GROUP-6 PS3: Documentation

Url: https://web06.cs.ait.ac.th/

Gitlab repo: https://gitlab.com/ait-fsad-2022/web6/PS1

Project: Restaurant table ticketing and menu ordering system using QR codes

1. User profiles

Profile 1



Name: Thammanit Nimitwanitch

Age: 37

Occupation: Restaurant Owner

Marital status: Married Housing situation: Home

Income: \$23,076

Relevant short term goal:Improve efficiency of restaurant service, accommodate to a larger

crowd, food safety

Relevant Long term goal: Expand restaurant to many areas in Thailand **Questions**:

- Do I need it? Will it help my business processes?
- Is the recurring financial cost worth it?
- Is training employees to use the system worth it?

Technology used: PC, Iphone, fiber

Other information:

As a busy person, Thammanit doesn't like wasting time. As owner of a very busy restaurant, she wants to be able to keep customer satisfaction high and minimize downtime from one customer to another.

Profile 2



Name: Paan Kitjakarn

Age: 27

Occupation: Cashier Marital status: Single

Housing situation: Apartment

Income: \$11,158

Relevant Short term goal: Increase customer satisfaction, get a raise, be recognized at work **Relevant Long term goal**: Gather experience and technical fluency of software used at work for her own restaurant in the future

Questions:

- Is the app easy to learn and use?

- Is it responsive and fast?

- Can I quickly find information I need with it? Faster than pen and paper?

- Would it be interesting to use that app for myself?

Technology used: PC, Iphone, fiber

Other information:

Paan has experience working in restaurants. Her previous work experience didn't involve using any technology and using pen and paper for everything, in a fast-paced environment that is error prone and knows too well customer satisfaction is very important.

Profile 3



Name: Rak Mahagitsiri

Age: 24

Occupation: Student Marital status: Single

Housing situation: University Dorm

Income: None

Relevant Short term goal: Wait less for queueing at restaurant, get more useful information

from queues to avoid sitting out for hours

Relevant Long term goal: Hassle-free eating, one app/service for every place

Questions:

- Is it easy to use? Is it fast?

Are registration processes annoying?

- Why would I use this app instead of a normal paper menu or queue ticket?

Technology used: PC, Iphone, fiber

Other information:

Rak likes to go out often and tries to avoid queues at restaurants so that he doesn't waste too much time waiting and coming back to finish his class labs.

He uses an old iPhone that runs out of storage quick because of his numerous photos and doesn't like to download apps that he'll use rarely.

2. Offline & Online Alternatives

Offline Alternatives

As we observed, many restaurants still use the "pen and paper" way, sometimes you get given a paper ticket of your number (or not at all, you given an estimate waiting time) while waiting for a spot in a popular and busy restaurant, and you either get called out loud directly or your number will show on screen.

You are unsure how long you will wait, 10mins to almost an hour and that you can't walk away too far otherwise you may miss your spot.

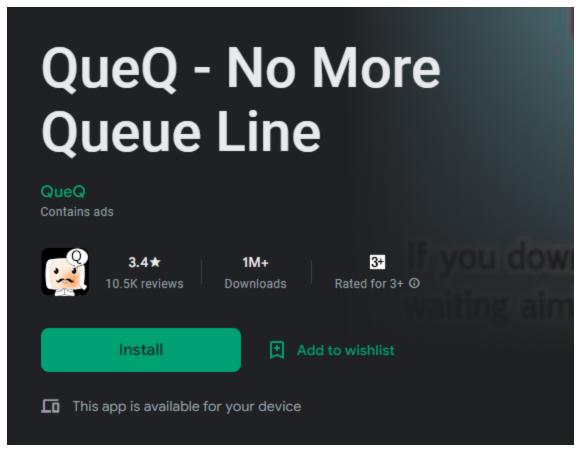
Having a way to track when it's your turn and receive a live notification of when you get a spot or close to get a spot may be very helpful.

In the restaurant perspective, they might be able to track more accurately waiting times and downtimes if they use a IT system.

Online Alternatives

These are the top results from Play Store and Google Search in Thailand, and for some of them we already tried them in real life.

