



## MAIN CHAT WINDOW

**Note:** all times in AEST

[1:00:28 PM] \*\*\* Alessandra has changed the conversation topic to "WTANZ 18 - PRE GAME SHOW"  
\*\*\*

[1:00:49 PM] Alessandra: Hi Janardham

[1:01:02 PM] \*\*\* Weekend Testers ANZ added Divya Kottikkal, David Greenlees \*\*\*

[1:01:02 PM] Alessandra: Hi Trisha

[1:01:05 PM] Janardhan thammaneni: Hi Ale Moreira

[1:01:15 PM] Weekend Testers ANZ: Hi guys

[1:01:17 PM] Alessandra: Hi Davo

[1:01:22 PM] David Greenlees: yo peeps

[1:02:16 PM] Weekend Testers ANZ: I'll give it 2 more minutes and then we'll get going

[1:02:24 PM] Alessandra: cool

[1:02:35 PM] Janardhan thammaneni: (y)

[1:02:37 PM] David Greenlees: I may have to vacate at any stage... FYI

[1:02:39 PM] Divya Kottikkal: (y)

[1:02:43 PM] Weekend Testers ANZ: No probs, Dave

[1:03:04 PM] Alessandra: Good to have you David - no matter how long :)

[1:03:32 PM] David Greenlees: cheers chica... hope florida is treating you well.

[1:03:47 PM | Edited 1:03:55 PM] Trisha agarwal: Hi , Good morning

[1:03:58 PM] Janardhan thammaneni: Gud mrng

[1:04:00 PM | Edited 1:04:08 PM] saaketh.g: Good morning

[1:04:15 PM] saaketh.g: (sun)

[1:04:31 PM] Weekend Testers ANZ: OK guys, I think we'll get started

[1:04:40 PM] Trisha agarwal: sure

[1:04:44 PM] Divya Kottikkal: Sure

[1:04:45 PM] Alessandra: Let's do it!

[1:04:51 PM] saaketh.g: (y)

[1:04:59 PM] Weekend Testers ANZ: Could everyone write a little bit about themselves?

[1:05:03 PM] Weekend Testers ANZ: And one interesting fact

### "WTANZ18 - INTRODUCTIONS"

[1:05:48 PM] Weekend Testers ANZ: My name's Dean Mackenzie. I've been testing for a few years in Brisbane, Australia. I love to learn new things, hence one of the reasons I'm here. Twitter is @deanamackenzie and I'm known to occasionally blog at [www.yesbroken.com](http://www.yesbroken.com).

[1:05:50 PM] Weekend Testers ANZ: FACT (potentially interesting) - I like walks along the beach, as long as they're not too long.

[1:06:30 PM] Weekend Testers ANZ: I should have said one interesting fact about yourselves...

[1:06:57 PM] David Greenlees: i'm from adelaide, australia... founder of ozwst, @martialtester on twitter, martialtester.wordpress.com is my blog. have been testing for about 12 years. FACT - i love kicking people's a..... oh... I love martial arts. ;)

[1:07:07 PM] Alessandra: I'm a tester from Sydney Australia with 14 years experience. I'm currently living in Miami, FL. Twitter = @testchick, blog = [roadlesstested.com](http://roadlesstested.com)

[1:07:19 PM] saaketh.g: My name is Saaketh. I am from hyderabad,India. I am fresher testing,working since 4 months

[1:07:19 PM] Trisha agarwal: Hi Am trisha, from Bangalore.

[1:07:28 PM] David Greenlees: also @useology on twitter, and useology.com  
[1:07:28 PM] Weekend Testers ANZ: Didn't you buy a fake person to kick their backsides (and other bits) with? No need for real people now.  
[1:07:39 PM] Janardhan thammaneni: I am janardhan reddy.i am from hyderabad, india. i am fresher in Software Testing.  
[1:07:40 PM] saaketh.g: Fact: I like teasing my friends  
[1:07:43 PM] Weekend Testers ANZ: Good to have you on board Saaketh  
[1:08:04 PM] David Greenlees: nothing beats a real liver shot dean  
[1:08:08 PM] Weekend Testers ANZ: Likewise Janardhan, glad you could make it to today's session. Hope you find a few interesting lessons.  
[1:08:17 PM] Weekend Testers ANZ: I wouldn't know, Dave - I flee at the first sign of trouble.  
[1:08:30 PM] Weekend Testers ANZ: Thanks for coming along, Trisha.  
[1:08:37 PM] Janardhan thammaneni: yes ..i hope  
[1:09:02 PM] Trisha agarwal: My Pleasure to attend session and have more knowledge on Testing  
[1:09:03 PM] Alessandra: FACT - I am originally from Brazil but don't like coffee  
[1:09:07 PM] Weekend Testers ANZ: OK, well, we might move on today's theme.  
[1:09:12 PM] Weekend Testers ANZ: And that's heresy, Ale.  
[1:09:13 PM] saaketh.g: Sure  
[1:09:14 PM] Divya Kottikkal: Hi Team, I'm Divya. I have been testing for last 3.5 years in India. Now I'm in Sydney looking for new testing opportunities.  
[1:09:18 PM] David Greenlees: WHAT! you don't like coffee?  
[1:09:32 PM] Alessandra: @david: nope - hate even the smell of it...  
[1:09:53 PM] David Greenlees: but there's like a million starbucks on 1 square mile where you are!  
[1:10:05 PM] Alessandra: and for a Brazilian that's sort of heresy - I didn't move out of brazil, I was kicked out really :P  
[1:10:10 PM] Weekend Testers ANZ: OK...  
[1:10:22 PM] Weekend Testers ANZ: Today we're looking at bugs.  
[1:10:35 PM] Weekend Testers ANZ: Finding bugs in software is arguably one of the most important tasks a software tester plays. But once a bug is found, communicating it can be equally critical. A poorly communicated bug can be misunderstood, ignored or treated lightly, with damaging consequences.

