**TEST REPORT**

**Project: http://www.aparatedeetichetat.ro/**

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**Date: 08.09.2020**

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# Objective

Main objective of this testing session is to determine (in proportion of minimum 10%) how well the website fulfills basic requirements and standards for e-commerce features, specially registration, login, advanced search, shopping cart management and checkout.

# Project description

Based on trafic.ro ranking, we selected this website in order to find defects as a result of applying different testing approaches.

The examined website is called Aparate de Etichetat, it is available since 2009 and can be accessed via <http://aparatedeetichetat.ro/>. Its commercial objective is labeling system’s, label printer applicator’s & supply product’s distribution.

# Testing Period

The site was tested between 22.08.2020 – 08.09.2020.

# Features/Functionality tested

|  |  |
| --- | --- |
| 1 | Registration |
| 2 | Login |
| 3 | Search |
| 4 | Shopping cart |
| 5 | Checkout |
| 6 | Customer account |
| 7 | Content Analysis |
| 8 | Navigation on site |

# 

# Test Environment

Test Device: Lenovo

Intel (R) Core (TM) i5-4288U CPU @2.60 GHz

RAM: 8.00 GB

64bit OS x-64 based processor

Operating System: Windows 10 Pro

Browser: Chrome

# Test Tools

* TestLink
* Mantis bug tracker
* Responsinator
* https://2gdpr.com/
* Screen Recorder Pro
* Snip & Sketch
* XMind: Mind Mapping Software

# What hasn’t been approached?

1. Browser Compatibility e.g. Firefox, Microsoft Edge, Safari etc
2. OS compatibility e.g. MacOS, Linux etc
3. Platform compatibility (only mobile design responsiveness was verified)
4. Session expiration management (only shopping cart session storage was verified)
5. Internationalization e.g. language support
6. Performance
7. Security (only elementary, “black box security testing” was used)
8. Negative test on Checkout and Customer Account
9. Server-Side Testing
10. UI & Usability testing
    * for navigation e.g. CSS pointer events, breadcrumbs, images
    * for input- checkbox, dropdowns, radio buttons

# Testing types used

The session testing was focused mainly on functional testing with a ratio of 65,59% from total number of test cases. Because of missing requirements, specially of UI framework, the UI testing was modest only 1,1% and just for common sense aspects like family font and size of text.

# Smoke Tests

As a core project, we selected 8 from the total number or 110 designed test cases, as a non*-*exhaustive testing in order to verify if the basic functionalities are working as expected.

The smoke test’s execution session was completed with a pass rate of 75%, meaning that from the total number of 8, 1 test case has a blocked status and 1 has status- failed, which is unacceptable for a further testing in real life situation.

As you will see bellow, the test smoke’s results are for mandatory and fundamental functionalities, meaning Registration, Search, Login, Shopping Cart & Checkout.

|  |  |  |  |
| --- | --- | --- | --- |
| **Functionalities** | **Passed** | **Failed** | **Blocked** |
| Registration | 2 |  |  |
| Search |  | 1 |  |
| Login |  |  | 1 |
| Shopping cart | 3 |  |  |
| Checkout | 1 |  |  |
| Total | **6** | **1** | **1** | **8** |

|  |  |  |
| --- | --- | --- |
| [BUC11-922](https://testlink.scoalainformala.ro/linkto.php?tprojectPrefix=BUC11&item=testcase&id=BUC11-922) | [SearchBox] Validate that user is receiving proper result based on keyword search | failed |
| [BUC11-1346](https://testlink.scoalainformala.ro/linkto.php?tprojectPrefix=BUC11&item=testcase&id=BUC11-1346) | [LogIn]Validate that user is able to login using valid e-mail & password | blocked |

It is important to mention that rerunning of the Login’s blocked test case which validates login with appropriate credentials, reveals also the “passed” status. There are few hours in a day when the blocker bug is reproduced. On rerunning, the Search’s failed test case is keeping his status.

# Test Results

A total of 110 test cases have been designed for this session and 110 (100%) were executed.

