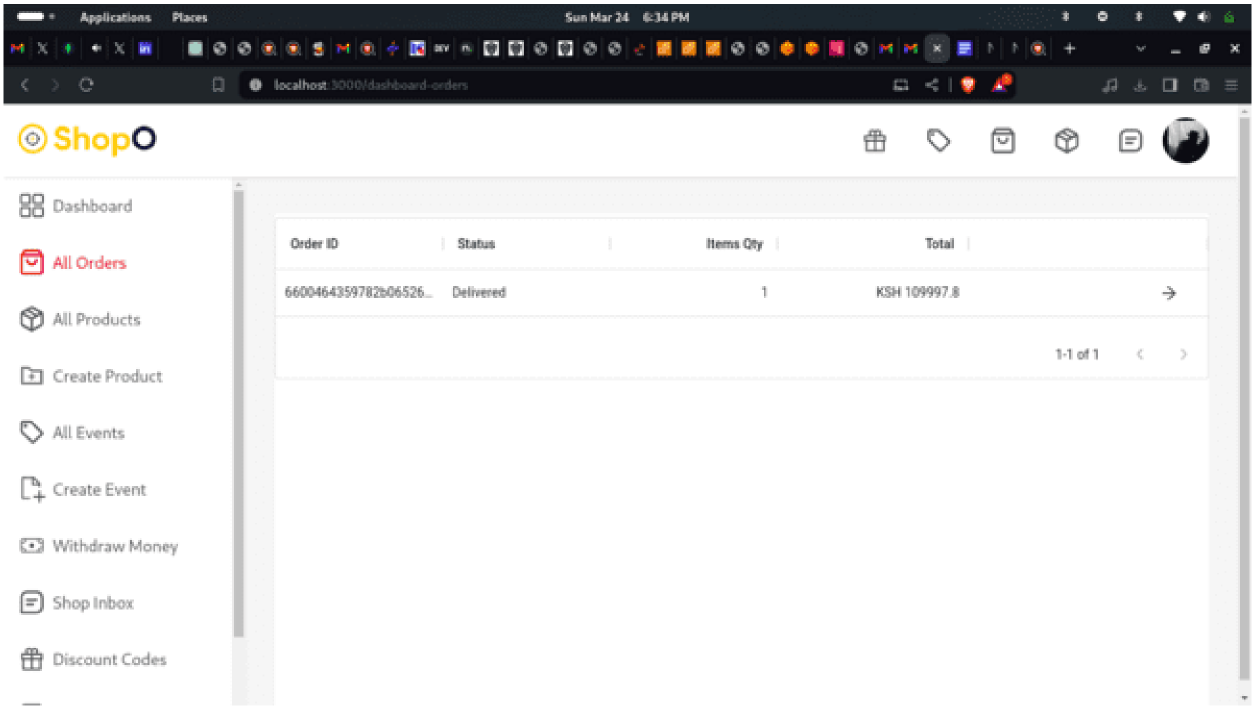
Shipping Address:

Ruaraka Ruaraka
KE
30

Payment Info:
Status: Succeeded

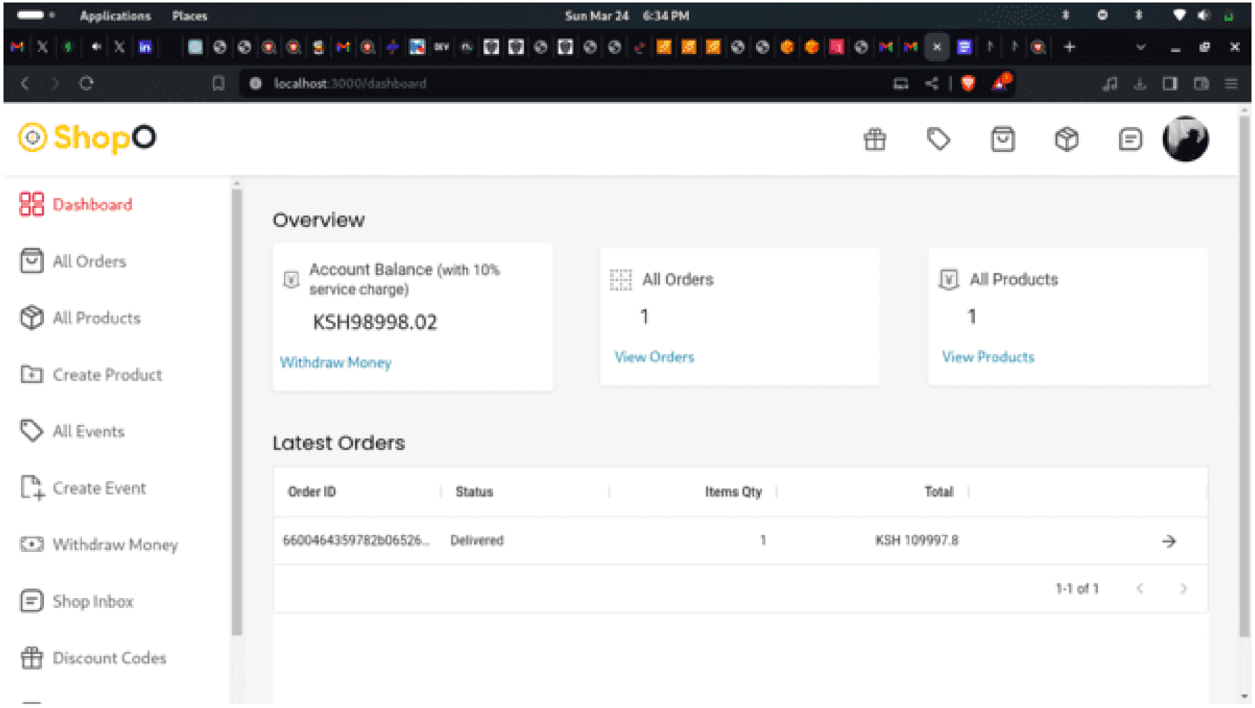
Order Status:

Then back on the dashboard the orders will be updated and the balance as well updated.



Order ID	Status	Items Qty	Total
6600464359782b06526...	Delivered	1	KSH 109997.8

1-1 of 1



Overview

Account Balance (with 10% service charge)
KSH98998.02
Withdraw Money

All Orders
1
View Orders

All Products
1
View Products

Latest Orders

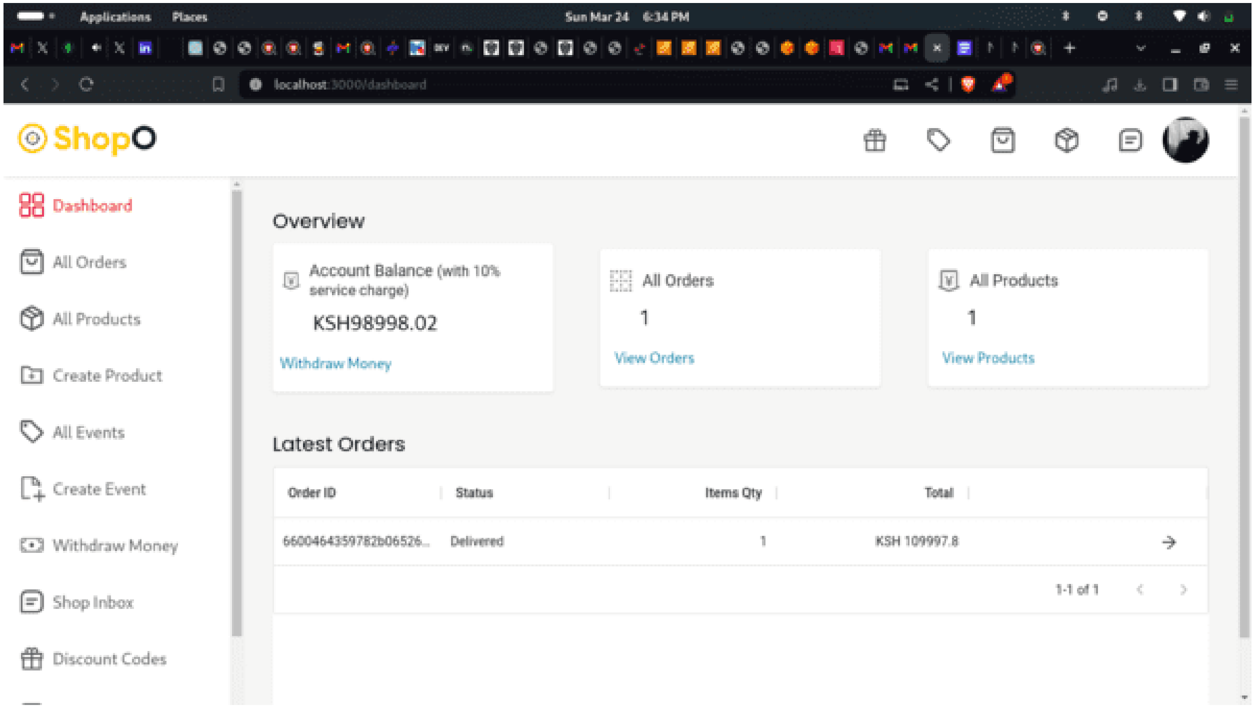
Order ID	Status	Items Qty	Total
6600464359782b06526...	Delivered	1	KSH 109997.8

1-1 of 1

Withdraw money

The seller can then withdraw money from the shop wallet.

withdraw money page.



Overview

Account Balance (with 10% service charge)

KSH98998.02

Withdraw Money

All Orders

1

View Orders

All Products

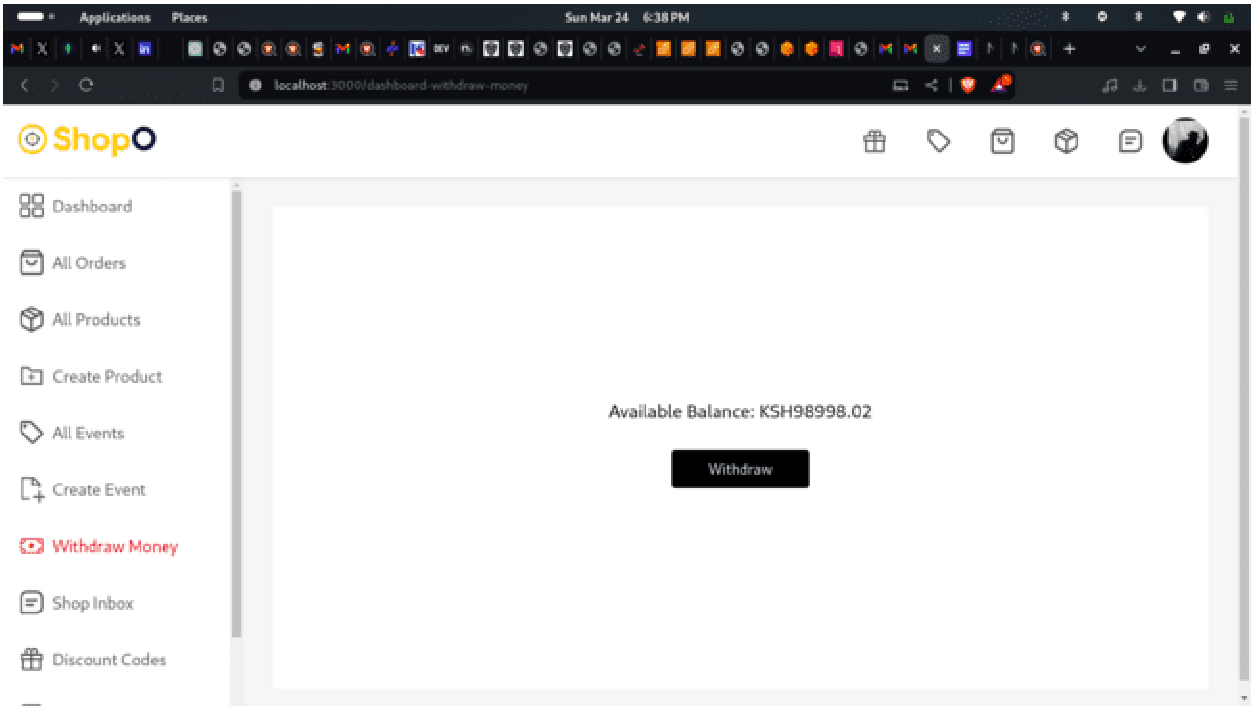
1

View Products

Latest Orders

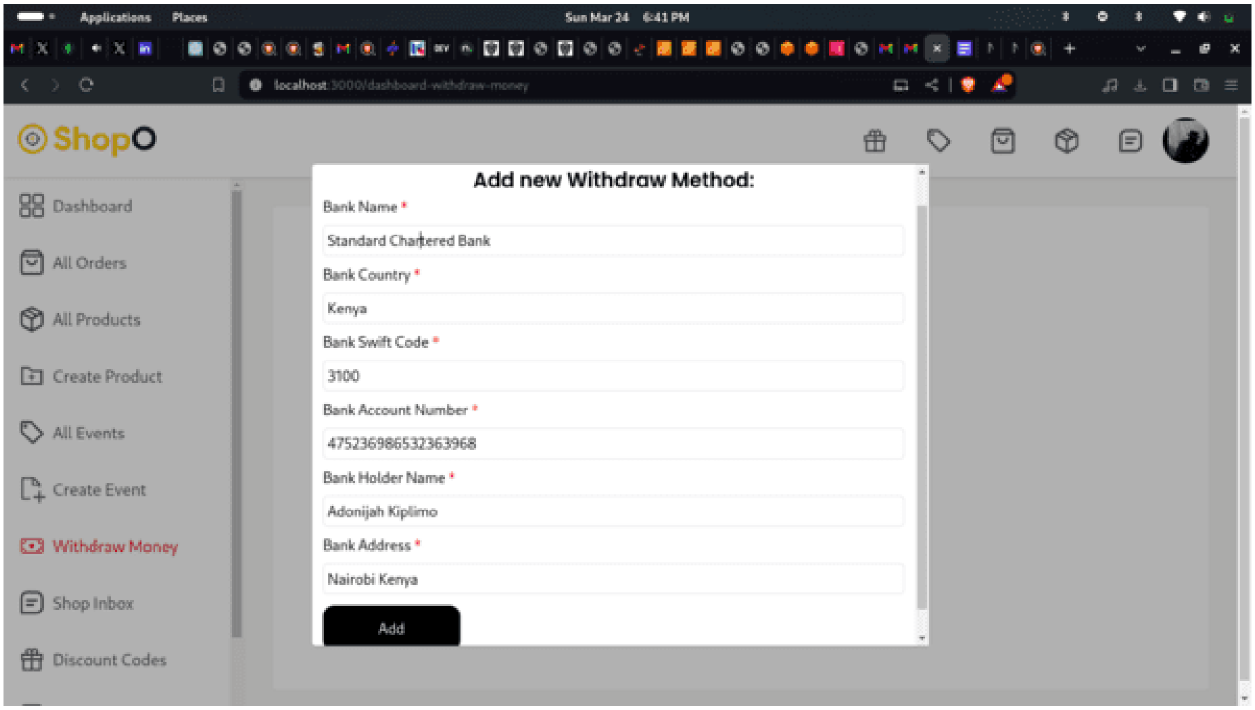
Order ID	Status	Items Qty	Total	
6600464359782b06526...	Delivered	1	KSH 109997.8	→

