

Manual Bug Report



OrangeHRM Bug Report

BUG REPORT – BUG-loginpage-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 in 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

Attachments:

Aaron Smith

<aaron@orangehrm.com>

to me

8:28 AM (2 hours ago)

☆

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⋮

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=eyJ0aHJlYWRFaWQiOiIxOTg5OWFjYWQzYmY2OGQ3In0=

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)

☆

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⋮

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

When would be the best times to reach you? or
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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

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BUG REPORT – BUG-loginpage-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

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&sampladata=yes>

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

Thank You,
Team OrangeHRM.

Gayan <gayanw@orangehrm.com>
to me ▾

9:47 AM (1 hour ago) ☆ ↶ ⋮

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,

Gayan Welihinda
| OrangeHRM Inc..

www.orangehrm.com
Book A Meeting:

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BUG REPORT – BUG-loginpage-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.

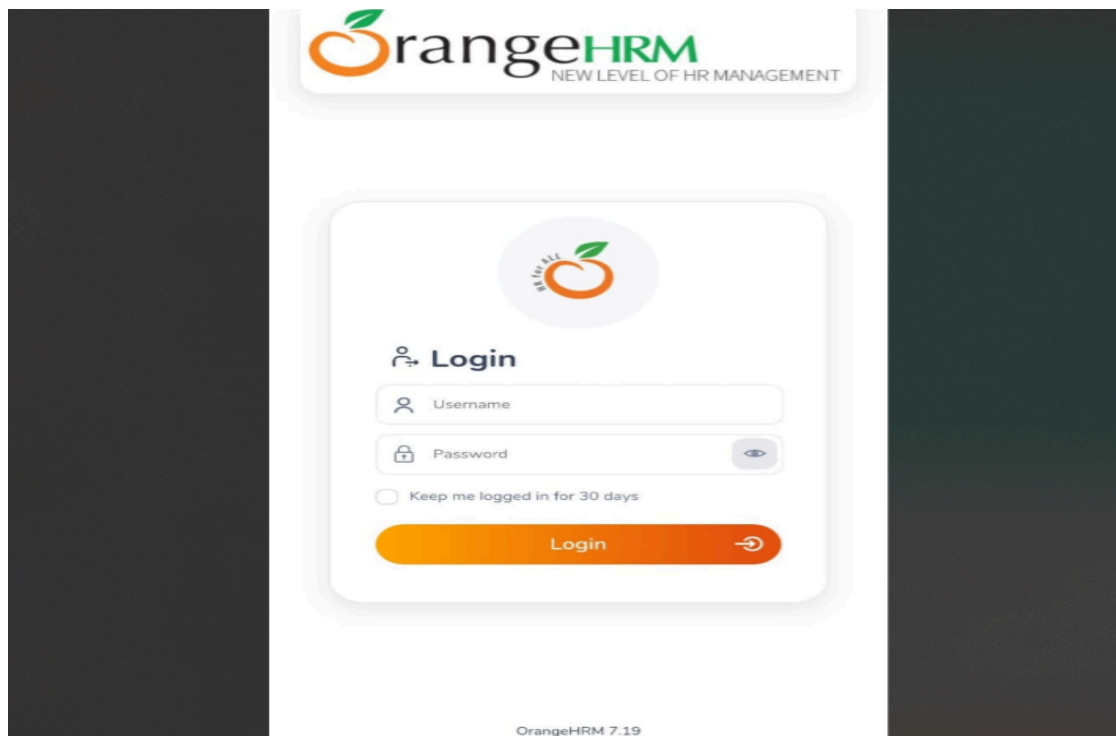
Expected Result:

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:



BUG REPORT – BUG-loginpage-04

Bug ID: BUG-04

Title: Change password

Module: Login Module

Date: 31/10/2025

Severity: Medium

Priority: High

Status: Open

Description:

The system incorrectly accepts invalid or mismatched password inputs and successfully updates the password instead of showing validation messages.

Steps to Reproduce:

1. Log in with valid credentials.
2. Open the "Change Password" page.

3. Enter the wrong current password or enter a different new password and confirmation.

4. Click "Save".

Expected Result:

The system should not change the password and should display a validation message like "Current password incorrect" or "Passwords do not match".

Actual Result:

The system accepts new passwords.

BUG REPORT – BUG-loginpage-05

Bug ID: BUG-05

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

Environment: Chrome Browser, Windows 10

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.