# Overall metrics

From the total of 110 Test Cases, 83% were passed, 24-failed and 3-blocked, that means the following ratios:

* 75.45% passed
* 21.82% failed
* 2.73% blocked

# Test Cases per functionality/feature

Registration was the most prolific in terms of test cases number, meaning 35 test cases from total number of 110.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Feature** | **Number of test cases** | **Passed** | **Failed** | **Blocked** |  |
| Registration | 35 | 27 | 8 |  |  |
| Login | 15 | 13 | 1 | 1 |  |
| Customer Account | 4 | 4 |  |  |  |
| Search | 21 | 16 | 5 |  |  |
| Shopping Cart | 19 | 13 | 5 | 1 |  |
| Checkout | 8 | 6 | 1 | 1 |  |
| Site Navigation | 3 | 3 |  |  |  |
| Mobile responsiveness | 1 |  | 1 |  |  |
| Content Analysis | 4 | 1 | 3 |  |  |
| **Total** | **110** | **83** | **24** | **3** | **110** |

|  |
| --- |
|  |

# Test status’s rate per feature

|  |  |  |  |
| --- | --- | --- | --- |
| **Feature** | **Passed** | **Failed** | **Blocked** |
| Registration | 77.14% | 22.86% | 0.00% |
| Login | 86.67% | 6.67% | 6.67% |
| Customer Account | 100.00% | 0.00% | 0.00% |
| Search | 76.19% | 23.81% | 0.00% |
| Shopping Cart | 65.00% | 30.00% | 0.05 |
| Checkout | 75.00% | 12.50% | 12.50% |
| Site Navigation | 100.00% | 0.00% | 0.00% |
| Content Analysis | 25.00% | 75.00% | 0.00% |
|  |  |  |  |

# Defect metrics

A total number of 26 defects was identified within the execution of 27 test cases, having final resolution “Failed”.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Feature** | **ID** | **Summary** | **Severity** |
| 1 | Login | [28074](https://bugs.scoalainformala.ro/view.php?id=28074) | [LogIn] User is not able to login using valid & registered credentials | blocker |
| 2 | Checkout | [28360](https://bugs.scoalainformala.ro/view.php?id=28360) | [Checkout] Unlogged user is not able to login in order to proceed checkout | blocker |
| 3 | Registration | [27978](https://bugs.scoalainformala.ro/view.php?id=27978) | [Security] User is not able to send encrypted sensitive data to server | critical |
| 4 | Content Analysis | [28111](https://bugs.scoalainformala.ro/view.php?id=28111) | [Localisation] The website content is not GDPR compliant | critical |
| 5 | Content Analysis | [28380](https://bugs.scoalainformala.ro/view.php?id=28380) | [Footer] Missing "Confidentialitate" content | critical |
| 6 | Registration | [27989](https://bugs.scoalainformala.ro/view.php?id=27989) | [ContNou][PF] Missing proper validation in "Numele:" field | normal |
| 7 | Registration | [27991](https://bugs.scoalainformala.ro/view.php?id=27991) | [ContNou][PF] Missing proper validation on "Prenumele:" field | normal |
| 8 | Registration | [28087](https://bugs.scoalainformala.ro/view.php?id=28087) | [ContNou][PF] Lack of restriction for maximum length attribute on "Numele:" field | normal |
| 9 | Search | [27964](https://bugs.scoalainformala.ro/view.php?id=27964) | [SearchBox] User is not able to receive all the products having in title relevant keyword search | normal |
| 10 | Login | [28287](https://bugs.scoalainformala.ro/view.php?id=28287) | [LogIn] Missing limit of login attempts | normal |
| 11 | Search | [27957](https://bugs.scoalainformala.ro/view.php?id=27957) | [SearchBox] User is not able to receive a match result based on the relevant keyword search | normal |
| 12 | Shopping cart | [28176](https://bugs.scoalainformala.ro/view.php?id=28176) | [ActualizareCos] Missing proper validation on "Cantitate." textbox | normal |
| 13 | Shopping cart | [28183](https://bugs.scoalainformala.ro/view.php?id=28183) | [ActualizareCos] User is not able to remove the product from the cart by updating "Cantitatea." with "0" | normal |
| 14 | Shopping cart | [28297](https://bugs.scoalainformala.ro/view.php?id=28297) | [CosulMeu] Missing continue shopping button | normal |
| 15 | Shopping cart | [28271](https://bugs.scoalainformala.ro/view.php?id=28271) | [CosulMeu] Missing restriction for proceeding checkout in case of number of items exceeding the stock | normal |
| 16 | Shopping cart | [28359](https://bugs.scoalainformala.ro/view.php?id=28359) | [CosulMeu] User is not able to keep his cart content after logout and login back | normal |
| 17 | Mobile responsiveness | [28349](https://bugs.scoalainformala.ro/view.php?id=28349) | [Compatibility] Lake of responsiveness to mobile devices | normal |
| 18 | Registration | [27981](https://bugs.scoalainformala.ro/view.php?id=27981) | [ContNou][PF] User is not able to register with empty optional "Judet:" field | minor |
| 19 | Registration | [27993](https://bugs.scoalainformala.ro/view.php?id=27993) | [ContNou][PF] Missing proper validation on "Oras:" field | minor |
| 20 | Registration | [27983](https://bugs.scoalainformala.ro/view.php?id=27983) | [ContNou][PF] Missing proper validation on "Cod postal:" field | minor |
| 21 | Registration | [27994](https://bugs.scoalainformala.ro/view.php?id=27994) | [ContNou][PF] Missing proper validation on "Telefon:" field | minor |
| 22 | Checkout | [28378](https://bugs.scoalainformala.ro/view.php?id=28378) | [Checkout] User is able to accomplish checkout using invalid data "Cod Postal" | minor |
| 23 | Search | [27961](https://bugs.scoalainformala.ro/view.php?id=27961) | [SearchBox] User is unable to avail himself of a search auto-suggestions feature | improvement |
| 24 | Search | [27968](https://bugs.scoalainformala.ro/view.php?id=27968) | [CautareAvansata] Poor visibility of "Cautare avansata" feature | improvement |
| 25 | Search | [27971](https://bugs.scoalainformala.ro/view.php?id=27971) | [CautareAvansata] Missing proper validation on "Criteriu de cautare" field | improvement |
| 26 | Content Analysis | [28379](https://bugs.scoalainformala.ro/view.php?id=28379) | [Footer] Missing "Termeni ci conditii" content | improvement |

