**Complaint Redressal System**

The code for this project is hosted at <https://github.com/ShrinathGajam/Complaint-Redressal-System.git>

The project is developed by Shrinath Gajam.

Source code :

complaint.sql

CREATE DATABASE /\*!32312 IF NOT

EXISTS\*/`web\_student\_tracker` /\*!40100 DEFAULT CHARACTER SET latin1 \*/;

USE `web\_student\_tracker`;

/\*Table structure for table `complaint` \*/

DROP TABLE IF EXISTS `complaint`;

CREATE TABLE `complaint` (

`cid` int(120) NOT NULL AUTO\_INCREMENT,

`uid` int(120) NOT NULL,

`details` varchar(120) CHARACTER SET latin1 DEFAULT 'technical problem',

`status` varchar(120) CHARACTER SET latin1 DEFAULT 'not seen',

PRIMARY KEY (`cid`),

KEY `utoc` (`uid`),

CONSTRAINT `utoc` FOREIGN KEY (`uid`) REFERENCES

`user` (`id`) ON DELETE CASCADE

) ENGINE=InnoDB AUTO\_INCREMENT=20 DEFAULT CHARSET=utf8;

/\*Data for the table `complaint` \*/

insert into `complaint`(`cid`,`uid`,`details`,`status`) values

(5,7,'select \* hellmmm','in process'), (6,7,'wrong','paid'),

(7,7,'Universe problem','not seen'), (8,7,'select \* from user','not seen'), (10,1,'fridge','under process'),

(11,1,'heavy','not seen'),

(12,1,'hello','not seen'),

(13,1,'doctor','not seen'),

(14,1,'django','not seen'),

(15,1,'javscript','not seen'),

(16,1,'ReactJS','seen'),

(18,7,'guadrians','not seen'),

(19,7,'AngularJS','not seen');

/\*Table structure for table `engineer` \*/

DROP TABLE IF EXISTS `engineer`;

CREATE TABLE `engineer` (

`eid` int(120) NOT NULL AUTO\_INCREMENT,

`cid` int(120) DEFAULT NULL,

`ename` varchar(120) CHARACTER SET latin1 DEFAULT NULL,

PRIMARY KEY (`eid`),

KEY `ctoe` (`cid`),

CONSTRAINT `ctoe` FOREIGN KEY (`cid`) REFERENCES

`complaint` (`cid`) ON DELETE SET NULL

) ENGINE=InnoDB AUTO\_INCREMENT=6 DEFAULT CHARSET=utf8;

/\*Data for the table `engineer` \*/

insert into `engineer`(`eid`,`cid`,`ename`) values (1,16,'Elon Musk'),

(2,10,'Vimal Pillai'),

(4,11,'Baja Fish Tacos'), (5,NULL,'Baja Fish Tacos');

/\*Table structure for table `product` \*/

DROP TABLE IF EXISTS `product`;

CREATE TABLE `product` (

`serialid` int(120) NOT NULL,

`cid` int(120) DEFAULT NULL,

`name` varchar(120) CHARACTER SET latin1 DEFAULT NULL,

`type` varchar(120) CHARACTER SET latin1 DEFAULT NULL,

`company` varchar(120) CHARACTER SET latin1 DEFAULT NULL,

`warantydate` varchar(120) CHARACTER SET latin1 DEFAULT NULL,

PRIMARY KEY (`serialid`), KEY `ctop` (`cid`),

CONSTRAINT `ctop` FOREIGN KEY (`cid`) REFERENCES

`complaint` (`cid`) ON DELETE SET NULL

) ENGINE=InnoDB DEFAULT CHARSET=utf8;

/\*Data for the table `product` \*/

insert into

`product`(`serialid`,`cid`,`name`,`type`,`company`,`wara ntydate`) values (1,NULL,'machyine','eclecgtric','gtodrej','21'),

(2,6,'Hello','electronics','Philips','21/09/1993'),

(3,NULL,'hello','dfsd','Philips','12/12/2019'),

(7,NULL,'Baja Fish Tacos','electronics','Philips','12/12/2019'), (10,5,'Hello','electronics','Philips','21/09/1993'), (14,NULL,'KFCvimal','electronics','Philips','21/09/1993'

