

# AI Test Results from testers.ai



The Toshiba app's HOME page presents several quality concerns. The most glaring is the 'Failed to load resource - net::ERR\_NAME\_NOT\_RESOLVED' error, which suggests potential server or network configuration problems. Adding to this, the presence of a 'Broken Link in Retail Category - POS Printers' and 'Failed Resource Load - Potential Dependency Issue' points to potential functional issues, potentially impacting user experience. The outdated copyright year and jQuery library are also items that should be addressed.

### Best Aspects

There is not enough information to determine any particular strengths or 'best aspects'.

### Areas for Improvement

The worst aspects are the 'Failed to load resource' error, the broken link, the outdated jQuery library and accessibility problems, as these issues directly affect functionality, security, and user experience.

## Quality Summary



<https://www.toshiba.com>

### Detailed Analysis

The Toshiba app's HOME page exhibits a mix of functional, security, and accessibility issues that need attention. The network error ('Failed to load resource - net::ERR\_NAME\_NOT\_RESOLVED') indicates a critical failure in resource loading, potentially disrupting the user's ability to interact with the page. The broken link and missing sub-navigation on mobile further degrade usability. From a security standpoint, the outdated jQuery library poses a vulnerability risk. Accessibility concerns like insufficient text contrast and ambiguous link descriptions need to be addressed to ensure inclusivity and compliance with WCAG guidelines. Finally, the cookie consent implementation lacks a clear rejection option, potentially violating user privacy expectations. Addressing these issues is crucial to improve the app's overall quality.

### Key Suggestions

- Prioritize resolving network errors to improve resource loading.
- Implement regular accessibility audits and remediation efforts.
- Establish a process for updating third-party libraries promptly.
- Conduct thorough link validation to identify and fix broken links.
- Implement a UI review to address design and text contrast issues.

### Priority Improvements

1. Resolve the 'Failed to load resource - net::ERR\_NAME\_NOT\_RESOLVED' error to ensure core functionality and resource availability.
2. Fix the 'Broken Link in Retail Category - POS Printers' to restore proper navigation and access to relevant content.
3. Update the outdated jQuery library to address potential security vulnerabilities.
4. Implement a clear rejection option for the cookie consent mechanism to comply with privacy regulations.
5. Address the 'Insufficient Text Contrast' issue by improving color contrast ratios to meet WCAG guidelines.

## Issues Found by AI Testers



HOME



**Adeela**  
Mobile Responsive Tester

### Sub-Navigation Bar Missing on Mobile

Priority: 8/10 Confidence: 9/10

Missing Content Navigation

#### Why is this a bug?

The top navigation bar ('Business', 'Healthcare', 'Industrial', 'Power + Energy', 'Retail', 'Semiconductors', 'Support') present in the desktop view is completely missing in the mobile view. The main Toshiba logo and 'United States' link are absent, making it difficult or impossible for users to access those sections of the website on mobile devices. This severely impacts navigation and accessibility.

#### Suggested Fix

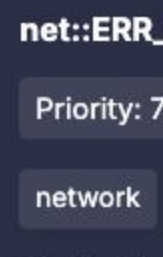
Implement a responsive navigation solution, such as a hamburger menu or a collapsing menu, to ensure that all navigation options are accessible on mobile devices. Test across various screen sizes to ensure proper rendering.

#### Why Fix This?

The sub-navigation provides access to key areas of the Toshiba website. Its absence significantly degrades the user experience and makes important content unavailable on mobile.

#### Route To

Frontend Engineer



**Jason**  
AI Tester

### Failed to load resource - net::ERR\_NAME\_NOT\_RESOLVED

Priority: 7/10 Confidence: 7/10

network functional

#### Why is this a bug?

The 'net::ERR\_NAME\_NOT\_RESOLVED' error suggests that the browser was unable to resolve the domain name of a required resource. This prevents the resource from loading, which could lead to broken functionality or a degraded user experience. The error is a clear indication of a failure to fetch a necessary resource.

