**DEFECT REPORT: # BUG20220001**

|  |  |
| --- | --- |
| Tester |  |
| Name | Justin Huang |
| E-mail | ashine02@gmail.com |

|  |  |
| --- | --- |
| Defect Information |  |
| Defect ID | BUG20220001 |
| Title | The valid Serial Number "186232437" not found |
| Status | Open |
| Open Date | 2022/07/04 |
| Close Date | - |
| Category | Website |
| Version | v1.0 |
| Environment | OS: Windows/macOS ; Browser: Chrome/Safari/Edge |
| Priority | R High o Critical o Medium o Low |
| Reproduction rate | Always |

|  |  |
| --- | --- |
| Attachment |  |
| Screenshot | A black and white logo  Description automatically generated with low confidencescreenshot\_2022070401.PNG |
| Logs | A black and white logo  Description automatically generated with low confidencelog\_2022070401.TXT |

|  |  |
| --- | --- |
| Description |  |
| Step to reproduce:   1. Open Chrome/Edge/Safari browser and link to  https://www.barco.com/en/clickshare/support/warranty-info 2. Input "186232437" in the text area then press "Get info" button. 3. The warranty results of the valid serial number "186232437" is not found.   Expected result:  The warranty results of the valid serial number "186232437" is found.  All the detail information of the product is shown correctly.  Actual result:  The warranty results of the valid serial number "186232437" is not found. | |

**Attachment:**

A black and white logo

Description automatically generated with low confidencescreenshot\_2022070401.PNG

**Graphical user interface, text, application, email

Description automatically generated**

A black and white logo

Description automatically generated with low confidencelog\_2022070401.TXT

*ft1.5: Traceback (most recent call last):*

*File "/Users/justin/Documents/Barco/github/mac/./autoTest.py", line 129, in testValidSerialNumber*

*self.assertTrue(serialNumber\_found == True, f"SerialNumber {val} not found")*

*AssertionError: False is not true : SerialNumber 186232437 not found*