

AI Test Results from testers.ai



The HP app's home page presents a mixed bag. On one hand, the basic information is present, but the sheer volume of reported bugs paints a concerning picture. Performance issues, flagged by 'Failed to load resource due to DNS resolution failure' and 'Redirect Chain Inefficiency', indicate a sluggish user experience. Accessibility is a significant pain point, with numerous WCAG violations including insufficient color contrast and missing labels for form elements. Security vulnerabilities, such as 'Potential Session Management Issue' flagged as an OWASP concern, raise serious alarms. Minor issues like typos and element overlap further degrade the user experience.

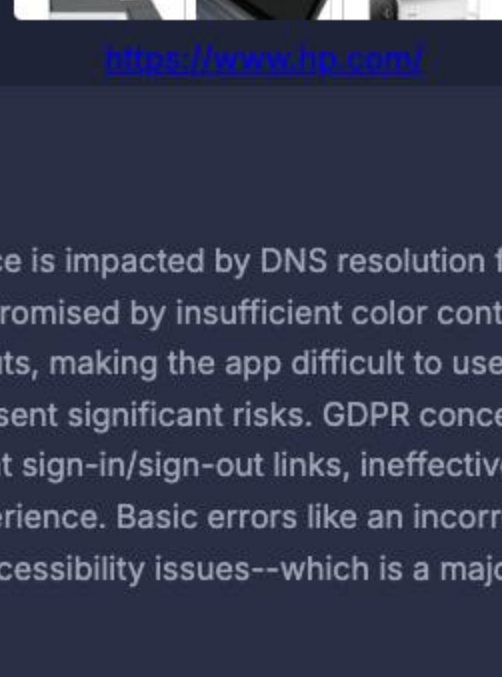
Best Aspects

The app provides access to key HP functionalities (though no specific functionality is detailed in the provided data, we can infer this based on the app's name).

Areas for Improvement

The sheer volume and severity of bugs, particularly those related to accessibility, security, and performance, significantly detract from the app's quality. The lack of attention to detail is unacceptable.

Quality Summary



[View Detailed Analysis](#)

Detailed Analysis

The HP app's home page is problematic. Performance is impacted by DNS resolution failures and inefficient redirect chains, leading to a slow user experience. Accessibility is severely compromised by insufficient color contrast, lack of clear visual focus states, inconsistent use of ARIA attributes, and missing labels for search inputs, making the app difficult to use for people with disabilities. Security issues like potential session management flaws (OWASP) represent significant risks. GDPR concerns arise from third-party tracking via analytics scripts. Furthermore, usability suffers from redundant sign-in/sign-out links, ineffective 'Skip to Content' links for keyboard navigation, and element overlap, all contributing to a frustrating experience. Basic errors like an incorrect copyright year and typos diminish the app's credibility. A high number of bugs are focused on accessibility issues—which is a major issue that is affecting the quality of the app.

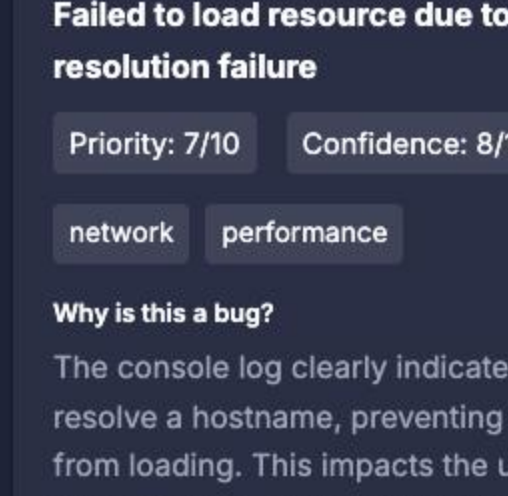
Key Suggestions

- Prioritize and address all identified WCAG violations to improve accessibility.
- Implement robust session management practices to mitigate the identified security vulnerability.
- Optimize network performance to resolve DNS resolution failures and redirect chain inefficiencies.
- Conduct a thorough review of the user interface to identify and address usability issues, such as redundant links and element overlap.
- Establish a comprehensive quality assurance process, including accessibility and security testing, to prevent future regressions.