#### Suggested Fix

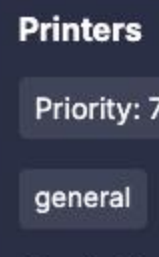
Implement error handling to gracefully manage resource loading failures. Investigate the root cause of the DNS resolution failure. Consider adding retry mechanisms or fallback resources. Check DNS configuration of the website to ensure it is accurate and resolves quickly.

#### Why Fix This?

Unresolved resources can lead to broken features and a poor user experience. Addressing this issue improves the reliability and robustness of the application.

#### Route To

Frontend Engineer, Backend Engineer (if the resource is hosted on the backend), DevOps Engineer (for DNS Issues)



**Isabella**  
Usability Tester

### Broken Link in Retail Category - POS Printers

Priority: 7/10 Confidence: 9/10

general accessibility

#### Why is this a bug?

The 'POS Printers' link under the 'Retail' category contains duplicate URLs in its href attribute: 'https://commerce.toshiba.com/?url=https://commerce.toshiba.com/?url=wcm:path:/en-us/home/hardware/printers'. This will likely result in a broken link, redirect errors, or the user being sent to the incorrect page, hindering navigation and user experience. This is a functional defect impacting usability.

#### Suggested Fix

Correct the 'href' attribute of the 'POS Printers' link to the correct, single URL. Remove the duplicate portion. The correct URL based on surrounding links might be: 'https://commerce.toshiba.com/?url=wcm:path:/en-us/home/hardware/printers'

#### Why Fix This?

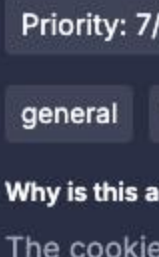
Fixing the broken link is critical for ensuring users can navigate to the intended resource, thus enhancing usability and maintaining the site's credibility. A broken link provides a poor user experience and negatively impacts the perceived professionalism of the site.

#### Route To

Frontend Developer

#### Relevant Network Call

A 404 or redirect error might be seen when clicking the 'POS Printers' link.



**Aisha**  
Tester for Missing Aspects

### Cookie Consent - Missing Clear Rejection Option

Priority: 7/10 Confidence: 8/10

general privacy usability

#### Why is this a bug?

The cookie consent message only provides an 'Accept' button and lacks a clear 'Reject' or 'Decline' option. Users who do not wish to consent to cookies must navigate to the Privacy Policy for additional information, which isn't ideal. This could be perceived as manipulative and potentially violate privacy regulations in certain regions.

#### Suggested Fix

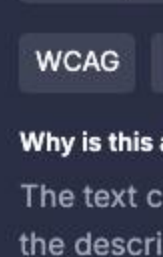
Add a prominent 'Reject' or 'Decline' button to the cookie consent message, giving users a clear choice not to accept cookies without needing to delve into the Privacy Policy. Offer a granular control panel where users can choose specific cookie types.

#### Why Fix This?

Enhances user privacy and provides a more transparent and user-friendly cookie consent experience. Avoids potential legal issues regarding cookie consent compliance.

#### Route To

Front-end developer, legal/compliance specialist



**Alejandro**  
Accessibility Tester

### Insufficient Text Contrast

Priority: 7/10 Confidence: 8/10

WCAG Text Contrast

#### Why is this a bug?

The text color used for some of the links and the descriptive text in the footer area of the page has insufficient contrast against the background, making it difficult to read for users with low vision or color blindness. This violates WCAG 2.0 Level AA Success Criterion 1.4.3 Contrast (Minimum).

#### Suggested Fix

Adjust the text and/or background colors to ensure a contrast ratio of at least 4.5:1 for normal text and 3:1 for large text (14pt bold or 18pt regular) as per WCAG guidelines. Use a color contrast analyzer to verify the contrast ratio.

#### Why Fix This?

Ensuring sufficient contrast improves readability for all users, especially those with visual impairments, contributing to a more inclusive user experience and compliance with accessibility standards.

