

# Bug Report: StarTech Website

## Project Information

Project: StarTech Website Testing  
Test Suite: Selenium-based Functional UI Tests  
Test Environment:  
- OS: Windows 10  
- Browser: Chrome 136.0.7103.114  
- Java Version: 23.0.1  
- Selenium Version: 4.32.0  
- WebDriver: ChromeDriver 136.0.7103.94

## Failed Test Cases

### 1. Login File Test 1

Test Case: Login with jahid6935@gmail.com  
Status: Partially Failed  
Issue: Login successful but logout failed.  
Details:  
- Expected URL to contain /account/logout after logout action.  
- WebDriver timed out waiting for the URL change.  
- Current URL remained: <https://www.startech.com.bd/>

### 2. Login File Test 2

Test Case: Login with sajidrifan2002@gmail.com  
Status: Failed  
Issue: Login process failed entirely.

### 3. Homepage Test - TC\_StarTech\_60

Test Case: Customer service link redirects correctly  
Status: Failed  
Issue: Link interaction failed (possibly a broken or unresponsive element).

## Passed Test Cases

- Login form click (TC\_StarTech\_32)
- Invalid credentials show error (TC\_StarTech\_33)
- Registration form appears (TC\_StarTech\_36)
- Incomplete registration validation (TC\_StarTech\_37)
- Footer contact info (TC\_StarTech\_56)
- Live chat icon appears (TC\_StarTech\_57)
- Language switcher (TC\_StarTech\_58)
- Homepage load time < 3s (TC\_StarTech\_59)
- Search bar returns relevant results (TC\_StarTech\_61)

## Summary

Total Tests: 18

Passed: 14

Failed: 4

Success Rate: 77%

## Suggested Fixes

### 1. Logout Flow Debugging:

- Investigate event handling after clicking logout.
- Ensure URL update is properly triggered.

### 2. Login Validation:

- Confirm credentials and test database consistency.
- Check for CAPTCHA or multi-factor issues interfering with automation.

### 3. Customer Service Link:

- Validate presence and interactability.
- Confirm no JavaScript or overlay is blocking it.