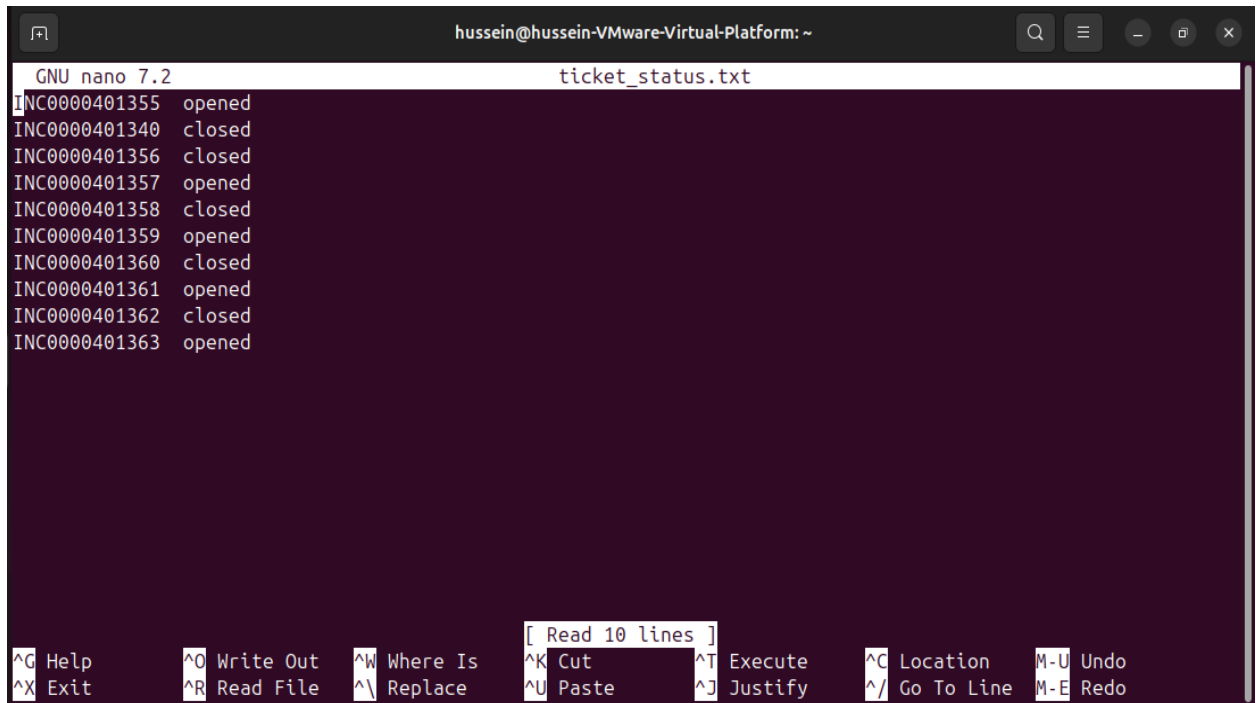


1. Create ticket_status.txt file and fill it with incident numbers and its status.



```
GNU nano 7.2 ticket_status.txt
INC0000401355 opened
INC0000401340 closed
INC0000401356 closed
INC0000401357 opened
INC0000401358 closed
INC0000401359 opened
INC0000401360 closed
INC0000401361 opened
INC0000401362 closed
INC0000401363 opened
```

