

FRUITY-FIXES DOCUMENTANTATION

BLACK PANTHERS



NOVEMBER 24, 2018

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NAME OF SYSTEM

Fruity-Fixes System

OBJECTIVE/VISION

This project is aimed at developing a lab management system that is a collection of reports for the effective management of the data related to computers and their possible faults. Besides this, the technicians and the University can see laboratory reports for their purpose. The management of computers includes computer admission/recording and writing off, fixing party damaged computers, moving of computers and the suitable reports regarding these aspect.

USERS OF THE SYSTEM

- Student - Will log onto the system to report pc faults in a lab
- Technician - Will log onto the system to view reported faults to be fixed
 - Will be able to create/ update their personal profile
 - Will be able to add a new pc in a lab
- Manager- Will log into their interface to register a new technician

FUNCTIONAL REQUIREMENTS

Trigger	Event	Source	Use-Case	Respond	Destination
Student enters credentials & click log-in button	Student wants to login to system	Student	LogIn student	Student log-in page	Student
Student report fault	Student wants to report fault	Student	Report Fault	Report fault page	
Student processes fault	Student wants confirmation of fault report	Student	View reported fault	Reported issues report	Student
Technician logs resolved faults	Technician wants to resolve fault	Technician	Update fault status		
Technician removes damaged PC to storage	Technician wants to remove PC	Technician	Write off PC		
Technician logs on to the system to check which PCs are still operating	Technician wants to view written off PCs	Technician	View dispensed PCs	Dispensed PC report	Technician
Technician logs in to modify specifications	Technician wants to modify PC specifications	Technician	Modify PC Specifications		
Technician changes PC status	Technician wants to change work state of PC	Technician	Update PC Status		
Technician clicks view unaddressed issues	Technician want to see unaddressed issues	Technician	Address faults	Updated fault table	Technician
Technician clicks view PC table	Technician want to see/ confirm updated PC status	Technician	View PC status	Updated pc table	Technician
Technician logged in views faults they fixed	Logged on Technician wants to see the faults they have fixed	Technician	View faults fixed by logged on technician		

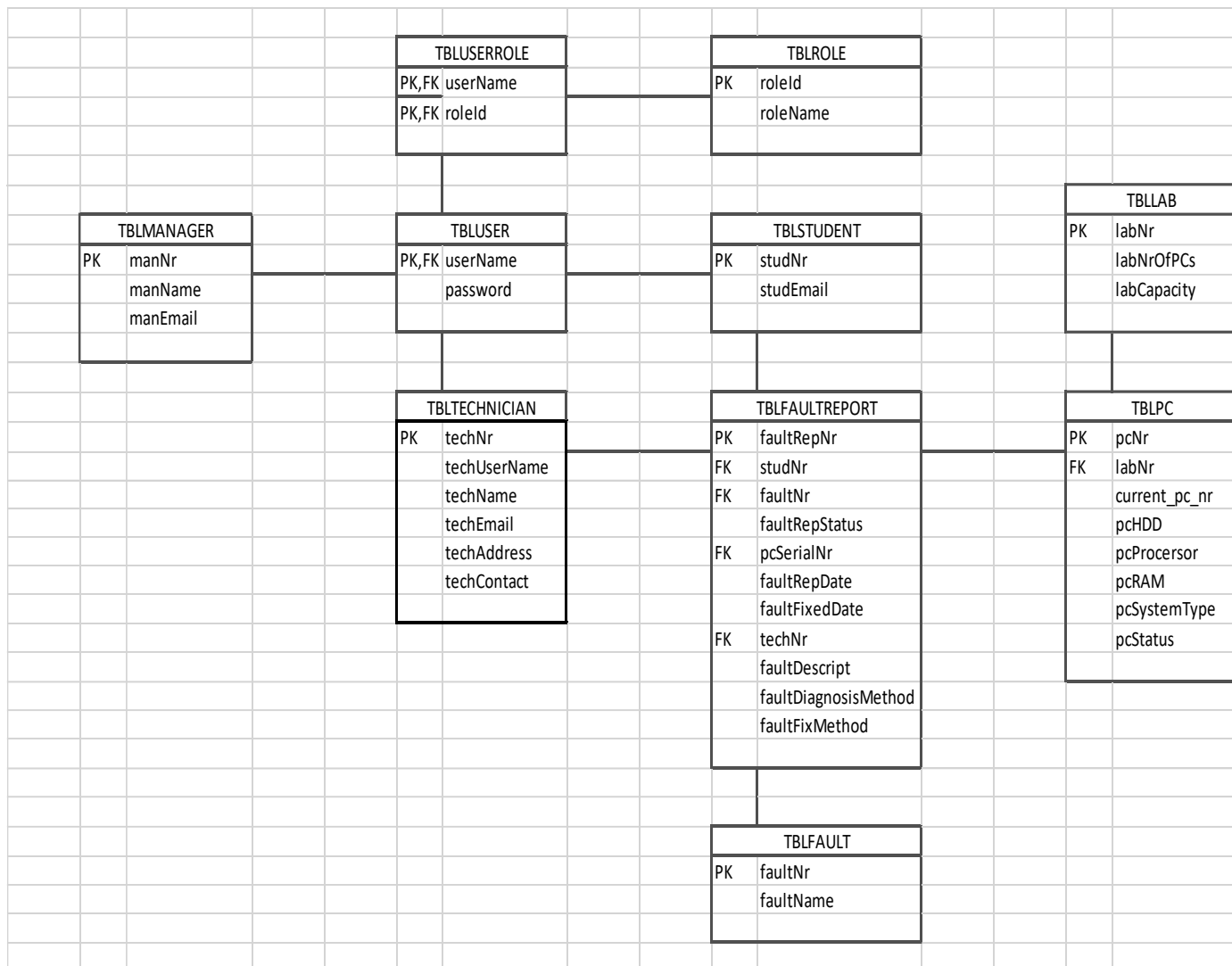
Technician selects filters to all faults fixed	Technician wants to see the faults that where fixed	Technician	View fixed faults		
Technician selects "Active" on dropdown box to filter for active pc's	Technician wants to view active pc's	Technician	View active pc's		
Technician adds a new pc	Technician wants to add/register a new pc to the system	Technician	Add new pc		
A Manager register a new technician	A Manager wants to register a new technician To a system	Manager	Register a technician		
A Manager view fixed faults reports	A Manager wants to view all fixed faults to monitor technician's job	Manager	View fixed faults		

NON-FUNCTIONAL REQUIREMENTS

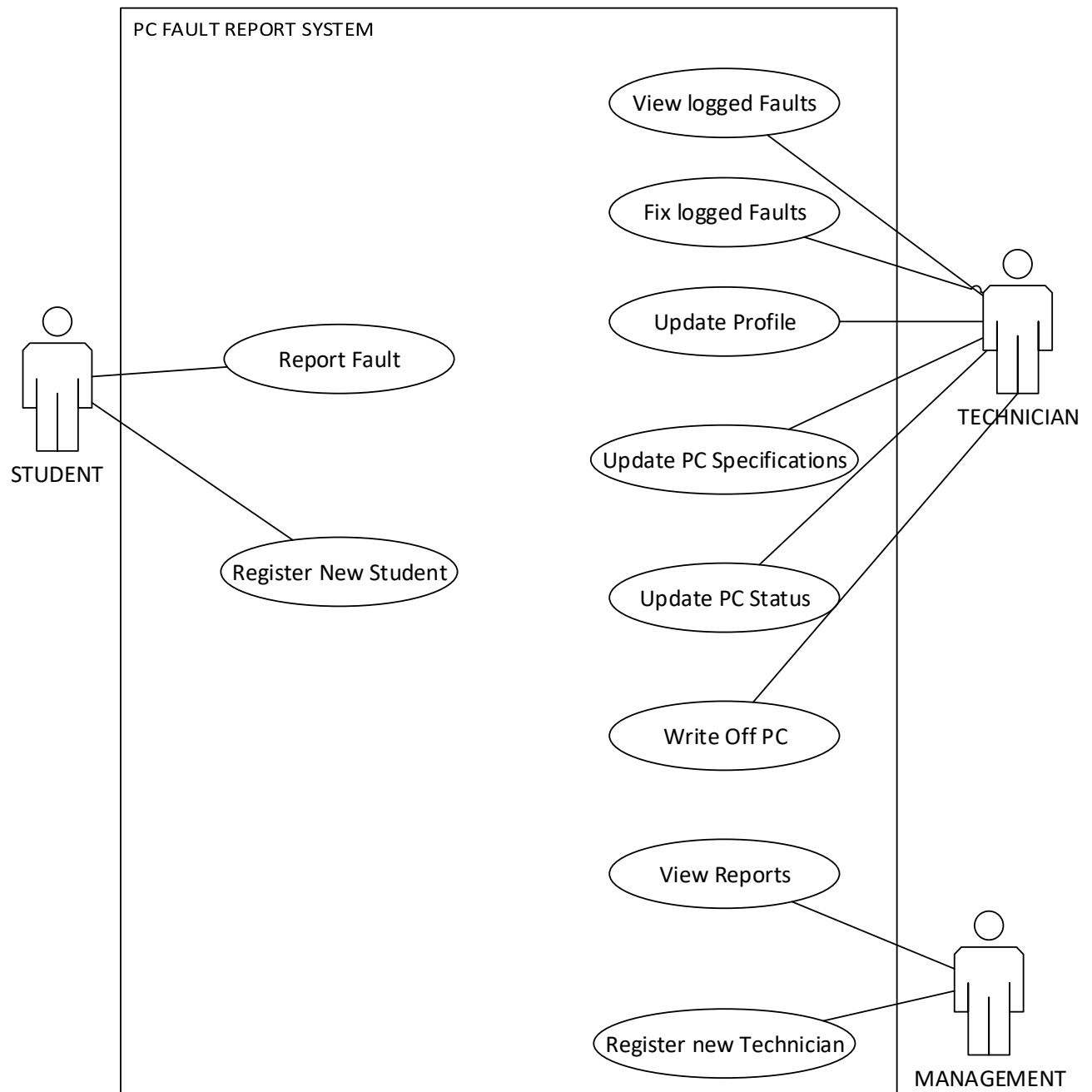
- Allow 20 students to simultaneously report a fault.
- Able to validate serial number and pc number of each Lab Pc
- Restrict access to Local Area Network

UML DIAGRAMS

ENTITY RELATION DIAGRAM (ERD)



USE CASE DIAGRAM



FULL USE CASE DESCRIPTION

Use Case Name:	Report Fault	
Scenario:	Student report fault in a specific lab.	
Triggering Event:	Student wants to report pc fault in a specific lab by entering lab number, pc number, nature of fault and fault description	
Brief Description:	A student must log onto the system by entering their credentials and report a pc fault in a specific lab	
Actors:	Student	
Related use cases:	None	
Stakeholders:	Technician	
Preconditions:	Student must be registered in a campus Student number must exist	
Post conditions:	PC fault successfully logged The fault is reported and the technician is notified about the fault	
Flow of Activities:	<u>Actor</u> 1. Student login to the system 2. Select lab number, pc number, nature of fault and enters fault description. 3. click on the 'report' button to report fault	<u>System</u> 1.1 Prompt for student login details 2.1 Filters lab number, pc number, nature of fault according to lab number, pc number, nature of fault irrespectively. 3.1 Submits fault
Exceptions	1. Student must be registered. 2. Student login details must be valid	

Use Case name:	Update PC Specifications	
Scenario:	Technician updates or add new PC specification	
Triggering Event:	Technician wants to upgrade a pc's specification by entering the RAM size, processor, pc number and hard drive size.	
Brief Use Case Description	A technician log onto the system by entering their credentials and update PC specifications	
Actor(s):	Technician	
Related Use Cases:	N/A	
Stakeholders:		
Pre-condition:	<ol style="list-style-type: none"> 1. A Technician must exist in the system 2. A PC must exist in a specified lab number 3. A PC specification must be physically installed first 	
Post-condition:	<ol style="list-style-type: none"> 1. A PC in the lab must have the updated specifications 2. New PC specification must be recorded 	
Flow of activities:	Actor	System
	1.Technician login to the system	1.1 Prompt for technician login details
	2.Select lab number	2.1 Filters Lab number according to the selected lab number
	4.Enter new PC specifications	4.1Records new PC specification
Exception Condition	Lab and PC number must exist Technician's login details must be valid	

Use Case name:	View logged faults	
Scenario:	View reported faults	
Triggering Event:	Technician	
Brief Use Case Description	Technician wants to view reported faults by a student by selecting fault type	
Actor(s):	Technician	
Related Use Cases:	N/A	
Stakeholders:	Technician, Student	
Pre-condition:	PC Fault must exist	
Post-condition:	Fault report must exist	
Flow of activities:	Actor	System
	1.Technician log in	1.1 validate login credentials
	2.select view reported fault	2.1Display faults report
Exception Condition	Login credentials must be valid	

Use Case Name:	Fix logged faults	
Scenario:	Fix logged faults by students.	
Trigger Event:	Technician wants to fix logged faults by students	
Brief Description:	A technician wants to log-in into the system and find a list of faults to be fixed	
Actors:	Technician	
Related use cases:	None	
Stakeholders:	Student	
Preconditions:	Technician must exist in a system Technician must have fixed the pc logged fault	
Post condition:	The pc fault is fixed and the student can now use the pc.	
Flow of Activities:	<u>Actor</u> 1. Technician show desire to provide his login details 2. Technician enters his login details 3. Technician click on "Fix logged faults" . 4. Technician click on "Fix fault" to update the tblPcFaultreport table and the technician enters the required data after fixing the fault	<u>System</u> 1.1 System prompts for technician login details 2.1 System logs in a technician 3.1 System allow technician to prompt in data 4.1 System validates and capture the data entered to update the fault status
Exceptions	1. Technician details are not valid 2. The logged pc fault is not fixed	

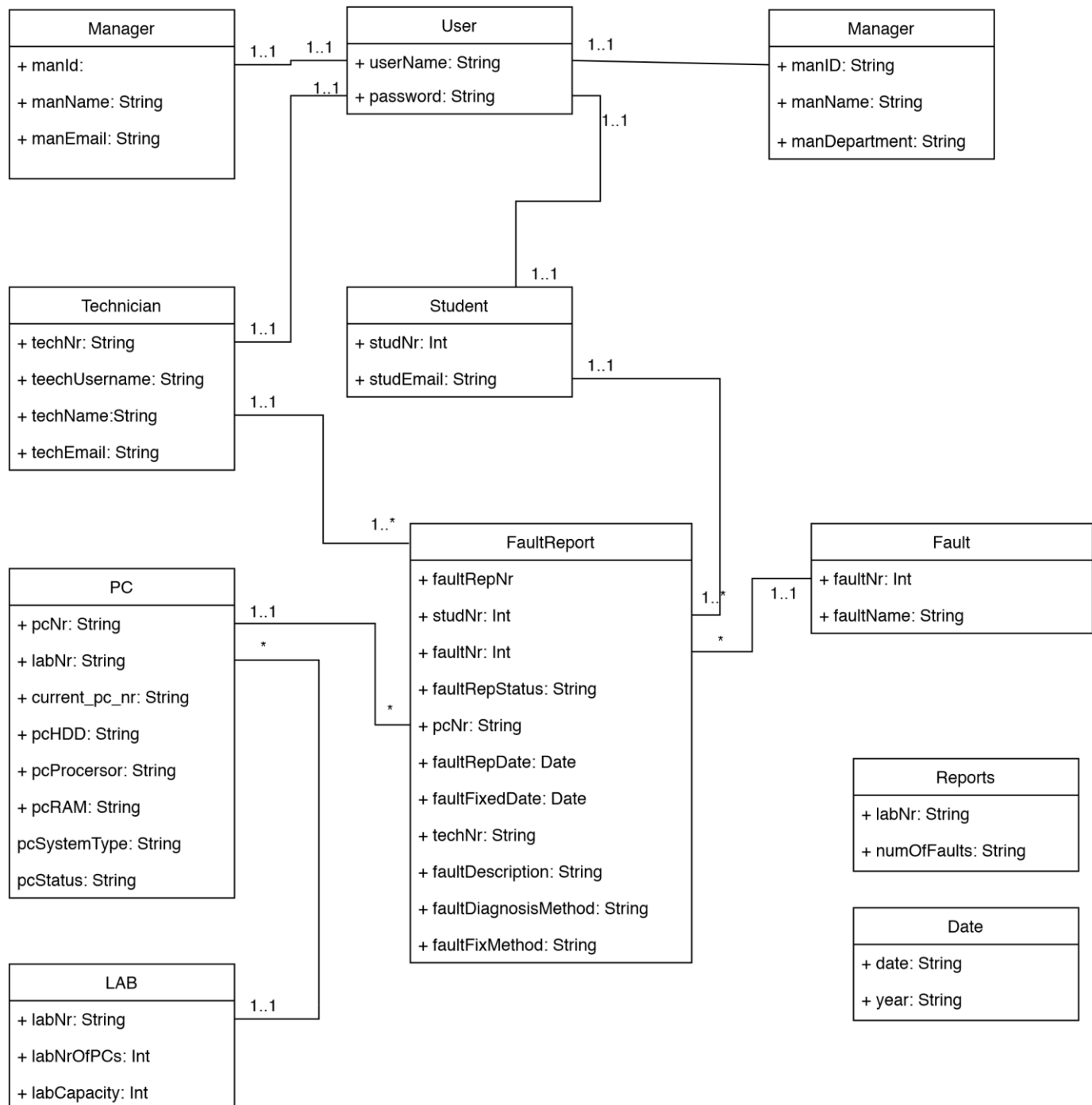
Use Case name:	Update profile	
Scenario:	Technician can update personal details	
Triggering Event:	Technician clicks on update details to update personal information	
Brief Use Case Description	The technician wants to update his/her personal details	
Actor(s):	Technician	
Related Use Cases:	N/A	
Stakeholders:	Managent,Student,Technician	
Pre-condition:	Technician should be registered on the system	
Post-condition:	Profile updated	
Flow of activities:	Actor	System
	1.Technician log in	1.1 System validates credentials
	2.Technician select "update" personal information	2.1 Display field to be updated
	3.Technician enter information to be updated	3.1 System validate personal information 3.2 System display message
Exception Condition	Personal information could not be updated	

Use Case Name:	Write off PC	
Scenario:	Technician wants to Mark a PC as Dispensed	
Triggering Event:	Failed attempt to repair PC	
Brief Description:	The technician logs onto the system to update the fault report status belonging to a PC that was reported faulty and isn't mendable.	
Actors:	Technician	
Stakeholders:	Technician	
Precondition:	<ul style="list-style-type: none"> Log-in credentials 	
Post-condition:	PC status update, fault report status update	
Flow of Activities:	Actor	System
	1. The technician logs in. 1. The technician is logged in and searches for the PC. 2. The technician updates the Status of the fault report	1.1 The system verifies the respective credentials and logs them in. 2.1 The system searches for fault report 2.3 The system displays the relevant PC details. 3.1 System updates fault report status 3.1 System also simultaneously updates PC status
Exception Condition:	1. Invalid logging in credentials. 2. Fault report 3. PC not found	

Use Case name:	View Reports	
Scenario:	View logged faults	
Triggering Event:	A Technician wants to view how many pc's where reported in each lab	
Brief Use Case Description	A Technician logs into the system to view all reported faults reports.	
Actor(s):	Technician	
Related Use Cases:	N/A	
Stakeholders:	Management	
Pre-condition:	A Technician must exist in the system	
Post-condition:	Technician must be able to view the summary reports.	
Flow of activities:	Actor	System
	1. Technician log into the system.	1.1 System Prompt for login details. 1.2 system verifies login details
	2. Technician selects the year he/she wants to view the reports	2.1 System displays the requested reports
Exception Condition	1.1 The technician's login details must be valid	

Use Case Name:	Update PC Status	
Scenario:	Technician wants to update the PC status of a non-reported pc	
Triggering Event:	PC fixed, or detected broken	
Brief Description:	The technician logs onto the system to change the PC status of a PC that he detected is faulty but Students did not report it as such, or update the status of a PC is such an occurrence that he has fixed.	
Actors:	Technician	
Stakeholders:	Technician	
Precondition:	<ul style="list-style-type: none"> Log-in credentials 	
Post-condition:	PC status update	
Flow of Activities:	Actor	System
	<ol style="list-style-type: none"> The technician logs in. The technician is logged in and searches, using the lab number and current PC number, for the faulty PC. The technician updates the Status of the PC 	<ol style="list-style-type: none"> The system verifies the respective credentials and logs them in. The system searches for PC sought for The system displays the relevant PC details. PC status is updates
Exception Condition:	<ol style="list-style-type: none"> Invalid logging in credentials. PC not found 	

DOMAIN CLASS DIAGRAM

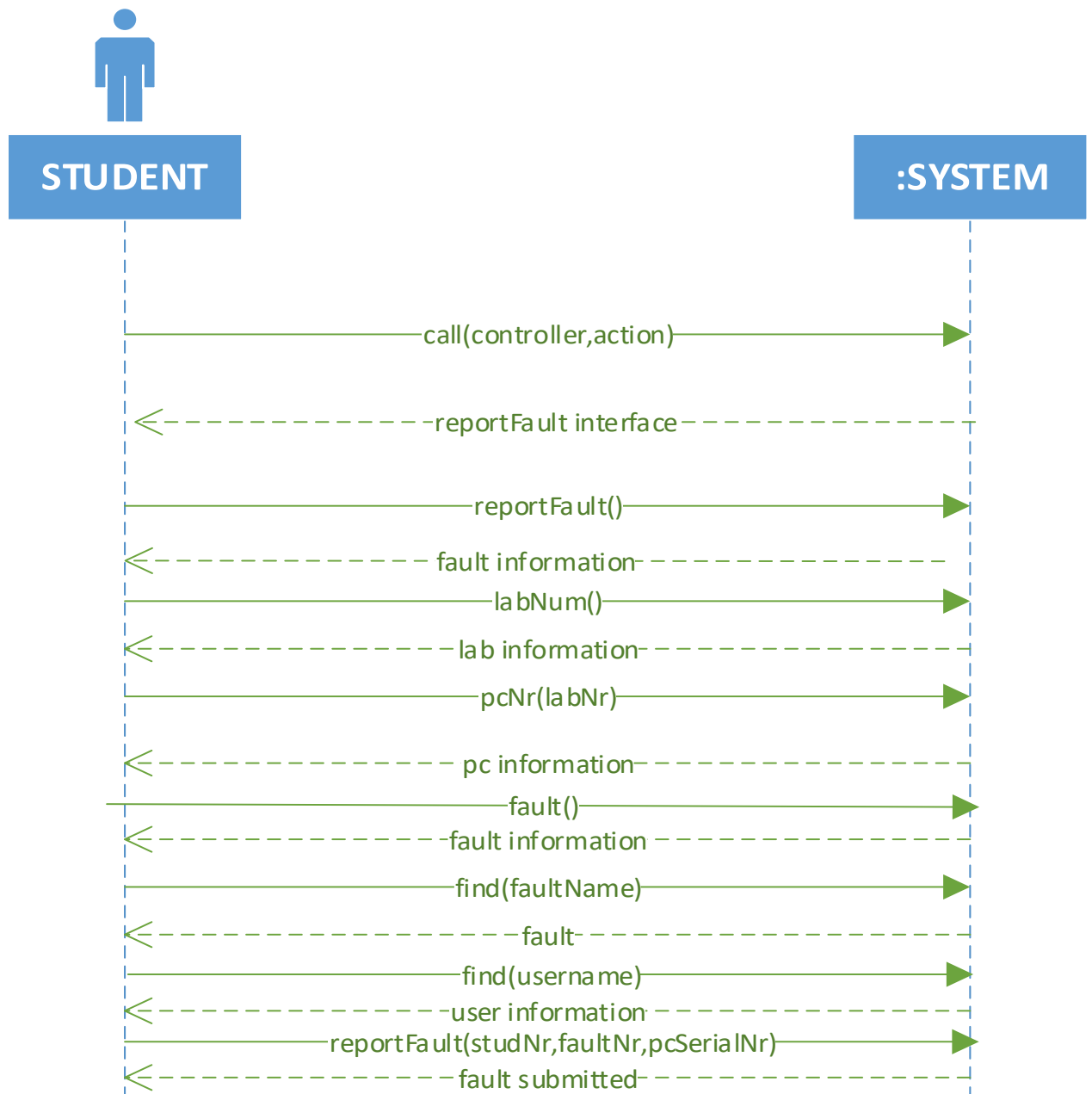


CRUD MATRIC

Use case vs. entity	Student	Technician	Manager	PcFaultReport	Fault	Lab	PC
Report fault	C	R		C	C		
View logged faults		R	R	R	R		
Fix logged faults		U		U	U	U	U
Update profile		U					
Update pc specifications		U					U
Update pc status		U					
written off PC			R			U	U
View Reports	R	R	R	R			

System Sequence Diagram(SSD)

