MantechHelpDesk

User's Guide

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Batch No : **F2-11-1208-T1**
Group No : **01**
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How to install database?

The MantechHelpDesk system needs to have a database to store the information of complaints as well as other information to control the whole activity of the system.

To install the database for Mantech system, you have to have the **SQL Server (from 2008 or later)**, and it is the best to have **SQL Server 2012** installed on your machine already.

Open the SQL Server Management Studio and make the connection to the database server. Please use the administration account during your installation of SQL Server (normally username/password = **sa/123** or **sa/123456**)

If you have no SQL Server database on your own machine now, then you need to have a database SQL Server from the host. Don't worry because the **MantechHelpDesk** system has also a **TEMPORARY** database server for you to test the application.

Information of SQL Server provided by MantechHelpDesk system:
1. Server: **112.78.2.76**
2. Username/password: **bie40d12_eProject**/**5deaj6RKeZNZtIJE**

Unzip the file **Group1-MantechHelpDesk.zip**. Open the **Final-v10.sql** file in the directory **Group1-MantechHelpDesk\program\db.**
Run this SQL file to create a database and tables to start to use the application.

How to configure datasource?

The **MantechHelpDesk** runs on Jboss server, so you have to configure the datasource for the application. To prepare the datasource, you have to install Jboss server on your own machine.

To have the Jboss server installed on your machine, you can download Jboss from http://jbossas.jboss.org/downloads/ and please go through the documentation site to install it first at http://jbossas.jboss.org/docs

After install Jboss, you will have the directory on your machine to contain the source from where you can start the Jboss Application Server.

Go to the folder that contains the Jboss sources. **<Your path to Jboss>\bin**, open a **Command Prompt** from this location by **Shilf + Right-clicking** on this bin folder, choose **Open window command here**.

Run the **standalone.bat** file from this command prompt. That's all you need to start the Jboss server. However, you have to create an administrator role for Jboss. See how to create this via https://docs.jboss.org/author/display/AS71/add-user+utility . In windows, please run **add-user.bat** file.

After starting Jboss successfully, please open the management link: http://localhost:9990/console/App.html

