**DEFECT REPORT: # BUG20220003**

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| Tester |  |
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| Defect Information |  |
| Defect ID | BUG20220003 |
| Title | Input invalid characters but the error message not shown |
| Status | Open |
| Open Date | 2022/07/04 |
| Close Date | - |
| Category | Website |
| Version | v1.0 |
| Environment | OS: Windows/macOS ; Browser: Chrome/Safari/Edge |
| Priority | o High o Critical R Medium o Low |
| Reproduction rate | Always |

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| Attachment |  |
| Screenshot | A black and white logo  Description automatically generated with low confidencescreenshot\_2022070402.PNG |
| Logs | A black and white logo  Description automatically generated with low confidencelog\_2022070402.TXT |

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| Description |  |
| Step to reproduce:   1. Open Chrome/Edge/Safari browser and link to  https://www.barco.com/en/clickshare/support/warranty-info 2. Input "@" in the text area then press "Get info" button. (Enter characters with invalid symbols, the length of the input should be less than 6) 3. Only "Minimum 6 characters required" message is shown. The " Please enter a valid serial number" message is not shown.   Expected result:  Both "Minimum 6 characters required" message and " Please enter a valid serial number"  message are shown.  Actual result:  Only "Minimum 6 characters required" message is shown. | |

**Attachment:**

A black and white logo

Description automatically generated with low confidencescreenshot\_2022070402.PNG

**A picture containing graphical user interface

Description automatically generated**

A black and white logo

Description automatically generated with low confidencelog\_2022070402.TXT

*ft1.4: Traceback (most recent call last):*

*File "/Users/justin/Documents/Barco/github/mac/./autoTest.py", line 114, in testLengthAndInvalidInput*

*self.assertNotEqual("display: none;",spans[2].get\_attribute("style"),f"Input '{input}', but the invalid Msg is not shown")*

*AssertionError: 'display: none;' == 'display: none;' : Input '@', but the invalid Msg is not shown*