

Project 2 System Test Plan

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Introduction

My system test plan is based on the requirements for the WolfTickets project and the corresponding use cases. The user will select the WolfTicketsGUI.java from the ui package and run it as Java Application to start the system. The system test plan tests for startup and shutdown, and managing groups such as creating groups, loading groups from files and saving groups to files. The system test plan also tests for category and ticket management such as select category, list tickets, add categories and tickets, delete categories and tickets, edit categories and tickets, filter tickets, mark a ticket complete, and prioritize tickets in the category, and it also tests for ticket states and transitions such as active and complete state.

Test Files

Valid Records

! CSC IT

Web,5

* Dr. McLeod website pages won't update.,active

I recently uploaded new versions of pages on my website, but the changes don't show up when I go to the URL.

Classroom Tech,10

* EBII 1025 Laptop display won't work,active

The projector will not show my laptop's display in EBII 1025. Using the podium computer works fine.

My laptop shows the extra display, but I only see a black screen on the classroom screen.

* EBII 1010 Podium monitor won't turn on.,active

The monitor for the podium computer in EBII won't turn on.

* EBII 1025 Replace lights

Lighting panel 5 in EBII 1025 will need to be replaced soon.

* LMP 200 update Firefox

The computers in LMP 200 will need Firefox to be updated over the summer.

Desktop,17

* Dr. McLeod's computer won't charge.,active

The laptop provided to me won't charge when I plug in the charger.

The charger works for other laptops though.

* Microphone not detected through docking station.,active

My provided laptop won't detect my microphone when the mic is plugged into the docking station. It works well when I plug it directly into the laptop though.

Invalid Records

CSC IT

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System Tests

Write at least 5 tests. We will grade the first five. Your tests should consider more complex scenarios than basic system startup and an invalid test file.

Test ID	Description	Expected Results	Actual Results
Test 01: Start WolfTickets	Preconditions: None 1. Select the GUI application from the ui package 2. Run it as a java application.	The GUI opens and displays the File menu (in the menu bar) to create a new group, load a group from a file, and save a group to a file.	The GUI opens as expected and displays the group, category, and ticket segments. All buttons are inactive.
Test 02: Create New Valid Group	Preconditions: The user is in the main window of the application. 1. The user selects the option from the file menu to create group. 2. If another group is open and hasn't been recently saved, the user is prompted to	The name of the group CSC Support is displayed in the border text and is the Current Category in the "Current Category" drop down.	A new group named CSC Support is created and is displayed in the top left border text. The current category is displayed in the drop down.

	<p>confirm they want to create the new group and lose all changes in the currently loaded group.</p> <ol style="list-style-type: none"> The user selects YES. The user is prompted for the name of the group. The user enters <u>CSC Support</u> and clicks OK. 		
<p>Test 10: Add a Category</p>	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group.</p> <ol style="list-style-type: none"> The user clicks Add Category. The user enters <u>Classroom</u>. <p>The user clicks the OK button.</p>	<ol style="list-style-type: none"> The system adds Classroom category to the group and the Current Category drop down is updated to include the new category in alphabetical order. <p>The Classroom category is the current category. The list contains no tickets and the number of completed tickets is 0.</p>	<p>The Classroom category is added to the group and is the current category in the drop down list. The category does not contain any tickets and the completed ticket count is 0.</p>
<p>Test 18: Add a Ticket to Category</p>	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group, and the selected category is NOT Active Tickets.</p> <ol style="list-style-type: none"> The user selects <u>Web</u> as the Current Category. The user enters <u>"Dr. McLeod website pages won't update."</u> and selects active and enter <u>"I recently uploaded new versions of pages on my website, but the changes don't show up when I go to the URL."</u>. 	<ol style="list-style-type: none"> The ticket is added to the end of Web category's ticket list. It will be shown in the Active Tickets list when next selected as the Current Category. <p>The category ticket list is updated to show the new ticket in the appropriate order.</p>	<p>The ticket gets added to the Web category and is also shown in the Active Tickets list.</p>