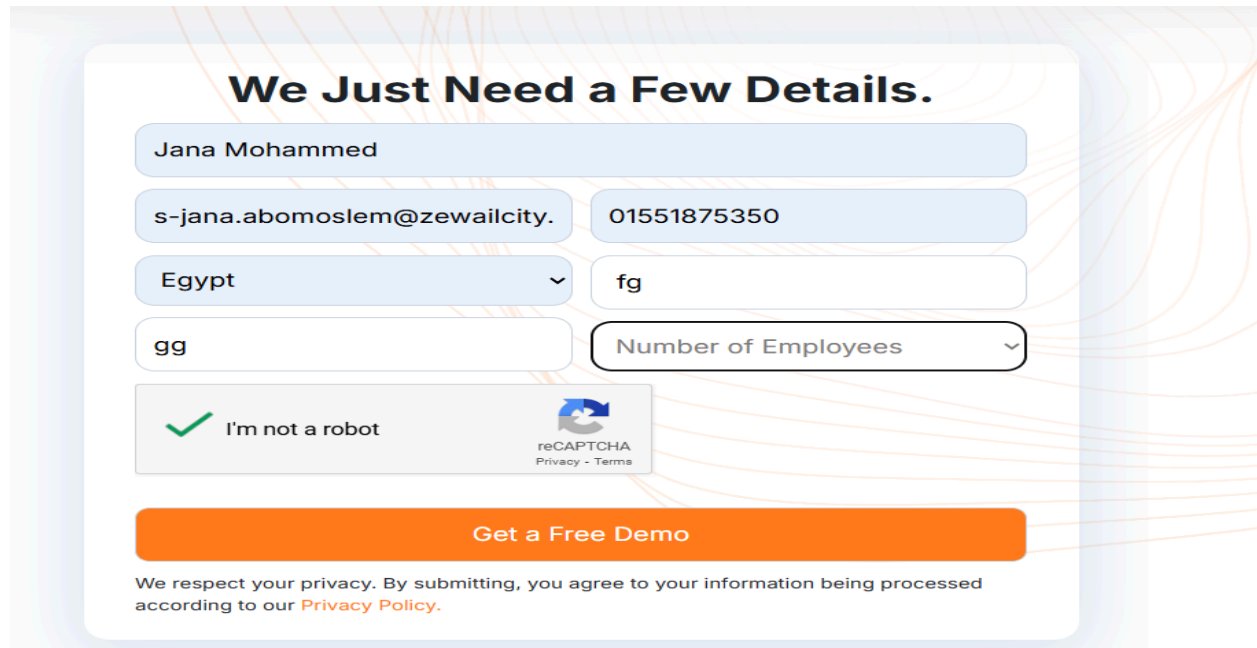
Expected Result:

The number of employees can't be used as a choice.

Actual Result:

The number of employees can be used as a choice.

Screenshot:



The screenshot shows a web form titled "We Just Need a Few Details." with the following fields and content:

- Name: Jana Mohammed
- Email: s-jana.abomoslem@zewailcity.
- Phone Number: 01551875350
- Country: Egypt (dropdown menu)
- Prefix: fg
- Number of Employees: (dropdown menu)
- reCAPTCHA: "I'm not a robot" with a green checkmark and the reCAPTCHA logo.
- Submit Button: "Get a Free Demo" (orange button)
- Privacy Notice: "We respect your privacy. By submitting, you agree to your information being processed according to our [Privacy Policy](#)."

BUG REPORT – BUG-loginpage-06

Bug ID: BUG-06

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:

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

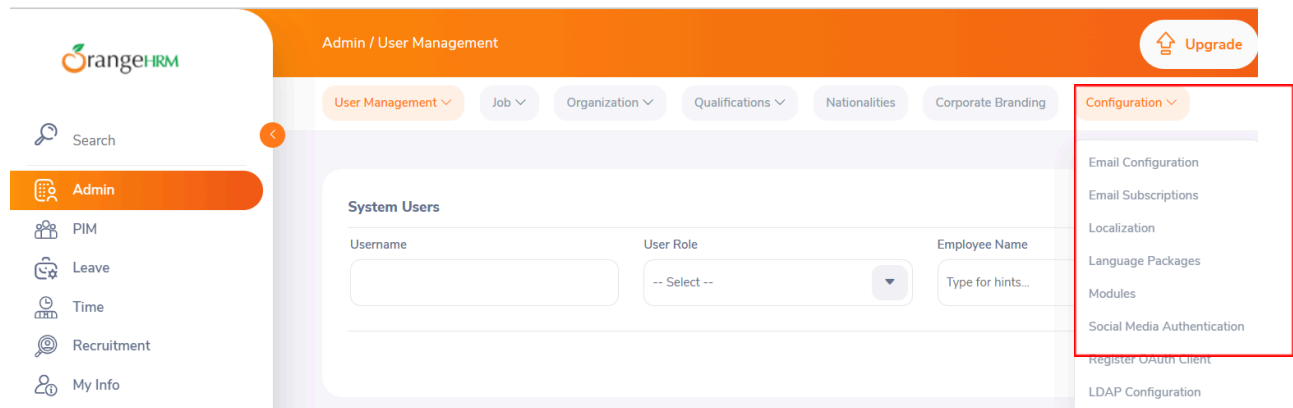
Expected Result:

The page should display “Audit Log”.

Actual Result:

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

Screenshot:



BUG REPORT – BUG-LeaveMangment 001

Bug ID: BUG_LM_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:

The screenshot shows a web application interface for managing holidays. The 'Add Holiday' modal is open, displaying the following details:

- Name*:** jana birthday
- Start Date*:** 2025-11-16
- Country and Location*:** A dropdown menu is open, showing a list of countries: France, Germany, India, Jamaica (selected), Mexico, and Philippines.
- Full Day/Half Day*:** Radio buttons for 'Full Day' (selected) and 'Half Day'.

Buttons at the bottom of the modal include 'Cancel', 'Save', and 'Done'.

BUG REPORT – BUG-LeaveMangment 002

Bug ID: BUG_LM_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:

The screenshot shows the 'Add Working Weekend' modal form in the OrangeHRM Cloud application. The form is overlaid on a background showing the 'Working Weekends' tab in the configuration menu. The form fields are as follows:

- Name***: A text input field containing 'project final vrsion'.
- Country and Location***: A dropdown menu showing 'France,' with a '+1' button and a downward arrow.
- Date***: A date picker showing '2025-10-25' with a calendar icon.
- Full Day / Half Day***: Two radio buttons, 'Full Day' (selected) and 'Half Day'.
- Shift In***: A time input field showing '09:00' with 'AM' and a clock icon.
- Shift Out***: A time input field showing '05:00' with 'PM' and a clock icon.

At the bottom of the form, there is a legend '* Required' and two buttons: 'Cancel' and 'Save'.

BUG REPORT – BUG-LeaveMangment 003

Bug ID: BUG_LM_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:

Leave Calendar Configuration

Show Employee, Leave of Employees of Same Location

Hide Leave with Status

Cancelled

Cancelled × Pending Approval × Scheduled × Rejected × Taken ×

☐ Show Employee, Leave of Supervisor(s)

Hide Leave with Status

Type for hints...

Cancelled × Pending Approval × Rejected ×

☒ Show Supervisors, Leave of Subordinates

Hide Leave with Status

Type for hints...

Cancelled ×

☒ Show Admins, Leave of Employees in their Administrative Region

Hide Leave with Status

Type for hints...

BUG REPORT – BUG_Auth_Security_01

Bug ID: BUG_AS_001

Title: Account lockout not exist after 3 failed login attempts

Module: Login page

Date: 31/10/2025

Severity: Critical

Priority: High

Status: Open

Description:

The system does not lock the account after three failed login attempts. Despite multiple incorrect passwords, the user can still log in immediately with the correct credentials, and no lockout message is displayed.

Steps to Reproduce:

1. Open OrangeHRM login page.
2. Enter valid username (**emp01**) with incorrect password (**test@123**) 3 times.
3. Attempt to log in with the correct password.

Expected Result:

After 3 failed attempts, the account should be locked and the system should display a message like “Your account is temporarily locked. Please try again later.” Correct password should not allow login until timeout

Actual Result:

The account not locked, and after 3 failed attempts it logged without any error

BUG REPORT – BUG_Usability_001

Bug ID: BUG_US_001

Title: Difficulty Performing Key Actions for New Users

Date: 31/10/2025

Severity: Major

Priority: High

Status: Open

Description:

New users cannot easily complete key tasks, such as applying for leave, without trial-and-error or external help. The system lacks intuitive workflows and clear guidance.