# Bug’s Severity by feature

The most egregious defect is linked to **login** feature, respectively half a day a potential customer is not able to login using valid credentials.

|  |  |  |  |
| --- | --- | --- | --- |
| Login | [28074](https://bugs.scoalainformala.ro/view.php?id=28074) | [LogIn] User is not able to login using valid & registered credentials | blocker |
| Login | [28287](https://bugs.scoalainformala.ro/view.php?id=28287) | [LogIn] Missing limit of login attempts | normal |

We have **1 critical bug** on **Registration** feature, because critical is the exposed way of sending data to server on register account.

|  |  |  |  |
| --- | --- | --- | --- |
| Registration | [27978](https://bugs.scoalainformala.ro/view.php?id=27978) | [Security] User is not able to send encrypted sensitive data to server | critical |
| Registration | [27989](https://bugs.scoalainformala.ro/view.php?id=27989) | [ContNou][PF] Missing proper validation in "Numele:" field | normal |
| Registration | [27991](https://bugs.scoalainformala.ro/view.php?id=27991) | [ContNou][PF] Missing proper validation on "Prenumele:" field | normal |
| Registration | [28087](https://bugs.scoalainformala.ro/view.php?id=28087) | [ContNou][PF] Lack of restriction for maximum length attribute on "Numele:" field | normal |
| Registration | [27981](https://bugs.scoalainformala.ro/view.php?id=27981) | [ContNou][PF] User is not able to register with empty optional "Judet:" field | minor |
| Registration | [27993](https://bugs.scoalainformala.ro/view.php?id=27993) | [ContNou][PF] Missing proper validation on "Oras:" field | minor |
| Registration | [27983](https://bugs.scoalainformala.ro/view.php?id=27983) | [ContNou][PF] Missing proper validation on "Cod postal:" field | minor |
| Registration | [27994](https://bugs.scoalainformala.ro/view.php?id=27994) | [ContNou][PF] Missing proper validation on "Telefon:" field | minor |

The other critical bugs ore found by **analyzing the page content**, starting with product details page: critical is the fact that GDPR rules are flagrantly violated which may cause even security issues.

|  |  |  |  |
| --- | --- | --- | --- |
| Content Analysis | [28111](https://bugs.scoalainformala.ro/view.php?id=28111) | [Localisation] The website content is not GDPR compliant | critical |
| Content Analysis | [28380](https://bugs.scoalainformala.ro/view.php?id=28380) | [Footer] Missing "Confidentialitate" content | critical |
| Content Analysis | [28379](https://bugs.scoalainformala.ro/view.php?id=28379) | [Footer] Missing "Termeni ci conditii" content | improvement |

