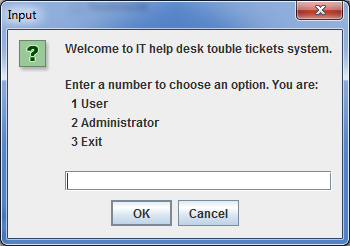
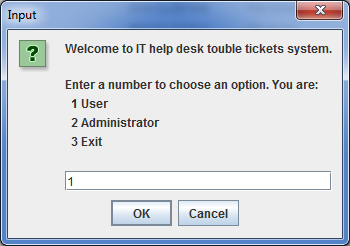
**Instruction:** in our final project, we create two different users to use this help trouble ticket system. One is the customer, *Common User* who can only view trouble tickets via inquiring the costumer’s name of a trouble ticket. Another one is the *Administrator*, who can not only view trouble tickets, but also create a ticket, close a ticket by a ticket number, update a ticket by a ticket number and delete a ticket by a ticket number.

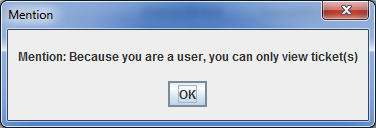
We use a database to store these trouble tickets. When we create a database for this trouble tickets system, we create two tables. One is *tickets table* to store these trouble tickets and another one *is employees table* to store these assignees’ information and the assignees are assigned by the trouble tickets and will fix IT problems. When you create a ticket, you just record the data of tickets table. However, through the date of assignee column which input the employee id column of employees table, you will get the related assignee information which includes the name, contact information and office location.

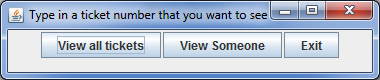


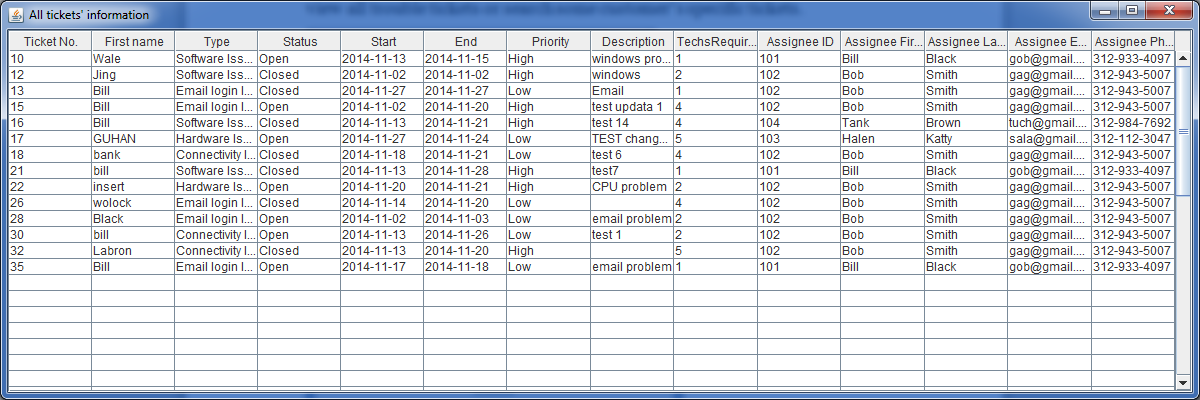
There are 14 java files in this project. You can just click *IT Help Desk Launcher.jar* to run this program and you will get a menu to choice which user you will log in.

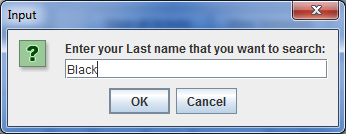
When you choose user, you will directly go into Common User and just view all trouble tickets or search some customer’s specific tickets.

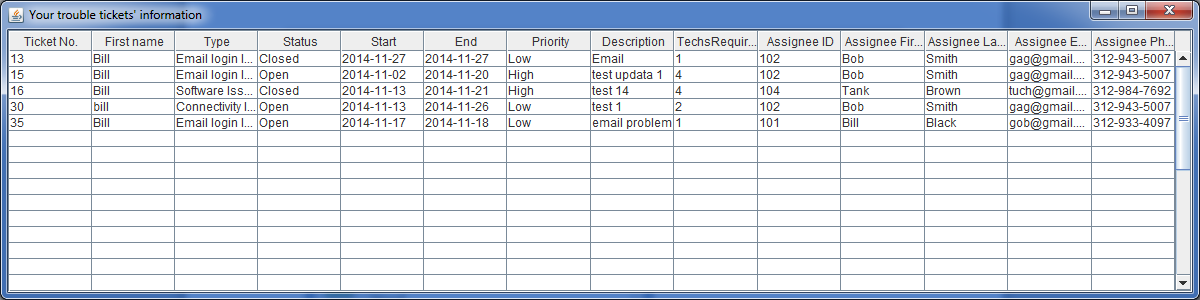




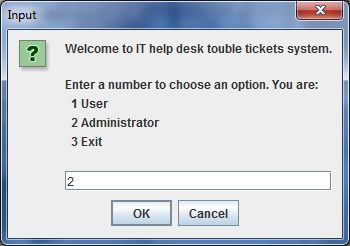


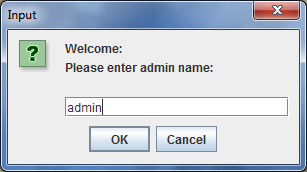
 

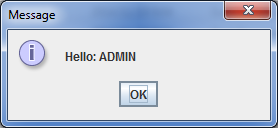


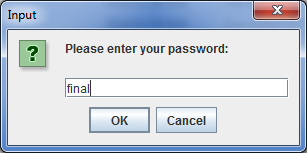


When you log in as Administrator, you will go into Administrator category. It will ask you to input user name and password. Note: Administrator login name: ADMIN; Administrator login password: FINAL.

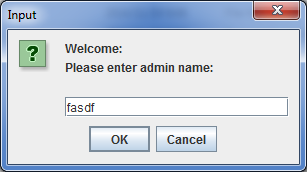


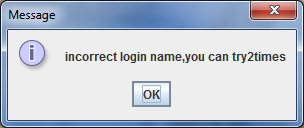


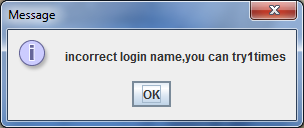




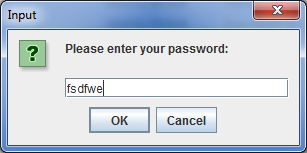
If you enter wrong user name or password, you will get message to try again. There are three times to try user name or password. If you all failed, you will get a message to tell you log in failed and terminate this program.

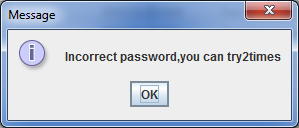


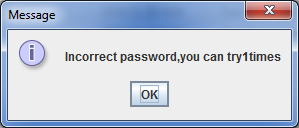




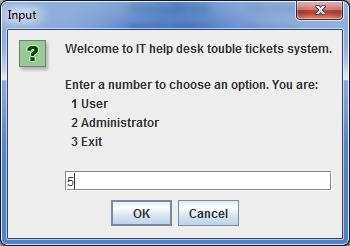


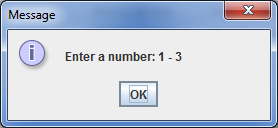


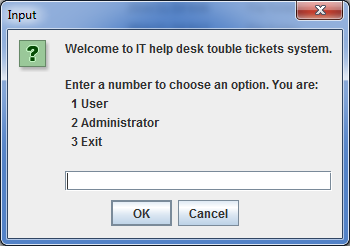




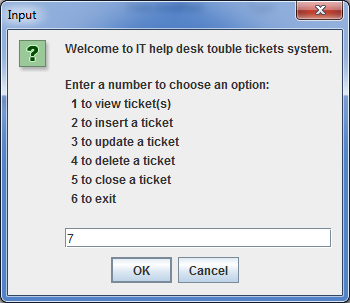
If you log in, you only choose 1—user, 2—administrator and 3—exit. If you input other number, you will get the wrong message and come back to log in menu.

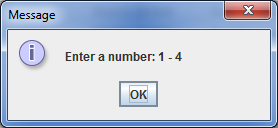




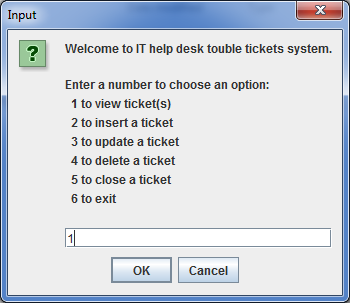


When you log in successfully, you will go into administrator menu. There are six options. If you enter other numbers, you will get a wrong message and ask you input 1—6.

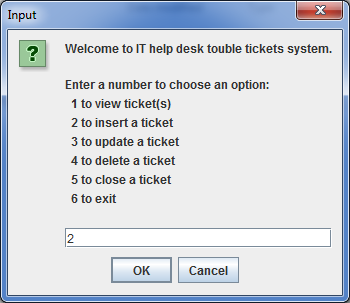


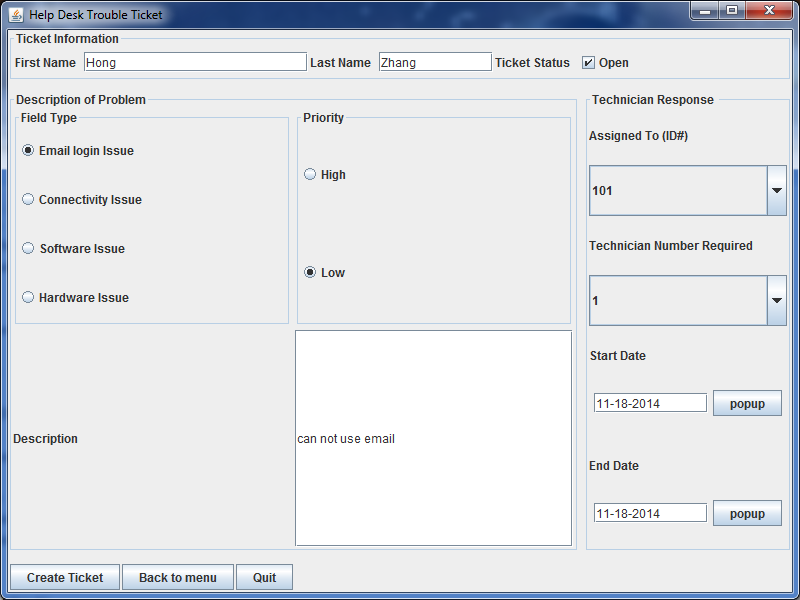


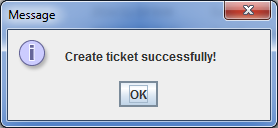
When you choose 1in administrator menu, you will use the same function like common user.



When you choose 2 in administrator menu, you can insert data and create a ticket.