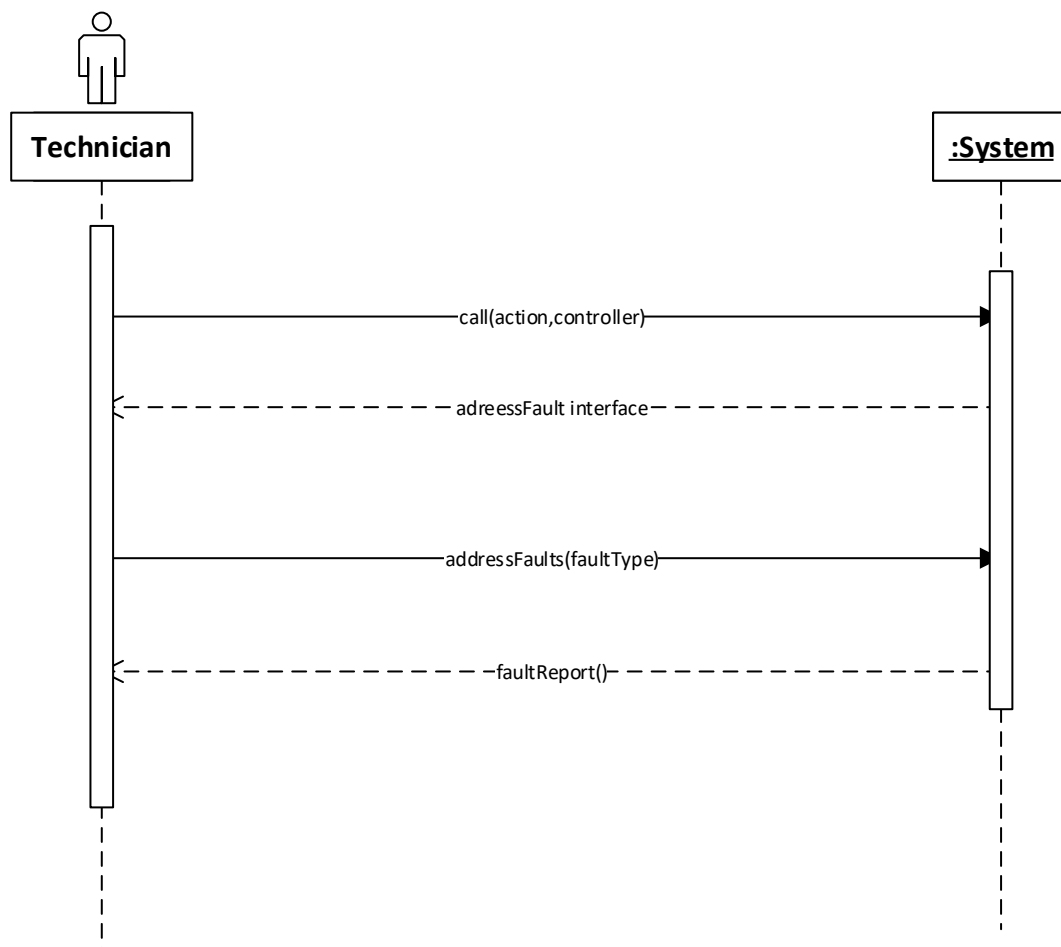
Report Fault



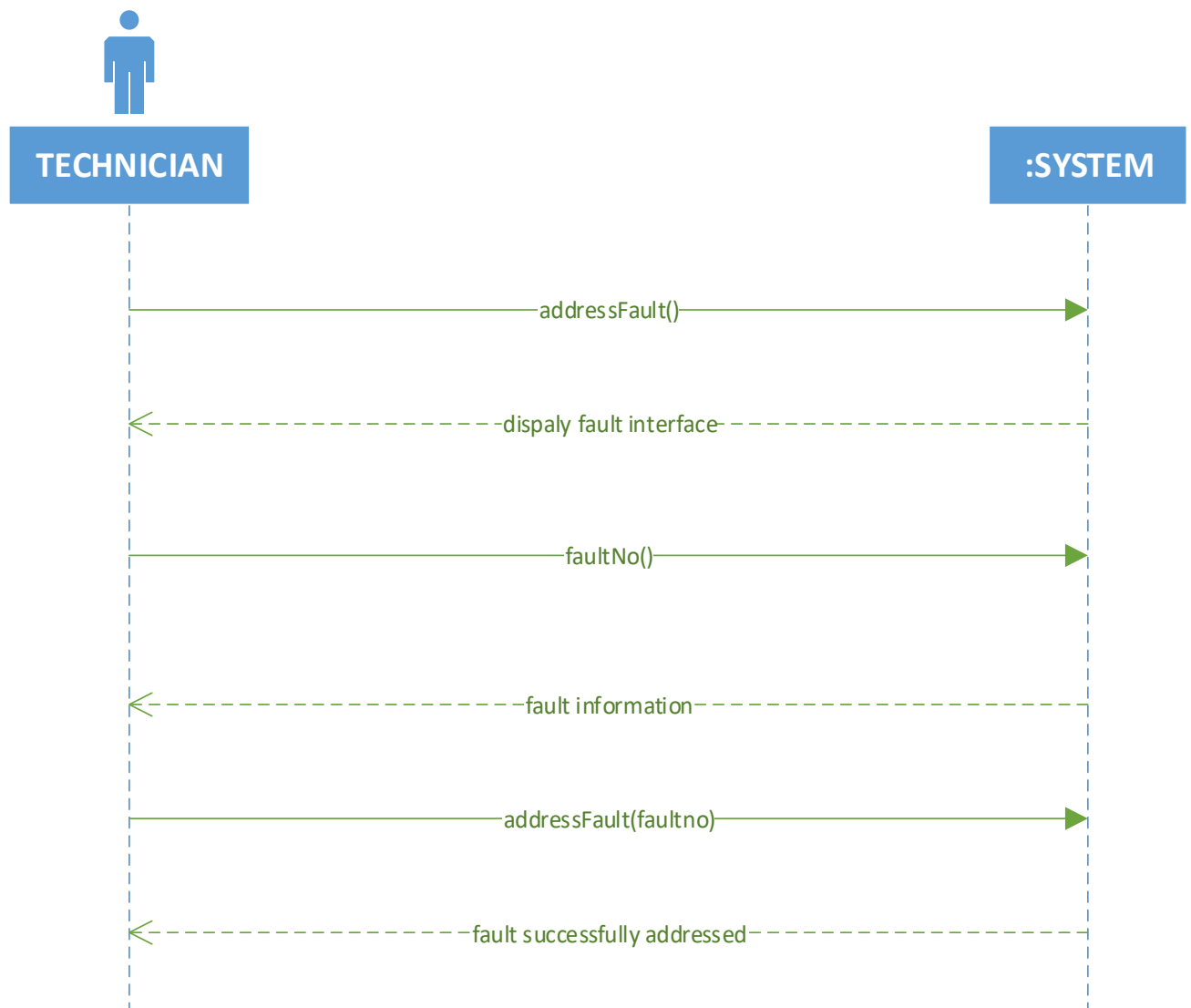
Update PC Specifications

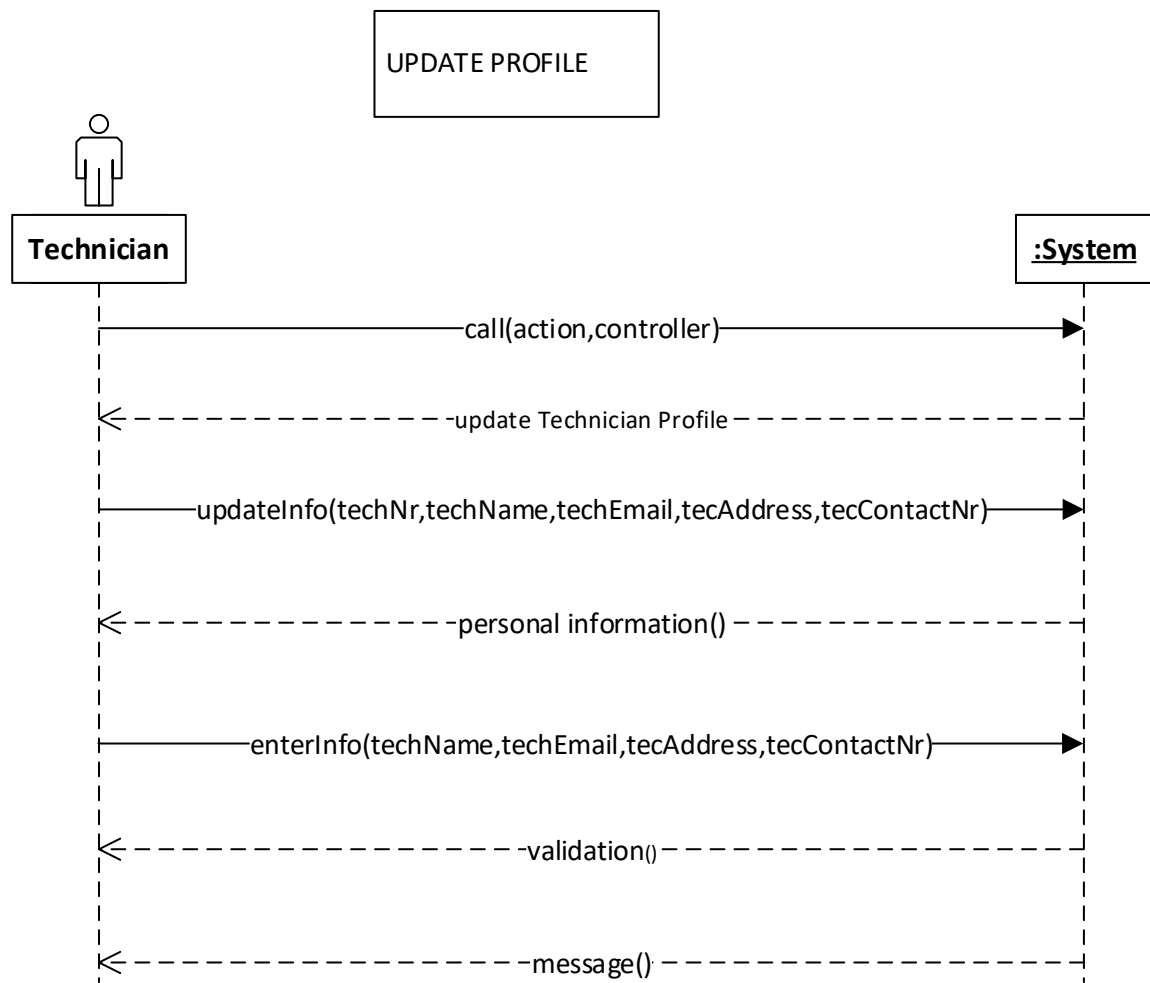


View logged faults

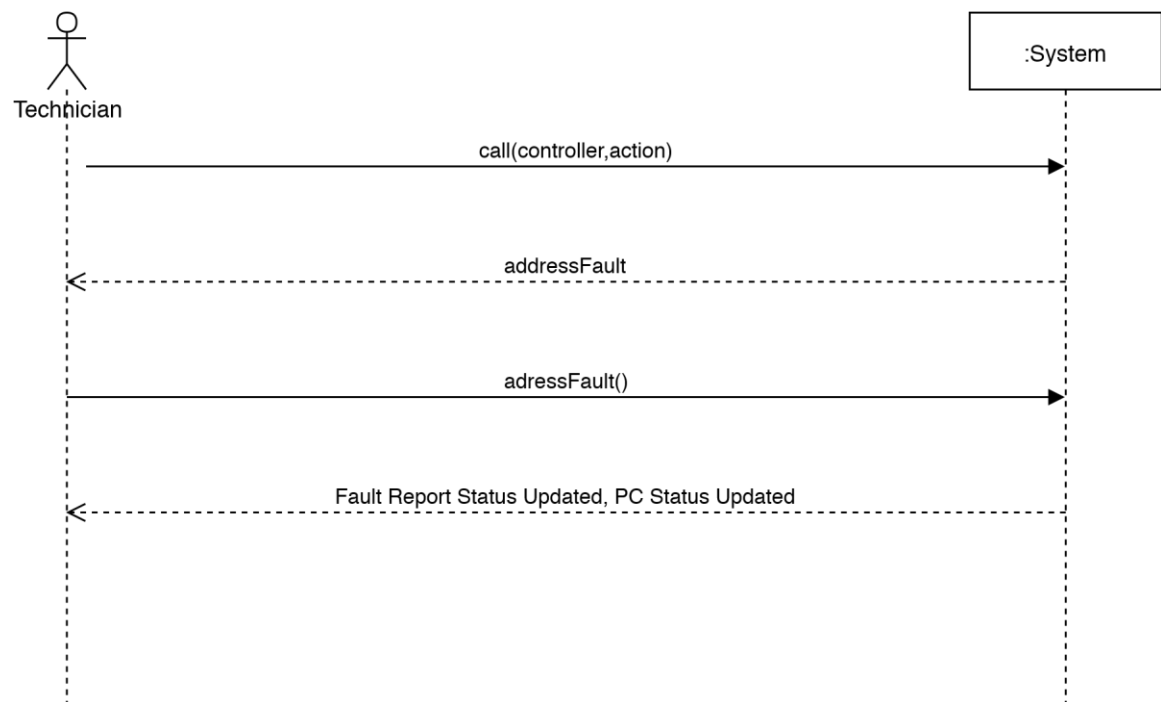


Fix logged faults

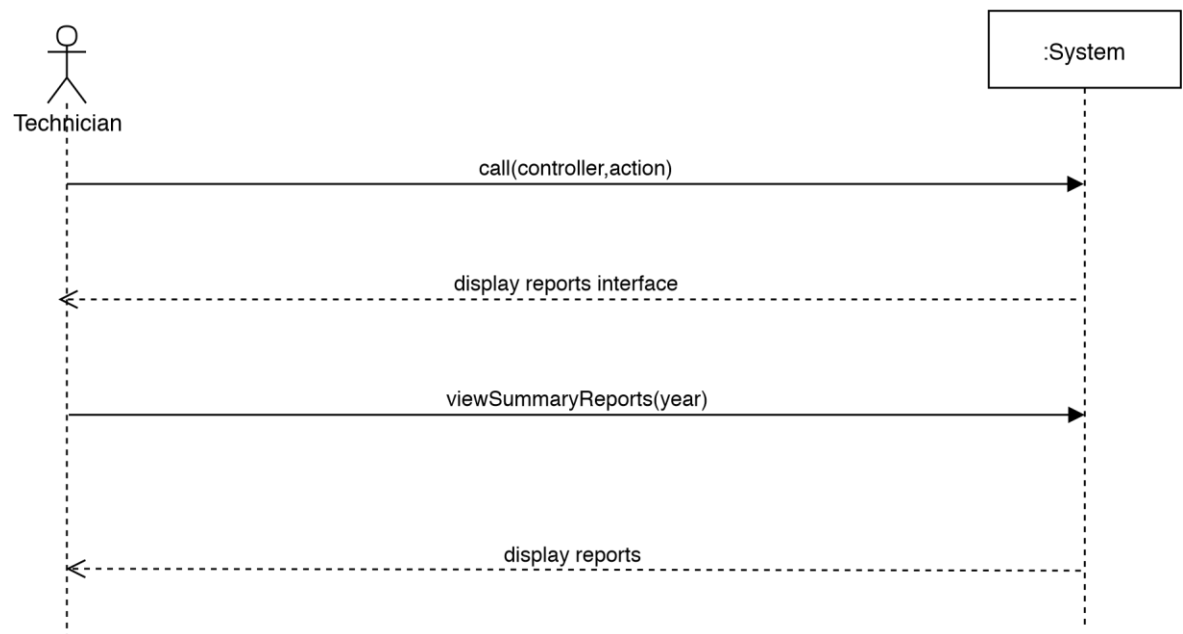




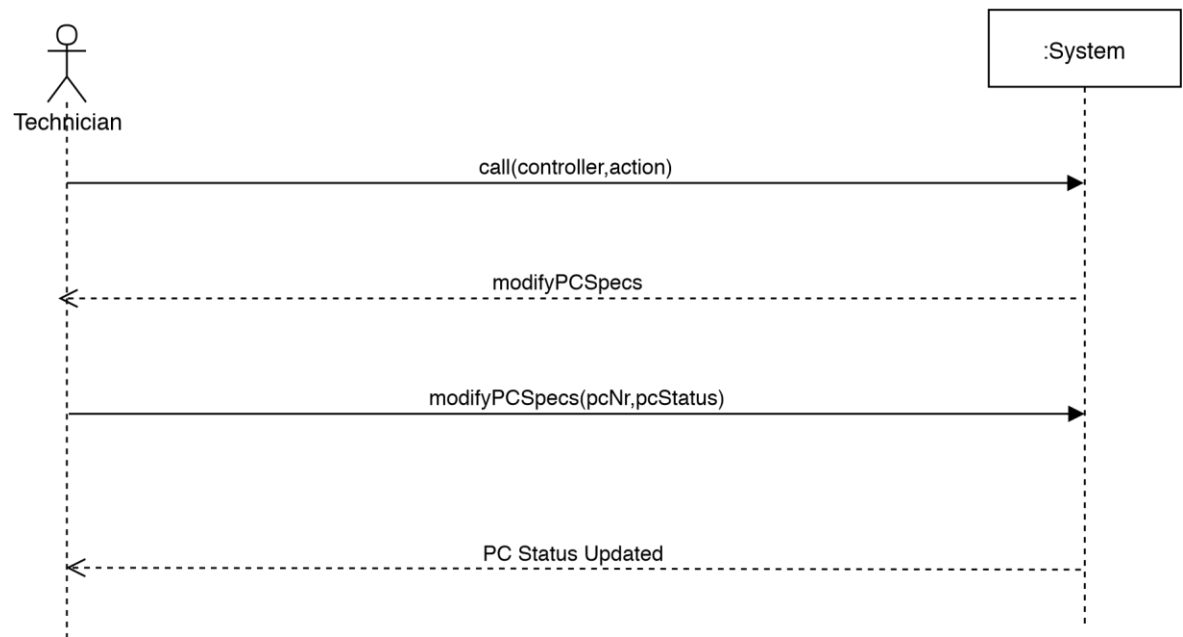
Write Off PC



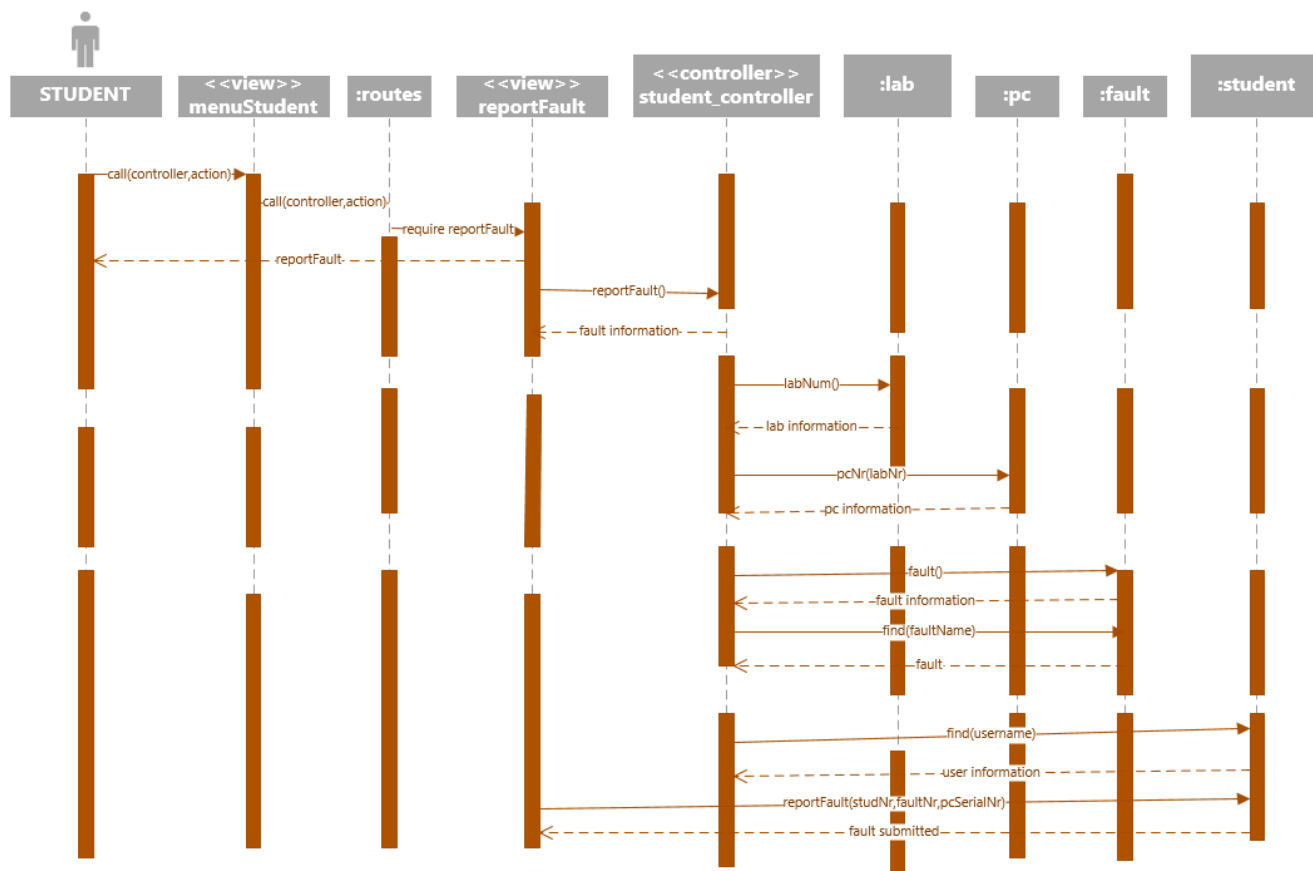
View Reports



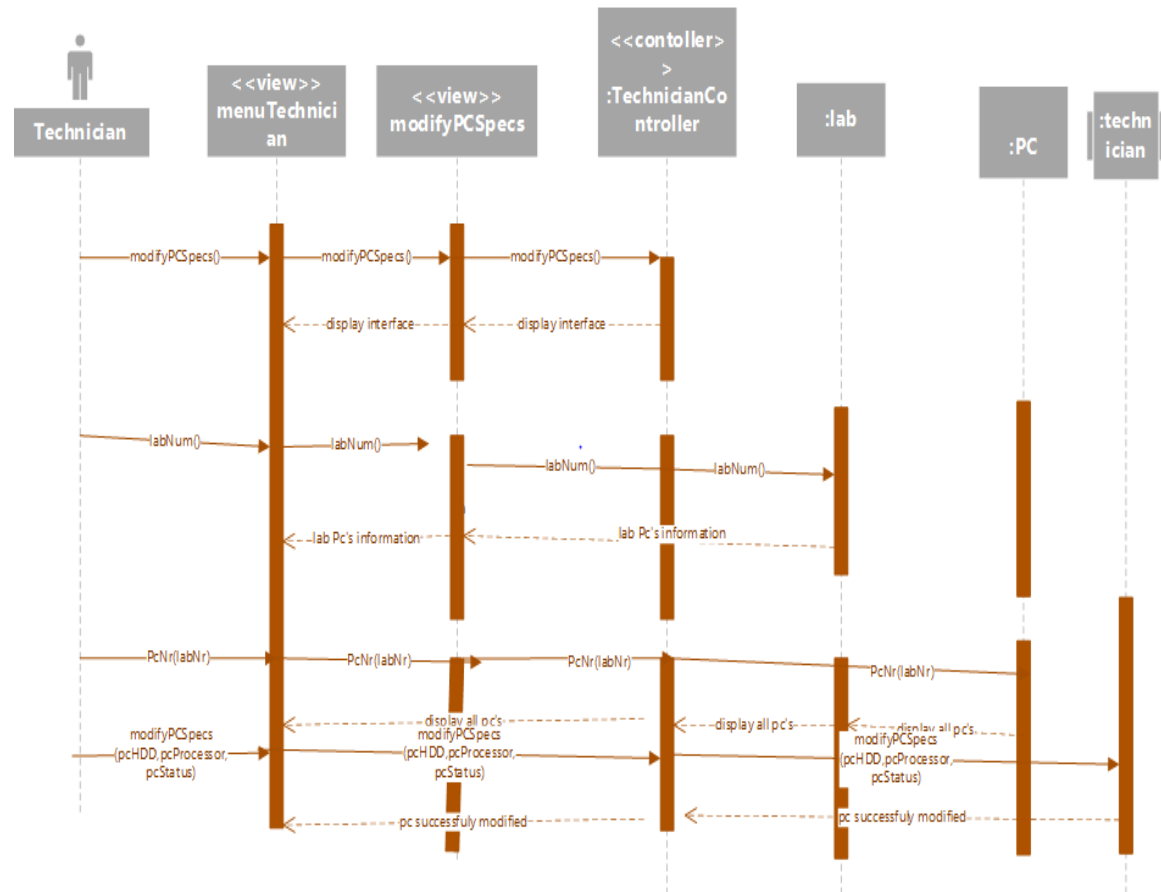
Update PC Status

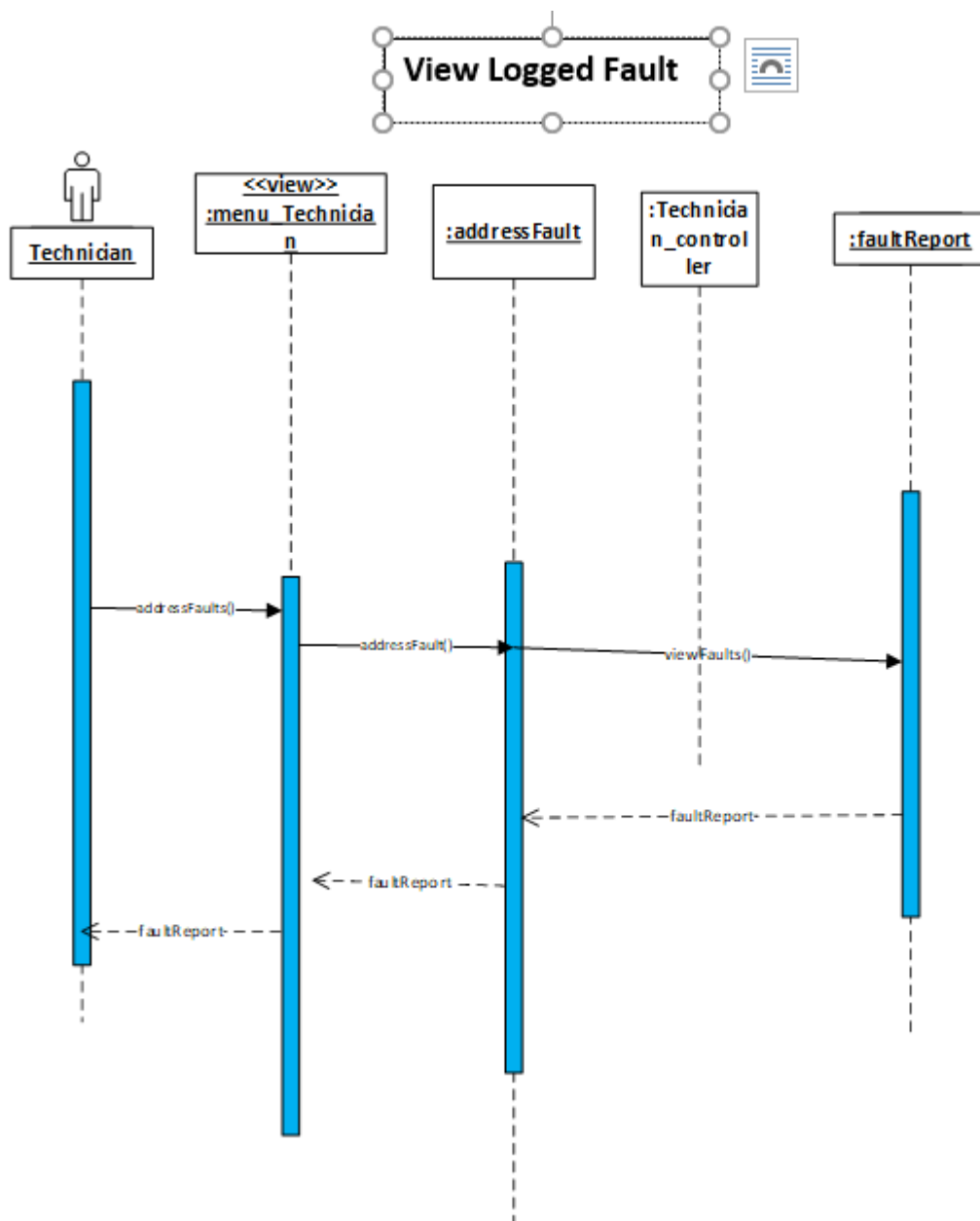


Detailed Sequence Diagram (DSD) Report Fault

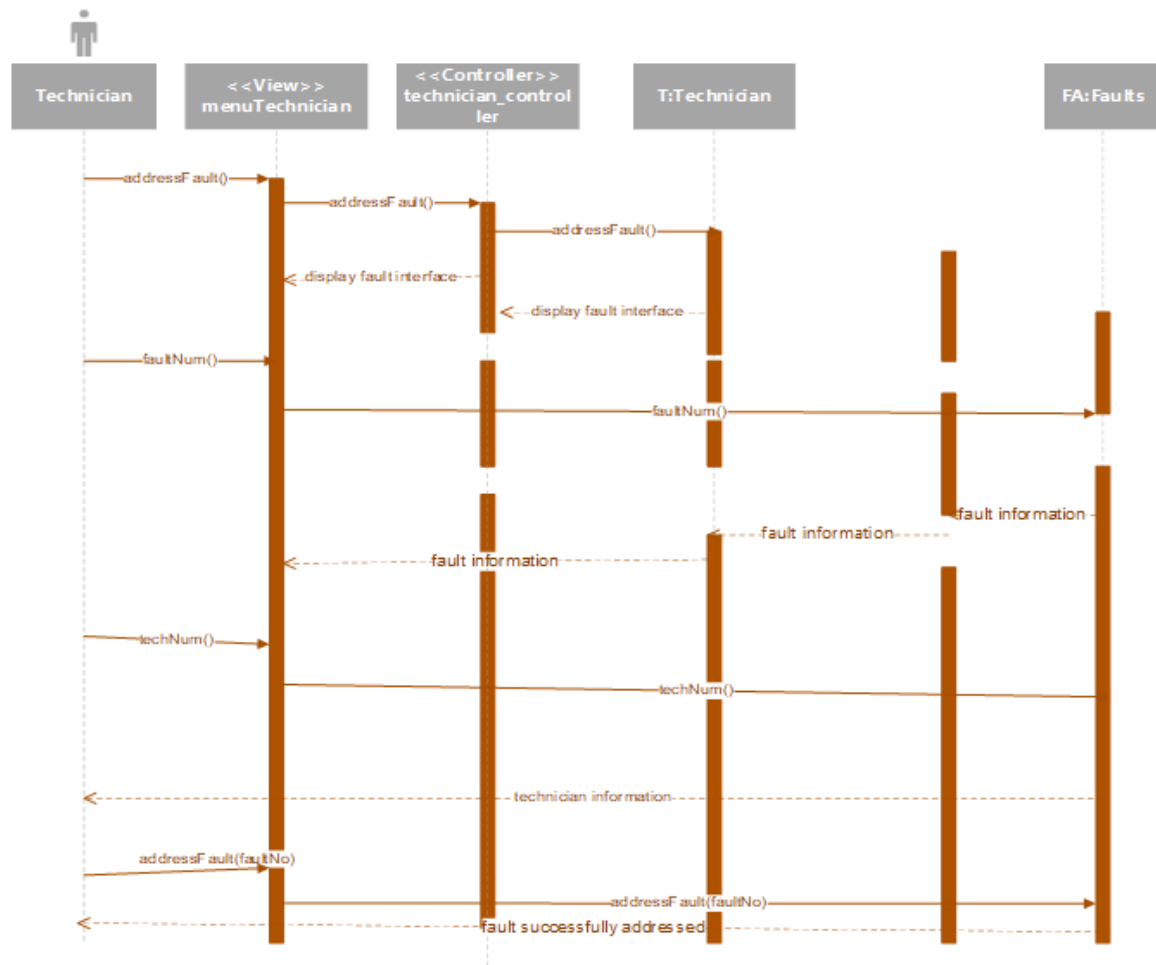


Update PC Specifications

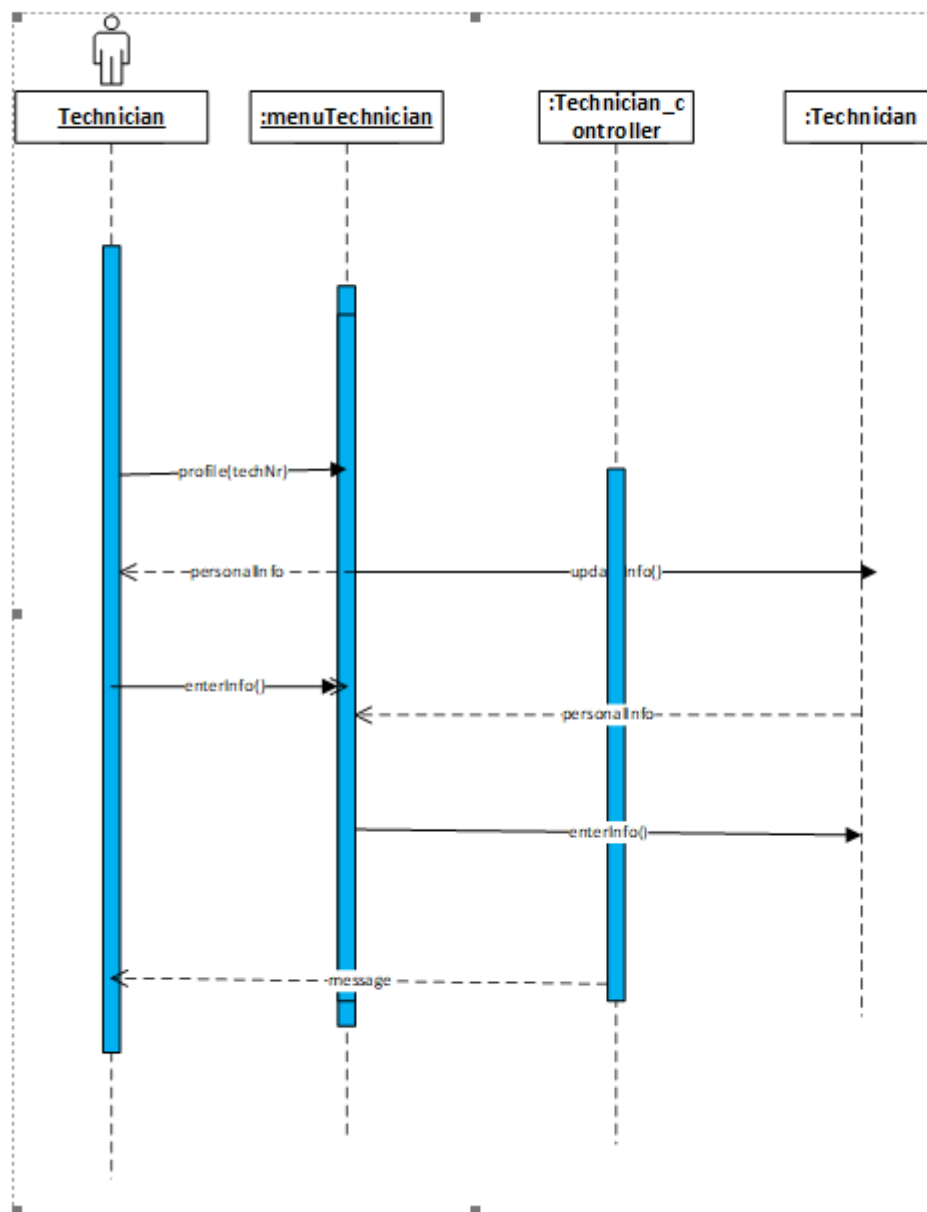


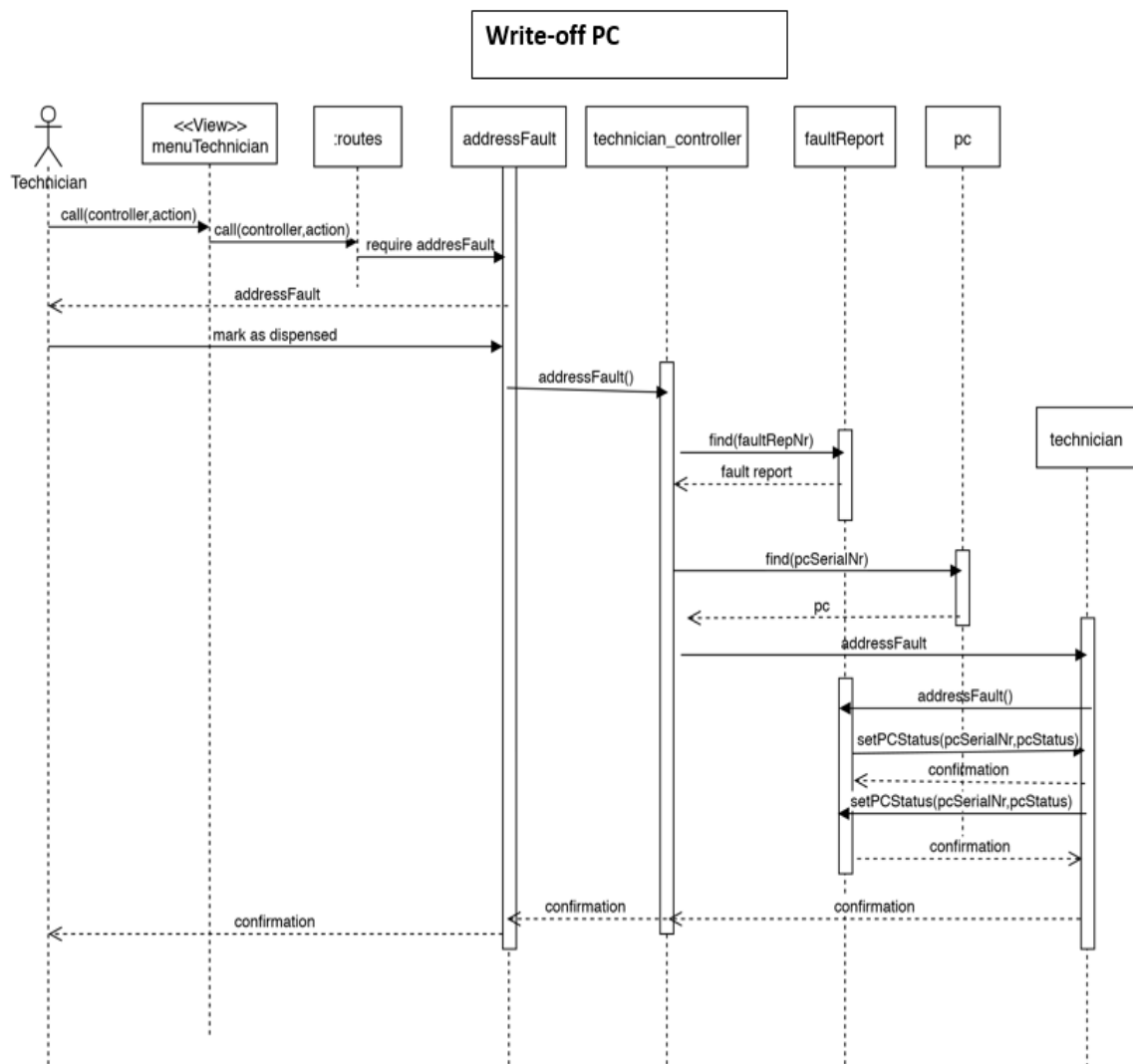


Fix logged Faults

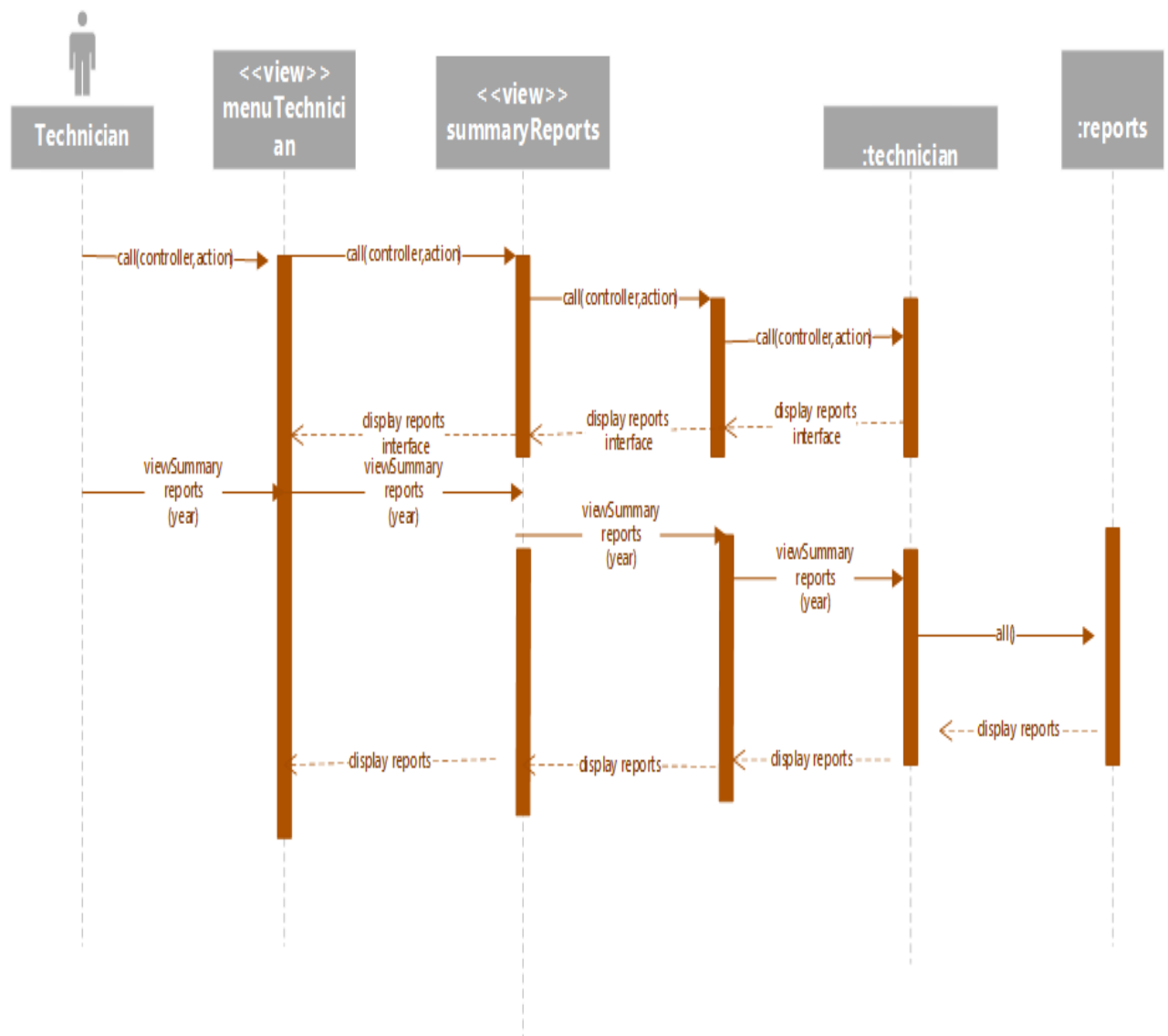


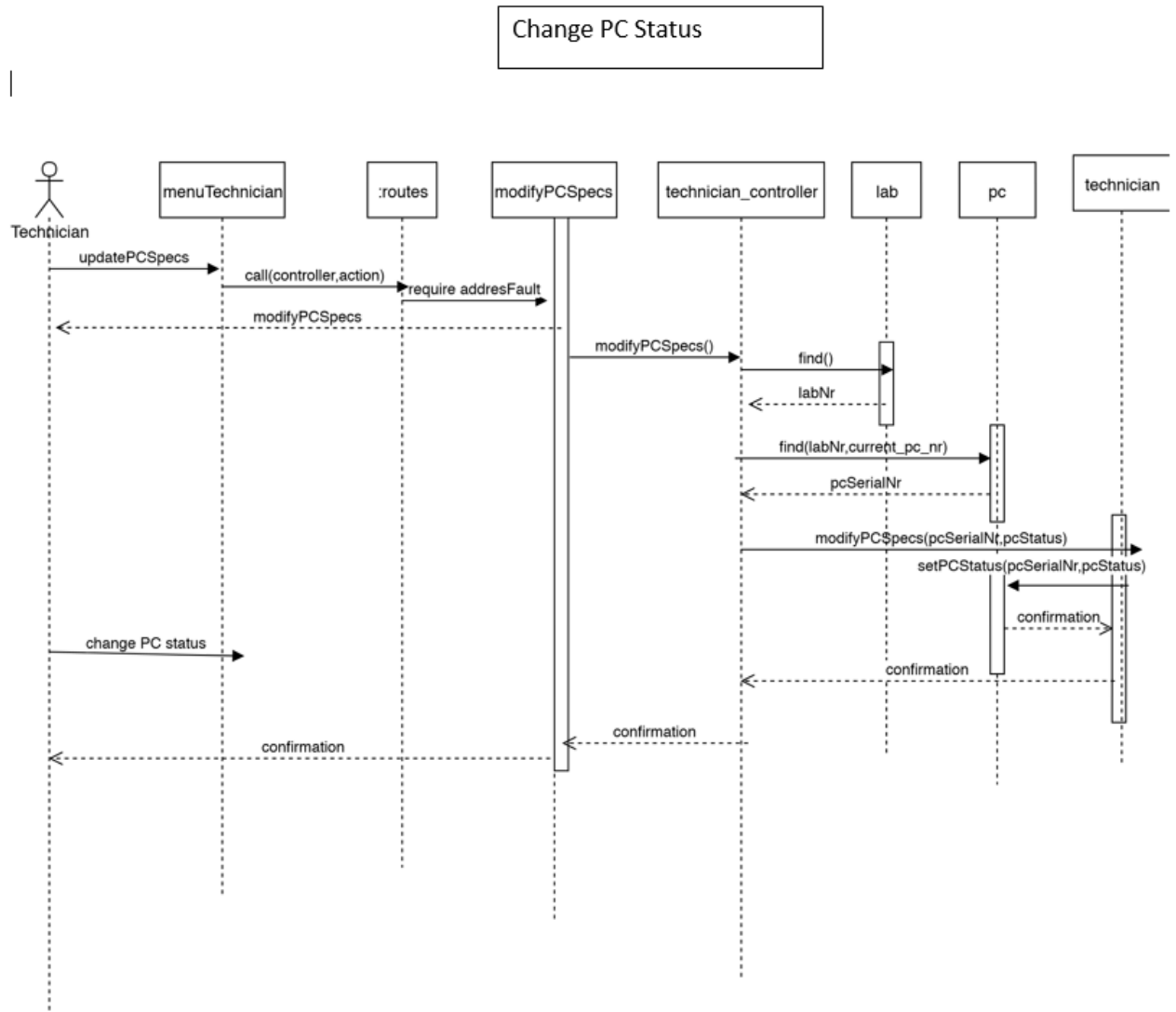
Update Profile





View Reports





Class Responsibilities and Collaboration (CRC)

Report Fault

studentController	
reportFault()	LAB PC FAULT STUDENT

LAB
labNum()

PC
pcNr(labNr)

FAULT
fault() find(faultName)

STUDENT
find(userName) reportFault(studNr,faultNr,pcSerialNr)

UpdatePC Specifications

Technician_controller	
modifyPCSpecs	

Front of card

