



OrangeHRM Bug Report

BUG REPORT – BUG-01

Bug ID: BUG-01

Title:

Duplicate “Thank you” email sent after submitting both Free Demo and Contact Sales forms

Severity: Medium

Priority: High

Date: 31/10/2025

Module: Sales Module

Environment: Chrome Browser, Windows 10

Description:

When a user submits both the “Free Demo” and “Contact Sales” forms, the system sends the same email content (“Thank you for your interest in OrangeHRM”) for both actions.

This causes confusion, as the “Contact Sales” form should trigger a different confirmation email related to sales inquiry.

Steps to Reproduce:

1. Open the OrangeHRM official website.
2. Click on Book a Free Demo and fill in all required fields.
3. Click Submit → observe that a thank-you email is received.
4. Then click on Contact Sales and fill the same details.
5. Click Submit → observe another identical email received.

Expected Result:

Each form should trigger its own relevant email.

“Contact Sales” should send a unique acknowledgment, not duplicate the demo email.

Actual Result:

Two identical emails were received (same subject, body, and sender).

Status: Open

Assigned To: Development Team

Attachments:

Thank You For Showing Interest In OrangeHRM HR Software



Aaron Smith <aaron@orangehrm.com>
to me ▾

8:28 AM (2 hours ago)



Dear Jana Mohammed,

Thank you for considering OrangeHRM as a possible solution for your Human Resource Management needs.

I would like to have a quick call to understand your needs better.

When would be the best times to reach you? or

Book a Meeting - https://meet.yesware.com/me/meetaaron/30?source_tag=eyJ0aHJIYWRfaWQiOlxOTg5OWFjYWQzYmY2OGQ3In0=

In the meantime here are some of our resources you may be interested in;

eBooks - <https://www.orangehrm.com/en/resources/e-books>

Product Summary - <https://www.orangehrm.com/assets/Documents/Data-Sheet-OrangeHRM-Module-Summary-for-OrderForm.pdf>

Case Studies - <https://www.orangehrm.com/en/why-orangehrm/our-customers/case-studies/>

Customer Testimonials - <https://www.orangehrm.com/en/why-orangehrm/our-customers/testimonials>

Regards,

Aaron Smith

Sales Executive, APAC

OrangeHRM Inc. New York, USA.

Email: aaron@orangehrm.com

P: 1-(551) 355-3411 Ext 121

Website: www.orangehrm.com

Disclaimer: This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. The content and opinions contained in this email are not necessarily those of OrangeHRM. If you have received this email in error please contact the sender.



Aaron Smith <aaron@orangehrm.com>

to me ▾

8:41 AM (2 hours ago)



Dear Jana Mohammed,

Thank you for considering OrangeHRM as a possible solution for your Human Resource Management needs.

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Case Studies - <https://www.orangehrm.com/en/why-orangehrm/our-customers/case-studies/>

Customer Testimonials - <https://www.orangehrm.com/en/why-orangehrm/our-customers/testimonials>

Regards,

Aaron Smith

Sales Executive, APAC

OrangeHRM Inc. New York, USA.

Email: aaron@orangehrm.com

P: 1-(551) 355-3411 Ext 121

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BUG REPORT – BUG-02

Bug ID: BUG-02

Title: System sends two emails after user registers for a free trial (should send only one activation email)

Severity: Low

Priority: Medium

Date: 31/10/2025

Module: Free Trial Module

Environment: Chrome Browser, Windows 10

Description:

When a user registers for a 30-day free trial, the system sends two emails:

1. “Activate Your Free Trial”
2. “Thank You For Your Interest In OrangeHRM”

Expected behavior is to send only the activation email related to the trial registration.

Steps to Reproduce:

1. Open the OrangeHRM homepage.
2. Click Start Free Trial.
3. Fill all required details (Name, Email, Company, Username, etc.).
4. Click Submit.
5. Check the registered email inbox.

Expected Result:

The system should send only one activation email confirming the free trial registration.

Actual Result:

The system sent two emails — one activation email and one unrelated “Thank You” email.

Status: Open

Assigned To: Development Team

Attachments:

Hi Jana Mohammed,

We are delighted to see you sign up for a free trial. You are just one step away from experiencing our world-class HR management software.

To activate your free trial, please select your preferred option below.

I need sample data!

I like it fresh!

If you can't click on the button above, follow the link below to activate your free trial.