## **"WTANZ18 - MISSION AND CHARTERS"**

[1:10:49 PM] Trisha agarwal: We didn't get your Introduction?  
[1:11:10 PM] Weekend Testers ANZ: I was very quick with mine. It's right up the top!  
[1:11:25 PM] Weekend Testers ANZ: But the annotated version - my name's Dean, I'm a tester in Brisbane.  
[1:11:39 PM] Weekend Testers ANZ: Have been testing for about 6 years, and I like moderately long walks on the beach.  
[1:11:49 PM] Trisha agarwal: Sorry Missed  
[1:11:55 PM] Weekend Testers ANZ: That's OK  
[1:12:04 PM] Weekend Testers ANZ: So bugs, and our mission today...  
[1:12:11 PM] Weekend Testers ANZ: is to explore the e-commerce site "Woman Within", find some potential bugs and discuss them in more detail. These are some of the questions we may (or may not) cover...  
[1:12:21 PM] Weekend Testers ANZ: \* Can we reproduce the bug consistently / intermittently?  
+ What are the critical conditions?  
+ Are there follow-up tests we could do?  
\* Why do you think this is a bug?  
+ How does it threaten the product?  
+ Using the HICCUPPS heuristic  
\* How serious a bug is it? What are the potential risks around the bug?

\* How could you make people want to fix the bug?

[1:12:44 PM] Weekend Testers ANZ: And of course, any other questions or topics that might come up along the way (the above are just to get us started).

[1:13:07 PM] Weekend Testers ANZ: Any questions around that?

[1:13:09 PM] Janardhan thammaneni: can you plz specify the url of the site

[1:13:19 PM] Weekend Testers ANZ: Will do, Janardhan, in just a moment.

[1:13:35 PM] \*\*\* David Greenlees sent IMG\_22022014\_134323.png \*\*\*

[1:14:08 PM] Weekend Testers ANZ: I was thinking that we might explore the site individually, but if anyone wants to pair up, they can

[1:14:12 PM] David Greenlees: field indentation on registration when tabbing through, after adding an invalid phone number.

[1:14:25 PM] Weekend Testers ANZ: You don't waste any time, Dave!

[1:14:33 PM] David Greenlees: and random Find your fit button/link on the right hand side of the screen.

[1:14:49 PM] Weekend Testers ANZ: And by the way, usability bugs != real bugs! :)

[1:15:02 PM] Weekend Testers ANZ: Anyway, the timetable will run roughly to this...

[1:15:07 PM] Weekend Testers ANZ: 2:00 - 2:10 PM ADST - Introductions

2:10 - 2:15 PM ADST - Mission and Charter(s)

2:15 - 3:05 PM ADST - Open Testing

3:05 —> Time check to see if we have enough information to debrief or if more time is needed

3:05 - 3:55 PM ADST - Open Season/Debrief

3:55 - 4:00 PM ADST - Closing Comments

[1:15:16 PM] Weekend Testers ANZ: The site URL is [www.womanwithin.com](http://www.womanwithin.com)

[1:15:24 PM] Janardhan thammaneni: thanq

[1:15:36 PM] Weekend Testers ANZ: Feel free to ask any questions, or ping me privately

[1:15:53 PM] Weekend Testers ANZ: As you find bugs, please list them out on this page

[1:16:04 PM] Weekend Testers ANZ: As Dave just demonstrated with the above example

[1:16:07 PM] saaketh.g: Thanq you

[1:16:53 PM] Alessandra: And do you want us to answer the questions you posed above as we go, or do we discuss them during the Open Season?

[1:17:20 PM] Weekend Testers ANZ: Good question, Ale. Think about them as you find the bugs, but we can discuss them as a group once we're finished exploring.

[1:17:35 PM] Alessandra: Great thanks Dean!

[1:18:02 PM] Weekend Testers ANZ: Okey doke, if anyone has any questions, just put them in... otherwise, go to it!

### **"WTANZ18 – OPEN TESTING"**

[1:18:34 PM] David Greenlees: do we list bugs as we go, or keep them for later

[1:18:59 PM] Weekend Testers ANZ: List them as you go, so we have them spaced out a little, thanks Dave

[1:19:14 PM] Weekend Testers ANZ: And as people return here, they can notice the bugs

[1:19:34 PM] \*\*\* Weekend Testers ANZ added Jyothi \*\*\*

[1:19:44 PM] Weekend Testers ANZ: Hi Jyothi

[1:19:45 PM] David Greenlees: no use of capitals on error message (may be all, but i haven't looked at enough yet) - "your login credentials were not found. please check your email address or password and try again, or try an alternate email address that you might have registered this account under."

[1:19:53 PM] Trisha agarwal: Can we give suggestion too or only Bugs ?

[1:20:14 PM] Weekend Testers ANZ: If you find problems in the site that you think can be improved, add them, Trisha

[1:21:32 PM] David Greenlees: interesting... have produce the same error message and now it contains capitals...

[1:21:42 PM] Weekend Testers ANZ: Really? That's pretty funky

[1:21:59 PM] David Greenlees: so... it's pulling the error messages from two different places perhaps?

[1:22:10 PM] Weekend Testers ANZ: Sounds like it

[1:22:26 PM] \*\*\* Weekend Testers ANZ added Nachi \*\*\*

[1:22:29 PM] Weekend Testers ANZ: Hi Nachi

[1:22:31 PM] Alessandra: I find the website very 'wordy' - places like 'register' and 'email us' have far too much information

[1:22:41 PM] \*\*\* David Greenlees sent IMG\_22022014\_135228.png \*\*\*

[1:22:47 PM] David Greenlees: ouch

[1:22:57 PM] Weekend Testers ANZ: Heh, I saw that one the other day

[1:23:05 PM] Weekend Testers ANZ: Ouch indeed

[1:23:16 PM] Alessandra: Good one Dave

[1:23:29 PM] David Greenlees: chrome still offers to save my dodgy password, so that's nice. ;)

[1:24:42 PM] David Greenlees: i really don't like the 'Find your fit' button that floats on the screen. perhaps more of an annoyance, but it bugs me... so BUG. ;)

[1:25:06 PM] Weekend Testers ANZ: Exactly

[1:26:47 PM] David Greenlees: limited time off banner takes too long to load. i was about to click into a field and it loaded so the field got push down the screen. annoying.