1-1 of 1



Available Balance: KSH98998.02

Adding withdrawal method(s)



Add new Withdraw Method:

Bank Name *

Standard Chartered Bank

Bank Country *

Kenya

Bank Swift Code *

3100

Bank Account Number *

475236986532363968

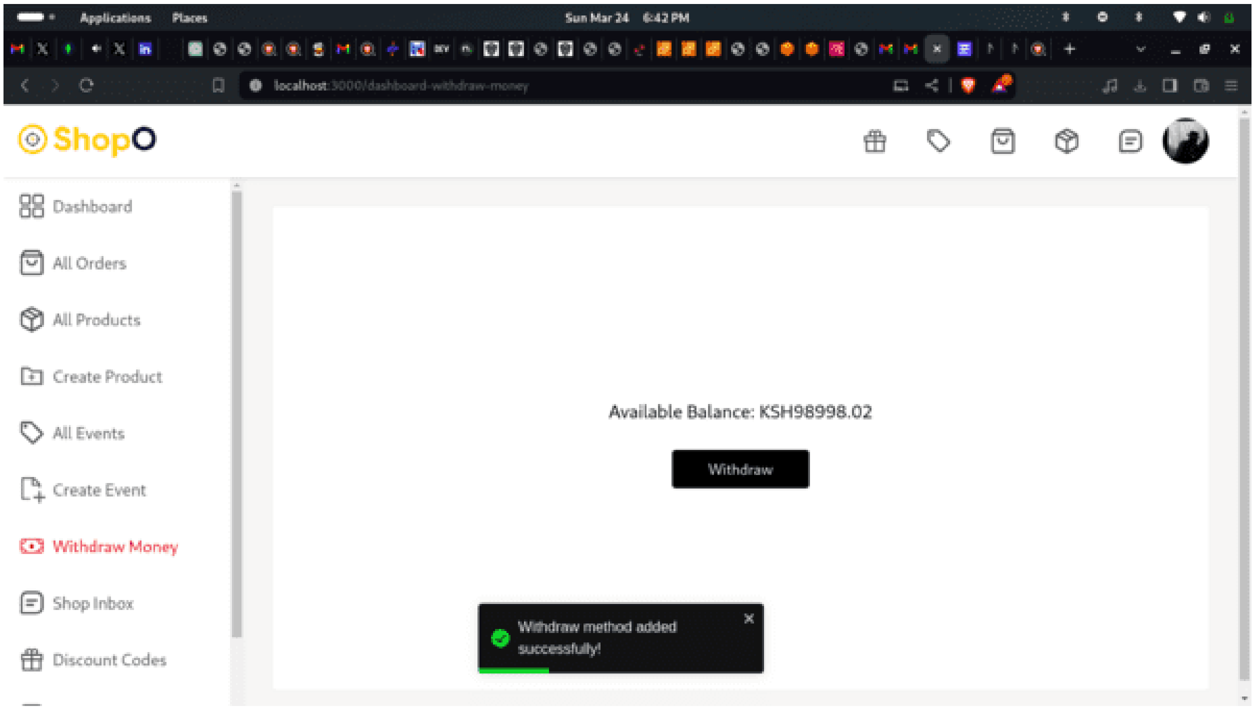
Bank Holder Name *

Adonijah Kiplimo

Bank Address *

Nairobi Kenya

Add

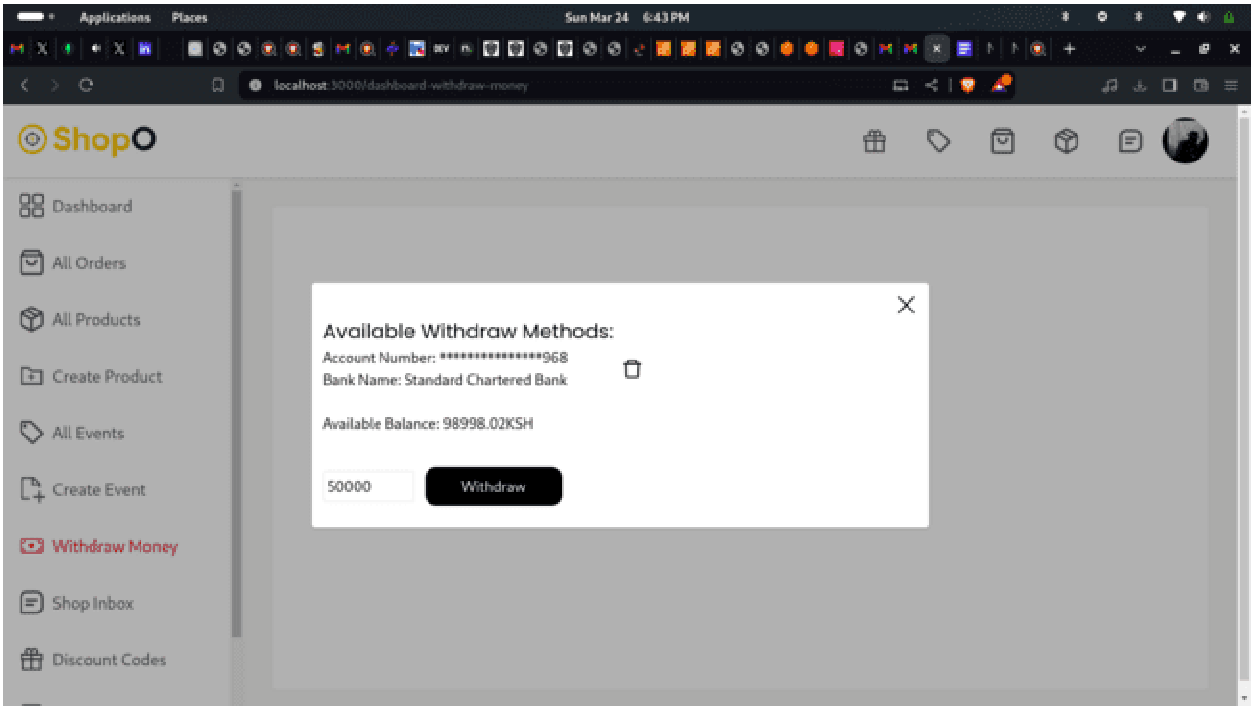


Available Balance: KSH98998.02

Withdraw

Withdraw method added successfully!

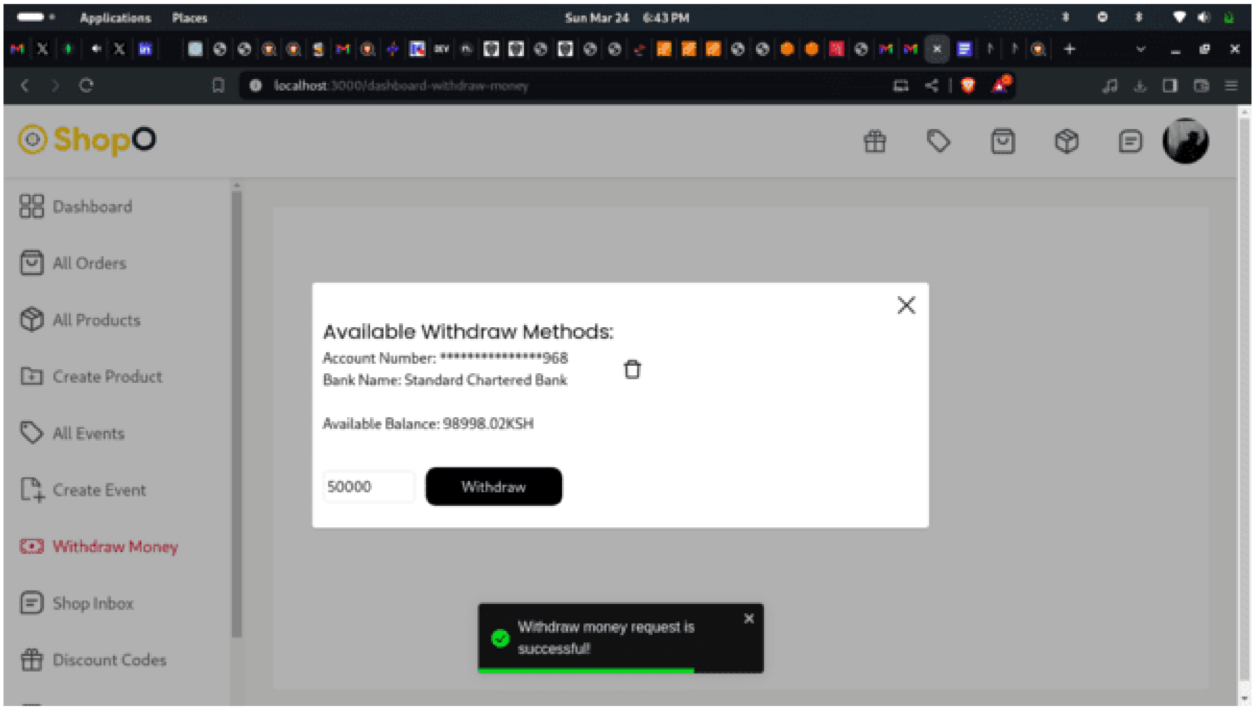
Then Proceed to withdraw the amount by specifying the amount to withdraw.



Available Withdraw Methods:
Account Number: ****************968
Bank Name: Standard Chartered Bank

Available Balance: 98998.02KSH

50000 Withdraw



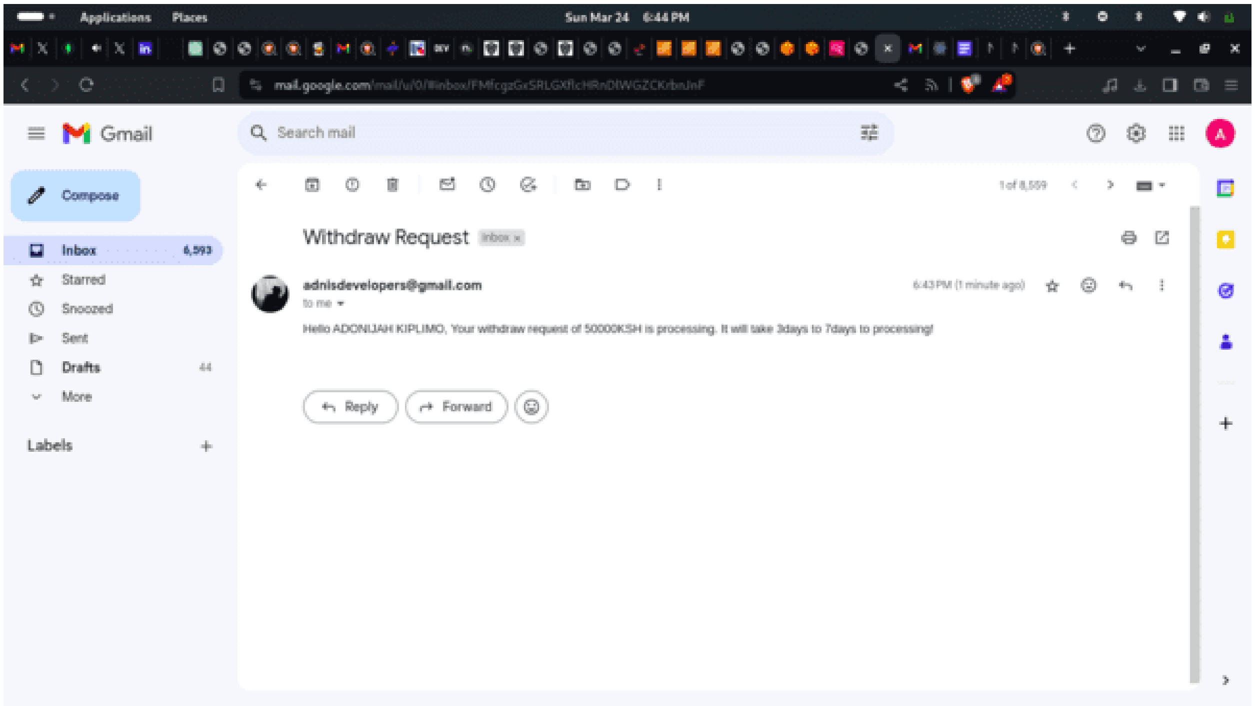
Available Withdraw Methods:
Account Number: ****************968
Bank Name: Standard Chartered Bank

Available Balance: 98998.02KSH

50000 Withdraw

Withdraw money request is successful!

An email for withdrawal will be sent to the registered email for to let the owner that the amount withdrawn is processing.