),

(22,15,'Hello','electronics','Godrej','23/6/1981'), (23,10,'mcdonalds','electronics','Godrej','21/09/1993'), (100,16,'Computer','electronics','Hewlett Packard','20/12/2020'),

(233,NULL,'Hello

batman','electronics','dsfds','21/09/1993'), (333,NULL,'i20','car','hyundai','23/6/1981'),

(1221,18,'Hello','electronics','Philips','21/09/1993'), (6767,19,'Dell','electronics','Philips','21/09/1993');

/\*Table structure for table `replacement` \*/

DROP TABLE IF EXISTS `replacement`;

CREATE TABLE `replacement` (

`rid` int(120) NOT NULL AUTO\_INCREMENT,

`cid` int(120) DEFAULT NULL,

`rname` varchar(120) CHARACTER SET latin1 DEFAULT NULL,

`price` int(120) DEFAULT NULL, PRIMARY KEY (`rid`),

KEY `ctor` (`cid`),

CONSTRAINT `ctor` FOREIGN KEY (`cid`) REFERENCES

`complaint` (`cid`) ON DELETE CASCADE

) ENGINE=InnoDB AUTO\_INCREMENT=2 DEFAULT CHARSET=utf8;

/\*Data for the table `replacement` \*/

insert into `replacement`(`rid`,`cid`,`rname`,`price`) values

(1,16,'sdf',334);

/\*Table structure for table `user` \*/ DROP TABLE IF EXISTS `user`;

CREATE TABLE `user` (

`id` int(120) NOT NULL AUTO\_INCREMENT,

`email` varchar(120) DEFAULT NULL,

`username` varchar(120) DEFAULT NULL,

`password` varchar(120) DEFAULT NULL, PRIMARY KEY (`id`)

) ENGINE=InnoDB AUTO\_INCREMENT=11 DEFAULT

CHARSET=latin1;

# Login.jsp

<html>

<head>

<title>Login</title>

</head>

<body>

<%@include file="navbar.jsp" %><br />

<div class="container">

<h2><p class="text-center text-success">Complaint Management System</p></h2>

<hr />

<div class="col-6 mx-auto my-auto">

<div class="card card-block">

<div class="card-header text-center bg- info"><b>Login</b></div>

<p class="card-body">

<form action="LoginServlet" class="form-horizontal" method="GET">

<div class="row">

<div class="col-1 mx-auto">

<label><b>Username</b></label>

</div>

<div class="col-5 mx-auto">

<input type="text" class="form-control" autofocus name="username" />

</div>

</div><br />

<div class="row">

<div class="col-1 mx-auto">

<label><b>Password</b></label>

</div>

<div class="col-5 mx-auto">

<input type="password" class="form-control" name="password" />

</div>

</div><br />

<div class="row">

<div class="col-2 mx-auto">

<input type="submit" class="btn btn-primary" value="Login" />

</div>

</div>

</form>

<p class="text-center"><a href="/complaint/add-user- form.jsp">Register</a></p>

</p>

</div>

</div>

</div>

</body>

</html>

***Update-complaint-form.jsp***

<html>

<head>

<title>Update Complaint</title>

</head>

<body>

<%@include file="navbar.jsp" %><br />

<div class="container">

<h3>Update Complaint</h3>

<form action="ComplaintControllerServlet" class="form- horizontal" method="GET">

<input type="hidden" name = "command" value="UPDATE" />

<input type="hidden" name = "theComplaintId" value="${THE\_COMPLAINT.cId }" />

<div class="row">

<div class="col-2">

<label><b>Details</b></label>

</div>

<div class="col-5">

<input type="text" class="form-control" name="details" value="${THE\_COMPLAINT.details}"/></td>

</div>

</div><br />

<c:set var="VIMAL" value="vimal" />

<c:set var="USER" value="${sessionScope.name}" />

<c:choose>

<c:when test="${VIMAL eq USER}">

<div class="row">

<div class="col-2">

<label><b>Status</b></label>

</div>

<div class="col-5">

<input type="text" name="status" class="form-control" value="${THE\_COMPLAINT.status}"/>