[1:26:58 PM] Janardhan thammaneni: In the website, enter space in the search box and click on search...then it search for product 'blue tunic'....is it bug

[1:27:33 PM] Weekend Testers ANZ: Nice find, Janardhan - that sounds quite buggish

[1:27:53 PM] Janardhan thammaneni: thanq

[1:28:00 PM] Alessandra: The back to top button is not far enough to the right (on Chrome) so it covers some website content

[1:28:13 PM] Alessandra: not massive, but an annoyance too

[1:28:49 PM] Weekend Testers ANZ: If it can detract from the user experience (no matter how small), it can still a bug

[1:30:05 PM] Nachi: Clicking on "First time registrants only" validation is observed but position of that text box shifts left

[1:30:06 PM] Jyothi: Hi Team, as I scroll up I do not have information on the website being tested. As I joined/added late. From the screenshot shared am guessing we are testing womanwithin.com Please confirm.

[1:30:17 PM] Weekend Testers ANZ: Hi Jyothi, that's right

[1:30:23 PM] Weekend Testers ANZ: I'll private message you

[1:30:23 PM] Alessandra: when searching for an invalid item number on the quick order field, the user is taken to another screen and only told the number is incorrect if the 'show me this items' button is clicked. So it takes two clicks to be told you have an incorrect number

[1:31:18 PM] Divya Kottikkal: Two different links Contact Us and Email Us are taking us to Contact Us page. So I think there is no need for two different links.

[1:32:03 PM | Edited 1:32:22 PM] Trisha agarwal: I can see there are two tabs one in Woman within and One stop Plus.com

[1:32:10 PM] Weekend Testers ANZ: Good spot, Divya

[1:32:25 PM] Weekend Testers ANZ: Two links for one thing seem redundant

[1:32:35 PM] David Greenlees: ambiguous error message - Please enter your confirm password.

[1:32:52 PM] Weekend Testers ANZ: Trisha, can you clarify a little more?

[1:33:17 PM] Alessandra: oh, if you have a correct item number and enter in the 'quick order' field you are taken to the quick order page and have to click 'show me these items' before you can order. The field is called 'quick order' but its anything but quick to order from it (bug)

[1:33:43 PM] Alessandra: On 2/21/14, at 10:32 PM, David Greenlees wrote:  
> ambiguous error message - Please enter your confirm password.  
nice

[1:34:17 PM] Trisha agarwal: on the Top left hand , we have two tabs one is women within and another is One stop Plus.com .

[1:34:23 PM] saaketh.g: i added a item into shopping bag. I received a message "You have just added the following to your shopping bag:". But when i click on the View shopping bag link .

[1:34:34 PM] Weekend Testers ANZ: Trisha - ah, OK, I see what you're talking about

[1:34:43 PM] saaketh.g: its shows bag is empty

[1:35:05 PM] Weekend Testers ANZ: @Saaketh - that's quite a problem

[1:35:33 PM] David Greenlees: feedback link on 'perfect fit' videos disappears when watching in full screen mode

[1:36:23 PM] Divya Kottikkal: Quick Order # is taken as "7-26047-036" automatically if we enter a space in Quick Order search on right top of the page

[1:36:47 PM] Weekend Testers ANZ: Wow, you guys are finding more bugs than I expected...

[1:37:01 PM] \*\*\* Weekend Testers ANZ added Neethu.S \*\*\*

[1:37:24 PM] Weekend Testers ANZ: As you find bugs Neethu, please describe them here.

[1:38:45 PM] Alessandra: (bug) I've applied a discount code to my bag, got the message: Your Promotional Code Has Been Successfully Added To Qualifying Items In Your Shopping Bag. However no discount was actually applied to my total amount due

[1:40:07 PM] Trisha agarwal: in dresses and Skirt session -> Career dresses , Click on particular dress will display different colour of same dress

[1:40:23 PM] Divya Kottikkal: "Back to top" link is not needed in Countries we ship section in page [http://www.womanwithin.com/Help/Help\\_InternationalShipping.aspx#top](http://www.womanwithin.com/Help/Help_InternationalShipping.aspx#top), as it is already in the top of the screen. Even on clicking the link, no result comes up.

[1:40:35 PM] Weekend Testers ANZ: Nice pick ups

[1:40:58 PM] saaketh.g: My internet got terminated.testing in mobile

[1:41:24 PM] David Greenlees: Sign in button on <https://c.comenity.net/womanwithin/public/Home.xhtml> needs the mouse to go further into the button space than expected to get a good click

[1:41:25 PM] Weekend Testers ANZ: No probs, saaketh - actually, it's good you are, you might find new bugs doing that.

[1:41:56 PM] David Greenlees: this appears to be the case for most buttons on the site

[1:42:04 PM] Weekend Testers ANZ: Seems to be a styling issue for all the buttons... you beat me to it, DAVE

[1:42:08 PM] David Greenlees: could be more of an issues on touch screens

[1:42:39 PM] David Greenlees: meaning multiple taps an user frustration

[1:44:53 PM] Alessandra: They have a mobile site (m.womanwithin.com) - item number search does not work there

[1:46:24 PM] David Greenlees: pretty easy to get that service unvail page...

[1:46:38 PM] Weekend Testers ANZ: It could just be you?

[1:47:50 PM] David Greenlees: multiple failed my account logins will get you there

[1:48:05 PM] Weekend Testers ANZ: Ah, OK

[1:48:16 PM] Divya Kottikkal: I could see two tabs on left top of the screen "Woman Within" and "OneStopPlus.com", which means we can select two different sites from one page.