Activate Free Trial with Sample Data: <https://trials-server.orangehrmlive.com/verify.php?actionKey=690469a4984c1&instance=janam1&sampledata=yes>

Activate Free Trial without Sample Data: <https://trials-server.orangehrmlive.com/verify.php?actionKey=690469a4984c1&instance=janam1&sampledata=no>

Thank You,
Team OrangeHRM.

 Gayan <gayanw@orangehrm.com> 9:47 AM (1 hour ago)   
to me ▾

Dear Jana Mohammed,

Thank you for considering OrangeHRM as a possible solution for your Human Resource Management needs.

Is there a good time to reach you? Please let me know.

In the meantime here are some of our resources you may be interested in;

eBooks - <https://www.orangehrm.com/orangehrm-resources/e-books/>

Product Overview - <https://www.orangehrm.com/assets/Documents/pdf/Product-Overview.pdf>

Case Studies - <https://www.orangehrm.com/resources/success-stories/case-studies/>

Best Regards,

Gayen Welihinda
| OrangeHRM Inc..

www.orangehrm.com
Book A Meeting:

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BUG REPORT – BUG-03

Bug ID: BUG-03

Title: Missing “Forgot Password” Link

Module: Login Module

Date: 31/10/2025

Severity: Medium

Priority: High

Status: Open

Description:

The “Forgot your password?” link is missing on the OrangeHRM login page, preventing users from resetting their password.

Steps to Reproduce:

1. Open the OrangeHRM login page.

2. Check below the password field.

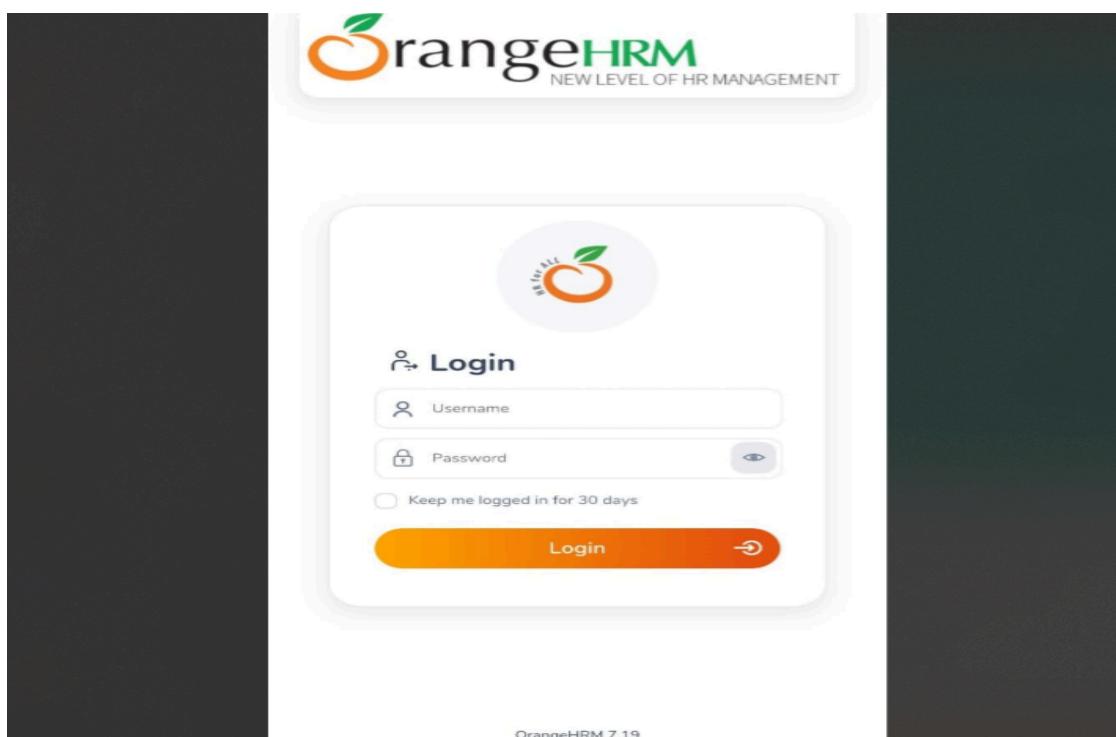
Expected Result:

The page should display a “Forgot your password?” link that redirects users to the password reset page.