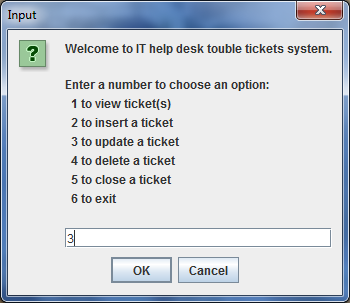


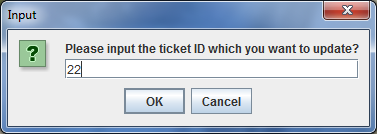


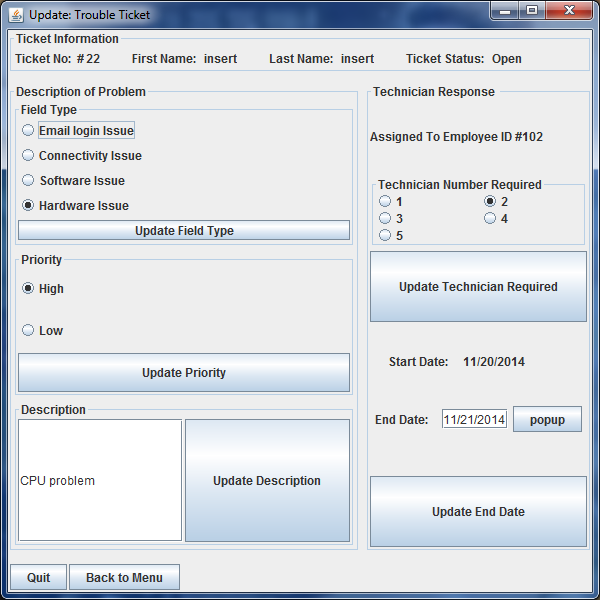
Note: when you input data and try to create a ticket, you should fill in all blank places. If not, there will be a message to remind you, not null allowed.



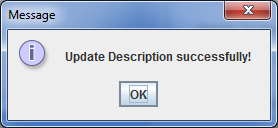
When you choose 3 in administrator menu, you can update a ticket.



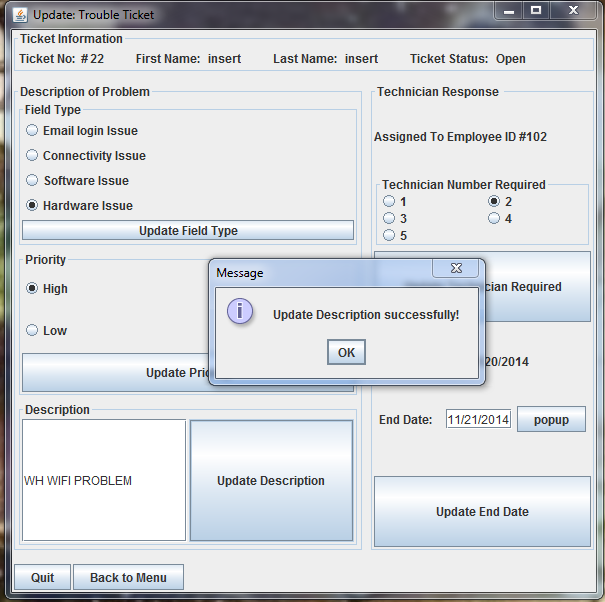




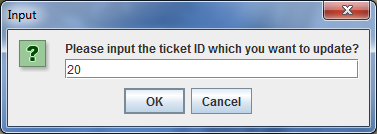
There are six places which you can update. When you update one place of this ticket, you will get a pop up message to tell you have updated.

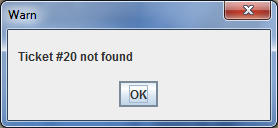


For example, this time, I update the description from CPU problem to WH WIFI PROBLEM.

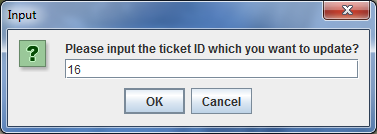


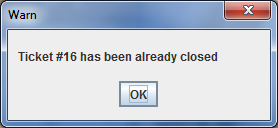
If you input the ticket ID which is not in the database, you will get some wrong message and it will come back to main menu.



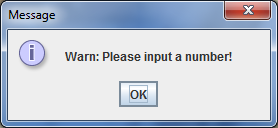


If you input the ticket ID which is closed, you will get some wrong message and it will ask you to input anther ticket ID to update.

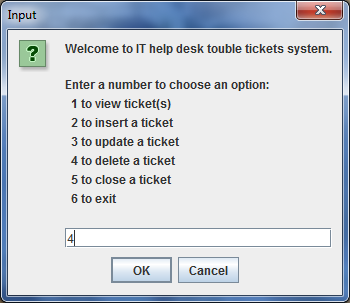


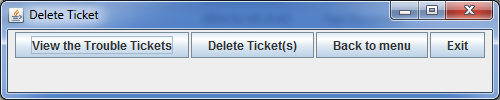


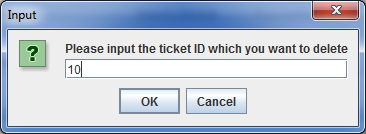
If you input nothing, you will get some warning and ask you input ticket ID.

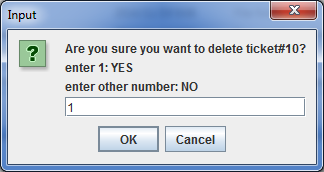


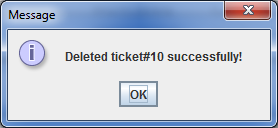
When you choose 4 in administrator menu, you can delete ticket. You can view all the trouble tickets before you delete a ticket.



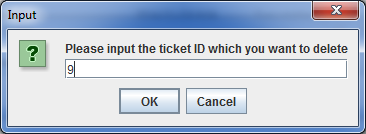


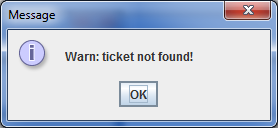




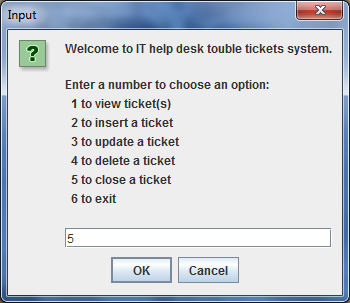


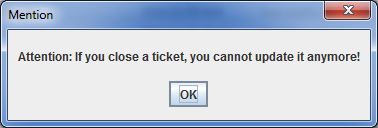
Note: if you input a ticket ID which is not exit, it will show a message and tell you this ticket have not found.

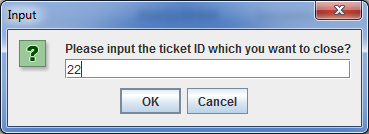


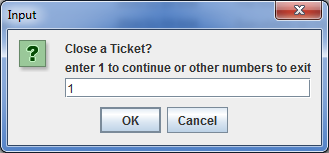


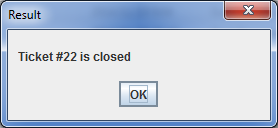
When you input 5 in administrator menu, you can close a ticket.



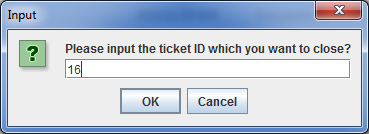






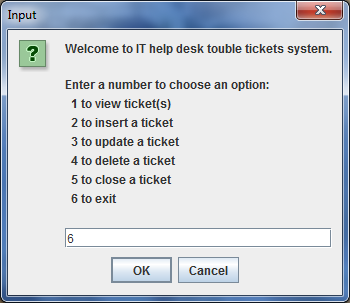


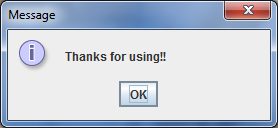
Note: if this ticket has been closed, you will get a wrong message and ask you choose another ticket.





When you choose 6 in administrator menu, you will exit the whole program.





**Source code:**

**CreateTable.java**

**import** java.sql.\*;

**public** **class** CreateTable {

**private** Connection connect = **null**;

**private** Statement statement = **null**;

**public** **void** createDataBase() **throws** Exception {

**try** {

// This will load the MySQL driver, each DB has its own driver

Class.*forName*("com.mysql.jdbc.Driver");

System.***out***.println("Connecting to a selected database...");

// Setup the connection with the DB

connect = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("Connected database successfully...");

// create table

System.***out***.println("Creating table in given database...");

statement = connect.createStatement();

/\*String sql = "DROP TABLE Bkan\_Hzhan\_tickets;";

statement.executeUpdate(sql);\*/

String sql = "CREATE TABLE Bkan\_Hzhan\_tickets "

+ "(ticketNo INTEGER NOT NULL AUTO\_INCREMENT, "

+ " FirstName VARCHAR(20) NOT NULL, "

+ "LastName VARCHAR(20) NOT NULL,"

+ " fldType VARCHAR(20), " + " Status VARCHAR(20), "

+ " StartDate DATE, " + " EndDate DATE, "

+ " Assignee INTEGER NOT NULL, "

+ " Priority VARCHAR(20), " + " Description VARCHAR(20), "

+ " TechsRequired INTEGER, "

+ " PRIMARY KEY ( ticketNo ));";

statement.executeUpdate(sql);

/\*sql = "DROP TABLE Bkan\_Hzhan\_employees;";

statement.executeUpdate(sql);\*/

sql = " CREATE TABLE Bkan\_Hzhan\_employees "

+ "(employee\_id INTEGER NOT NULL, "

+ " first\_name VARCHAR(20) NOT NULL," + " last\_name VARCHAR(20) NOT NULL,"

+ " email VARCHAR(25)," + " phone\_number VARCHAR(20),"

+ " department\_id INTEGER," + " location VARCHAR(20),"

+ " PRIMARY KEY(employee\_id));";

statement.executeUpdate(sql);

String sql1 = " ALTER TABLE Bkan\_Hzhan\_tickets ADD CONSTRAINT fk\_2 FOREIGN KEY (Assignee) REFERENCES Bkan\_Hzhan\_employees(employee\_id);";

statement.executeUpdate(sql1);

System.***out***

.println("Created table and procedures in given database...");

// end create table

} **catch** (Exception e) {

System.***out***.println(e.getMessage());

}

}

**public** **void** insertIntoDataBase() **throws** Exception {

**try** {

// This will load the MySQL driver, each DB has its own driver

Class.*forName*("com.mysql.jdbc.Driver");

// Setup the connection with the DB

connect = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("Inserting records into the table...");

statement = connect.createStatement();