	The user clicks the Add/Edit button.		
Test 27: Mark a Ticket Complete	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened.</p> <ol style="list-style-type: none"> 1. The user selects Web as the Current Category. 2. The user selects <u>"Dr. McLeod website pages won't update."</u>. 3. The ticket information is loaded in the Ticket area. <p>The user clicks the Complete Ticket button.</p>	<ol style="list-style-type: none"> 1. The ticket is removed from the Web category. 2. The completed count for the category is incremented. <p>The completed count for the Active Tickets list is also incremented.</p>	The ticket is removed from the Web category and the Completed count for the category is also incremented.
Test 03: Create a New Group – Invalid Name	<p>Preconditions: The user is in the main window of the application.</p> <ol style="list-style-type: none"> 1. The user selects the option from the file menu to create group. 2. If another group is open and hasn't been recently saved, the user is prompted to confirm they want to create the new group and lose all changes in the currently loaded group. 3. The user selects YES. 4. The user is prompted for the name of the group. 5. The user enters "" and clicks OK. 	An error message "Invalid name." is displayed and the user is returned to the prompt to change the name.	No error message is displayed but the user is returned to the main prompt where they can create a new valid group.
Test 04: Load Valid Group	<p>Preconditions: A user has started the WolfTickets application, and the GUI has opened.</p> <ol style="list-style-type: none"> 1. The user selects the option from the file menu to Load Group. 2. The system shows a file chooser. 	<ol style="list-style-type: none"> 1. The system processes and loads the contents of the file. 2. The system populates categories and tickets. 3. The current category is the list of Active Tickets. 	The contents of the group1.txt file is displayed in the GUI. The current category is the list of Active Tickets. Other categories are in the alphabetical order in the list of categories.

	3. The user browses for and selects "group1.txt" .		
Test 05: Load Group – Missing File	<p>Preconditions: A user has started the WolfTickets application, and the GUI has opened.</p> <ol style="list-style-type: none"> 1. The user selects the option from the file menu to Load Group. 2. The system shows a file chooser. 3. The user browses for and selects "invalid_roups.txt". 	A dialog opens with the message "Unable to load file." The user clicks OK and is returned to the application.	The expected dialog box with the message "Unable to load file." is displayed. When the user clicks OK , the user is returned to the application.
Test 06: Load Group – Invalid Record	<p>Preconditions: A user has started the WolfTickets application, and the GUI has opened.</p> <ol style="list-style-type: none"> 1. The user selects the option from the file menu to Load Group. 2. The system shows a file chooser. 3. The user browses for and selects "group11.txt". 	The invalid records are skipped and not imported to the system.	The system loads the valid records in the text file and ignores the invalid records such as categories that are missing completed count and appropriate delimiters.
Test 07: Save Groups	<p>Preconditions: The user is in the main window of the application.</p> <ol style="list-style-type: none"> 1. The user selects the option from the file menu to Save Group. 2. The system shows a file chooser. 3. The user browses for and "actual_saveGroup.txt" for the file to save. 	The system saves the file.	The system saves the file, and the file contains the valid group, category, and ticket details.

Test 08: Save Groups – Cannot Save	<p>Preconditions: The user is in the main window of the application.</p> <ol style="list-style-type: none"> 1. The user selects the option from the file menu to Save Group. 2. The system shows a file chooser. 3. The user browses for and “valid_roups_records.txt” for the file to save. 	A dialog opens with the message “ Unable to save file. ” The user clicks OK and is returned to the WolfTickets application.	The system displays the message “ Unable to save file. ” and the user can exit to the main application by clicking OK.
Test 09: Select Current Category	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group.</p> <ol style="list-style-type: none"> 1. The Current Category drop down is populated with the categories in the system in alphabetical order by name. The first category in the drop down is Active Tickets (even if not in alphabetical order). 2. The user selects Web category to work with from the <i>Current Category</i> drop down. 	Tickets associated with Web are listed and the number of completed tickets is updated.	The tickets associated with the Web category are listed and the number of Completed tickets is shown.
Test 11: Add a Category – Invalid Name	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group.</p> <ol style="list-style-type: none"> 1. The user clicks Add Category. 2. The user enters “”. 3. The user clicks the OK button. 	An error message “ Invalid name. ” is displayed and the user is returned to the prompt to change the name.	The error message “ Invalid name. ” is displayed and the user is returned to the main application when the user clicks OK .

