

## <IncidentManager> Black Box Test Plan

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### Introduction

This black box test plans tests the capabilities of the incident management system by running the program with varying series of inputs. There are a series of provided test files already in place for use for testing in the test-files folder of the program. These files contain both valid and invalid incidents.

You may run this program by right-clicking on the IncidentManagerGUI class in the program in Eclipse and clicking "run as Java application".

Test ID	Description	Expected Results	Actual Results
MissingFileTest1 (Keaton Thurston, Bilal Mohamad)	<b>Preconditions: Program opened</b> Click the "File" tab.  Click "Load".  Enter incident0.xml	A dialog opens with the message "Unable to load incident file."	A dialog opens with the message "Unable to load incident file."
MissingStateTest2 (Keaton Thurston, Bilal Mohamad)	<b>Preconditions: Program opened</b> Click the "File" tab.  Click "Load".  Enter incident3.xml	A dialog opens with the message "Unable to load incident file."	A dialog opens with the message "Unable to load incident file."
NoOwnerIDTest3 (Keaton Thurston, Bilal Mohamad)	<b>Preconditions: Program opened</b> Click "Add New Incident".  Enter "caller" into the Caller box, "name" into the name box, and "work note" into the work note box.  Click "Add Incident".  Click on the new incident.  Click "Edit Selected Incident".  Enter "work note" into the work note box.  Click "Investigate".	A dialog opens with the message "Invalid owner id."	A dialog opens with the message "Invalid owner id."
IncorrectPriorityTest5	<b>Preconditions: Program</b>	A dialog opens with the	A dialog opens with the

(Keaton Thurston, Bilal Mohamad)	<b>opened</b> Click the "File" tab.  Click "Load".  Enter incident14.xml	message "Unable to load incident file."	message "Unable to load incident file."
LoadValidIncidentsTest6 (Keaton Thurston, Bilal Mohamad)	<b>Preconditions: Program opened</b> Click the "File" tab.  Click "Load".  Choose exp_incident_all.xml in the test-files folder.	The GUI displays 6 incidents, beginning with a caller of "sesmith5" and ending with a caller of "What's the best pizza place near Centennial Campus?".	The GUI displays 6 incidents, beginning with a caller of "sesmith5" and ending with a caller of "What's the best pizza place near Centennial Campus?".
DeleteSelectedIncidentTest7 (Keaton Thurston, Bilal Mohamad)	<b>Precondition: Program opened, Test6 successfully run.</b>  Click on incident of ID 5.  Click "Delete Selected Incident".	The GUI displays 5 incidents, beginning with a caller of "sesmith5" and ending with a caller of "What's the best pizza place near Centennial Campus?". The ID of the last incident is still 6.	The GUI displays 5 incidents, beginning with a caller of "sesmith5" and ending with a caller of "What's the best pizza place near Centennial Campus?". The ID of the last incident is still 6.
ListByCategoryTest8 (Keaton Thurston, Bilal Mohamad)	<b>Precondition: Program opened, Test6 and Test7 successfully run.</b>  Click "List by Category", selecting "Software".	The GUI displays 2 incidents, beginning with ID 1 and ending with ID 4.	The GUI displays 2 incidents, beginning with ID 1 and ending with ID 4.
ShowIncidentsTest9 (Keaton Thurston, Bilal Mohamad)	<b>Precondition: Program opened, Tests 6-8 successfully run.</b>  Click "Show All Incidents".	The GUI displays 5 incidents, beginning with a name of "Jenkins installation" and ending with a name of "What's the best pizza place near Centennial Campus?".	The GUI displays 5 incidents, beginning with a name of "Jenkins installation" and ending with a name of "What's the best pizza place near Centennial Campus?".
AddIncidentTest10 (Keaton Thurston, Bilal Mohamad)	<b>Precondition: Program opened, Tests 6-9 successfully run.</b>  Click "Add New Incident".  Enter "caller" into the Caller box, "name" into the name box, and "work note" into the	The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "name". The ID of the last incident is 7.	The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "name". The ID of the last incident is 7.