[1:49:15 PM] Weekend Testers ANZ: That's right, Divya - I think Trisha noticed this earlier.

[1:49:26 PM] David Greenlees: there should be hover text to tell you that you're leaving woman within. i get that... do you?

[1:50:06 PM] David Greenlees: ale, what's your zip code over there?

[1:50:20 PM] Weekend Testers ANZ: I get the hover text

[1:50:45 PM | Edited 1:51:04 PM] Alessandra: Zip = 33139

[1:52:23 PM] Trisha agarwal: I can see without any alert it will navigate even to Roaman's site too

[1:52:51 PM] Alessandra: there are certain links that take you to pages where there's no header and no bread crumbs. the only way to return to the home page or any other page on the site is to hit the back button (one of this screens is the Pay Your Bill Online)

[1:53:16 PM] \*\*\* David Greenlees sent IMG\_22022014\_142303.png \*\*\*

[1:53:18 PM] Weekend Testers ANZ: @Trisha - what's Roaman's site?

[1:53:39 PM] David Greenlees: on this you can see the top part of the screen rolling into the bottom (in the right hand column)

[1:53:52 PM] Weekend Testers ANZ: How far does it roll?

[1:54:02 PM] Weekend Testers ANZ: roll, even

[1:54:03 PM] David Greenlees: a couple of cms

[1:54:14 PM] David Greenlees: just enough to cover some text from the lower section

[1:54:45 PM] David Greenlees: enough even

[1:54:49 PM] Weekend Testers ANZ: Righto, that's still annoying

[1:55:03 PM] Alessandra: @David - yep I really hate that banner ;)

[1:55:57 PM] Trisha agarwal: yes , its just like one stop.com in womans within

[1:56:05 PM] David Greenlees: dean - this a pure bug hunt? or you hoping that the cdt'ers amongst us will start asking questions anout the mission, etc?

[1:56:18 PM] David Greenlees: about\*

[1:56:52 PM] Weekend Testers ANZ: As of right now, it's a bug hunt. But the discussion that's coming up soon may very well stray into that territory

[1:57:44 PM] Trisha agarwal: Under shoes section we can find handbag, jewellery, fragances and which is one link

[1:59:15 PM | Edited 1:59:30 PM] Trisha agarwal: and same under shop search session too

[1:59:24 PM] Weekend Testers ANZ: Good stuff

[1:59:28 PM] David Greenlees: pretty sure I've seen Ale wearing one of these...  
[http://www.womanwithin.com/clothing/Scrubs-Top-with-VNeck-by-Only-Necessities.aspx?Pfld=230612&DeptId=9303&ProductTypeld=1&ppos=10&SplT=0&StyleNo=1176#.Uwggd\\_mSxig](http://www.womanwithin.com/clothing/Scrubs-Top-with-VNeck-by-Only-Necessities.aspx?Pfld=230612&DeptId=9303&ProductTypeld=1&ppos=10&SplT=0&StyleNo=1176#.Uwggd_mSxig)

[1:59:41 PM] Neethu.S: In mobile website, Search for 'RE'. Use refine search option and select category. Choose gift card since there is only one available. How to choose the refine option again without using back button? In desktop version we have option to clear

[2:00:13 PM] Weekend Testers ANZ: Good find, Neethu

[2:00:27 PM] Weekend Testers ANZ: Glad there's a couple of you looking at the mobile site

[2:00:27 PM] Alessandra: yep Davo you got me... I've got a couple of these, I wear them to conferences only (rofl)

[2:01:04 PM] Weekend Testers ANZ: OK guys, I know we still have 5 or so minutes, but I think we've got enough material bug-wise to provide a lot of discussion.

[2:01:34 PM] Weekend Testers ANZ: Is everyone ready to move onto debrief? Let me know by using (y) if you're ready for debrief or (n) if you need a little more time.

[2:01:40 PM] Alessandra: (y)

[2:01:44 PM] Trisha agarwal: i can drag the images

[2:01:57 PM] David Greenlees: \o/

[2:01:57 PM] Neethu.S: (y)

[2:02:07 PM] Trisha agarwal: (y)

[2:02:14 PM] Weekend Testers ANZ: Thanks Dave... there's always one.

[2:02:43 PM] \*\*\* Nachi sent IMG\_21022014\_200225.png \*\*\*

[2:03:00 PM] Weekend Testers ANZ: I think saaketh is having connection troubles

[2:03:15 PM] Divya Kottikkal: (y)

[2:03:56 PM] Weekend Testers ANZ: Nachi, I got your image

[2:04:16 PM] Weekend Testers ANZ: OK, we'll move onto debrief.

[2:04:23 PM] Nachi: My bag count does not update

#### "WTANZ18 – OPEN SEASON/DEBRIEF"

[2:04:34 PM] Weekend Testers ANZ: @Nachi - Ah, that's a problem

[2:04:36 PM] Weekend Testers ANZ: Good find.

[2:04:55 PM] David Greenlees: yeah, like that one

[2:05:21 PM] Weekend Testers ANZ: OK, so we have a lot of bugs we can individually look at, or we could collectively discuss the level of fail this site apparently possesses.

[2:05:48 PM] Weekend Testers ANZ: I'm favouring to look at a few particular bugs and then move to a general level, but if anyone has any suggestions, I'm open to it.

[2:06:02 PM] Alessandra: Sounds good to me

[2:06:04 PM] David Greenlees: particular.

[2:06:27 PM | Edited 2:06:48 PM] Trisha agarwal: Site should have Multi Language for the ease of people to use it

[2:06:33 PM] David Greenlees: not sure that any of us got to the level of super critical importance (i.e. buying)

[2:06:46 PM] Weekend Testers ANZ: @Dave - that's kind of a problem in itself

[2:06:54 PM] Weekend Testers ANZ: But more on that soon

[2:07:48 PM] Weekend Testers ANZ: Does anyone want to volunteer their most interesting/weird bug they found?