</div>

</div><br />

</c:when>

</c:choose>

<div class="row">

<div class="col-8 mx-auto">

<input type="submit" class="btn btn-primary" value="Save" />

</div>

</div>

</form>

<p>

<a href="ComplaintControllerServlet">Back to List</a>

</p>

</div>

</body>

</html>

# Update-user-form.java

<html>

<head>

<title>Update User</title>

</head>

<body>

<%@include file="navbar.jsp" %><br />

<div class="container">

<h3>Update User</h3>

<form action="UserControllerServlet" class="form- horizontal" method="GET">

<input type="hidden" name = "command" value="UPDATE" />

<input type="hidden" name = "theUserId" value="${THE\_USER.id }" />

<div class="row">

<div class="col-2">

<label><b>Username</b></label>

</div>

<div class="col-5">

<input type="text" name="username" class="form-control" value="${THE\_USER.username}"/>

</div>

</div><br />

<div class="row">

<div class="col-2">

<label><b>Email</b></label>

</div>

<div class="col-5">

<input type="text" name="email" class="form-control" value="${THE\_USER.email}"/>

</div>

</div><br />

<div class="row">

<div class="col-2">

<label><b>Password</b></label>

</div>

<div class="col-5">

<input type="password" name="password" class="form- control" value="${THE\_USER.password}"/>

</div>

</div><br />

<div class="row">

<div class="col-8 mx-auto">

<input type="submit" class="btn btn-primary" value="Save" />

</div>

</div>

</form>

<p>

<a href="ComplaintControllerServlet">Back to List</a>

</p>

</div>

</body>

</html>

***Navbar.jsp***

<%@ taglib uri="<http://java.sun.com/jsp/jstl/core>" prefix="c" %>

<html>

<head>

<link rel="stylesheet" href="bootstrap/dist/css/bootstrap.min.css">

<link rel="stylesheet" href="bootstrap/dist/css/bootstrap-theme.min.css">

<script src="jquery-3.3.1.min.js"></script>

<script src="popper.min.js"></script>

<script src="bootstrap/dist/js/bootstrap.min.js"></script>

</head>

<body>

<div class="container">

<c:set var="VIMAL" value="vimal" />

<c:set var="USER" value="${sessionScope.name}" />

<c:set var="UID" value="${sessionScope.uid}" />

<c:if test="${not empty USER}">

<h2>Complaint Management</h2>

<hr />

</c:if>

<c:choose>

<c:when test="${VIMAL eq USER}">

<a href="/complaint/HomeControllerServlet">Home</a>

<a href="/complaint/StudentControllerServlet">Products</a>

<a href="/complaint/ComplaintControllerServlet">Complaints<

/a>

<a href="/complaint/EngineerControllerServlet">Engineers</a

>

<a href="/complaint/UserControllerServlet">Users</a>

<a href="/complaint/ReplacementControllerServlet">Replaceme nts</a>

<a href="/complaint/LogoutServlet">Logout</a>

</c:when>

<c:when test="${empty USER}">

</c:when>

<c:otherwise>

<a href="/complaint/HomeControllerServlet">Home</a>

<a href="/complaint/StudentControllerServlet">Products</a>

<a href="/complaint/ComplaintControllerServlet">Complaints<

/a>

<c:url var="tempLink" value="UserControllerServlet">

<c:param name="command"

value="LOAD" />

<c:param name="userId"

value="${sessionScope.uid}" />

</c:url>

<a href="${tempLink}">Update</a>

<a href="/complaint/LogoutServlet">Logout</a>

</c:otherwise>

</c:choose>

</div>

</body>

</html>

# List-users.jsp

<%@ taglib uri="<http://java.sun.com/jsp/jstl/core>" prefix="c" %>

<!DOCTYPE html>

<html>

<head>

<title>Complaint Management</title>

</head>

<body>

<%@include file="navbar.jsp" %><br />

<div class="container">

<input type="button" class="btn btn-primary" value="Add User" onclick="window.location.href='add-user-form.jsp'; return false;" /><br /><br />