Priority Improvements

1. Address the 'Potential Session Management Issue' immediately by implementing robust session management practices as per OWASP guidelines to mitigate security risks.
2. Resolve 'Failed to load resource due to DNS resolution failure' and 'Redirect Chain Inefficiency' by optimizing network configurations and reducing redirect hops to improve loading times.
3. Fix the 'Insufficient Color Contrast on 'Skip to Content' and 'Skip to Footer' Links', 'Lack of Clear Visual Focus State for Interactive Elements', 'Inconsistent Use of ARIA Attributes and Roles', 'Missing Label for Search Input', and 'Potential Low Contrast on Links' to comply with WCAG standards and enhance accessibility.
4. Remove or consolidate the 'Redundant Sign-in/Sign-out Links' to streamline the user interface and reduce confusion.
5. Correct the 'Incorrect Copyright Year' and 'Typo in 'find'' to maintain credibility and attention to detail.

Issues Found by AI Testers



HOME

Jason
AI Tester

Failed to load resource due to DNS resolution failure

Priority: 7/10 Confidence: 8/10

network performance

Why is this a bug?
The console log clearly indicates a failure to resolve a hostname, preventing a resource from loading. This impacts the user experience as elements might not render correctly or the page might be partially broken.

Suggested Fix
Investigate the resource URL and ensure the hostname is correctly configured in DNS. Implement proper error handling and fallback mechanisms to gracefully handle resource loading failures.

Why Fix This?
Failing to load resources can lead to broken layouts, missing functionality, and a poor user experience, potentially affecting conversion rates and user satisfaction.

Route To
Frontend Engineer/DevOps Engineer

Pete
Privacy and Security Tester

Third-Party Tracking via Analytics Scripts

Priority: 5/10 Confidence: 7/10

GDPR Third-Party Tracking

Data Collection Transparency

Why is this a bug?
The presence of scripts like 'https://www.hp.com/content/dam/analytics-test/hp-prod.js' and 'https://www.hp.com/content/dam/sites/world' in the network requests indicates the use of analytics tracking. Without clear consent or transparency about the data being collected and shared with third parties, this could be a violation of GDPR and general privacy principles. The console log mentioning 'Metrics: track' further supports this.

Suggested Fix
Implement a robust cookie consent management system that prevents the execution of tracking scripts until the user provides explicit consent. Provide clear and concise information about the types of data collected, the purposes of data collection, and the third parties involved.

Why Fix This?
Failure to comply with GDPR and other privacy regulations can result in significant fines and reputational damage. Transparency and user control over data collection are essential for building trust and maintaining ethical data practices.

Route To
Privacy Engineer/Web Developer

Relevant Network Call

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https://www.hp.com/content/dam/analytics-test/hp-prod.js, https://www.hp.com/content/dam/sites/world/DeviceData/measurement/branding_measure.js
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Isabella
Usability Tester

Lack of Clear Visual Focus State for Interactive Elements

Priority: 7/10 Confidence: 8/10

WCAG accessibility keyboard navigation

Why is this a bug?
Interactive elements like the search icon and cart icon ('wpr-search-icon-logo', 'wpr-hpccart'), and menu icon ('wpr-menu-icon-logo') do not appear to have a distinct visual focus state when navigated to using the keyboard. This makes it difficult for keyboard users to understand which element has focus, violating WCAG 2.0 Success Criterion 2.4.7 Focus Visible.

Suggested Fix
Implement a clear and noticeable visual focus state for all interactive elements. This could include a border, background color change, or other visual indicator. Ensure the focus state has sufficient contrast with the surrounding elements.

Why Fix This?
Providing a clear visual focus indicator is crucial for keyboard users to navigate the site effectively and understand the current selection.