Input **username** and **password** of administrator role to login the system
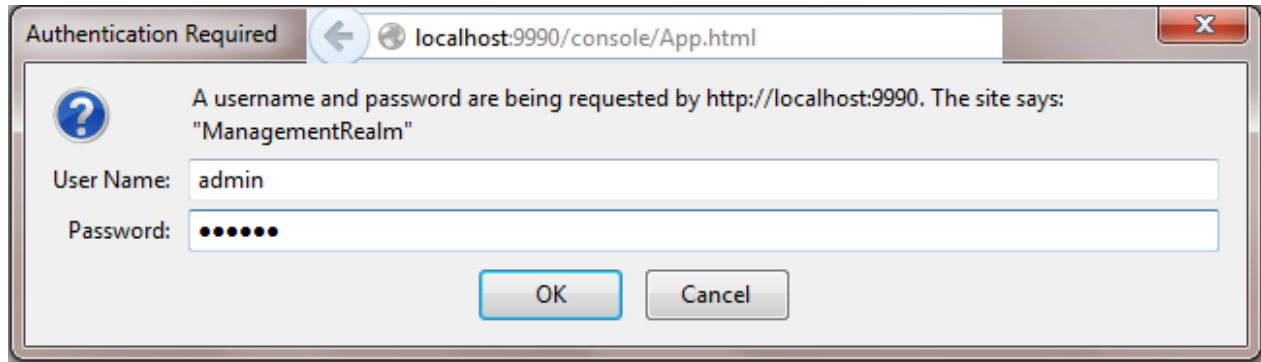
Follow the steps by Clicking Runtime -> Management Deployments -> Add Contents to deploy the JDBC driver to connect to database:
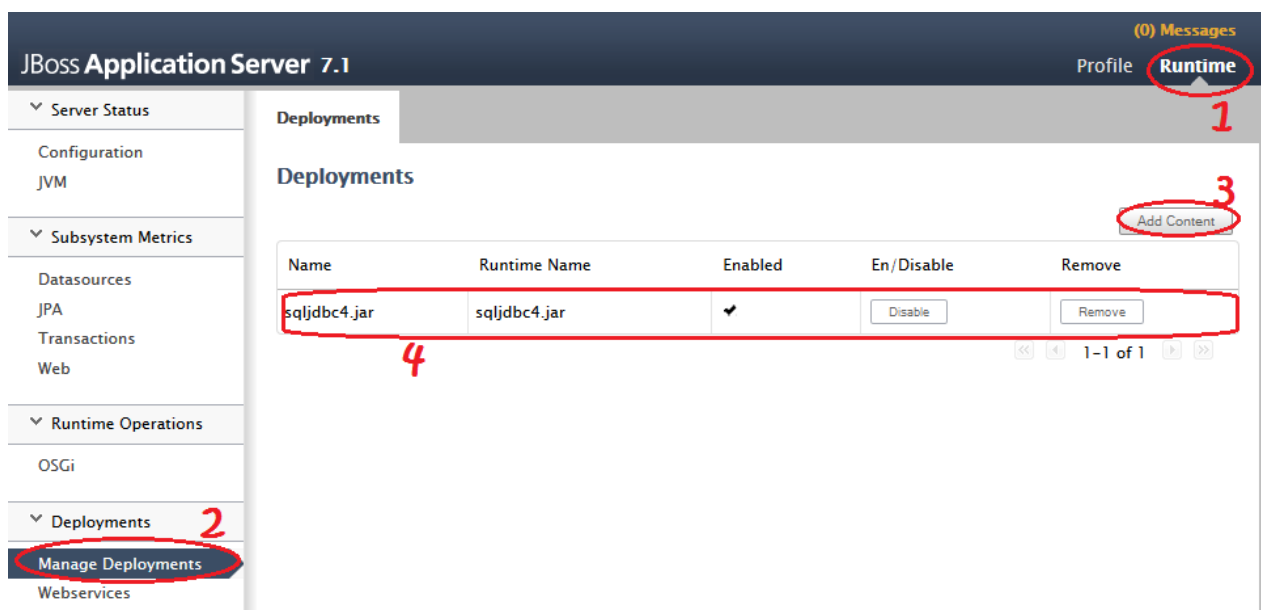
Remember, we use the 4th sort of Database Driver. You can download this *.jar file from http://msdn.microsoft.com/en-us/sqlserver/aa937724.aspx

After that, you follow the steps below to add a datasource to use the **sqljdbc4.jar** to connect to SQL Server:
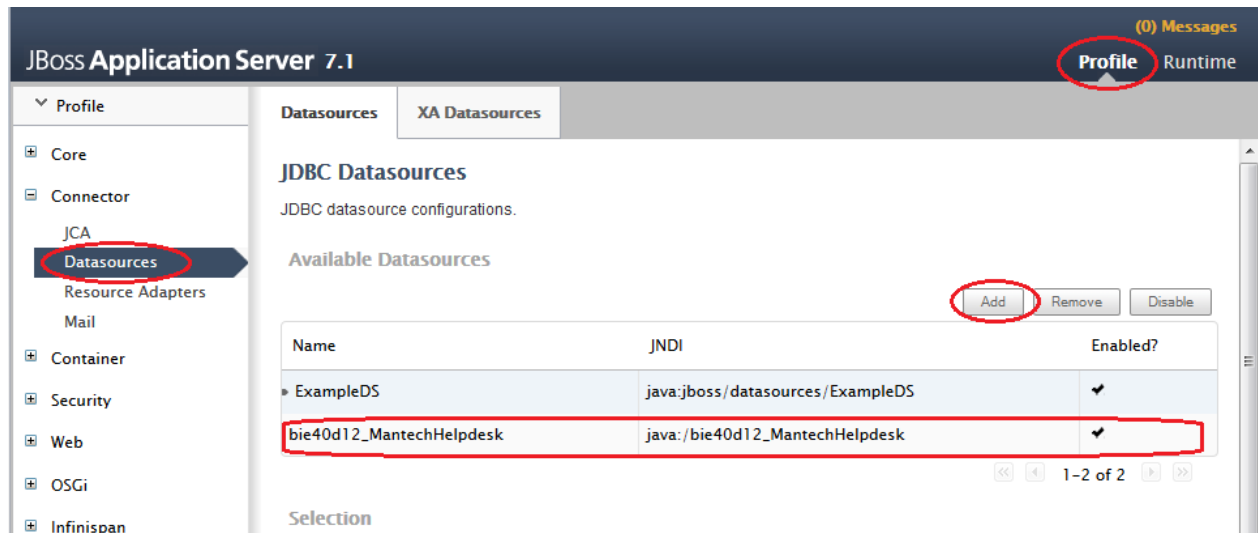
When click **Add**, you have to fill up the information to establish the connection