[2:07:54 PM] Weekend Testers ANZ: For discussion, that is

[2:08:10 PM] David Greenlees: service unvail

[2:08:21 PM] David Greenlees: but happy to look at someone elses

[2:08:33 PM] David Greenlees: i like the last image

[2:08:42 PM] David Greenlees: item in cart, but 0 showing

[2:08:51 PM] David Greenlees: that was cool

[2:08:53 PM] Weekend Testers ANZ: The service unavailable is probably one of the bigger ones

[2:08:55 PM] Alessandra: both pretty critical issues

[2:08:59 PM] Weekend Testers ANZ: But yeah, Nachi's find was also a good one

[2:09:16 PM] Weekend Testers ANZ: Let's start with "service unavailable", then go to the cart not updating

[2:09:22 PM | Edited 2:11:07 PM] Jyothi: Suggestions with regard to Security checks and validation checks:

Validation check on the registration page could be robust.

>There is no validation on the international address,pincode entered,phone number entered.

>Password strength indicator is amiss.

>Password length is susceptible to attacks. Password instruction is 8-10 characters with atleast 1 letter and 1 number. The combination of such passwords could be easy to decipher using brute force/dictionary attacks.

[2:10:04 PM] Weekend Testers ANZ: Thanks Jyothi, that's a substantial problem as well.

[2:10:36 PM] Weekend Testers ANZ: Dave, are you able to share that image again (just in case people missed it)

[2:11:27 PM] David Greenlees: i'll have to reproduce. gimme a sec

[2:11:39 PM] \*\*\* Alessandra sent IMG\_22022014\_135228.png \*\*\*

[2:11:58 PM] Alessandra: here it is

[2:12:00 PM] Weekend Testers ANZ: Thanks Ale!

[2:12:11 PM] Weekend Testers ANZ: Guys, take a quick look at the image

[2:12:53 PM] Weekend Testers ANZ: I'm going out on a limb and saying we all agree it's a bug

[2:13:09 PM] Divya Kottikkal: (y)

[2:13:12 PM] Neethu.S: Yes it is

[2:13:24 PM] Weekend Testers ANZ: But...

[2:13:41 PM] Neethu.S: ??

[2:13:43 PM] Weekend Testers ANZ: What kind of threat does it represent? What kind of severity would you give it?

[2:14:02 PM] saaketh.g: Unable to refine search result based on colour

[2:14:05 PM] David Greenlees: going on the way i produced it, low

[2:14:22 PM] saaketh.g: In Mobile application

[2:14:33 PM] Weekend Testers ANZ: Thanks saaketh

[2:15:07 PM] Neethu.S: I can say medium. It will annoy users for sure. But not frequent right so I would say medium

[2:15:14 PM] Weekend Testers ANZ: @Dave - So it wasn't affecting critical functionality?

[2:15:48 PM] David Greenlees: depends what you call critical.

[2:15:54 PM] Weekend Testers ANZ: Excellent point

[2:16:11 PM] Weekend Testers ANZ: I'm guessing nobody else saw this bug?

[2:16:18 PM] Divya Kottikkal: I would say its severity is low

[2:16:33 PM] David Greenlees: it was for a returning customer, clicking on login when not entering a password a few times, then adding one.

[2:16:59 PM] David Greenlees: not a likely scenario for a 'real' cusomter

[2:17:00 PM] Weekend Testers ANZ: So the replication is somewhat obscure?

[2:17:02 PM] David Greenlees: customer

[2:17:08 PM] David Greenlees: yes

[2:17:12 PM] David Greenlees: I can't replicate it now

[2:17:24 PM] Weekend Testers ANZ: That's interesting as well...

[2:17:24 PM] David Greenlees: I got it twice while hunting, but couldn't then when i tried

[2:17:49 PM] Weekend Testers ANZ: I got it once, but couldn't replicate either

[2:17:58 PM] David Greenlees: same spot?

[2:18:06 PM] Weekend Testers ANZ: Yah

[2:18:17 PM] Weekend Testers ANZ: Not today, a few days ago

[2:18:34 PM] David Greenlees: so, three times is def. enough for dev followup, but i wouldn't call it high priority

[2:18:45 PM] David Greenlees: there is def an issue in that section of code

[2:18:48 PM] Weekend Testers ANZ: So it's not a serious bug, but it's a very obvious one

[2:18:52 PM] Weekend Testers ANZ: Yep, that's right

[2:18:56 PM] Trisha agarwal: yes

[2:19:47 PM] Weekend Testers ANZ: OK, we might look at another bug... that was fairly straight-forward

[2:20:10 PM] David Greenlees: having the inconsistency in the error message (teo different ones) also leads me to suspect this area is flakey

[2:20:16 PM] David Greenlees: cool

[2:20:28 PM] Weekend Testers ANZ: Yeah, that's right, Dave

[2:20:36 PM] Weekend Testers ANZ: Does anyone have a bug they'd like to put forward?

[2:20:45 PM] Weekend Testers ANZ: Otherwise, I'll grab one of the many we found

[2:20:50 PM] David Greenlees: can we do the checkout one

[2:21:05 PM] Weekend Testers ANZ: Details pls?

[2:21:10 PM] Weekend Testers ANZ: Ah, Nachi's one

[2:21:17 PM] David Greenlees: yep

[2:21:46 PM] David Greenlees: nachi - can you replicate it easily? Can you tell us how?

[2:21:48 PM] Weekend Testers ANZ: @Nachi - did you do anything special to produce this bug?

[2:21:54 PM] David Greenlees: oops, sorry dean

[2:22:08 PM] Weekend Testers ANZ: Haha, no probs Dave

[2:22:16 PM] Nachi: I had two tabs open checked out in one tab and closed it ... the other one updated partially

[2:22:34 PM] Alessandra: I've played around with the shopping cart and didn't get that issue with it not updating

[2:22:37 PM] Weekend Testers ANZ: Ah, sounds like it might be concurrency-related

[2:22:59 PM] David Greenlees: were you in as a registered user? or guest?