/\*String sql="delete from Bkan\_Hzhan\_employees; ";

statement.executeUpdate(sql);\*/

String sql = "INSERT INTO Bkan\_Hzhan\_employees(employee\_id, first\_name, last\_name, email, phone\_number, department\_id, location) " + "VALUES (101, 'Bill', 'Black', 'gob@gmail.com', '312-933-4097', 20, 'IT');";

statement.executeUpdate(sql);

sql = "INSERT INTO Bkan\_Hzhan\_employees(employee\_id, first\_name, last\_name, email, phone\_number, department\_id, location) " + "VALUES (102, 'Bob', 'Smith', 'gag@gmail.com', '312-943-5007', 20, 'IT');";

statement.executeUpdate(sql);

sql = "INSERT INTO Bkan\_Hzhan\_employees(employee\_id, first\_name, last\_name, email, phone\_number, department\_id, location) " + "VALUES (103, 'Halen', 'Katty', 'sala@gmail.com', '312-112-3047', 20, 'IT');";

statement.executeUpdate(sql);

sql = "INSERT INTO Bkan\_Hzhan\_employees(employee\_id, first\_name, last\_name, email, phone\_number, department\_id, location) " + "VALUES (104, 'Tank', 'Brown', 'tuch@gmail.com', '312-984-7692', 20, 'IT');";

statement.executeUpdate(sql);

sql = "INSERT INTO Bkan\_Hzhan\_employees(employee\_id, first\_name, last\_name, email, phone\_number, department\_id, location) " + "VALUES (105, 'James', 'Cook', 'ko@gmail.com', '310-945-4023', 20, 'IT');";

statement.executeUpdate(sql);

sql = "INSERT INTO Bkan\_Hzhan\_employees(employee\_id, first\_name, last\_name, email, phone\_number, department\_id, location) " + "VALUES (106, 'Wale', 'Smith', 'giant@gmail.com', '334-633-4071', 30, 'Marketing');";

statement.executeUpdate(sql);

sql = "INSERT INTO Bkan\_Hzhan\_employees(employee\_id, first\_name, last\_name, email, phone\_number, department\_id, location) " + "VALUES (107, 'Jing', 'Kerry', 'running@gmail.com', '365-283-4065', 30, 'Marketing');";

statement.executeUpdate(sql);

sql = "INSERT INTO Bkan\_Hzhan\_employees(employee\_id, first\_name, last\_name, email, phone\_number, department\_id, location) " + "VALUES (108, 'Lebrone', 'James', 'lj@gmail.com', '312-976-3987', 40, 'Finance');";

statement.executeUpdate(sql);

sql = "INSERT INTO Bkan\_Hzhan\_employees(employee\_id, first\_name, last\_name, email, phone\_number, department\_id, location) " + "VALUES (109, 'Kobe', 'Briant', 'kb@gmail.com', '312-900-7056', 50, 'Service');";

statement.executeUpdate(sql);

sql = "INSERT INTO Bkan\_Hzhan\_employees(employee\_id, first\_name, last\_name, email, phone\_number, department\_id, location) " + "VALUES (110, 'Chris', 'Pole', 'cp1@gmail.com', '313-317-4023', 60, 'Management');";

statement.executeUpdate(sql);

sql = "INSERT INTO Bkan\_Hzhan\_employees(employee\_id, first\_name, last\_name, email, phone\_number, department\_id, location) " + "VALUES (111, 'Todd', 'Jimpson', 'tj@gmail.com', '348-268-4097', 70, 'Sale');";

statement.executeUpdate(sql);

/\*sql = "INSERT INTO Bkan\_Hzhan\_tickets(ticketNo, FirstName, LastName, fldType, Assignee) " + "VALUES (001, 'test', 'test', 'test', 103);";

statement.executeUpdate(sql);\*/

System.***out***.println("Inserted records into the table...");

} **catch** (Exception e) {

System.***out***.println(e.getMessage());

}

}

**public** **static** **void** main(String[] args) **throws** Exception {

CreateTable CREATE = **new** CreateTable();

CREATE.createDataBase();

CREATE.insertIntoDataBase();

}// end main

}// end JDBCExample

**DatePicker.java**

**import** java.awt.\*;

**import** java.awt.event.\*;

**import** javax.swing.\*;

**class** DatePicker {

**int** month = java.util.Calendar.*getInstance*().get(java.util.Calendar.***MONTH***);

**int** year = java.util.Calendar.*getInstance*().get(java.util.Calendar.***YEAR***);;

JLabel l = **new** JLabel("", JLabel.***CENTER***);

String day = "";

JDialog d;

JButton[] button = **new** JButton[49];

**public** DatePicker(JFrame parent) {

d = **new** JDialog();

d.setModal(**true**);

String[] header = { "Sun", "Mon", "Tue", "Wed", "Thur", "Fri", "Sat" };

JPanel p1 = **new** JPanel(**new** GridLayout(7, 7));

p1.setPreferredSize(**new** Dimension(430, 120));

**for** (**int** x = 0; x < button.length; x++) {

**final** **int** selection = x;

button[x] = **new** JButton();

button[x].setFocusPainted(**false**);

button[x].setBackground(Color.***white***);

**if** (x > 6)

button[x].addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent ae) {

day = button[selection].getActionCommand();

d.dispose();

}

});

**if** (x < 7) {

button[x].setText(header[x]);

button[x].setForeground(Color.***red***);

}

p1.add(button[x]);

}

JPanel p2 = **new** JPanel(**new** GridLayout(1, 3));

JButton previous = **new** JButton("<< Previous");

previous.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent ae) {

month--;

displayDate();

}

});

p2.add(previous);

p2.add(l);

JButton next = **new** JButton("Next >>");

next.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent ae) {

month++;

displayDate();

}

});

p2.add(next);

d.add(p1, BorderLayout.***CENTER***);

d.add(p2, BorderLayout.***SOUTH***);

d.pack();

d.setLocationRelativeTo(parent);

displayDate();

d.setVisible(**true**);

}

**public** **void** displayDate() {

**for** (**int** x = 7; x < button.length; x++)

button[x].setText("");

java.text.SimpleDateFormat sdf = **new** java.text.SimpleDateFormat(

"MMMM yyyy");

java.util.Calendar cal = java.util.Calendar.*getInstance*();

cal.set(year, month, 1);

**int** dayOfWeek = cal.get(java.util.Calendar.***DAY\_OF\_WEEK***);

**int** daysInMonth = cal.getActualMaximum(java.util.Calendar.***DAY\_OF\_MONTH***);

**for** (**int** x = 6 + dayOfWeek, day = 1; day <= daysInMonth; x++, day++)

button[x].setText("" + day);

l.setText(sdf.format(cal.getTime()));

d.setTitle("Date Picker");

}

**public** String setPickedDate() {

**if** (day.equals(""))

**return** day;

java.text.SimpleDateFormat sdf = **new** java.text.SimpleDateFormat(

"MM-dd-yyyy");

java.util.Calendar cal = java.util.Calendar.*getInstance*();

cal.set(year, month, Integer.*parseInt*(day));

**return** sdf.format(cal.getTime());

}

}

**InsertData.java**

/\* Program to insert records into Bkan\_Hzhan\_tickets.

Programmer: Hong Zhang, Benda Kan

File Name: InsertData.java

\*

\*/

**import** java.sql.\*;

**import** java.text.DateFormat;

**import** java.text.ParseException;

**import** java.text.SimpleDateFormat;

**import** java.util.Locale;

**import** javax.swing.\*;

**import** javax.swing.border.\*;

**import** java.awt.\*;

**import** java.awt.event.\*;

**public** **class** InsertData **extends** JFrame{

**private** Connection connect = **null**;

**private** Statement statement = **null**;

**private** **int** assignee, tech\_required;

**private** String first\_name = **null**,

last\_name = **null**,

fld\_type = **null**,

status = "Open",

priority = **null**,

description = **null**,

assig = **null**,

tech = **null**;

**private** java.util.Date start\_date, end\_date;

**private** java.sql.Date sqlStartDate, sqlEndDate;

**private** JLabel lb\_firstName, lb\_lastName, lb\_status, lb\_desc,

lb\_start\_date, lb\_end\_date, lb\_assig, lb\_tech;

**private** JTextField tf\_firstName, tf\_lastName, tf\_desc, tf\_assig,

tf\_tech, tf\_start\_date, tf\_end\_date;

**private** JCheckBox jk\_status;

**private** JComboBox jc\_assig, jc\_tech;

**private** JButton button1, button2, button3, button\_pop1, button\_pop2;

**private** JRadioButton jrb1, jrb2, jrb3, jrb4, jrb5, jrb6;

**private** JPanel jp1, jp2, jprb1, jprb2, jp3, jp4, p1, p2;

**private** ButtonGroup bgroup1, bgroup2;

**private** JFrame f1, f2;

AbstractButton aButton, bButton;

**static** **private** String selectedString(ItemSelectable is) {

Object selected[] = is.getSelectedObjects();

**return** ((selected.length == 0) ? "null" : (String) selected[0]);

}

**public** InsertData() {

// the panel of ticket information

jp1 = **new** JPanel(**new** FlowLayout(FlowLayout.***LEFT***, 2, 2));

jp1.setBorder(**new** TitledBorder("Ticket Information"));

lb\_firstName = **new** JLabel("First Name ");

jp1.add(lb\_firstName);

tf\_firstName = **new** JTextField(20);

jp1.add(tf\_firstName);

lb\_lastName = **new** JLabel("Last Name ");

jp1.add(lb\_lastName);

tf\_lastName = **new** JTextField(10);

jp1.add(tf\_lastName);

lb\_status = **new** JLabel("Ticket Status ");

jp1.add(lb\_status);

jk\_status = **new** JCheckBox("Open", **true**);

jk\_status.setMnemonic('S');

jp1.add(jk\_status);

// the panel of description of problem

jp2 = **new** JPanel(**new** GridLayout(0, 2, 4, 4));

jp2.setBorder(**new** TitledBorder("Description of Problem"));

// create radio buttons panel for Field Type

jprb1 = **new** JPanel(**new** GridLayout(0, 1, 5, 5));

jprb1.setBorder(**new** TitledBorder("Field Type"));

jrb1 = **new** JRadioButton("Email login Issue");

jrb2 = **new** JRadioButton("Connectivity Issue");

jrb3 = **new** JRadioButton("Software Issue");

jrb4 = **new** JRadioButton("Hardware Issue ");

bgroup1 = **new** ButtonGroup();

bgroup1.add(jrb1);

bgroup1.add(jrb2);

bgroup1.add(jrb3);

bgroup1.add(jrb4);

jprb1.add(jrb1);

jprb1.add(jrb2);

jprb1.add(jrb3);

jprb1.add(jrb4);

ActionListener sliceActionListener = **new** ActionListener() {

**public** **void** actionPerformed(ActionEvent actionEvent) {

aButton = (AbstractButton) actionEvent.getSource();

}

};

jrb1.addActionListener(sliceActionListener);

jrb2.addActionListener(sliceActionListener);

jrb3.addActionListener(sliceActionListener);

jrb4.addActionListener(sliceActionListener);

// create radio buttons panel for priority

jprb2 = **new** JPanel(**new** GridLayout(0, 1, 3, 3));

jprb2.setBorder(**new** TitledBorder("Priority"));

jrb5 = **new** JRadioButton("High");

jrb6 = **new** JRadioButton("Low");

bgroup2 = **new** ButtonGroup();

bgroup2.add(jrb5);

bgroup2.add(jrb6);

jprb2.add(jrb5);

jprb2.add(jrb6);

ActionListener sliceActionListener1 = **new** ActionListener() {

**public** **void** actionPerformed(ActionEvent actionEvent) {

bButton = (AbstractButton) actionEvent.getSource();

}

};

jrb5.addActionListener(sliceActionListener1);

jrb6.addActionListener(sliceActionListener1);

// create text field for description

lb\_desc = **new** JLabel("Description");

tf\_desc = **new** JTextField(20);