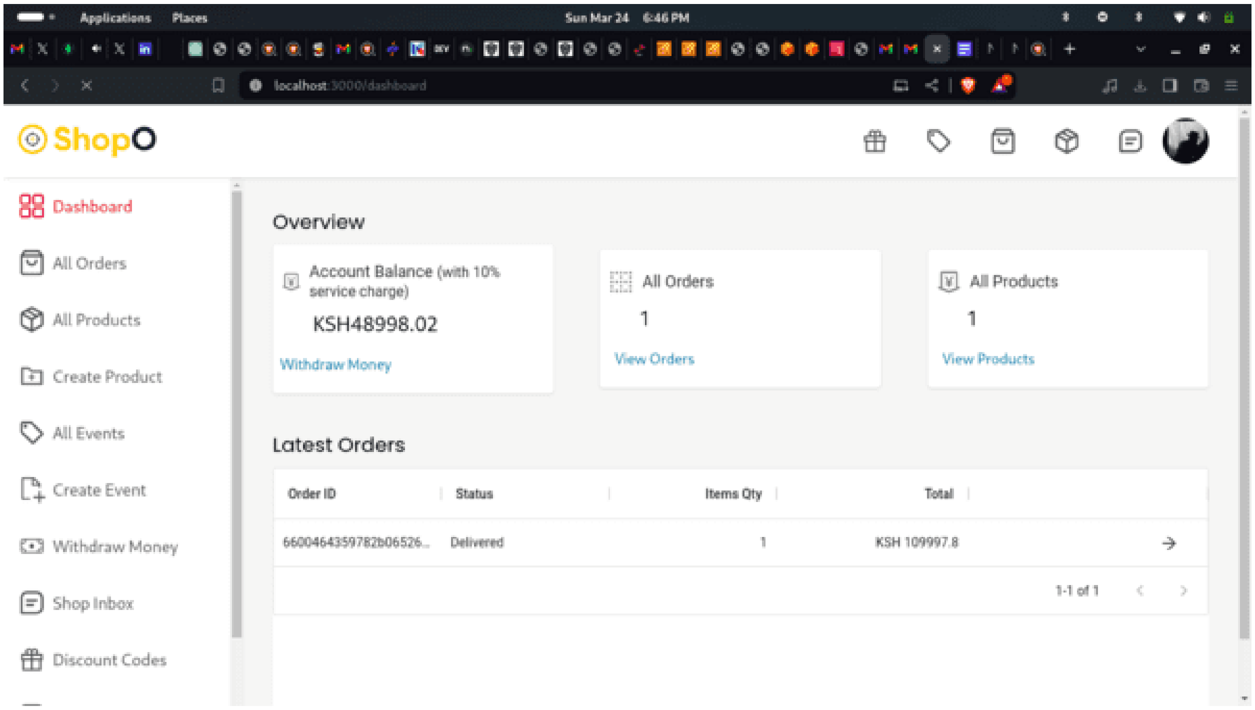


Withdraw Request

adnisdevelopers@gmail.com

Hello ADONIJAH KIPLIMO, Your withdraw request of 50000KSH is processing. It will take 3days to 7days to processing!

Upon successful withdrawal the balance will reduce with the amount withdrawn.



Overview

Account Balance (with 10% service charge)
KSH48998.02

All Orders
1

All Products
1

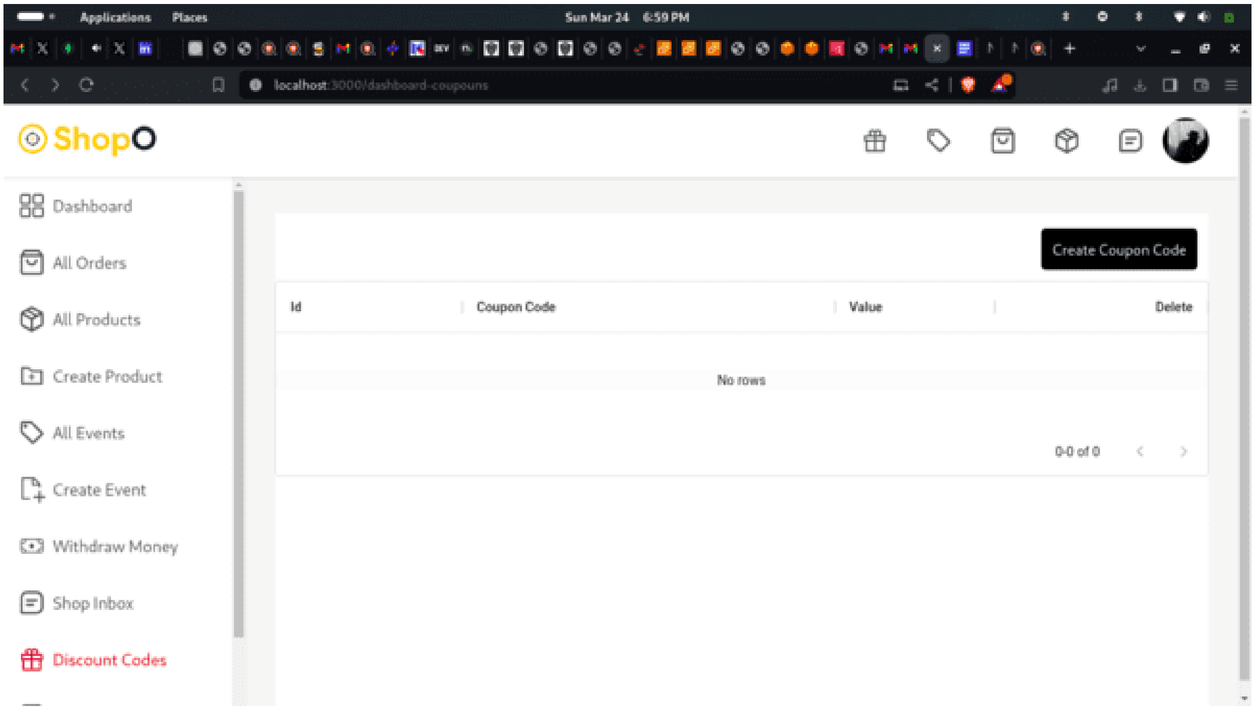
Latest Orders

Order ID	Status	Items Qty	Total
6600464359782b06526...	Delivered	1	KSH 109997.8

Coupon creation and use.

The seller can create coupon codes on special days to cut down the cost of specific products for its users.

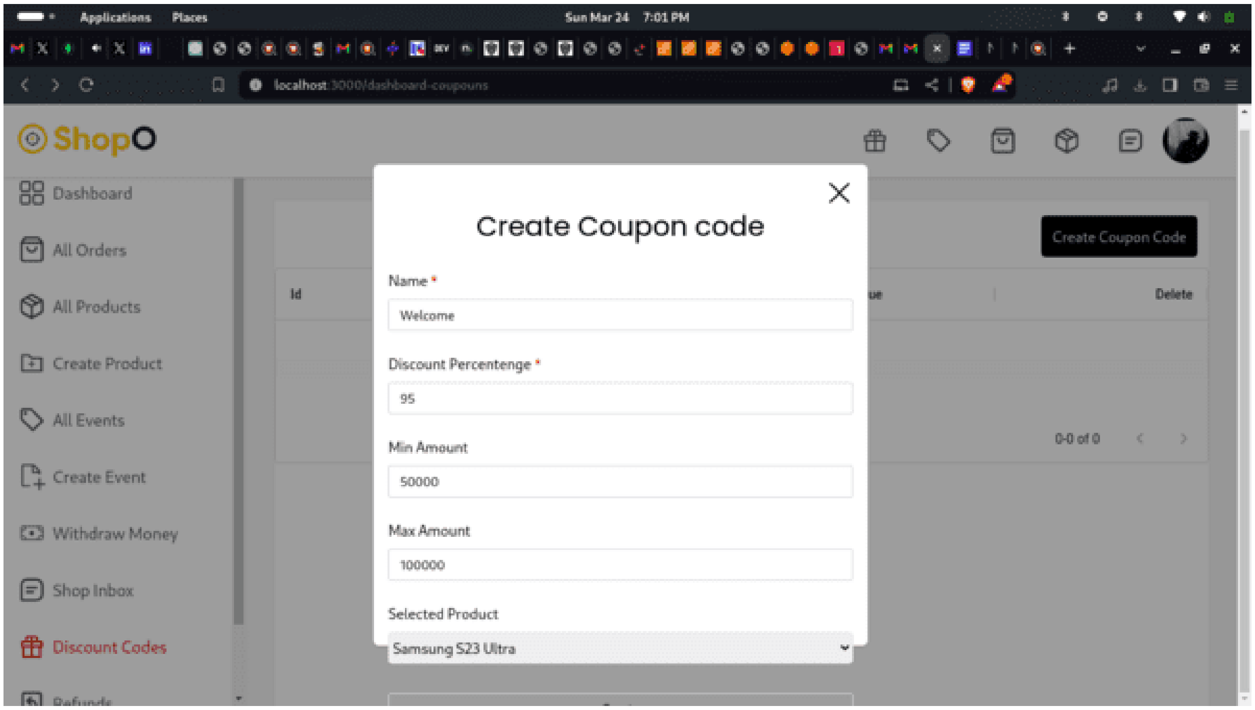
Create a coupon page.



Id	Coupon Code	Value	Delete

No rows

0-0 of 0



Create Coupon code

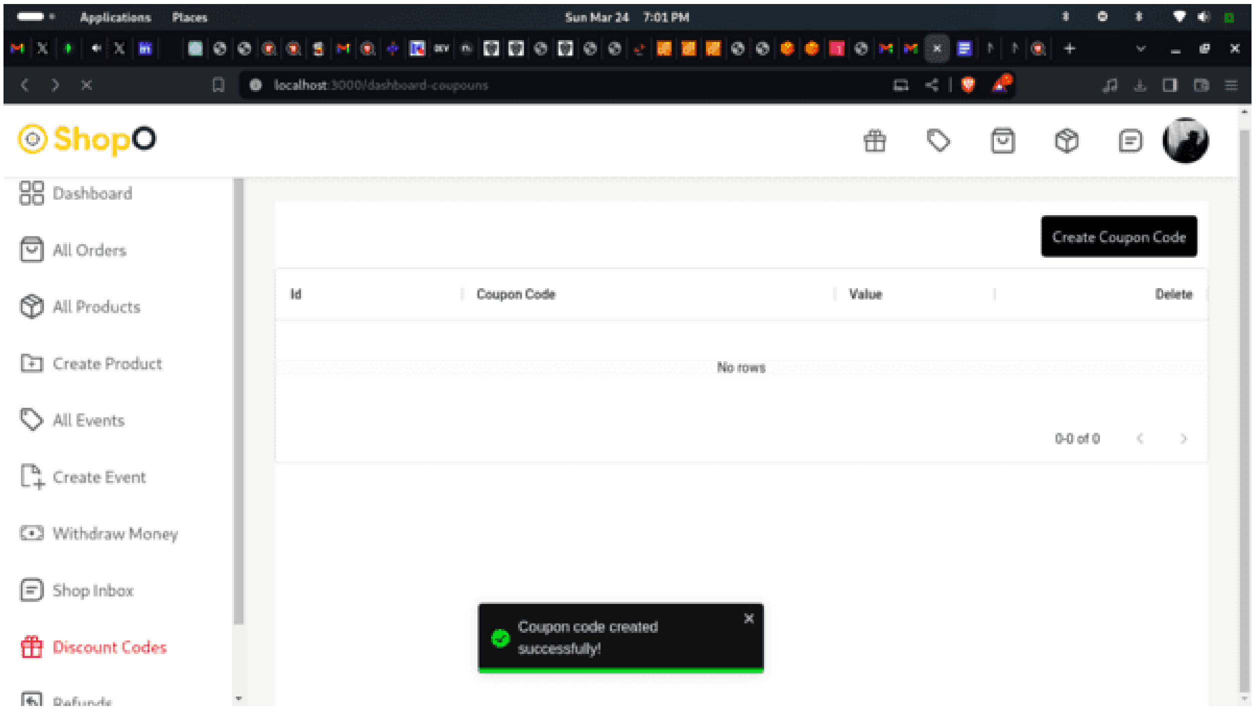
Name *
Welcome

Discount Percentenge *
95

Min Amount
50000

Max Amount
100000

Selected Product
Samsung S23 Ultra

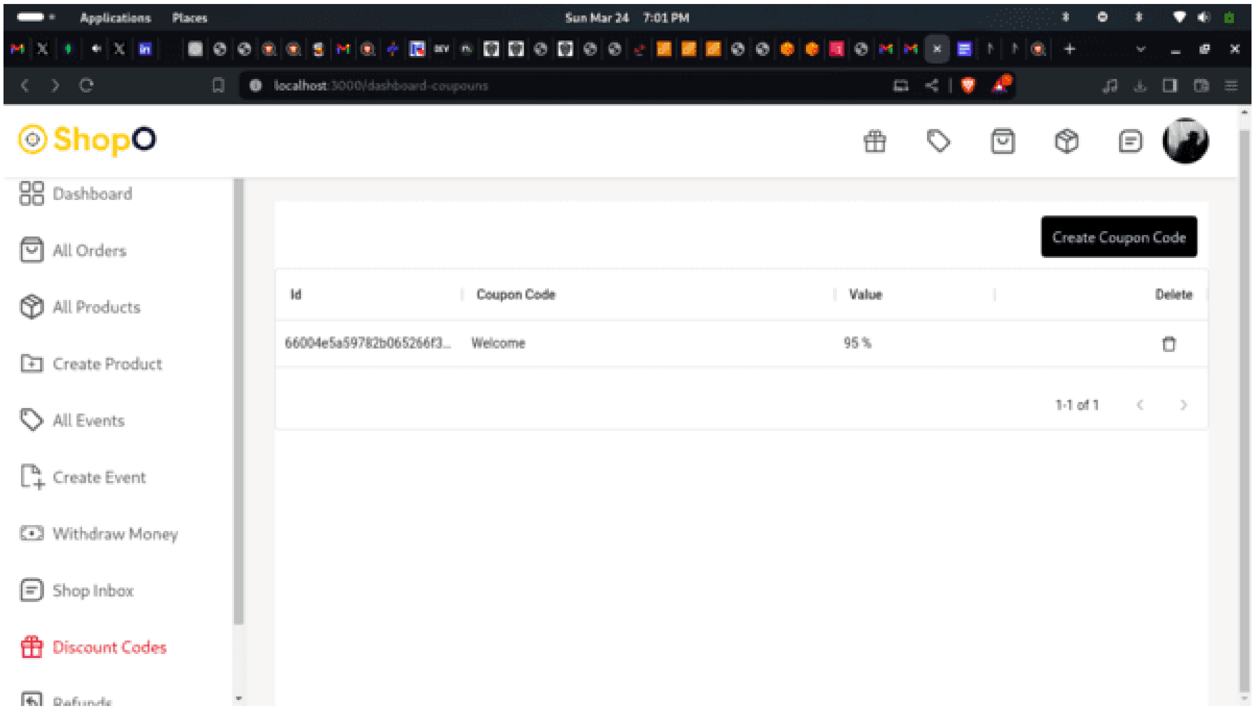


Id	Coupon Code	Value	Delete

No rows

0-0 of 0

Coupon code created successfully!

