<Project 1 Part 2> Black Box Test Plan

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Introduction

This project is for a ticket system which connects clients to IT service members for help with different types of requests described by the ticket. My black box test plan makes sure that a few basic and unique functions of the program are working properly. These are testing a valid test file loads properly, that you can properly delete a ticket, that you can add a ticket, and that you can edit a ticket (in the Working state) properly.

You can start the program by running the TicketManagerGUI class. If you are using Eclipse, right click on this class and select run as > java application. And the window which allows you to create a new or load a file pops up. This is where the tests will begin.

Test ID	Description	Expected Results	Actual Results
Launch window open file select (John Widdifield)	**Preconditions: None** Launch the GUI Check Results	A new window is displayed Showing an empty ticket list with all 6 buttons and a "File" button in the top left.	Window is shown with all 6 of the buttons along with the file button. PASSED
Load valid File (John Widdifield)	**Preconditions: Program is running.** *Select* "File" *Select "Load"* *Choose* the file **ticket1.txt** Check Results	window is displayed with the list of tickets from the file displayed as such (comma indicates next column): 1, incident, new, GitHub down, Software, Urgent 2, Request, Working, Workshop account, Inquiry, Low 3, Request, Feedback, Add Gradescope plugin to Moodle, Software, Medium 4, Incident, Resolved, Lights not working in EBI 1011, Hardware, Medium 5, Request, Closed, New	All 6 tickets are displayed with matching information to the expected results. No errors PASSED

		VM, Inquiry, High 6, Request, Canceled, Pizza, Inquiry, Urgent	
Add Ticket (John Widdifield)	**Preconditions: Load Valid File Test Passed** *Select* "Add New Ticket" Input/select the following into the input boxes: Ticket Type: Incident Subject: "Jenkins shows 404 error" Caller: "bjjoel1" Category: Software Priority: High Note: "When I use the access Jenkins button it sends me to a 404 page" *Select* "Add Ticket" <u>Check Results</u>	The window returns to the Ticket List and the following ticket has been appended to the bottom of the list: 7, Incident, new, Jenkins shows 404 error, Software, High.	The seventh ticket is appended to the end of the list with all of the inputs shown properly. PASSED
Delete Ticket (John Widdifield)	**Preconditions: Load Valid File, and Add Ticket Tests Have Passed** On the ticket list *select* the 3rd row: 3, Request, Feedback, Add Gradescope plugin to moodle, Software, Medium Once selected, *select* "Delete Ticket" <u>Check Results</u>	The ticket should be removed from the list, list should display as follows: 1, incident, new, GitHub down, Software, Urgent 2, Request, Working, Workshop account, Inquiry, Low 4, Incident, Resolved, Lights not working in EBI 1011, Hardware, Medium 5, Request, Closed, New VM, Inquiry, High 6, Request, Canceled, Pizza, Inquiry, Urgent 7, Incident, new, Jenkins shows 404 error, Software, High.	The ticket with id 3 is now deleted and the list shows 1-2 , 4-7 as it should. Each with the appropriate fields within their rows and columns. PASSED
Edit a Ticket in the Working state (John Widdifield)	**Preconditions: Load Valid File, Add Ticket, And Delete Ticket Tests Have Passed** *Select* the 2nd row in the list: 2, Request, Working, Workshop account, Inquiry, Low *Select* "Edit Ticket" <u>Check Results</u> Select the dropdown box for Resolution Code and *Select* Completed	A window is displayed showing all of the Ticket details: Ticket Id: 2 State: Working Ticket Type: Request Subject: Workshop account Caller: sesmith5 Owner: ccgurley Category: Inquiry Priority: Low Notes: -Create a workshop	All details are displayed with the correct values for the input from the file. The ticket is now updated with the new Resolved state. And a new note is appended.

	Under work notes type the following: "Process complete." Then click "Resolve" Check Results	account for access to a GitHub repo -Assigned to ccgurley. -How long is the account needed for? -Until November 1 You are returned to the Ticket List and the state for this ticket in the list is updated to Resolved.	
List by Ticket Type (John Widdifield)	**Preconditions: Load Valid File, Add Ticket, and Delete Ticket Tests Have Passed** *Select* the greyed dropdown menu button below "Add New Ticket" *Select* Incident *Select* "List by Ticket Type" Check Results	Only Tickets displayed in the list are as follows: 1, incident, new, GitHub down, Software, Urgent 4, Incident, Resolved, Lights not working in EBI 1011, Hardware, Medium	The TicketManager window shows a list with only the incident type tickets. Everything is properly displayed with the correct information. No tickets were skipped. PASSED

Required Files
ticket1.txt (This is a valid txt file)

```
*1#New#Incident#GitHub down#sesmith5#Software#Urgent##
-GitHub is not responding when I navigate to github.ncsu.edu
*2#Working#Request#Workshop account#sesmith5#Inquiry#Low#ccgurley#
-Create a workshop account for access to a GitHub repo
-Assigned to ccgurley.
-How long is the account needed for?
-Until November 1
*3#Feedback#Request#Add Gradescope plugin to
Moodle#ahoward#Software#Medium#itecs#Awaiting Provider
-Add Gradescope plugin to Moodle to import grades
-Checking with plugin provider
*4#Resolved#Incident#Lights not working in EBI
1011#jtking#Hardware#Medium#facilities#Workaround
-Lights are not working in EB I 1011.
-Cannot install dimmer switch.  Will leave on.
*5#Closed#Request#New VM#sesmith5#Inquiry#High#jtking#Completed
-I would like to request a new VM for my class
-Assigned to jtking
-VM created
-Request completed
*6#Canceled#Request#Pizza#wpack#Inquiry#Urgent##Inappropriate
-Deliver a large pizza to EBII 1221!
-No!
```

Document Revision History

Date	Author	Change Description
9/26/2019	John Widdifield	• Wrote all of the document
10/18/2019	John Widdifield	• Edited some of the tests to fit new updates, and completed testing