pcSerialNrHDD current_pc_nr pcHDD pcProcorsor pcRam pcSystemType

Back of card

PC	
find allPC	lab

Front of card

labNum current_pc_nr

lab	
find	

Front of card

labNum current_pc_nr

Back of card

View logged faults

technicianController	
<u>Responsibilities</u>	<u>Collaborators</u>
- getFaultRep(faultNo,faultDesc,faultType)	

Technician	
<u>Responsibilities</u>	<u>Collaborators</u>
-viewFault() -fixFault()	-fault

faultRep	
<u>Responsibilities</u>	<u>Collaborators</u>
-getFaultRep() -fixFault()	-fault

Fix logged faults

technicianController	
addressFault() faultNum() techNum()	TECHNICIAN FIXLOGGEDFA ULTS

TECHNICIAN
techno techPasswd

FAULT
getFault(faultNo, faultName)

Update Profile

technicianController	
<u>Responsibilities</u> -updateProfile()	<u>Collaborators</u> -Technician

Technician	
<u>Responsibilities</u> -updateProfile()	<u>Collaborators</u>

Write-off PC

Front of card

technicianHandler	
setTechNr markPCWrittenOff UpdateFaultRepStaus UpdateFixMethod	Technician Technician Technician Technician

Back of card

Front of card

Technician	
SetTechNr markPCWrittenOff UpdateFaultRepStaus UpdateFixMethod	PC FaultReport faultReport

