

**MAULANA ABUL KALAM AZAD UNIVERSITY OF
TECHNOLOGY**



**ONLINE HARDWARE AND SOFTWARE
SUPPORT SYSTEM**

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PROJECT OBJECTIVE :

Develop and implement a Web based Hardware & Software Support System for different Institutions to help employees have 24 x 7 access to raise complaint and track their complaint.

The following objectives:

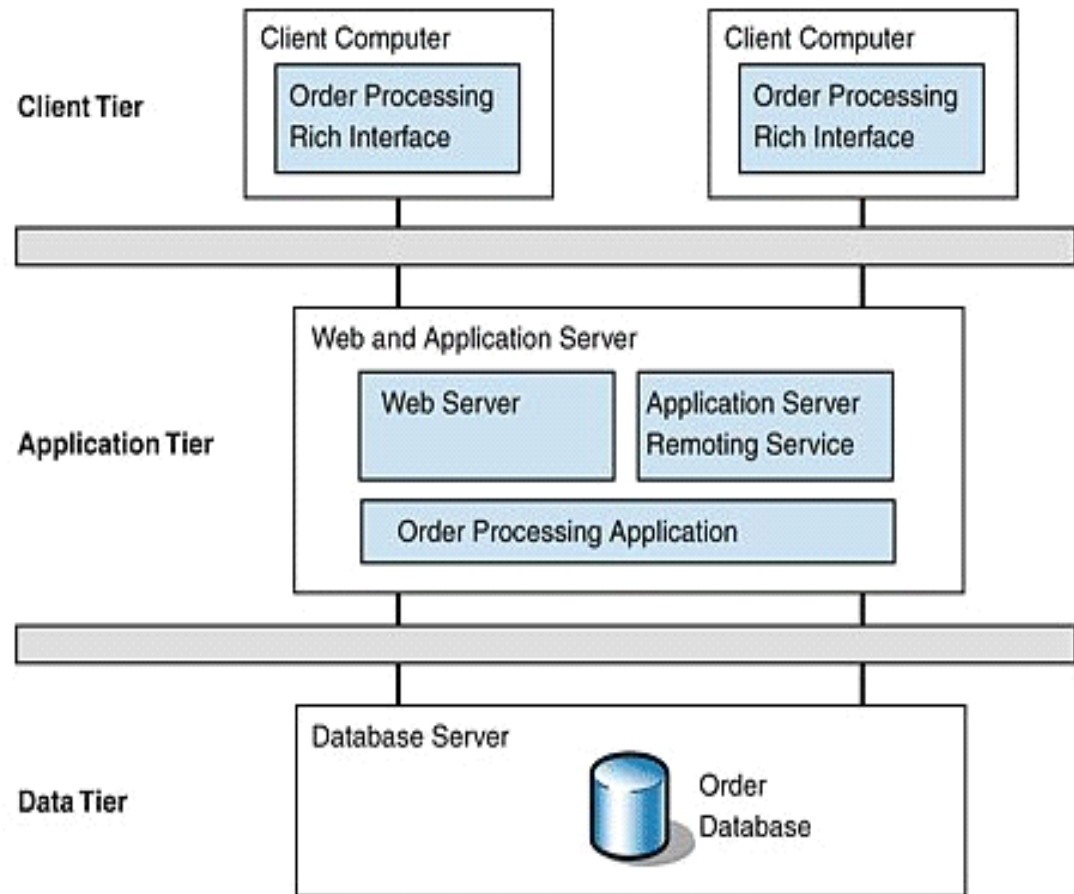
- Allows employees to raise complaint easily.
- Allows the administrator to assign tasks to respective engineer, as per the priority of the complaint.
- Allows engineer to complete the tasks assigned to him/her as per the priority of the tasks and close the complaints respectively

PROJECT SCOPE :

The broad scope of the Online Hardware and Software Management System project includes:

- The system will be available on an online platform for 24x7 accesses to the employees, the engineer and the administration.
- The system will support online raise complaints with only few clicks.
- The system will provide virtual interaction amongst the employees, the engineer and the administration and prescribed job with ultimate accuracy.