[2:23:05 PM] Nachi: guest

[2:23:21 PM] Alessandra: which browser were you using?



[2:23:23 PM] Nachi: chrome  
[2:23:26 PM] Weekend Testers ANZ: Were you able to replicate it? Or did happen only once?  
[2:23:36 PM] David Greenlees: interesting... so the action of closing one tab partially updated the other, but while you were guest in both?  
[2:23:45 PM] Nachi: I got it twice ...  
[2:24:04 PM] Weekend Testers ANZ: OK, so it appears to be reproduceable  
[2:24:07 PM] Nachi: yes  
[2:25:04 PM] Weekend Testers ANZ: On one hand, I'd say it may not be so serious, as the action may not be something a typical customer would do. However, it's doing partial updates, maybe there is something session-related happening in the browser?  
[2:25:19 PM] David Greenlees: COOL! I just did started the process and one tab has 2 items while the other only has 1  
[2:25:41 PM] Weekend Testers ANZ: Ah, there you go... there is flakiness of some kind well and truly  
[2:25:47 PM] David Greenlees: oh, they both have 2, but one of them says 1  
[2:26:20 PM] Weekend Testers ANZ: So, how would everyone else rate this bug? Is it a serious problem?  
[2:26:33 PM] Trisha agarwal: yes , it is  
[2:26:40 PM] saaketh.g: Yes  
[2:26:46 PM] Weekend Testers ANZ: Why is it a serious problem?  
[2:26:56 PM | Edited 2:29:32 PM] Jyothi: Few suggestions on password validation:

With regard to password Validation - the user can reset the password to a previously set password. Which is susceptible to attacks if the hacker database already has the same password.

Also a clear email (that is the content in the email received, the email received already says 'Woman, we have adjusted your Woman Within account' Not clear as to what changes) can be sent to the user post password reset. So the user is aware that an attempt was made to reset the password.

[2:26:59 PM] David Greenlees: so, net security geeks amongst us... is your browser somehow tied to you as the user? ah, what I'm trying to ask is how is this possible if the site only knows you as a guest in both sessions? how does it link them?

[2:27:50 PM] Alessandra: @david - I'm thinking the same thing Dave, I'm not sure it knows to link them if you are not logged in...

[2:27:55 PM] David Greenlees: why is this serious? when you go to check out you'll clear up the issue pretty easily...

[2:27:56 PM] Trisha agarwal: because there can be multiple guests for a one site surfing here and there , and it not storing the cart quantity

[2:28:43 PM] David Greenlees: ale, it's clearly trying to though

[2:28:58 PM] Weekend Testers ANZ: @Dave - that's right, it doesn't necessarily affect the transaction itself

[2:29:17 PM] Alessandra: @Dave - yep and failing. So my question is, should it be trying or is that the bug?

[2:29:39 PM] Weekend Testers ANZ: Though Trish does have a point, it can be disconcerting for customers to see inaccurate cart count as they're browsing

[2:29:46 PM] David Greenlees: we need to work out why this is happening before making the call on its seriousness. if it's limited to one user on one machine... not so serious... if the 'link' can span across multi users in multi sessions... BIG

[2:30:03 PM] David Greenlees: exactly Ale

[2:30:12 PM] David Greenlees: we need to answer that question

[2:30:41 PM] Alessandra: what would be the use case where a guest is browsing in two separate tabs (or browser windows) and he/she would be expecting the cart to update?

[2:31:04 PM] Nachi: Well that how I use amazon .com :)

[2:31:06 PM] saaketh.g: Because I may open the store in another tabs to buy multiple products and add it to cart and finally proceed to checkout.in this case u can't get all my products

[2:31:07 PM] Weekend Testers ANZ: @Ale - I've done it in the past  
[2:31:17 PM] Weekend Testers ANZ: As per Nachi  
[2:31:23 PM] David Greenlees: if they are a registered user, i would expect a refresh across tabs... not as a guest (or unknown to the site) though  
[2:31:56 PM] Weekend Testers ANZ: @saaketh - yes, that's exactly how I do it  
[2:32:23 PM] Weekend Testers ANZ: @Dave - can you add products as a guest, and then sign in at the end though?  
[2:32:30 PM] David Greenlees: i would like to try this as a registered user before making claims that your use case won't work  
[2:32:56 PM] David Greenlees: i added products, and never signed in  
[2:33:18 PM] Alessandra: I just checked another e-commerce site I use (www.carters.com) I've got a cute niece I buy clothes for there. If you open several different tabs there and add stuff to the cart as a guest, all tabs get updated when refreshed. So the browser knows somehow its all the 'same' guest.  
[2:33:44 PM] David Greenlees: IP?  
[2:33:50 PM] Weekend Testers ANZ: @Ale - so there's an inconsistency with competitors, you might say?  
[2:34:13 PM] David Greenlees: no, it's consistent, but this one isn't working properly (assumption)  
[2:34:33 PM | Edited 2:34:52 PM] Jyothi: User can be allowed to add products as a guest and proceed to checkout by registering(providing registration details+ payment details) in a single tab.  
[2:34:34 PM] Alessandra: @David - agreed  
[2:34:35 PM | Edited 2:34:59 PM] saaketh.g: @David-yes  
[2:34:48 PM] Weekend Testers ANZ: Yep, that's fair enough  
[2:35:49 PM] David Greenlees: oooooo, good test..... log in to the site as different users in different tabs and see if there are some juicy cart refresh bugs across the tabs  
[2:35:56 PM] Alessandra: so using the 'Comparable Products' from FEW HICCUPS heuristic it should work, but its not. So bug. More on FEW HICCUPS heuristics here if you are not familiar <http://www.developsense.com/blog/2012/07/few-hiccups/>  
[2:36:11 PM] Nachi: @david (y)  
[2:36:13 PM] David Greenlees: if it tries to link a guest account, would it try even if different users are logged in on the same machine?  
[2:36:44 PM] Alessandra: David that's what I did above and it links the guest accounts  
[2:36:44 PM] David Greenlees: hiccup! excuse me... too much wine (d)  
[2:36:49 PM] Alessandra: :D  
[2:36:50 PM] saaketh.g: (y)  
[2:36:55 PM] Weekend Testers ANZ: :O  
[2:37:03 PM] David Greenlees: but need to try different registered users  
[2:37:13 PM] David Greenlees: not guests  
[2:37:13 PM] Alessandra: Its almost midnight here, so I'm allowed some (d)  
[2:37:16 PM] David Greenlees: on the same machine  
[2:37:18 PM] Weekend Testers ANZ: Yes, that'd be the logical next step  
[2:37:40 PM] David Greenlees: how would you sell this bug to the devs?  
[2:37:57 PM] Alessandra: On 2/21/14, at 11:37 PM, Weekend Testers ANZ wrote:  
> Yes, that'd be the logical next step