Click **Next**, to choose the types of driver, choose **sqljdbc4.jar** as you've already installed above, click **Done**.

Enable the datasource and test the connection

How to run the project from *.EAR file?
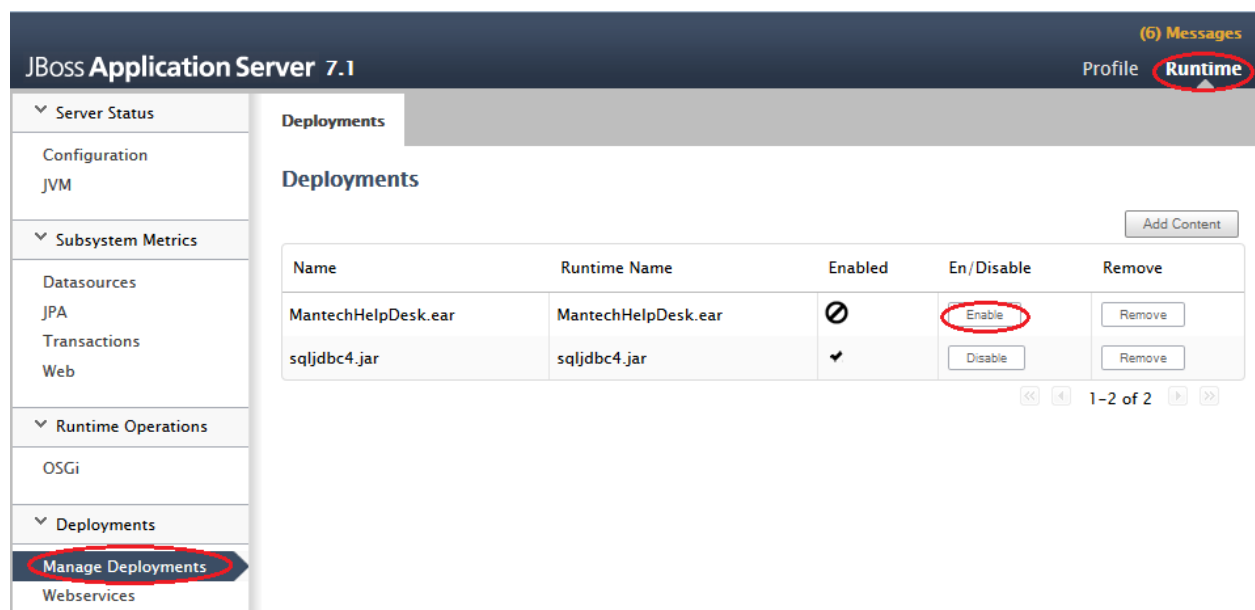
To run the project, you have to deploy the ***.EAR** files