REQUIREMENT SPECIFICATIONS :



DOMAIN DESCRIPTION:-Hardware and Software Support System is a web based solution which helps to keep track of the proper working of all hardware and software components in a company

(I)PROBLEM DEFINITION:

- Sometimes complain is not recorded in complain register. This may happen if HOD is not available or busy in other job. There is confusion that who will record the complain if HOD is not available. This creates delay in fixing the problem, which is harmful for the organization.
- Problem is assigned to any engineer who is free as per HOD. There is no specific way to find workload of engineers.
- It is difficult to find how many problems are assigned to a engineers, what is his success rate. These information are required at time of yearly promotions

(II)Functional Requirements:

Employee

- Each employee has their account in the system with which they can login
- Employee can register any complain (hardware / software) through the system. After registering the complain a complain id is generated by the system.
- Employee can see the status of their problem by using complain id . Status means they can check who (engineer) is assigned to his problem .
- They can see all complain history raised by him/her.

Engineer

- Each engineer has their own account by which they can login.
- Engineer can view the problem assigned to him by HOD .
- Engineer can update the status of the problem addressed by him . i. e. whether it solved or any thing .
- They can see list of all the problems attended by him/her.

HOD

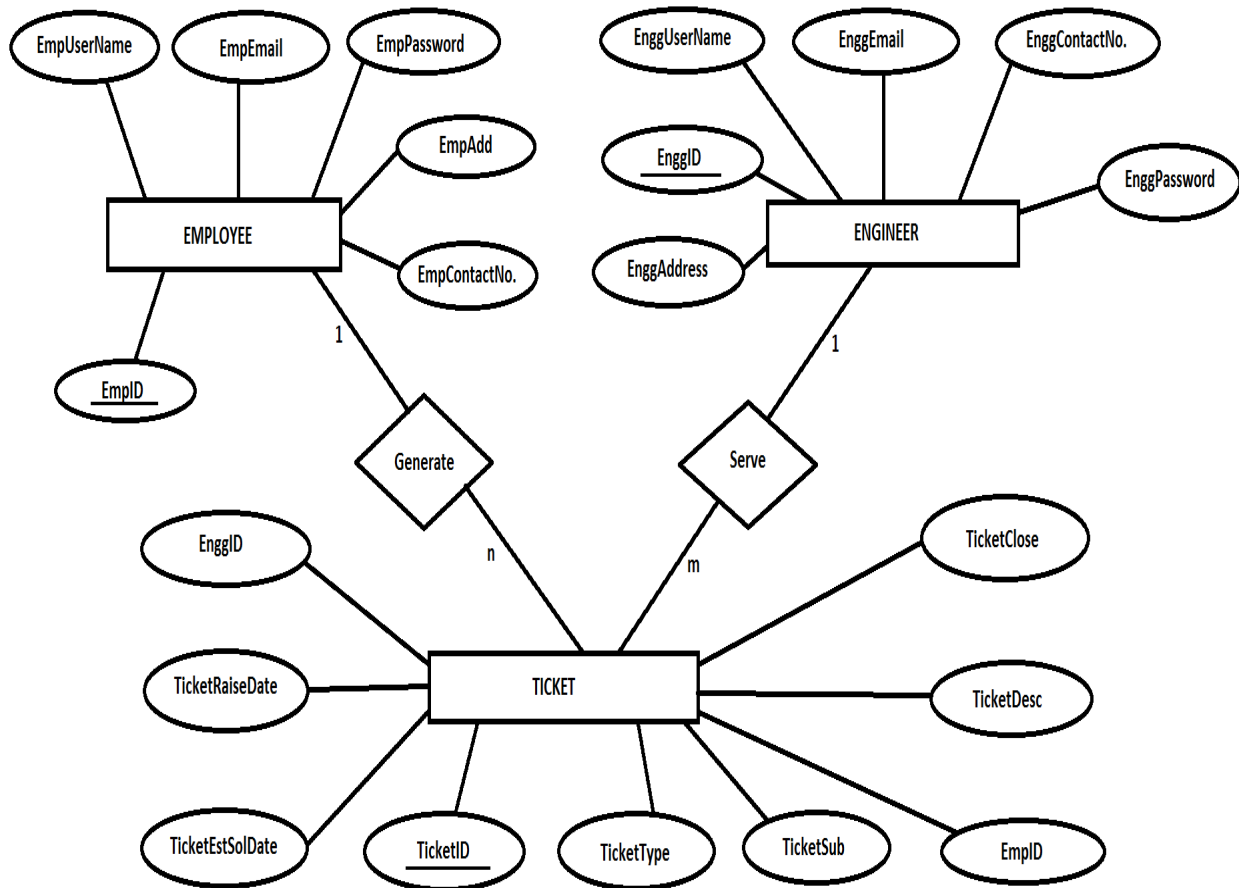
- HOD has his own account
- Can see list of all problems registered
- HOD can allocate a problem to engineer.
- Can find out list of problems assigned to engineer