<table class="table table-striped table-hover">

<tr>

<th>ID</th>

<th>EmailID</th>

<th>Name</th>

<th>Action</th>

</tr>

<c:forEach var="temp" items="${USER\_LIST}">

<c:url var="tempLink" value="UserControllerServlet">

<c:param name="command"

value="LOAD" />

<c:param name="userId"

value="${temp.id}" />

</c:url>

<c:url var="deleteLink" value="UserControllerServlet">

<c:param name="command"

value="DELETE" />

value="${temp.id}" />

<c:param name="userId"

</c:url>

<tr>

<td> ${temp.id} </td>

<td> ${temp.email} </td>

<td> ${temp.username} </td>

<td>

<a href="${tempLink}">Update</a>

|

<a href="${deleteLink}" onclick="if(!(confirm('Are

you sure you want to delete this student?'))) return false">Delete</a>

</td>

</tr>

</c:forEach>

</table>

</div>

</body>

</html>

# add-user-form.jsp

<html>

<head>

<title>Add User</title>

</head>

<body>

<%@include file="navbar.jsp" %><br />

<div class="container">

<h3>Add User</h3>

<form action="UserControllerServlet" method="POST">

<input type="hidden" name="command" value="ADD" />

<div class="row">

<div class="col-2">

<label><b>Name</b></label>

</div>

<div class="col-5">

<input type="text" class="form-control" name="name" />

</div>

</div><br />

<div class="row">

<div class="col-2">

<label><b>Email</b></label>

</div>

<div class="col-5">

<input type="text" class="form-control" name="email"

/>

</div>

</div><br />

<div class="row">

<div class="col-2">

<label><b>Password</b></label>

</div>

<div class="col-5">

<input type="password" class="form-control" name="password1" />

</div>

</div><br />

<div class="row">

<div class="col-2">

<label><b>Confirm Passsword</b></label>

</div>

<div class="col-5">

<input type="password" class="form-control" name="password2" />

</div>

</div><br />

<div class="row">

<div class="col-8 mx-auto">

<input type="submit" class="btn btn-primary" value="Save" />

</div>

</div>

</form>

<p>

<a href="UserControllerServlet">Back to List</a>

</p>

</div>

</body>

</html>

# Add-complaint-form.jsp

<html>

<head>

<title>Add Complaint</title>

</head>

<body>

<%@include file="navbar.jsp" %><br />

<div class="container">

<h3>Add Complaint</h3>

<form action="ComplaintControllerServlet" class="form- horizontal" method="POST">

<input type="hidden" name = "command" value="ADD" />

<div class="row">

<div class="col-2">

<label for="det"><b></>Details</b> </label>

</div>

<div class="col-5">

<input type="text" id="det" class="form-control" placeholder="details" name="details" />

</div>

</div><br />

<div class="row">

<div class="col-8 mx-auto">

<input type="submit" class="btn btn-primary" value="Save" />

</div>

</div>

</form>

<p>

<a href="ComplaintControllerServlet">Back to List</a>

</p>

</div>

</body>

</html>

# Complaint.java

package com.complaint.Complaint;

public class Complaint

{

private int cId; private int uid; private String details; private String status;

public Complaint(int uid, String details)

{

this.uid = uid; this.details = details;

}

public Complaint(String details,int uid, String status)

{

this.uid = uid; this.details = details; this.status = status;

}

public Complaint(int cId, String details, String status)

{

this.cId = cId; this.details = details; this.status = status;

}

public Complaint(String details, String status)

{

this.details = details; this.status = status;

}

public Complaint(String details)

{

this.details = details;

}

public int getUid() { return uid;

}

public void setUid(int uid) { this.uid = uid;

}

public int getcId() { return cId;

}

public void setcId(int cId) { this.cId = cId;

}

public String getDetails() { return details;

}

public void setDetails(String details) { this.details = details;

}

public String getStatus() { return status;

}

public void setStatus(String status) { this.status = status;

