

Steps to execute the project

Étape 1 : Visit the following URL and download composer to install it on your system.

<https://getcomposer.org/download/>

Étape 2 : After the Composer is installed, check the installation by typing the **composer** command in the command prompt as shown in the following screenshot.

```
C:\>composer

Composer version 2.3.10 2022-07-13 15:48:23

Usage:
  command [options] [arguments]

Options:
  -h, --help                Display help for the given command. When no command is given display help for the list command
  -q, --quiet               Do not output any message
  -V, --version             Display this application version
      --ansi|--no-ansi     Force (or disable --no-ansi) ANSI output
  -n, --no-interaction      Do not ask any interactive question
      --profile            Display timing and memory usage information
      --no-plugins         Whether to disable plugins.
      --no-scripts         Skips the execution of all scripts defined in composer.json file.
  -d, --working-dir=WORKING-DIR If specified, use the given directory as working directory.
      --no-cache            Prevent use of the cache
  -v|vv|vvv, --verbose     Increase the verbosity of messages: 1 for normal output, 2 for more verbose output and 3 for debug

Available commands:
  about               Shows a short information about Composer.
  archive             Creates an archive of this composer package.
  browse              [home] Opens the package's repository URL or homepage in your browser.
  check-platform-reqs Check that platform requirements are satisfied.
  clear-cache         [clearcache|cc] Clears composer's internal package cache.
  completion          Dump the shell completion script
  config              Sets config options.
  create-project       Creates new project from a package into given directory.
  depends             [why] Shows which packages cause the given package to be installed.
  diagnose            Diagnoses the system to identify common errors.
  dump-autoload        [dumpautoload] Dumps the autoloader.
  exec                Executes a vendored binary/script.
  fund                Discover how to help fund the maintenance of your dependencies.
  global              Allows running commands in the global composer dir ($COMPOSER_HOME).
  help                Display help for a command
  init                Creates a basic composer.json file in current directory.
  install             [i] Installs the project dependencies from the composer.lock file if present, or falls back on the composer.json.
```

Étape 3 : Put the folder containing the project in the following direction **C:\wamp64\www** (You must have WampServer installed on your machine, **Wampserver version 3.2.3**)

Étape 4 : Move to the path where you placed the project folder, type the command **composer install --no-script**

Étape 5 : type **php artisan key :generate** command that sets APP_KEY value in the file **.env** (you will find this file under the project folder).

Étape 6 : Create a database in phpMyAdmin named **ticketing**

Part of file **.env** :

```
DB_CONNECTION=mysql
DB_HOST=127.0.0.1
DB_PORT=3306
DB_DATABASE=ticketing
DB_USERNAME=root
DB_PASSWORD=
```

Étape 7 : Type the command **php artisan migrate**, A migration is used to create and update a database schema

Filling the tables : (phpMyAdmin)

Table 'user'

```
INSERT INTO `user` (`id`, `fullname`, `email`, `password`, `adresse`, `phone`, `created_at`,  
`updated_at`, `role`, `image`) VALUES  
(1, 'Hajar ait abdielmoumin', 'aithajar55@gmail.com', '2000', 'somewhere in kenitra',  
60140071, '0000-00-00 00:00:00', '2022-08-08 12:55:08', 1, 'images.jpg'),  
(2, 'Houssam mrabet', 'houbet@gmail.com', 'levi', 'somewhere in meknes', 608088000,  
'0000-00-00 00:00:00', '2022-08-10 12:39:52', 0, 'man.jpg'),  
(3, 'inass rabai', 'inass98@gmail.com', 'nonosa', 'ibn sina', 640886090, NULL, NULL, 0,  
'Default.png'),  
(4, 'Mohammed el hamdaoui', 'voop@gmail.com', 'voop', 'somewhere in sale', 611001100,  
NULL, NULL, 0, 'Default.png');  
COMMIT;
```

Table 'ticket_status'

```
INSERT INTO `ticket_status` (`id`, `status`, `created_at`, `updated_at`) VALUES  
(1, 'Processing', NULL, NULL),  
(2, 'Solved', NULL, NULL),  
(3, 'Unsolved', NULL, NULL);
```