| CLIENT TIER | |
|------------------------------------|-------------------------------|
| HARDWARE | SOFTWARE |
| RAM- 512mb and above | OS- Windows, Unix(any) |
| Processor- Pentium IV+ | Browser- |
| Monitor- CRT, TFT, LCD, LED | Firefox v48.1 |
| Hard Disk- 80gb+ | |
| Keyboard/Mouse- PS2/USB | |

| MIDDLE TIER | |
|-------------------------------------|--|
| HARDWARE | SOFTWARE |
| RAM- 32gb and above | OS- Windows Server 2008 or Linux Server 16.04 |
| Processor- 4 * Intel i7 | |
| Monitor- CRT, TFT, LCD, LED | WEB SERVER- |
| Hard Disk- 320gb+ and (RAID) | Wild fly v8.1.2 |
| Keyboard/Mouse- PS2/USB | |

| EIS TIER | |
|-------------------------------------|--|
| HARDWARE | SOFTWARE |
| RAM- 32gb and above | OS- Windows Server 2008 or Linux Server 16.04 |
| Processor- 4 * Intel i7 | |
| Monitor- CRT, TFT, LCD, LED | DATABASE- |
| Hard Disk- 320gb+ and (RAID) | ORACLE XPRESS 10g XE |
| Keyboard/Mouse- PS2/USB | |

ENTITY RELATIONSHIP DIAGRAM:



DATABASE DESIGN :

EMPLOYEE TABLE:

| Field | Type | Null | Key | Default | Extra |
|--------------|-------------|------|-----|---------|----------------|
| empId | int(11) | NO | PRI | NULL | auto_increment |
| empUserName | varchar(30) | YES | | NULL | |
| empEmail | varchar(30) | YES | | NULL | |
| empPassword | varchar(30) | YES | | NULL | |
| empAddress | varchar(50) | YES | | NULL | |
| empContactNo | varchar(10) | YES | | NULL | |

ENGINEER TABLE:

| Field | Type | Null | Key | Default | Extra |
|---------------|-------------|------|-----|---------|----------------|
| enggId | int(11) | NO | PRI | NULL | auto_increment |
| enggUserName | varchar(30) | YES | | NULL | |
| enggEmail | varchar(30) | YES | | NULL | |
| enggPassword | varchar(30) | YES | | NULL | |
| enggAddress | varchar(50) | YES | | NULL | |
| enggContactNo | varchar(10) | YES | | NULL | |

