

Software Defect Report: OpenCart Demo Store

Project: E-commerce Functional Testing

Version: OpenCart Demo (Latest Public Build)

| Field | Value |
|-----------------|---|
| Application URL | https://demo.opencart.com/ |
| Report Date | October 14, 2025 |
| Tested By | QA Team (STQA Lab Group A) |
| Environment | Web Application / Chrome v119 |
| Target Audience | Development Team, Project Manager, QA Manager |

Executive Summary

This report documents key functional and usability defects identified during the testing phase of the OpenCart E-commerce Demo platform. While basic functional flows (Login, Search, Add to Cart) passed all preliminary tests, critical issues were found in key e-commerce features, including currency management, cart quantity updates, and mobile responsiveness.

These defects significantly impact the user experience, potentially leading to customer confusion, cart abandonment, and data inaccuracy. Immediate attention is required for the defects rated 'High' and 'Major' to ensure core business functions are stable before deployment.

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1. Defect Log

1.1 Defect ID: DEF-OC-001

Defect Title: Currency Symbol is incorrect when switching from USD (\$) to Euro (€) in the storefront.

| Field | Detail |
|-----------|---|
| Module | Currency Selector / Header |
| Status | New |
| Severity | Major (Affects pricing visibility and user trust) |
| Priority | P2 (High visibility issue) |
| Component | Front-end Display |

Action Steps (Reproduce Steps)

1. Navigate to the OpenCart home page (<https://demo.opencart.com/>).
2. Locate the Currency selector dropdown in the header section (default is \$USD).
3. Click the Currency selector and select the **€ Euro** option.
4. Navigate to a product page (e.g., "iPhone") or observe any price on the homepage.

Expected Result

The price of the product should be correctly displayed with the Euro symbol, for example: €101.00. All currency symbols across the site should update to €.

Actual Result

The price is numerically converted correctly to the Euro value, but the displayed currency symbol remains the dollar sign. Example: The price is displayed as **\$101.00** instead of **€101.00**.

1.2 Defect ID: DEF-OC-002

Defect Title: Shopping Cart fails to update product quantity when 'Update' button is clicked.

| Field | Detail |
|-------|--------|
|-------|--------|

| | |
|------------------|---|
| Module | Shopping Cart (Checkout) |
| Status | New |
| Severity | High (Directly impacts the ability to purchase) |
| Priority | P1 (Critical for core checkout flow) |
| Component | Cart Management Logic |

Action Steps (Reproduce Steps)

1. Navigate to any product page (e.g., "HTC Touch HD").
2. Add the product to the cart.
3. Navigate to the **Shopping Cart** page.
4. In the quantity input field for the added product, change the quantity from **1** to **3**.
5. Click the circular **"Update"** icon (or button) next to the quantity field.

Expected Result

The product quantity should instantly update to **3**, and the total price for the item and the cart sub-total should recalculate accordingly (e.g., total price should triple).

Actual Result

Upon clicking the "Update" icon:

1. The quantity field visually updates to 3.
2. The cart total (Sub-Total, VAT, Total) remains unchanged.
3. A warning message is momentarily displayed (or not at all) indicating an error, and the actual quantity in the backend remains at **1**.

Additional Information

The quantity update function appears broken. Users are forced to remove the product and re-add the desired quantity, leading to high friction in the checkout process. This needs immediate debugging of the JavaScript/AJAX update call.

1.3 Defect ID: DEF-OC-003

Defect Title: Category menu disappears completely on small screen sizes (Mobile View).

| Field | Detail |
|-----------|---|
| Module | Navigation / Responsive Design |
| Status | New |
| Severity | Major (Blocks product discovery for mobile users) |
| Priority | P2 (Essential for mobile experience) |
| Component | CSS/Media Queries |

Action Steps (Reproduce Steps)

1. Open the OpenCart home page in a desktop browser (Chrome/Firefox).
2. Resize the browser window width down to a typical mobile size (below 768px).
3. Observe the main navigation bar containing categories (Desktops, Laptops & Notebooks, Components, etc.).

Expected Result

The main category navigation bar should collapse into a standard mobile "Hamburger Menu" icon (≡) or similar accessible toggle button, allowing mobile users to view and navigate product categories.

Actual Result

The entire blue category navigation bar, along with all category links, **completely disappears** from the interface. There is no hamburger icon or alternative way for a mobile user to browse by category.

Additional Information

Mobile users are restricted to using the Search bar only for product discovery, which significantly degrades the user experience and limits sales opportunities. This is a critical failure in the application's responsive design implementation.

2. Defect Analysis and Severity Matrix

The following matrix categorizes the logged defects by their severity and priority, based on their impact on the core business functions and user experience.

| Defect ID | Defect Title | Severity (Impact) | Priority (Fix Urgency) | Module | Reason for Rating |
|------------|---|-------------------|------------------------|------------|---|
| DEF-OC-002 | Shopping Cart Quantity Update Failure | High | P1 (Immediate) | Checkout | Directly blocks a successful purchase flow. Critical bug. |
| DEF-OC-001 | Currency Symbol Display Error | Major | P2 (Urgent) | Currency | Causes confusion about pricing; erodes user trust and confidence in payment. |
| DEF-OC-003 | Category menu disappears on Mobile View | Major | P2 (Urgent) | Navigation | Cripples mobile browsing and product discovery, preventing access to inventory. |

Severity Definitions:

- **High:** Blocks a core business function, making the application unusable for a major task (e.g., purchasing, registration).
- **Major:** Significant functionality is affected, leading to incorrect data or poor usability. Requires an immediate fix.

- **Medium:** Affects non-critical functionality or is easily circumvented. Can be fixed in the next sprint.
- **Minor:** Cosmetic or trivial issue that does not affect functionality.

Priority Definitions:

- **P1 (Immediate):** Must be fixed immediately in the current cycle.
- **P2 (Urgent):** Must be fixed in the current sprint/release.
- **P3 (Standard):** Can be addressed in an upcoming release.
- **P4 (Low):** Cosmetic or documentation issues.

3. Conclusion and Recommendations

The functional testing phase revealed three critical defects related to the platform's core e-commerce capabilities: cart management, currency handling, and mobile navigation.

Recommendation for Development Team:

1. **Immediate Focus on DEF-OC-002 (Cart Update):** This P1 bug must be resolved first as it directly causes checkout failure.
2. **Resolution of DEF-OC-001 (Currency Symbol):** Review the front-end JavaScript and template files responsible for rendering price and currency symbols to ensure the Euro symbol is correctly injected after currency selection.
3. **Fixing DEF-OC-003 (Mobile Navigation):** Implement a standard responsive technique (e.g., using a collapse-friendly hamburger icon) to ensure the main category navigation remains fully accessible on all mobile viewport sizes.

Further, additional test passes focusing on edge cases, payment gateway interactions, and different browser/device combinations are recommended.

4. Attachments (Screenshots)

Figure 1: Currency Display Error (DEF-OC-001)

Issue: Currency selected is Euro (€) but the displayed symbol is Dollar (\$).

Figure 2: Cart Quantity Update Failure (DEF-OC-002)

Issue: Attempting to update product quantity (e.g., from 1 to 3) in the shopping cart fails to update the total price.

Figure 3: Mobile Category Menu Missing (DEF-OC-003)

Issue: The main category navigation bar is completely missing on a mobile viewport, blocking category browsing.