**TicketManager Black Box Test Plan**

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**Introduction**

The following black box tests are the expected functionality of the TicketManger. The TicketManager can be launched by running the TicketManagerUI as a java application. The client can choose to upload a file of tickets, or manually enter ticket information

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| **Test ID** | **Description** | **Expected Results** | **Actual**  **Results** |
| Test 1: Invalid  file | **Preconditions:** None  Select File, got to test-files,  Select  invalid\_tickets.txt Check Results | Pop-up message: “Unable to load file.” | A dialog message displaying: “Unable to load ticket file.” |
| Test 2: valid  file | **Preconditions:** None  Select File, got to test-files,  Select  valid\_tickets.txt  Check Results | Ticket table contains:  ● 1, incident, new, github down, software, urgent  ● 2, request, working, workshop, inquiry, low  ● 3, request, feedback, add grades,  software, medium  ● 4, incident, resolved, lights not working, hardware, medium  ● 5, request, closed, new vm, inquiry, high | Ticket Table contains:   * 1, Incident, New, Github down, Software, Urgent * 2, Request, Working, Workshop account, Inquiry, low * 3, Request, Feedback, Add gradescope, Software,Medium * 4, incident, Resolved, Lights not working in EB1 1011, Hardware, Medium * 5, Request, Closed, New VM, Inquiry, High * 6, Request, Canceled, Pizza, Inquiry, Urgent |
| Test 3: delete  ticket | **Preconditions:** Test 2 passes Select Ticket ID 2  Click **delete ticket**  Check Results | Ticket table contains:  ● 1, incident, new, github down, software, urgent  ● 3, request, feedback, add grades,  software, medium  ● 4, incident, resolved, lights not working, hardware, medium  ● 5, request, closed, new vm, inquiry, high | The ticket with id 2 was deleted  Table now contains:   * 1, Incident, New, Github down, Software, Urgent * 3, Request, Feedback, Add gradescope, Software,Medium * 4, incident, Resolved, Lights not working in EB1 1011, Hardware, Medium * 5, Request, Closed, New VM, Inquiry, High   6, Request, Canceled, Pizza, Inquiry, Urgent |

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| Test 4: add  ticket | **Preconditions:** test 3 passes Click Add Ticket  Enter: Type - request, State - New, Subject - Piazza, Category  Software, Priority - low  Click add  Check Results | Ticket table contains:  ● 1, incident, new, github down, software, urgent  ● 3, request, feedback, add grades,  software, medium  ● 4, incident, resolved, lights not working, hardware, medium  ● 5, request, closed, new vm, inquiry, high ● 6, request, new, piazza, software, low | Pop-up message displaying:  Invalid ticket information |
| Test 5: Edit  ticket | **Preconditions: test 3 passes** Click **ticket Id 3**  Click **edit ticket**  Change type to incident  Check results | Ticket table contains:  ● 1, incident, new, github down, software, urgent  ● 3, incident, feedback, add grades,  software, medium  ● 4, incident, resolved, lights not working, hardware, medium  ● 5, request, closed, new vm, inquiry, high ● 6, request, new, piazza, software, low | Ticket Id: 3  State: Feedback  Ticket Type: Request  Subject: Add Gradescope plugin to Moodle  Caller: ahoward  Owner: itecs  Category: Software  Priority: Medium  Feedback Code: Awaiting Provider  Notes: Add gradescope plugin to moodle to import grades  Checking with plugin provider  Commands section:  Resolution: Completed  Cancellation Code: Duplicate  Unable to change type of ticket |

**Required Files**

**invalid\_tickets.txt** – This file contains an invalid format of tickets:

**\*1#New#Incident#GitHub down#sesmith5#Software#Urgent##**

**-GitHub is not responding when I navigate to github.ncsu.edu**

**\*2#Working#Request#Workshop account#sesmith5#Inquiry#Low#ccgurley# -Create a workshop account for access to a GitHub repo**

**-Assigned to ccgurley.**

**-How long is the account needed for?**

**-Until November 1**

**\*3#Feedback#Request#Add Gradescope plugin to**

**Moodle#ahoward#Software#Medium#itecs#Awaiting Provider -Add Gradescope plugin to Moodle to import grades**

**-Checking with plugin provider**

**\*4#Resolved#Incident#Lights not working in EBI**

**1011#jtking#Hardware#Medium#facilities#Workaround**

**-Lights are not working in EB I 1011.**

**-Cannot install dimmer switch. Will leave on.**

**\*5#Closed#Request#New VM#sesmith5#Inquiry#High#jtking#Completed -I would like to request a new VM for my class**

**-Assigned to jtking**

**-VM created**

**-Request completed**

**6#CanceledRequest#Pizza#wpack#Inquiry#Urgent##Inappropriate -Deliver a large pizza to EBII 1221!**

**-No!**

**valid\_tickets.txt –** This is a valid tickets file.

**\*1#New#Incident#GitHub down#sesmith5#Software#Urgent## -GitHub is not responding when I navigate to github.ncsu.edu \*2#Working#Request#Workshop account#sesmith5#Inquiry#Low#ccgurley# -Create a workshop account for access to a GitHub repo -Assigned to ccgurley.**

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**Moodle#ahoward#Software#Medium#itecs#Awaiting Provider -Add Gradescope plugin to Moodle to import grades**

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**\*5#Closed#Request#New VM#sesmith5#Inquiry#High#jtking#Completed -I would like to request a new VM for my class**

**-Assigned to jtking**

**-VM created**

**-Request completed**

**\*6#Canceled#Request#Pizza#wpack#Inquiry#Urgent##Inappropriate**

**-Deliver a large pizza to EBII 1221!**

**-No!**

**Document Revision History**

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| --- | --- | --- |
| **Date** | **Author** | **Change Description** |
| 06/18/202  1 | Kacey Johsnon | ∙ Wrote blackbox tests |
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