Route To
Frontend Engineer

Sophia
Content Tester

Incorrect Copyright Year

Priority: 7/10 Confidence: 10/10

Copyright Inaccurate Information

Why is this a bug?
The copyright notice at the bottom of the page shows ©2025 HP Development Company, L.P. This is incorrect because it's currently 2025, so the copyright should display 2025. This could have legal implications or reflect poorly on the company's attention to detail. This means the year is incorrect.

Suggested Fix
Update the copyright notice to display ©2025 HP Development Company, L.P.

Why Fix This?
Ensures the copyright notice is accurate and legally sound, reflecting positively on the company's credibility.

Route To
Frontend Developer/Legal

Isabella
Usability Tester

Insufficient Color Contrast on 'Skip to Content' and 'Skip to Footer' Links

Priority: 7/10 Confidence: 9/10

WCAG accessibility

Why is this a bug?
The 'Skip to Content' and 'Skip to Footer' links have low contrast against the background, making them difficult to see for users with low vision. This violates WCAG 2.0 Level AA Success Criterion 14.3 Contrast (Minimum).

Suggested Fix
Increase the contrast ratio of the text color to meet WCAG requirements. Ensure the contrast is sufficient for both the regular and hover states. Consider adding a background color to the links when they receive focus to further improve visibility.

Why Fix This?
Ensuring sufficient color contrast improves readability and accessibility for users with visual impairments.

Route To
Frontend Engineer

Abdul
Privacy and Security Tester

Potential Session Management Issue

Priority: 7/10 Confidence: 7/10

OWASP Broken Authentication

Session Management Flaws

Why is this a bug?
The console log 'No valid Session' suggests a potential issue in session handling. If the application doesn't correctly manage user sessions, it could lead to unauthorized access or session hijacking.

Suggested Fix
Investigate the session management implementation to ensure that sessions are properly created, validated, and destroyed. Implement secure session handling practices, such as using strong session IDs, setting appropriate session timeouts, and protecting against session fixation and hijacking attacks. Ensure that all sensitive operations require a valid session.

Why Fix This?
Failure to properly manage user sessions can lead to severe security vulnerabilities, including unauthorized access to user accounts and sensitive data.

Route To
Backend Engineer/Security Engineer

Alejandro
Accessibility Tester

Missing Label for Search Input

Priority: 7/10 Confidence: 8/10

WCAG Forms

Why is this a bug?
The search input field (visible in the image, near the top of the page) likely lacks a proper label or 'aria-label'. This makes it difficult for screen reader users to understand the purpose of the input, violating WCAG 2.1.1 (Label in Name) and WCAG 3.3.2 (Labels or Instructions).

Suggested Fix
Add a visible label or an 'aria-label' attribute to the search input field to describe its purpose.

Why Fix This?
Without a label, screen reader users will be unable to effectively use the search functionality.

Route To
Frontend Engineer

Aisha
Tester for Missing Aspects

"Skip to Content" and "Skip to Footer" links may not be fully effective for keyboard-only navigation

Priority: 7/10 Confidence: 8/10

WCAG accessibility

Why is this a bug?
While 'Skip to Content' and 'Skip to Footer' links exist, their effectiveness in directing focus as intended for keyboard-only users needs to be verified. If the links don't properly set focus on the main content or footer elements, users relying on keyboard navigation may still have to tab through the entire header to reach the content. This violates WCAG 2.4.1 (Bypass Blocks). The links have a class 'js-skip-link', so javascript should be involved, however that does not guarantee correct focus.

Suggested Fix
Ensure that "Skip to Content" and "Skip to Footer" links, when activated, move focus to the beginning of the main content area and the footer respectively. Use javascript to set focus correctly.

Why Fix This?
Improves accessibility for keyboard users, conforming to WCAG 2.4.1 and enhancing the user experience.