}

}

# ComplaintControllerServlet.java

package com.complaint.Complaint;

import java.io.IOException; import java.util.List;

import javax.annotation.Resource; import javax.servlet.RequestDispatcher;

import javax.servlet.ServletException; import javax.servlet.annotation.WebServlet; import javax.servlet.http.HttpServlet; import javax.servlet.http.HttpServletRequest;

import javax.servlet.http.HttpServletResponse; import javax.servlet.http.HttpSession;

import javax.sql.DataSource;

@WebServlet("/ComplaintControllerServlet") public class ComplaintControllerServlet extends HttpServlet

{

private ComplaintDbUtil complaintDbUtil; @Resource(name="jdbc/web\_student\_tracker") private DataSource dataSource;

@Override

public void init() throws ServletException

{

try

{

complaintDbUtil = new ComplaintDbUtil(dataSource);

}

catch(Exception exc)

{

throw new ServletException(exc);

}

}

protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException

{

try

{

String theCommand = request.getParameter("command");

if(theCommand == null)

{

theCommand = "LIST";

}

switch(theCommand)

{

case "LIST": listComplaints(request, response); break;

case "LOAD": loadComplaint(request, response); break;

case "UPDATE": updateComplaint(request,response);

break; case "DELETE":

deleteComplaint(request,response);

break;

default : listComplaints(request, response);

}

}

catch(Exception exc)

{

throw new ServletException(exc);

}

}

protected void doPost(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException

{

try

{

addComplaint(request,response); response.sendRedirect("/complaint/add-product-

form.jsp");

}

catch(Exception exc)

{

throw new ServletException(exc);

}

}

private void listComplaints(HttpServletRequest request, HttpServletResponse response) throws Exception

{

HttpSession session = request.getSession();

String user = (String)session.getAttribute("name"); int uid = (int)session.getAttribute("uid"); if(user.equals("vimal"))

{

List<Complaint> complaints = complaintDbUtil.getComplaints();

request.setAttribute("COMPLAINT\_LIST", complaints);

RequestDispatcher dispatcher = request.getRequestDispatcher("/list-complaints.jsp");

dispatcher.forward(request, response);

}

else

{

List<Complaint> complaints = complaintDbUtil.getComplaints(uid);

request.setAttribute("COMPLAINT\_LIST", complaints);

RequestDispatcher dispatcher = request.getRequestDispatcher("/list-complaints.jsp");

dispatcher.forward(request, response);

}

}

private void deleteComplaint(HttpServletRequest request, HttpServletResponse response) throws Exception

{

String theComplaintId = request.getParameter("complaintId");

complaintDbUtil.deleteComplaint(theComplaintId); listComplaints(request,response);

}

private void updateComplaint(HttpServletRequest request, HttpServletResponse response) throws Exception

{

int cId = Integer.parseInt(request.getParameter("theComplaintId"))

;

String details = request.getParameter("details"); String status = request.getParameter("status"); Complaint theComplaint = new

Complaint(cId,details,status); complaintDbUtil.updateComplaint(theComplaint); listComplaints(request,response);

}

private void loadComplaint(HttpServletRequest request, HttpServletResponse response) throws Exception

{

String theComplaintId = request.getParameter("complaintId");

Complaint theComplaint = complaintDbUtil.getComplaint(theComplaintId);

request.setAttribute("THE\_COMPLAINT", theComplaint);

RequestDispatcher dispatcher = request.getRequestDispatcher("/update-complaint- form.jsp");

dispatcher.forward(request, response);

}

private void addComplaint(HttpServletRequest request, HttpServletResponse response) throws Exception

{

HttpSession session = request.getSession(); int userId = (int) session.getAttribute("uid");

String details = request.getParameter("details");

Complaint theComplaint = new Complaint(userId,details);

complaintDbUtil.addComplaint(theComplaint); session.setAttribute("Details", details);

//listComplaints(request,response);

}

}

# Homepage.java

package com.complaint.HomePage;

public class Home

{

private int cid; private String details; private String status; private int serialId; private String name; private String type; private String company;

private String warantyDate; private String rname; private int price;

private String ename;

public Home(int cid, String details, String status, int serialId, String name, String type, String company, String warantyDate, String rname, int price,