QueQ



Advantages:

- Easy and minimal interface
- In-app promotions

Cons:

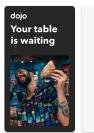
- Many bugs
- First onboarding can be annoying
- Lacks some features
- Notifications can bug and not show up

Dojo (formerly WalkUp)





Developer contact \(\times \)









Advantages:

- Full solution suite, find restaurants nearby and queue
- Great interface

Cons:

- Not catered to Thailand
- We need a simpler solution

3. Hosting and DNS

Domain name choice

Our product will start servicing specific restaurants in Thailand and so will use the extension **.co.th** (example shopee.co.th), which is a second-level extension restricted for use in legal businesses in Thailand. For a name like **yumQ**, we could use **yumq.co.th**

DNS provider

All DNS providers follow the same process, after the initial payment we get access to their dashboard from where you can update DNS records. In some cases, hosting providers also provide domains (such as godaddy) but in our case, our DNS provider and hosting provider will be different, with one provided by a Thai website and the other hosted by AIT. In that case we need to grab the hostname from our server and update our nameservers in the domain

registrar's control panel. From there, the domain will be resolved automatically towards our server. It will take a while to update, as DNS propagation takes a few hours up to 48 hours.

Below are some domain name registrars offering the extension .co.th:

Name	Price	Advantages	Cons
Thaidomainh osting.com	В 900.00/year	-Local thai solution -Offer email services too -In service for 20 years -Support accessible on LINE	
thdomain.thni c.co.th	В 800.00/year	- Cheaper	- Don't look like many services provided
netim.com	\$48.00 /year	-Full hosting solution with DNS -Free for 1 website	-Slow as servers in france -Expensive

Alternatively, we could also use a more global extension **.com**. For our project purposes we will look at shared servers only until we need to accommodate more traffic.

Name	Price	Advantages	Cons
namecheap.com	Up to \$13.98/yr for .com domains 2.18\$ per months for shared server	 One of the cheapest and known hosting provider, reliable All in one solution providing various services Great user interface Email free with hosting Free custom nameservers 	Less discounts than most other providersNo phone support
godaddy.com	Up to \$13.39/yr, 22\$ for 2 years 4\$ per month for shared server	 Most popular and cheap hosting provider with good deals Great discounting on one year most of the time 	- Doesn't have a good reputation in security and customer services because of its past - Email hosting pricing separate and lot of upselling for other services

Other hosting services include: inMotion, HostGator.

Other Hosting Providers

1. AIT Servers

AIT servers is the default solution for now, providing free hosting for our application and more "DIY" configuration options.

Advantages:

- Free
- Easy access via the campus

Cons:

- Often down and require frequent backups
- Proxy can be a hassle to set up at first
- We need to do sysadmin work as well

2. Heroku

Heroku is a cloud-as-service platform that enables developers to easily deploy applications for free without the hassle of server configuration. Owned by Salesforce, it will end its free tier usage at the end of November 2022.

Advantages:

- Easy deployment of various applications using any framework such as Rails
- Most backend tools are provided if needed including Postgresql, Cron jobs, Backups, continuous integration and deployment with Github
- Focus on developing and deploying

Cons:

- Not free anymore on the 28th November

3. Digital Ocean

Digitalocean offers a more DIY solution than other hosting solutions as we need to start our own Linux droplet and do the same server setup that we did for AIT server.

Advantages:

- More freedom, DIY solution on server setup (good or bad)
- Many discounts to get started including from Github Education

Cons:

- Must be willing to spend efforts in sysadmin
- Can be more expensive than other solutions if not done properly

Moving to a more permanent server

This is a fairly easy task if the hosting service already provides continuous deployment service for rails applications like Heroku, otherwise redo the server configuration setups will be required.

Database can be dumped and imported easily into a new Postgresql server

4. Intellectual Property

All title to and the rights in the Services, including any and all technology, software, and content, including ownership rights to patents (registrations, renewals, and pending applications), copyrights, trademarks, trade secrets, the Company's or third-party hardware, other technology is exclusive property of the company and developers.

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5. Database Backups

Required scripts to do the backup of the postgresql database.