Route To
Frontend Engineer

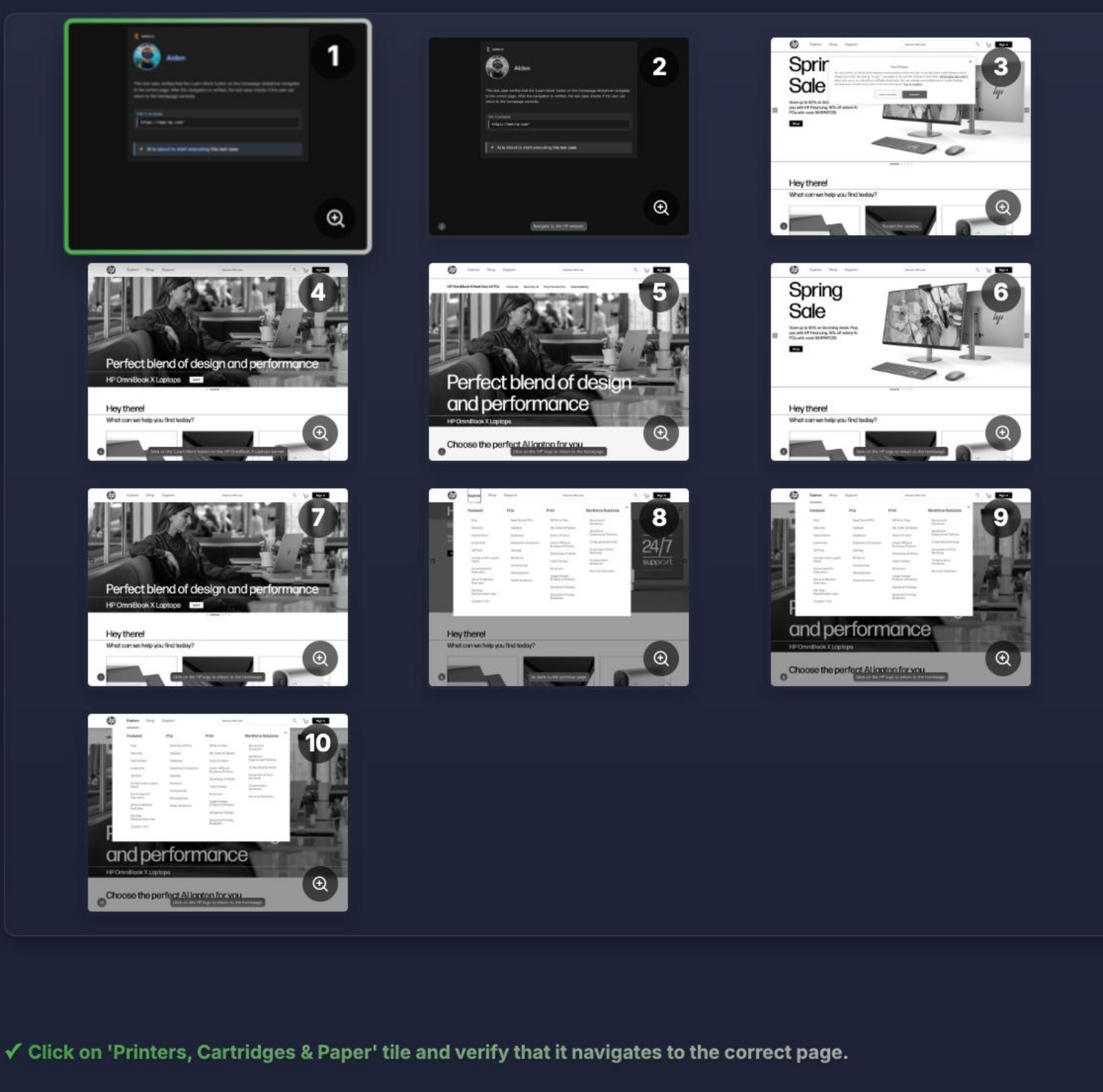
AI Generated Functional Test Results

Start Page: HOME



Click on the 'Learn More' button from the homepage slideshow and verify it navigates to the correct page, then return to homepage.