Test 12: Edit a Category	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group.</p> <ol style="list-style-type: none"> 1. The user selects <u>Web</u> as the Current Category, except for Active Tickets. 2. The user clicks Edit Category. 3. The user changes the name to <u>Classroom Tech</u> and clicks the OK button. 	<ol style="list-style-type: none"> 1. The system updates Web name in the Current Category drop down to Classroom Tech and includes the edited category in alphabetical order. 2. The Classroom Tech category is the current category. There is no change to the tickets in the list. 	The system updates the edited category name with the new category name and the category list is updated in alphabetical order. The edited category becomes the current category but there are no changes to the tickets in the list.
Test 13: Edit a Category - Cannot Edit Active Tickets	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group.</p> <p>The user selects Active Tickets.</p>	The system shows the error message " The Active Tickets list may not be edited. ".	The system displays the error message " The Active Tickets list may not be edited. ". When the user clicks OK , the user is returned to the main application.
Test 14: Edit a Category - Invalid Name	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group.</p> <ol style="list-style-type: none"> 1. The user selects <u>Web</u> as the Current Category. 2. The user clicks Edit Category. 3. The user enters "" and clicks the OK button. 	An error message " Invalid name. " is displayed and the user is returned to the prompt to change the name.	The system displays the error message " Invalid name. " When the user clicks OK , the user is returned to the main application.
Test 15: Remove Category	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened.</p>	All associated tickets from the Web category are deleted, and any active tickets associated with	The category Web is deleted along with all the tickets in it. This removes the associated

	<ol style="list-style-type: none"> 1. The user selects Web as the Current Category. 2. The user clicks Remove Category. 3. A confirmation dialog opens. 4. The user clicks Yes and the category is deleted from the group. 	the category are removed from Active Tickets.	active tickets from the Active Tickets list.
Test 16: Remove Category - Cannot Delete Active Tickets	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group and current category.</p> <ol style="list-style-type: none"> 1. The user selects Active Tickets. 2. The user clicks Remove Category. 	The system shows the error message " The Active Tickets list may not be deleted. ".	The system displays the error message " The Active Tickets list may not be deleted. ". When the user clicks OK , the user is returned to the main application.
Test 17: List Tickets in Category	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group and current category.</p> <ol style="list-style-type: none"> 1. The user selects Web as the Current Category. 	The tickets for Web category are listed alphabetically by the category name and then by priority order within the category they are associated with.	The tickets in the Web category are listed in the priority order.
Test 19: Add a Ticket to Category - Cannot Add Ticket to Active Tickets	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group.</p> <ol style="list-style-type: none"> 1. The user selects Active Tickets. 2. The user enters "Dr. McLeod website pages won't update." and enter "I recently uploaded new versions of pages on my website, but the changes don't show up when I go to the URL.". 	The ticket is not added to the current category's ticket list.	The user is unable to add tickets to the Active Ticket list category.

	3. The user clicks the Add/Edit button.		
Test 20: Add a Ticket to Category - Missing Fields	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group, and the selected category is NOT Active Tickets.</p> <ol style="list-style-type: none"> 1. The user selects Web as the Current Category. 2. The user enters <u>"Dr. McLeod website pages won't update."</u> and enter <u>""</u>. 3. The user clicks the Add/Edit button. 	The system shows the error message "Incomplete ticket information." .	The system displays the error message "Incomplete ticket information." . When the user clicks OK , the user is returned to the main application.
Test 21: Edit a Ticket in Category	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group, and the selected category is NOT Active Tickets.</p> <ol style="list-style-type: none"> 1. The user selects Web as the Current Category. 2. The user selects <u>"Dr. McLeod website pages won't update."</u>. 3. The user edits the data with <u>"EBII 1025 Laptop display won't work"</u> and clicks Add/Edit to save the changes. 	The ticket edit area is cleared and the list is displayed with the updated ticket.	The user is able to edit the ticket data and the updated ticket information is displayed.
Test 22: Edit a Ticket in Category - Cannot Add Ticket to Active Tickets	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group.</p> <ol style="list-style-type: none"> 1. The user selects Active Tickets. 2. The user edits <u>"Dr. McLeod website pages won't update."</u> with <u>"EBII 1025 Laptop display won't work"</u> and enter <u>"I</u> 	The ticket is not edited.	The user is unable to add or edit any tickets in the Active Tickets category.