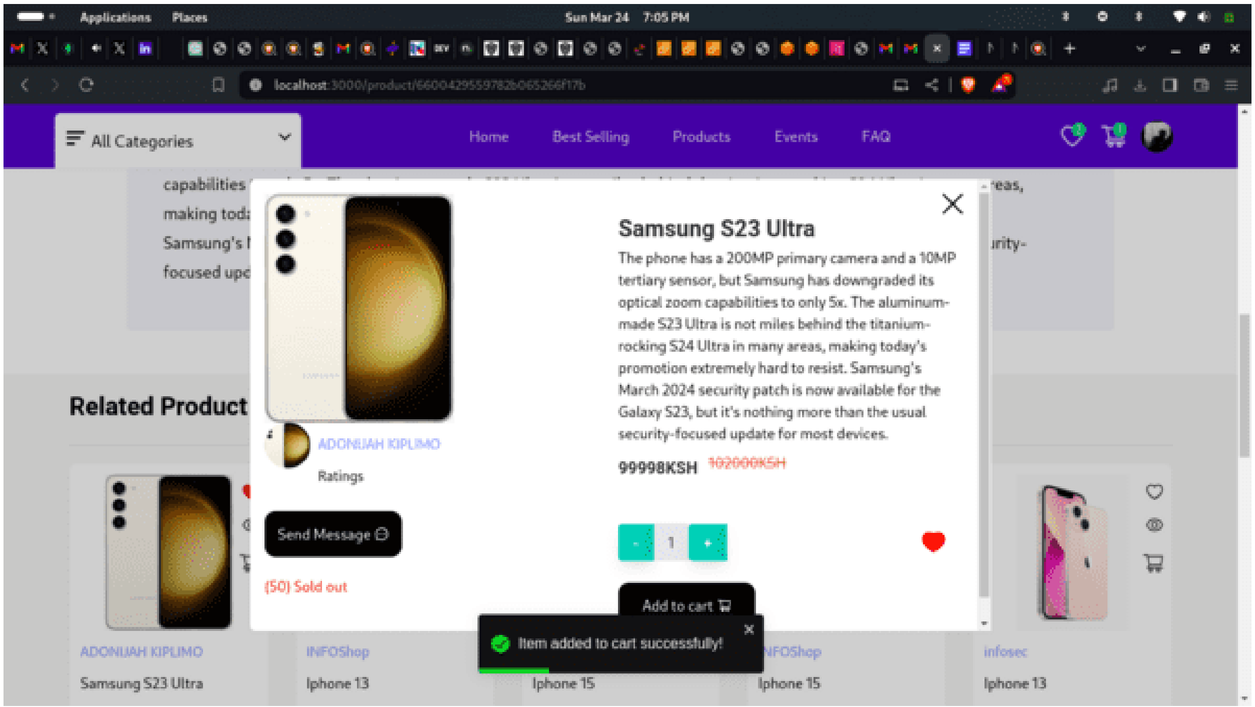


Id	Coupon Code	Value	Delete
66004e5a59782b065266f3...	Welcome	95 %	🗑

1-1 of 1

Using the coupon code

The user navigates to the products page then selects the product with the coupon code eligibility the proceeds to payment and on the payment page he/she chooses apply coupon then the amount will be deducted according to the amount the coupon covers. Here I used Samsun A23 Ultra product.



Samsung S23 Ultra

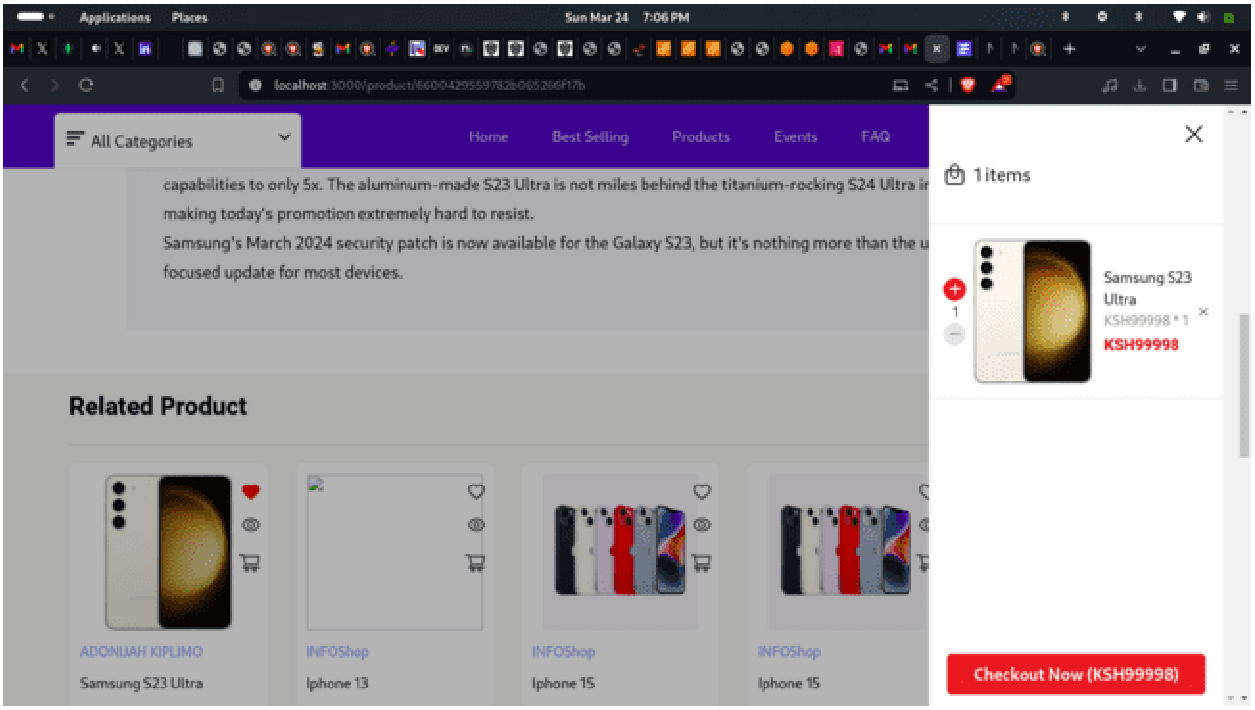
The phone has a 200MP primary camera and a 10MP tertiary sensor, but Samsung has downgraded its optical zoom capabilities to only 5x. The aluminum-made S23 Ultra is not miles behind the titanium-rocking S24 Ultra in many areas, making today's promotion extremely hard to resist. Samsung's March 2024 security patch is now available for the Galaxy S23, but it's nothing more than the usual security-focused update for most devices.

99998KSH ~~102000KSH~~

(50) Sold out

Item added to cart successfully!

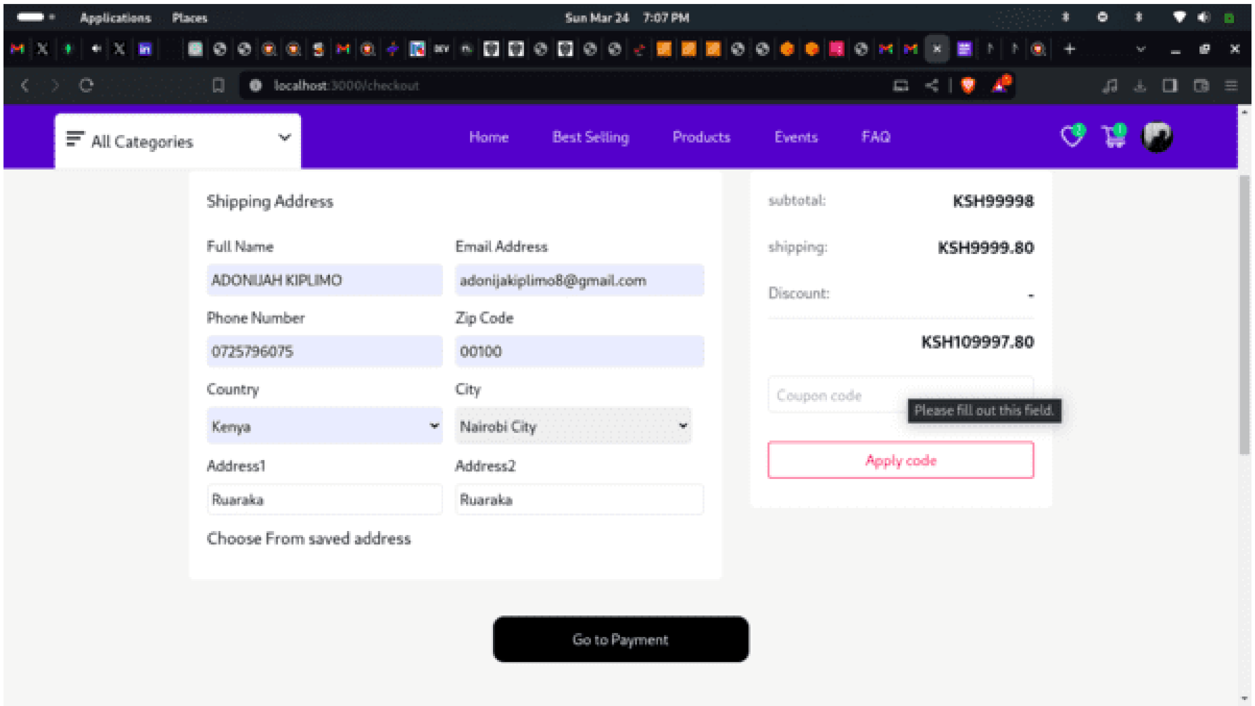
Then proceed to the cart.



capabilities to only 5x. The aluminum-made S23 Ultra is not miles behind the titanium-rocking S24 Ultra i
making today's promotion extremely hard to resist.
Samsung's March 2024 security patch is now available for the Galaxy S23, but it's nothing more than the u
focused update for most devices.

Samsung S23 Ultra
KSH99998 * 1
KSH99998

Then on the checkout page I select the Apply coupon button Note the price before I apply coupon code.



Shipping Address

Full Name: ADONIJAH KIPLIMO
Email Address: adonijakiplimo8@gmail.com
Phone Number: 0725796075
Zip Code: 00100
Country: Kenya
City: Nairobi City
Address1: Ruaraka
Address2: Ruaraka

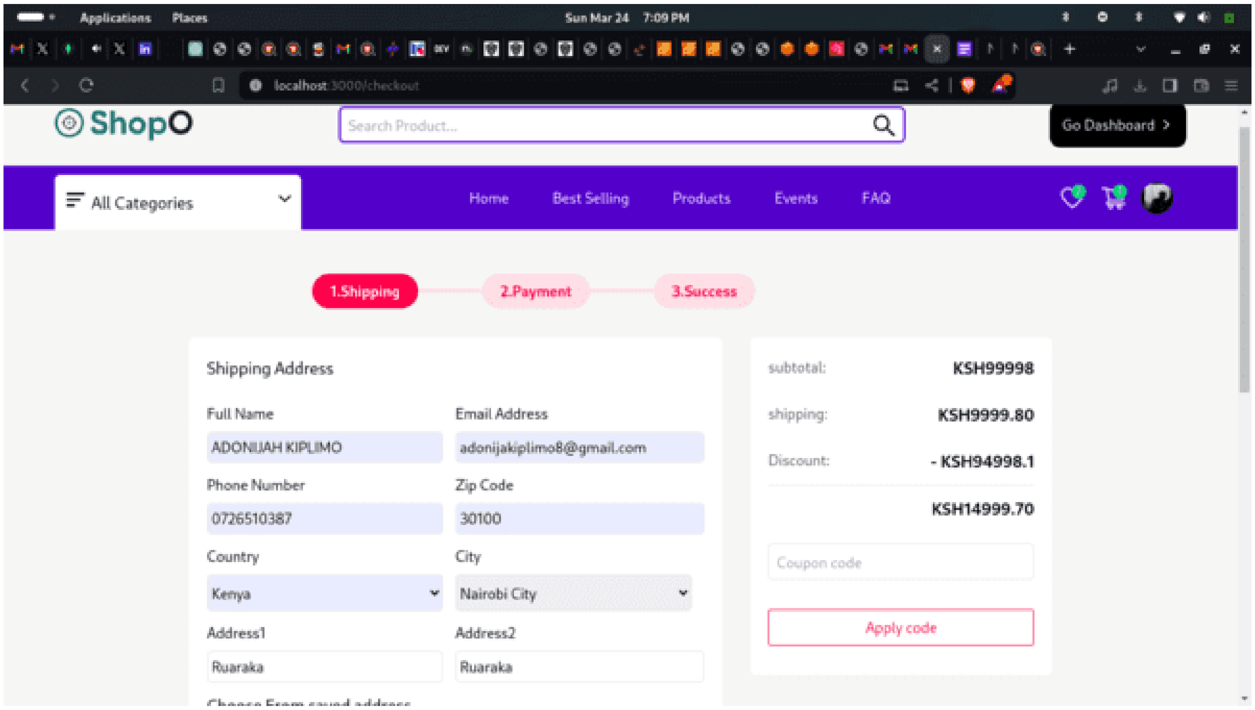
Choose From saved address

subtotal:	KSH99998
shipping:	KSH9999.80
Discount:	-
	KSH109997.80

Coupon code

Please fill out this field.