TechNr

Back of card

Front of card

FaultReport	
UpdateFaultRepStaus UpdateFixMethod getTechNr	Technician

FaultRepNr
FaultRepStatus
TechNr
PcSerialNr
FaultFixMethod
faultFixedDate

Back of card**Front of card**

PC	
updatePCStaus	

PcSeialNr
pcStatus

Back of card

View Reports

Front of card

Technician_controller	
viewSummaryReports	

labNo
pcHDD

Back of card

Front of card

report	
viewSummaryReports	

numofFaults year

Back of card

Update PC Status

Front of card

technicianHandler	
updatePCStaus	Technician

current_pc_nr LabNr

Back of card**Front of card**

Technician	
updatePCStaus	PC

current_pc_nr LabNr

Back of card**Front of card**

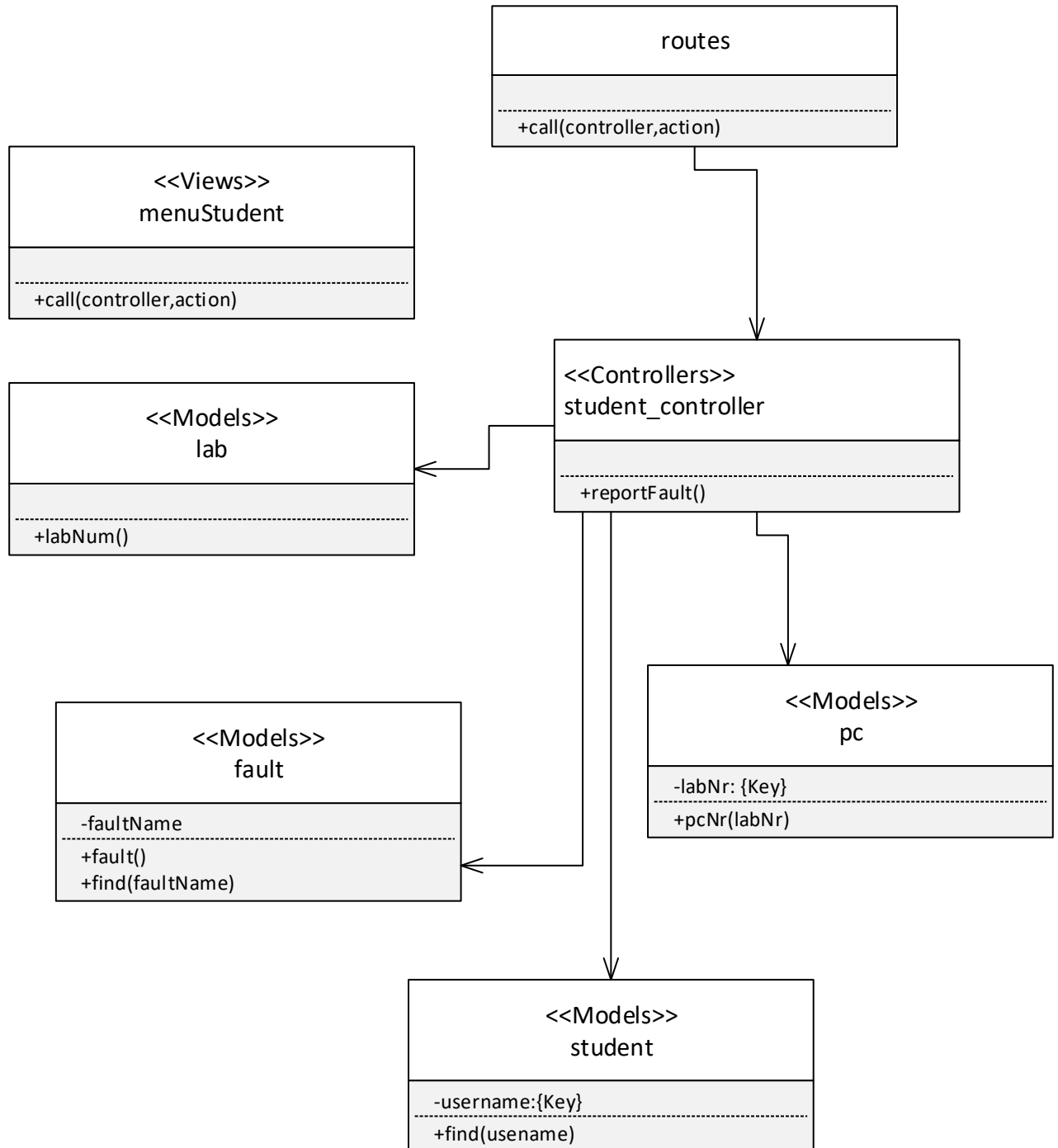
PC	
updatePCStaus	Technician

current_pc_nr labNr PcStatus

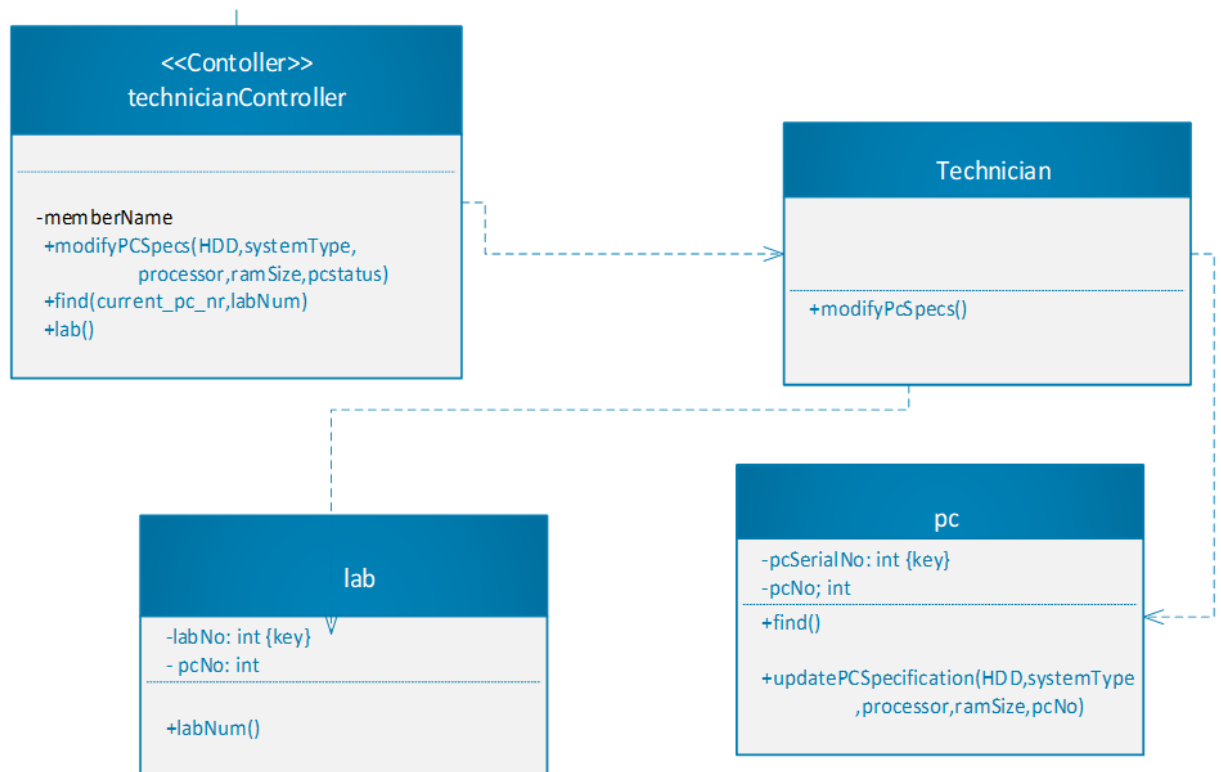
Back of card

Design Class Diagram (DCD)