This test case verifies that the 'Learn More' button on the homepage slideshow navigates to the correct page. After the navigation is verified, the test case checks if the user can return to the homepage correctly.



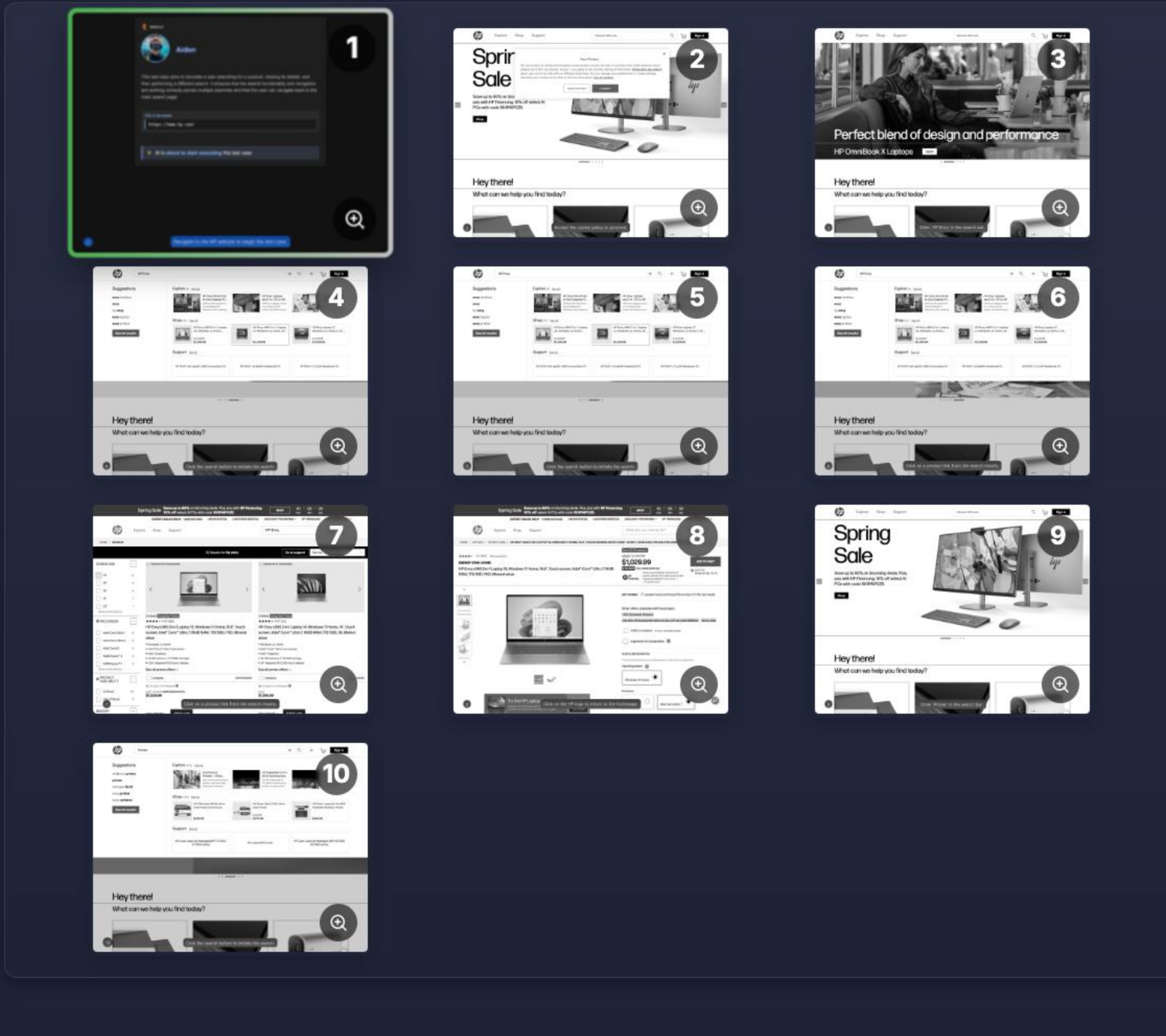
✓ **Click on 'Printers, Cartridges & Paper' tile and verify that it navigates to the correct page.**

This test case verifies that the 'Printers, Cartridges & Paper' tile on the homepage navigates to the correct page. It ensures that the link is working correctly and that the user can access the printer-related products and information.

