

2. BUG REPORT WRITING

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WIREAPPS / Intern QA Technical Assessment

Profile Picture Upload Issues

BUG REPORT

Bug ID:	BUG001
Title:	Profile Picture Upload Fails or Displays Incorrectly
Reported By:	Minoli Rashmitha
Reported On:	2024-08-27
Severity:	High
Priority	Medium
Environment	Operating System: Windows 11, macOS Ventura Browser: Chrome (v115.0.5790.110) Firefox (v116.0.2) Safari (v16.6) Microsoft Edge (v128.0.2739.42) Device: Desktop, Mobile
Description	<p>Users experience issues when attempting to upload a profile picture during registration or on the profile settings page. The following problems were identified:</p> <ol style="list-style-type: none">File Upload Failure: When attempting to upload a valid image file (e.g., .jpg, .png), the system fails to upload the file and displays a "File upload failed" error message.Incorrect Image Display: After uploading an image, the profile picture is displayed incorrectly (e.g., distorted, wrong aspect ratio, or partially cropped).Unsupported File Type Error: Valid image formats (e.g., .jpeg, .png) sometimes trigger an "Unsupported file type" error message, preventing the upload.Slow Upload Process: Uploading a profile picture takes an unusually long time (over 10 seconds), even with small file sizes (e.g., less than 1 MB).
Steps to Reproduce	<ol style="list-style-type: none">Navigate to the registration page or profile settings page.Click on the "Upload Profile Picture" button.Select a valid image file (e.g., .jpg or .png format).Submit the form or wait for the image to be processed.

Expected Result:	<ul style="list-style-type: none"> • The image should be uploaded successfully without errors. • The uploaded image should display correctly in the profile picture area, with the proper aspect ratio and no distortion. • Valid image formats should be accepted without triggering an error. • The upload process should be completed within a reasonable time frame (under 5 seconds).
Actual Result:	<ul style="list-style-type: none"> • The system fails to upload valid image files and shows a "File upload failed" error. • The uploaded image appears distorted, with incorrect dimensions or partial cropping. • Valid image formats sometimes result in an "Unsupported file type" error message. • The upload process is slow, taking longer than expected.
Attachments:	<ul style="list-style-type: none"> • Screenshots (showing the error messages, distorted images, etc.) • Video (a video demonstrating the slow upload process or errors.) • Log Files (log files showing error messages or server logs)
Additional Information:	<ul style="list-style-type: none"> • The issue occurs inconsistently across different browsers and devices. • Larger image files (e.g., over 2 MB) tend to fail more frequently than smaller ones. • Tested with different network conditions, but the issue persists regardless of connection speed.
Possible impact:	<ul style="list-style-type: none"> • Users may be unable to upload profile pictures, leading to poor user experience. • Inconsistent image display could impact the visual appeal of user profiles. • Delays in the upload process may frustrate users, leading to abandonment of the task.

Recommenadations:	<ul style="list-style-type: none"> • Investigate the file validation and upload handling mechanisms. • Ensure proper image scaling and cropping functions are implemented. • Optimize the upload process to handle image files more efficiently.
Assigned To:	Miss. Kaumadi De Silva
Status	Open