	work note box.  Click "Add Incident".		
EditNewStateIncidentTest 11 (Keaton Thurston, Bilal Mohamad)	<p><b>Precondition: Program opened, Tests 6-10 successfully run.</b></p> <p>Select the first Incident in the list, of ID 1 and name "Jenkins installation".</p> <p>Click "Edit Selected Incident".</p> <p>Type "Owner" in the "Owner Id" box.</p> <p>Type "work note" into the work note box. Click "Investigate".</p>	The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a caller of "caller". The ID of the last incident is 7. The state of the first incident, of ID 1, is "In Progress".	The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a caller of "caller". The ID of the last incident is 7. The state of the first incident, of ID 1, is "In Progress".
CancelNewIncidentTest12 (Keaton Thurston, Bilal Mohamad)	<p><b>Precondition: Program opened, Tests 6-11 successfully run.</b></p> <p>Select the last Incident in the list, of ID 7 and caller "caller".</p> <p>Click "Edit Selected Incident".</p> <p>Type "Owner" in the "Owner Id" box.</p> <p>Type "work note" into the work note box.</p> <p>Select a cancellation code of "Unnecessary".</p> <p>Click "Cancel".</p>	The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a caller of "caller". The ID of the last incident is 7. The state of the last incident is "Canceled".	The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a caller of "caller". The ID of the last incident is 7. The state of the last incident is "Canceled".
EditInProgressToOnHoldIncidentTest13 (Keaton Thurston, Bilal Mohamad)	<p><b>Precondition: Program opened, Tests 6-12 successfully run.</b></p> <p>Select the first Incident in the list, of ID 1 and name "Jenkins installation".</p>	The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "name". The state of the first incident is "On Hold".	The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "name". The state of the first incident is "On Hold".

	<p>Click “Edit Selected Incident”.</p> <p>Select “Awaiting Caller” for the “On Hold Reason”.</p> <p>Enter “work note” into the work note box.</p> <p>Click “Hold”.</p>		
EditInProgressToResolvedIncidentTest14 (Keaton Thurston, Bilal Mohamad)	<p><b>Precondition: Program opened, Tests 6-13 successfully run.</b></p> <p>Select the second Incident in the list, of ID 2 and name “Jenkins VM Hard Drive”.</p> <p>Click “Edit Selected Incident”.</p> <p>Select “Permanently Solved” for the “Resolution Code”.</p> <p>Enter “work note” into the work note box.</p> <p>Click “Resolve”.</p>	The GUI displays 6 incidents, beginning with a name of “Jenkins installation” and ending with a name of “name”. The state of the second incident of ID 2 is “Resolved”.	The GUI displays 6 incidents, beginning with a name of “Jenkins installation” and ending with a name of “name”. The state of the second incident of ID 2 is “Resolved”.
EditOnHoldToInProgressIncidentTest15 (Keaton Thurston, Bilal Mohamad)	<p><b>Precondition: Program opened, Tests 6-14 successfully run.</b></p> <p>Select the first Incident in the list, of ID 1 and name “Jenkins installation”.</p> <p>Click “Edit Selected Incident”.</p> <p>Enter “work note” into the work note box.</p> <p>Click “Reopen”.</p>	The GUI displays 6 incidents, beginning with a name of “Jenkins installation” and ending with a name of “name”. The state of the first incident of ID 1 is “In Progress”.	The GUI displays 6 incidents, beginning with a name of “Jenkins installation” and ending with a name of “name”. The state of the first incident of ID 1 is “In Progress”.
EditResolvedToOnHoldIncidentTest16 (Keaton Thurston, Bilal Mohamad)	<p><b>Precondition: Program opened, Tests 6-15 successfully run.</b></p>	The GUI displays 6 incidents, beginning with a name of “Jenkins installation” and ending	The GUI displays 6 incidents, beginning with a name of “Jenkins installation” and ending

	<p>Select the second Incident in the list, of ID 2, name "Jenkins VM Hard Drive", and state "Resolved".</p> <p>Click "Edit Selected Incident".</p> <p>Enter "work note" into the work note box.</p> <p>Click "Hold".</p>	<p>with a name of "name". The state of the second incident of ID 2 is "On Hold".</p>	<p>with a name of "name". The state of the second incident of ID 2 is "On Hold".</p>
EditResolvedToInProgressIncidentTest17 (Keaton Thurston, Bilal Mohamad)	<p><b>Precondition: Program opened, Tests 6-16 successfully run.</b></p> <p>Select the fourth Incident in the list, of ID 4, name "Permissions issue with reading files", and state "Resolved".</p> <p>Click "Edit Selected Incident".</p> <p>Enter "work note" into the work note box.</p> <p>Click "Reopen".</p>	<p>The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "name". The state of the fourth incident of ID 4 is "In Progress".</p>	<p>The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "name". The state of the fourth incident of ID 4 is "In Progress".</p>
EditResolvedToClosedIncidentTest18 (Keaton Thurston, Bilal Mohamad)	<p><b>Precondition: Program opened, Tests 6-17 successfully run.</b></p> <p>Select the fourth Incident in the list, of ID 4, name "Permissions issue with reading files", and state "In Progress".</p> <p>Click "Edit Selected Incident".</p> <p>Select "Permanently Solved" for the "Resolution Code".</p> <p>Enter "work note" into the work note box.</p> <p>Click "Resolve".</p> <p>Select the newly</p>	<p>The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "name". The state of the fourth incident of ID 4 is "Closed".</p>	<p>The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "name". The state of the fourth incident of ID 4 is "Closed".</p>