#### Route To

Frontend Engineer

#### Relevant Network Call

N/A



**Sharon**  
API and Networking Tester

### Outdated jQuery Library

Priority: 7/10 Confidence: 8/10

security general

#### Why is this a bug?

The website is using jQuery version 2.2.4, which was released in 2016. This version has known security vulnerabilities and lacks performance improvements found in newer versions. Using outdated libraries increases the risk of security exploits and can negatively impact site performance and compatibility with modern browsers.

#### Suggested Fix

Upgrade to the latest stable version of jQuery (version 3.x). Thoroughly test the website after the upgrade to ensure compatibility and avoid introducing new issues.

#### Why Fix This?

Upgrading jQuery mitigates known security vulnerabilities, improves performance, and ensures compatibility with modern web standards and browsers. Addressing this proactively will reduce the risk of exploits and improve the user experience.

#### Route To

Front-end Engineer / Security Engineer

#### Relevant Network Call

https://ajax.googleapis.com/ajax/libs/jquery/2.2.4/jquery.min.js

## AI Generated Functional Test Results

### Start Page: HOME



**Aiden**  
Demo\_Tests

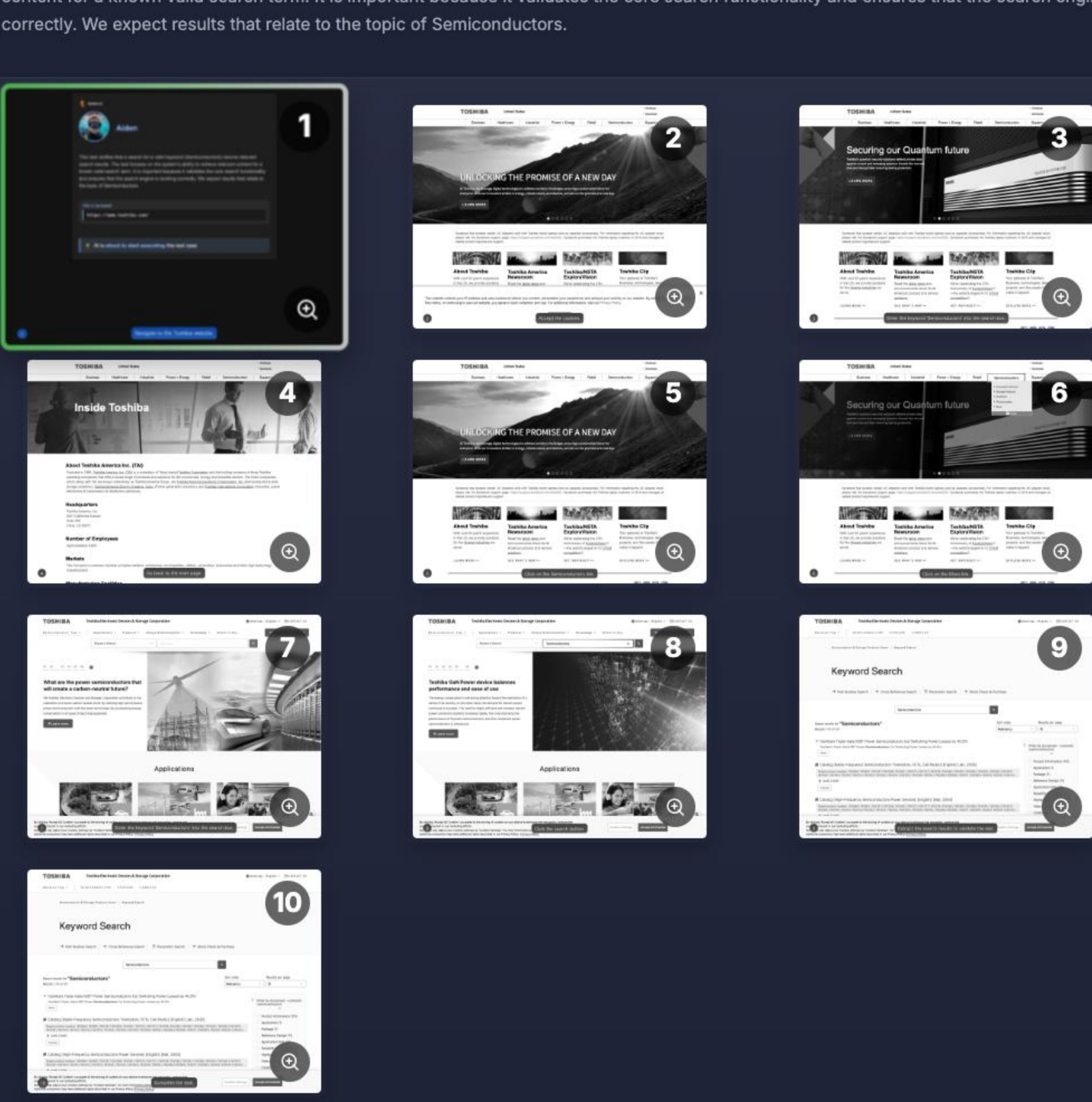
### ✓ Navigate from homepage to Business, then to Automotive Lighting