- 1. **pg_backup.config** The main configuration file. This should be the only file which needs user modifications.
- 2. **pg_backup.sh** The normal backup script which will go through each database and save a gzipped and/or a custom format copy of the backup into a date-based directory.
- 3. **pg_backup_rotated.sh** The same as above except it will delete expired backups based on the configuration.

pg_backup.config

Optional system user to run backups as. If the user the script is running as doesn't match this

the script terminates. Leave blank to skip check.

BACKUP_USER=

Optional hostname to adhere to pg_hba policies. Will default to "localhost" if none specified.

HOSTNAME=

Optional username to connect to database as. Will default to "postgres" if none specified.

USERNAME=

This dir will be created if it doesn't exist. This must be writable by the user the script is

running as.

BACKUP_DIR=/home/backups/database/postgresql/

```
# List of strings to match against in database name, separated by space or comma, for
which we only
# wish to keep a backup of the schema, not the data. Any database names which
contain any of these
# values will be considered candidates. (e.g. "system log" will match
"dev system log 2010-01")
SCHEMA_ONLY_LIST=""
# Will produce a custom-format backup if set to "yes"
ENABLE CUSTOM BACKUPS=yes
# Will produce a gzipped plain-format backup if set to "yes"
ENABLE PLAIN_BACKUPS=yes
# Will produce gzipped sql file containing the cluster globals, like users and passwords,
if set to "yes"
ENABLE GLOBALS BACKUPS=yes
#### SETTINGS FOR ROTATED BACKUPS ####
# Which day to take the weekly backup from (1-7 = Monday-Sunday)
DAY OF WEEK TO KEEP=7
# Number of days to keep daily backups
DAYS TO KEEP=7
# How many weeks to keep weekly backups
WEEKS TO KEEP=1
pg backup.sh
#!/bin/bash
###### LOAD CONFIG #######
```

```
case $1 in
       -c)
           if [ -r "$2" ]; then
               source "$2"
               shift 2
           else
               ${ECHO} "Unreadable config file \"$2\"" 1>&2
               exit 1
           fi
           ${ECHO} "Unknown Option \"$1\"" 1>&2
           exit 2
   esac
done
if [ $# = 0 ]; then
   SCRIPTPATH=$(cd ${0%/*} && pwd -P)
   source $SCRIPTPATH/pg backup.config
fi;
#### PRE-BACKUP CHECKS ####
# Make sure we're running as the required backup user
if [ "$BACKUP_USER" != "" -a "$(id -un)" != "$BACKUP_USER" ]; then
    echo "This script must be run as $BACKUP USER. Exiting." 1>&2
    exit 1;
fi;
### INITIALISE DEFAULTS ###
if [!$HOSTNAME]; then
    HOSTNAME="localhost"
fi;
if [!$USERNAME]; then
```

```
USERNAME="postgres"
fi;
#### START THE BACKUPS ####
FINAL BACKUP DIR=$BACKUP DIR"`date +\%Y-\%m-\%d`/"
echo "Making backup directory in $FINAL BACKUP DIR"
if! mkdir -p $FINAL BACKUP DIR; then
    echo "Cannot create backup directory in $FINAL BACKUP DIR. Go and fix it!"
1>&2
    exit 1;
fi:
### GLOBALS BACKUPS ###
echo -e "\n\nPerforming globals backup"
echo -e "-----\n"
if [ $ENABLE GLOBALS_BACKUPS = "yes" ]
then
   echo "Globals backup"
   set -o pipefail
   if!pg_dumpall-g-h "$HOSTNAME" -U "$USERNAME" | gzip >
$FINAL BACKUP DIR"globals".sql.gz.in progress; then
       echo "[!!ERROR!!] Failed to produce globals backup" 1>&2
   else
       mv $FINAL_BACKUP_DIR"globals".sql.gz.in_progress
$FINAL BACKUP DIR"globals".sql.gz
   fi
   set +o pipefail
else
    echo "None"
```

```
### SCHEMA-ONLY BACKUPS ###
for SCHEMA_ONLY_DB in ${SCHEMA_ONLY_LIST//,/}
do
     SCHEMA ONLY CLAUSE="$SCHEMA ONLY CLAUSE or datname ~
'$SCHEMA ONLY_DB"
done
SCHEMA ONLY QUERY="select datname from pg database where false
$SCHEMA ONLY CLAUSE order by datname;"
echo -e "\n\nPerforming schema-only backups"
echo -e "-----\n"
SCHEMA ONLY DB LIST=`psql -h "$HOSTNAME" -U "$USERNAME" -At -c
"$SCHEMA ONLY QUERY" postgres`
echo -e "The following databases were matched for schema-only
backup:\n${SCHEMA ONLY DB LIST}\n"
for DATABASE in $SCHEMA ONLY DB LIST
do
    echo "Schema-only backup of $DATABASE"
    set -o pipefail
    if!pg_dump-Fp-s-h "$HOSTNAME" -U "$USERNAME" "$DATABASE" | gzip >
$FINAL BACKUP DIR"$DATABASE" SCHEMA.sql.gz.in progress; then
         echo "[!!ERROR!!] Failed to backup database schema of $DATABASE"
1>&2
    else
         mv $FINAL BACKUP DIR"$DATABASE" SCHEMA.sql.gz.in progress
$FINAL BACKUP DIR"$DATABASE" SCHEMA.sql.gz
    fi
    set +o pipefail
done
```

```
###### FULL BACKUPS #######
for SCHEMA ONLY DB in ${SCHEMA ONLY LIST//,/}
do
EXCLUDE_SCHEMA_ONLY_CLAUSE="$EXCLUDE_SCHEMA_ONLY_CLAUSE and
datname !~ '$SCHEMA ONLY DB'"
done
FULL BACKUP QUERY="select datname from pg database where not datistemplate
and datallowconn $EXCLUDE SCHEMA ONLY CLAUSE order by datname;"
echo -e "\n\nPerforming full backups"
echo -e "-----\n"
for DATABASE in `psql -h "$HOSTNAME" -U "$USERNAME" -At -c
"$FULL BACKUP QUERY" postgres`
do
     if [$ENABLE PLAIN BACKUPS = "yes"]
    then
         echo "Plain backup of $DATABASE"
         set -o pipefail
         if!pg_dump-Fp-h "$HOSTNAME" -U "$USERNAME" "$DATABASE" |
gzip > $FINAL BACKUP DIR"$DATABASE".sql.gz.in progress; then
              echo "[!!ERROR!!] Failed to produce plain backup database
$DATABASE" 1>&2
         else
              mv $FINAL BACKUP DIR"$DATABASE".sql.gz.in progress
$FINAL BACKUP DIR"$DATABASE".sql.qz
         fi
         set +o pipefail
    fi
     if [ $ENABLE CUSTOM BACKUPS = "yes" ]
    then
         echo "Custom backup of $DATABASE"
         if!pg_dump -Fc -h "$HOSTNAME" -U "$USERNAME" "$DATABASE" -f
```