Steps to Reproduce:

1. Create a new user account.
2. Log in as the new user.
3. Attempt to perform basic tasks (apply for leave, add user, edit my info).

Expected Result:

New users should complete tasks easily without assistance.

Actual Result:

New users struggle to perform tasks; actions require repeated attempts or external guidance.

BUG REPORT – BUG_Usability_002

Bug ID: BUG_US_002

Title: Lack of Clear Tooltips and Ambiguous Field Guidance for New Users

Date: 31/10/2025

Severity: Minor

Priority: Medium

Status: Open

Description:

New users do not receive helpful tooltips or guidance when interacting with form fields or menu items. Hovering over fields does not show explanations, resulting in confusion and difficulty completing tasks.

Steps to Reproduce:

1. Log in using a new user account.
2. Hover over input fields on pages such as Login, Apply Leave, My Info.
3. Observe the absence of tooltips or guidance messages.

Expected Result:

Each form field or icon should display tooltips or hints that clearly explain their purpose, especially for new users.

Actual Result:

No tooltips or hints are displayed. New users receive no guidance when interacting with fields.

BUG REPORT – BUG- Recruitment 001

Bug ID: BUG_RE_001

Title: Non-HR user can access Recruitment module

Module: Recruitment → Job Vacancies

Date: 04/11/2025

Severity: High

Priority: Medium

Status: Open

Description:

A non-HR user (ESS role) is able to access the Recruitment module, which should be restricted to HR and Admin roles only. This allows unauthorized users to view job vacancies and recruitment data, which may lead to data exposure or role violations.

Steps to Reproduce:

1. Log in as a non-HR user (Username: ESS, Password: ess123).
2. Observe the left-side navigation menu.
3. Click on *Recruitment* → *Vacancies*.
4. Notice that the user can successfully access the Recruitment module.

Expected Result:

Non-HR users should not be able to view or access the Recruitment module. The system should hide or restrict access to this section based on role permissions.

Actual Result:

The non-HR user can see and open the Recruitment module without any access restriction.

Environment:

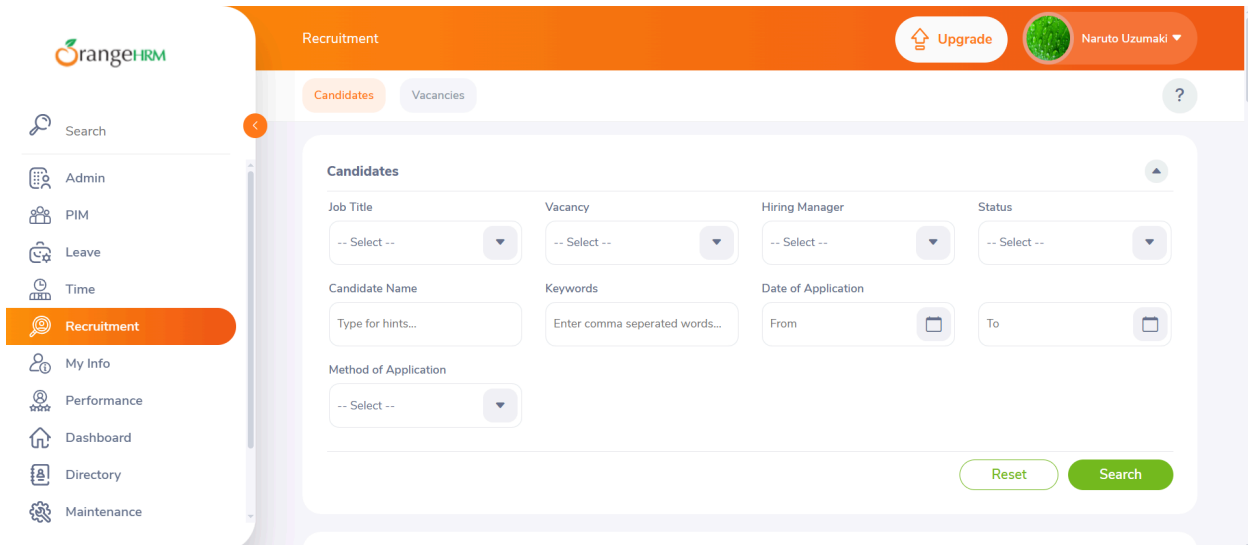
OrangeHRM Demo Site (opensource version)

Browser:

Chrome 142.0

OS: Windows 10

Attachment



BUG REPORT – BUG-Employee Information 001

Bug ID: PIM-BUG-001

Title: System allows saving multiple employee records with a Duplicate empty Employee ID

Module: PIM (Personal Information Management) / Add Employee

Date: 11/11/2025

Severity: Major

Priority: High

Steps to Reproduce:

1. Log in as Admin.
2. Navigate to PIM then "Add Employee".
3. Enter all mandatory fields, using empty Employee ID
4. Click "Save".

