

## Bug Report Writing.

Field	Details
BUG ID	BUG-001
Title	Profile Picture Upload Fails for Images Larger Than 5MB Without Displaying an Error Message.
Test Case Reference	(relevant test case number) Verify that the system displays proper error messages when uploading files that exceed the size limit for profile pictures.
Module/Feature Affected	User Profile Management <ul style="list-style-type: none"><li>• Functionality of Uploading a Profile Picture.</li></ul>
Description	User is unable to upload profile pictures that exceed 5MB in size. While attempting to upload larger files, no error message is displayed, leaving users unaware of the file size restriction. This behavior creates confusion and frustration for users who expect the system to either allow the upload or provide immediate feedback about the issue. The absence of clear instructions or validation impacts the overall user experience, especially for first-time users trying to complete their profiles. The system's inability to handle this file size limitation results in unnecessary retry attempts and also potentially leading to user abandonment.
Steps to Reproduce	<ul style="list-style-type: none"><li>• Log in to the web application.</li><li>• Navigate to the "Edit Profile" section.</li><li>• Click on the "Upload Profile Picture" button.</li><li>• Select a profile picture that exceeds 5MB in size .</li><li>• Click "Submit" to attempt the upload.</li></ul>

<b>Test Input</b>	An image file with a size of 10MB that can be a jpg or png file which has high resolution.
<b>Expected Result</b>	<p>When a user attempts to upload an image larger than 5MB, the system should,</p> <ul style="list-style-type: none"> <li>• Successfully upload the image if the file size is within the allowable limit.</li> <li>• Display an informative error message if the image exceeds the size restriction as "File size exceeds the 5MB limit".</li> </ul>
<b>Actual Result</b>	The uploading function fails silently without displaying any feedback. The page remains as it is, and the profile picture is not updated but no error message is shown, and the user is left with no indication of what went wrong.
<b>Severity</b>	<b>High:</b> The inability to provide clear feedback on failed profile picture uploads is a significant issue, impacting user engagement and completion of the profile setup process. This affects core functionality and may lead to user dissatisfaction also.
<b>Priority</b>	<b>Medium:</b> While this is not a critical functionality blocker, it severely impacts user experience and must be addressed in a timely manner to improve user onboarding.
<b>Environment</b>	<ul style="list-style-type: none"> <li>• <b>Operating System:</b> Windows 10</li> <li>• <b>Browsers:</b> Google Chrome</li> <li>• <b>Device:</b> Laptop</li> <li>• <b>Web Application Version:</b> 1.1.0</li> </ul>
<b>Reproducibility</b>	100% because of the consistent occurrence across different environments and browsers.

<b>Root Cause Analysis</b>	When users try uploading images larger than 5MB, the server prevents them. Still, they cannot know about these restrictions because there isn't any form of client-side validation or feedback concerning this issue. The lack of frontend - backend integration in terms of error handling has led to this situation.
<b>Impact</b>	The bug disrupts the user experience during a critical phase of user onboarding in profile setup. New users are particularly affected, as completing their profiles is often their first interaction with the system. The absence of feedback can result in multiple failed attempts and eventual user frustration. This can lead to an increased number of support tickets and reduced user retention. In a competitive market, a poor onboarding experience may drive potential users to competing platforms. Additionally, internal teams, including customer support and operations, are affected, as they may need to handle increased queries about profile picture uploads.
<b>Possible Solutions</b>	<ul style="list-style-type: none"> <li>• Implement client-side validation to restrict file sizes before the user attempts to upload.</li> <li>• Ensure that the backend returns a clear, actionable error message when the file exceeds the size limit.</li> <li>• Display an error message in real time on the profile page similar to "Maximum file size: 5MB" message.</li> <li>• Update documentation or tooltips to inform users about the maximum file size before they upload an image.</li> </ul>
<b>Resolution Deadline</b>	Must be resolved by the next release cycle to prevent further user impact.
<b>Status</b>	Open: Awaiting assignment to a developer.

<b>Additional Notes</b>	<ul style="list-style-type: none"> <li>• During testing, it was found that this issue affects both desktop and mobile web versions of the application.</li> <li>• There are no visible size limit guidelines for profile picture uploads on the form, which contributes to the issue.</li> <li>• Consider adding a user-friendly message in the UI to inform users of the file size limit before they attempt the upload, reducing the likelihood of this error.</li> </ul>
<b>Attachments</b>	<ul style="list-style-type: none"> <li>• Screenshot of the profile page after an unsuccessful image upload attempt to highlight that no error message is visible.</li> <li>• Screen recording showing the issue from start to finish, including the failure to display an error.</li> </ul>

**-END-**