\$FINAL BACKUP DIR"\$DATABASE".custom.in progress; then

```
echo "[!!ERROR!!] Failed to produce custom backup database
$DATABASE" 1>&2
         else
              mv $FINAL BACKUP DIR"$DATABASE".custom.in progress
$FINAL BACKUP DIR"$DATABASE".custom
         fi
    fi
done
echo -e "\nAll database backups complete!"
pg_backup_rotated.sh
#!/bin/bash
###### LOAD CONFIG ######
while [ $# -gt 0 ]; do
   case $1 in
       -c)
           CONFIG FILE PATH="$2"
           shift 2
       *)
           ${ECHO} "Unknown Option \"$1\"" 1>&2
           exit 2
   esac
done
if [-z $CONFIG FILE PATH]; then
   SCRIPTPATH=$(cd ${0%/*} && pwd -P)
   CONFIG FILE PATH="${SCRIPTPATH}/pg backup.config"
fi
if [!-r ${CONFIG FILE PATH}]; then
   echo "Could not load config file from ${CONFIG_FILE_PATH}" 1>&2
   exit 1
```

```
source "${CONFIG FILE PATH}"
#### PRE-BACKUP CHECKS ####
# Make sure we're running as the required backup user
if [ "$BACKUP USER" != "" -a "$(id -un)" != "$BACKUP USER" ]; then
    echo "This script must be run as $BACKUP USER. Exiting." 1>&2
    exit 1
fi
### INITIALISE DEFAULTS ###
if [ ! $HOSTNAME ]; then
    HOSTNAME="localhost"
fi;
if [!$USERNAME]; then
    USERNAME="postgres"
fi;
#### START THE BACKUPS ####
function perform backups()
{
    SUFFIX=$1
    FINAL BACKUP DIR=$BACKUP DIR" date +\%Y-\%m-\%d`$SUFFIX/"
    echo "Making backup directory in $FINAL BACKUP DIR"
    if! mkdir -p $FINAL BACKUP DIR; then
        echo "Cannot create backup directory in $FINAL BACKUP DIR. Go and
fix it!" 1>&2
```

```
exit 1;
    fi;
    ### GLOBALS BACKUPS ###
    echo -e "\n\nPerforming globals backup"
    echo -e "-----\n"
    if [$ENABLE GLOBALS BACKUPS = "yes"]
    then
           echo "Globals backup"
           set -o pipefail
           if!pg_dumpall-g-h "$HOSTNAME" -U "$USERNAME" | gzip >
$FINAL BACKUP DIR"globals".sql.gz.in progress; then
              echo "[!!ERROR!!] Failed to produce globals backup" 1>&2
           else
              mv $FINAL BACKUP DIR"globals".sql.gz.in progress
$FINAL BACKUP DIR"globals".sql.gz
           fi
           set +o pipefail
    else
         echo "None"
    fi
    ### SCHEMA-ONLY BACKUPS ###
    for SCHEMA ONLY DB in ${SCHEMA ONLY LIST//,/}
    do
        SCHEMA ONLY CLAUSE="$SCHEMA ONLY CLAUSE or datname ~
'$SCHEMA ONLY DB"
    done
    SCHEMA_ONLY_QUERY="select datname from pg_database where false
$SCHEMA ONLY CLAUSE order by datname;"
    echo -e "\n\nPerforming schema-only backups"
```

```
SCHEMA ONLY DB LIST=`psql-h "$HOSTNAME" -U "$USERNAME" -At -c
"$SCHEMA ONLY QUERY" postgres`
    echo -e "The following databases were matched for schema-only
backup:\n${SCHEMA ONLY DB LIST}\n"
    for DATABASE in $SCHEMA ONLY DB LIST
    do
        echo "Schema-only backup of $DATABASE"
         set -o pipefail
        if!pg_dump-Fp-s-h "$HOSTNAME" -U "$USERNAME" "$DATABASE" |
gzip > $FINAL_BACKUP_DIR"$DATABASE"_SCHEMA.sql.gz.in_progress; then
            echo "[!!ERROR!!] Failed to backup database schema of $DATABASE"
1>&2
        else
$FINAL BACKUP DIR"$DATABASE" SCHEMA.sql.gz.in progress
$FINAL BACKUP DIR"$DATABASE" SCHEMA.sql.gz
        fi
        set +o pipefail
    done
    ###### FULL BACKUPS #######
    for SCHEMA ONLY DB in ${SCHEMA ONLY LIST//,/}
    do
EXCLUDE SCHEMA ONLY CLAUSE="$EXCLUDE SCHEMA ONLY CLAUSE and
datname !~ '$SCHEMA ONLY DB'"
    done
    FULL BACKUP QUERY="select datname from pg database where not
datistemplate and datallowconn $EXCLUDE SCHEMA ONLY CLAUSE order by
datname;"
```