Expected Result:

The system should display an error message (e.g., "Employee ID can't be empty") and prevent the record from being saved, thus enforcing the uniqueness rule.

Actual Result:

The system accepted the empty Employee ID and successfully saved the new employee record, violating the core validation rule.

Environment:

Browser: Chrome 142.0

OS: Windows 10

BUG REPORT – BUG-Employee Information 002

Bug ID: PIM-BUG-002

Title: System allows the saved Employee_ID to be edited even after saving.

Module: PIM (Personal Information Management) / Add Employee

Date: 11/11/2025

Severity: Medium

Priority: Low

Steps to Reproduce:

1. Log in as Admin.
2. Navigate to PIM then "Add Employee".
3. Enter all mandatory fields, Click "Save"..
- 4 repeat steps again 5employee id will be modified

Expected Result:

The system should refuse change.

Actual Result:

modification accepted

Environment:

Browser: Chrome 142.0

OS: Windows 10

BUG REPORT – BUG-Employee Information 003

Bug ID: PIM-BUG-003

Title:System doesn't trim white spaces

Module: PIM (Personal Information Management) / Add Employee

Date: 11/11/2025

Severity: Low

Priority: Low

Steps to Reproduce:

1. Log in as Admin.
2. Navigate to PIM then "Add Employee".
3. Leave extra spaces in some fields (Employee ID, First Name, Last Name)
4. Click the "Save" button.

Expected Result:

The system should trim extra white spaces from the fields.

Actual Result:

extra spaces stays the same.f

Environment:

Browser: Chrome 142.0

OS: Windows 10

BUG REPORT – BUG-Employee Information 004

Bug ID: PIM-BUG-004

Title:System does not accept special characters

Module: PIM (Personal Information Management) / Add Employee

Date: 11/11/2025

Severity: Medium

Priority: Medium

Steps to Reproduce:

1. Log in as Admin.
2. Navigate to PIM then "Add Employee".
3. Add information (Employee ID, First Name, Last Name)
4. Add special characters to the name
5. Click the "Save" button.

Expected Result:

The system should display message that refuse special characters..

Actual Result:

System accepts special characters.

Environment:

Browser: Chrome 142.0

OS: Windows 10

Automation



OrangeHRM Automation Bug Report

BUG_A14_AS_006_01

Bug ID: BUG-01

Title: Browser Back Button Displays Sensitive Data After Logout

Severity: high

Priority: Critical

Date: 1/12/2025

Module: Free Trial Module

Environment: Chrome Browser, Windows 11

Description:

After a user logs out of the system, pressing the browser back button navigates back to previously viewed pages containing sensitive information. This behavior exposes confidential data that should not be accessible without authentication.

Steps to Reproduce:

1. Log in to the application successfully.
2. Navigate to the dashboard or other sensitive pages.
3. Log out from the system.
4. Press the browser back button.

Expected Result:

The system should redirect the user to the login page, and no sensitive information should be visible.

Actual Result:

Pressing the browser back button after logout displays pages containing sensitive data from the previous session.

Status: Open

BUG_A6_TC_LM_001_02

Bug ID: BUG-03

Title: Leave Management Opens Leave List With “No Records” Automatically

Severity: Medium

Priority: Medium

Date: 3/12/2025

Module: Leave Management Module

Environment: Chrome Browser, Windows 11

Description:

Whenever the Leave Management module is opened, it automatically logs in and displays the leave list with “No Records,” without the user clicking any filters or buttons. This may confuse users or indicate an issue with default data loading.

Steps to Reproduce:

1. Log in to the application successfully.
2. Navigate to the Leave Management module.
3. Observe the Leave List section immediately.

Expected Result:

The system should load relevant leave records for the user or prompt to select filters before displaying the leave list.

Actual Result:

The leave list shows “No Records” immediately upon opening, without any user action.

Status: Open