Actual Result:

No “Forgot your password?” link is visible; users cannot reset their password.

Screenshot:



Test Case Reference: FR-1_TC3

BUG REPORT – BUG-04

Bug ID: BUG-04

Title: “Number of Employees” dropdown in Book a Free Demo form is not selectable

Module: Demo Booking Module

Date: 31/10/2025

Severity: High

Priority: Medium

Status: Open

Description:

When filling out the “Book a Free Demo” form on the OrangeHRM website, the “Number of Employees” dropdown does not respond or allow users to select any value. This prevents users from completing the form successfully.

Steps to Reproduce:

1. Open OrangeHRM homepage.
2. Click on “Book a Free Demo.”
3. Try to open the “Number of Employees” dropdown menu.

Expected Result:

The dropdown should expand and allow selection of a valid number of employees.

Actual Result:

The field is frozen / non-selectable — user cannot choose any value.

Screenshot:

We Just Need a Few Details.

Jana Mohammed

s-jana.abomoslem@zewailcity. 01551875350

Egypt fg

gg Number of Employees

I'm not a robot reCAPTCHA Privacy - Terms

Get a Free Demo

We respect your privacy. By submitting, you agree to your information being processed according to our [Privacy Policy](#).

Environment: Chrome Browser, Windows 10

BUG REPORT – BUG-05

Bug ID: BUG-05

Title: Phone number field missing country code in “Book a Free Demo” form

Module: Demo Booking Module

Date: 31/10/2025

Severity: High

Priority: Medium

Status: Open

Description:

The “Book a Free Demo” form requires users to enter their phone number, but there is no field or prefix for country code. This can cause errors when validating or contacting users outside the local country.

Steps to Reproduce:

1. Go to the OrangeHRM homepage.
2. Click on “Book a Free Demo.”
3. Choose a country (e.g., Egypt, India, UK).
4. Check the phone number input field — no country code prefix appears.

Expected Result:

The form should either auto-populate the correct country code when a country is selected or allow manual entry with validation.

Actual Result:

The phone number field only accepts numbers without any country code option

Screenshot:

The screenshot shows a web form titled "We Just Need a Few Details." It includes fields for Name (Jana Mohammed), Email (s-jana.abomoslem@zewailcity.), Phone Number (01551875350), Country (Egypt), and a dropdown for Number of Employees. At the bottom, there is a reCAPTCHA checkbox labeled "I'm not a robot" and a large orange "Get a Free Demo" button. A privacy disclaimer at the bottom states: "We respect your privacy. By submitting, you agree to your information being processed according to our [Privacy Policy](#)."

Environment: Chrome Browser, Windows 10

BUG REPORT – BUG_URM_001

- **Bug ID:** **BUG_URM_001**
- **Title:** Missing “Manager” role
- **Module:** Admin Module
- **Date:** 31/10/2025
- **Severity:** Critical
- **Priority:** High
- **Status:** Open
- **Description:**
 - The “Manager” role is missing on the OrangeHRM in adding the user role section, preventing users from assigning manager roles.
- **Steps to Reproduce:**
 - 1- enter admin module -> user management page
 - 2- add new user and assign to manager role
- **Expected Result:**
 - The page should display a “Manager” choice in the role choices.
- **Actual Result:**
 - No “Manager” role is visible; users cannot be assigned to manager.
- **Screenshot:**