echo -e "\n\nPerforming full backups"

```
for DATABASE in `psql -h "$HOSTNAME" -U "$USERNAME" -At -c
"$FULL BACKUP QUERY" postgres`
     do
          if [ $ENABLE PLAIN BACKUPS = "yes" ]
          then
                echo "Plain backup of $DATABASE"
                set -o pipefail
                if ! pg_dump -Fp -h "$HOSTNAME" -U "$USERNAME"
"$DATABASE" | gzip > $FINAL BACKUP DIR"$DATABASE".sql.gz.in progress; then
                     echo "[!!ERROR!!] Failed to produce plain backup database
$DATABASE" 1>&2
                else
                     mv $FINAL BACKUP DIR"$DATABASE".sql.gz.in progress
$FINAL BACKUP DIR"$DATABASE".sql.gz
                set +o pipefail
          fi
          if [ $ENABLE_CUSTOM_BACKUPS = "yes" ]
          then
                echo "Custom backup of $DATABASE"
                if!pg_dump-Fc-h "$HOSTNAME" -U "$USERNAME"
"$DATABASE" -f $FINAL BACKUP DIR"$DATABASE".custom.in progress; then
                     echo "[!!ERROR!!] Failed to produce custom backup database
$DATABASE"
                else
                     mv $FINAL_BACKUP_DIR"$DATABASE".custom.in progress
$FINAL BACKUP DIR"$DATABASE".custom
                fi
          fi
     done
     echo -e "\nAll database backups complete!"
}
# MONTHLY BACKUPS
```

```
DAY OF MONTH=`date +%d`
if [ $DAY OF MONTH -eq 1 ];
then
     # Delete all expired monthly directories
     find $BACKUP_DIR -maxdepth 1 -name "*-monthly" -exec rm -rf '{}' ';'
     perform backups "-monthly"
     exit 0;
fi
# WEEKLY BACKUPS
DAY OF WEEK=`date +%u` #1-7 (Monday-Sunday)
EXPIRED DAYS='expr $((($WEEKS TO KEEP * 7) + 1))'
if [ $DAY OF WEEK = $DAY_OF_WEEK_TO_KEEP ];
then
     # Delete all expired weekly directories
     find $BACKUP DIR -maxdepth 1 -mtime +$EXPIRED DAYS -name "*-weekly" -
exec rm -rf '{}' ';'
     perform backups "-weekly"
     exit 0;
fi
# DAILY BACKUPS
# Delete daily backups 7 days old or more
find $BACKUP DIR -maxdepth 1 -mtime +$DAYS TO KEEP -name "*-daily" -exec rm
-rf '{}' ';'
perform backups "-daily"
```

