Defect Report (Ecommerce Website)

**Defect ID**: DR-2023-001

**Date**: Aug 18, 2023

**Project**: MyECommerceWebApp **Module**: Product Listing Page **Severity**: High

**Priority**: Medium

**Detected By**: John Smith (Tester)

**Status**: New

**Assigned To**: Jane Doe (Developer)

# Description:

While testing the Product Listing Page of the MyECommerceWebApp, I encountered a critical defect. The page fails to load any products and displays an error message instead. The error message reads, "Internal Server Error - Unable to retrieve product data."

# Steps to Reproduce:

1. Open a web browser.
2. Navigate to the URL of the MyECommerceWebApp.
3. Click on the "Products" link in the navigation menu.
4. Observe that the page does not display any products and shows the error message.

# Expected Result:

The Product Listing Page should display a list of available products without any errors.

# Actual Result:

The page fails to load the products and shows an "Internal Server Error" message.

# Additional Notes:

* The issue persists across different browsers (Chrome, Firefox, Edge).
* The issue was reproduced on both desktop and mobile devices.
* No changes were made to the application configuration or code before encountering this issue.

# Impact:

This defect severely impacts the user experience as users are unable to view and purchase products from the website. It may lead to a loss of potential customers and revenue.

# Recommendation:

1. Investigate the server logs to identify the root cause of the "Internal Server Error."
2. Debug and fix the code that retrieves and displays product data.
3. Perform regression testing to ensure the fix does not introduce any new issues.
4. Once fixed, verify the Product Listing Page to confirm that products are displayed correctly.