Apply code



Shipping Address

Full Name: ADONIJAH KIPLIMO
Email Address: adonijakiplimo8@gmail.com
Phone Number: 0726510387
Zip Code: 30100
Country: Kenya
City: Nairobi City
Address1: Ruaraka
Address2: Ruaraka

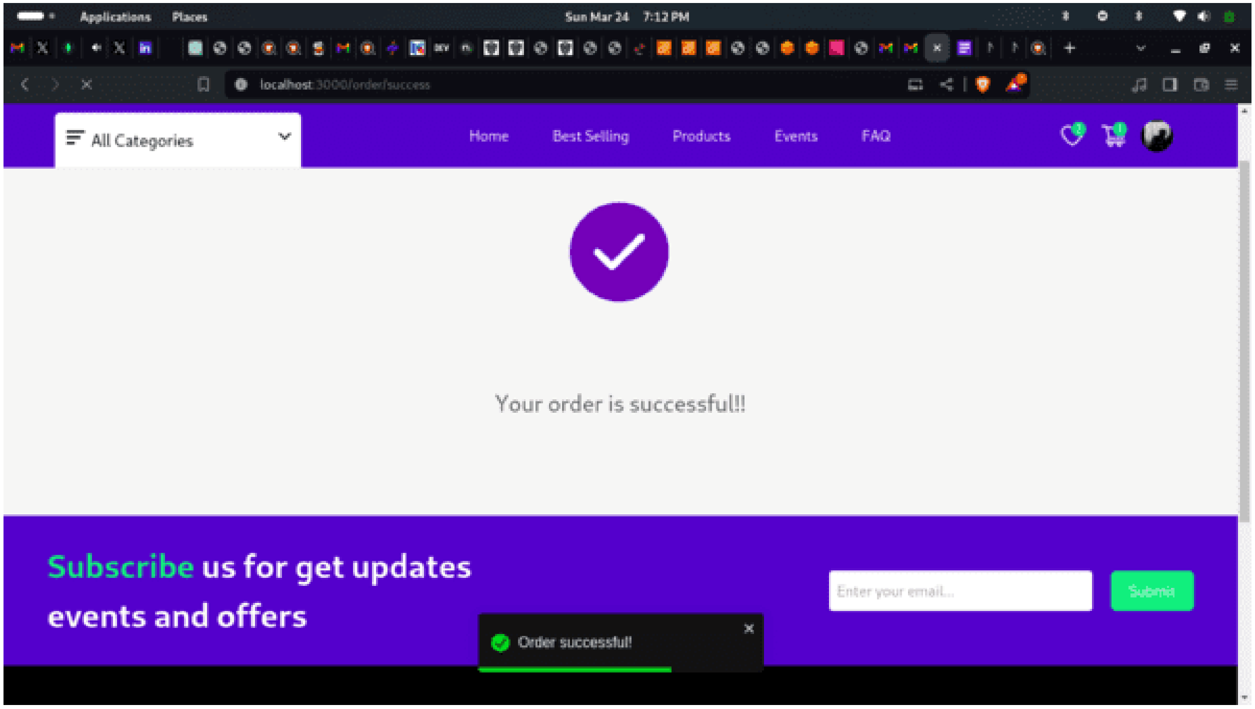
Choose From saved address

subtotal:	KSH99998
shipping:	KSH9999.80
Discount:	- KSH94998.1
	KSH14999.70

Coupon code

Apply code

Then the user can then proceed to pay the amount after applying the discount.



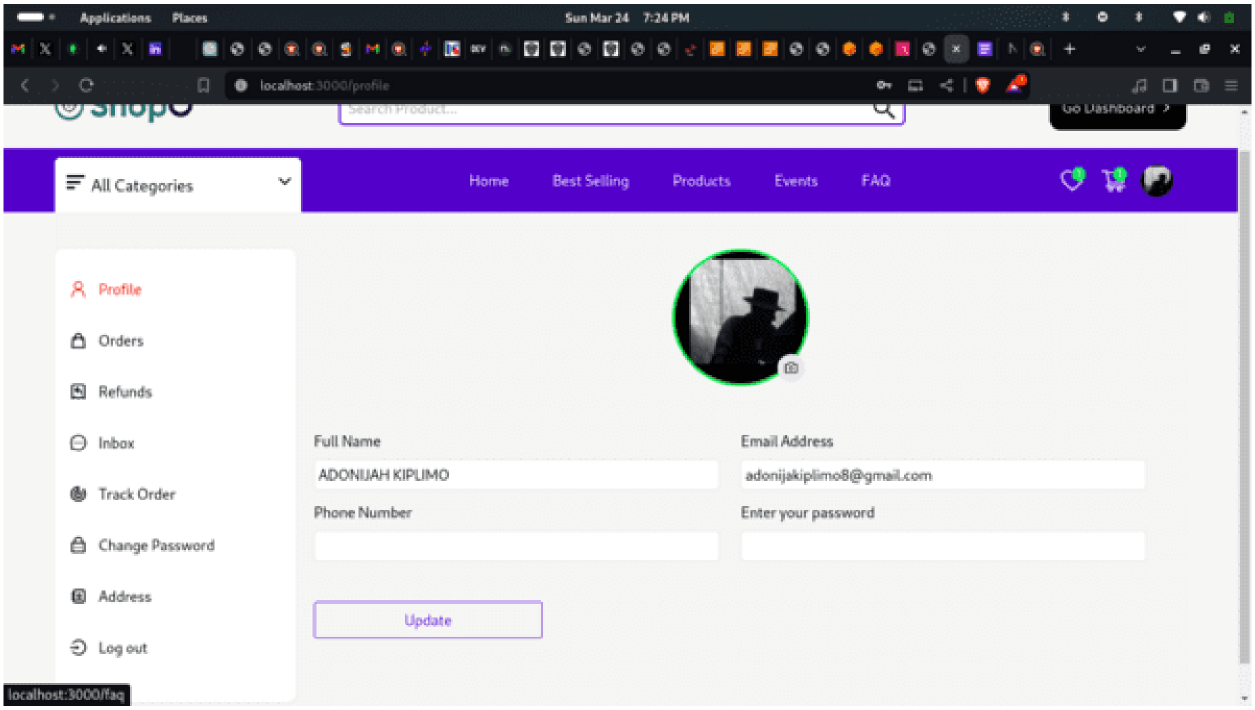
Your order is successful!!

Subscribe us for get updates events and offers

Order successful!

Profile Edit.

Here the user can edit their usernames, emails and profile pictures/avatars.



Full Name: ADONIJAH KIPLIMO

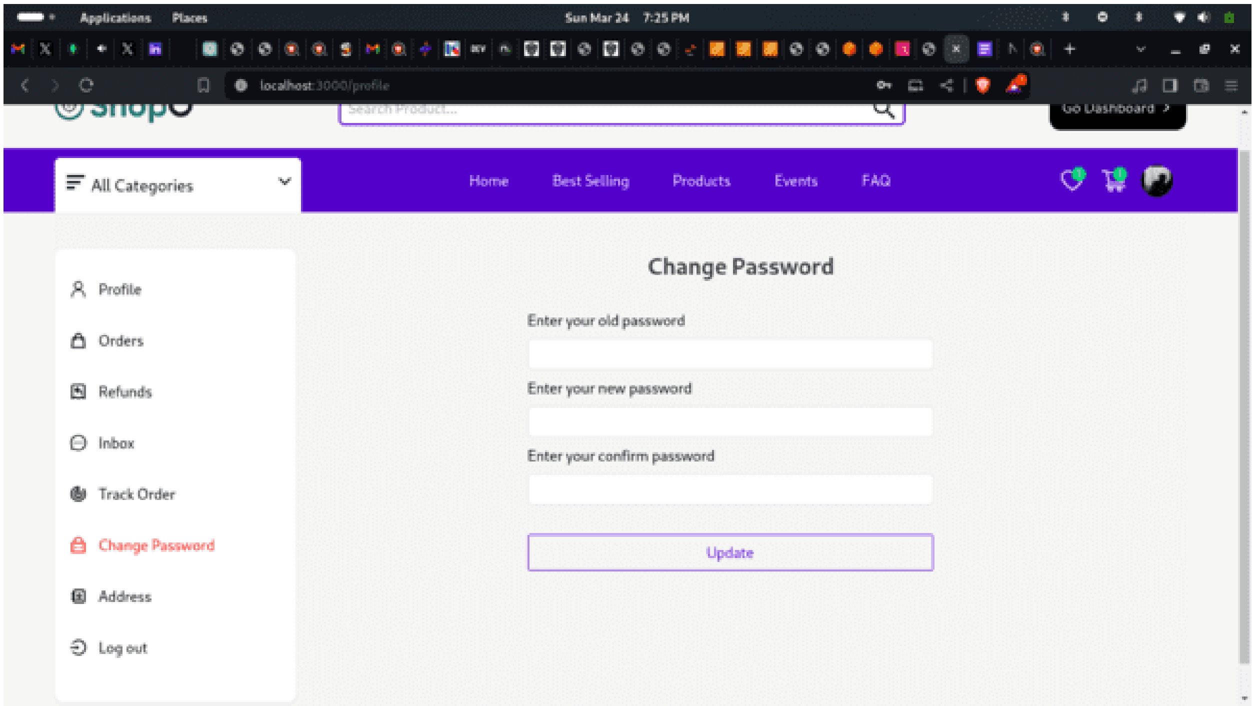
Email Address: adonijakiplimo8@gmail.com

Phone Number:

Enter your password:

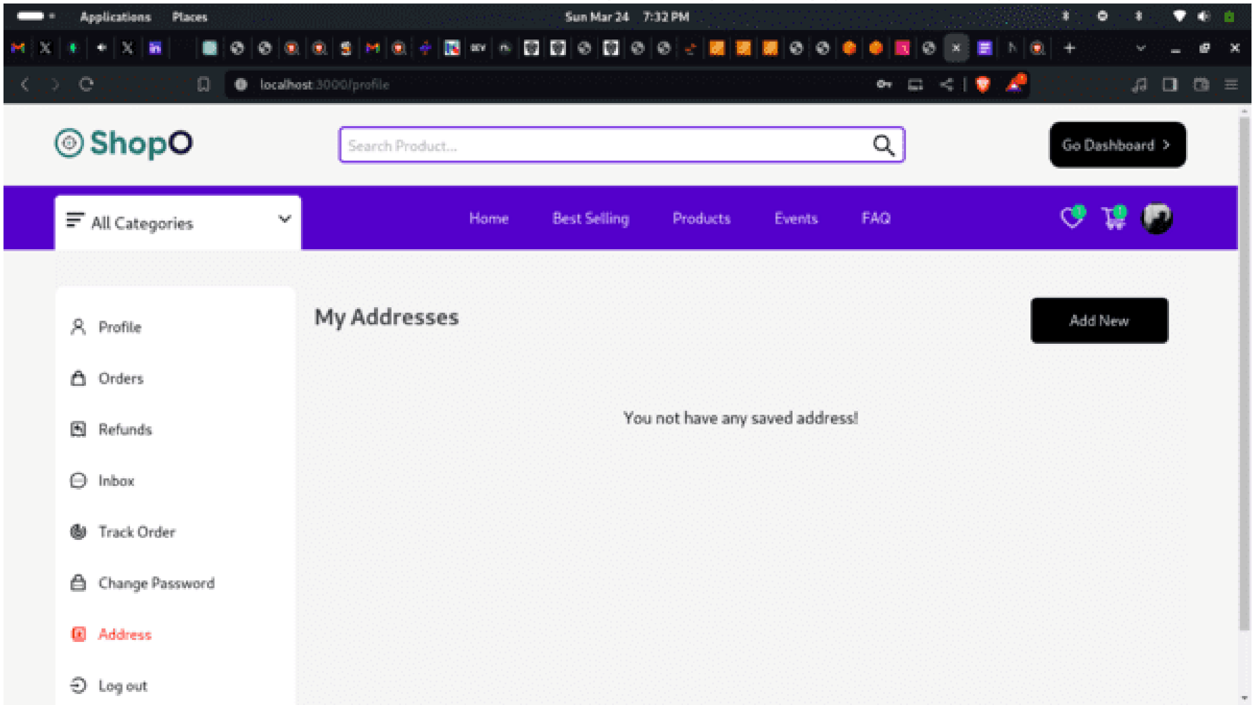
Change Password.

The user can change their passwords as well on the profile section by entering their old password and new password respectively.



Add address

The user can add their address from the profile page by just clicking add address

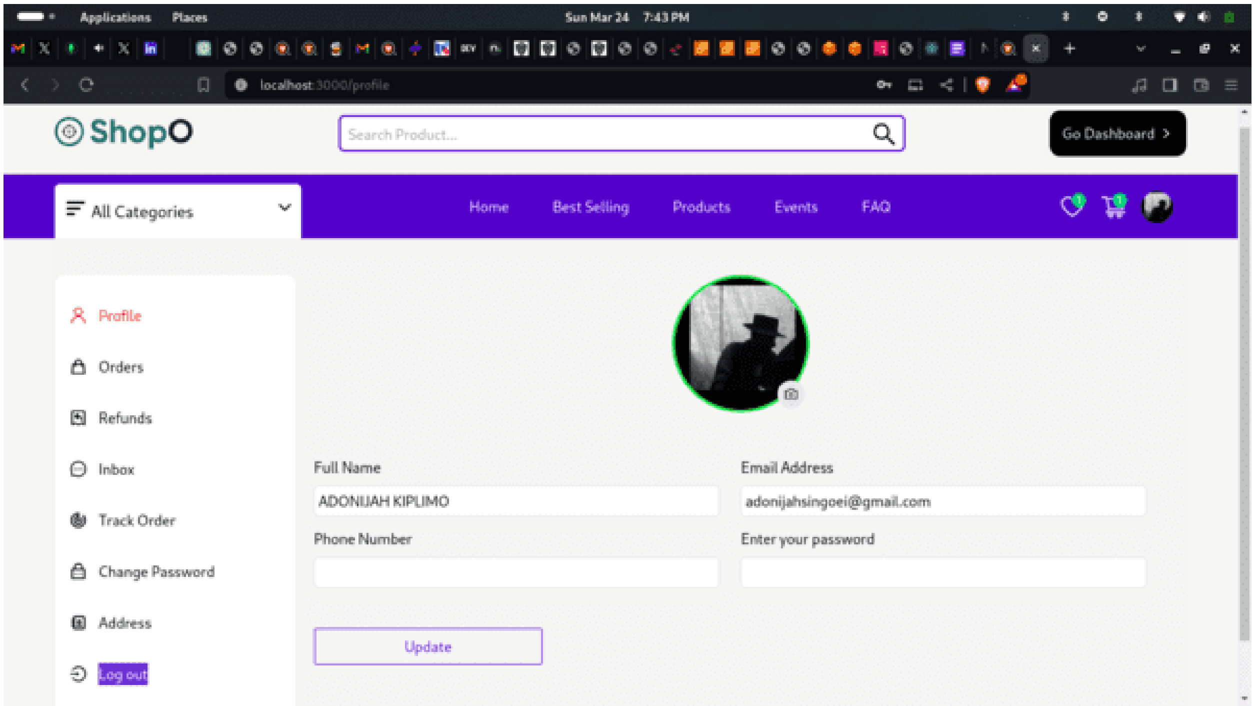


You not have any saved address!