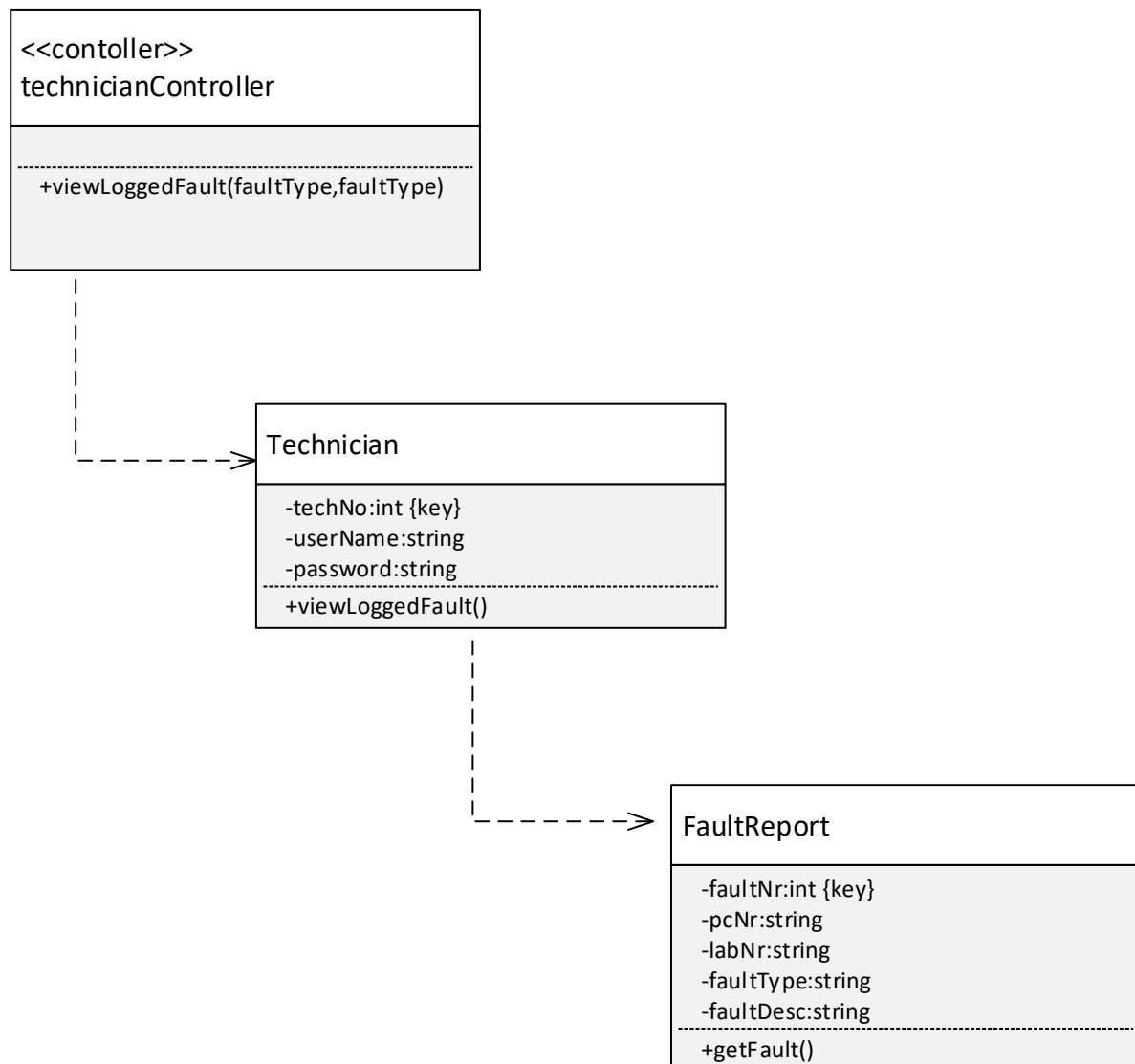
Report Fault



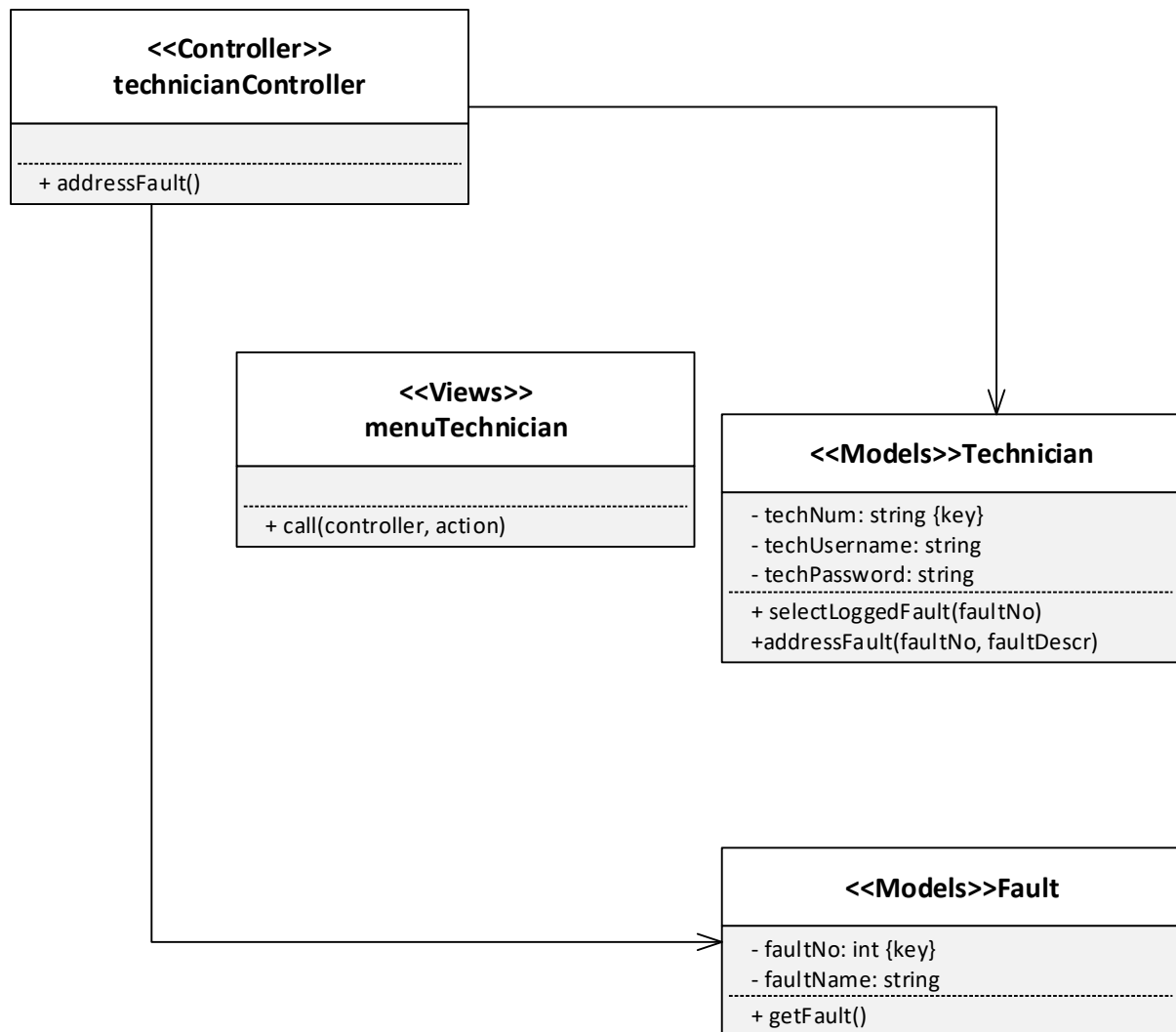
Modify PC Specifications



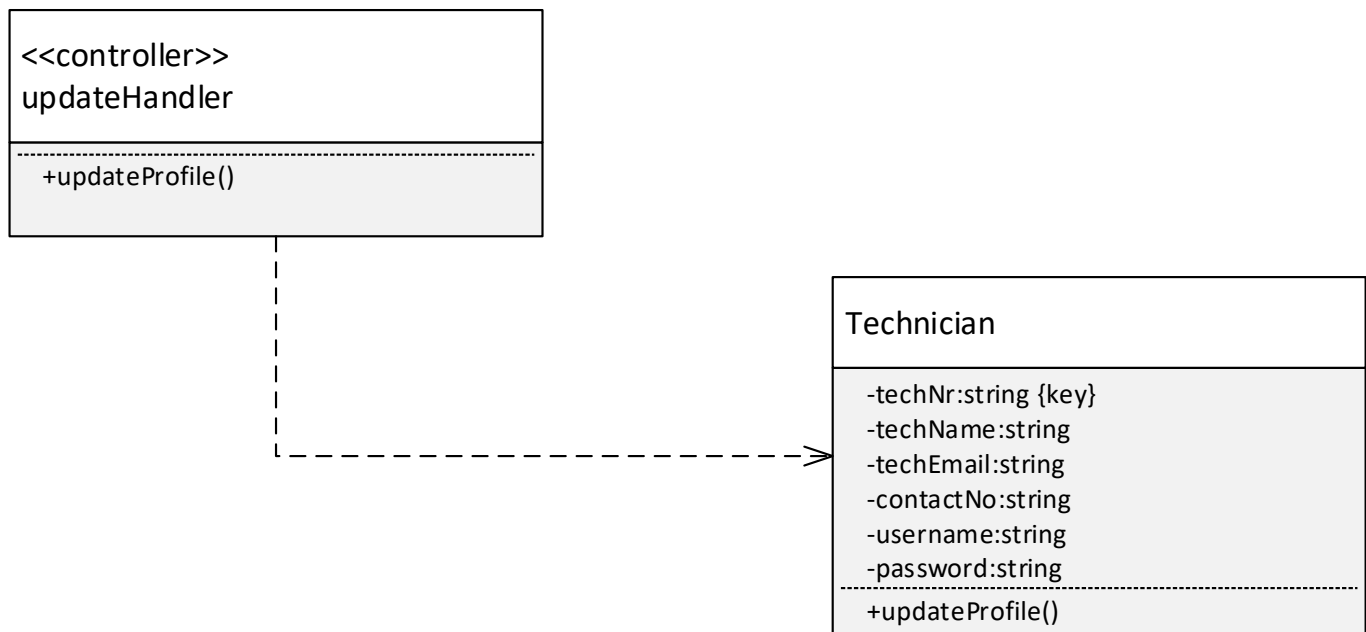
View logged faults



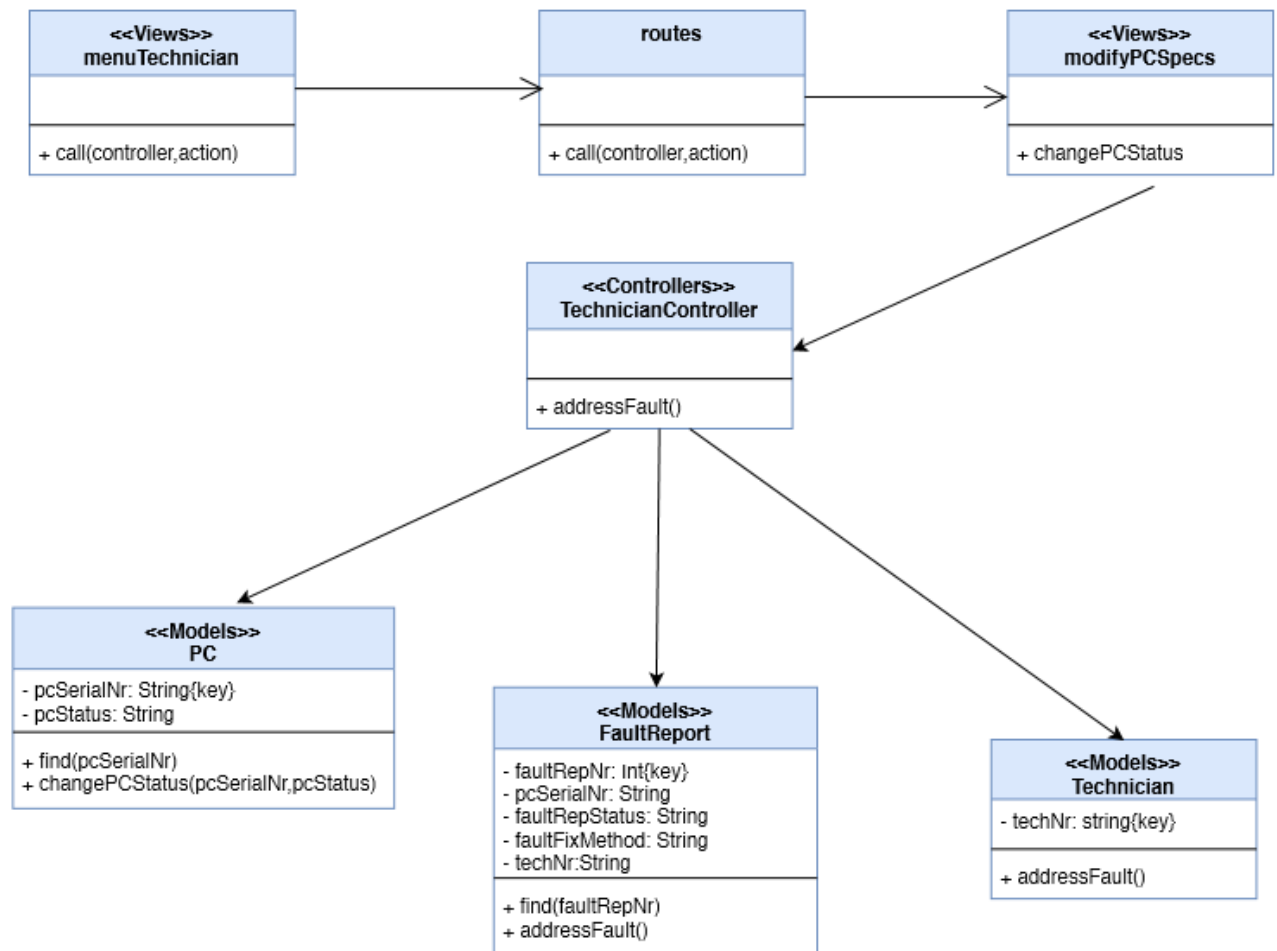
Fix logged faults



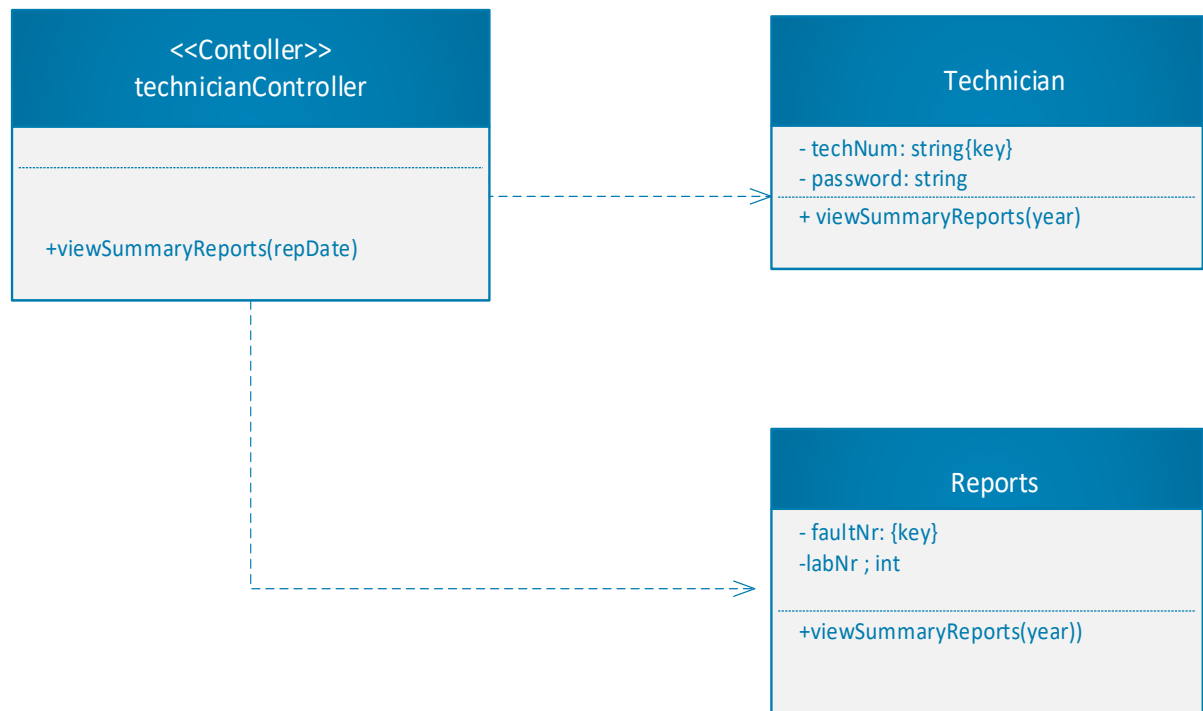
Update Profile



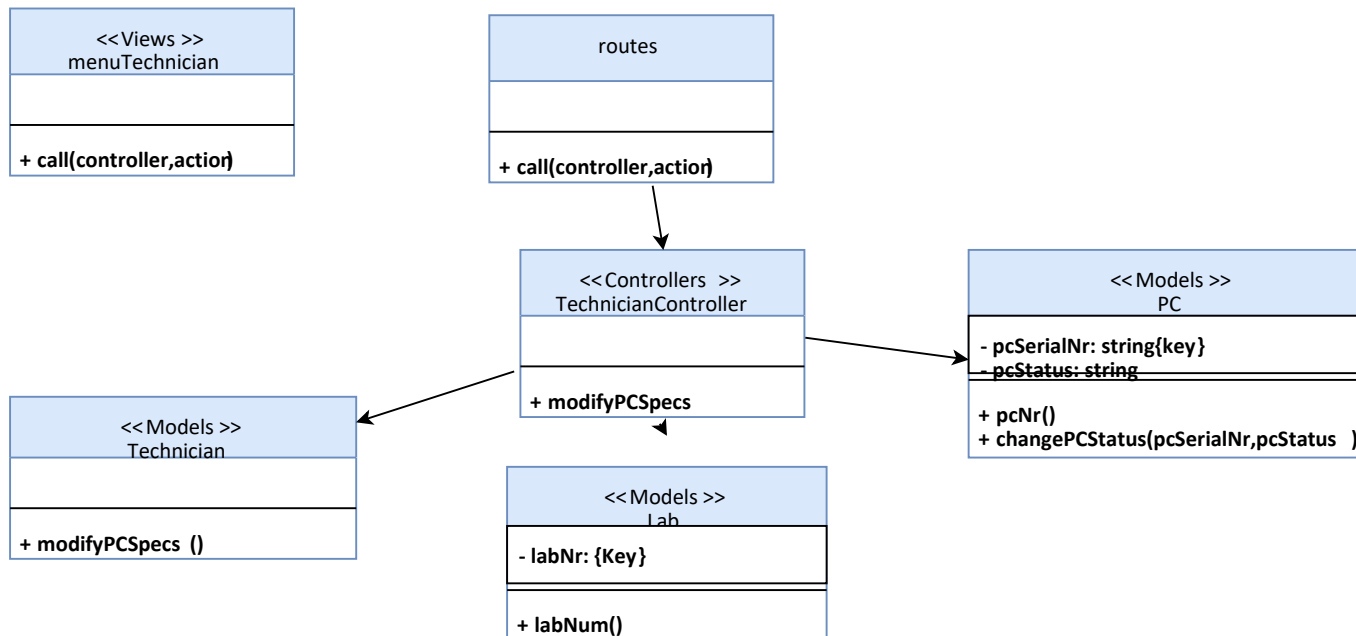
Write-Off PC



View Reports

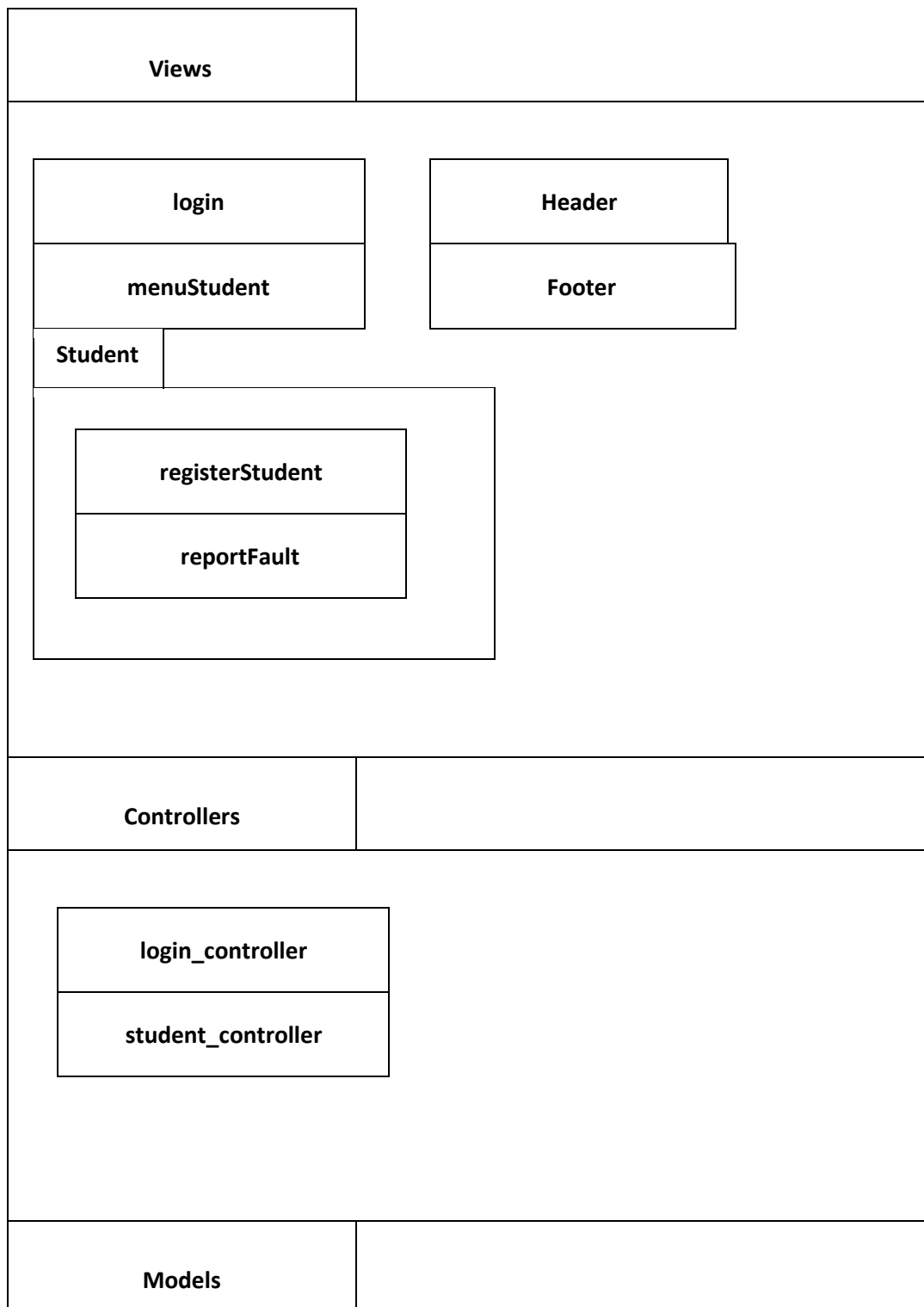


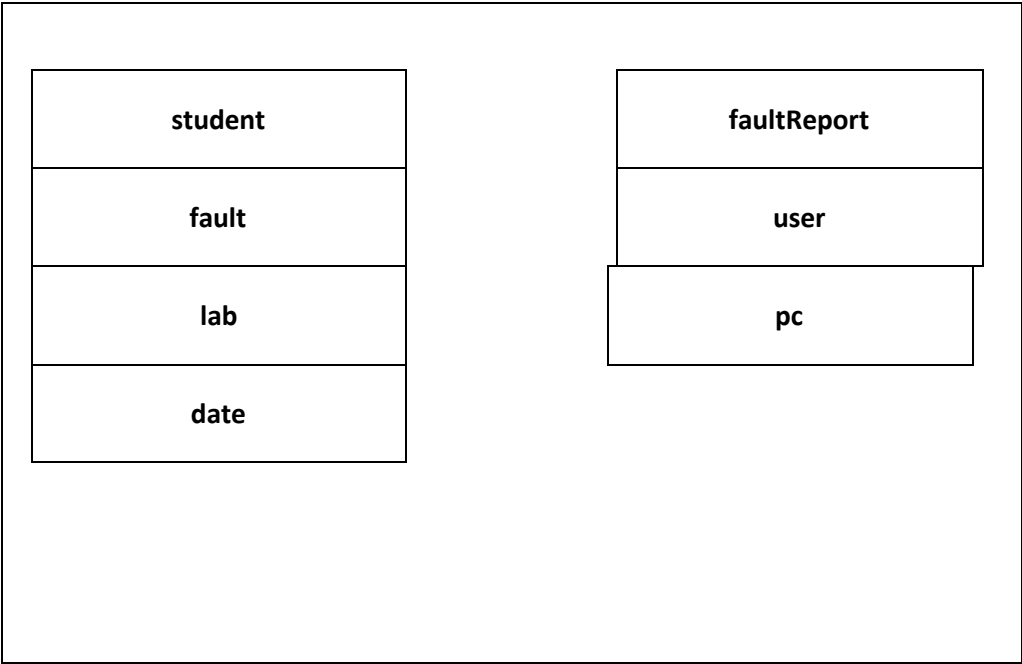
Update PC Status



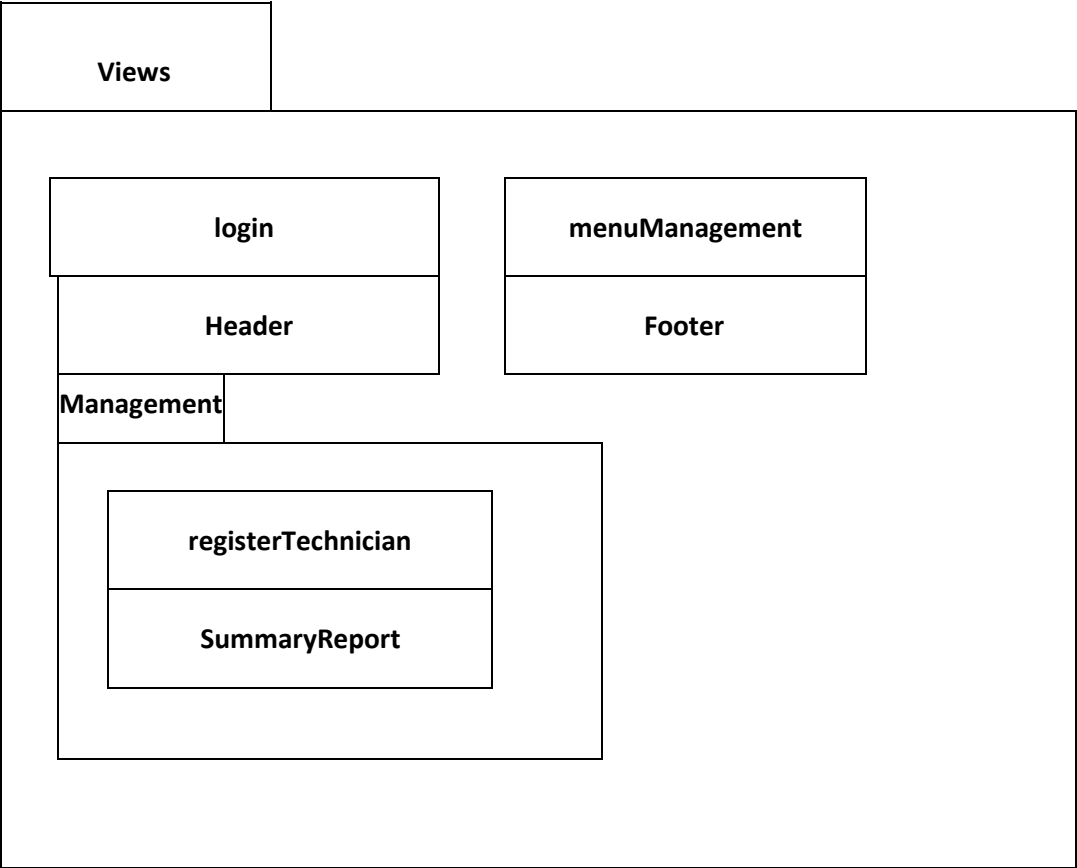
PACKAGE DIAGRAM

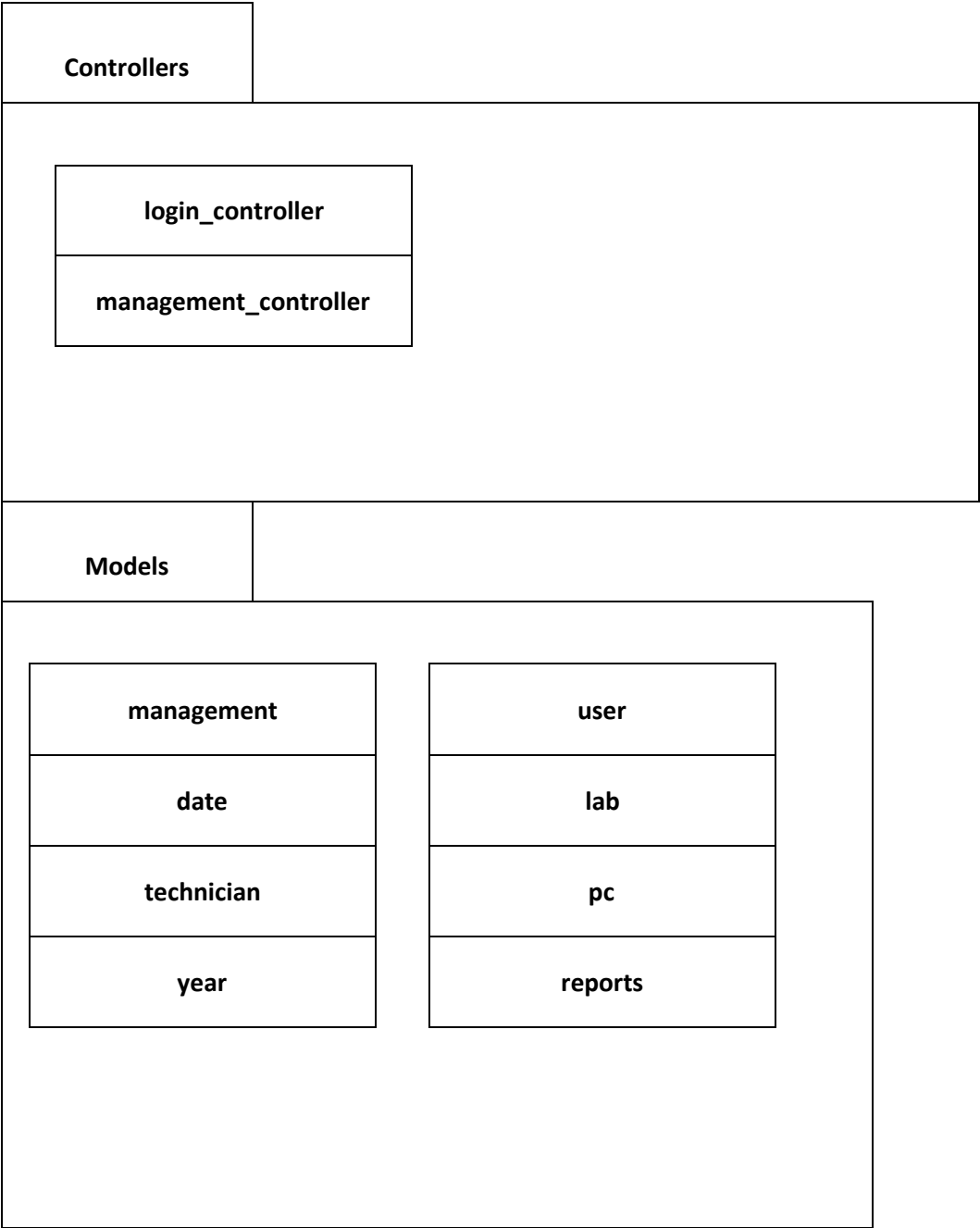
Student





Management





Technician

Views

login

menuTechnician

Header

Footer

Technician

addressFault

modifyPCSpecs

SummaryReport

updateProfile

Controllers

login_controller

technician_controller

DATABASE SCRIPT

```
/*
SQLyog Community Edition- MySQL GUI v5.22a
Host - 5.1.30-community : Database - pcfaultreportdb
*****

Server version : 5.1.30-community
*/

/*!40101 SET NAMES utf8 */;

/*!40101 SET SQL_MODE="*/;

create database if not exists `pcfaultreportdb`;

USE `pcfaultreportdb`;

/*!40014 SET @OLD_FOREIGN_KEY_CHECKS=@@FOREIGN_KEY_CHECKS, FOREIGN_KEY_CHECKS=0 */;
/*!40101 SET @OLD_SQL_MODE=@@SQL_MODE, SQL_MODE='NO_AUTO_VALUE_ON_ZERO' */;

/*Table structure for table `tblfault` */

DROP TABLE IF EXISTS `tblfault`;

CREATE TABLE `tblfault` (
  `faultNr` int(2) NOT NULL AUTO_INCREMENT,
  `faultName` varchar(100) NOT NULL,
  PRIMARY KEY (`faultNr`)
) ENGINE=InnoDB AUTO_INCREMENT=17 DEFAULT CHARSET=latin1;

/*Data for the table `tblfault` */

insert into `tblfault` (`faultNr`,`faultName`) values
(1,'MONITOR'),(2,'INTERNET'),(3,'MOUSE'),(4,'CABLE'),(5,'WORKSTATION DAMAGED'),(6,'REBOOT
FAIL'),(7,'POWER'),(8,'APPLICATION NOT RESPONDING'),(9,'APPLICATION CRUSHED'),(10,'APPLICATION NOT
INSTALLED'),(11,'APPLICATION INSTALATION FAILED'),(12,'SYSTEM CRASHED'),(13,'NO OPERATING
SYSTEM'),(14,'STARTUP FAILED'),(15,'REBOOT FAILED'),(16,'VIRUS INFECTION');

/*Table structure for table `tbllab` */

DROP TABLE IF EXISTS `tbllab`;

CREATE TABLE `tbllab` (
  `labNr` varchar(9) NOT NULL,
  `labNrOfPCs` int(2) DEFAULT NULL,
```

```

`labCapacity` int(2) DEFAULT NULL,
PRIMARY KEY (`labNr`)
) ENGINE=InnoDB DEFAULT CHARSET=latin1;

/*Data for the table `tbllab` */

insert into `tbllab`(`labNr`,`labNrOfPCs`,`labCapacity`) values
('15G01',37,60),('15G15',29,40),('15G30',16,70),('16G01',18,60),('16G15',26,40),('16G30',26,70),('STORAGE',33,NU
LL);

/*Table structure for table `tblpc` */

DROP TABLE IF EXISTS `tblpc`;

CREATE TABLE `tblpc` (
  `pcSerialNr` varchar(9) NOT NULL,
  `labNr` varchar(9) DEFAULT NULL,
  `current_pc_nr` varchar(10) DEFAULT NULL,
  `pcHDD` varchar(5) DEFAULT NULL,
  `pcProcersor` varchar(2) DEFAULT NULL,
  `pcRam` varchar(5) DEFAULT NULL,
  `pcSystemType` varchar(100) DEFAULT NULL,
  `pcStatus` varchar(20) NOT NULL DEFAULT 'IN-ACTIVE',
  PRIMARY KEY (`pcSerialNr`),
  KEY `FK_tblpc_labNr` (`labNr`),
  CONSTRAINT `FK_tblpc_labNr` FOREIGN KEY (`labNr`) REFERENCES `tbllab` (`labNr`)
) ENGINE=InnoDB DEFAULT CHARSET=latin1;

/*Data for the table `tblpc` */

insert into `tblpc`(`pcSerialNr`,`labNr`,`current_pc_nr`,`pcHDD`,`pcProcersor`,`pcRam`,`pcSystemType`,`pcStatus`)
values ('*0000001*','16G30','PC69','2TB','I5','4GB','32-
BIT','BROKEN'),(*0000002*,'16G30','PC42','2TB','I5','4GB','32-
BIT','ACTIVE'),(*0000003*,'STORAGE',NULL,'2TB','I5','4GB','32-BIT','WRITTEN
OFF'),(*0000004*,'16G30','PC28','2TB','I5','4GB','32-
BIT','BROKEN'),(*0000005*,'STORAGE',NULL,'2TB','I5','4GB','32-BIT','WRITTEN
OFF'),(*0000006*,'16G30','PC23','4TB','I7','8GB','32-
BIT','BROKEN'),(*0000007*,'16G30','PC18','2TB','I5','4GB','32-
BIT','BROKEN'),(*0000008*,'STORAGE',NULL,'2TB','I5','4GB','32-BIT','WRITTEN
OFF'),(*0000009*,'STORAGE',NULL,'2TB','I5','4GB','32-BIT','WRITTEN
OFF'),(*0000010*,'16G30','PC45','4TB','I7','8GB','64-BIT','ACTIVE'),(*0002002*,'16G30','PC41','4TB','I7','8GB','32-
BIT','BROKEN'),(*0101121*,'15G15','PC32','1TB','I3','1GB','32-
BIT','ACTIVE'),(*0101554*,'15G15','PC10','1TB','I3','2GB','32-
BIT','ACTIVE'),(*0120255*,'15G15','PC11','1TB','I5','2GB','32-
BIT','ACTIVE'),(*0123654*,'STORAGE',NULL,'4TB','I7','4GB','64-BIT','WRITTEN
OFF'),(*0147852*,'16G01','PC40','4TB','I5','16GB','64-
BIT','BROKEN'),(*0258741*,'STORAGE',NULL,'1TB','I5','4GB','32-BIT','WRITTEN

```

OFF'),(*0321478*', '16G01', 'PC37', '4TB', 'I5', '16GB', '64-BIT', 'BROKEN'),(*0369852*', '16G01', 'PC38', '4TB', 'I7', '16GB', '64-BIT', 'BROKEN'),(*09854712', '16G01', 'PC35', '4TB', 'I7', '16GB', '64-BIT', 'BROKEN'),(*1000000*', '15G01', NULL, '500GB', 'I3', '2GB', '32-BIT', 'ACTIVE'),(*1005115*', '15G15', 'PC37', '1TB', 'I3', '2GB', '32-BIT', 'ACTIVE'),(*1020304*', '16G30', 'PC13', '500GB', 'I7', '32GB', '64-BIT', 'IN-ACTIVE'),(*1021025*', '15G15', 'PC08', '1TB', 'I3', '1GB', '32-BIT', 'ACTIVE'),(*1114445*', '15G01', 'AAAA', '500GB', 'I3', '2GB', '32-BIT', 'IN-ACTIVE'),(*1121212*', '15G15', 'PC19', '1TB', 'I5', '2GB', '32-BIT', 'BROKEN'),(*1211200*', '15G15', 'PC05', '1TB', 'I3', '1GB', '32-BIT', 'ACTIVE'),(*1225535*', '16G15', 'PC11', '4TB', 'I7', '8GB', '64-BIT', 'ACTIVE'),(*1234560*', '16G15', 'PC32', '4TB', 'I5', '8GB', '64-BIT', 'BROKEN'),(*1234561*', '16G15', 'PC40', '4TB', 'I5', '8GB', '64-BIT', 'BROKEN'),(*1234562*', '16G15', 'PC15', '4TB', 'I7', '8GB', '64-BIT', 'BROKEN'),(*1234563*', '15G30', 'PC21', '500GB', 'I7', '1GB', '32-BIT', 'BROKEN'),(*1234564*', '16G15', 'PC17', '2TB', 'I5', '8GB', '32-BIT', 'ACTIVE'),(*1234565*', '16G15', 'PC18', '4TB', 'I7', '8GB', '32-BIT', 'ACTIVE'),(*1234566*', '16G15', 'PC20', '2TB', 'I5', '8GB', '32-BIT', 'ACTIVE'),(*1234567*', '16G15', 'PC22', '4TB', 'I7', '8GB', '64-BIT', 'ACTIVE'),(*1234568*', '16G15', 'PC25', '4TB', 'I7', '8GB', '64-BIT', 'BROKEN'),(*1234569*', '16G15', 'PC29', '2TB', 'I7', '8GB', '64-BIT', 'ACTIVE'),(*1234571*', '16G15', 'PC14', '2TB', 'I5', '8GB', '32-BIT', 'ACTIVE'),(*1234576*', '16G15', 'PC21', '4TB', 'I7', '8GB', '64-BIT', 'BROKEN'),(*1234577*', '15G30', 'PC20', '500GB', 'I3', '1GB', '64-BIT', 'BROKEN'),(*1234578*', 'STORAGE', NULL, '1TB', 'I3', '4GB', '32-BIT', 'WRITTEN OFF'),(*1234579*', '15G30', 'PC19', '500GB', 'I3', '1GB', '64-BIT', 'ACTIVE'),(*1234607*', 'STORAGE', NULL, '1TB', 'I3', '4GB', '32-BIT', 'WRITTEN OFF'),(*1234675*', 'STORAGE', NULL, '1TB', 'I3', '4GB', '32-BIT', 'WRITTEN OFF'),(*1234678*', '15G30', 'PC18', '500GB', 'I3', '1GB', '64-BIT', 'BROKEN'),(*1234679*', 'STORAGE', NULL, '1TB', 'I3', '4GB', '32-BIT', 'WRITTEN OFF'),(*1242525*', '15G15', 'PC02', '1TB', 'I3', '2GB', '32-BIT', 'ACTIVE'),(*1252458*', '15G01', 'PC30', '2TB', 'I5', '2GB', '32-BIT', 'ACTIVE'),(*1254455*', 'STORAGE', NULL, '1TB', 'I3', '4GB', '32-BIT', 'WRITTEN OFF'),(*1255255*', '16G30', 'PC11', '2TB', 'I5', '4GB', '32-BIT', 'ACTIVE'),(*1322441*', '15G15', 'PC03', '1TB', 'I3', '2GB', '32-BIT', 'ACTIVE'),(*1455555*', '15G30', 'PC10', '500GB', 'I3', '1GB', '64-BIT', 'ACTIVE'),(*1455888*', '16G15', 'PC10', '2TB', 'I5', '8GB', '32-BIT', 'ACTIVE'),(*1458572*', '15G01', 'PC25', '2TB', 'I5', '4GB', '32-BIT', 'ACTIVE'),(*1458693*', '15G01', 'PC35', '2TB', 'I5', '4GB', '32-BIT', 'ACTIVE'),(*1514455*', '16G01', 'PC10', '500GB', 'I3', '1GB', '64-BIT', 'ACTIVE'),(*1525669*', '16G15', 'PC09', '2TB', 'I5', '8GB', '32-BIT', 'ACTIVE'),(*1544888*', '15G15', 'PC29', '1TB', 'I5', '2GB', '32-BIT', 'ACTIVE'),(*1608218*', '16G15', 'PC13', '16TB', 'I7', '32GB', '64-BIT', 'IN-ACTIVE'),(*1608219*', '15G30', NULL, '16TB', 'I3', '2GB', '32-BIT', 'IN-ACTIVE'),(*1653032*', '15G01', 'PC39', '500GB', 'I3', '2GB', '32-BIT', 'ACTIVE'),(*1875785*', '15G01', 'PC36', '2TB', 'I5', '2GB', '32-BIT', 'ACTIVE'),(*2141255*', '15G30', 'PC11', '500GB', 'I3', '1GB', '64-BIT', 'ACTIVE'),(*2145586*', '16G30', 'PC12', '4TB', 'I7', '8GB', '64-BIT', 'ACTIVE'),(*2146381*', '15G01', 'PC39', '500GB', 'I3', '2GB', '32-

