Defect Report

Tricentis Demo Web Shop

Document Version: 1.0
Prepared By: Lakindu De Silva **Date:** December 16, 2025

Defect Summary

Severity	Count	Open	Closed
Critical	0	0	0
High	1	1	0
Medium	3	3	0
Low	0	0	0
Total	**4**	**4**	**0**

Note: 4 defects found - 1 during manual testing, 3 during exploratory testing.

Severity Definitions

Severity	Description	Example
Critical	System crash, data loss, complete feature failure, no workaround	Checkout fails completely, site down
High	Major feature broken, significant impact, workaround exists	Cannot add products to cart
Medium	Feature partially working, minor workaround needed	Sort by price not working correctly
Low	Minor/cosmetic issue, no functional impact	Typo, minor UI misalignment

Defect Log

DEF-001: No Error Message When Adding Negative Quantity to Cart

Field	Details
Defect ID	DEF-001
Related TC	TC034
Summary	No validation error displayed when entering negative quantity in cart

Field	Details
Severity	Medium
Priority	P3-Medium
Status	Open
Reported By	Senithi Mathangaweera
Date Found	December 16, 2025
Module	Shopping Cart
Browser	Chrome
Environment	https://demowebshop.tricentis.com/

Steps to Reproduce:

1. Navigate to https://demowebshop.tricentis.com/
2. Add any product to cart
3. Go to Shopping Cart page
4. Change quantity to a negative number (e.g., -1)
5. Click "Update shopping cart" button

Expected Result:

- An error message should be displayed indicating that negative quantity is not allowed
- The quantity should not be updated to a negative value
- The product should remain in the cart with a valid quantity

Actual Result:

- No error message is displayed
- The product completely disappears from the cart
- The system shows "Your Shopping Cart is empty" message instead of validating the input

Evidence:

- Video: evidence/DEF-001_negative_quantity_no_error.mkv

DEF-002: Search by Category Name "Books" Returns No Products

Field	Details
Defect ID	DEF-002
Related TC	ETC01 (Exploratory Testing)
Summary	Searching for keyword "Books" returns no products despite category existing
Severity	Medium

Field	Details
Priority	P3-Medium
Status	Open
Reported By	Senithi Mathangaweera
Date Found	December 17, 2025
Module	Product Search
Browser	Chrome
Environment	https://demowebshop.tricentis.com/

Steps to Reproduce:

1. Navigate to https://demowebshop.tricentis.com/
2. Enter "Books" in the search box
3. Click the "Search" button
4. Observe the search results

Expected Result:

- Search results should display products from the Books category
- Products containing "Books" in name, description, or category should appear
- Users should be able to find book products via search

Actual Result:

- "No products were found that matched your criteria" message displayed
- Zero products returned despite Books category having multiple products
- Search does not index category names, only product names/descriptions

Impact:

- Users cannot find book products using natural search terms
- Reduces discoverability of products
- Workaround: Navigate directly to Books category from menu

Evidence:

- Screenshot: evidence/DEF-002_books_search_no_results.png

DEF-003: Electronics Products Missing "Add to Cart" Button on Listing Page

Field	Details
Defect ID	DEF-003
Related TC	ETC02 (Exploratory Testing)
Summary	Some electronics products cannot be added to cart directly from category listing

Field	Details
Severity	Medium
Priority	P3-Medium
Status	Open
Reported By	Senithi Mathangaweera
Date Found	December 17, 2025
Module	Product Browsing
Browser	Chrome
Environment	https://demowebshop.tricentis.com/

Steps to Reproduce:

1. Navigate to https://demowebshop.tricentis.com/
2. Click on "Electronics" category
3. Browse the Camera/Photo subcategory
4. Observe product listing - some products lack "Add to cart" button

Expected Result:

- All products should have an "Add to cart" button on the listing page
- Or, products requiring configuration should show "View details" button
- Users should have a clear call-to-action for each product

Actual Result:

- Some products display without any add to cart option
- No button or link visible to purchase the product
- Inconsistent UI compared to other product categories

Impact:

- Users cannot quickly add these products to cart
- Reduced conversion rate for affected products
- Confusing user experience

Evidence:

- Screenshot: evidence/DEF-003_missing_add_to_cart_listing.png

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DEF-004: Product Detail Page Missing "Add to Cart" Button for Certain Items

Field	Details
Defect ID	DEF-004
Related TC	ETC03 (Exploratory Testing)

Field	Details
Summary	Some products have no "Add to Cart" button even on the product detail page
Severity	High
Priority	P2-High
Status	Open
Reported By	Senithi Mathangaweera
Date Found	December 17, 2025
Module	Product Browsing
Browser	Chrome
Environment	https://demowebshop.tricentis.com/

Steps to Reproduce:

1. Navigate to https://demowebshop.tricentis.com/
2. Go to Electronics > Camera/Photo category
3. Click on an affected product to view details
4. Observe the product detail page

Expected Result:

- Product detail page should display "Add to Cart" button
- Users should be able to purchase the product
- All viewable products should be purchasable

Actual Result:

- No "Add to Cart" button is displayed on the product detail page
- User has no way to purchase this product
- Product is visible but not purchasable

Impact:

- **High Severity** - Product cannot be purchased at all
- Direct revenue loss for affected products
- No workaround available - product is completely unpurchasable
- Poor user experience - product appears available but cannot be bought

Evidence:

- Screenshot: `evidence/DEF-004_missing_add_to_cart_detail.png`

Defect Metrics

Defects by Module

Module	Critical	High	Medium	Low	Total
User Management	0	0	0	0	0
Product Search	0	0	1	0	1
Product Browsing	0	1	1	0	2
Shopping Cart	0	0	1	0	1
Checkout	0	0	0	0	0
UI/UX	0	0	0	0	0
Total	**0**	**1**	**3**	**0**	**4**

Sign-Off

Role	Name	Signature	Date
QA Lead	Lakindu De Silva	**__**	12/15/2025