Add User

User Role*

-- Select --
-- Select --
Admin
ESS

Employee Name*
Ravi M B

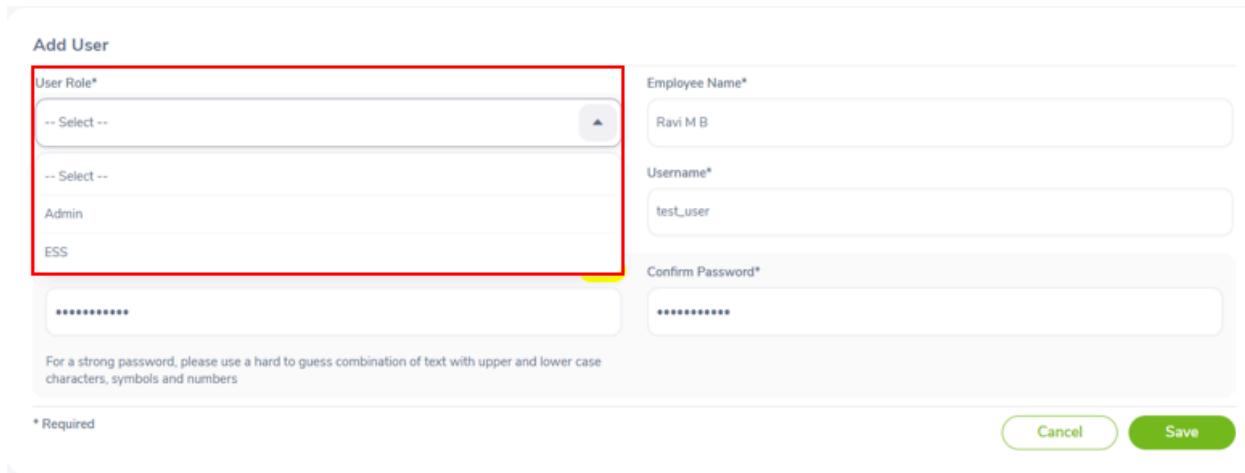
Username*
test_user

Confirm Password*

For a strong password, please use a hard to guess combination of text with upper and lower case characters, symbols and numbers

* Required

Cancel Save



BUG REPORT – BUG_URM_002

- **Bug ID:** BUG_URM_002
- **Title:** Missing “Audit Log” page
- **Module:** Admin Module
- **Date:** 31/10/2025
- **Severity:** Critical
- **Priority:** High
- **Status:** Open
- **Description:**
 - The “Audit Log” page is missing on the OrangeHRM admin page, thus, there is no record for system and user activities.
- **Steps to Reproduce:**
 - 1- enter admin module -> configuration
 - 2- Search for audit log
- **Expected Result:**
 - The page should display “Audit Log”.
- **Actual Result:**

- No “Audit Log” page is found; there is no record for system and user activities.

- Screenshot:

The screenshot shows the OrangeHRM Admin / User Management interface. On the left is a sidebar with icons for Admin, PIM, Leave, Time, Recruitment, and My Info. The main area is titled "Admin / User Management" and has tabs for User Management, Job, Organization, Qualifications, Nationalities, Corporate Branding, and Configuration. The Configuration tab is active, showing a dropdown menu with options: Email Configuration, Email Subscriptions, Localization, Language Packages, Modules, Social Media Authentication, Register OAuth Client, and LDAP Configuration. A red box highlights this dropdown menu.

BUG REPORT – BUG-Leave 001

Bug ID: BUG-001

Title: “Country and Location” field in Holiday creation allows selecting only one value instead of multiple

Module: Leave Management → Holidays Configuration

Date: 31/10/2025

Severity: Major

Priority: High

Status: Open

Description:

When adding or editing a holiday in the Leave module, the “Country and Location” dropdown allows selecting only one country/location.

In multi-location organizations, holidays should be assignable to multiple countries or locations simultaneously.

This limitation can cause duplicate entries and incorrect holiday configurations.

Steps to Reproduce:

1. Log in as Admin.
2. Navigate to Leave → Configure → Holidays.
3. Click Add.
4. Enter holiday details (e.g., “holiday to swim”).

5. Try selecting multiple countries or locations in the Country and Location dropdown.

Expected Result:

The system should allow selecting multiple countries or locations for one holiday record.