String ename)

{

this.cid = cid; this.details = details; this.status = status; this.serialId = serialId; this.name = name; this.type = type; this.company = company;

this.warantyDate = warantyDate; this.rname = rname;

this.price = price; this.ename = ename;

}

public int getCid()

{

return cid;

}

public void setCid(int cid)

{

this.cid = cid;

}

public String getDetails()

{

return details;

}

public void setDetails(String details)

{

this.details = details;

}

public String getStatus()

{

return status;

}

public void setStatus(String status)

{

this.status = status;

}

public int getSerialId()

{

return serialId;

}

public void setSerialId(int serialId)

{

this.serialId = serialId;

}

public String getName()

{

return name;

}

public void setName(String name)

{

this.name = name;

}

public String getType()

{

return type;

}

public void setType(String type)

{

this.type = type;

}

public String getCompany()

{

return company;

}

public void setCompany(String company)

{

this.company = company;

}

public String getWarantyDate()

{

return warantyDate;

}

public void setWarantyDate(String warantyDate)

{

this.warantyDate = warantyDate;

}

public String getRname()

{

return rname;

}

public void setRname(String rname)

{

this.rname = rname;

}

public int getPrice()

{

return price;

}

public void setPrice(int price)

{

this.price = price;

}

public String getEname()

{

return ename;

}

public void setEname(String ename)

{

this.ename = ename;

}

}

# HomeControllerServlet.java

package com.complaint.HomePage;

import java.io.IOException; import java.util.List;

import javax.annotation.Resource; import javax.servlet.RequestDispatcher; import javax.servlet.ServletException;

import javax.servlet.annotation.WebServlet; import javax.servlet.http.HttpServlet; import javax.servlet.http.HttpServletRequest;

import javax.servlet.http.HttpServletResponse; import javax.servlet.http.HttpSession;

import javax.sql.DataSource;

import com.complaint.Engineer.Engineer;

@WebServlet("/HomeControllerServlet")

public class HomeControllerServlet extends HttpServlet

{

private HomeDbUtil homeDbUtil; @Resource(name="jdbc/web\_student\_tracker") private DataSource dataSource;

@Override

public void init() throws ServletException

{

try

{

homeDbUtil = new HomeDbUtil(dataSource);

}

catch(Exception exc)

{

throw new ServletException(exc);

}

}

protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException

{

HttpSession session = request.getSession(); int uid = (int)session.getAttribute("uid");

String admin=(String)session.getAttribute("name"); try

{

if(admin.equals("vimal"))

{

List<Home> homes=homeDbUtil.getHome(); request.setAttribute("HOME\_LIST", homes); RequestDispatcher dispatcher =

request.getRequestDispatcher("/list-homes.jsp"); dispatcher.forward(request, response);

}

else

{

List<Home> homes=homeDbUtil.getHome(uid); request.setAttribute("HOME\_LIST", homes);

RequestDispatcher dispatcher = request.getRequestDispatcher("/list-homes.jsp");

dispatcher.forward(request, response);

}

}

catch(Exception exc)

{

throw new ServletException(exc);

}

}

}

# Complaint.java

package com.complaint.Replacement; public class Replacement

{

private int id; private int cId; private String name; private int price;

public Replacement(int id, String name, int price)

{

this.id = id; this.name = name; this.price = price;

}

public Replacement(String name, int price)

{

this.name = name; this.price = price;

}

public Replacement(int id, int cId, String name, int price)

{

this.id = id; this.cId = cId; this.name = name; this.price = price;

}

public int getcId() { return cId;

}

public void setcId(int cId) { this.cId = cId;

}

public int getId() { return id;

}

public void setId(int id) { this.id = id;

}

public String getName() { return name;

}

public void setName(String name) { this.name = name;

}

public int getPrice() { return price;

}

public void setPrice(int price) { this.price = price;