// add items to the panel of description of problem

jp2.add(jprb1);

jp2.add(jprb2);

jp2.add(lb\_desc);

jp2.add(tf\_desc);

// the panel of Technician Response

jp3 = **new** JPanel(**new** GridLayout(0, 1, 4, 4));

jp3.setBorder(**new** TitledBorder("Technician Response "));

// create assignee

lb\_assig = **new** JLabel("Assigned To (ID#) ");

jc\_assig = **new** JComboBox(**new** String[]{"", "101", "102", "103", "104", "105"});

// create technician number required

lb\_tech = **new** JLabel("Technician Number Required ");

jc\_tech = **new** JComboBox(**new** String[]{"", "1", "2", "3", "4", "5"});

// create start date

lb\_start\_date = **new** JLabel("Start Date ");

p1 = **new** JPanel();

tf\_start\_date = **new** JTextField(10);

button\_pop1 = **new** JButton("popup");

p1.add(tf\_start\_date);

p1.add(button\_pop1);

// create end date

lb\_end\_date = **new** JLabel("End Date ");

p2 = **new** JPanel();

tf\_end\_date = **new** JTextField(10);

button\_pop2 = **new** JButton("popup");

p2.add(tf\_end\_date);

p2.add(button\_pop2);

// add items to the panel of Technician Response

jp3.add(lb\_assig);

jp3.add(jc\_assig);

jp3.add(lb\_tech);

jp3.add(jc\_tech);

jp3.add(lb\_start\_date);

jp3.add(p1);

jp3.add(lb\_end\_date);

jp3.add(p2);

ItemListener itemListener1 = **new** ItemListener() {

**public** **void** itemStateChanged(ItemEvent itemEvent) {

**int** state = itemEvent.getStateChange();

System.***out***.println((state == ItemEvent.***SELECTED***) ? "Selected" : "Deselected");

System.***out***.println("Item: " + itemEvent.getItem());

ItemSelectable is = itemEvent.getItemSelectable();

assig = *selectedString*(is);

System.***out***.println(", Selected: " + *selectedString*(is));

}

};

jc\_assig.addItemListener(itemListener1);

ItemListener itemListener2 = **new** ItemListener() {

**public** **void** itemStateChanged(ItemEvent itemEvent) {

**int** state = itemEvent.getStateChange();

System.***out***.println((state == ItemEvent.***SELECTED***) ? "Selected" : "Deselected");

System.***out***.println("Item: " + itemEvent.getItem());

ItemSelectable is = itemEvent.getItemSelectable();

tech = *selectedString*(is);

System.***out***.println(", Selected: " + *selectedString*(is));

}

};

jc\_tech.addItemListener(itemListener2);

// the panel of buttons

jp4 = **new** JPanel(**new** FlowLayout(FlowLayout.***LEFT***, 2, 2));

button1 = **new** JButton("Create Ticket");

jp4.add(button1);

button3 = **new** JButton("Back to menu");

jp4.add(button3);

button2 = **new** JButton("Quit");

jp4.add(button2);

event e = **new** event();

button1.addActionListener(e);

button2.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent e){

Container frame = button2.getParent();

**do**

frame = frame.getParent();

**while** (!(frame **instanceof** JFrame));

((JFrame) frame).dispose();

}

});

button3.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent e) {

dispose();

Menu m = **new** Menu();

}

});

// add panel to frame

**this**.setLayout(**new** BorderLayout(5, 10));

**this**.add(jp1, BorderLayout.***NORTH***);

**this**.add(jp2, BorderLayout.***CENTER***);

**this**.add(jp3, BorderLayout.***EAST***);

**this**.add(jp4, BorderLayout.***SOUTH***);

f1 = **new** JFrame();

button\_pop1.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent ae) {

String startDate = **new** DatePicker(f1).setPickedDate();

tf\_start\_date.setText(startDate);

DateFormat sourceFormat = **new** SimpleDateFormat("MM-dd-yyyy");

**try** {

start\_date = sourceFormat.parse(startDate);

} **catch** (ParseException e) {

// **TODO** Auto-generated catch block

e.printStackTrace();

}

sqlStartDate= **new** java.sql.Date(start\_date.getTime());

System.***out***.println("Date: " + sqlStartDate);

}

});

f2 = **new** JFrame();

button\_pop2.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent ae1) {

String endDate = **new** DatePicker(f2).setPickedDate();

tf\_end\_date.setText(endDate);

DateFormat sourceFormat = **new** SimpleDateFormat("MM-dd-yyyy");

**try** {

end\_date = sourceFormat.parse(endDate);

} **catch** (ParseException e) {

// **TODO** Auto-generated catch block

e.printStackTrace();

}

sqlEndDate= **new** java.sql.Date(end\_date.getTime());

System.***out***.println("Date: " + sqlEndDate);

}

});

**this**.setTitle("Help Desk Trouble Ticket");

**this**.setSize(800, 600);

**this**.setLocationRelativeTo(**null**); // Center the frame

**this**.setDefaultCloseOperation(JFrame.***EXIT\_ON\_CLOSE***);

**this**.setVisible(**true**);

}

**public** **class** event **implements** ActionListener {

**public** **void** actionPerformed(ActionEvent e) {

**try** {

first\_name = tf\_firstName.getText();

last\_name = tf\_lastName.getText();

priority = bButton.getText();

fld\_type = aButton.getText();

description = tf\_desc.getText();

assignee = Integer.*parseInt*(assig);

tech\_required = Integer.*parseInt*(tech);

dispose();

Date start = sqlStartDate;

Date end = sqlEndDate;

System.***out***.println("first name: " + first\_name);

System.***out***.println("last name: " + last\_name);

System.***out***.println("flyType: " + fld\_type);

System.***out***.println("status: " + status);

System.***out***.println("start date: " + start);

System.***out***.println("end date: " + end);

System.***out***.println("assignee: " + assignee);

System.***out***.println("priority: " + priority);

System.***out***.println("description: " + description);

System.***out***.println("tech\_required: " + tech\_required);

// This will load the MySQL driver, each DB has its own driver

Class.*forName*("com.mysql.jdbc.Driver");

// Setup the connection with the DB

connect = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("Inserting records into the table...");

statement = connect.createStatement();

String sql = "INSERT INTO Bkan\_Hzhan\_tickets(FirstName, LastName, "

+ "fldType, Status, StartDate, EndDate, Assignee, Priority, "

+ "Description, TechsRequired) " +

"VALUES ('"+first\_name+"', '"+last\_name+"','"+fld\_type+"', "

+ "'"+status+"', '"+start+"', '"+end+"', "

+ "'"+assignee+"', '"+priority+"', "

+ "'"+description+"', '"+tech\_required+"')";

statement.executeUpdate(sql);

System.***out***.println("Inserted records into the table...");

JOptionPane.*showMessageDialog*(**null**,

"Create ticket successfully!");

**new** Menu();

}

**catch**(Exception e2) {System.***out***.println(e2.getMessage());

JOptionPane.*showMessageDialog*(**null**, "Warn: not null allowed!");

}

}

}

**public** **static** **void** main(String[] args) **throws** Exception {

InsertData frame = **new** InsertData();

frame.setTitle("Help Dest Trouble Ticket");

frame.setSize(800, 600);

frame.setLocationRelativeTo(**null**); // Center the frame

frame.setDefaultCloseOperation(JFrame.***EXIT\_ON\_CLOSE***);

frame.setVisible(**true**);

} // end of main

}

**CloseTicket.java**

**import** java.awt.event.ActionEvent;

**import** java.awt.event.ActionListener;

**import** java.sql.\*;

**import** javax.swing.JFrame;

**import** javax.swing.JOptionPane;

**public** **class** CloseTicket {

**private** **static** Connection *connect* = **null**;

**private** **static** Statement *statement* = **null**;

**private** **static** **int** *id*;

**private** **static** String *number* = "";

**private** **static** String *first\_name* = **null**;

**private** **static** **int** *assignee*;

**private** **static** **int** *tech\_required*;

**private** **static** String *last\_name* = **null**;

**private** **static** String *fld\_type* = **null**;

**private** **static** String *status* = **null**;

**private** **static** String *priority* = **null**;

**private** **static** String *description* = **null**;

**private** **static** Date *start*;

**private** **static** Date *end*;

**public** CloseTicket() {

**int** repeat = 0;

String answer;

JOptionPane.*showMessageDialog*(**null**,

"Attention: If you close a ticket, you cannot update it anymore!", "Mention",JOptionPane.***PLAIN\_MESSAGE*** );

**try** {

*id*=0;

*Close*();

**if**(*status*.equals("Closed")) {

JOptionPane.*showMessageDialog*(**null**,

"Ticket #" + *id* + " has been closed, please enter another ticket number", "Result",JOptionPane.***PLAIN\_MESSAGE*** );

**new** Menu();

}

**else**{

answer = JOptionPane.*showInputDialog*("Close a Ticket?\n"

+ "enter 1 to continue or other numbers to exit");

repeat = Integer.*parseInt*(answer);

**if** (repeat == 1)

*result*();

**else**

**new** Menu();}

} **catch** (Exception e) {

// **TODO** Auto-generated catch block

e.printStackTrace();

JOptionPane.*showMessageDialog*(**null**, "Warn: ticket not found!");

**new** Menu();

}

}// end of CloseTicket()

**static** **void** Close() {

**try**{

*first\_name* = **null**;

*first\_name* = **null**;

*assignee*=0;

*tech\_required*=0;

*last\_name* = **null**;

*fld\_type* = **null**;

*status* = **null**;

*priority* = **null**;

*description* = **null**;

*start*=**null**;

*end*=**null**;

*number* = JOptionPane.*showInputDialog*("Please input the ticket ID which you want to close?");

*id* = Integer.*parseInt*(*number*);

Class.*forName*("com.mysql.jdbc.Driver");

System.***out***.println("Connecting to a selected database...");

// Setup the connection with the DB

*connect* = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("Connected database successfully...");

// Select a ticket

System.***out***.println("select a ticket in given database...");

*statement* = *connect*.createStatement();

String sql = "SELECT ticketNo, FirstName, LastName, fldType, "

+ "Status, StartDate, EndDate, Assignee, Priority, "

+ "Description, TechsRequired FROM Bkan\_Hzhan\_tickets " +

"WHERE ticketNo = '"+*id*+"'";

ResultSet rs = *statement*.executeQuery(sql);

**while**(rs.next()) {

//Extract data from result set

*first\_name* = rs.getString("FirstName");

*last\_name* = rs.getString("LastName");

*fld\_type* = rs.getString("fldType");

*status* = rs.getString("Status");

*start* = rs.getDate("StartDate");

*end* = rs.getDate("EndDate");

*assignee* = rs.getInt("Assignee");

*priority* = rs.getString("Priority");

*description* = rs.getString("Description");

*tech\_required* = rs.getInt("TechsRequired");

//Display values

System.***out***.println("TicketID: " + *id*);

System.***out***.println("FirstName: " + *first\_name*);

System.***out***.println("LastName: " + *last\_name*);

System.***out***.println("fldType: " + *fld\_type*);