BIT,'ACTIVE'),(*2152545*,'16G01','PC12','500GB','I3','1GB','64-
 BIT,'ACTIVE'),(*2152566*,'STORAGE',NULL,'1TB','I3','4GB','32-BIT','WRITTEN
 OFF'),(*2325252*,'16G30','PC05','4TB','I7','8GB','32-
 BIT,'ACTIVE'),(*2325253*,'STORAGE',NULL,'1TB','I3','4GB','32-BIT','WRITTEN
 OFF'),(*2344588*,'15G30','PC12','500GB','I5','1GB','64-
 BIT,'ACTIVE'),(*2525255*,'16G15','PC12','2TB','I5','8GB','32-
 BIT,'ACTIVE'),(*2525458*,'15G01','PC32','2TB','I5','2GB','32-
 BIT,'ACTIVE'),(*2533556*,'16G15','PC36','4TB','I7','8GB','32-
 BIT,'ACTIVE'),(*2545558*,'16G15','PC30','1TB','I3','4GB','32-
 BIT,'ACTIVE'),(*2569899*,'15G30','PC24','2TB','I5',NULL,'32-
 BIT,'ACTIVE'),(*2614589*,'STORAGE',NULL,'1TB','I3',NULL,'32-BIT','WRITTEN
 OFF'),(*2656999*,'STORAGE',NULL,'1TB','I3','4GB','32-BIT','WRITTEN
 OFF'),(*3225247*,'16G30','PC09','4TB','I7','8GB','64-
 BIT,'ACTIVE'),(*3232256*,'16G01','PC09','4TB','I7','16GB','64-
 BIT,'ACTIVE'),(*3245455*,'16G15','PC04','2TB','I5','8GB','32-
 BIT,'ACTIVE'),(*3245577*,'15G01','PC39','2TB','I5','2GB','32-
 BIT,'ACTIVE'),(*3252525*,'16G01','PC04','4TB','I7','16GB','64-
 BIT,'ACTIVE'),(*3254875*,'15G01','PC31','2TB','I5','4GB','32-
 BIT,'ACTIVE'),(*3254879*,'STORAGE',NULL,'1TB','I3','4GB','32-BIT','WRITTEN
 OFF'),(*3255869*,'16G30','PC03','2TB','I5','4GB','32-BIT','ACTIVE'),(*3258784*,'16G15','PC03','2TB','I5','8GB','64-
 BIT,'ACTIVE'),(*3556657*,'15G30','PC03','500GB','I3','1GB','64-
 BIT,'ACTIVE'),(*3655898*,'16G01','PC03','4TB','I7','16GB','64-
 BIT,'ACTIVE'),(*3656996*,'16G15','PC02','2TB','I5','8GB','32-
 BIT,'ACTIVE'),(*4545485*,'16G30','PC02','4TB','I7','4GB','64-
 BIT,'ACTIVE'),(*4545854*,'15G30','PC02','500GB','I3','1GB','64-
 BIT,'ACTIVE'),(*4554758*,'15G01','PC27','2TB','I5','4GB','32-
 BIT,'ACTIVE'),(*4575898*,'16G01','PC39','4TB','I7','16GB','64-
 BIT,'BROKEN'),(*4578895*,'15G01','PC34','2TB','I5','4GB','32-
 BIT,'ACTIVE'),(*4646797*,'15G01','PC01','2TB','I5','4GB','32-
 BIT,'ACTIVE'),(*4651976*,'15G01','PC02','2TB','I5','4GB','32-
 BIT,'ACTIVE'),(*4877455*,'16G01','PC02','500GB','I7','1GB','64-
 BIT,'ACTIVE'),(*5245257*,'15G15','PC27','1TB','I3','2GB','32-
 BIT,'ACTIVE'),(*5458652*,'15G30','PC01','500GB','I3','1GB','64-
 BIT,'ACTIVE'),(*5545555*,'15G01','PC18','2TB','I5','4GB','32-
 BIT,'ACTIVE'),(*5547567*,'15G01','PC03','1TB','I3','4GB','32-
 BIT,'ACTIVE'),(*5555556*,'16G30','PC70','2TB','I5','4GB','32-
 BIT,'ACTIVE'),(*5555999*,'16G30','PC01','2TB','I5','4GB','32-
 BIT,'BROKEN'),(*5566585*,'16G30','PC04','2TB','I5','4GB','32-
 BIT,'ACTIVE'),(*5659987*,'15G01','PC29','2TB','I5','4GB','32-
 BIT,'ACTIVE'),(*5695998*,'15G01','PC19','2TB','I3','4GB','32-
 BIT,'ACTIVE'),(*5859474*,'15G01','PC04','2TB','I5','2GB','32-
 BIT,'ACTIVE'),(*5875685*,'16G01','PC05','500GB','I7','1GB','64-
 BIT,'ACTIVE'),(*5896355*,'16G30','PC08','2TB','I5','4GB','32-
 BIT,'ACTIVE'),(*5965566*,'16G30','PC10','2TB','I5','4GB','32-
 BIT,'ACTIVE'),(*6141548*,'STORAGE',NULL,'1TB','I7','4GB','32-BIT','WRITTEN
 OFF'),(*6454264*,'15G01','PC05','2TB','I5','4GB','32-BIT','ACTIVE'),(*6456548*,'15G01','PC06','2TB','I5','4GB','32-
 BIT,'ACTIVE'),(*6458464*,'15G01','PC07','2TB','I5','4GB','32-

BIT', 'ACTIVE'), ('*6467645*', '15G01', 'PC08', '2TB', 'I5', '4GB', '32-
 BIT', 'ACTIVE'), ('*6476465*', 'STORAGE', NULL, '1TB', 'I3', '4GB', '32-BIT', 'WRITTEN
 OFF'), ('*6525824*', '15G01', 'PC38', '2TB', 'I5', '4GB', '32-BIT', 'ACTIVE'), ('*6556235*', '16G15', 'PC07', '2TB', 'I5', '4GB', '32-
 BIT', 'ACTIVE'), ('*6556559*', '15G15', 'PC26', '1TB', 'I3', '2GB', '32-
 BIT', 'ACTIVE'), ('*6558896*', '15G30', 'PC07', '500GB', 'I3', '1GB', '32-
 BIT', 'ACTIVE'), ('*6569565*', '16G30', 'PC07', '2TB', 'I5', '4GB', '32-
 BIT', 'ACTIVE'), ('*6569632*', '16G01', 'PC07', '500GB', 'I3', '1GB', '64-
 BIT', 'ACTIVE'), ('*6569998*', '16G01', 'PC36', '500GB', 'I3', '1GB', '64-
 BIT', 'BROKEN'), ('*6586658*', '15G15', 'PC25', '1TB', 'I3', '2GB', '32-
 BIT', 'ACTIVE'), ('*6588963*', '15G30', 'PC06', '500GB', 'I3', '1GB', '32-
 BIT', 'ACTIVE'), ('*6589945*', '15G01', 'PC28', '2TB', 'I5', '4GB', '32-
 BIT', 'BROKEN'), ('*6746149*', '15G01', 'PC09', '2TB', 'I5', '4GB', '32-
 BIT', 'ACTIVE'), ('*6766747*', '15G15', 'PC35', '1TB', 'I5', '1GB', '32-
 BIT', 'ACTIVE'), ('*6767786*', 'STORAGE', NULL, '1TB', 'I3', '4GB', '32-BIT', 'WRITTEN
 OFF'), ('*6954555*', '15G01', 'PC40', '2TB', 'I5', '4GB', '32-
 BIT', 'ACTIVE'), ('*6958565*', 'STORAGE', NULL, '1TB', 'I5', '4GB', '32-BIT', 'WRITTEN
 OFF'), ('*7454745*', '15G15', 'PC20', '1TB', 'I3', '1GB', '32-
 BIT', 'ACTIVE'), ('*7524854*', 'STORAGE', NULL, '1TB', 'I3', '4GB', '32-BIT', 'WRITTEN
 OFF'), ('*7578514*', '16G01', 'PC06', '500GB', 'I3', '1GB', '64-
 BIT', 'ACTIVE'), ('*7586766*', '15G15', 'PC19', '1TB', 'I3', '1GB', '32-
 BIT', 'ACTIVE'), ('*7654894*', '15G01', 'PC10', '2TB', 'I5', '4GB', '32-
 BIT', 'ACTIVE'), ('*7766768*', '15G15', 'PC28', '1TB', 'I3', '1GB', '32-
 BIT', 'ACTIVE'), ('*7777777*', 'STORAGE', NULL, '4TB', 'I7', '4GB', '64-BIT', 'WRITTEN
 OFF'), ('*7824559*', '16G01', 'PC01', '500GB', 'I3', '1GB', '32-
 BIT', 'BROKEN'), ('*7847577*', '15G15', 'PC36', '1TB', 'I3', '1GB', '32-
 BIT', 'ACTIVE'), ('*7854855*', '15G01', 'PC26', '2TB', 'I5', '4GB', '32-
 BIT', 'ACTIVE'), ('*7856578*', '15G15', 'PC34', '1TB', 'I3', '2GB', '32-
 BIT', 'ACTIVE'), ('*7894561*', '16G30', 'PC60', '2TB', 'I5', '32GB', '32-BIT', 'IN-
 ACTIVE'), ('*7894568*', '16G30', 'PC60', '500GB', 'I3', '2GB', '32-BIT', 'IN-
 ACTIVE'), ('*7965676*', '15G15', 'PC33', '1TB', 'I3', NULL, '32-
 BIT', 'ACTIVE'), ('*8236658*', '15G30', 'PC05', '500GB', 'I3', '1GB', '64-
 BIT', 'ACTIVE'), ('*8524563*', '16G15', 'PC05', '4TB', 'I5', '8GB', '32-
 BIT', 'ACTIVE'), ('*9247532*', '16G15', 'PC06', '4TB', 'I7', '8GB', '32-
 BIT', 'ACTIVE'), ('*9355665*', '15G01', 'PC11', '2TB', 'I5', '4GB', '32-
 BIT', 'ACTIVE'), ('*9365618*', '15G01', 'PC20', '2TB', 'I5', '4GB', '32-
 BIT', 'ACTIVE'), ('*9455585*', '15G15', 'PC31', '1TB', 'I3', '2GB', '32-
 BIT', 'ACTIVE'), ('*9456964*', '15G01', 'PC12', '2TB', 'I5', '4GB', '32-
 BIT', 'ACTIVE'), ('*9525656*', '16G30', 'PC06', '4TB', 'I7', '4GB', '32-
 BIT', 'ACTIVE'), ('*9558456*', '15G15', 'PC30', '1TB', 'I3', '2GB', '32-
 BIT', 'ACTIVE'), ('*9562456*', 'STORAGE', NULL, '4TB', 'I5', '4GB', '32-BIT', 'WRITTEN
 OFF'), ('*9568569*', '15G15', 'PC18', '1TB', 'I3', '2GB', '32-
 BIT', 'ACTIVE'), ('*9582356*', 'STORAGE', NULL, '1TB', 'I5', '4GB', '32-BIT', 'WRITTEN
 OFF'), ('*9585666*', '16G01', 'PC08', '2TB', 'I7', '16GB', '32-
 BIT', 'ACTIVE'), ('*9587898*', 'STORAGE', NULL, '1TB', 'I3', '4GB', '32-BIT', 'WRITTEN
 OFF'), ('*9588556*', '15G15', 'PC01', '1TB', 'I3', '2GB', '32-
 BIT', 'ACTIVE'), ('*9632588*', '15G30', 'PC08', '500GB', 'I3', '1GB', '64-
 BIT', 'ACTIVE'), ('*9655656*', 'STORAGE', NULL, '1TB', 'I5', '4GB', '32-BIT', 'WRITTEN

```

OFF'),(*9655669*','16G15','PC08','4TB','I7','8GB','64-
BIT','ACTIVE'),(*9658966*','15G30','PC04','500GB','I3','1GB','64-
BIT','ACTIVE'),(*9665589*','15G30','PC09','500GB','I5','1GB','64-
BIT','ACTIVE'),(*9667959*','15G15','PC04','500GB','I3','1GB','64-
BIT','ACTIVE'),(*9714379*','STORAGE',NULL,'4TB','I5','4GB','64-BIT','WRITTEN
OFF'),(*9736434*','15G01','PC17','2TB','I5','2GB','32-BIT','ACTIVE'),(*9767796*','15G15','PC07','1TB','I3','1GB','32-
BIT','ACTIVE'),(*9785166*','STORAGE',NULL,'2TB','I5','4GB','32-BIT','WRITTEN
OFF'),(*9821578*','STORAGE',NULL,'2TB','I5','4GB','32-BIT','WRITTEN
OFF'),(*9823456*','16G30','PC43','4TB','I7','8GB','32-
BIT','BROKEN'),(*9825456*','16G30','PC55','4TB','I7','8GB','64-
BIT','ACTIVE'),(*9827556*','16G01','PC11','4TB','I7','8GB','64-
BIT','ACTIVE'),(*9845562*','STORAGE',NULL,'2TB','I5','4GB','32-BIT','WRITTEN
OFF'),(*9853214*','16G30','PC13','16TB','I7','32GB','64-BIT','IN-
ACTIVE'),(*9854589*','STORAGE',NULL,'1TB','I3','4GB','32-BIT','WRITTEN
OFF'),(*9855669*','STORAGE',NULL,'1TB','I5','4GB','32-BIT','WRITTEN
OFF'),(*9856257*','15G15','PC12','1TB','I3','2GB','32-
BIT','ACTIVE'),(*9856266*','STORAGE',NULL,'1TB','I3','4GB','32-BIT','WRITTEN
OFF'),(*9857542*','15G01','PC37','2TB','I5','4GB','32-BIT','ACTIVE'),(*9888574*','15G01','PC33','2TB','I5','4GB','32-
BIT','ACTIVE'),(*9895544*','16G15','PC01','4TB','I7','8GB','32-
BIT','BROKEN'),(*9986558*','15G15','PC09','1TB','I3','2GB','32-
BIT','ACTIVE'),(*9989566*','15G15','PC17','1TB','I7','2GB','32-BIT','ACTIVE');

```

```

/*Table structure for table `tblpcfaultreport` */

```

```

DROP TABLE IF EXISTS `tblpcfaultreport`;

```

```

CREATE TABLE `tblpcfaultreport` (
  `faultRepNr` int(9) unsigned zerofill NOT NULL AUTO_INCREMENT,
  `studNr` int(9) NOT NULL,
  `faultNr` int(5) NOT NULL,
  `faultRepStatus` varchar(15) NOT NULL DEFAULT 'PENDING',
  `pcSerialNr` varchar(9) NOT NULL,
  `faultRepDate` date NOT NULL,
  `faultFixedDate` date DEFAULT NULL,
  `techNr` varchar(8) DEFAULT NULL,
  `faultDescription` varchar(100) DEFAULT NULL,
  `faultDiagnosisMethod` varchar(100) DEFAULT NULL,
  `faultFixMethod` varchar(100) DEFAULT NULL,
  PRIMARY KEY (`faultRepNr`),
  KEY `FK_tblpcfaultreport_faultNr` (`faultNr`),
  KEY `FK_tblpcfaultreport_techNr` (`techNr`),
  KEY `FK_tblpcfaultreport_studNr` (`studNr`),
  KEY `FK_tblpcfaultreport_pcSerialNr` (`pcSerialNr`),
  CONSTRAINT `FK_tblpcfaultreport_faultNr` FOREIGN KEY (`faultNr`) REFERENCES `tblfault` (`faultNr`),
  CONSTRAINT `FK_tblpcfaultreport_pcSerialNr` FOREIGN KEY (`pcSerialNr`) REFERENCES `tblpc` (`pcSerialNr`),
  CONSTRAINT `FK_tblpcfaultreport_studNr` FOREIGN KEY (`studNr`) REFERENCES `tblstudent` (`studNr`),
  CONSTRAINT `FK_tblpcfaultreport_techNr` FOREIGN KEY (`techNr`) REFERENCES `tbltechnician` (`techNr`)
)

```

```
) ENGINE=InnoDB AUTO_INCREMENT=200 DEFAULT CHARSET=latin1;
```

```
/*Data for the table `tblpcfaultreport` */
```

```
insert into
```

```
`tblpcfaultreport`(`faultRepNr`,`studNr`,`faultNr`,`faultRepStatus`,`pcSerialNr`,`faultRepDate`,`faultFixedDate`,`techNr`,`faultDescription`,`faultDiagnosisMethod`,`faultFixMethod`) values  
(000000001,217859966,10,'FIXED','*2533556*','2011-01-15','2011-01-20','Z7459999','CISCO PACKET  
TRACER','RAN SEARCH TO FIND THE APP','INSTALLED THE  
APP'),(000000002,213694785,2,'FIXED','*5555556*','2011-01-15','2011-01-20','Z7459999','NO  
CONNECTION','CHECKED INTERNET CONNECTION CABLE IS CONNECTED, AND DIAGNOSED THE  
NETWORK','CONNECTED CABLES CORRECTLY, ASSIGNED IP ADDRESSES AND ATTEMPTED TO ACCESS THE  
INTERNET'),(000000003,209254689,6,'FIXED','*1252458*','2011-01-20','2011-03-14','J5478585','PC DOESN\'T  
REBOOT','ATTEMPTED REBOOT','RAN SAFE BOOT'),(000000004,209254689,5,'FIXED','*1252458*','2011-01-  
25','2011-05-09','O8459955','PC STAND BROKEN','ASSESSED THE EXTENT OF THE DAMAGE','ASSIGNED NEW  
DESK'),(000000005,213694785,7,'FIXED','*9582356*','2011-02-14','2012-01-20','Y8554669','PC HAS NO  
POWER','ASSESED WALL POWER SOCKET, PC CABLES AND POWER SUPPLY','CALLED THE ELECTRICAL PERSONEL TO  
ASSESS THE SUPPLY OF POWER'),(000000006,216578503,11,'FIXED','*9582356*','2011-02-14','2011-12-  
15','Z7459999','VIRUALBOX','ATTEMPTED UTERLISING THE APP','PERFOMED WARM  
BOOT'),(000000007,217859966,13,'FIXED','*2533556*','2011-02-28','2011-02-28','Y8554669','SCREEN BLANK  
AFTER TURNING ON','TRIED USING THE PC','INFORMED MANAGEMENT ABOUT ISSUE AS IT NEEDED TO BE  
ADDRESSED BY INSTALLING NEW OS AND IT NEEDED A PR'),(000000008,213477196,4,'FIXED','*6954555*','2011-  
03-08','2011-03-16','J5478585','CABLES NOT CONNECTED','CHECKED ALL CABLES FOR DAMAGE AND  
CONNECTIVITY','CONNECTED NEW CABLES'),(000000009,213694785,2,'FIXED','*6525824*','2011-03-20','2011-04-  
14','H5488695','CONNECTION LIMITED','ASSESSED THE PC NETWORK','CONNECTION IS UP, IT REQUIRED STUDENT  
TO LOGGON'),(000000010,216987456,11,'FIXED','*3245577*','2011-04-17','2011-07-  
16','Z7459999','VIRUALBOX','ATTEMPTED UTERLISING THE APP','PERFOMED WARM  
BOOT'),(000000011,213477196,1,'FIXED','*6766747*','2011-05-22','2011-09-14','O8459955','SCREEN DOESN\'T  
TURN ON','OBSERVED THE CABLES','INSTALLED NEW  
CABLES'),(000000012,213242552,8,'FIXED','*1875785*','2011-06-02','2014-09-06','H5488695','VISUAL STUDIO  
2010','RAN OTHER APPS TO CHECK IF PROBLEM IS WITH THE APP OR PC AS A WHOLE','STOPPED THE APP AND  
RAN IT AGAIN'),(000000013,209254689,6,'FIXED','*1005115*','2011-06-28','2011-07-22','Z7459999','PC DOESN\'T  
REBOOT','ATTEMPTED REBOOT','RAN SAFE BOOT'),(000000014,213694785,5,'FIXED','*7847577*','2011-07-  
15','2011-11-26','Y8554669','PC STAND BROKEN','ASSESSED THE EXTENT OF THE DAMAGE','ASSIGNED NEW  
DESK'),(000000015,218346791,12,'FIXED','*9857542*','2011-07-22','2011-07-22','O8459955','NOT  
WORKING','RAN SYSTEM DIAGNOSIS ACCORDING TO PROTOCOL OF OS','USED SAFE RESTART TO FIX THE  
PROBLEM'),(000000016,216578503,14,'FIXED','*1458693*','2011-08-01','2011-11-26','H5488695','SAYS IT  
CANNOT START UP','ATTEMPTED SWITCHING OFF AND BACK ON TO SEE FIST HAND','FORCED SHUTDOWN THE PC  
AND SWITCHED IT BACK ON'),(000000017,217252536,1,'FIXED','*7856578*','2011-08-05','2012-01-  
31','J5478585','SCREEN BROKEN','ASSESS THE EXTENT OF THE DAMAGE','REPLACED THE  
SCREEN'),(000000018,215897563,1,'FIXED','*7856578*','2011-11-26','2011-12-15','Z7459999','SCREEN  
BLANK','CHECKED ALL CONNECTIVITY','CONNECTED CABLES'),(000000019,215252528,3,'FIXED','*7965676*','2011-  
11-30','2011-12-15','H5488695','NOT WORKING','CHECKED MOUSE CONNECTIVITY AND SETTINGS','BOOTED PC  
AFTER ADJASTING SETTINGS'),(000000020,213694785,7,'FIXED','*9888574*','2011-12-15','2011-12-  
15','J5478585','NO POWER','ASSESED WALL POWER SOCKET, PC CABLES AND POWER SUPPLY','CALLED THE  
ELECTRICAL PERSONEL TO ASSESS THE SUPPLY OF POWER'),(000000021,209254689,6,'FIXED','*0101121*','2012-  
01-31','2011-12-15','Z7459999','PC DOESN\'T REBOOT','ATTEMPTED REBOOT','RAN SAFE
```

BOOT'),(000000022,217859966,15,'FIXED','*2525458*','2012-02-02','2012-02-26','M5252555','DISPLAYS \\'REBOOT FAILED\\' AND \\'TROUBLE SHOOT\\','ATTEMPTED REBOOT TO ASSESS THE DAMAGE','USED SAFE RESTARTED METHOD'),(000000023,217252536,1,'FIXED','*9455585*','2012-02-26','2012-02-26','M5252555','SCREEN BLUE','ATTEMPTED REBOOT','REBOOT SAFE MODE'),(000000024,216987456,12,'FIXED','*3254875*','2012-02-26','2012-05-06','M5252555','NOT WORKING','RAN SYSTEM DIAGNOSIS ACCORDING TO PROTOCOL OF OS','USED SAFE RESTART TO FIX THE PROBLEM'),(000000025,209254689,6,'FIXED','*1252458*','2012-03-30','2012-05-29','M5252555','PC DOESN\\'T REBOOT','ATTEMPTED REBOOT','RAN SAFE BOOT'),(000000026,213694785,5,'FIXED','*9558456*','2012-04-24','2012-04-05','M5252555','PC STAND BROKEN','ASSESSED THE EXTENT OF THE DAMAGE','ASSIGNED NEW DESK'),(000000027,215292100,14,'FIXED','*5659987*','2012-05-06','2012-05-06','M5252555','SAYS IT CANNOT START UP','ATTEMPTED SWITCHING OFF AND BACK ON TO SEE FIST HAND','FORCED SHUTDOWN THE PC AND SWITCHED IT BACK ON'),(000000028,216578503,11,'FIXED','*1544888*','2012-05-06','2012-05-06','M5252555','VIRUALBOX','ATTEMPTED UTERLISING THE APP','PERFOMED WARM BOOT'),(000000029,217458963,2,'FIXED','*7766768*','2012-05-29','2012-09-30','M5252555','DOESN\\'T CONNECT','ASSESSED CABLES AND ','CONNECTED CABLES CORRECTLY, ASSIGNED IP ADDRESSES AND ATTEMPTED TO ACCESS THE INTERNET'),(000000030,213477196,3,'FIXED','*6589945*','2012-04-05','2012-08-19','M5252555','MOUSE MISSING','VERIFIED MOUSE IS LOST','CONNECTED NEW MOUSE'),(000000031,214252252,13,'FIXED','*4554758*','2012-08-24','2012-09-30','M5252555','SCREEN BLANK AFTER TURNING ON','TRIED USING THE PC','INFORMED MANAGEMENT ABOUT ISSUE AS IT NEEDED TO BE ADDRESSED BY INSTALLING NEW OS AND IT NEEDED A PR'),(000000032,215292100,15,'FIXED','*5245257*','2012-08-19','2012-08-30','M5252555','DISPLAYS \\'REBOOT FAILED\\' AND \\'TROUBLE SHOOT\\','ATTEMPTED REBOOT TO ASSESS THE DAMAGE','USED SAFE RESTARTED METHOD'),(000000033,213694785,3,'FIXED','*6556559*','2012-08-27','2012-12-02','H5488695','MOUSE BROKEN','ASSESSED EXTENT','MENDED BROKEN MOUSE'),(000000034,215252528,3,'FIXED','*7854855*','2012-08-30','2012-09-30','J5478585','MOSE HAS NO RED LIGHT','CHECKED CONNECTIVITY','USED SAFE RESTART TO FIX THE PROBLEM'),(000000035,216578503,1,'FIXED','*1458572*','2012-09-28','2012-09-30','H5488695','NO SCREEN','SOUGHT FOR THE MISSING SCREEN','PLACED NEW SCREEN'),(000000036,213477196,5,'FIXED','*6586658*','2012-09-30','2012-11-02','J5478585','PC STAND BROKEN','ASSESSED THE EXTENT OF THE DAMAGE','ASSIGNED NEW DESK'),(000000037,211270497,7,'WRITTEN OFF','*6476465*','2012-11-02','2012-11-02','B4547736','PC DOESN\\'T POWER ON','RAN ERROR CHECKING STEPS ACCORDING TO PROTOCOL','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000038,218974563,10,'WRITTEN OFF','*9821578*','2012-12-02','2013-01-26','B4547736','PROGRAMING APPS NOT INSTALLED','RAN ERROR CHECKING STEPS ACCORDING TO PROTOCOL','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000039,218974563,12,'WRITTEN OFF','*9856266*','2012-12-02','2013-01-26','B4547736','ERROR MESSAGE WHEN PC START UP','RAN SYSTEM DIAGNOSIS ACCORDING TO PROTOCOL OF OS','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000040,211270497,16,'WRITTEN OFF','*6141548*','2012-12-02','2013-01-26','B4547736','WINDOWS DEFENDER DETECTED VIRUS','RAN ERROR CHECKING STEPS ACCORDING TO PROTOCOL','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000041,213694785,9,'WRITTEN OFF','*9785166*','2012-12-02','2013-01-26','B4547736','SYSTEM CRUSHED ERROR MESSAGE','REOPENED THE CRUSHED APP AND OTHER APPS TO ASSESS THE DAMAGE','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000042,213477196,3,'WRITTEN OFF','*6767786*','2012-12-02','2013-01-26','B4547736','NO MOUSE','RAN ERROR CHECKING STEPS ACCORDING TO PROTOCOL','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000043,213477196,3,'WRITTEN OFF','*6958565*','2012-12-02','2013-01-26','B4547736','NO MOUSE','RAN ERROR CHECKING STEPS ACCORDING TO PROTOCOL','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000044,218974563,16,'WRITTEN OFF','*9845562*','2012-12-13','2013-01-26','B4547736','WINDOWS DEFENDER DETECTED VIRUS','RAN ERROR CHECKING STEPS ACCORDING TO PROTOCOL','PC WRITTEN OFF DUE TO FAILING ALL TESTS