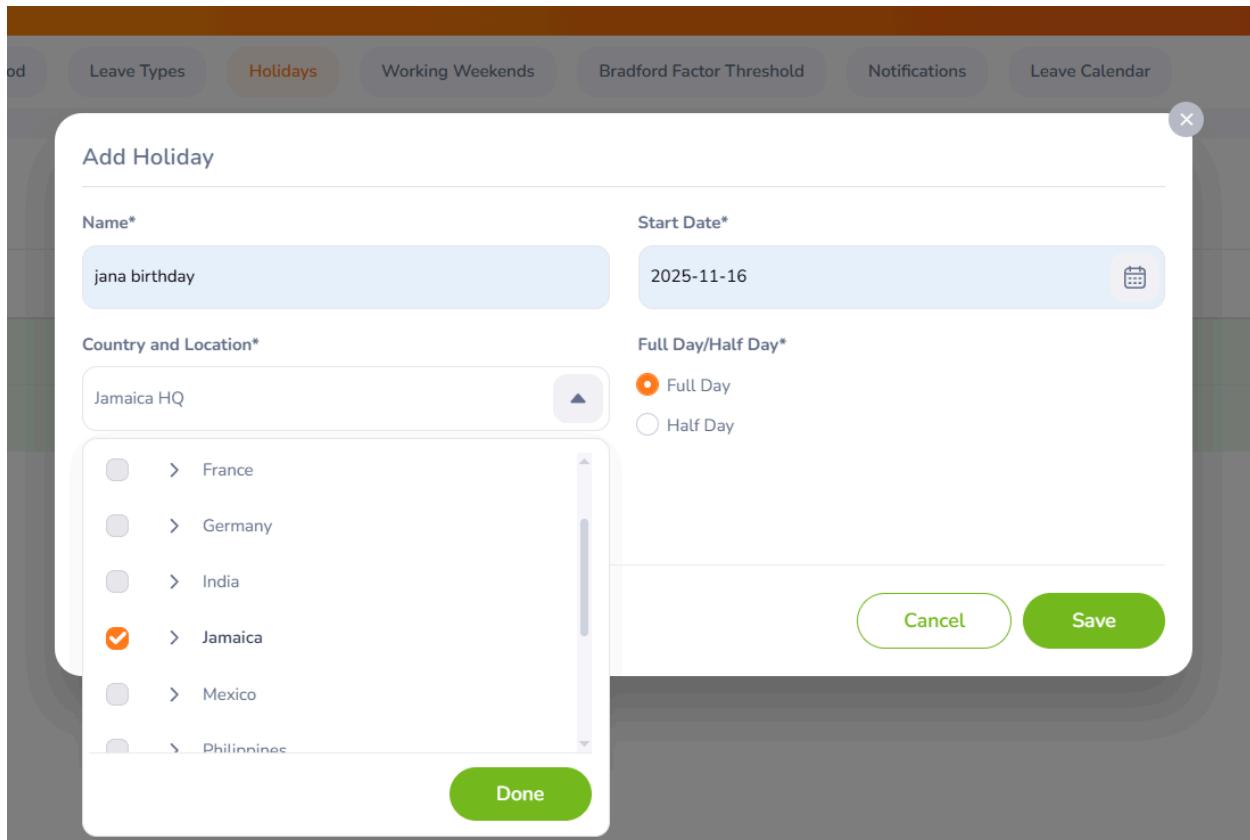
Actual Result:

The dropdown allows only one country/location to be selected.

Environment:

- OrangeHRM Cloud Version (latest)
- Browser: Chrome 142.0
- OS: Windows 10

Attachments:



BUG REPORT – BUG-Leave 002

Bug ID: BUG-002

Title: "Working Weekends" page allows only one country and rejects valid custom weekend days

Module: Leave Management → Configure → Working Weekends

Date: 31/10/2025

Severity: Major

Priority: High

Status: Open

Description:

When configuring Working Weekends, the system allows selecting only one country instead of multiple. Additionally, if a user selects a weekday (e.g., Tuesday) to mark it as a working weekend, the system shows an error stating it's "not a weekend." This prevents administrators from setting custom weekend days for specific countries or locations.

Steps to Reproduce:

- Log in as Admin.
- Go to Leave → Configure → Working Weekends.
- Click Add.
- Try to select multiple countries — notice only one can be chosen.
- Choose a weekday (e.g., Tuesday) and click Save.

Expected Result:

The system should allow selecting multiple countries or locations. Any day of the week should be assignable as a working weekend (not restricted to Saturday/Sunday).