This test verifies the navigation flow from the homepage to the Business page and then to the Automotive Lighting section. This simulates a user journey of someone who is interested in the Toshiba products and specifically Automotive Lighting solutions. The purpose is to make sure that the navigation is working, and pages load correctly.



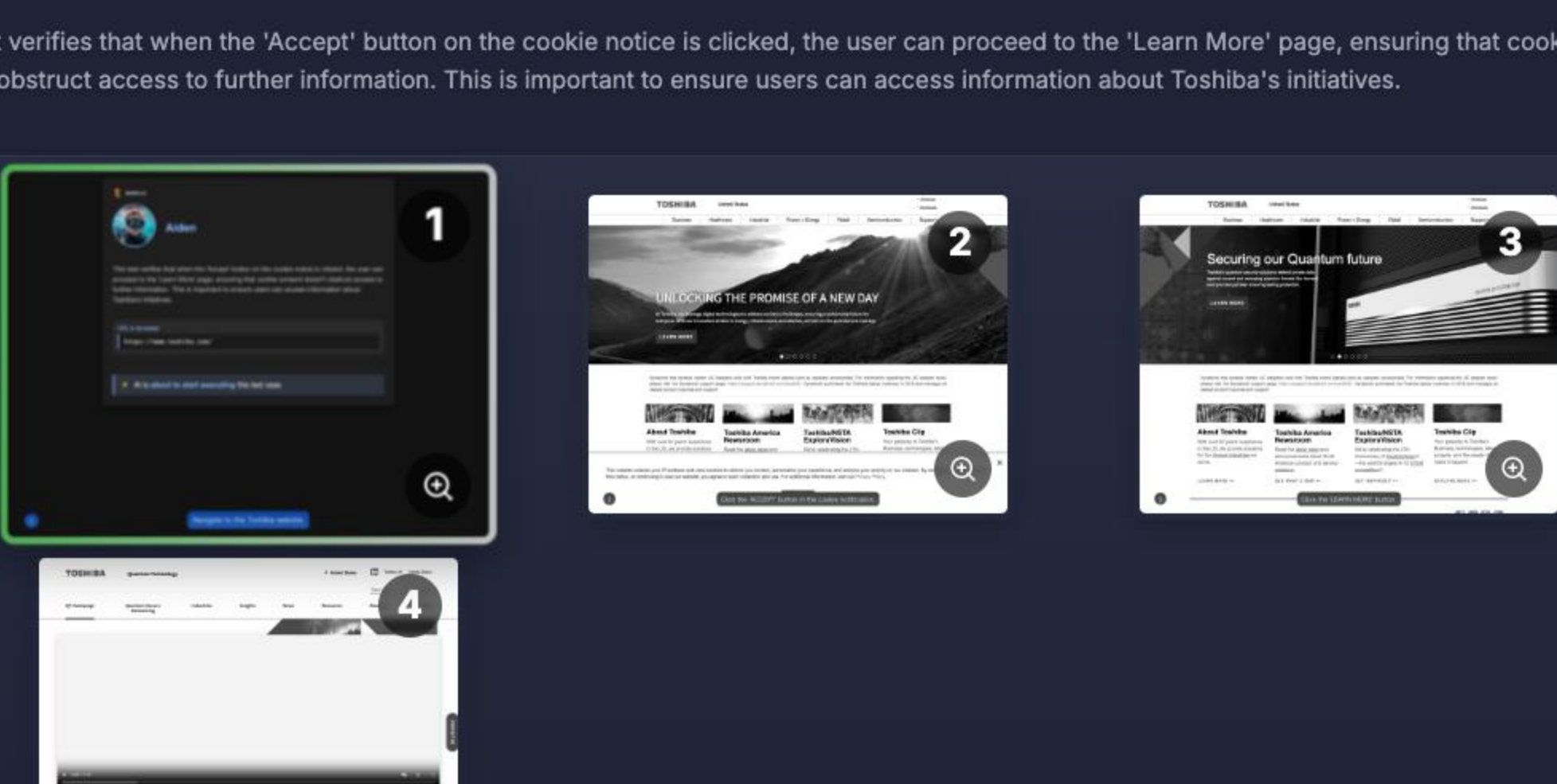
### ✓ Search for valid keyword Semiconductors