on Jboss system. You can find the ***.EAR** file in the directory of the zip file: **Group1-MantechHelpDesk\program\ear**
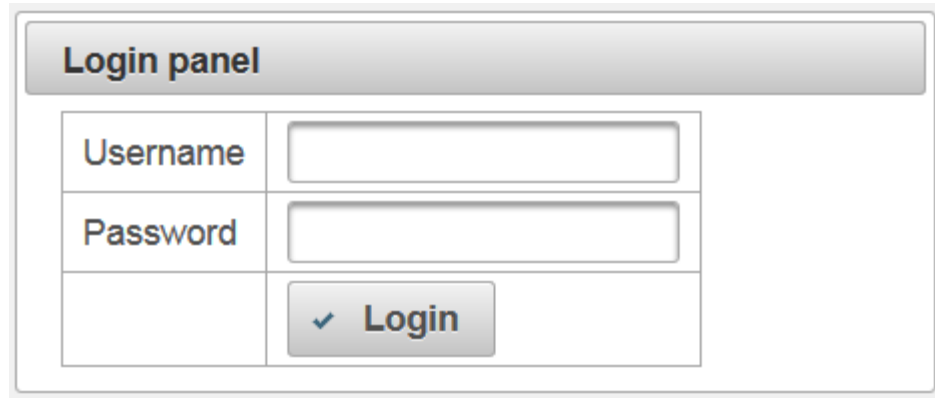
Folow the steps:
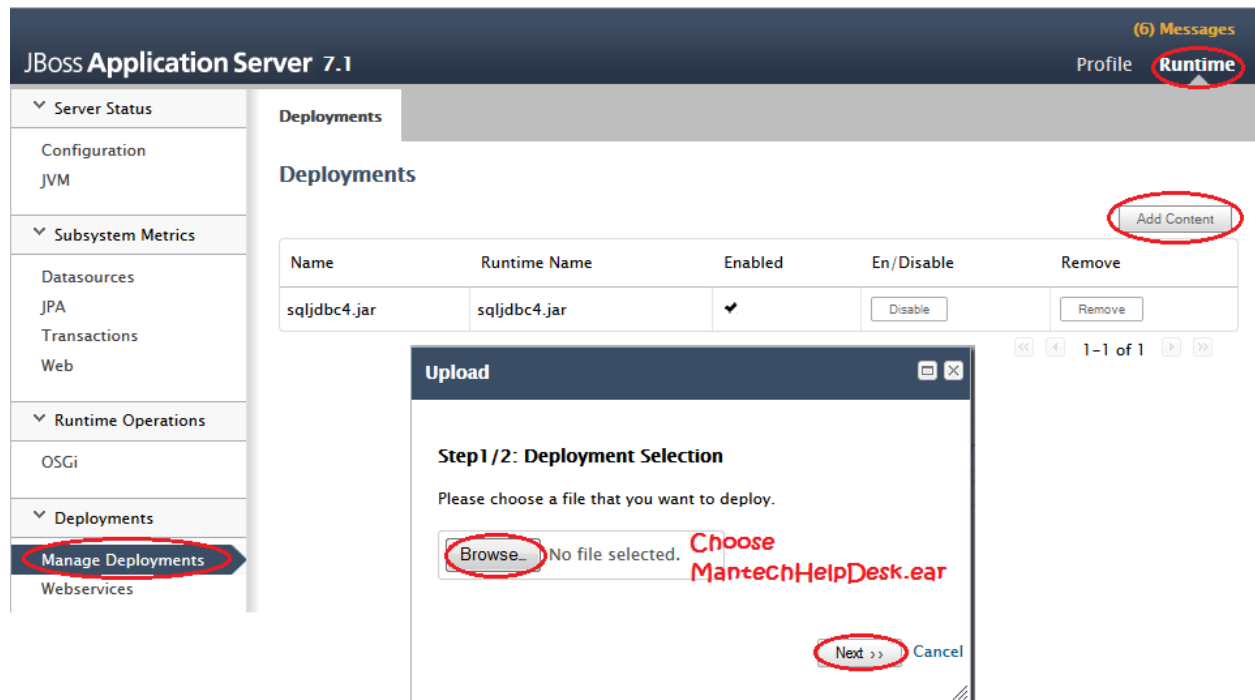
Click **Next** and follow **Next** to the end. Enable the application and run the project.