Table 'ticket'

```
INSERT INTO `ticket` (`id`, `title`, `topic_ticket`, `create_date`, `reopened_date`,  
`closed_date`, `id_creator`, `status`, `created_at`, `updated_at`, `closeby`, `file_description`) VALUES  
(1, 'phone doesn\'t turn on anymore', 'for more details about the issue download the file',  
'2022-08-09 21:38:38', '2022-08-22 10:24:53', '2022-08-18 13:04:58', 2, 1, '2022-08-09  
20:38:38', '2022-08-22 10:24:53', NULL, '__cv1.pdf'),  
(2, 'website doesn\'t work', 'the website you offer me got some errors, please try to solve it  
asap', '2022-08-09 21:46:44', '2022-08-18 09:01:22', '2022-08-18 13:05:55', 2, 2, '2022-08-09  
20:46:43', '2022-08-18 13:06:01', 1, 'transfert_ensaK.pdf'),  
(4, 'laptop crushed', 'solve me oni-chan', '2022-08-09 21:58:18', '2022-08-21 16:48:47',  
'2022-08-18 13:19:10', 2, 1, '2022-08-09 20:58:18', '2022-08-21 16:48:47', NULL, 'Marvel  
movies.txt'),  
(10, 'website errors', 'some pages of the website you offer me display errors!', '2022-08-15  
15:10:44', NULL, '2022-08-18 12:30:15', 4, 1, '2022-08-15 14:10:44', '2022-08-18 12:30:15',  
NULL, NULL),  
(11, 'earphone problems', 'yesterday i bought lenovo earphone from you, one of them  
doesn\'t work', '2022-08-15 15:13:40', NULL, NULL, 4, 1, '2022-08-15 14:13:40', '2022-08-15  
14:13:40', NULL, NULL),
```

```
(7, 'this is my 1st ticket', 'solve it please!!!', '2022-08-10 14:02:41', NULL, '2022-08-18
13:06:12', 3, 3, '2022-08-10 13:02:41', '2022-08-18 13:06:20', 1, NULL),
(8, '2nd one', 'solve it', '2022-08-10 14:04:39', NULL, '2022-08-22 10:27:09', 3, 2, '2022-08-10
13:04:39', '2022-08-22 10:27:16', 1, 'condition.jpg');
```

Table 'ticket_replies'

```
INSERT INTO `ticket_replies` (`id`, `id_ticket`, `id_Rep`, `id_Creator`, `messageRep`,
`created_at`, `updated_at`, `messageCli`) VALUES
(1, 1, 1, 2, 'i have nothing to do for you dear client', '2022-08-02 09:23:58', NULL, NULL),
(2, 1, 1, 2, NULL, '2022-08-01 09:23:47', NULL, 'Seriously dudeeeeeee!!!!'),
(3, 1, 1, 2, 'okay i will try', '2022-08-13 19:10:59', '2022-08-13 19:10:59', NULL),
(6, 1, 1, 2, '.....', '2022-08-13 21:38:05', '2022-08-13 21:38:05', NULL),
(7, 1, 1, 2, NULL, '2022-08-14 18:16:03', NULL, 'done!'),
(8, 1, 1, 2, 'solved!', '2022-08-15 10:27:10', '2022-08-15 10:27:10', NULL),
(9, 2, 1, 2, 'try to disable wordpress pluggins', '2022-08-15 10:29:06', '2022-08-15 10:29:06',
NULL),
(10, 2, 1, 2, NULL, NULL, NULL, 'I cant access the pluggins'),
(11, 8, 1, 3, 'give more details about your problem !!', '2022-08-17 10:03:44', '2022-08-17
10:03:44', NULL),
(13, 2, 1, 2, NULL, '2022-08-17 12:37:27', '2022-08-17 12:37:27', 'I disabled them, now it\'s
working'),
(14, 8, 1, 3, NULL, '2022-08-19 12:28:00', '2022-08-19 12:28:00', 'i bought a product and the
system deducts the price twice'),
(15, 8, 1, 3, 'check your account after 24h', '2022-08-22 10:26:50', '2022-08-22 10:26:50',
NULL);
```

Étape 8 : We start the server using the **php artisan serv** command to be able to access the interfaces of our system and test them.