This test verifies that a search for a valid keyword (Semiconductors) returns relevant search results. The test focuses on the system's ability to retrieve relevant content for a known valid search term. It is important because it validates the core search functionality and ensures that the search engine is working correctly. We expect results that relate to the topic of Semiconductors.



### ✓ Accept Cookies then proceed to Learn More

This test verifies that when the 'Accept' button on the cookie notice is clicked, the user can proceed to the 'Learn More' page, ensuring that cookie consent doesn't obstruct access to further information. This is important to ensure users can access information about Toshiba's initiatives.



## User Persona Feedback Summary

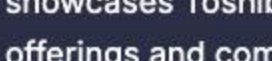


HOME



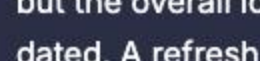
The webpage serves as a portal to Toshiba's various business units, innovations, and solutions, emphasizing its commitment to addressing societal challenges and creating a sustainable future through digital technologies.

### Overall Score



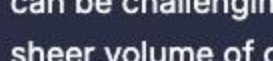
The website effectively showcases Toshiba's diverse offerings and commitment to innovation. However, some users may find navigation challenging due to the breadth of information and potentially outdated design elements. Clearer calls to action and a more modern aesthetic would enhance the user experience.

### Visual Design



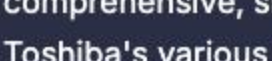
The overall look feels a bit dated. A refresh of the visuals would make the site more appealing.

### Usability



Finding specific information can be challenging due to the sheer volume of content. A more robust search function and clearer categorization would improve usability.

### Content Quality



The content is informative and comprehensive, showcasing Toshiba's various products and services. However, it could be more concise and targeted to specific user needs.

### Individual User Persona Feedback



**Rajesh Patel, 45**

Persona: Rajesh is a senior IT manager at a manufacturing company. He's responsible for evaluating and implementing new technologies to improve operational efficiency.

#### Overall Rating



*As an IT manager, I'm looking for specific solutions to improve my company's operations. I like the focus on IoT and quantum security, but the website could be more targeted to my needs. It's a bit overwhelming to navigate.*

#### Actions Performed

- Explore IoT & Solutions
- Research Quantum-Secure Networking

#### Suggestions

- Create a dedicated section for IT professionals with case studies and white papers
- Provide a feature comparison chart to highlight competitive advantages



**Emily Carter, 28**

Persona: Emily is a recent engineering graduate working as a junior design engineer at an automotive company. She's enthusiastic about new technologies and follows industry trends closely.

#### Overall Rating



*I am really impressed with the range of technologies Toshiba is involved in. It's exciting to see the work they are doing in automotive and renewable energy. As a young engineer, I'm inspired by the potential of these innovations.*

#### Actions Performed

- Explore Power + Energy solutions
- Research Power + Energy solutions

#### Suggestions

- Incorporate more videos and interactive content to enhance engagement
- Provide a more direct comparison of Toshiba solutions with those of competitors
- Create a portal with access to all the most up to date documents about products.