**Bug Report#1**

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| --- | --- |
| ID number | 001 |
| Name | Login issue with username: locked\_out\_user |
| Reporter | Salma Abdelaziz |
| Submit Date | 17/04/2025 |
| Summary | When we type this username "locked\_out\_user," it doesn't log in. |
| URL | <https://www.saucedemo.com/v1/index.html> |
| Screenshot |  |
| Platform | Swag Labs |
| Operating System | Windos 10 |
| Browser | Browser: Microsoft Edge  Version 131.0.02903.51  (Official build) (64-bit)  Connection: Wifi |
| Severity | Highest |
| Assigned to | Development team |
| Priority | Highest |

**Description**

The username "locked\_out\_user" cannot log in. This issue suggests the account is restricted or there's a system error. Further checks are needed to identify the cause.

**Steps to reproduce**

**1. Open** the Swag Labs website.

**2**. **Navigate** to the login page.

**3**. **Enter** the username "**locked\_out\_user**" and the correct password.

**4**. **Click** the "Login" button.

**Expected result**

The user successfully logs in with the username "**locked\_out\_user**" and correct password.

**Actual result**

The user cannot login with the username "**locked\_out\_user**" and correct password.

**Bug Report#2**

|  |  |
| --- | --- |
| ID number | 002 |
| Name | When I log in using **"problem\_user,"** the product images do not display. |
| Reporter | Aya Gamal |
| Submit Date | 17/04/2025 |
| Summary | When logging in with **"problem\_user,"** the product images fail to display, indicating a possible issue with the account or image rendering. |
| URL | <https://www.saucedemo.com/v1/index.html> |
| Screenshot |  |
| Platform | Swag Labs |
| Operating System | Edition Windows 10 Pro  Version 22H2  Installed on ‎1/‎18/‎2025  OS build 19045.5487  Experience Windows Feature Experience Pack 1000.19061.1000.0 |
| Browser | Google chrome Version 135.0.7049.85 (Official Build) (64-bit) |
| Severity | Medium |
| Assigned to | Development team |
| Priority | Medium |

**Description**

When logging in as **problem**\_**user**, product images on the Inventory Page fail to load, displaying broken placeholders. This issue is account-specific, as standard users (e.g., **standard\_user**) are unaffected.

**Steps to reproduce**

1. **Open** the Swag Labs application or website.
2. **Log in** with:

Username: problem\_user

Password: secret\_sauce

1. **Observe** the **Inventory Page**

**Expected result**

All product images should load and display properly, as seen with standard\_user.

**Actual result**

* **No product images appear**.
* Text descriptions, prices, and "Add to Cart" buttons remain functional.

**Bug Report#3**

|  |  |
| --- | --- |
| ID number | 003 |
| Name | Performance Issues with performance\_glitch\_user |
| Reporter | Aya Gamal |
| Submit Date | 17/04/2025 |
| Summary | When logged in as **performance\_glitch\_user**, the system experiences slow loading times and delays, simulating performance-related issues for testing purposes. |
| URL | <https://www.saucedemo.com/v1/index.html> |
| Screenvedio |  |
| Platform | Swag Labs |
| Operating System | Edition Windows 10 Pro  Version 22H2  Installed on ‎1/‎18/‎2025  OS build 19045.5487  Experience Windows Feature Experience Pack 1000.19061.1000.0 |
| Browser | Google chrome Version 135.0.7049.85 (Official Build) (64-bit) |
| Severity | Medium |
| Assigned to | Development team |
| Priority | Medium |

**Description**

When logged in as **performance\_glitch\_user**, the application exhibits slower-than-normal loading times and delays across various pages and actions. This issue is designed to simulate real-world performance challenges, allowing testers to evaluate the system's behavior under reduced performance conditions.

**Steps to reproduce**

**1. Open the Swag Labs website.**

**2.Navigate to the login page.**

**3. Log in using the username "performance\_glitch\_user" and the correct password.**

**4. Perform actions such as navigating between pages, sorting products, or adding items to the cart.**

**5. Observe the slower-than-usual loading times and delays during these operations.**

**Expected result**

Inventory and product detail pages should load within 1–2 seconds, similar to other users like standard\_user.

**Actual result**

Pages take 5–10 seconds to load.

Navigation between pages is delayed.

Sometimes the UI appears unresponsive during loading.

**Bug Report#4**

|  |  |
| --- | --- |
| ID Number | 004 |
| Name | Reset App State Failure |
| Reporter | Salma Abdelaziz |
| Submit Date | 17/04/2025 |
| Summary | **Reset App State Failure**: The app state fails to reset, leaving user data and settings unchanged, disrupting expected functionality.. |
| URL | <https://www.saucedemo.com/v1/index.html> |
| Screenvedio |  |
| Platform | Swag Labs |
| Operating System | Windos 10 |
| Browser | Browser: Microsoft Edge  Version 131.0.02903.51  (Official build) (64-bit)  Connection: Wifi |
| Severity | High |
| Assigned to | Development team |
| Priority | High |

**Description**

When trying to reset the app (by pressing the "Reset App" button or using the relevant option in the settings menu), the app does not reset properly. The app remains in its previous state or causes the interface to freeze.

**Steps to reproduce**

1.Open the Swag Labs website.

2. Log in using any valid user credentials.

3. Add items to the cart or modify user settings.

4. Navigate to the sidebar menu and click on **"Reset App State."**

5. Observe that cart contents, user settings, and other state data remain unchanged, confirming the failure.

**Expected result**

The "Reset App State" feature clears all user data, returning the app to its default state without errors.

**Actual result**

The "Reset App State" feature fails, leaving cart contents and settings unchanged.

**Bug Report#5**

|  |  |
| --- | --- |
| ID Number | 005 |
| Name | Footer Social Media Links Not Working |
| Reporter | Maryam Ahmed Yassin |
| Submit date | 18/4/2025 |
| Summary | The social media links (LinkedIn, Facebook, Twitter) in the footer do not open when clicked. |
| URL | <https://www.saucedemo.com/v1/index.html> |
| Screen video |  |
| Platform | Swag Labs |
| Operating System | Windos10 |
| Browser | Browser: Chrome  Version: 131.0.6778.260  Official build) (64-bit)  Connection: Wi-fi |
| Severity | Low |
| Assigned to | Development team |
| Priority | Low |

**Description**:

When users click on the social media icons (LinkedIn, Facebook, Twitter) located in the footer section of the Swag Labs website, no new page opens, and the user is not redirected to any external site. This affects user navigation and reduces the effectiveness of external links for engagement.

**Steps to Reproduce:**

1. Open the Swag Labs website.
2. Scroll down to the footer section.
3. Click on the LinkedIn icon.
4. Click on the Facebook icon.
5. Click on the Twitter icon.

**Expected Result:**

Clicking each social media icon should open the respective platform’s page in a new tab.

**Actual Result**:

Nothing happens when clicking the icons; the links are unresponsive.