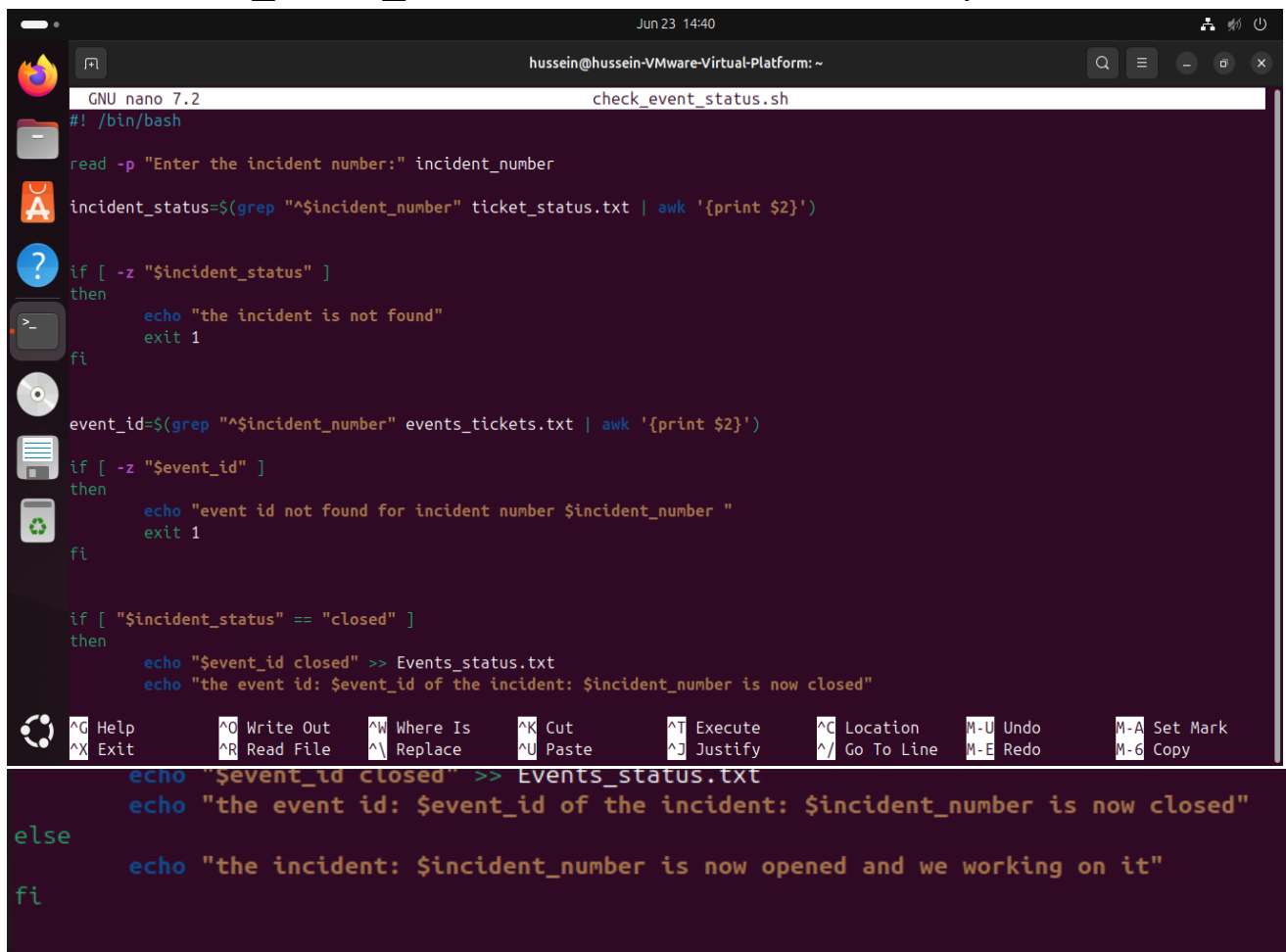
[Read 10 lines]

^G Help	^O Write Out	^W Where Is	^K Cut	^T Execute	^C Location	M-U Undo
^X Exit	^R Read File	^_ Replace	^U Paste	^J Justify	^/ Go To Line	M-E Redo

2. Create events_tickets.txt file and fill it with incident numbers and events id.

```
hussein@hussein-VMware-Virtual-Platform: ~  
GNU nano 7.2 events_tickets.txt  
INC0000401355 6192fd9a-9b03-71ec-01b9-0a4e23470000  
INC0000401340 6192fd9a-9b03-71ec-01b9-0a4e23454213  
INC0000401356 6192fd9a-9b03-71ec-01b9-0a4e23412345  
INC0000401357 6192fd9a-9b03-71ec-01b9-0a4e23467890  
INC0000401358 6192fd9a-9b03-71ec-01b9-0a4e23456789  
INC0000401359 6192fd9a-9b03-71ec-01b9-0a4e23409876  
INC0000401360 6192fd9a-9b03-71ec-01b9-0a4e23423456  
INC0000401361 6192fd9a-9b03-71ec-01b9-0a4e23434567  
INC0000401362 6192fd9a-9b03-71ec-01b9-0a4e23445678  
INC0000401363 6192fd9a-9b03-71ec-01b9-0a4e23456789  
  
[ Read 10 lines ]  
^G Help      ^O Write Out  ^W Where Is   ^K Cut        ^T Execute    ^C Location  
^X Exit      ^R Read File  ^\ Replace    ^U Paste      ^J Justify    ^/ Go To Line
```

