eBug Tracker - Bug Tracking System Project

This defect tracking system helps to track bug. There are three modules in this tracking system, Administrator, Staff and Customer. The Administrator can login to the app and can enter the details of staff, project, view bugs send from the customers. The admin can also also assign work to staffs, view bug case flow status details, send messages to customers using this bug tracking application. The staff can login to the site using username and password. Then he/she can view the bugs assigned to them. He can directly give solution message to customers or he/she can assign the bugs to other staffs if the bug is related to them. The user may view bug case flow details with which he/she is involved. The customer registers in to the applications and login to the site using username and password. Whenever a bug is raised from his software, he sends the bug details to the administrator with print screen of the bug generated. He/she may see the bug case flow details and bug status along with remedy details at any time using the ticket number generated during new bug entry. This is how bug tracking can be done with this application.

- **Modules:**

The system comprises of 3 major modules with their sub-modules as follows:

1. **Admin:**

- **Staff Entry:** The staff details are username, password, category and Email Id
- **Project Entry:** The project details are name and description.
- **New Bugs from Customers:** The bug details are project name, error category, error details, print screen of the bug, due date to reply for the bug.
- **Assign Bug to staff:** Bug assign details include the ticket number which is generated for the bug and other messages.
- **View Bug case flow status details:** Case flow details include bug details, which staffs are involved in solving the bug, and the status.
- **Send message to customers:** The message sending includes the message details for the bug solution.

1. **Staff:**

- **Login:** The staff may login to the site using username and password.
- **View Bug:** Then he may view the bugs assigned to them. He can directly give solution message to customers or he can assign the bugs to other staffs if the bug is related to them.
- **Bug Flow:** The user may view bug case flow details with which he involved.

1. **Customer:**

- **Login:** The customer registers in to the applications and login to the site using username and password.
- **Bug:** Whenever a bug is raised from his software, he sends the bug details to the administrator with print screen of the bug generated.
- **Flow:** He may see the bug case flow details and bug status along with remedy details at any time using the ticket number generated during new bug entry.

Project Lifecycle:

Description

The waterfall Model is a linear sequential flow. In which progress is seen as flowing steadily downwards (like a waterfall) through the phases of software implementation. This means that any phase in the development process begins only if the previous phase is complete. The waterfall approach does not define the process to go back to the previous phase to handle changes in requirement. The waterfall approach is the earliest approach that was used for software development.

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- **Hardware Requirement:**
- i3 Processor Based Computer or higher
- Memory: 1 GB
- Hard Drive: 50 GB
- Monitor
- Internet Connection
- **Software Requirement:**
- Windows 7 or higher
- Visual Studio
- SQL Server
- Google Chrome Browser
- **Advantages**
- Bugs can be solved easily
- Can be shared to the upper department on just sending bug ticket
- **Limitation**
- It only works on internet
- **Application**
- This system can be used by the multiple peoples to get the counselling sessions online.
- **Reference**
- https://shsu-ir.tdl.org/shsu-ir/bitstream/handle/20.500.11875/1164/0781.pdf?sequence=1
- https://ieeexplore.ieee.org/document/6208293/
- https://ieeexplore.ieee.org/document/4679917/