To run the project, you run via link: http://localhost:8080/MantechHelpDesk-war/

If successfully, the login screen to **MantechHelpDesk** system will display as the following:

How to import source codes to Netbeans IDE?

Other than that, the Zip file also includes the source codes of the **MantechHelpDesk** system so that you can use Netbeans IDE to import the project and to runthe project from there.

Open **Netbeans IDE**, please use **Netbeans version from 7.4**. From the Netbeans IDE window, choose File -> Open Project… and point to the location of project's source code to pick it up at **Group1-MantechHelpDesk\source code\mantechhelpdesk**
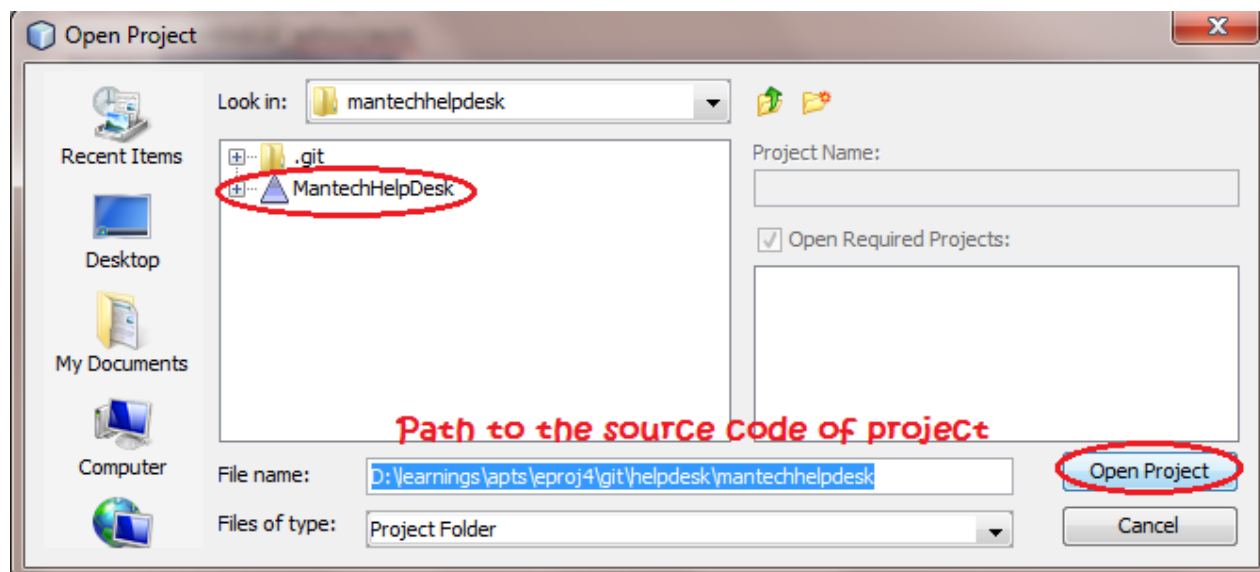
Then you will find **3 projects** imported into your **Netbeans IDE**
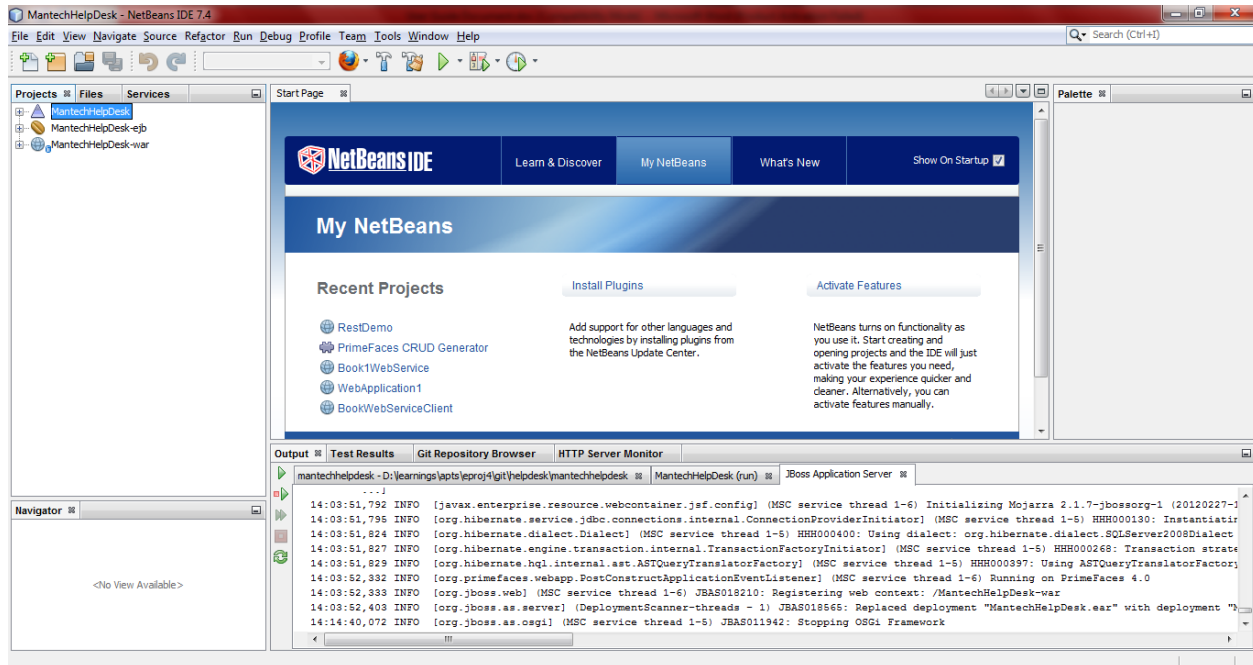
How to login to MantechHelpDesk system?