agree

[2:37:57 PM] David Greenlees: if they say... nah, not important... noone does that  
[2:38:25 PM] Alessandra: Good question Dave! Anyone wants to have a shot at that answer?  
[2:39:33 PM] Weekend Testers ANZ: It's an interesting point... I'd like the result of the logged in test first (which would potentially strengthen or weaken your argument according to the results).  
[2:39:53 PM] David Greenlees: yes, further investigation first.  
[2:40:28 PM] David Greenlees: it spells some sort of comms issue with the user's browser... so i'd look into the security as well... that could add beef to the sale

[2:41:07 PM] Weekend Testers ANZ: Yep, without knowing much about that side of things, it sounds like something's a bit off with whatever session maintenance they do for guests.

[2:41:34 PM] Weekend Testers ANZ: So... we've looked at two specific bugs, but as we all found during the testing, there were A LOT of smaller problems turning up.

[2:42:27 PM] David Greenlees: good fun.

[2:42:46 PM] Weekend Testers ANZ: And that affects the credibility of the site as far as I see it. However, do you think customers would notice none/some/all of the problems we ran into?

[2:42:49 PM] David Greenlees: special mention to the search for space which defaults as blue tunic.

[2:42:57 PM] Weekend Testers ANZ: Oh yes, I liked that one.

[2:43:10 PM] Jyothi: (y)

[2:43:18 PM] David Greenlees: oooooooooooooo, user demographics.... this is wear it gets fun.

[2:43:19 PM] Weekend Testers ANZ: Do customers really care about the stuff we're finding?

[2:43:38 PM] Trisha agarwal: yesw

[2:43:40 PM] Jyothi: Yes.

[2:43:46 PM] David Greenlees: my general answer..... no

[2:43:51 PM] saaketh.g: No

[2:43:52 PM] Weekend Testers ANZ: @Trisha/Jyothi - why do you think that?

[2:43:57 PM] Weekend Testers ANZ: @Dave - you too?

[2:43:59 PM] Neethu.S: I agree with David

[2:44:01 PM] Weekend Testers ANZ: Why?

[2:44:12 PM] David Greenlees: if you see something you want to buy, these issues won't be enough to turn you off.

[2:44:14 PM] Divya Kottikkal: My answer wud b "No"

[2:44:33 PM] Weekend Testers ANZ: @DAve - What if you see a lot of these bugs before finding anything?

[2:44:45 PM] David Greenlees: i have seen user wrestle with much hard UIs before and they still came back.

[2:45:02 PM] saaketh.g: Customer are not concerned about the website performance or there bugs. They just look for there products buy them.

[2:45:02 PM] Nachi: Yes. Customer might not report but might look down on the product

[2:45:07 PM | Edited 2:45:52 PM] Trisha agarwal: it will help everyone understand where we are now as per Complete development a completed functionality and what they can take next

[2:45:10 PM] Neethu.S: I think users wont care all of them. But yes they do care many

[2:45:18 PM] David Greenlees: but, that doesn't take into account all UX channels. if the product is good, shipping is good, support is good, etc... then they will come back

[2:45:22 PM] David Greenlees: generally speaking

[2:45:35 PM] Weekend Testers ANZ: @Nachi - that's a good point. So, we may not be losing a sale but our reputation as a company may suffer somewhat.

[2:46:05 PM] Neethu.S: Good one @Nachi

[2:46:40 PM] David Greenlees: would they look down on the product if the actual product arrived and was excellent?

[2:46:41 PM] Weekend Testers ANZ: @Dave - yeah, it's all part of the customer experience (which, unfortunately, goes a bit beyond our influence).

[2:46:57 PM | Edited 2:47:22 PM] Jyothi: Yes, cause without the validations suggested and issues/bugs logged above and if not fixed. The user/users would be affected. There are chances of losing out on the customer base to a competition if they do have a robust system than womanwithin. A recent breach on another retail site confirms this.

[2:47:27 PM] Trisha agarwal: (y)

[2:47:33 PM] Alessandra: It all depends on the target market. If my mother in law was using this site, I doubt she'd care about some of these issues. She'd probably think she's done something wrong and try again - if she likes the product, delivery, etc to David's point

[2:47:47 PM] Weekend Testers ANZ: @Jyothi - That's another good point. Do these bugs indicate a general lack of quality with the site? And if so, it's quite possible the security may not be up to scratch as well?

[2:48:36 PM] Weekend Testers ANZ: Though I think Ale has it. Woman who aren't that familiar with computers don't think or care about this kind of stuff (until they hear about it on the news... which is a rare occurrence).

[2:48:37 PM] Alessandra: if the sum of these small issues are annoying enough and there is a competitor site that is not as bad, they could start losing customers. But again, it depends on external factors too.

[2:48:48 PM] Nachi: @Jyothi (y)

[2:48:55 PM | Removed 2:49:26 PM] Trisha agarwal: This message has been removed.

