Bug Tickets

Ticket#1

Bug ID	BUG001
Title	403 Forbidden Error When Navigating from Contact to Company
Date Reported	2025-9-13
Reported By	Raghdaa Moustafa
Module	Navigation
Description	Navigating from Contact page to Company link results in an HTTP 403 Forbidden error, preventing users from accessing company information.
Steps to Reproduce	1. Navigate to the site's homepage. 2. Click on the Contact page. 3. Click on the Company link.
Expected Behavior	Company page should load normally with its content.
Actual Behavior	A **403 Forbidden – Access Denied** error appears.
Severity	Medium. (Page still can be accessible from other paths)
Priority	Medium.
Status	Open

Ticket#2

Bug ID	BUG002
Title	Side Menu Content Does Not Update When Switching Categories.
Date Reported	2025-9-13
Reported By	Raghdaa Moustafa
Module	Side Menu
Description	The product categories in the side menu do not update the displayed content. Regardless of the item clicked, the same content is shown.
Steps to Reproduce	1. Open the Products page. 2. Click Adhesives. 3. Click Rubber. 4. Click Pharmaceuticals.
Expected Behavior	Each product category should load its own content.
Actual Behavior	The same content is displayed for all side menu selections.
Severity	Major (core functionality of product browsing is broken).
Priority	High (affects usability and product discoverability).
Status	Open

Ticket#3

Bug ID	BUG003
Title	Printable Product List PDF Displays Incorrect File
Date Reported	2025-9-13
Reported By	Raghdaa Moustafa
Module	Side Menu (Printable Product List)
Description	The "Printable Product List" link opens a PDF unrelated to the company's product catalog, instead showing a presentation slide deck (UTAG Technology – IEE 1687).
Steps to Reproduce	1. Go to the bottom of the side menu. 2. Click PRINTABLE PRODUCT LIST.
Expected Behavior	A PDF containing the company's product list should open.
Actual Behavior	A presentation unrelated to the site's products is displayed.
Severity	Major (misleads users, wrong resource linked).
Priority	High (misrepresentation of company's product info).
Status	Open

Ticket#4

Bug ID	BUG004
Title	Search Feature is Non-Functional (No Submit Option)
Date Reported	2025-9-13
Reported By	Raghdaa Moustafa
Module	All Pages
Description	The search bar is visible but non-functional. Typing does not yield results, and there is no submit button or Enter key functionality to trigger a search.
Steps to Reproduce	1. Locate the search field on the homepage. 2. Type any keyword. 3. Try pressing Enter or look for a submit button.
Expected Behavior	Search should execute via Enter key or a button, displaying relevant results or highlighting keywords and if no results should display "No Results Found".
Actual Behavior	No search is executed; the field is static.
Severity	Critical (search is a core site feature and completely non-functional).
Priority	High (should be fixed immediately).
Status	Open

Design Issues

- Content Area Confusion: The green section at the bottom resembles a footer but is actually a content area, may confuse users.

- Navigation Consistency: Top navigation and side navigation both route to Products, but side menu lacks proper state change.

- Error Handling: AWS S3 error message is displayed directly (AccessDenied, RequestId, etc.) instead of user-friendly error.

- Contact Information Placement: Contact details are only available on the Contact page. Users expect at least basic contact info in the footer for quick access.

-Non-Responsive layout: The website layout does not adapt properly to mobile or tablet screen sizes, making it hard to use on smaller devices.

-Poor Typography: The font used across the website is not professional, reducing readability and overall design quality.

Suggestions for Improvement (Usability & Performance)

- Improve Navigation Reliability: Ensure all links have correct permissions in S3 bucket policy. Add automated tests to detect broken/forbidden links early.

- Dynamic Content Loading: Side menu should load content dynamically per category (React routing, or static page per category).

- Error Handling Page: Replace AWS error output with a user-friendly error page (e.g., 'Page not available. Please try again later.').

- Footer Redesign: Add clear separation – company info, quick links, and contact details grouped with clear layout.

- Performance Improvements: Enable caching for static assets in S3/CloudFront. Optimize images for web (compressed PNG/JPG or WebP).

- Accessibility Enhancements: Add alt text to all images, improve color contrast, ensure navigation is keyboard-friendly.

- Responsive Design: Make the website responsive for mobile and tablet users.