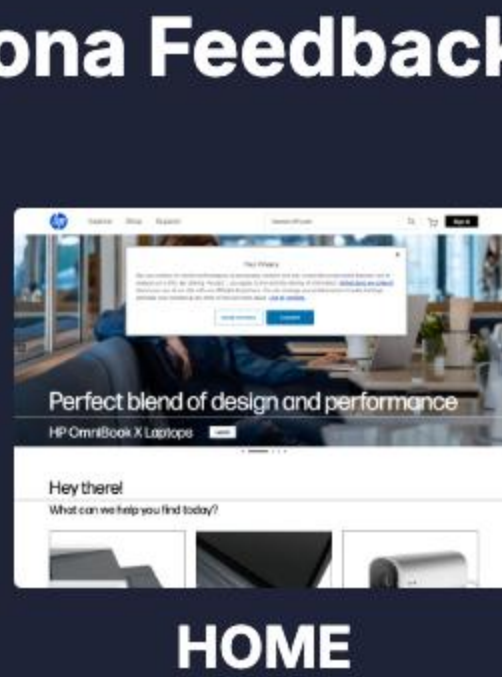


Search for a valid product, view product details, return home, and search again.

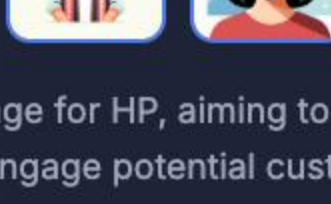
This test case aims to simulate a user searching for a product, viewing its details, and then performing a different search. It ensures that the search functionality and navigation are working correctly across multiple searches and that the user can navigate back to the main search page.



User Persona Feedback Summary



HOME



The webpage serves as the homepage for HP, aiming to showcase products, provide support, and engage potential customers.

Overall Score	Visual Design	Usability	Content Quality
★★★★☆	★★★★☆	★★★★☆	★★★★☆
The HP website is generally well-designed and informative, but it lacks accessibility and clarity in some areas. Navigating the site is easy, but the sheer amount of information can be overwhelming.	The visuals are appealing and create a sense of professionalism, but the use of cookie consent popups is annoying.	The navigation is generally straightforward, but finding specific information can sometimes be challenging due to the vast amount of content.	The content is comprehensive and covers a wide range of products and services, but some sections could benefit from more concise and user-friendly language.

Individual User Persona Feedback

<p>Rajesh Patel, 35</p> <p>Persona: Rajesh is a software engineer who works from home. He's looking for a reliable and high-performance technology for his work and is always looking for the best deals.</p> <p>Overall Rating</p> <p>★★★★☆</p> <p><i>As a software engineer, I need reliable hardware. The site offers plenty of options, and the deals are attractive, but it takes too much time to navigate to the information I'm interested in.</i></p> <p>Actions Performed</p> <ul style="list-style-type: none"> • Browse laptops • Check for deals on accessories <p>Suggestions</p> <ul style="list-style-type: none"> • Improve the site's navigation • Offer more product details • Simplify product descriptions 	<p>Samantha Lee, 24</p> <p>Persona: Samantha is a recent college graduate and a graphic designer. She's looking for a reliable printer and enjoys creating and discovering new printables.</p> <p>Overall Rating</p> <p>★★★★☆</p> <p><i>I'm impressed with the variety of printers and the free printables. The website's design is visually appealing, which makes me want to explore it further.</i></p> <p>Actions Performed</p> <ul style="list-style-type: none"> • Explore printer options • Find free printables <p>Suggestions</p> <ul style="list-style-type: none"> • Add more advanced customization options for the free printables. • Make the free printables section more prominent on the homepage.
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Print Report