[2:49:03 PM] David Greenlees: agreed, the security (if failing) is a BIG issue... but putting that aside i think you'd also need to look at the investment it would take to rectify these issues and if it would be worth it

[2:49:05 PM] saaketh.g: If customer has no problem in receiving the product then why they are concerned with those issue. They will looked at issue if it causes any problem in case of calculating the price, discounts or any registration

[2:49:34 PM | Edited 2:49:40 PM] Jyothi: Indicates - an oversight or ignorance with respect to what Quality and Security can mean. As David above said it also means what does critical mean to me as a service provider and as a customer.

[2:51:06 PM] Weekend Testers ANZ: That really is the essential point - we can find these bugs, people may or may not notice them (and/or care about them), but if it's not costing you customers (and that is another discussion/exercise working out how you would measure that) then the cost is really the driving issue.

[2:51:33 PM | Edited 2:52:05 PM] Jyothi: [2:49 PM] saaketh.g:

<<< If customer has no problem in receiving the product then why they are concerned with those issue. They will looked at issue if it causes any problem in case of calculating the price, discounts or any registration They will not be affected immediately and as you mentioned Saaketh - (User)I ordered and the product is delivered is what a user is concerned about. But we testers being Quality conscious need to report issues encountered without a bias.

[2:51:40 PM] David Greenlees: everything comes back to business value

[2:52:00 PM] Alessandra: On 2/21/14, at 11:51 PM, David Greenlees wrote:

> everything comes back to business value

absolutely

[2:52:06 PM] Weekend Testers ANZ: Yep, something we have to always remember in IT land.

[2:52:22 PM] saaketh.g: absolutely

[2:52:33 PM] David Greenlees: so, going back to selling these issues... think of ways you can tie them back to business value...

[2:53:51 PM] Weekend Testers ANZ: And I admit, on face value, a lot of the stuff we found might be trick to do that

[2:54:05 PM] David Greenlees: tell them your mother tried to use the site on the weekend and left in disgust... no sale... ;)

[2:54:12 PM] Nachi: How hard do you think you can push if the dev is not ready to buy it ?

[2:54:26 PM] Weekend Testers ANZ: Hah, yeah, and her knitting group too!

[2:54:36 PM] Weekend Testers ANZ: @Nachi - short answer is, you can't

[2:54:53 PM] Weekend Testers ANZ: And unless you have a compelling reason, you probably shouldn't

[2:55:30 PM] David Greenlees: depends who the devs are. sites like this are generally outsourced... so you'd likely be paying by the hour (or similar). in that case they would be happy to fix them... but would the business be happy to pay

[2:55:32 PM] David Greenlees: ?

[2:56:23 PM] Weekend Testers ANZ: Again, it ties back to commercial impact.

[2:57:05 PM] Weekend Testers ANZ: And while I am obviously not the target demographic, at a brief glance the site "appears OK" (other than too much pink)

[2:57:25 PM] David Greenlees: agreed. it could be a lot worse.

[2:57:34 PM] Weekend Testers ANZ: You got that right.

### "WTANZ18 - CLOSING"

[2:57:35 PM] Weekend Testers ANZ: OK guys, as interesting it's about that time where we wrap things up.

[2:58:00 PM] Trisha agarwal: Thank you for the session

[2:58:04 PM] Weekend Testers ANZ: I kind of think Dave nailed it by bringing it back to business value, though there are a lot of factors at play here.

[2:58:10 PM] Weekend Testers ANZ: Does anyone have some closing remarks about what we did and discussed today?

[2:58:58 PM] Alessandra: It was a great session. As a tester I can get really bogged down by small defects and trying to get them all fixed, but I need to remember that its all about business value.

[2:59:14 PM] Nachi: Thank you all ...had a great session ...

[2:59:30 PM] Divya Kottikkal: It was a really great session today. Thank you all..

[2:59:43 PM] David Greenlees: firstly, well done DMac (word homie). great job. while I think bug hunting was fun, I got the most value out of the discussion. It's important to remember the impact of bugs, and you can't assess that unless you get into the detail. Remember... business value...

[2:59:44 PM] saaketh.g: Thank you ALL. This session is a lot for me. This is my first session, i learned a lot from you guys.It's really an interesting session.

[2:59:51 PM] Neethu.S: Great session. Thank u friends..

[2:59:54 PM] Weekend Testers ANZ: @Trisha - thanks for coming

[2:59:59 PM] Weekend Testers ANZ: @Nachi - yes, likewise

[3:00:07 PM] Alessandra: Well done again Dean!

[3:00:16 PM] Weekend Testers ANZ: @saaketh - I hope you learned a few things. And I hope you come back

[3:00:26 PM] saaketh.g: Sure

[3:00:31 PM] Trisha agarwal: Yes , My pleasure

[3:00:37 PM] Weekend Testers ANZ: @Neethu - I know it was your first session too, so I hope to see you back and I hope you enjoyed it

[3:00:46 PM] \*\*\* Alessandra has changed the conversation topic to "WTANZ 18 - END" \*\*\*

[3:00:50 PM] Weekend Testers ANZ: And Dave, thanks a lot for turning up as well.

[3:01:02 PM] David Greenlees: pleasure... was fun

[3:01:11 PM] Trisha agarwal: :D

[3:01:21 PM] Jyothi: Thank you Dean for facilitating this session on bug advocacy. Nice meeting you all here. Indeed a great session, it was nice learning all your perspectives on this topic.

[3:01:23 PM] Neethu.S: Completely enjoyed. I need to increase the speed. I will come back :) Thanks a lot.

[3:01:44 PM] Weekend Testers ANZ: @Jyothi - thanks for that, I hope you took something away from it

[3:01:57 PM] David Greenlees: if I need a crack testing team for e-commerce... i know where to come. ;)

[3:02:21 PM] Jyothi: Sure Dean. Thank you all.

[3:02:25 PM] Divya Kottikkal: :D

[3:02:56 PM] Alessandra: Lovely testing with you all!

[3:03:31 PM] Weekend Testers ANZ: Indeed, I hope to see you all back next month!

### "WTANZ18 - END"