RAN'),(000000045,213477196,6,'FIXED','*7454745*','2013-01-26','2013-08-06','H5488695','PC DOESN\'T REBOOT','ATTEMPTED REBOOT','RAN SAFE BOOT'),(000000046,217252536,1,'FIXED','*9365618*','2013-01-30','2013-10-12','J5478585','SCREEN CRACKED','ASSESS THE EXTENT OF THE DAMAGE','CHANGED THE SCREEN'),(000000047,215292100,16,'FIXED','*5695998*','2013-02-14','2013-08-06','H5488695','ANTI VIRUS DETECTED VIRUSES','RAN A SCAN FOR VIRUS INFECTION','REMOVED ALL VIRUS INFECTED FILES AND FOLDERS'),(000000048,213694785,16,'FIXED','*7586766*','2013-06-18','2013-10-12','Z7459999','ANTI VIRUS DETECTED VIRUSES','RAN A SCAN FOR VIRUS INFECTION','REMOVED ALL VIRUS INFECTED FILES AND FOLDERS'),(000000049,218254256,1,'FIXED','*9568569*','2013-07-25','2013-10-12','Y8554669','SCREEN BROKEN','ASSESS THE EXTENT OF THE DAMAGE','PUT NEW SCREEN'),(000000050,215292100,15,'FIXED','*5545555*','2013-08-06','2013-08-06','O8459955','DISPLAYS \'REBOOT FAILED\' AND \'TROUBLE SHOOT\'','ATTEMPTED REBOOT TO ASSESS THE DAMAGE','USED SAFE RESTARTED METHOD'),(000000051,218974623,16,'FIXED','*9989566*','2013-08-09','2013-10-12','F5688744','ANTI VIRUS DETECTED VIRUSES','RAN A SCAN FOR VIRUS INFECTION','REMOVED ALL VIRUS INFECTED FILES AND FOLDERS'),(000000052,216578503,13,'FIXED','*9736434*','2013-09-04','2013-10-12','Y8554669','SCREEN BLANK AFTER TURNING ON','TRIED USING THE PC','INFORMED MANAGEMENT ABOUT ISSUE AS IT NEEDED TO BE ADDRESSED BY INSTALLING NEW OS AND IT NEEDED A PR'),(000000053,216578503,12,'WRITTEN OFF','*9587898*','2013-10-12','2014-04-21','B4547736','ERROR MESSAGE WHEN PC START UP','RAN SYSTEM DIAGNOSIS ACCORDING TO PROTOCOL OF OS','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000054,216578503,15,'WRITTEN OFF','*9714379*','2013-10-12','2014-04-21','T2125285','WHEN PC RESTARTED IT TURN OFF AND ISN\'T TURNING ON','ATTEMPTED REBOOT TO ASSESS THE DAMAGE','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000055,211270497,5,'WRITTEN OFF','*1254455*','2013-10-12','2014-04-21','B4547736','DESK BURNT','ASSESSED THE EXTENT OF THE DAMAGE','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000056,216578503,16,'WRITTEN OFF','*9655656*','2013-10-12','2014-04-21','T2125285','WINDOWS DEFENDER DETECTED VIRUS','RAN ERROR CHECKING STEPS ACCORDING TO PROTOCOL','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000057,218974563,2,'WRITTEN OFF','*9854589*','2013-10-12','2014-04-21','T2125285','SHOWS ERROR MESSAGE ON INTERNET','CHECKED FOR PHYSICAL CONNECTION, COVERAGE AND PERMISSIONS','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000058,216578503,4,'WRITTEN OFF','*9582356*','2013-10-12','2014-04-21','T2125285','CABLES TORN UP','CHECKED ALL CABLES FOR DAMAGE, CONNECTIVITY AND FUNCTION','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000059,218974563,10,'WRITTEN OFF','*9855669*','2013-10-12','2014-04-21','T2125285','PROGRAMING APPS NOT INSTALLED','RAN ERROR CHECKING STEPS ACCORDING TO PROTOCOL','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000060,217256986,15,'WRITTEN OFF','*2614589*','2013-10-12','2014-04-21','T2125285','WHEN PC RESTARTED IT TURN OFF AND ISN\'T TURNING ON','ATTEMPTED REBOOT TO ASSESS THE DAMAGE','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000061,217256986,1,'WRITTEN OFF','*2656999*','2013-12-02','2014-04-21','B4547736','BSOD','TRY RESTARTING','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000062,213242552,8,'WRITTEN OFF','*2325253*','2013-12-02','2014-04-21','B4547736','ALL APPS NOT RESPONDING','TROUBLE SHOT THE WHOLE ENTIRE PC','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000063,216987456,2,'WRITTEN OFF','*9562456*','2013-12-02','2014-04-21','B4547736','SHOWS ERROR MESSAGE ON INTERNET','CHECKED FOR PHYSICAL CONNECTION, COVERAGE AND PERMISSIONS','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000064,213242552,8,'WRITTEN OFF','*2152566*','2013-12-06','2014-01-24','B4547736','ALL APPS NOT RESPONDING','TROUBLE SHOT THE WHOLE ENTIRE PC','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000065,216987456,2,'FIXED','*9456964*','2014-01-10','2014-01-12','Y8554669','NO CONECTION','CHECKED INTERNET CONNECTION CABLE IS CONNECTED, AND DIAGNOSED THE NETWORK','CONNECTED CABLES CORRECTLY, ASSIGNED IP ADDRESSES AND ATTEMPTED TO ACCESS THE INTERNET'),(000000066,213477196,4,'FIXED','*2145586*','2014-01-12','2014-02-01','Z7459999','NO CABLE','VERIFIED CABLE LOST','NEW CABLES'),(000000067,213477196,5,'FIXED','*2152545*','2014-01-12','2014-01-

24','V1475858','PC STAND BROKEN','ASSESSED THE EXTENT OF THE DAMAGE','ASSIGNED NEW DESK'),(000000068,218974563,9,'FIXED','*9856257*','2014-01-18','2014-02-01','H5488695','MS OFFICE CRUSHED','REOPENED APP ','UNINSTALLED THE APP AND REINSTALLED IT'),(000000069,213242552,9,'FIXED','*2525255*','2014-01-20','2014-01-20','V1475858','MS OFFICE CRUSHED','REOPENED APP ','UNINSTALLED THE APP AND REINSTALLED IT'),(000000070,217859966,16,'FIXED','*2525255*','2014-01-24','2014-01-24','O8459955','ANTI VIRUS DETECTED VIRUSES','RAN A SCAN FOR VIRUS INFECTION','REMOVED ALL VIRUS INFECTED FILES AND FOLDERS'),(000000071,213242552,9,'FIXED','*2344588*','2014-01-30','2014-02-05','V1475858','MS OFFICE CRUSHED','REOPENED APP ','UNINSTALLED THE APP AND REINSTALLED IT'),(000000072,218974563,16,'FIXED','*9827556*','2014-02-01','2014-02-01','H5488695','ANTI VIRUS DETECTED VIRUSES','RAN A SCAN FOR VIRUS INFECTION','REMOVED ALL VIRUS INFECTED FILES AND FOLDERS'),(000000073,218974623,11,'FIXED','*5965566*','2014-02-05','2014-02-05','F5688744','VIRUALBOX','ATTEMPTED UTERLISING THE APP','PERFOMED WARM BOOT'),(000000074,211270497,5,'FIXED','*1255255*','2014-02-14','2014-03-21','O8459955','PC STAND BROKEN','ASSESSED THE EXTENT OF THE DAMAGE','ASSIGNED NEW DESK'),(000000075,215292100,1,'FIXED','*1225535*','2014-02-23','2014-03-25','T7899648','NO SCREEN ','LOOKED FOR THE SCREEN','HAD TO PUT NEW SCREEN'),(000000076,209254689,3,'FIXED','*0120255*','2014-03-16','2014-03-21','V1475858','MULFUNCTIONING','CHECKED SETTINGS OF MOUSE','USED SAFE RESTART TO FIX THE PROBLEM'),(000000077,215252528,3,'FIXED','*9355665*','2014-03-21','2014-03-25','V1475858','NOT CLICKING','CHECKED PHYSICAL MOUSE DEFECTS','PUT NEW MOUSE'),(000000078,211270497,4,'FIXED','*1455888*','2014-03-25','2014-03-25','H5488695','CABLES BURNT','CHECK HOW MUCH BURNT','INSTALLED CABLES'),(000000079,213477196,5,'FIXED','*7654894*','2014-04-21','2014-05-23','Y8554669','PC STAND BROKEN','ASSESSED THE EXTENT OF THE DAMAGE','ASSIGNED NEW DESK'),(000000080,211270497,4,'FIXED','*1455555*','2014-04-25','2014-06-27','O8459955','NO POWER CABLE','LOOKED FOR CABLES','PUT CABLES BACK IN ORDER'),(000000081,216578503,10,'FIXED','*1514455*','2014-06-27','2014-06-27','Y8554669','CISCO PACKET TRACER','RAN SEARCH TO FIND THE APP','INSTALLED THE APP'),(000000082,209254689,6,'FIXED','*0101554*','2014-06-27','2014-06-27','H5488695','PC DOESN\T REBOOT','ATTEMPTED REBOOT','RAN SAFE BOOT'),(000000083,218346791,16,'FIXED','*9825456*','2014-08-24','2015-01-30','Z7459999','ANTI VIRUS DETECTED VIRUSES','RAN A SCAN FOR VIRUS INFECTION','REMOVED ALL VIRUS INFECTED FILES AND FOLDERS'),(000000084,217256986,13,'FIXED','*3232256*','2014-09-08','2015-02-14','H5488695','SCREEN BLANK AFTER TURNING ON','TRIED USING THE PC','INFORMED MANAGEMENT ABOUT ISSUE AS IT NEEDED TO BE ADDRESSED BY INSTALLING NEW OS AND IT NEEDED A PR'),(000000085,216578503,12,'FIXED','*9665589*','2014-09-08','2014-12-01','V1475858','NOT WORKING','RAN SYSTEM DIAGNOSIS ACCORDING TO PROTOCOL OF OS','USED SAFE RESTART TO FIX THE PROBLEM'),(000000086,218974623,10,'FIXED','*9986558*','2014-09-21','2015-02-14','T7899648','CISCO PACKET TRACER','RAN SEARCH TO FIND THE APP','INSTALLED THE APP'),(000000087,216578503,16,'FIXED','*1525669*','2014-10-09','2014-12-01','T7899648','ANTI VIRUS DETECTED VIRUSES','RAN A SCAN FOR VIRUS INFECTION','REMOVED ALL VIRUS INFECTED FILES AND FOLDERS'),(000000088,217256986,12,'FIXED','*3225247*','2014-12-01','2015-02-14','O8459955','NOT WORKING','RAN SYSTEM DIAGNOSIS ACCORDING TO PROTOCOL OF OS','USED SAFE RESTART TO FIX THE PROBLEM'),(000000089,213477196,3,'FIXED','*6746149*','2014-12-01','2015-01-30','F5688744','CAN\T DRAG','ASSESSED MOUSE BUTTONS','INSTALLED NEW MOUSE'),(000000090,216578503,12,'FIXED','*9655669*','2015-01-24','2015-01-30','G5485669','NOT WORKING','RAN SYSTEM DIAGNOSIS ACCORDING TO PROTOCOL OF OS','USED SAFE RESTART TO FIX THE PROBLEM'),(000000091,211270497,7,'FIXED','*5896355*','2015-01-24','2015-02-14','T5474758','PC HAS NO POWER','ASSESED WALL POWER SOCKET, PC CABLES AND POWER SUPLY','CALLED THE ELECTRICAL PERSONEL TO

ASSESS THE SUPPLY OF POWER'),(000000092,211270497,7,'FIXED','*6467645*','2015-01-27','2015-02-14','T5474758','NO POWER','ASSESED WALL POWER SOCKET, PC CABLES AND POWER SUPPLY','CALLED THE ELECTRICAL PERSONEL TO ASSESS THE SUPPLY OF POWER'),(000000093,216578503,11,'FIXED','*9632588*','2015-01-30','2015-01-30','T5474758','VIRUALBOX','ATTEMPTED UTERLISING THE APP','PERFOMED WARM BOOT'),(000000094,216578503,16,'FIXED','*9585666*','2015-01-30','2015-02-10','T5474758','ANTI VIRUS DETECTED VIRUSES','RAN A SCAN FOR VIRUS INFECTION','REMOVED ALL VIRUS INFECTED FILES AND FOLDERS'),(000000095,209254689,3,'FIXED','*1021025*','2015-02-05','2015-03-05','T5474758','NOT WORKING','CHECKED MOUSE CONNECTIVITY AND SETTINGS','USED SAFE RESTART TO FIX THE PROBLEM'),(000000096,213477196,4,'FIXED','*6569565*','2015-02-10','2015-06-03','T5474758','ALL CABLES CUT','CHECKED EXTENT','NEW CABLES WERE CONNECTED'),(000000097,211270497,7,'FIXED','*6556235*','2015-02-14','2015-04-23','T5474758','NO POWER','ASSESED WALL POWER SOCKET, PC CABLES AND POWER SUPPLY','CALLED THE ELECTRICAL PERSONEL TO ASSESS THE SUPPLY OF POWER'),(000000098,216578503,4,'FIXED','*9767796*','2015-02-14','2015-03-05','T5474758','MISSING CABLES','VERIFIED LOCTION','CONNECTED NEW CABLES'),(000000099,213477196,4,'FIXED','*6569632*','2015-02-14','2015-03-05','T5474758','CUT CABLE','CHECK DAMAGE','MENDED CABLES'),(000000100,213477196,3,'FIXED','*6558896*','2015-02-14','2015-06-03','T5474758','PHYSICAL DAMAGE','ASSESS DAMAGE EXTENT','COVERED UP BROKEN PARTS'),(000000101,211270497,8,'FIXED','*6458464*','2015-02-14','2015-04-23','T5474758','VISUAL STUDIO 2010','RAN OTHER APPS TO CHECK IF PROBLEM IS WITH THE APP OR PC AS A WHOLE','STOPPED THE APP AND RAN IT AGAIN'),(000000102,213477196,8,'FIXED','*6588963*','2015-02-15','2015-03-05','T5474758','VISUAL STUDIO 2010','RAN OTHER APPS TO CHECK IF PROBLEM IS WITH THE APP OR PC AS A WHOLE','STOPPED THE APP AND RAN IT AGAIN'),(000000103,211270497,7,'FIXED','*6456548*','2015-02-25','2015-08-04','T5474758','NO POWER','ASSESED WALL POWER SOCKET, PC CABLES AND POWER SUPPLY','CALLED THE ELECTRICAL PERSONEL TO ASSESS THE SUPPLY OF POWER'),(000000104,215292100,8,'FIXED','*1121212*','2015-02-28','2015-10-05','T5474758','VISUAL STUDIO 2010','RAN OTHER APPS TO CHECK IF PROBLEM IS WITH THE APP OR PC AS A WHOLE','STOPPED THE APP AND RAN IT AGAIN'),(000000105,213477196,7,'FIXED','*7578514*','2015-03-05','2016-02-09','T5474758','NO POWER','ASSESED WALL POWER SOCKET, PC CABLES AND POWER SUPPLY','CALLED THE ELECTRICAL PERSONEL TO ASSESS THE SUPPLY OF POWER'),(000000106,217458963,2,'FIXED','*9525656*','2015-04-22','2015-10-05','T5474758','NO NETWORK CABLE','VERIFIED IF CABLES WHRERE INDEED MISSING','PUT NEW CABLES'),(000000107,218254256,2,'FIXED','*9247532*','2015-04-23','2015-08-04','T5474758','N/A','RAN ALL CHECK UPS','CONNECTED NEW CABLES'),(000000108,215292100,9,'FIXED','*1211200*','2015-05-01','2015-06-03','T5474758','MS OFFICE CRUSHED','REOPENNED APP ','UNINSTALLED THE APP AND REINSTALLED IT'),(000000109,216987456,2,'FIXED','*8236658*','2015-06-03','2015-10-05','T5474758','CABLE CUT','ASSESED DAMAGE',''),(000000110,211270497,7,'FIXED','*6454264*','2015-06-23','2015-10-10','T5474758','NO POWER','ASSESED WALL POWER SOCKET, PC CABLES AND POWER SUPPLY','CALLED THE ELECTRICAL PERSONEL TO ASSESS THE SUPPLY OF POWER'),(000000111,213477196,4,'FIXED','*2325252*','2015-06-25','2015-10-20','T5474758','CABLES NOT CONNECTED','CHECKED ALL CABLES FOR DAMAGE AND CONNECTIVITY','CONNECTED NEW CABLES'),(000000112,215897563,1,'FIXED','*8524563*','2015-08-01','2016-03-28','T5474758','SCREEN MISSING','CHECKED IF SCREEN WASN'T MISPLACED','CHANGED CABLES AND THE PROJECTION SETTINGS '),(000000113,211270497,5,'FIXED','*5875685*','2015-08-04','2016-05-19','T5474758','PC STAND BROKEN','ASSESED THE EXTENT OF THE DAMAGE','ASSIGNED NEW DESK'),(000000114,211270497,5,'FIXED','*5859474*','2015-10-05','2016-03-28','T5474758','PC STAND BROKEN','ASSESED THE EXTENT OF THE DAMAGE','ASSIGNED NEW DESK'),(000000115,215292100,12,'FIXED','*5566585*','2015-10-10','2015-10-20','T5474758','NOT WORKING','RAN SYSTEM DIAGNOSIS ACCORDING TO PROTOCOL OF OS','USED SAFE RESTART TO FIX THE PROBLEM'),(000000116,216987456,10,'FIXED','*3252525*','2015-10-20','2016-01-30','T5474758','CISCO PACKET

TRACER','RAN SEARCH TO FIND THE APP','INSTALLED THE APP'),(000000117,216578503,13,'FIXED','*9658966*','2015-11-30','2016-01-30','G5485669','SCREEN BLANK AFTER TURNING ON','TRIED USING THE PC','INFORMED MANAGEMENT ABOUT ISSUE AS IT NEEDED TO BE ADDRESSED BY INSTALLING NEW OS AND IT NEEDED A PR'),(000000118,216987456,10,'FIXED','*3245455*','2016-01-23','2016-02-01','Z7459999','CISCO PACKET TRACER','RAN SEARCH TO FIND THE APP','INSTALLED THE APP'),(000000119,216578503,2,'FIXED','*9667959*','2016-01-29','2016-02-01','G5485669','NO CONECTION','CHECKED INTERNET CONNECTION CABLE IS CONNECTED, AND DIAGNOSED THE NETWORK','CONNECTED CABLES CORRECTLY, ASSIGNED IP ADDRESSES AND ATTEMPTED TO ACCESS THE INTERNET'),(000000120,215292100,15,'FIXED','*5547567*','2016-01-30','2016-05-19','B4547736','DISPLAYS \'REBOOT FAILED\' AND \'TROUBLE SHOOT\'','ATTEMPTED REBOOT TO ASSESS THE DAMAGE','USED SAFE RESTARTED METHOD'),(000000121,218741639,13,'FIXED','*3655898*','2016-02-01','2016-03-28','B4547736','SCREEN BLANK AFTER TURNING ON','TRIED USING THE PC','INFORMED MANAGEMENT ABOUT ISSUE AS IT NEEDED TO BE ADDRESSED BY INSTALLING NEW OS AND IT NEEDED A PR'),(000000122,218741639,14,'FIXED','*3556657*','2016-02-01','2016-06-25','B4547736','SAYS IT CANNOT START UP','ATTEMPTED SWITCHING OFF AND BACK ON TO SEE FIST HAND','FORCED SHUTDOWN THE PC AND SWITCHED IT BACK ON'),(000000123,218741639,16,'FIXED','*3258784*','2016-02-01','2016-03-28','B4547736','ANTI VIRUS DETECTED VIRUSES','RAN A SCAN FOR VIRUS INFECTION','REMOVED ALL VIRUS INFECTED FILES AND FOLDERS'),(000000124,218741639,11,'FIXED','*3255869*','2016-02-01','2016-05-19','B4547736','VIRUALBOX','ATTEMPTED UTERLISING THE APP','PERFOMED WARM BOOT'),(000000125,211270497,2,'FIXED','*1322441*','2016-02-02','2016-02-02','B4547736','NO CONECTION','CHECKED INTERNET CONNECTION CABLE IS CONNECTED, AND DIAGNOSED THE NETWORK','CONNECTED CABLES CORRECTLY, ASSIGNED IP ADDRESSES AND ATTEMPTED TO ACCESS THE INTERNET'),(000000126,215292100,1,'FIXED','*1242525*','2016-02-09','2016-11-25','B4547736','SCREEN NOT DISPLAYING','CHECKED CONNECTIVITY AND POWER','RECONNECTED DISPLAY CABLE'),(000000127,215292100,1,'FIXED','*4877455*','2016-03-28','2016-10-23','Z7459999','DISPLAY UPSODE-DOWN','ASSESSED PROJECTION SETTINGS','CHANGED PROJECTION SETTINGS'),(000000128,215292100,14,'FIXED','*4651976*','2016-05-19','2016-05-19','G5485669','SAYS IT CANNOT START UP','ATTEMPTED SWITCHING OFF AND BACK ON TO SEE FIST HAND','FORCED SHUTDOWN THE PC AND SWITCHED IT BACK ON'),(000000129,214252252,10,'FIXED','*3656996*','2016-06-24','2016-11-25','E4775589','CISCO PACKET TRACER','RAN SEARCH TO FIND THE APP','INSTALLED THE APP'),(000000130,214252252,14,'FIXED','*4545485*','2016-06-25','2016-10-23','E4775589','SAYS IT CANNOT START UP','ATTEMPTED SWITCHING OFF AND BACK ON TO SEE FIST HAND','FORCED SHUTDOWN THE PC AND SWITCHED IT BACK ON'),(000000131,214252252,14,'FIXED','*4545854*','2016-06-30','2016-06-30','E4775589','SAYS IT CANNOT START UP','ATTEMPTED SWITCHING OFF AND BACK ON TO SEE FIST HAND','FORCED SHUTDOWN THE PC AND SWITCHED IT BACK ON'),(000000132,215292100,14,'FIXED','*5458652*','2016-07-05','2016-11-02','T7887556','SAYS IT CANNOT START UP','ATTEMPTED SWITCHING OFF AND BACK ON TO SEE FIST HAND','FORCED SHUTDOWN THE PC AND SWITCHED IT BACK ON'),(000000133,215897563,1,'FIXED','*7824559*','2016-09-06','2016-11-25','T7887556','SCREEN BROKEN','ASSESS THE EXTENT OF THE DAMAGE','REPLACED SCREEN'),(000000134,215292100,1,'FIXED','*5555999*','2016-10-23','2016-11-02','T7887556','SCREEN ERRORR MESSAGE','CHECKED CONNECTIVITY AND POWER','CONNECTED PC CORRECTLY AND WARM BOOTED'),(000000135,218974623,16,'FIXED','*9895544*','2016-10-23','2016-10-23','T7887556','ANTI VIRUS DETECTED VIRUSES','RAN A SCAN FOR VIRUS INFECTION','REMOVED ALL VIRUS INFECTED FILES AND FOLDERS'),(000000136,215292100,8,'FIXED','*4646797*','2016-11-01','2016-12-25','T7887556','VISUAL STUDIO 2010','RAN OTHER APPS TO CHECK IF PROBLEM IS WITH THE APP OR PC AS A WHOLE','STOPPED THE APP AND RAN IT AGAIN'),(000000137,216578503,8,'FIXED','*9588556*','2016-11-02','2016-12-25','G5485669','VISUAL STUDIO 2010','RAN OTHER APPS TO CHECK IF PROBLEM IS WITH THE APP OR PC AS A WHOLE','STOPPED THE APP