	<p>updated incident of ID 4.</p> <p>Click "Edit Selected Incident".</p> <p>Enter "work note" into the work note box.</p> <p>Click "Confirm".</p>		
EditClosedToInProgressIncidentTest19 (Keaton Thurston, Bilal Mohamad)	<p><b>Precondition: Program opened, Tests 6-18 successfully run.</b></p> <p>Select the fourth Incident in the list, of ID 4, name "Permissions issue with reading files", and state "Closed".</p> <p>Click "Edit Selected Incident".</p> <p>Enter "work note" into the work note box.</p> <p>Click "Reassign".</p>	The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "name". The state of the fourth incident of ID 4 is "In Progress".	The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "name". The state of the fourth incident of ID 4 is "In Progress".
ReturnFromCanceledIncidentTest20 (Keaton Thurston, Bilal Mohamad)	<p><b>Precondition: Program opened, Tests 6-12 successfully run.</b></p> <p>Select the last Incident in the list, of ID 7, name "name", and state "Canceled".</p> <p>Click "Edit Selected Incident".</p> <p>Click "Return."</p>	The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "name". The state of the last incident of ID 7 is "Canceled".	The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "name". The state of the last incident of ID 7 is "Canceled".
SaveIncidentsTest21 (Keaton Thurston, Bilal Mohamad)	<p><b>Precondition: Program opened, Tests 6-19 successfully run.</b></p> <p>Click "File".</p> <p>Click "Save".</p> <p>In the file browser, name and save the file as "written_incidents.xml" in the test-files directory.</p>	The "written_incidents.xml" file contains 6 incidents, beginning with a caller of "sesmith5" and ending with a caller of "caller".	The "written_incidents.xml" file contains 6 incidents, beginning with a caller of "sesmith5" and ending with a caller of "caller".
QuitProgramAndSaveTest22 (Keaton Thurston, Bilal Mohamad)	<p><b>Precondition: Program opened, Tests 6-19 successfully run.</b></p>	The program exits.	The program exits.

	<p>Select the last Incident in the list of ID 7.</p> <p>Click "Delete Selected Incident".</p> <p>Click "Quit".</p> <p>In the file browser, name and save the file as "written_incidents.xml" in the test-files directory.</p>	<p>The "written_incidents.xml" file contains 5 incidents, beginning with a name of "Jenkins installation" and ending with a caller of "What's the best pizza place on Centennial Campus?".</p>	<p>The "written_incidents.xml" file contains 5 incidents, beginning with a name of "Jenkins installation" and ending with a caller of "What's the best pizza place on Centennial Campus?".</p>
<p>CancelInProgressIncidentTest23 (Keaton Thurston, Bilal Mohamad)</p>	<p><b>Precondition: Program opened, no incident in the list.</b></p> <p>Click the "File" tab.</p> <p>Click "Load".</p> <p>Choose exp_incident_all.xml in the test-files directory.</p> <p>Select the second incident of ID 2 and state "In Progress".</p> <p>Click "Edit Selected Incident".</p> <p>Enter "work note" into the work note box.</p> <p>Click "Cancel".</p>	<p>The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "What's the best pizza place near Centennial Campus?". The state of the second incident is "Canceled".</p>	<p>The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "What's the best pizza place near Centennial Campus?". The state of the second incident is "Canceled".</p>
<p>CancelOnHoldStateTest24 (Keaton Thurston, Bilal Mohamad)</p>	<p><b>Precondition: Program opened, no incident in the list.</b></p> <p>Click the "File" tab.</p> <p>Click "Load".</p> <p>Choose exp_incident_all.xml in the test-files directory.</p> <p>Select the third incident of ID 3 and state "On Hold".</p> <p>Click "Edit Selected Incident".</p>	<p>The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "What's the best pizza place near Centennial Campus?". The state of the third incident is "Canceled".</p>	<p>The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "What's the best pizza place near Centennial Campus?". The state of the third incident is "Canceled".</p>

	Enter "work note" into the work note box.  Click "Cancel".		
CancelResolvedStateTest25 (Keaton Thurston, Bilal Mohamad)	<b>Precondition: Program opened, no incident in the list.</b>  Click the "File" tab.  Click "Load".  Choose exp_incident_all.xml in the test-files directory.  Select the fourth incident of ID 4 and state "Resolved".  Click "Edit Selected Incident".  Enter "work note" into the work note box.  Click "Cancel".	The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "What's the best pizza place near Centennial Campus?." The state of the fourth incident is "Canceled".	The GUI displays 6 incidents, beginning with a name of "Jenkins installation" and ending with a name of "What's the best pizza place near Centennial Campus?." The state of the fourth incident is "Canceled".

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#### Document Revision History

Date	Author	Change Description
<b>November 9th</b>	Keaton Thurston, Bilal Mohamad	<ul style="list-style-type: none"> <li>Added black box tests 6-26</li> <li>Deleted test 4</li> </ul>