TICKET TABLE

| Field | Type | Null | Key | Default | Extra |
|------------------|--------------|------|-----|---------|----------------|
| ticketId | int(11) | NO | PRI | NULL | auto_increment |
| ticketType | varchar(100) | YES | | NULL | |
| ticketSub | varchar(100) | YES | | NULL | |
| ticketDesc | varchar(100) | YES | | NULL | |
| ticketPriority | varchar(100) | YES | | NULL | |
| ticketEstSolDate | varchar(100) | YES | | NULL | |
| ticketRaiseDate | varchar(100) | YES | | NULL | |
| ticketCloseDate | varchar(100) | YES | | NULL | |
| enggId | int(11) | YES | | NULL | |
| empId | int(11) | YES | | NULL | |

APPLICATION WORK FLOW :

EMPLOYEE LOGIN :

LOGIN:

USERNAME :

PASSWORD :

[Forgot Password?](#)

[New User?
click here](#)

FOR NEW EMPLOYEE :

NAME :

PASSWORD :

CONFIRM PASSWORD :

E-MAIL ID :

EMPLOYEE REGISTRATION SUCCESS :

Employee Registration Success

You Successfully Created...

now click [here](#) for login

NEW TICKET :

Welcome : ram.com

Tue Aug 09 20:59:34 IST 2016

Ticket Type :

Ticket Subject :

Ticket Description :

Ticket Priority :

Estimated Solution Date :

[back](#)

ADMIN LOGIN :

please log in admin

Email :
Password :

ADMIN HOME :

Admin Home

Welcome : admin

Tue Aug 09 20:51:30 IST 2016

| Ticket Id | Type | Subject | Description | Priority | Status | |
|---------------------------------------|------|---------|-------------|----------|---------|----------------------|
| 3001 | ram | ram.com | ram | renu apt | Closed | |
| 3004 | w | w | w | u | Closed | |
| 3002 | w | w | w | w | Closed | |
| 3003 | w | w | w | w | Closed | |
| 3005 | d | d | d | d | Pending | Next |
| 3007 | re | er | wer | wr | Pending | Next |
| 3006 | sd | sd | sd | sd | Pending | Next |
| <input type="button" value="Logout"/> | | | | | | |

ENGINEER LOGIN :

Engineer Login

Email :
Password :
 for neu user click [here](#)

SCREEN SHOTS :

ADMIN LOGIN :

← → ↻ 📄 localhost:8081/proj/adminlogin.jsp

please log in admin

Email :

Password :

ADMIN HOME :

← → ↻ 📄 localhost:8081/proj/adminhome.jsp

Admin Home

Welcome : admin

Tue Aug 09 20:51:30 IST 2016

| Ticket Id | Type | Subject | Description | Priority | Status | |
|-----------|------|---------|-------------|----------|---------|----------------------|
| 3001 | ram | ram.com | ram | renu apt | Closed | |
| 3004 | w | w | w | u | Closed | |
| 3002 | w | w | w | w | Closed | |
| 3003 | w | w | w | w | Closed | |
| 3005 | d | d | d | d | Pending | Next |
| 3007 | re | er | wer | wr | Pending | Next |
| 3006 | sd | sd | sd | sd | Pending | Next |

TICKET ASSIGN :

← → ↻ 📄 localhost:8081/proj/ticketassign.jsp?ticketId=3005

Ticket Assigned To Engineer

Welcome : admin

Tue Aug 09 20:53:42 IST 2016 Engineer List Empty... Please Add Engineer

NEW EMPLOYEE REGISTRATION :

← → ↻ 📄 localhost:8081/proj/ticketassign.jsp?ticketId=3005

Ticket Assigned To Engineer

Welcome : admin

Tue Aug 09 20:53:42 IST 2016 Engineer List Empty... Please Add Engineer

EMPLOYEE REGISTRATION SUCCESS :

← → ↻ 📄 localhost:8081/proj/empregsuccess.jsp

Employee Registration Success

You Successfully Created...

now click [here](#) for login

EMPLOYEE LOGIN :

← → ↻ 📄 localhost:8081/proj/emplogin.jsp

Employee Login

Email :

Password :

for neu user click [here](#)

EMPLOYEE HOME:

Employee Home

Welcome : ram.com

Tue Aug 09 20:59:34 IST 2016 [New Ticket](#) No Ticket Raised Yet

NEW TICKET :

← → ↻ 📄 localhost:8081/proj/newticket.jsp

Welcome : ram.com

Tue Aug 09 20:59:34 IST 2016

Ticket Type :

Ticket Subject :

Ticket Description :

Ticket Priority :

Estimated Solution Date :

[back](#)

← → ↻ 📄 localhost:8081/proj/ticketsuccess.jsp

Welcome : ram.com

Tue Aug 09 21:04:29 IST 2016

You Successfully Created Ticket...

now click [here](#) for home page

NEW ENGINEER REGISTRATION :

← → ↻ 📄 localhost:8081/proj/enggreg.jsp

Name :

Email :

Password :

Address :

Contact No. :

← → ↻ 📄 localhost:8081/proj/enggregsuccess.jsp

You Successfully Created...

now click [here](#) for login

ENGINEER HOME PAGE:

localhost:8080/testWAR/engghome.jsp

Welcome : monit123@gmail.com

Tue Jan 10 03:23:44 IST 2017

| Ticket Id | Type | Subject | Description | Priority | Status | |
|-----------|----------|---------------|-------------------------|----------|----------|----------------------|
| 10 | hardware | keybord query | button broken | Low | Assigned | Next |
| 9 | software | display query | display not running pro | Medium | Closed | |
| 11 | tgk | IJOED | JIOJ | O | Closed | |

[Logout](#)

ENGINEER CLOSE TICKET:

localhost:8080/testWAR/ticketclose.jsp?ticketid=10

Welcome : monit123@gmail.com

Tue Jan 10 03:23:44 IST 2017

Ticket Id :

Ticket Type :

Ticket Subject :

Ticket Description :

Ticket Priority :

Estimated Solution Date :

Raise Date :

[Close Ticket](#)

[back](#)

localhost:8081/proj/ticketassign.jsp?ticketId=3008

Ticket Assigned To Engineer

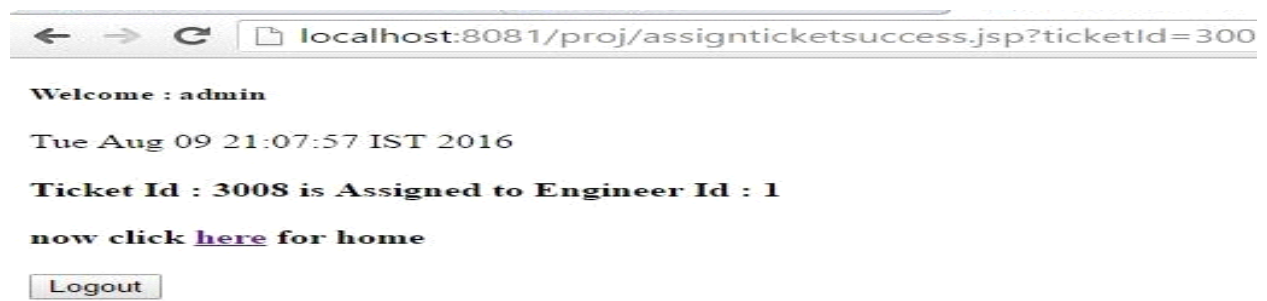
Welcome : admin

Tue Aug 09 21:07:57 IST 2016

| Engineer Id | Engineer UserName | Engineer Email | Engineer Conatct No. | |
|-------------|-------------------|----------------|----------------------|------------------------|
| 1 | ram | ram.com | 2345678934 | Choose |

[Logout](#)

TICKET ASSIGN SUCCESS :



FUTURE SCOPE OF IMPROVEMENTS :

- In the current version of CMS, it deals with hardware/software management systems with low storage space.
- In the next version, we will improve the data redundancy for better database management.
- Also in the next version, the admin will have a special veto power to block any unwanted user or engineer, if required.