To login to the MantechHelpDesk system, you have to have the account registered to the system first. The system does not allow the anomyous account to visit.

The available accounts and roles for you to login are defined in the *.SQL script file, **Final-v10.sql.** They are as below:

For **Administrator role**:
1. Username/password: **truong/1**
2. Activities allowed:
   a. Create/Update/Delete other user accounts.
   b. See the histories of other account doing on the system like to see the latest complaints created by the user, to see what the changes or updates on the complaints from the technicians…
   c. To assign the complaints to the technician.
   d. To update status of the complaints.
   e. To view the report from selecting different kinds.
   f. To read FAQs, read technical article and rate the technicial articles.

For **Technician role**:
1. Username/password: **hao2/1** or **bao2/1** or **anh2/1** or **tech/1**
2. Activities allowed:
   a. To View all assignments from Administrator.
   b. To resolve the complaints.
   c. To update the complaints status, update reason, update the category in case the user put wrong category…
   d. To write technicial articles
   e. Not allowed to rate the articles because the system to avoid him to rate for himself.
   f. To read FAQs…

For **Registered role**:

1. Username/password: **hao/1** or **bao/1** or **anh/1**
2. Activities allowed:
    a. To create a new complaints about the issues, problems from Hardware or Software failures.
    b. To View the complaints details.
    c. Not to update/or delete the complaints. This will be update by the database administrator for security.
    d. To resend the notifications to the Adminstrator again if the complaint is not taken into account to resolve more than 2 days.
    e. To read and rate the technical article.

How to create a new complaint?

How to resend the notification if the complaint has not been processed within 2 days?

How to assign the complaint to a technician for admin role?

How to update status for admin role?

How to see the latest created complaints from users for admin role?

How to see the latest updates of technician for admin role?

How to see a list of assignments from admin for technician role?

How to update reason or category or status for technician role?

How to view and export the report for admin role?

How to create a technical article for technician role?

How to set the technicial article to "invisible" to every one for technician role?

How to rate an article?

How to search a FAQ?

How to create a new user account for admin role?

How to maintain user account for admin role?