System.***out***.println("StartDate: " + *start*);

System.***out***.println("EndDate: " + *end*);

System.***out***.println("Assignee: " + *assignee*);

System.***out***.println("Priority: " + *priority*);

System.***out***.println("Description: " + *description*);

System.***out***.println("TechsRequired: " + *tech\_required*);

}

rs.close();

}

**catch** (Exception e) {

System.***out***.println(e.getMessage());

}

}

**static** **void** result() **throws** Exception{

**try**{

*id* = Integer.*parseInt*(*number*);

// This will load the MySQL driver, each DB has its own driver

Class.*forName*("com.mysql.jdbc.Driver");

System.***out***.println("Connecting to a selected database...");

// Setup the connection with the DB

*connect* = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("Connected database successfully...");

// update the status to close

System.***out***.println("Update table of status column in given database...");

*statement* = *connect*.createStatement();

String sql = "UPDATE Bkan\_Hzhan\_tickets " +

"SET status = 'Closed' WHERE ticketNo = "+*id*;

*statement*.executeUpdate(sql);

System.***out***

.println("close a ticket in given database...");

JOptionPane.*showMessageDialog*(**null**,

"Ticket #" + *id* + " is closed", "Result",JOptionPane.***PLAIN\_MESSAGE*** );

**new** Menu();

}

**catch**(Exception e2) {System.***out***.println(e2.getMessage());

JOptionPane.*showMessageDialog*(**null**, "Warn: Incorrect!");

**new** Menu();}

// end create table

}

**public** **static** **void** main(String[] args) {

**new** CloseTicket();

}//end main

}//end CloseTicket

**UpdateTicket.java**

**import** java.sql.\*;

**import** java.text.DateFormat;

**import** java.text.ParseException;

**import** java.text.SimpleDateFormat;

**import** javax.swing.\*;

**import** javax.swing.border.\*;

**import** java.awt.\*;

**import** java.awt.event.\*;

**public** **class** UpdateTicket **extends** JFrame{

**private** **static** Connection *connect* = **null**;

**private** **static** Statement *statement* = **null**;

**private** **static** **int** *id*;

**private** **static** **int** *assignee*;

**private** **static** **int** *tech\_required*;

**private** **static** String *first\_name* = **null**;

**private** **static** String *last\_name* = **null**;

**private** **static** String *fld\_type* = **null**;

**private** **static** String *status* = **null**;

**private** **static** String *priority* = **null**;

**private** **static** String *description* = **null**;

**private** **static** Date *start*;

**private** **static** Date *end*;

**private** java.util.Date end\_date;

**private** java.sql.Date sqlEndDate;

**private** JLabel lb\_id, lb\_id1, lb\_firstName, lb\_firstName1,

lb\_lastName, lb\_lastName1, lb\_status, lb\_status1,

lb\_start\_date, lb\_start\_date1, lb\_end\_date, lb\_assig;

**private** JTextField tf\_desc, tf\_end\_date;

**private** JButton button1, button2, button\_pop2, button3, button4, button5, button6, button7, button8;

**private** JRadioButton jrb1, jrb2, jrb3, jrb4, jrb5, jrb6, jrb7, jrb8, jrb9, jrb10, jrb11;

**private** JPanel jp1, jp2, jprb1, jprb2, jprb3, jprb4, jp3, jp4, p2;

**private** ButtonGroup bgroup1, bgroup2, bgroup3;

**private** JFrame f2;

AbstractButton aButton, bButton, cButton;

**public** UpdateTicket(){

**try** {

*Select*();

**while**(*status*.equals("Closed")) {

JOptionPane.*showMessageDialog*(**null**,

"Ticket #" + *id* + " has been already closed", "Warn",JOptionPane.***PLAIN\_MESSAGE*** );

*Select*();

}

Update();

} **catch** (Exception e) {

// **TODO** Auto-generated catch block

e.printStackTrace();

JOptionPane.*showMessageDialog*(**null**,

"Ticket #" + *id* + " not found", "Warn",JOptionPane.***PLAIN\_MESSAGE*** );

dispose();

**new** Menu();

}

}// end of UpdateTicket()

**static** **void** Select(){

**try** {

*first\_name* = **null**;

*first\_name* = **null**;

*assignee*=0;

*tech\_required*=0;

*last\_name* = **null**;

*fld\_type* = **null**;

*status* = **null**;

*priority* = **null**;

*description* = **null**;

*start*=**null**;

*end*=**null**;

String number = "";

number = JOptionPane.*showInputDialog*("Please input the ticket ID which you want to update?");

/\*while(number == null || number.equals(""))

number = JOptionPane.showInputDialog("Please input some data!\n "

+ "Please input the ticket ID which you want to update?");\*/

*id* = Integer.*parseInt*(number);

// This will load the MySQL driver, each DB has its own driver

Class.*forName*("com.mysql.jdbc.Driver");

System.***out***.println("Connecting to a selected database...");

// Setup the connection with the DB

*connect* = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("Connected database successfully...");

//Select a ticket

System.***out***.println("select a ticket in given database...");

*statement* = *connect*.createStatement();

String sql = "SELECT ticketNo, FirstName, LastName, fldType, "

+ "Status, StartDate, EndDate, Assignee, Priority, "

+ "Description, TechsRequired FROM Bkan\_Hzhan\_tickets " +

"WHERE ticketNo = '"+*id*+"'";

ResultSet rs = *statement*.executeQuery(sql);

**while**(rs.next()) {

//Extract data from result set

*first\_name* = rs.getString("FirstName");

*last\_name* = rs.getString("LastName");

*fld\_type* = rs.getString("fldType");

*status* = rs.getString("Status");

*start* = rs.getDate("StartDate");

*end* = rs.getDate("EndDate");

*assignee* = rs.getInt("Assignee");

*priority* = rs.getString("Priority");

*description* = rs.getString("Description");

*tech\_required* = rs.getInt("TechsRequired");

//Display values

System.***out***.println("TicketID: " + *id*);

System.***out***.println("FirstName: " + *first\_name*);

System.***out***.println("LastName: " + *last\_name*);

System.***out***.println("fldType: " + *fld\_type*);

System.***out***.println("StartDate: " + *start*);

System.***out***.println("EndDate: " + *end*);

System.***out***.println("Assignee: " + *assignee*);

System.***out***.println("Priority: " + *priority*);

System.***out***.println("Description: " + *description*);

System.***out***.println("TechsRequired: " + *tech\_required*);

}

rs.close();

System.***out***

.println("select a ticket in given database...");

} **catch** (Exception e) {

System.***out***.println(e.getMessage());

JOptionPane.*showMessageDialog*(**null**, "Warn: Please input a number!");

*Select*();

}

}

**public** **void** Update() {

// the panel of ticket information

jp1 = **new** JPanel(**new** FlowLayout(FlowLayout.***LEFT***, 2, 2));

jp1.setBorder(**new** TitledBorder("Ticket Information"));

lb\_id = **new** JLabel("Ticket No: #");

jp1.add(lb\_id);

lb\_id1 = **new** JLabel(Integer.*toString*(*id*));

jp1.add(lb\_id1);

lb\_firstName = **new** JLabel(" First Name: ");

jp1.add(lb\_firstName);

lb\_firstName1 = **new** JLabel(*first\_name*);

jp1.add(lb\_firstName1);

lb\_lastName = **new** JLabel(" Last Name: ");

jp1.add(lb\_lastName);

lb\_lastName1 = **new** JLabel(*last\_name*);

jp1.add(lb\_lastName1);

lb\_status = **new** JLabel(" Ticket Status: ");

jp1.add(lb\_status);

lb\_status1 = **new** JLabel(*status*);

jp1.add(lb\_status1);

// the panel of description of problem

jp2 = **new** JPanel(**new** GridLayout(0, 1, 4, 4));

jp2.setBorder(**new** TitledBorder("Description of Problem"));

// show radio buttons panel for Field Type

jprb1 = **new** JPanel(**new** GridLayout(0, 1, 5, 5));

jprb1.setBorder(**new** TitledBorder("Field Type"));

jrb1 = **new** JRadioButton("Email login Issue");

jrb2 = **new** JRadioButton("Connectivity Issue");

jrb3 = **new** JRadioButton("Software Issue");

jrb4 = **new** JRadioButton("Hardware Issue ");

bgroup1 = **new** ButtonGroup();

bgroup1.add(jrb1);

bgroup1.add(jrb2);

bgroup1.add(jrb3);

bgroup1.add(jrb4);

//identify selected button

**if** (*fld\_type*.equals("Email login Issue"))

jrb1.setSelected(**true**);

**else** **if** (*fld\_type*.equals("Connectivity Issue"))

jrb2.setSelected(**true**);

**else** **if** (*fld\_type*.equals("Software Issue"))

jrb3.setSelected(**true**);

**else**

jrb4.setSelected(**true**);

jprb1.add(jrb1);

jprb1.add(jrb2);

jprb1.add(jrb3);

jprb1.add(jrb4);

ActionListener sliceActionListener = **new** ActionListener() {

**public** **void** actionPerformed(ActionEvent actionEvent) {

aButton = (AbstractButton) actionEvent.getSource();

System.***out***.println("Selected: " + aButton.getText());

*fld\_type* = aButton.getText();

}

};

jrb1.addActionListener(sliceActionListener);

jrb2.addActionListener(sliceActionListener);

jrb3.addActionListener(sliceActionListener);

jrb4.addActionListener(sliceActionListener);

button3 = **new** JButton("Update Field Type");

jprb1.add(button3);

event1 fte = **new** event1();

button3.addActionListener(fte);

// show radio buttons panel for priority

jprb2 = **new** JPanel(**new** GridLayout(0, 1, 3, 3));

jprb2.setBorder(**new** TitledBorder("Priority"));

jrb5 = **new** JRadioButton("High");

jrb6 = **new** JRadioButton("Low");

bgroup2 = **new** ButtonGroup();

bgroup2.add(jrb5);

bgroup2.add(jrb6);

//identify selected button

**if** (*priority*.equals("High"))

jrb5.setSelected(**true**);

**else**

jrb6.setSelected(**true**);

jprb2.add(jrb5);

jprb2.add(jrb6);

ActionListener sliceActionListener1 = **new** ActionListener() {

**public** **void** actionPerformed(ActionEvent actionEvent) {

bButton = (AbstractButton) actionEvent.getSource();

System.***out***.println("Selected: " + bButton.getText());

*priority* = bButton.getText();

}

};

jrb5.addActionListener(sliceActionListener1);

jrb6.addActionListener(sliceActionListener1);

button4 = **new** JButton("Update Priority");

jprb2.add(button4);

event2 pe = **new** event2();

button4.addActionListener(pe);

// show text field for description

jprb4 = **new** JPanel(**new** GridLayout(0,2,2,2));

jprb4.setBorder(**new** TitledBorder("Description"));

tf\_desc = **new** JTextField(*description*);

button5 = **new** JButton("Update Description");

jprb4.add(tf\_desc);

jprb4.add(button5);

event3 de = **new** event3();

button5.addActionListener(de);

// add items to the panel of description of problem

jp2.add(jprb1);

jp2.add(jprb2);

jp2.add(jprb4);