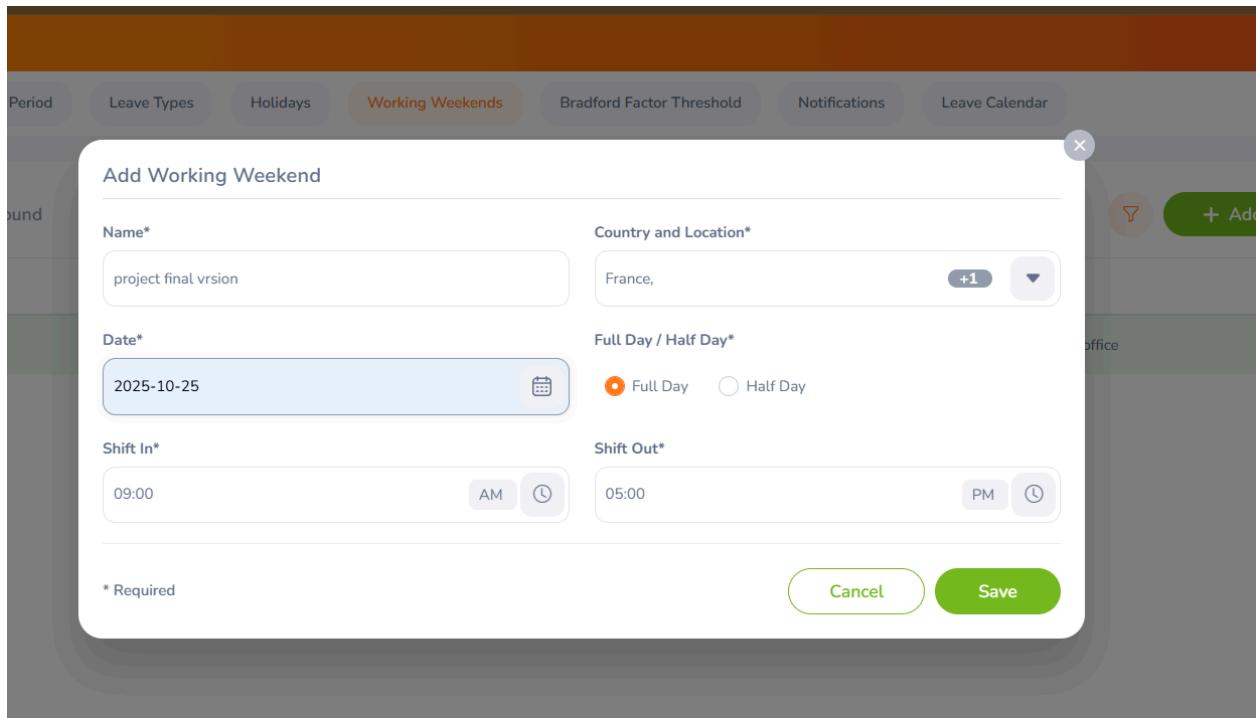
Actual Result:

Only one country can be selected. An error appears when selecting non-Saturday/Sunday days, stating it's "not a weekend."

Environment:

- OrangeHRM Cloud Version (latest)
- Browser: Chrome 142.0
- OS: Windows 10

Attachments:



BUG REPORT – BUG-Leave 003

Bug ID: BUG-003

Title: Leave Calendar Configuration filters appear multiple times causing confusion

Module: Leave Management → Configure → Leave Calendar

Date: 31/10/2025

Severity: Major

Priority: Medium

Status: Open

Description:

When configuring the Leave Calendar filters, certain filter options (e.g., “Hide Leave with Status”) appear multiple times in the dropdown or selection list. This repetition causes confusion for users, although the filters still function correctly.

Steps to Reproduce:

- 1. Log in as Admin.
- 2. Navigate to Leave → Configure → Leave Calendar.
- 3. Observe the filter options (Location, Status, Leave Type).
- 4. Notice that some filters appear more than once.
- 5. Apply a filter and save — the calendar updates correctly despite the duplication.

Expected Result:

Each filter should appear only once, making the configuration clear and user-friendly.

Actual Result:

Filters appear multiple times (e.g., “Hide Leave with Status” repeated), causing confusion, but the calendar still updates according to the selected filters.

Environment:

- OrangeHRM Cloud Version (latest)
- Browser: Chrome 142.0
- OS: Windows 10

Attachment:

The screenshot shows the 'Leave Calendar Configuration' section of the OrangeHRM interface. It includes several dropdown menus for filtering leave requests based on location, status, and type. The 'Status' dropdown is expanded, showing five filter options: 'Cancelled', 'Pending Approval', 'Scheduled', 'Rejected', and 'Taken'. Below each status filter is a small 'X' button. There are also three other collapsed dropdowns labeled 'Show Employee, Leave of Employees of Same Location', 'Show Employee, Leave of Supervisor(s)', and 'Show Supervisors, Leave of Subordinates'. Each of these collapsed dropdowns has its own 'Type for hints...' input field and a 'Cancelled X' button below it. At the bottom, there is another collapsed dropdown for 'Show Admins, Leave of Employees in their Administrative Region' with a similar 'Cancelled X' button.