Automation with the cron

After creating the scripts, now its time to do the nightly dump using cron.

Create daily cron jobs in /etc/crontab. The backup runs daily at 12 am and the cleaning of the database backups job runs daily at 4am.

```
# m h dom mon dow user command
0 1 * * * postgres /var/scripts/pg backup.sh #location to be changed
0 5 * * * postgres /var/scripts/pg backup rotated.sh
```

6. CI/CD

For the GitlabCl to test our application along with PostgreSQL we need a specific setup in the config/database.yml file. We use the doteny-rails gem.

config/database.yml

```
default: &default
 adapter: postgresql
 encoding: unicode
 pool: <%= ENV['DB POOL'] %>
 username: <%= ENV['DB USERNAME'] %>
 password: <%= ENV['DB_PASSWORD'] %>
 host: <%= ENV['DB HOST'] %>
 port: 5432
development:
 <<: *default
 database:
test:
 <<: *default
 database:
production:
 <<: *default
 database:
.gitlab-ci.yml
```

stages:

- build
- test

```
.build:
image: ruby:2.6.5 #needs to be changed
cache:
 key: rat-app-name
  paths:
   apt-cache/
   - vendor/ruby
   node_modules/
 policy: pull
before script:
 - gem install bundler --no-document
 - bundle install --jobs $(nproc) "${FLAGS[@]}" --path=vendor
.db:
extends: .build
services:
  - postgres:12.0 #needs to be changed
variables: #needs to be initialized
 POSTGRES USER:
  POSTGRES PASSWORD:
  DB USERNAME:
  DB PASSWORD:
  DB_HOST: postgres
 RAILS ENV: test
  DISABLE SPRING: 1
  BUNDLE PATH: vendor/bundle
before script:
 - export APT CACHE DIR='pwd'/apt-cache && mkdir -pv $APT CACHE DIR
 - apt update -qq && apt -o dir::cache::archives="$APT CACHE DIR" install -yqq nodejs
 - gem install bundler --no-document
  - bundle install --jobs $(nproc) "${FLAGS[@]}" --path=vendor
 - bundle exec rails db:create db:schema:load --trace
```

7. Capistrano script

8. References

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Lead magnets

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