AND RAN IT AGAIN'),(000000138,215292100,9,'FIXED','*5555556*','2016-11-25','2016-12-25','Z7459999','MS OFFICE CRUSHED','REOPENED APP ','UNINSTALLED THE APP AND REINSTALLED IT'),(000000139,211270497,2,'PENDING','*1121212*','2017-01-15',NULL,NULL,'CONNECTION LIMITED',NULL,NULL),(000000140,213654789,9,'FIXED','*1234579*','2017-01-15','2017-01-30',NULL,'MS OFFICE CRUSHED','REOPENED APP ','UNINSTALLED THE APP AND REINSTALLED IT'),(000000141,214252589,9,'WRITTEN OFF','*1234607*','2017-01-16','2017-04-15','T2125285','SYSTEM CRUSHED ERROR MESSAGE','REOPENED THE CRUSHED APP AND OTHER APPS TO ASSESS THE DAMAGE','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000142,213654789,11,'WRITTEN OFF','*1234675*','2017-01-16','2017-04-15','T2125285','WINDOWS','ATTEMPTED TROUBLE SHOOTING AND SAFE BOOTING','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000143,214252589,11,'WRITTEN OFF','*1234679*','2017-01-16','2017-04-15','T2125285','WINDOWS','ATTEMPTED TROUBLE SHOOTING AND SAFE BOOTING','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000144,215269287,11,'WRITTEN OFF','*3254879*','2017-01-16','2017-01-30','M5252555','WINDOWS','ATTEMPTED TROUBLE SHOOTING AND SAFE BOOTING','PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000145,215254266,1,'FIXED','*2545558*','2017-01-17','2017-05-20','D5458856','NOT DIPLAYING','CHECKED CONNECTIVITY AND POWER','CONNECTED CALES PROPERLY'),(000000146,214252589,2,'FIXED','*1234571*','2017-01-17','2017-01-30','D5458856','CABLES MISSING','VERIFIED CABLE LOCATION','INSTALLED NEW CABLES'),(000000147,211270497,2,'FIXED','*1234569*','2017-01-18','2017-05-20','D5458856','BURNT CABLES','CHECKED EXTENT OF BURNS','CONNECTED NEW CABLES'),(000000148,215269287,11,'PENDING','*1234563*','2017-01-28',NULL,NULL,'MS WORD',NULL,NULL),(000000149,213654789,8,'PENDING','*1234560*','2017-01-30',NULL,NULL,'PROGRAMING APP NOT RESPONDING',NULL,NULL),(000000150,214589875,9,'PENDING','*1234561*','2017-01-30',NULL,NULL,'EMBACADERO',NULL,NULL),(000000151,217256987,16,'PENDING','*1234562*','2017-02-02',NULL,NULL,'NO ANTI VIRUS INSTALLED',NULL,NULL),(000000152,213654789,2,'FIXED','*1234564*','2017-02-10','2017-04-19','D5458856','NO INTERNET CABLES','CHECKED IF CABLES ARE DISCONNECTED OR LOST','REPAIRED CABLES'),(000000153,211270497,2,'FIXED','*1234565*','2017-04-05','2017-09-02','D5458856','NETWORK NOT WORKING','CHECKED COMPUTER NETWORK CONNECTION','IPCONFIG DOWN THEN IPCONFIG UP'),(000000154,215254266,1,'FIXED','*1234566*','2017-04-10','2017-12-01','T5474758','DOESN\T SHOW','CHECKED CONNECTIVITY AND POWER','RECONNECTED DISPLAY'),(000000155,214743647,15,'FIXED','*1234567*','2017-04-15','2017-12-01','T5474758','DISPLAYS \\'REBOOT FAILED\' AND \\'TROUBLE SHOOT\'','ATTEMPTED REBOOT TO ASSESS THE DAMAGE','USED SAFE RESTARTED METHOD'),(000000156,211270497,8,'PENDING','*1234568*','2017-04-19',NULL,NULL,'PROGRAMING APP NOT RESPONDING',NULL,NULL),(000000157,217256987,15,'FIXED','*2533556*','2017-05-20','2017-12-01','T5474758','DISPLAYS \\'REBOOT FAILED\' AND \\'TROUBLE SHOOT\'','ATTEMPTED REBOOT TO ASSESS THE DAMAGE','USED SAFE RESTARTED METHOD'),(000000158,214743647,2,'FIXED','*5555556*','2017-06-01','2017-08-20','D5458856','NO CONECTION','CHECKED INTERNET CONNECTION CABLE IS CONNECTED, AND DIAGNOSED THE NETWORK','CONNECTED CABLES CORRECTLY, ASSIGNED IP ADDRESSES AND ATTEMPTED TO ACCESS THE INTERNET'),(000000159,215254266,15,'FIXED','*0000001*','2017-07-13','2017-12-04','D5458856','DISPLAYS \\'REBOOT FAILED\' AND \\'TROUBLE SHOOT\'','ATTEMPTED REBOOT TO ASSESS THE DAMAGE','USED SAFE RESTARTED METHOD'),(000000160,215897563,15,'FIXED','*7777777*','2017-08-06','2017-09-18','E4458855','DISPLAYS \\'REBOOT FAILED\' AND \\'TROUBLE SHOOT\'','ATTEMPTED REBOOT TO ASSESS THE DAMAGE','USED SAFE RESTARTED METHOD'),(000000161,217252536,15,'FIXED','*0123654*','2017-08-14','2017-12-01','T5474758','DISPLAYS \\'REBOOT FAILED\' AND \\'TROUBLE SHOOT\'','ATTEMPTED REBOOT TO ASSESS THE DAMAGE','USED SAFE RESTARTED METHOD'),(000000162,211270497,15,'FIXED','*0147852*','2017-08-20','2018-04-02','S5547869','DISPLAYS \\'REBOOT FAILED\' AND \\'TROUBLE SHOOT\'','ATTEMPTED REBOOT TO ASSESS THE DAMAGE','USED SAFE RESTARTED METHOD'),(000000163,215254266,11,'FIXED','*0258741*','2017-09-02','2017-12-01','T5474758','VIRUALBOX','ATTEMPTED UTERLISING THE APP','PERFOMED WARM

BOOT'),(000000164,214743647,1,'WRITTEN OFF','*0321478*', '2017-09-18', '2017-11-26', 'M5252555', 'SCREEN IS BLUE', 'REBOOTED TO ASSESS DAMAGE', 'PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000165,215897563,4,'WRITTEN OFF','*0369852*', '2017-09-18', '2017-11-26', 'T7899648', 'CABLES TORN UP', 'CHECKED ALL CABLES FOR DAMAGE, CONNECTIVITY AND FUNCTION', 'PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'),(000000166,214589875,1,'PENDING','*4575898*', '2017-11-19', NULL, NULL, 'NO SCREEN', NULL, NULL), (000000167,214743647,9,'FIXED','*7524854*', '2017-11-26', '2018-04-02', 'D5458856', 'MS OFFICE CRUSHED', 'REOPENED APP ', 'UNINSTALLED THE APP AND REINSTALLED IT'),(000000168,217252536,9,'PENDING','*9823456*', '2017-12-01', NULL, NULL, 'EMBACADERO', NULL, NULL), (000000169,217256987,11,'FIXED','*9825456*', '2017-12-04', '2017-12-01', 'T5474758', 'VIRUALBOX', 'ATTEMPTED UTERLISING THE APP', 'PERFOMED WARM BOOT'),(000000170,214743647,1,'FIXED','*0000002*', '2017-12-14', '2018-04-02', 'E4458855', 'SCREEN BROKEN', 'ASSESS THE EXTENT OF THE DAMAGE', 'CHANGED CABLES AND THE PROJECTION SETTINGS '), (000000171,215269287,1,'PENDING','*1234576*', '2018-02-13', NULL, NULL, 'NO SCREEN', NULL, NULL), (000000172,213698547,14,'PENDING','*0000006*', '2018-02-17', NULL, NULL, 'STARTUP FAILED', NULL, NULL), (000000173,217859966,14,'FIXED','*0000010*', '2018-02-28', '2018-04-02', 'E4458855', 'SAYS IT CANNOT START UP', 'ATTEMPTED SWITCHING OFF AND BACK ON TO SEE FIST HAND', 'FORCED SHUTDOWN THE PC AND SWITCHED IT BACK ON'), (000000174,214589875,1,'PENDING','*0000004*', '2018-03-05', NULL, NULL, 'NO SCREEN', NULL, NULL), (000000175,218741639,14,'PENDING','*1234678*', '2018-03-25', NULL, NULL, 'STARTUP FAILED', NULL, NULL), (000000176,217859966,2,'PENDING','*1234577*', '2018-03-30', NULL, NULL, 'CONNECTION LIMITED', NULL, NULL), (000000177,215897563,1,'PENDING','*0000007*', '2018-04-02', NULL, NULL, 'NO SCREEN', NULL, NULL), (000000178,214743647,2,'PENDING','*0147852*', '2018-05-06', NULL, NULL, 'CONNECTION LIMITED', NULL, NULL), (000000179,217252536,13,'PENDING','*0369852*', '2018-06-12', NULL, NULL, 'NEED OS', NULL, NULL), (000000180,217859966,11,'PENDING','*0000001*', '2018-06-13', NULL, NULL, 'MS WORD', NULL, NULL), (000000181,218741639,16,'WRITTEN OFF','*0000008*', '2018-06-19', '2018-07-24', 'T7899648', 'WINDOWS DEFENDER DETECTED VIRUS', 'RAN ERROR CHECKING STEPS ACCORDING TO PROTOCOL', 'PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'), (000000182,217252536,14,'WRITTEN OFF','*0000003*', '2018-06-19', '2018-07-24', 'M5252555', 'NOT STARTING UP', 'ATTEMPTED SWITCHING OFF AND BACK ON TO SEE FIST HAND', 'PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'), (000000183,214743647,10,'WRITTEN OFF','*7777777*', '2018-06-19', '2018-07-24', 'T2125285', 'PROGRAMING APPS NOT INSTALLED', 'RAN ERROR CHECKING STEPS ACCORDING TO PROTOCOL', 'PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'), (000000184,218741639,13,'WRITTEN OFF','*0258741*', '2018-06-19', '2018-07-24', 'T7899648', 'DISPLAYS ERROR', 'TRIED USING THE PC', 'PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'), (000000185,215897563,12,'WRITTEN OFF','*7524854*', '2018-06-19', '2018-07-24', 'M5252555', 'ERROR MESSAGE WHEN PC START UP', 'RAN SYSTEM DIAGNOSIS ACCORDING TO PROTOCOL OF OS', 'PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'), (000000186,217252536,12,'WRITTEN OFF','*0000009*', '2018-06-19', '2018-07-24', 'M5252555', 'ERROR MESSAGE WHEN PC START UP', 'RAN SYSTEM DIAGNOSIS ACCORDING TO PROTOCOL OF OS', 'PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'), (000000187,217252536,13,'WRITTEN OFF','*0000005*', '2018-06-19', '2018-07-24', 'M5252555', 'DISPLAYS ERROR', 'TRIED USING THE PC', 'PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'), (000000188,213698547,12,'WRITTEN OFF','*1234578*', '2018-06-19', '2018-07-24', 'M5252555', 'ERROR MESSAGE WHEN PC START UP', 'RAN SYSTEM DIAGNOSIS ACCORDING TO PROTOCOL OF OS', 'PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'), (000000189,217859966,13,'WRITTEN OFF','*0123654*', '2018-06-19', '2018-07-24', 'M5252555', 'DISPLAYS ERROR', 'TRIED USING THE PC', 'PC WRITTEN OFF DUE TO FAILING ALL TESTS RAN'), (000000190,213698547,2,'PENDING','*4575898*', '2017-07-21', NULL, NULL, 'CONNECTION LIMITED', NULL, NULL), (000000191,215897563,11,'PENDING','*0321478*', '2018-07-23', NULL, NULL, 'MS WORD', NULL, NULL), (000000192,217859966,16,'PENDING','*0002002*', '2018-07-23', NULL, NULL, 'NO ANTI VIRUS INSTALLED', NULL, NULL), (000000193,218741639,8,'PENDING','*6569998*', '2018-07-24', NULL, NULL, 'PROGRAMING

```
APP NOT RESPONDING',NULL,NULL),(000000194,216578503,1,'PENDING','*5555999*','2018-08-16',NULL,NULL,'BROKEN',NULL,NULL),(000000195,216578503,9,'PENDING','*9895544*','2018-08-16',NULL,NULL,'BROKEN',NULL,NULL),(000000196,215292100,1,'PENDING','*6589945*','2018-08-16',NULL,NULL,'MISSING',NULL,NULL),(000000197,215292100,7,'FIXED','*7824559*','2018-08-16','2018-08-16','P4585123','NO POWER','CHECHED POWER CABLES','RECONNECTED POWER CABLES');
```

```
/*Table structure for table `tblrole` */
```

```
DROP TABLE IF EXISTS `tblrole`;
```

```
CREATE TABLE `tblrole` (
  `roleID` int(1) NOT NULL AUTO_INCREMENT,
  `roleName` varchar(11) DEFAULT NULL,
  PRIMARY KEY (`roleID`)
) ENGINE=InnoDB AUTO_INCREMENT=3 DEFAULT CHARSET=latin1;
```

```
/*Data for the table `tblrole` */
```

```
insert into `tblrole`(`roleID`,`roleName`) values (1,'Technician'),(2,'Student');
```

```
/*Table structure for table `tblstudent` */
```

```
DROP TABLE IF EXISTS `tblstudent`;
```

```
CREATE TABLE `tblstudent` (
  `studNr` int(9) NOT NULL,
  `studEmail` varchar(30) DEFAULT NULL,
  PRIMARY KEY (`studNr`)
) ENGINE=InnoDB DEFAULT CHARSET=latin1;
```

```
/*Data for the table `tblstudent` */
```

```
insert into `tblstudent`(`studNr`,`studEmail`) values
(209254689,'209254689@tut.ac.za'),(211270497,'211270497@tut.ac.za'),(213242552,'213242552@tut.ac.za'),(213252548,'213252548@tut.ac.za'),(213456789,'213456789@tut.ac.za'),(213477196,'213477196@tut.ac.za'),(213654789,'213654789@tut.ac.za'),(213694785,'213694785@tut.ac.za'),(213698547,'213698547@tut.ac.za'),(214252252,'214252252@tut.ac.za'),(214252589,NULL),(214548585,'214548585@tut.ac.za'),(214569856,NULL),(214589875,'214589875@tut.ac.za'),(214743647,NULL),(215252528,'215252528@tut.ac.za'),(215254266,'215254266@tut.ac.za'),(215255475,'215255475@tut.ac.za'),(215269287,'215269287@tut.ac.za'),(215292100,'215292100@tut.ac.za'),(215897563,'215897563@tut.ac.za'),(216578503,'216578503@tut.ac.za'),(216987456,'216987456@tut.ac.za'),(217248963,'217248963@tut.ac.za'),(217252536,'217252536@tut.ac.za'),(217256986,'217256986@tut.ac.za'),(217256987,'217256987@tut.ac.za'),(217458963,'217458963@tut.ac.za'),(217859966,'217859966@tut.ac.za'),(218254256,'218254256@tut.ac.za'),(218346791,'218346791@tut.ac.za'),(218346792,'218346792@tut.ac.za'),(218741639,'218741639@tut.ac.za'),(218974563,'218974563@tut.ac.za'),(218974623,'218974623@tut.ac.za');
```

```
/*Table structure for table `tbltechnician` */
```

```
DROP TABLE IF EXISTS `tbltechnician`;
```

```
CREATE TABLE `tbltechnician` (  
  `techNr` varchar(8) NOT NULL,  
  `techUserName` varchar(20) DEFAULT NULL,  
  `techName` varchar(80) DEFAULT NULL,  
  `techEmail` varchar(80) DEFAULT NULL,  
  `techAddress` varchar(200) CHARACTER SET latin1 COLLATE latin1_bin DEFAULT NULL,  
  `techContactNr` varchar(15) DEFAULT NULL,  
  PRIMARY KEY (`techNr`)  
) ENGINE=InnoDB DEFAULT CHARSET=latin1;
```

```
/*Data for the table `tbltechnician` */
```

```
insert into `tbltechnician`(`techNr`,`techUserName`,`techName`,`techEmail`,`techAddress`,`techContactNr`)  
values ('A4747569',NULL,'ALISON JAMES',NULL,NULL,NULL),('B4547736','NAUGHTY','BONGANI  
MBELE','bonganimbale3@gmail.com',NULL,NULL),('D5458856',NULL,'DAVID  
CINDI',NULL,NULL,NULL),('E4458855',NULL,'ELLIAS JACKSON',NULL,NULL,NULL),('E4775589',NULL,'EVA  
WHITE',NULL,NULL,NULL),('F5688744',NULL,'FEZILE mAGWAZA',NULL,NULL,NULL),('G5485669',NULL,'GUGULETHU  
MIA',NULL,NULL,NULL),('H5488695',NULL,'HAPPINESS MATIYA',NULL,NULL,NULL),('J5478585',NULL,'JESICA  
MOTHO',NULL,NULL,NULL),('M5252555','MIKE','TSHEPANG  
MAKHALEMELE','tshepang.makhalemele@gmail.com',NULL,'0117143481'),('O8459955',NULL,'OPA  
MGIBA',NULL,NULL,NULL),('P4585123',NULL,'PHUMEZA SINGO',NULL,'145 DETROIT STR BACKVILLE  
1458','0154788879'),('R5458996',NULL,'RAY DONAVAN',NULL,NULL,NULL),('R8752599',NULL,'REFILOE  
MALOPE',NULL,NULL,NULL),('S5547869',NULL,'SENZO MUZI',NULL,NULL,NULL),('S8789557',NULL,'SANDILE  
JIYANE',NULL,NULL,NULL),('S8989888',NULL,'SOLLY MAHLANGU','solly232@tut.com','215 MUSANDA DRIVE LITE  
1478','0115478965'),('T2125285','MA-J','THOKO MOTAU',NULL,NULL,NULL),('T5474758','THULBOX','NOKUTHULA  
LUVUNO','thuli.luvuno182@gmail.com',NULL,NULL),('T7598566',NULL,'TRAVOR  
LANCE',NULL,NULL,NULL),('T7887556',NULL,'TUMELO TAU',NULL,NULL,NULL),('T7899648',NULL,'THAPELO  
MAMPE',NULL,NULL,NULL),('T8555788',NULL,'TIRA ZULU',NULL,NULL,NULL),('V1475858',NULL,'VINOLIA  
SMITH',NULL,NULL,NULL),('Y8554669',NULL,'YOLANDA JELE',NULL,NULL,NULL),('Z7459999',NULL,'ZOE  
JOHNSONS',NULL,NULL,NULL);
```

```
/*Table structure for table `tbluser` */
```

```
DROP TABLE IF EXISTS `tbluser`;
```

```
CREATE TABLE `tbluser` (  
  `username` varchar(9) NOT NULL,  
  `userPassword` varchar(50) NOT NULL,  
  PRIMARY KEY (`username`)  
) ENGINE=InnoDB DEFAULT CHARSET=latin1;
```

```
/*Data for the table `tbluser` */
```



```

insert into `tbluser`(`username`,`userPassword`) values
('209254689','209254689'),('211270497','211270497'),('213242552','213242552'),('213252548','213252548'),('213
456789','213456789'),('213477196','213477196'),('213654789','213654789'),('213694785','213694785'),('2136985
47','213698547'),('214252252','214252252'),('214252589','214252589'),('214548585','214548585'),('214569856','
214569856'),('214589875','214589875'),('214743647','214743647'),('215252528','215252528'),('215254266','2152
54266'),('215255475','215255475'),('215269287','215269287'),('215292100','215292100'),('215897563','21589756
3'),('216578503','216578503'),('216987456','216987456'),('217248963','217248963'),('217252536','217252536'),('
217256986','217256986'),('217256987','217256987'),('217458963','217458963'),('217859966','217859966'),('2182
54256','218254256'),('218346791','218346791'),('218346792','218346792'),('218741639','218741639'),('21897456
3','218974563'),('218974623','218974623'),('A4747569','A4747569'),('B4547736','B4547736'),('D5458856','D54588
56'),('E4458855','E4458855'),('E4775589','E4775589'),('F5688744','F5688744'),('G5485669','G5485669'),('H548869
5','H5488695'),('J5478585','J5478585'),('M5252555','M5252555'),('O8459955','O8459955'),('P4585123','P4585123
'),('R5458996','R5458996'),('R8752599','R8752599'),('S5547869','S5547869'),('S8789557','S8789557'),('S8989888','
S8989888'),('T2125285','T2125285'),('T5474758','T5474758'),('T7598566','T7598566'),('T7887556','T7887556'),('T7
899648','T7899648'),('T8555788','T8555788'),('V1475858','V1475858'),('Y8554669','Y8554669'),('Z7459999','Z745
9999');

```

```

/*Table structure for table `tbluserrole` */

```

```

DROP TABLE IF EXISTS `tbluserrole`;

```

```

CREATE TABLE `tbluserrole` (
  `roleId` int(1) DEFAULT NULL,
  `username` varchar(50) NOT NULL
) ENGINE=InnoDB DEFAULT CHARSET=latin1;

```

```

/*Data for the table `tbluserrole` */

```

```

insert into `tbluserrole`(`roleId`,`username`) values
(1,'A4747569'),(1,'B4547736'),(1,'D5458856'),(1,'E4458855'),(1,'E4775589'),(1,'F5688744'),(1,'G5485669'),(1,'H548
8695'),(1,'J5478585'),(1,'M5252555'),(1,'O8459955'),(1,'P4585123'),(1,'R5458996'),(1,'R8752599'),(1,'S5547869'),(
1,'S8789557'),(1,'S8989888'),(1,'T2125285'),(1,'T5474758'),(1,'T7598566'),(1,'T7887556'),(1,'T7899648'),(1,'T85557
88'),(1,'V1475858'),(1,'Y8554669'),(1,'Z7459999'),(2,'209254689'),(2,'211270497'),(2,'213242552'),(2,'213252548'),
(2,'213456789'),(2,'213477196'),(2,'213654789'),(2,'213694785'),(2,'213698547'),(2,'214252252'),(2,'214252589'),
(2,'214548585'),(2,'214569856'),(2,'214589875'),(2,'214743647'),(2,'215252528'),(2,'215254266'),(2,'215255475'),
(2,'215269287'),(2,'215292100'),(2,'215897563'),(2,'216578503'),(2,'216987456'),(2,'217248963'),(2,'217252536'),
(2,'217256986'),(2,'217256987'),(2,'217458963'),(2,'217859966'),(2,'218254256'),(2,'218346791'),(2,'218346792'),
(2,'218741639'),(2,'218974563'),(2,'218974623');

```

```

/* Procedure structure for procedure `addPC` */

```

```

/*!50003 DROP PROCEDURE IF EXISTS `addPC` */;

```

```

DELIMITER $$

```

```

/*!50003 CREATE DEFINER=`root`@`localhost` PROCEDURE `addPC`(
  IN pserial VARCHAR(17),

```

```

IN plab VARCHAR(5),
IN pPnum VARCHAR(10),
IN pHDD VARCHAR(100),
IN pRam VARCHAR(100),
IN pProcesor VARCHAR(100),
IN pSysType VARCHAR(100),
IN pStatus VARCHAR(20))
BEGIN
INSERT INTO tblpc(pcSerialNr,labNr,current_pc_nr,pCHDD, pcProcersor, pcRam, pcSystemType,pcStatus)
VALUES(pserial,plab,pPnum,pHDD, pRam, pProcesor, pSysType,pStatus);
UPDATE tbllab set labNrOfPCs=labNrOfPCs+1 WHERE labNr=plab;
END */$$
DELIMITER ;

/* Procedure structure for procedure `pcReport` */

/*!50003 DROP PROCEDURE IF EXISTS `pcReport` */;

DELIMITER $$

/*!50003 CREATE DEFINER=`root`@`localhost` PROCEDURE `pcReport`(
IN pStudent int(9),
IN pfaultNum int(9),
IN pserialNum VARCHAR(17),
IN pdate date,
IN pdescription VARCHAR(100))
BEGIN
INSERT INTO tblpcfaultreport(studNr,faultNr,pcSerialNr,faultRepDate,faultDescription)
VALUES(pStudent,pfaultNum,pserialNum,pdate,pdescription);
UPDATE tblpc set pcStatus="BROKEN" where pcSerialNr=pserialNum;
END */$$
DELIMITER ;

/*!40101 SET SQL_MODE=@OLD_SQL_MODE */;
/*!40014 SET FOREIGN_KEY_CHECKS=@OLD_FOREIGN_KEY_CHECKS */;

```