	<p><u>recently uploaded new versions of pages on my website, but the changes don't show up when I go to the URL."</u>.</p> <p>3. The user clicks the Add/Edit button.</p>		
<p>Test 23: Edit a Ticket in Category - Missing Fields</p>	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group, and the selected category is NOT Active Tickets.</p> <ol style="list-style-type: none"> 1. The user selects Web as the Current Category. 2. The user edits "<u>Dr. McLeod website pages won't update.</u>" with "" and enter "<u>I recently uploaded new versions of pages on my website, but the changes don't show up when I go to the URL."</u>. 3. The user clicks the Add/Edit button. 	<p>The system shows the error message "Incomplete ticket information.".</p>	<p>The system displays the error message "Incomplete ticket information.". When the user clicks OK, the user is returned to the main application.</p>
<p>Test 24: Remove a Ticket from Category</p>	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group, and the selected category is NOT Active Tickets.</p> <ol style="list-style-type: none"> 1. The user selects Web as the Current Category. 2. The user selects "<u>Dr. McLeod website pages won't update.</u>". 3. The ticket information is loaded in the Ticket area. 4. The user clicks Remove. 5. A confirmation dialog opens. 6. The user clicks Yes. 	<p>The ticket is deleted from the list and the Web category is updated.</p>	<p>The ticket is removed from the Web category and the category is updated with the new list.</p>

<p>Test 25: Remove a Ticket from Category - Cannot Remove Ticket from Active Tickets</p>	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group.</p> <ol style="list-style-type: none"> 1. The user selects Active Tickets. 2. The user selects <u>"Dr. McLeod website pages won't update."</u>. 3. The ticket information is loaded in the Ticket area. 4. The user clicks Remove. 	<p>The ticket is not deleted from the current category's ticket list.</p>	<p>The user is unable to delete tickets from the Active Tickets category.</p>
<p>Test 26: Remove a Ticket from Category - No Selection</p>	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group, and the selected category is NOT Active Tickets.</p> <ol style="list-style-type: none"> 1. The user selects <u>Web</u> as the Current Category. 2. The user selects nothing. 3. The user clicks the Remove button. 	<p>A dialog opens with the message "No ticket selected." The user clicks OK and is returned to the list with no changes.</p>	<p>The system displays the error message "No ticket selected.". When the user clicks OK, the user is returned to the main application.</p>
<p>Test 28: Mark a Ticket Complete - No Selection</p>	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group and selected category.</p> <ol style="list-style-type: none"> 1. The user selects <u>Web</u> as the Current Category. 2. The user selects nothing. 3. The user clicks the Complete Ticket button. 4. A dialog opens with the message "No ticket selected." The user clicks OK and is returned to the list. 	<p>List is not changed.</p>	<p>The system displays the error message "No ticket selected.". When the user clicks OK, the user is returned to the main application.</p>

Test 29: Prioritize Tickets in the Category	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group, and the selected category is NOT Active Tickets.</p> <ol style="list-style-type: none"> 1. The user selects <u>Web</u> as the Current Category. 2. The user selects "<u>Dr. McLeod website pages won't update.</u>". 3. The user moves the ticket up one in the list. 	The list is updated to reflect the change and the priorities in the table are updated accordingly.	The user is able to move the ticket up in the category and the list is updated with new priorities.
Test 30: Prioritize Tickets in the Category - Cannot Reorder Active Tickets	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group.</p> <ol style="list-style-type: none"> 1. Active Tickets category is selected. 2. The user tries to move up tickets but the options are not enabled. 	No changes are done.	The user is unable to reorder tickets in the Active Tickets category.
Test 31: Quit WolfTickets	<p>Preconditions: A user has started the WolfTickets application. The GUI has opened and there is an open group and current category.</p> <ol style="list-style-type: none"> 1. The user selects the option from the file menu to quit the WolfTickets application. 2. The user is prompted to save their file by either choosing a file to save or declines to save the changes by selecting Cancel. 3. The user closes the application. 	The application closes.	The application closes as expected.