Logout.

Logout page.

The logged in user can just logout by clicking on the logout button at the bottom of the profile page.

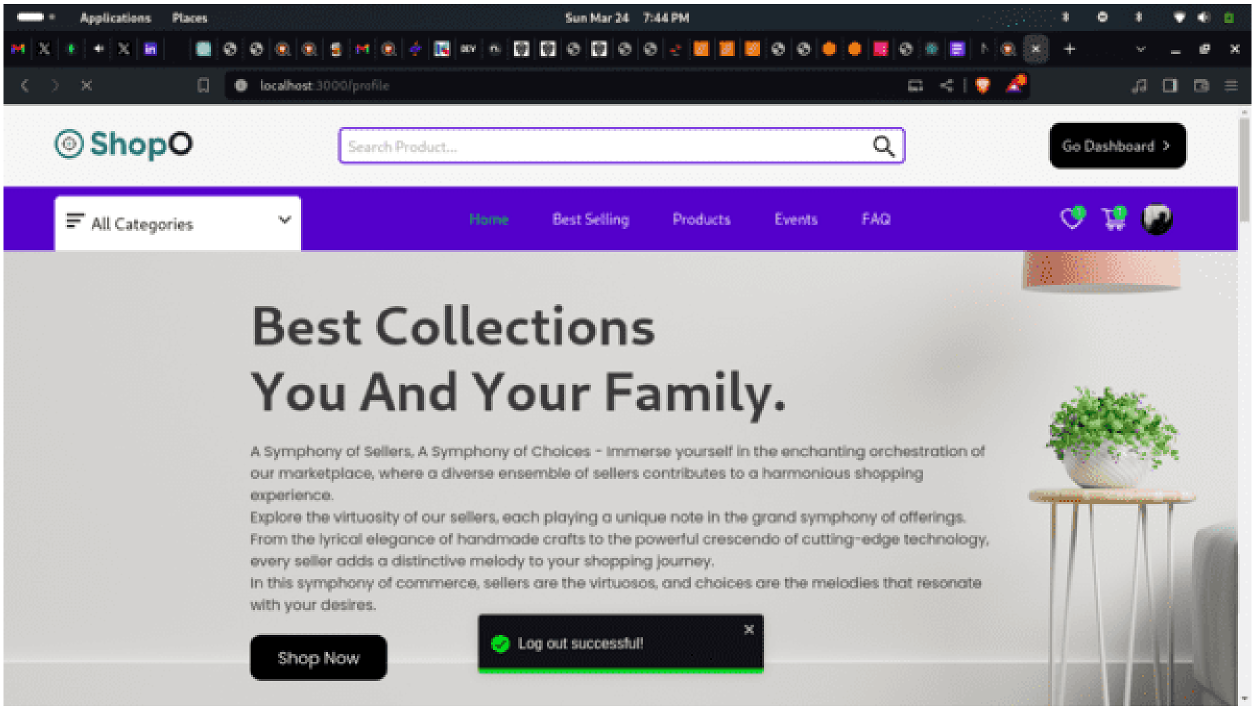


Full Name
ADONIJAH KIPLIMO

Email Address
adonijahsingoei@gmail.com

Phone Number

Enter your password



Best Collections
You And Your Family.

A Symphony of Sellers, A Symphony of Choices - Immerse yourself in the enchanting orchestration of our marketplace, where a diverse ensemble of sellers contributes to a harmonious shopping experience.
Explore the virtuosity of our sellers, each playing a unique note in the grand symphony of offerings. From the lyrical elegance of handmade crafts to the powerful crescendo of cutting-edge technology, every seller adds a distinctive melody to your shopping journey.
In this symphony of commerce, sellers are the virtuosos, and choices are the melodies that resonate with your desires.

Log out successful!

Database

The multi vendor ecommerce web application utilizes MongoDB, a NoSQL database, to store and manage data. The database schema includes collections such as:

Users Collection: Stores information about registered users, including usernames, passwords, and roles (vendor or customer).

Products Collection: Contains details of all products available for sale, including product names, descriptions, prices, and inventory levels.

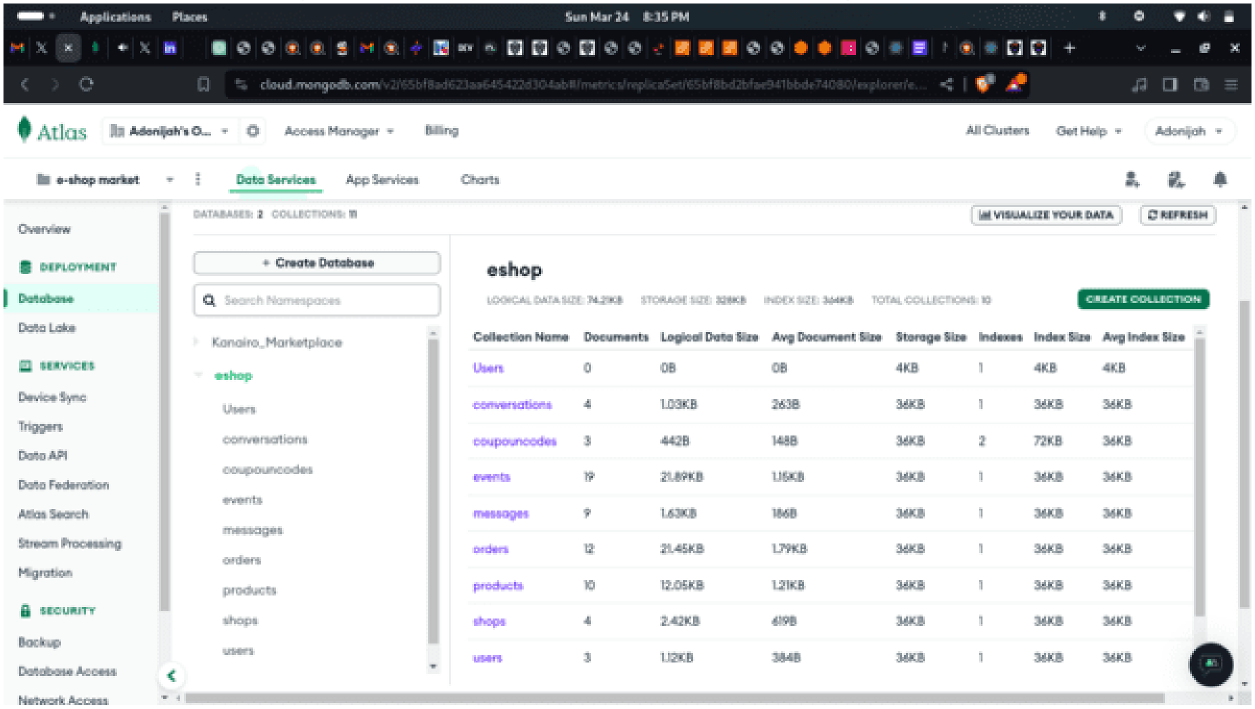
Orders Collection: Tracks orders placed by customers, including order numbers, customer details, product details, and order status.

Reviews Collection: Stores customer reviews and ratings for products.

Integration with Cloudinary

Cloudinary is used for efficient and reliable image storage and management. Product images are uploaded to Cloudinary and referenced within the Products Collection by their respective URLs. This allows for seamless integration of images into the ecommerce platform, enhancing the visual appeal of product listings and improving user engagement.

By leveraging Cloudinary alongside MongoDB, the multi vendor ecommerce web application ensures robust data storage and efficient handling of multimedia content, contributing to a smooth and immersive user experience.

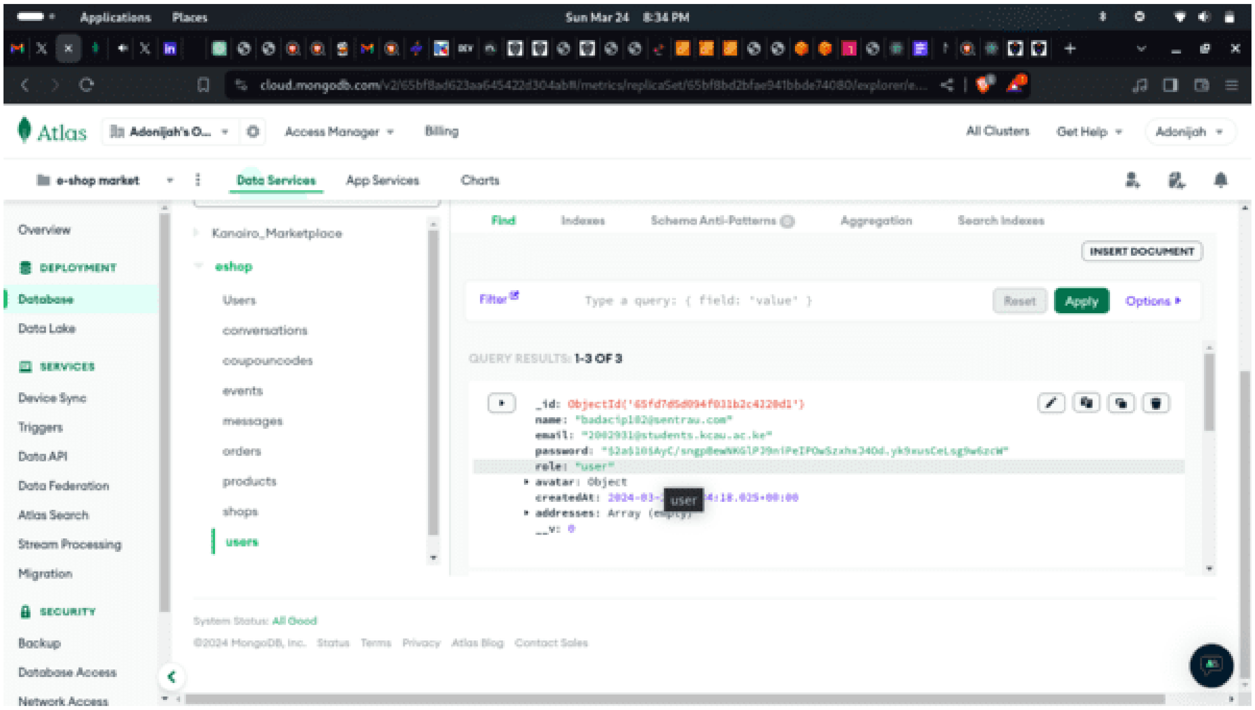


eshop

LOGICAL DATA SIZE: 74.29KB STORAGE SIZE: 328KB INDEX SIZE: 364KB TOTAL COLLECTIONS: 10

Collection Name	Documents	Logical Data Size	Avg Document Size	Storage Size	Indexes	Index Size	Avg Index Size
Users	0	0B	0B	4KB	1	4KB	4KB
conversations	4	1.03KB	263B	36KB	1	36KB	36KB
coupouncodes	3	442B	148B	36KB	2	72KB	36KB
events	19	21.89KB	1.15KB	36KB	1	36KB	36KB
messages	9	1.63KB	186B	36KB	1	36KB	36KB
orders	12	21.45KB	1.79KB	36KB	1	36KB	36KB
products	10	12.05KB	1.21KB	36KB	1	36KB	36KB
shops	4	2.42KB	619B	36KB	1	36KB	36KB
users	3	1.12KB	384B	36KB	1	36KB	36KB

Users document



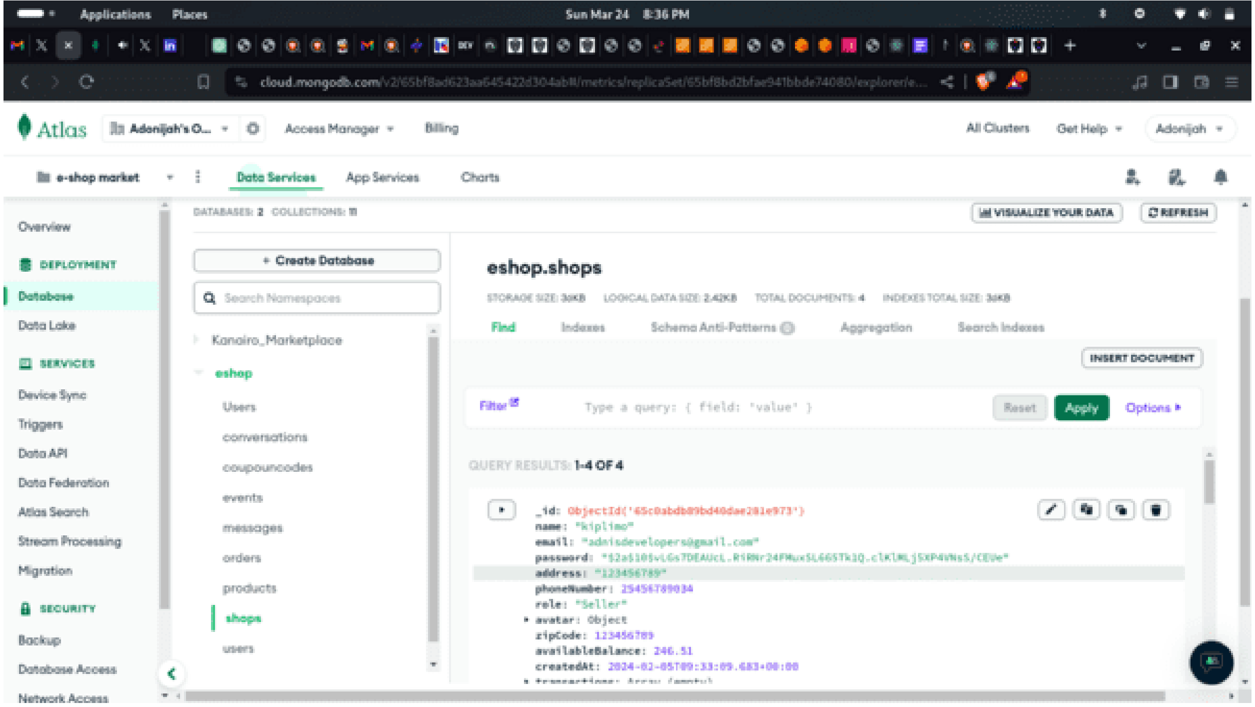
cloud.mongodb.com/v2/65bf8ad623aa645422d304ab#/metrics/replicaSet/65bf8bd2bfae941bbde74080/explorer/e...

e-shop market

QUERY RESULTS: 1-3 OF 3

```
_id: ObjectId('65fd7d5d094f031b2c4320d1')
name: "badacip182@sentrau.com"
email: "2002931@students.kcau.ac.ke"
password: "$2a$10$AyC/sngpBewNKGlPJ9niPeIPOwSzahx340d.yk9eusCeLsg9w6zcW"
role: "user"
avatar: Object
createdAt: 2024-03-2 user 4:18.025+00:00
addresses: Array (empty)
__v: 0
```

Shops document



cloud.mongodb.com/v2/65bf8ad623aa645422d304ab#/metrics/replicaSet/65bf8bd2bfae941bbde74080/explorer/e...