On the **Search** feature, we found **2 bugs**, with normal severity, taking into consideration that fact of non-returning a matched result based on the relevant keyword search, even when the used word is part of the title.

|  |  |  |  |
| --- | --- | --- | --- |
| Search | [27964](https://bugs.scoalainformala.ro/view.php?id=27964) | [SearchBox] User is not able to receive all the products having in title relevant keyword search | normal |
| Search | [27957](https://bugs.scoalainformala.ro/view.php?id=27957) | [SearchBox] User is not able to receive a match result based on the relevant keyword search | normal |
| Search | [27961](https://bugs.scoalainformala.ro/view.php?id=27961) | [SearchBox] User is unable to avail himself of a search auto-suggestions feature | improvement |
| Search | [27968](https://bugs.scoalainformala.ro/view.php?id=27968) | [CautareAvansata] Poor visibility of "Cautare avansata" feature | improvement |
| Search | [27971](https://bugs.scoalainformala.ro/view.php?id=27971) | [CautareAvansata] Missing proper validation on "Criteriu de cautare" field | improvement |

The application is not **responsive to mobile devices**. Because of missing requirements, we considered the severity “normal”.

|  |  |  |  |
| --- | --- | --- | --- |
| Mobile responsiveness | [28349](https://bugs.scoalainformala.ro/view.php?id=28349) | [Compatibility] Lake of responsiveness to mobile devices | normal |

In the shopping cart case, we found **5 normal bugs**. The fact that user is able to update cart with special characters but cannot remove items by updating the qty as “0” does not meets the expectations of an e-commerce app. Also, the shopping cart session is finished by logout, no content is kept. Most of the time the continue shopping button is missing.

|  |  |  |  |
| --- | --- | --- | --- |
| Shopping cart | [28176](https://bugs.scoalainformala.ro/view.php?id=28176) | [ActualizareCos] Missing proper validation on "Cantitate." textbox | normal |
| Shopping cart | [28183](https://bugs.scoalainformala.ro/view.php?id=28183) | [ActualizareCos] User is not able to remove the product from the cart by updating "Cantitatea." with "0" | normal |
| Shopping cart | [28297](https://bugs.scoalainformala.ro/view.php?id=28297) | [CosulMeu] Missing continue shopping button | normal |
| Shopping cart | [28271](https://bugs.scoalainformala.ro/view.php?id=28271) | [CosulMeu] Missing restriction for proceeding checkout in case of number of items exceeding the stock | normal |
| Shopping cart | [28359](https://bugs.scoalainformala.ro/view.php?id=28359) | [CosulMeu] User is not able to keep his cart content after logout and login back | normal |

The checkout reveals another blocker login bug, but with temporary reproducibility.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Checkout | [28360](https://bugs.scoalainformala.ro/view.php?id=28360) | [Checkout] Unlogged user is not able to login in order to proceed checkout | bug | blocker |
| Checkout | [28378](https://bugs.scoalainformala.ro/view.php?id=28378) | [Checkout] User is able to accomplish checkout using invalid data "Cod Postal" | bug | minor |

# Bug’s Severity by Testing Type

One of the 2 blocker bugs was found within the smoke testing session, 2 critical bugs were identified with localization testing and the third one with security. Obvious, usability testing revealed improvement to be made like poor visibility of sorting products feature or lake of auto-suggestions on search box.

# Conclusions

This testing session revealed major defects in terms of e-commerce standards.

A website with “crashed login” cannot coverts the visitors into paying customers, so the blocker login should be fixed immediately.

A website needs to be secure. Exposing sensitive data in non-encrypted format means a major risk for the customers and as a consequence an automatically traffic decreasing.

A website should work not just on desktop, but on mobile devices too. Nowadays the non-responsiveness is an issue and generates major traffic decreasing.

Missing cookies policy and a content that doesn’t comply with GDPR regulations is also a critical problem in terms of customer’s trust and penal law.

If the advanced search appears like an available feature, then it should work properly, otherwise is just a tool for increasing frustration.

Missing validation for name and address input it may be also a problem not just for data integrity, but also for wrong or not- shipped orders.