}

}

# ReplacementControllerServlet.java

package com.complaint.Replacement;

import java.io.IOException; import java.util.List;

import javax.annotation.Resource; import javax.servlet.RequestDispatcher; import javax.servlet.ServletException;

import javax.servlet.annotation.WebServlet; import javax.servlet.http.HttpServlet; import javax.servlet.http.HttpServletRequest;

import javax.servlet.http.HttpServletResponse; import javax.sql.DataSource;

@WebServlet("/ReplacementControllerServlet") public class ReplacementControllerServlet extends HttpServlet

{

private ReplacementDbUtil replacementDbUtil; @Resource(name="jdbc/web\_student\_tracker") private DataSource dataSource;

@Override

public void init() throws ServletException

{

try

{

replacementDbUtil = new ReplacementDbUtil(dataSource);

}

catch(Exception exc)

{

throw new ServletException(exc);

}

}

protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException

{

try

{

String theCommand = request.getParameter("command");

if(theCommand == null)

{

theCommand = "LIST";

}

switch(theCommand)

{

case "LIST": listReplacements(request, response);

break;

case "LOAD": loadReplacement(request, response); break;

case "UPDATE": updateReplacement(request,response);

break; case "DELETE":

deleteReplacement(request,response);

break;

default : listReplacements(request, response);

}

}

catch(Exception exc)

{

throw new ServletException(exc);

}

}

protected void doPost(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException

{

try

{

addReplacement(request,response);

}

catch(Exception exc)

{

throw new ServletException(exc);

}

}

private void listReplacements(HttpServletRequest request, HttpServletResponse response) throws Exception

{

List<Replacement> replacements = replacementDbUtil.getReplacements();

request.setAttribute("REPLACEMENT\_LIST", replacements);

RequestDispatcher dispatcher = request.getRequestDispatcher("/list-replacements.jsp");

dispatcher.forward(request, response);

}

private void deleteReplacement(HttpServletRequest request, HttpServletResponse response) throws Exception

{

String theReplacementId =

request.getParameter("replacementId");

replacementDbUtil.deleteReplacement(theReplacementId); listReplacements(request,response);

}

private void updateReplacement(HttpServletRequest request, HttpServletResponse response) throws Exception

{

int id = Integer.parseInt(request.getParameter("theReplacementId"

));

int cId = Integer.parseInt(request.getParameter("theComplaintId"))

;

String name = request.getParameter("name"); int price =

Integer.parseInt(request.getParameter("price")); Replacement theReplacement = new

Replacement(id,cId,name,price); replacementDbUtil.updateReplacement(theReplacement); listReplacements(request,response);

}

private void loadReplacement(HttpServletRequest request, HttpServletResponse response) throws Exception

{

String theReplacementId = request.getParameter("replacementId");

Replacement theReplacement = replacementDbUtil.getReplacement(theReplacementId);

request.setAttribute("THE\_REPLACEMENT", theReplacement);

RequestDispatcher dispatcher = request.getRequestDispatcher("/update-replacement- form.jsp");

dispatcher.forward(request, response);

}

private void addReplacement(HttpServletRequest request, HttpServletResponse response) throws Exception

{

String name = request.getParameter("name"); int price =

Integer.parseInt(request.getParameter("price")); Replacement theReplacement = new

Replacement(name,price); replacementDbUtil.addReplacement(theReplacement);

listReplacements(request,response);

}

}

# User.java

package com.complaint.User;

public class User

{

private int id; private String email;

private String username; private String password;

public User(int id, String email, String username, String password)

{

this.id = id; this.email = email;

this.username = username; this.password = password;

}

public User(String email, String username, String password)

{

this.email = email; this.username = username; this.password = password;

}

public User(int id, String email, String username)

{

this.id = id; this.email = email;

this.username = username;

}

public User(String email, String username)

{

this.email = email; this.username = username;

}

public int getId() { return id;

}

public void setId(int id) { this.id = id;

}

public String getEmail() { return email;

}

public void setEmail(String email) { this.email = email;

}

public String getUsername() { return username;

}

public void setUsername(String username) { this.username = username;

}

public String getPassword() { return password;

}

public void setPassword(String password) { this.password = password;