// the panel of Technician Response

jp3 = **new** JPanel(**new** GridLayout(0, 1, 4, 4));

jp3.setBorder(**new** TitledBorder("Technician Response "));

// show assignee

lb\_assig = **new** JLabel("Assigned To Employee ID #" + *assignee*);

// show radio buttons panel for technician number required

jprb3 = **new** JPanel(**new** GridLayout(0, 2, 3, 3));

jprb3.setBorder(**new** TitledBorder("Technician Number Required"));

jrb7 = **new** JRadioButton("1");

jrb8 = **new** JRadioButton("2");

jrb9 = **new** JRadioButton("3");

jrb10 = **new** JRadioButton("4");

jrb11 = **new** JRadioButton("5");

bgroup3 = **new** ButtonGroup();

bgroup3.add(jrb7);

bgroup3.add(jrb8);

bgroup3.add(jrb9);

bgroup3.add(jrb10);

bgroup3.add(jrb11);

//identify selected button

**if** (*tech\_required* == 1)

jrb7.setSelected(**true**);

**else** **if** (*tech\_required* == 2)

jrb8.setSelected(**true**);

**else** **if** (*tech\_required* == 3)

jrb9.setSelected(**true**);

**else** **if** (*tech\_required* == 4)

jrb10.setSelected(**true**);

**else**

jrb11.setSelected(**true**);

jprb3.add(jrb7);

jprb3.add(jrb8);

jprb3.add(jrb9);

jprb3.add(jrb10);

jprb3.add(jrb11);

ActionListener sliceActionListener2 = **new** ActionListener() {

**public** **void** actionPerformed(ActionEvent actionEvent) {

cButton = (AbstractButton) actionEvent.getSource();

System.***out***.println("Selected: " + cButton.getText());

*tech\_required* = Integer.*parseInt*(cButton.getText());

}

};

jrb7.addActionListener(sliceActionListener2);

jrb8.addActionListener(sliceActionListener2);

jrb9.addActionListener(sliceActionListener2);

jrb10.addActionListener(sliceActionListener2);

jrb11.addActionListener(sliceActionListener2);

button6 = **new** JButton("Update Technician Required");

event4 tre = **new** event4();

button6.addActionListener(tre);

// show start date

DateFormat df = **new** SimpleDateFormat("MM/dd/yyyy");

lb\_start\_date = **new** JLabel(" Start Date: " + df.format(*start*));

// show end date

p2 = **new** JPanel();

lb\_end\_date = **new** JLabel("End Date: ");

tf\_end\_date = **new** JTextField(df.format(*end*));

button\_pop2 = **new** JButton("popup");

p2.add(lb\_end\_date);

p2.add(tf\_end\_date);

p2.add(button\_pop2);

button7 = **new** JButton("Update End Date");

event5 ede = **new** event5();

button7.addActionListener(ede);

// add items to the panel of Technician Response

jp3.add(lb\_assig);

jp3.add(jprb3);

jp3.add(button6);

jp3.add(lb\_start\_date);

jp3.add(p2);

jp3.add(button7);

// the panel of buttons

jp4 = **new** JPanel(**new** FlowLayout(FlowLayout.***LEFT***, 2, 2));

button2 = **new** JButton("Quit");

jp4.add(button2);

button8 = **new** JButton("Back to Menu");

jp4.add(button8);

button2.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent e){

Container frame = button2.getParent();

**do**

frame = frame.getParent();

**while** (!(frame **instanceof** JFrame));

((JFrame) frame).dispose();

}

});

button8.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent e){

dispose();

**new** Menu();

}

});

// add panel to frame

**this**.setLayout(**new** BorderLayout(5, 10));

**this**.add(jp1, BorderLayout.***NORTH***);

**this**.add(jp2, BorderLayout.***CENTER***);

**this**.add(jp3, BorderLayout.***EAST***);

**this**.add(jp4, BorderLayout.***SOUTH***);

f2 = **new** JFrame();

button\_pop2.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent ae1) {

String endDate = **new** DatePicker(f2).setPickedDate();

tf\_end\_date.setText(endDate);

DateFormat sourceFormat = **new** SimpleDateFormat("MM-dd-yyyy");

**try** {

end\_date = sourceFormat.parse(endDate);

} **catch** (ParseException e) {

// **TODO** Auto-generated catch block

e.printStackTrace();

}

sqlEndDate= **new** java.sql.Date(end\_date.getTime());

System.***out***.println("Date: " + sqlEndDate);

}

});

setTitle("Update: Trouble Ticket");

setSize(600, 600);

setLocationRelativeTo(**null**); // Center the frame

setDefaultCloseOperation(JFrame.***EXIT\_ON\_CLOSE***);

setVisible(**true**);

}

**public** **class** event1 **implements** ActionListener {

**public** **void** actionPerformed(ActionEvent fte) {

**try** {

*fld\_type* = aButton.getText();

System.***out***.println("flyType: " + *fld\_type*);

// This will load the MySQL driver, each DB has its own driver

Class.*forName*("com.mysql.jdbc.Driver");

// Setup the connection with the DB

*connect* = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("update records into the table...");

*statement* = *connect*.createStatement();

String sql = "UPDATE Bkan\_Hzhan\_tickets SET fldType = '"

+ *fld\_type* + "' WHERE ticketNo = " + *id* + ";";

*statement*.executeUpdate(sql);

System.***out***.println("update a record into the table...");

JOptionPane.*showMessageDialog*(**null**,

"Update fldType successfully!");

}

**catch**(Exception fte1) {System.***out***.println(fte1.getMessage()); }

}

}

**public** **class** event2 **implements** ActionListener {

**public** **void** actionPerformed(ActionEvent pe) {

**try** {

*priority* = bButton.getText();

System.***out***.println("priority: " + *priority*);

// This will load the MySQL driver, each DB has its own driver

Class.*forName*("com.mysql.jdbc.Driver");

// Setup the connection with the DB

*connect* = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("update records into the table...");

*statement* = *connect*.createStatement();

String sql2 = "UPDATE Bkan\_Hzhan\_tickets SET Priority = '"

+ *priority* + "' WHERE ticketNo = " + *id*;

*statement*.executeUpdate(sql2);

System.***out***.println("update a record into the table...");

JOptionPane.*showMessageDialog*(**null**,

"Update Priority successfully!");

}

**catch**(Exception pe1) {System.***out***.println(pe1.getMessage()); }

}

}

**public** **class** event3 **implements** ActionListener {

**public** **void** actionPerformed(ActionEvent de) {

**try** {

*description* = tf\_desc.getText();

System.***out***.println("description: " + *description*);

// This will load the MySQL driver, each DB has its own driver

Class.*forName*("com.mysql.jdbc.Driver");

// Setup the connection with the DB

*connect* = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("update records into the table...");

*statement* = *connect*.createStatement();

String sql4 = "UPDATE Bkan\_Hzhan\_tickets SET Description = '"

+ *description* + "' WHERE ticketNo = " + *id*;

*statement*.executeUpdate(sql4);

System.***out***.println("update a record into the table...");

JOptionPane.*showMessageDialog*(**null**,

"Update Description successfully!");

}

**catch**(Exception de1) {System.***out***.println(de1.getMessage()); }

}

}

**public** **class** event4 **implements** ActionListener {

**public** **void** actionPerformed(ActionEvent tre) {

**try** {

*tech\_required* = Integer.*parseInt*(cButton.getText());

System.***out***.println("tech\_required: " + *tech\_required*);

// This will load the MySQL driver, each DB has its own driver

Class.*forName*("com.mysql.jdbc.Driver");

// Setup the connection with the DB

*connect* = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("update records into the table...");

*statement* = *connect*.createStatement();

String sql3 = "UPDATE Bkan\_Hzhan\_tickets SET TechsRequired = "

+ *tech\_required* + " WHERE ticketNo = " + *id*;

*statement*.executeUpdate(sql3);

System.***out***.println("update a record into the table...");

JOptionPane.*showMessageDialog*(**null**,

"Update Tech Required successfully!");

}

**catch**(Exception tre1) {System.***out***.println(tre1.getMessage()); }

}

}

**public** **class** event5 **implements** ActionListener {

**public** **void** actionPerformed(ActionEvent ede) {

**try** {

System.***out***.println("end date: " + sqlEndDate);

// This will load the MySQL driver, each DB has its own driver

Class.*forName*("com.mysql.jdbc.Driver");

// Setup the connection with the DB

*connect* = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("update records into the table...");

*statement* = *connect*.createStatement();

String sql1 = "UPDATE Bkan\_Hzhan\_tickets SET EndDate = '"

+ sqlEndDate + "' WHERE ticketNo = " + *id*;

*statement*.executeUpdate(sql1);

System.***out***.println("update a record into the table...");

JOptionPane.*showMessageDialog*(**null**,

"Update End Date successfully!");

}

**catch**(Exception ede1) {System.***out***.println(ede1.getMessage()); }

}

}

**public** **static** **void** main(String[] args) {

**new** UpdateTicket();

/\*frame.setTitle("Help Dest Trouble Ticket");

frame.setSize(600, 600);

frame.setLocationRelativeTo(null); // Center the frame

frame.setDefaultCloseOperation(JFrame.EXIT\_ON\_CLOSE);

frame.setVisible(true);\*/

}//end main

}

**ViewTable.java**

**import** java.awt.BorderLayout;

**import** java.awt.Container;

**import** javax.swing.JFrame;

**import** javax.swing.JOptionPane;

**import** javax.swing.JScrollPane;

**import** javax.swing.JTable;

**import** java.sql.\*;

**public** **class** ViewTable **extends** JFrame {

**private** Connection connect = **null**;

**private** Statement statement = **null**;

**private** JTable table;

**public** ViewTable() {

String[] columnNames = { "Ticket No.", "First name","Type", "Status", "Start", "End","Priority","Description","TechsRequired" ,"Assignee ID", "Assignee First name", "Assignee Last name", "Assignee Email", "Assignee Phone"}; // column name

Object[][] rowData = **new** Object[30][14]; // column and array number

String first\_name = JOptionPane.*showInputDialog*("Enter your First name that you want to search: ");

String last\_name = JOptionPane.*showInputDialog*("Enter your Last name that you want to search: ");

**try** {

Class.*forName*("com.mysql.jdbc.Driver");

System.***out***.println("Connecting to a selected database...");

// Setup the connection with the DB

connect = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("Connected database successfully...");

statement = connect.createStatement();

String sql = " SELECT ticketNo, fldType, Status, StartDate, EndDate, employee\_id, first\_name, last\_name, email, phone\_number, FirstName, TechsRequired, Description, Priority FROM Bkan\_Hzhan\_tickets LEFT JOIN Bkan\_Hzhan\_employees ON Bkan\_Hzhan\_employees.employee\_id = Bkan\_Hzhan\_tickets.Assignee "

+ "WHERE FirstName =" + "'"+ first\_name + "'"

+ " AND LastName =" + "'" + last\_name + "';";

ResultSet rs = statement.executeQuery(sql);

