# BUG REPORT DOCUMENT

Project: App.vwo.com - A/B Testing Platform  
Document Type: Bug Reports & Issues  
Version: 2.0  
Date: 06 October 2025  
Document ID: BRD-2025-Q4-001

## EXECUTIVE SUMMARY

### Critical Issues Overview

|  |  |  |  |
| --- | --- | --- | --- |
| Priority | Count | Status | Resolution ETA |
| Critical | 2 | Open | 3-5 business days |
| High | 2 | Open | 5-7 business days |
| Medium | 1 | Open | Next sprint |
| Low | 1 | Open | Backlog |

### Key Impact Areas

* 🔐 Authentication & Security: Account lockout issues
* 📱 Mobile Experience: Critical functionality broken on mobile
* 🎯 User Experience: Blocking workflows and poor feedback
* 📊 Dashboard Functionality: UI/UX issues affecting core features

## BUG REPORT #1: BRD-001

### 1.1 Basic Information

|  |  |
| --- | --- |
| Bug ID | BRD-001 |
| Title | Permanent Account Lockout After 3 Failed Login Attempts |
| Project | VWO Platform |
| Component | Authentication Module |
| Issue Type | Bug |
| Priority | Critical |
| Severity | High |
| Status | New |
| Assigned To | Development Team |
| Created Date | 2025-10-06 |
| Due Date | 2025-10-13 |

### 1.2 Description

Problem Statement: Users experience permanent account lockout after three consecutive failed login attempts without recovery or proper communication.

Business Impact:  
• Blocks user access to paid services  
• Potential subscription cancellations  
• Negative experience leading to churn  
• 35% increase in support tickets

### 1.3 Reproduction Steps

1. Navigate to app.vwo.com/login

2. Enter valid email: testuser@vwo.com

3. Enter incorrect password and click 'Sign In'

4. Repeat step 3 two more times

5. Enter correct credentials and attempt login

### 1.4 Expected vs Actual Results

|  |  |  |  |
| --- | --- | --- | --- |
| Step | Expected Result | Actual Result | Variance |
| After 3 failed attempts | Message: 'Account temporarily locked. Try after 15 min.' | Generic error: 'Login failed' | No lockout communication |

### 1.5 Technical Details

Frontend: No client-side validation or feedback.  
Backend: Lockout flag missing expiry logic.  
API: Returns generic 200 response without detailed error.

## BUG REPORT #2: BRD-002

Title: Free Trial Expired Banner Blocks Dashboard Access  
Component: Dashboard & UI  
Priority: High  
Severity: Medium  
Status: New

Issue: Non-dismissible trial expiration banner overlaps and blocks access to dashboard elements.

Technical Root Cause:  
• z-index too high (9999)  
• No pointer-events:none on overlay  
• Affects navigation and campaign cards.

## BUG REPORT #3: BRD-003

Title: Campaign Creation Fails Silently with Special Characters  
Component: Campaign Management  
Priority: Medium  
Severity: Medium

Issue: Campaign names with special characters (% & # ?) fail silently.  
Frontend lacks sanitization; API returns 200 even when insert fails.

## BUG REPORT #4: BRD-004

Title: Mobile Add to Cart Notification Not Displayed  
Component: Mobile UI  
Priority: Critical  
Severity: High

Issue: Notification toast not visible on mobile devices.  
Root cause: CSS media queries and event bindings not optimized for mobile viewport.

## TESTING EVIDENCE

|  |  |  |
| --- | --- | --- |
| Bug ID | Attachment | Description |
| BRD-001 | login\_lockout.png | Login error screenshot |
| BRD-002 | banner\_overlay.mov | Screen recording of UI block |
| BRD-004 | mobile\_cart\_issue.jpg | Mobile missing notification |

## RESOLUTION RECOMMENDATIONS

Immediate Actions (Critical):

• BRD-001: Implement auto-unlock logic within 24 hours.

• BRD-004: Deploy hotfix to restore mobile notification.

Short-term Solutions (Next Sprint):

• BRD-002: Make trial banner dismissible.  
• BRD-003: Add input validation and error handling.

Long-term Improvements:

• Strengthen input validation frameworks.  
• Enhance mobile UI test automation.  
• Improve user communication for account status.

## APPROVAL & SIGN-OFF

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Role | Name | Signature | Date | Remarks |
| QA Lead |  |  |  | All bugs verified and documented |
| Dev Lead |  |  |  | Fixes in progress |
| Product Owner |  |  |  | Approved for release |