3. Create check_event_status.sh file to make our script.



```
GNU nano 7.2 check_event_status.sh
#!/bin/bash

read -p "Enter the incident number:" incident_number

incident_status=$(grep "^$incident_number" ticket_status.txt | awk '{print $2}')

if [ -z "$incident_status" ]
then
    echo "the incident is not found"
    exit 1
fi

event_id=$(grep "^$incident_number" events_tickets.txt | awk '{print $2}')

if [ -z "$event_id" ]
then
    echo "event id not found for incident number $incident_number "
    exit 1
fi

if [ "$incident_status" == "closed" ]
then
    echo "$event_id closed" >> Events_status.txt
    echo "the event id: $event_id of the incident: $incident_number is now closed"
else
    echo "the incident: $incident_number is now opened and we working on it"
fi
```

4. Test the script in closed incident and opened incident.

```
hussein@hussein-VMware-Virtual-Platform:~$ chmod +x check_event_status.sh
hussein@hussein-VMware-Virtual-Platform:~$ ./check
check_event_status.sh check.sh
hussein@hussein-VMware-Virtual-Platform:~$ ./check
check_event_status.sh check.sh
hussein@hussein-VMware-Virtual-Platform:~$ ./check_event_status.sh
Enter the incident number:INC0000401356
the event id: 6192fd9a-9b03-71ec-01b9-0a4e23412345 of the incident: INC0000401356 is now closed
hussein@hussein-VMware-Virtual-Platform:~$ cat Events_status.txt
6192fd9a-9b03-71ec-01b9-0a4e23412345 closed
hussein@hussein-VMware-Virtual-Platform:~$ nano ticket_status.txt
hussein@hussein-VMware-Virtual-Platform:~$ ./check_event_status.sh
Enter the incident number:INC0000401357
the incident: INC0000401357 is now opened and we working on it
hussein@hussein-VMware-Virtual-Platform:~$
```

5. Test if the entered incident not in my incidents numbers.

```
Enter the incident number:INC0000401380
the incident is not found
hussein@hussein-VMware-Virtual-Platform:~$
```

6. All commands written in terminal.

```
Jun 23 14:26
hussein@hussein-VMware-Virtual-Platform: ~
hussein@hussein-VMware-Virtual-Platform:~$ touch ticket_status.txt
hussein@hussein-VMware-Virtual-Platform:~$ nano ticket_status.txt
hussein@hussein-VMware-Virtual-Platform:~$ touch events_tickets.txt
hussein@hussein-VMware-Virtual-Platform:~$ nano events_tickets.txt
hussein@hussein-VMware-Virtual-Platform:~$ touch check_event_status.sh
hussein@hussein-VMware-Virtual-Platform:~$ nano check
check_event_status.sh  check.sh
hussein@hussein-VMware-Virtual-Platform:~$ nano check
check_event_status.sh  check.sh
hussein@hussein-VMware-Virtual-Platform:~$ nano check_event_status.sh
hussein@hussein-VMware-Virtual-Platform:~$ nano ticket_status.txt
hussein@hussein-VMware-Virtual-Platform:~$ chmod +x check_event_status.sh
hussein@hussein-VMware-Virtual-Platform:~$ ./check
check_event_status.sh  check.sh
hussein@hussein-VMware-Virtual-Platform:~$ ./check
check_event_status.sh  check.sh
hussein@hussein-VMware-Virtual-Platform:~$ ./check_event_status.sh
Enter the incident number:INC0000401356
the event id: 6192fd9a-9b03-71ec-01b9-0a4e23412345 of the incident: INC0000401356 is now closed
hussein@hussein-VMware-Virtual-Platform:~$ cat Events_status.txt
6192fd9a-9b03-71ec-01b9-0a4e23412345 closed
hussein@hussein-VMware-Virtual-Platform:~$ nano ticket_status.txt
hussein@hussein-VMware-Virtual-Platform:~$ ./check_event_status.sh
Enter the incident number:INC0000401357
the incident: INC0000401357 is now opened and we working on it
hussein@hussein-VMware-Virtual-Platform:~$
```