**int** count = 0;

// STEP 5: Extract data from result set

**while** (rs.next()) {

rowData[count][0] = rs.getInt("ticketNo");

rowData[count][1] = rs.getString("FirstName");

rowData[count][2] = rs.getString("fldType");

rowData[count][3] = rs.getString("Status");

rowData[count][4] = rs.getDate("StartDate");

rowData[count][5] = rs.getDate("EndDate");

rowData[count][6] = rs.getString("Priority");

rowData[count][7] = rs.getString("Description");

rowData[count][8] = rs.getString("TechsRequired");

rowData[count][9] = rs.getInt("employee\_id");

rowData[count][10] = rs.getString("first\_name");

rowData[count][11] = rs.getString("last\_name");

rowData[count][12] = rs.getString("email");

rowData[count][13] = rs.getString("phone\_number");

count++;

}

rs.close();

Container container = getContentPane();

// container.setLayout(null);

table = **new** JTable(rowData, columnNames);

container.add(**new** JScrollPane(table), BorderLayout.***CENTER***);

setSize(1200, 300);

setVisible(**true**);

setTitle("Your trouble tickets' information");

setLocationRelativeTo(**null**);

} **catch** (Exception ex) {

ex.printStackTrace();

JOptionPane.*showMessageDialog*(**null**,"Your name is not found!");

} **finally** {

// finally block used to close resources

**try** {

**if** (statement != **null**)

connect.close();

} **catch** (SQLException se) {

}// do nothing

**try** {

**if** (connect != **null**)

connect.close();

} **catch** (SQLException se) {

se.printStackTrace();

}

}

}// end ViewTable

**public** **static** **void** main(String[] args) {

**new** ViewTable();

}// end main

} // end class

**ViewAll.java**

**import** java.awt.BorderLayout;

**import** java.awt.Container;

**import** javax.swing.JFrame;

**import** javax.swing.JOptionPane;

**import** javax.swing.JScrollPane;

**import** javax.swing.JTable;

**import** java.sql.\*;

**public** **class** ViewAll **extends** JFrame {

**private** Connection connect = **null**;

**private** Statement statement = **null**;

**private** JTable table;

**public** ViewAll() {

String[] columnNames = { "Ticket No.", "First name","Type", "Status", "Start", "End","Priority","Description","TechsRequired" ,"Assignee ID", "Assignee First name", "Assignee Last name", "Assignee Email", "Assignee Phone"}; // column name

Object[][] rowData = **new** Object[50][14]; // column and array number

**try** {

Class.*forName*("com.mysql.jdbc.Driver");

System.***out***.println("Connecting to a selected database...");

// Setup the connection with the DB

connect = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("Connected database successfully...");

statement = connect.createStatement();

String sql = " SELECT ticketNo, fldType, Status, StartDate, EndDate, employee\_id, first\_name, last\_name, email, phone\_number, FirstName, TechsRequired, Description, Priority FROM Bkan\_Hzhan\_tickets LEFT JOIN Bkan\_Hzhan\_employees ON Bkan\_Hzhan\_employees.employee\_id = Bkan\_Hzhan\_tickets.Assignee ";

ResultSet rs = statement.executeQuery(sql);

**if** (rs == **null**)

JOptionPane.*showMessageDialog*(**null**,"Your name is not found!");

**else**{

**int** count = 0;

// STEP 5: Extract data from result set

**while** (rs.next()) {

rowData[count][0] = rs.getInt("ticketNo");

rowData[count][1] = rs.getString("FirstName");

rowData[count][2] = rs.getString("fldType");

rowData[count][3] = rs.getString("Status");

rowData[count][4] = rs.getDate("StartDate");

rowData[count][5] = rs.getDate("EndDate");

rowData[count][6] = rs.getString("Priority");

rowData[count][7] = rs.getString("Description");

rowData[count][8] = rs.getString("TechsRequired");

rowData[count][9] = rs.getInt("employee\_id");

rowData[count][10] = rs.getString("first\_name");

rowData[count][11] = rs.getString("last\_name");

rowData[count][12] = rs.getString("email");

rowData[count][13] = rs.getString("phone\_number");

count++;

}

}

rs.close();

} **catch** (Exception ex) {

ex.printStackTrace();

} **finally** {

// finally block used to close resources

**try** {

**if** (statement != **null**)

connect.close();

} **catch** (SQLException se) {

}// do nothing

**try** {

**if** (connect != **null**)

connect.close();

} **catch** (SQLException se) {

se.printStackTrace();

}

Container container = getContentPane();

// container.setLayout(null);

table = **new** JTable(rowData, columnNames);

container.add(**new** JScrollPane(table), BorderLayout.***CENTER***);

setSize(1200, 400);

setVisible(**true**);

**this**.setTitle("All tickets' information");

**this**.setLocationRelativeTo(**null**);

}

}// end ViewTable

**public** **static** **void** main(String[] args) {

**new** ViewAll();

}// end main

} // end class

**Choice.java**

**import** java.awt.BorderLayout;

**import** java.awt.Container;

**import** java.awt.FlowLayout;

**import** java.awt.GridLayout;

**import** java.awt.event.ActionEvent;

**import** java.awt.event.ActionListener;

**import** javax.swing.AbstractButton;

**import** javax.swing.ButtonGroup;

**import** javax.swing.JButton;

**import** javax.swing.JFrame;

**import** javax.swing.JPanel;

**import** javax.swing.JRadioButton;

**import** javax.swing.border.TitledBorder;

**public** **class** Choice **extends** JFrame {

**private** JPanel jp4;

**private** JButton button1, button2, button3, button4;

**public** Choice() {

jp4 = **new** JPanel(**new** FlowLayout(FlowLayout.***CENTER***, 2, 2));

button1 = **new** JButton("View all tickets");

jp4.add(button1);

button2 = **new** JButton("View Someone");

jp4.add(button2);

button4 = **new** JButton("Back to menu");

jp4.add(button4);

button3 = **new** JButton("Exit");

jp4.add(button3);

button1.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent ok) {

ViewAll va = **new** ViewAll();

va.setLocationRelativeTo(**null**);

}

});

button2.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent ok) {

ViewTable vt = **new** ViewTable();

vt.setLocationRelativeTo(**null**);

}

});

button4.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent ok) {

dispose();

Menu m = **new** Menu();

}

});

button3.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent e) {

Container frame = button2.getParent();

**do**

frame = frame.getParent();

**while** (!(frame **instanceof** JFrame));

((JFrame) frame).dispose();

}

});

add(jp4, BorderLayout.***CENTER***);

setTitle("Type in a ticket number that you want to see");

setSize(500, 80);

setLocationRelativeTo(**null**); // Center the frame

setDefaultCloseOperation(JFrame.***EXIT\_ON\_CLOSE***);

setVisible(**true**);

}

**public** **static** **void** main(String[] args) {

**new** Choice();

}// end main

}

**DelectChoice.java**

**import** java.awt.BorderLayout;

**import** java.awt.Container;

**import** java.awt.FlowLayout;

**import** java.awt.Frame;

**import** java.awt.event.ActionEvent;

**import** java.awt.event.ActionListener;

**import** java.sql.SQLException;

**import** javax.swing.JButton;

**import** javax.swing.JFrame;

**import** javax.swing.JOptionPane;

**import** javax.swing.JPanel;

**import** javax.swing.JTable;

**public** **class** DeleteChoice **extends** JFrame{

**private** JPanel jp;

**private** JButton button1, button2, button3, button4;

**public** DeleteChoice(){

jp = **new** JPanel(**new** FlowLayout(FlowLayout.***CENTER***, 2, 2));

button1 = **new** JButton("View the Trouble Tickets");

jp.add(button1);

button2 = **new** JButton("Delete Ticket(s)");

jp.add(button2);

button4 = **new** JButton("Back to menu");

jp.add(button4);

button3 = **new** JButton("Exit");

jp.add(button3);

button1.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent ok) {

ViewAll va = **new** ViewAll();

va.setLocationRelativeTo(**null**);

}

});

button2.addActionListener(**new** ActionListener(){

**public** **void** actionPerformed(ActionEvent ok) {

DeleteData dd = **new** DeleteData();

dd.setLocationRelativeTo(**null**);

}

});

button4.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent ok) {

dispose();

Menu m = **new** Menu();

}

});

button3.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent e) {

Container frame = button2.getParent();

**do**

frame = frame.getParent();

**while** (!(frame **instanceof** JFrame));

((JFrame) frame).dispose();

}

});

setTitle("Delete Ticket");

setSize(500, 100);

setLocationRelativeTo(**null**); // Center the frame

setDefaultCloseOperation(JFrame.***EXIT\_ON\_CLOSE***);

setVisible(**true**);

add(jp, BorderLayout.***CENTER***);

/\*}catch (Exception e) {

System.out.println(e.getMessage());

}\*/

}

**public** **static** **void** main(String[] args){

**new** DeleteChoice();

}// end main

}

**UserChoice.java**

**import** java.awt.BorderLayout;

**import** java.awt.Container;

**import** java.awt.FlowLayout;

**import** java.awt.event.ActionEvent;

**import** java.awt.event.ActionListener;

**import** javax.swing.JButton;

**import** javax.swing.JFrame;

**import** javax.swing.JPanel;

**public** **class** UserChoice **extends** JFrame {

**private** JPanel jp4;

**private** JButton button1, button2, button3, button4;

**public** UserChoice() {

jp4 = **new** JPanel(**new** FlowLayout(FlowLayout.***CENTER***, 2, 2));

button1 = **new** JButton("View all tickets");

jp4.add(button1);

button2 = **new** JButton("View Someone");

jp4.add(button2);

button3 = **new** JButton("Exit");

jp4.add(button3);

button1.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent ok) {

ViewAll va = **new** ViewAll();

va.setLocationRelativeTo(**null**);

}

});

button2.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent ok) {

ViewTable vt = **new** ViewTable();

vt.setLocationRelativeTo(**null**);

}

});

button3.addActionListener(**new** ActionListener() {

**public** **void** actionPerformed(ActionEvent e) {

Container frame = button2.getParent();

**do**

frame = frame.getParent();

**while** (!(frame **instanceof** JFrame));

((JFrame) frame).dispose();

}

});

add(jp4, BorderLayout.***CENTER***);

setTitle("Type in a ticket number that you want to see");

setSize(380, 80);

setLocationRelativeTo(**null**); // Center the frame

setDefaultCloseOperation(JFrame.***EXIT\_ON\_CLOSE***);

setVisible(**true**);

}

**public** **static** **void** main(String[] args) {

**new** UserChoice();

}// end main

}

**DeletData.java**

**import** java.sql.Connection;

**import** java.sql.Date;

**import** java.sql.DriverManager;

**import** java.sql.ResultSet;

**import** java.sql.SQLException;

**import** java.sql.Statement;

**import** javax.swing.JFrame;

**import** javax.swing.JOptionPane;

**public** **class** DeleteData **extends** JFrame {

**private** Connection connect = **null**;

**private** Statement statement = **null**;

**private** **int** id;

**private** String number = "";

**private** **static** String *first\_name* = **null**;

**private** **static** **int** *assignee*;

**private** **static** **int** *tech\_required*;

**private** **static** String *last\_name* = **null**;

**private** **static** String *fld\_type* = **null**;

**private** **static** String *status* = **null**;

**private** **static** String *priority* = **null**;

**private** **static** String *description* = **null**;

**private** **static** Date *start*;

**private** **static** Date *end*;

**public** DeleteData() {

**int** repeat = 0;

String answer;

