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.

Étape 3 : Put the folder containing the project in the following direction **C:\wamp64\www** (You must have WampServer installed on your machine**, Wampserver version3.2.3**)

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 :**

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

Filling the tables : (phpMyAdmin)

<mark>Table 'user'</mark>

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;

<mark>Table 'ticket_status'</mark>

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

<mark>Table 'ticket'</mark>

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 ony anymore', 'for more details about the issue dowload 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 dudeeeee!!!!!'),
(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.