



## logic outline

- .(Read user input (incident number) •
- .Search **ticket\_status** for that incident number and get the status •
- ."If not found, print "Incident not found" •
- :If status is closed •
- .Find event ID from **events\_tickets.txt** ○
- .Write event ID and "closed" to **events\_status.txt** ○
- .Print event and status to user ○
- :If status is opened •
- .Find event ID ○
- ."Print event and message "Event is still open" ○

[FScript.sh](#)

## Scenario in Section Simulate VOIS USECASE

```
Ubuntu      x | + | ▾

echo "Please enter your incident number"
read incident
status=$(awk -v inc="$incident" '$1==inc {print $2}' ticket_status.txt )

if [ -z "$status" ]; then
    echo "Incident not found."
    exit 1
fi
event=$(grep "^$incident" events_tickets.txt | awk '{print $2}')
#event_status= $(grep "^$event" events_status.txt | awk '{print $2}')
#
if [ -z "$event" ]; then
    echo "Event ID not found for this incident."
    exit 1
fi

if [ "$status" == "closed" ]; then
    event_status=$(grep "^$event" events_status.txt | awk '{print $2}')
#echo "$event closed" >> events_status.txt
    if [ -z "$event_status" ]; then
        echo "$event closed" >> ClosedEvent.txt
        echo " Event : $event closed Successfully😊😊"
    elif [ "$event_status" == "opened" ]; then
        echo "$event closed" >> ClosedEvent.txt
        echo " Event : $event closed Successfully😊😊"
    else
        echo "Event is Already Closed"
    fi
elif [ "$status" != "opened" ]; then
    echo "Event: $event is still open."
else
    echo "Unknown status."
fi
~
```

```
Ubuntu      + | - X
INC0000401355
Event: 6192fd9a-9b03-71ec-01b9-0a4e23470000 is still open.
ahmed@Hamedo:~$ bash FScript.sh ticket_status.txt events_tickets.txt events_status.txt
Please enter your incident number
INC0000401356
    Event : 6192fd9a-7c20-71ec-01b9-0a4e23474567 closed Successfully😊🎉
ahmed@Hamedo:~$ cat events_status.txt
6192fd9a-9b03-71ec-01b9-0a4e23470000      opened
6192fd9a-8a11-71ec-01b9-0a4e23471234      closed
6192fd9a-7c20-71ec-01b9-0a4e23474567      opened
6192fd9a-6b10-71ec-01b9-0a4e23475678      closed
6192fd9a-5f01-71ec-01b9-0a4e23476789      opened
6192fd9a-4d02-71ec-01b9-0a4e23477890      closed
6192fd9a-3c03-71ec-01b9-0a4e23478901      opened
6192fd9a-2b04-71ec-01b9-0a4e23479012      opened
6192fd9a-1a05-71ec-01b9-0a4e23470123      closed
6192fd9a-0b06-71ec-01b9-0a4e23471239      opened
ahmed@Hamedo:~$ vim FScript.sh
ahmed@Hamedo:~$ cat ClosedEvent.txt
6192fd9a-7c20-71ec-01b9-0a4e23474567 closed
ahmed@Hamedo:~$ bash FScript.sh ticket_status.txt events_tickets.txt events_status.txt
Please enter your incident number

Incident not found.
ahmed@Hamedo:~$
```

in Scenario file >>

```
Ubuntu + - X

echo "Please enter your incident number"
read incident
status=$(awk -v inc="$incident" '$1==inc {print $2}' ticket_status.txt )

if [ -z "$status" ]; then
    echo "Incident not found."
    exit 1
fi
event=$(grep "^$incident" events_tickets.txt | awk '{print $2}')

if [ "$status" == "closed" ]; then
    echo "$event closed" >> events_status.txt
    echo " Event : $event Status: closed"
elif [ "$status" = "opened" ]; then
    echo "Event: $event is still open."
else
    echo "Unknown status."
fi
~
~
~
~
~
~
~
~
FScript.sh 18L, 487B 11,14 All
```

Usecase\_Test

```
Ubuntu × + | - □ ×

Event : 6192fd9a-9b03-71ec-01b9-0a4e23454213 Status: closed
ahmed@Hamedo:~$ cat events_status.txt
6192fd9a-9b03-71ec-01b9-0a4e23454213 closed
6192fd9a-9b03-71ec-01b9-0a4e23454213 closed
ahmed@Hamedo:~$ bash FScript.sh ticket_status.txt events_tickets.txt
Please enter your incident number
INC0000401355
Event: 6192fd9a-9b03-71ec-01b9-0a4e23470000 is still open.
ahmed@Hamedo:~$ bash FScript.sh ticket_status.txt events_tickets.txt
Please enter your incident number
INC0000401356
Event : 6192fd9a-9b03-71ec-01b9-0a4e23454324 Status: closed
ahmed@Hamedo:~$ bash FScript.sh ticket_status.txt events_tickets.txt
Please enter your incident number
INC0000401356
Event : 6192fd9a-9b03-71ec-01b9-0a4e23454324 Status: closed
ahmed@Hamedo:~$ cat events_status.txt
6192fd9a-9b03-71ec-01b9-0a4e23454213 closed
6192fd9a-9b03-71ec-01b9-0a4e23454213 closed
6192fd9a-9b03-71ec-01b9-0a4e23454324 closed
6192fd9a-9b03-71ec-01b9-0a4e23454324 closed
ahmed@Hamedo:~$ vim FScript.sh
ahmed@Hamedo:~$ bash FScript.sh ticket_status.txt events_tickets.txt
Please enter your incident number

Incident not found.
ahmed@Hamedo:~$
```