**try** {

Select();

**while**(*status*.equals(**null**)) {

JOptionPane.*showMessageDialog*(**null**,

"Warn: Ticket not found");

/\*Select();\*/

}

answer = JOptionPane

.*showInputDialog*("Are you sure you want to delete ticket#"

+ id

+ "?\n"

+ "enter 1: YES \n"

+ "enter other number: NO");

repeat = Integer.*parseInt*(answer);

**if** (repeat == 1)

Delete();

} **catch** (Exception e) {

// **TODO** Auto-generated catch block

e.printStackTrace();

JOptionPane.*showMessageDialog*(**null**, "Warn: ticket not found!");

}

}// end of UpdateTicket()

**public** **void** Select() {

**try** {

*first\_name* = **null**;

*first\_name* = **null**;

*assignee*=0;

*tech\_required*=0;

*last\_name* = **null**;

*fld\_type* = **null**;

*status* = **null**;

*priority* = **null**;

*description* = **null**;

*start*=**null**;

*end*=**null**;

number = JOptionPane

.*showInputDialog*("Please input the ticket ID which you want to delete");

id = Integer.*parseInt*(number);

// This will load the MySQL driver, each DB has its own driver

Class.*forName*("com.mysql.jdbc.Driver");

System.***out***.println("Connecting to a selected database...");

// Setup the connection with the DB

connect = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("Connected database successfully...");

// Select a ticket

System.***out***.println("select a ticket in given database...");

statement = connect.createStatement();

String sql = "SELECT ticketNo, FirstName, LastName, fldType, "

+ "Status, StartDate, EndDate, Assignee, Priority, "

+ "Description, TechsRequired FROM Bkan\_Hzhan\_tickets " +

"WHERE ticketNo = '"+id+"'";

ResultSet rs = statement.executeQuery(sql);

**while**(rs.next()) {

//Extract data from result set

*first\_name* = rs.getString("FirstName");

*last\_name* = rs.getString("LastName");

*fld\_type* = rs.getString("fldType");

*status* = rs.getString("Status");

*start* = rs.getDate("StartDate");

*end* = rs.getDate("EndDate");

*assignee* = rs.getInt("Assignee");

*priority* = rs.getString("Priority");

*description* = rs.getString("Description");

*tech\_required* = rs.getInt("TechsRequired");

//Display values

System.***out***.println("TicketID: " + id);

System.***out***.println("FirstName: " + *first\_name*);

System.***out***.println("LastName: " + *last\_name*);

System.***out***.println("fldType: " + *fld\_type*);

System.***out***.println("StartDate: " + *start*);

System.***out***.println("EndDate: " + *end*);

System.***out***.println("Assignee: " + *assignee*);

System.***out***.println("Priority: " + *priority*);

System.***out***.println("Description: " + *description*);

System.***out***.println("TechsRequired: " + *tech\_required*);

}

rs.close();

setDefaultCloseOperation(JFrame.***EXIT\_ON\_CLOSE***);

} **catch** (Exception e) {

System.***out***.println(e.getMessage());

/\* dispose(); \*/

}

}

**public** **void** Delete() **throws** Exception {

**try** {

id = Integer.*parseInt*(number);

/\* String number = ""; \*/

Class.*forName*("com.mysql.jdbc.Driver");

System.***out***.println("Connecting to a selected database...");

// Setup the connection with the DB

connect = DriverManager

.*getConnection*("jdbc:mysql://www.papademas.net/tickets?"

+ "user=root&password=jamesp");

System.***out***.println("Connected database successfully...");

statement = connect.createStatement();

// Select a ticket

String sql = "DELETE from Bkan\_Hzhan\_tickets WHERE ticketNo="

+ id;

statement.executeUpdate(sql);

JOptionPane.*showMessageDialog*(**null**,

"Deleted ticket#" + id+ " successfully! ");

} **catch** (Exception e) {

System.***out***.println(e.getMessage());

JOptionPane.*showMessageDialog*(**null**, "Warn: incorrect!");

}

setDefaultCloseOperation(JFrame.***EXIT\_ON\_CLOSE***);

}

**public** **static** **void** main(String[] args){

**new** DeleteData();

}// end main

}

**Menu.java**

**import** java.awt.Graphics;

**import** java.util.regex.Pattern;

**import** javax.swing.JFrame;

**import** javax.swing.JOptionPane;

**public** **class** Menu{

**public** Menu() {

String message = "Welcome to IT help desk touble tickets system." + "\n", response;

message += "\n" + "Enter a number to choose an option:";

message += "\n" + " 1 to view ticket(s)";

message += "\n" + " 2 to insert a ticket";

message += "\n" + " 3 to update a ticket";

message += "\n" + " 4 to delete a ticket";

message += "\n" + " 5 to close a ticket";

message += "\n" + " 6 to exit" + "\n" + " ";

**char** answer = 'Y';

**try** {

response = JOptionPane.*showInputDialog*(message);

**while** (response == **null** || response.equals(""))

response = JOptionPane.*showInputDialog*(message);

// judge if input is string or number

**boolean** isNumeric = **true**;

**for** (**int** i = response.length(); --i >= 0;) {

**if** (!Character.*isDigit*(response.charAt(i))) {

isNumeric = **false**;

}

}

**if** (isNumeric == **false**) {

JOptionPane.*showMessageDialog*(**null**,

"Please enter 1-5 and try again", "Result",

JOptionPane.***PLAIN\_MESSAGE***);

**new** Menu();

} **else** {

**int** choice = Integer.*parseInt*(response);

**switch** (choice) {

**case** 1:

Choice c = **new** Choice();

answer = 'Y'; //System.exit(2);

**break**;

**case** 2:

InsertData id = **new** InsertData();

answer = 'Y'; // System.exit(1);

**break**;

**case** 3:

UpdateTicket ut = **new** UpdateTicket();

answer = 'Y'; // System.exit(1);

**break**;

**case** 4:

DeleteChoice dc = **new** DeleteChoice();

answer = 'Y'; // System.exit(1);

**break**;

**case** 5:

CloseTicket ct = **new** CloseTicket();

answer = 'Y'; // System.exit(1);

**break**;

**case** 6:

answer = 'N'; // System.exit(1);

**break**;

**default**: {

answer = 'Y';

choice = 0;

JOptionPane.*showMessageDialog*(**null**,

"Enter a number: 1 - 4");

**new** Menu();

}

}// end switch

}

}// end try

**catch** (Exception e) {

System.***out***.println(e);

}

**if** (answer == 'N' || answer == 'n')

JOptionPane.*showMessageDialog*(**null**, "Thanks for using!!");

}

**public** **static** **void** main(String[] args) {

**new** Menu();

}// end main

}// end class

**LogIn.java**

**import** java.awt.Graphics;

**import** javax.swing.JOptionPane;

**import** java.lang.String;

**public** **class** LogIn {

**public** LogIn(){

*result*();

}

**public** **static** **boolean** accessname(String name) {

String message, password = "";

**boolean** access = **false**;

**if** (name.equals("ADMIN")) {

JOptionPane.*showMessageDialog*(**null**, "Hello: " + name);

message = "Please enter your password:";

message += "\n" + " ";

**for** (**int** i = 1; i <= 3; i++) {

password = JOptionPane.*showInputDialog*(message);

**if** (*accpassword*(password)) {

access = **true**;

**break**;

}

**else** {

**if** (i == 3) {

JOptionPane.*showMessageDialog*(**null**, "Logn in faild");

System.*exit*(1);

} **else**

JOptionPane.*showMessageDialog*(**null**,

"Incorrect password,you can try" + (3 - i)

+ "times");

}

}

}

**return** access;

}

**public** **static** **boolean** accpassword(String password) {

**boolean** access = **false**;

password = password.trim();

password = password.toUpperCase();

**if** (password.equals("FINAL")) {

access = **true**;

}

**return** access;

}

**static** **void** result() {

**boolean** access = **false**;

String message = "Welcome:" + "\n", response;

String name = "";

message += "Please enter admin name:";

message += "\n" + " ";

**for** (**int** i = 1; i <= 3; i++) {

name = JOptionPane.*showInputDialog*(message);

name = name.trim();

name = name.toUpperCase();

**if** (*accessname*(name)) {

access = **true**;

**break**;

} **else** {

**if** (i == 3) {

JOptionPane.*showMessageDialog*(**null**, "logn in faild");

System.*exit*(1);

} **else**

JOptionPane.*showMessageDialog*(**null**,

"incorrect login name,you can try" + (3 - i)

+ "times");

}

}

**if** (access == **true**) {

**try** {

Menu m = **new** Menu();

/\*System.exit(1);\*/

} **catch** (Exception e) {

System.***out***.println(e);

}

}

}

**public** **static** **void** main(String[] args){

**new** LogIn();

}

}// end class

**Register.java**

**import** javax.swing.JOptionPane;

**public** **class** Register{

**public** Register() {

String message = "Welcome to IT help desk touble tickets system." + "\n", response;

message += "\n" + "Enter a number to choose an option. You are:";

message += "\n" + " 1 User";

message += "\n" + " 2 Administrator";

message += "\n" + " 3 Exit" + "\n" + " ";

**char** answer = 'Y';

**try** {

response = JOptionPane.*showInputDialog*(message);

**while** (response == **null** || response.equals(""))

response = JOptionPane.*showInputDialog*(message);

// judge if input is string or number

**boolean** isNumeric = **true**;

**for** (**int** i = response.length(); --i >= 0;) {

**if** (!Character.*isDigit*(response.charAt(i))) {

isNumeric = **false**;

}

}

**if** (isNumeric == **false**) {

JOptionPane.*showMessageDialog*(**null**,

"Please enter 1-3 and try again", "Result",

JOptionPane.***PLAIN\_MESSAGE***);

**new** Register();

} **else** {

**int** choice = Integer.*parseInt*(response);

**switch** (choice) {

**case** 1:

JOptionPane.*showMessageDialog*(**null**,

"Mention: Because you are a user, you can only view ticket(s)", "Mention",

JOptionPane.***PLAIN\_MESSAGE***);

UserChoice c = **new** UserChoice();

answer = 'Y'; //System.exit(2);

**break**;

**case** 2:

LogIn li = **new** LogIn();

answer = 'Y'; // System.exit(1);

**break**;

**case** 3:

answer = 'N'; // System.exit(1);

**break**;

**default**: {

answer = 'Y';

choice = 0;

JOptionPane.*showMessageDialog*(**null**,

"Enter a number: 1 - 3");

**new** Register();

}

}// end switch

}

}// end try

**catch** (Exception e) {

System.***out***.println(e);

}

**if** (answer == 'N' || answer == 'n')

JOptionPane.*showMessageDialog*(**null**, "Thanks for using!!");

}

**public** **static** **void** main(String[] args) {

**new** Register();

}// end main

}// end class