}

}

# UserControllerServlet.java

package com.complaint.User;

import java.io.IOException; import java.util.List;

import javax.annotation.Resource; import javax.servlet.RequestDispatcher; import javax.servlet.ServletException;

import javax.servlet.annotation.WebServlet; import javax.servlet.http.HttpServlet; import javax.servlet.http.HttpServletRequest;

import javax.servlet.http.HttpServletResponse; import javax.servlet.http.HttpSession;

import javax.sql.DataSource;

@WebServlet("/UserControllerServlet")

public class UserControllerServlet extends HttpServlet

{

private UserDbUtil userDbUtil; @Resource(name="jdbc/web\_student\_tracker") private DataSource dataSource;

@Override

public void init() throws ServletException

{

try

{

userDbUtil = new UserDbUtil(dataSource);

}

catch(Exception exc)

{

throw new ServletException(exc);

}

}

protected void doGet(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException

{

try

{

String theCommand = request.getParameter("command");

if(theCommand == null)

{

theCommand = "LIST";

}

switch(theCommand)

{

case "LIST": listUsers(request, response); break;

case "LOAD": loadUser(request, response);

break;

case "UPDATE": updateUser(request,response); break;

case "DELETE": deleteUser(request,response); break;

default : listUsers(request, response);

}

}

catch(Exception exc)

{

throw new ServletException(exc);

}

}

protected void doPost(HttpServletRequest request, HttpServletResponse response) throws ServletException, IOException

{

try

{

addUser(request,response);

}

catch(Exception exc)

{

throw new ServletException(exc);

}

}

private void listUsers(HttpServletRequest request, HttpServletResponse response) throws Exception

{

List<User> users = userDbUtil.getUsers();

request.setAttribute("USER\_LIST", users);

RequestDispatcher dispatcher = request.getRequestDispatcher("/list-users.jsp");

dispatcher.forward(request, response);

}

private void deleteUser(HttpServletRequest request, HttpServletResponse response) throws Exception

{

String theUserId = request.getParameter("userId"); userDbUtil.deleteUser(theUserId); listUsers(request,response);

}

private void updateUser(HttpServletRequest request, HttpServletResponse response) throws Exception

{

int id = Integer.parseInt(request.getParameter("theUserId"));

String name = request.getParameter("username"); String email = request.getParameter("email"); String password = request.getParameter("password"); User theUser = new User(id,email,name,password); userDbUtil.updateUser(theUser);

HttpSession session = request.getSession();

String admin = (String)session.getAttribute("name"); if(admin.equals("vimal"))

{

listUsers(request,response);

}

else

{

response.sendRedirect("/complaint/HomeControllerServlet"

);

}

}

private void loadUser(HttpServletRequest request, HttpServletResponse response) throws Exception

{

String theUserId = request.getParameter("userId");

User theUser = userDbUtil.getUser(theUserId); request.setAttribute("THE\_USER", theUser); RequestDispatcher dispatcher =

request.getRequestDispatcher("/update-user-form.jsp"); dispatcher.forward(request, response);

}

private void addUser(HttpServletRequest request, HttpServletResponse response) throws Exception

{

String name = request.getParameter("name"); String email = request.getParameter("email"); String password1 =

request.getParameter("password1");

String password2 = request.getParameter("password2");

HttpSession session = request.getSession(); String admin;

User theUser;

admin = (String)session.getAttribute("name"); if(admin==null)

{

admin="";

}

if(password1.equals(password2))

{

theUser = new User(email,name,password1); userDbUtil.addUser(theUser); if(admin.equals("vimal"))

{

listUsers(request,response);

}

else if(admin.equals(""))

{

response.sendRedirect("/complaint/login.jsp");

}

}

}

}

# Context.xml

<Context>

<Resource name="jdbc/web\_student\_tracker" auth="Container" type="javax.sql.DataSource" maxActive="20" maxIdle="5" maxWait="10000" username="webstudent" password="webstudent" driverClassName="com.mysql.jdbc.Driver" url="jdbc:mysql://localhost:3306/web\_student\_tracker"

/>

</Context>

==============================X================================