DATABASES: 2 COLLECTIONS: 11

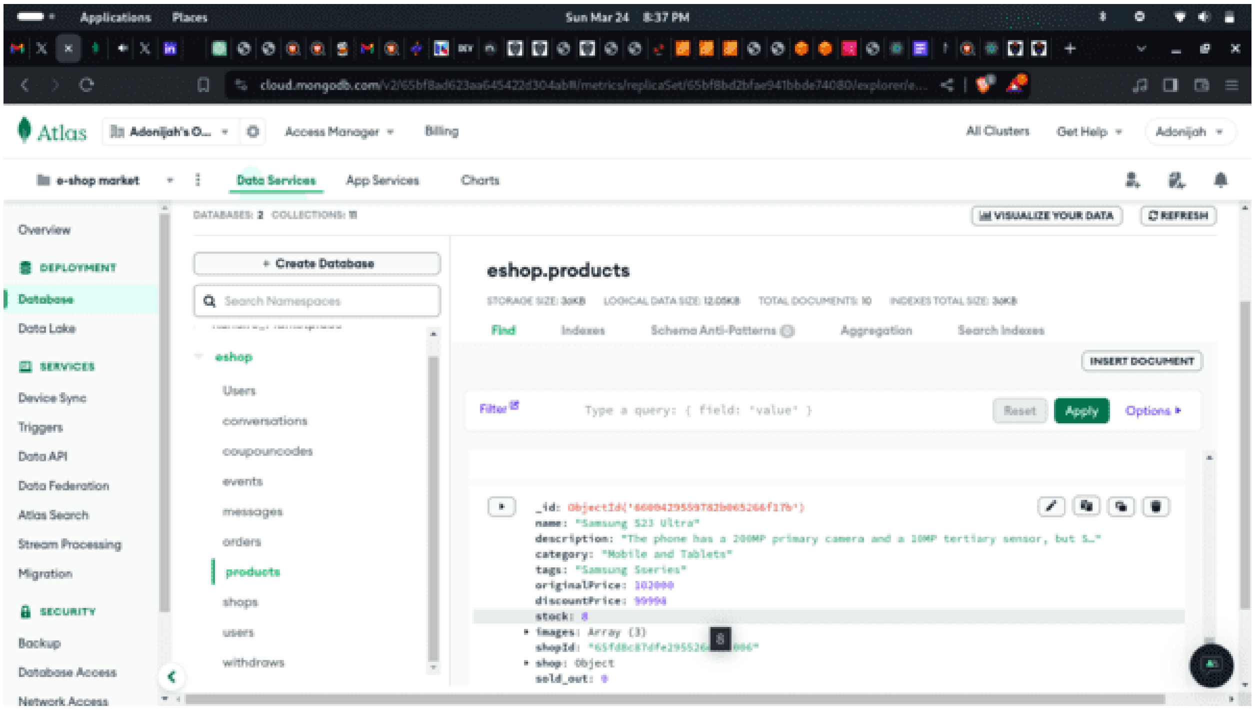
eshop.shops

STORAGE SIZE: 36KB LOGICAL DATA SIZE: 2.42KB TOTAL DOCUMENTS: 4 INDEXES TOTAL SIZE: 36KB

QUERY RESULTS: 1-4 OF 4

```
_id: ObjectId('65c0abdb89bd40dae281e973')
name: "kiplimo"
email: "adnisdevelopers@gmail.com"
password: "$2a$10$vLGs7DEAUcL.RiRNr24FMuxSL665Tk1Q.clKlWLj5XP4VNsS/CEUe"
address: "123456789"
phoneNumber: 25456789034
role: "Seller"
avatar: Object
zipCode: 123456789
availableBalance: 246.51
createdAt: 2024-02-05T09:33:09.683+00:00
transactions: Array (empty)
```

Products Document

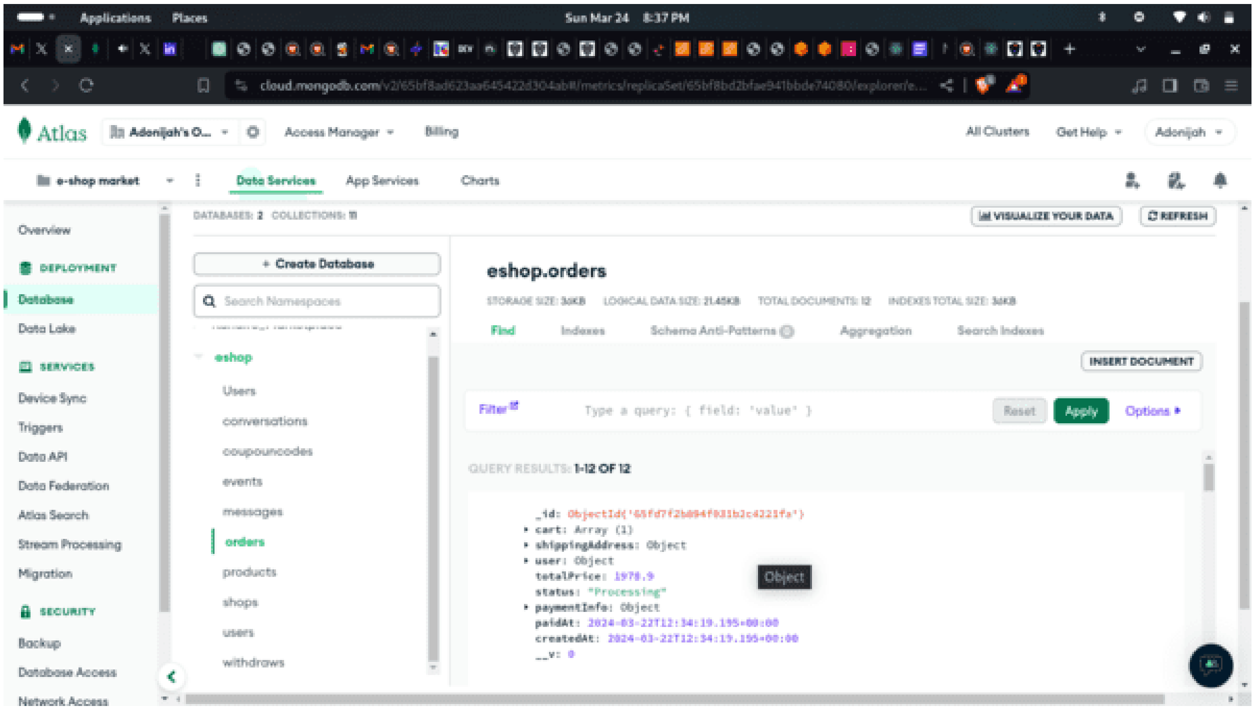


eshop.products

STORAGE SIZE: 36KB LOGICAL DATA SIZE: 12.05KB TOTAL DOCUMENTS: 10 INDEXES TOTAL SIZE: 36KB

```
_id: ObjectId('6600429559782b065266f17b')
name: "Samsung S23 Ultra"
description: "The phone has a 200MP primary camera and a 10MP tertiary sensor, but S…"
category: "Mobile and Tablets"
tags: "Samsung Sseries"
originalPrice: 102000
discountPrice: 99998
stock: 8
images: Array (3)
shopId: "65fd8c87dfe295526[illegible]006"
shop: Object
sold_out: 0
```

Orders Document



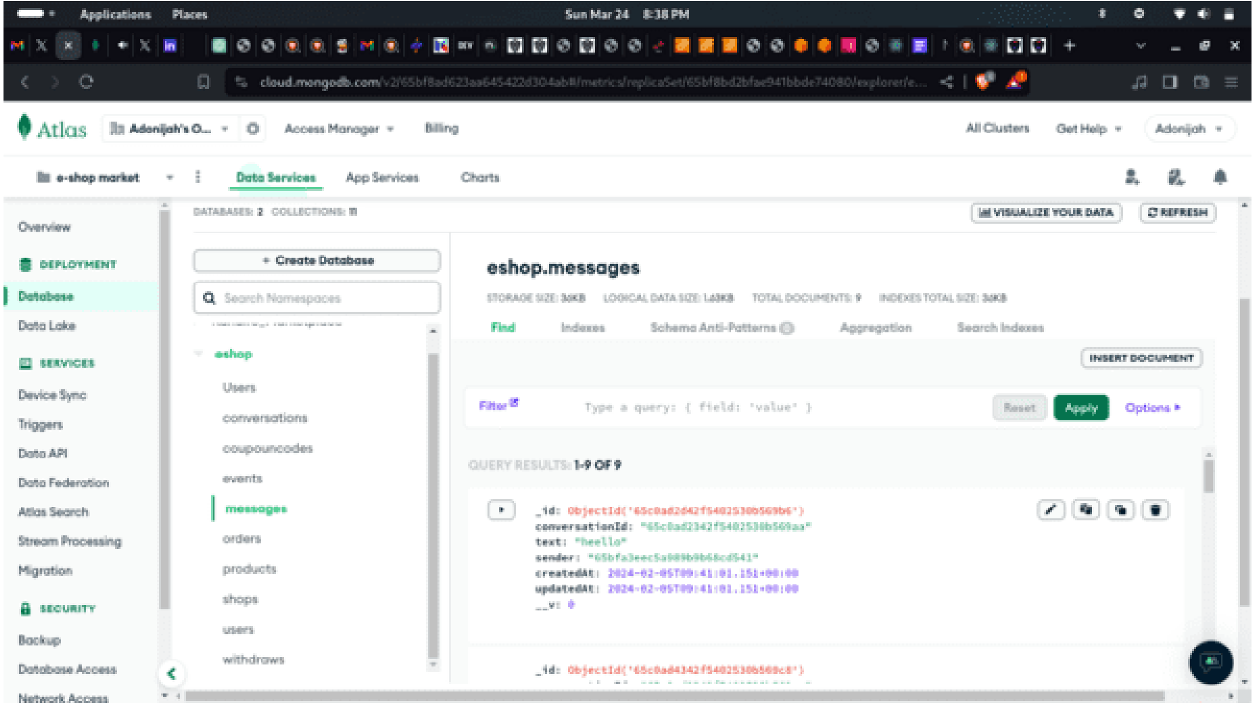
eshop.orders

STORAGE SIZE: 36KB LOGICAL DATA SIZE: 21.45KB TOTAL DOCUMENTS: 12 INDEXES TOTAL SIZE: 36KB

QUERY RESULTS: 1-12 OF 12

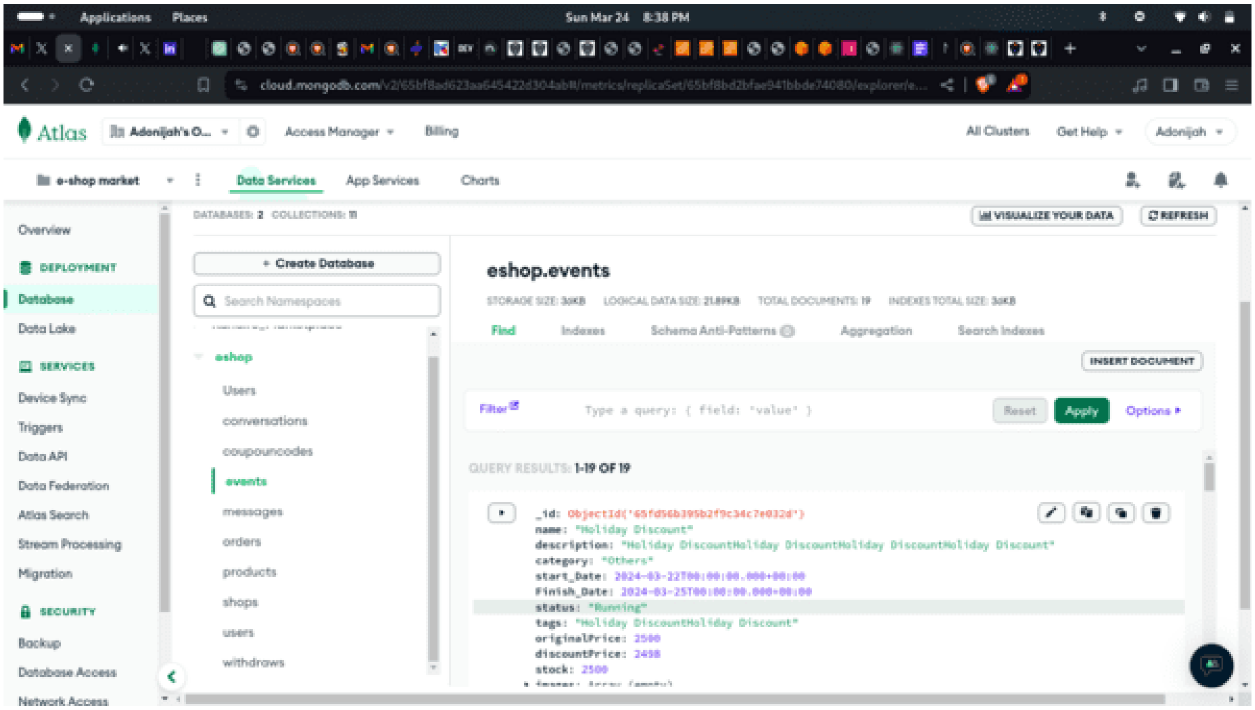
```
_id: ObjectId('65fd7f2b094f031b2c4221fa')
cart: Array (1)
shippingAddress: Object
user: Object
totalPrice: 1978.9
status: "Processing"
paymentInfo: Object
paidAt: 2024-03-22T12:34:19.195+00:00
createdAt: 2024-03-22T12:34:19.195+00:00
__v: 0
```

Messages Document



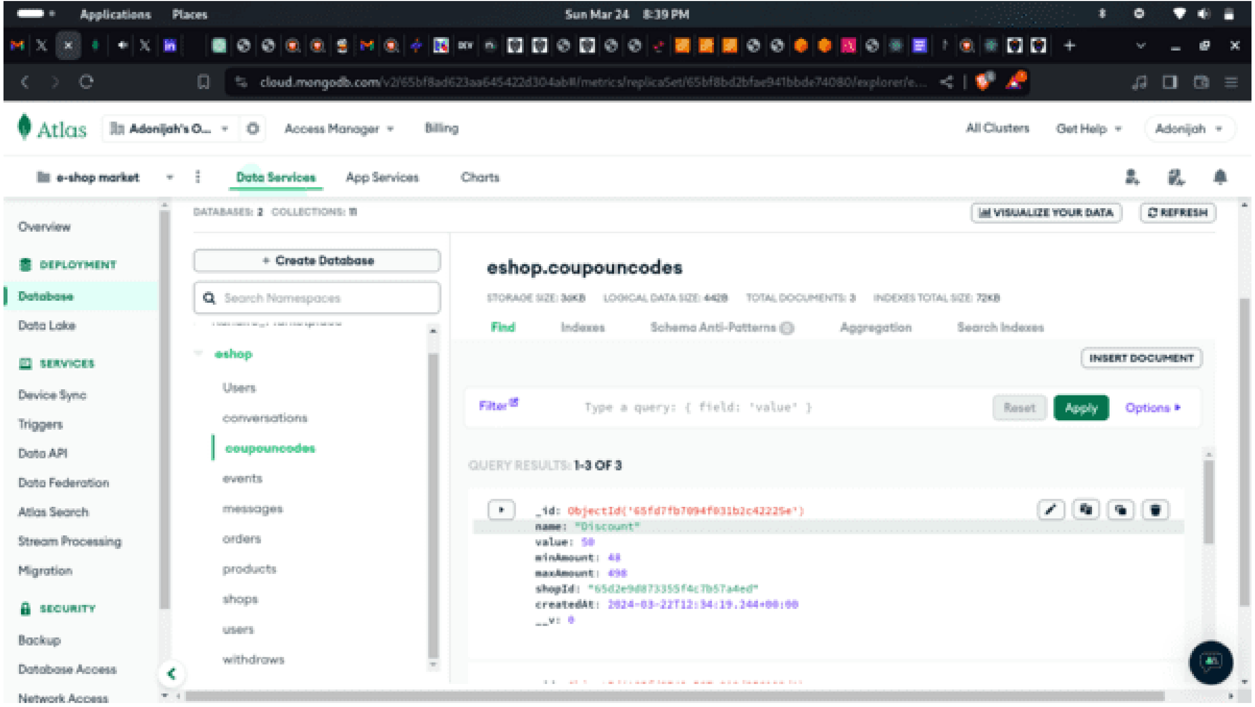
```
_id: ObjectId('65c0ad2d42f5402530b569b6')
conversationId: "65c0ad2342f5402530b569aa"
text: "heello"
sender: "65bfa3eec5a989b9b68cd541"
createdAt: 2024-02-05T09:41:01.151+00:00
updatedAt: 2024-02-05T09:41:01.151+00:00
__v: 0

_id: ObjectId('65c0ad4342f5402530b569c8')
```

Events Document



```
_id: ObjectId('65fd56b395b2f9c34c7e032d')
name: "Holiday Discount"
description: "Holiday DiscountHoliday DiscountHoliday DiscountHoliday Discount"
category: "Others"
start_Date: 2024-03-22T00:00:00.000+00:00
Finish_Date: 2024-03-25T00:00:00.000+00:00
status: "Running"
tags: "Holiday DiscountHoliday Discount"
originalPrice: 2500
discountPrice: 2498
stock: 2500
images: Array (empty)
```

Coupon codes document



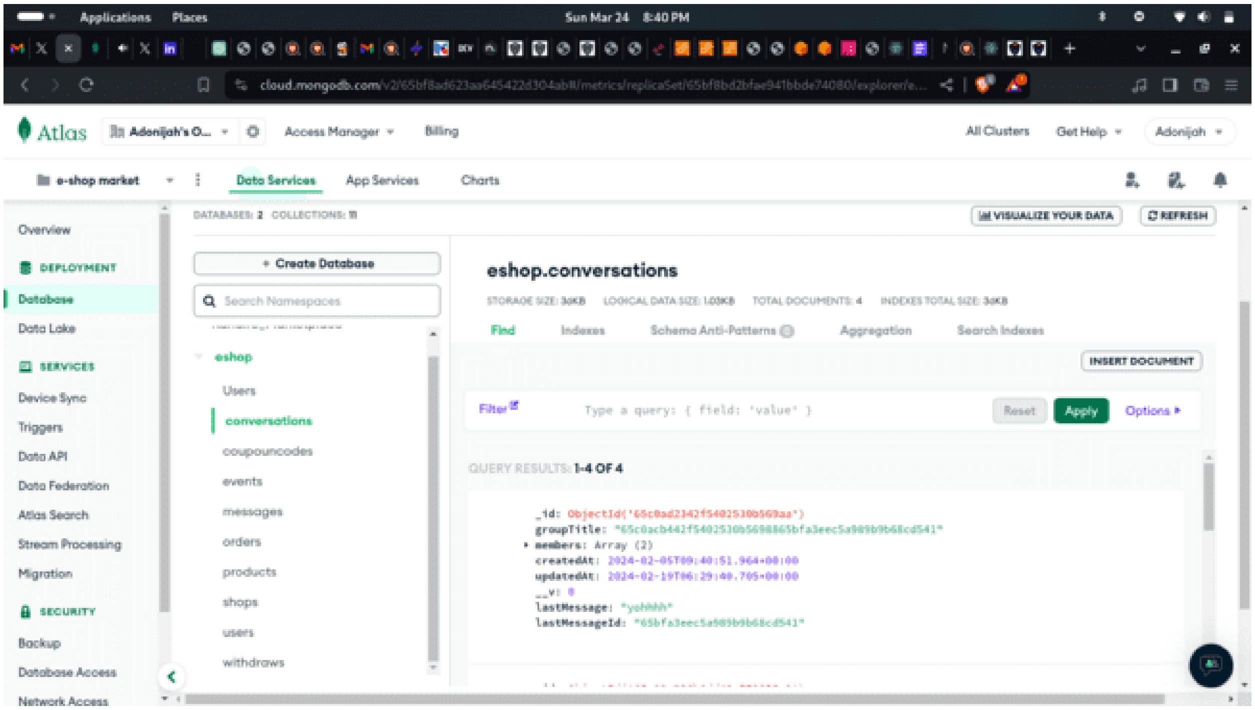
eshop.couponcodes

STORAGE SIZE: 36KB LOGICAL DATA SIZE: 442B TOTAL DOCUMENTS: 3 INDEXES TOTAL SIZE: 72KB

QUERY RESULTS: 1-3 OF 3

```
_id: ObjectId('65fd7fb7094f031b2c42225e')
name: "Discount"
value: 50
minAmount: 48
maxAmount: 498
shopId: "65d2e9d873355f4c7b57a4ed"
createdAt: 2024-03-22T12:34:19.244+00:00
__v: 0
```

Conversations Document



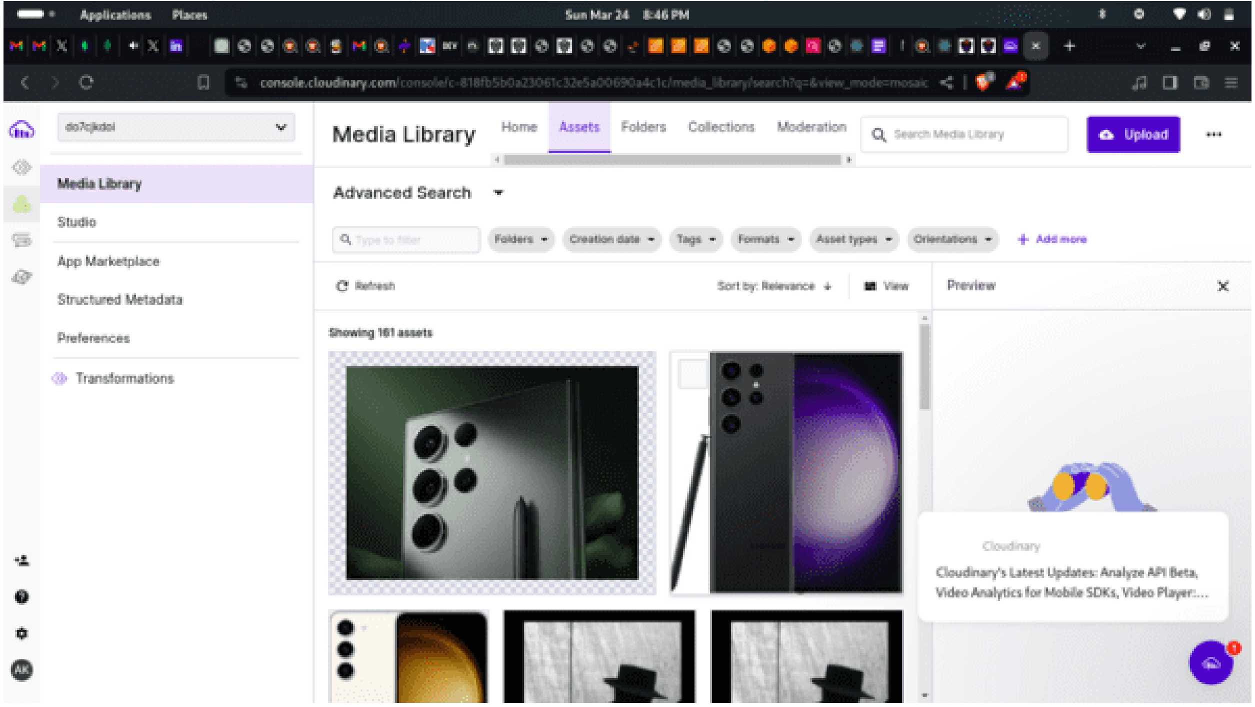
eshop.conversations

STORAGE SIZE: 36KB LOGICAL DATA SIZE: 1.03KB TOTAL DOCUMENTS: 4 INDEXES TOTAL SIZE: 36KB

QUERY RESULTS: 1-4 OF 4

```
_id: ObjectId('65c0ad2342f5402530b569aa')
groupTitle: "65c0acb442f5402530b5698865bfa3eec5a989b9b68cd541"
▸ members: Array (2)
createdAt: 2024-02-05T09:40:51.964+00:00
updatedAt: 2024-02-19T06:29:40.705+00:00
__v: 0
lastMessage: "yohhhh"
lastMessageId: "65bfa3eec5a989b9b68cd541"
```

Cloudinary for image storage and optimization.



Error Message

Error messages may appear when users encounter issues such as incorrect login credentials, invalid inputs, or system errors. Users should follow the instructions provided in the error messages to resolve the issues.

Troubleshooting- Problems

The table below shows the error or problems that may occur, possible causes and measures to be taken.

NO.	PROBLEMS	POSSIBLE CAUSES	MEASURES
1	Software not working	Too much system overload insufficient memory or using a corrupt operating system	Repair and activate the operating system Check memory capacity and run disk cleanup wizard.

2	PC shutdown or logoff	Power failure which may be due to faulty power supply or power loss	Ensure there is power on the main supply. Check your power supply unit. Check power cables.
3	Display of irrelevant message on the screen or deletion of data spontaneously	Attack of virus to the system	Run anti-virus software and keep the systems up to date.

Troubleshooting

In case of system errors or malfunctions, users can follow the troubleshooting steps below:

Check System Requirements: Ensure that your system meets the minimum requirements for running the application, including hardware specifications and software dependencies.

Clear Browser Cache: Clearing the browser cache can help resolve display issues or loading errors caused by cached data.

Check Internet Connection: Verify that your internet connection is stable and functioning properly to ensure seamless interaction with the application.

Contact Support: If the issue persists, users can contact technical support for assistance. Provide detailed information about the problem encountered to facilitate troubleshooting.

Back up

It is highly recommended that you have to backup copies of the program files and system reports to ensure security of all data. This is done by copying the original disk to another disk or to an external storage using the copy facility. Contact the system developer in case of the system failure.

Conclusions and Recommendations

The multi vendor ecommerce web application built using the MERN stack is a powerful tool for facilitating online commerce. Moving forward, it is recommended to continuously improve the application's features and user experience based on feedback from users. Additionally, regular maintenance and updates should be performed to ensure optimal performance and security of the application.