# An introduction to the coding of the assignment

This introduction describes the design of the SportsPro Technical Support application and the tech\_support database. In addition, it explains how to make the tech\_support database available to your applications, how to restore the database so it contains its original data, and how to prepare for developing the application. Finally, it provides some general information about developing the site.

### The design of the SportsPro Technical Support application

The SportsPro Technical Support application consists of web pages that provide functions for three types of users. First, it lets administrators perform functions such as maintaining the Products, Customers, and Technicians tables of the tech\_support database. Second, it lets technicians perform functions such as updating incidents. And third, it lets customers perform functions such as registering products.

Most steps of this (and future) assignments have you add one or more new pages to the SportsPro application. For example, Part 1 has you add two pages that let an administrator manage the products in the database.

### The design of the Tech Support database

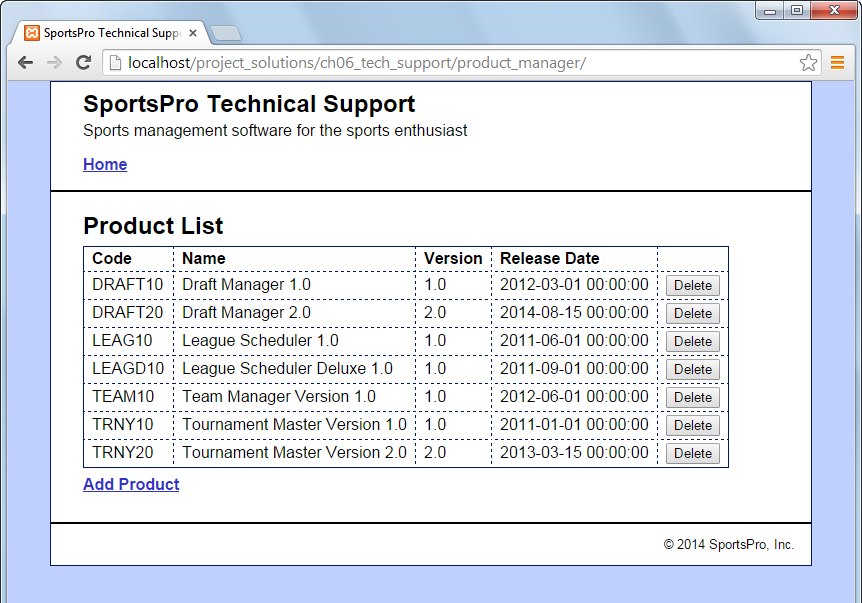
The tech\_support database is used to track technical support incidents. It consists of the seven tables shown in the diagram that follows. The incidents table contains one row for each technical support incident. Each row in the incidents table is related to one row in the customers table, which contains information about the company’s customers; one row in the products table, which contains information about the company’s products; and one row in the technicians table, which contains information about the company’s technical support staff.

In addition, a table named registrations keeps track of the products that are registered to each customer, a table named countries stores the countries of the world, and a table named administrators stores the usernames and passwords for the administrators. Note that the administrators table is not related to any of the other tables.

Part A: Manage products

For this part, you’ll create an application that lets an admin user view and delete existing products. In addition, this application lets the user add new products by entering the product information into text boxes.

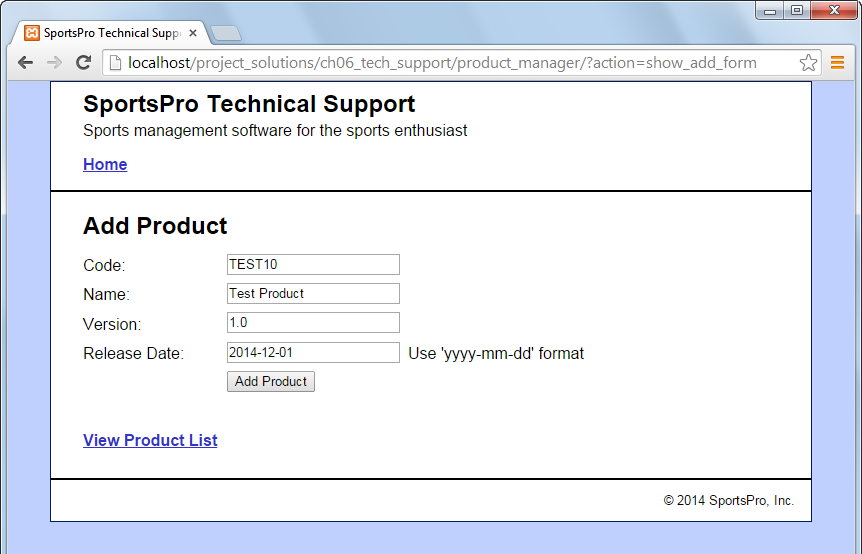
The Product List page



Operation

* When the user clicks the Delete button for a product, the product is deleted from the database.
* When the user clicks the Add Product link, the Add Product page is displayed.
* When the user clicks the Home link, the main menu is displayed.

The Add Product page



Operation

* When the user enters the data for a new product into the text boxes and clicks the Add Product button, the product is added to the database and the Product List page is displayed again, so the user can view the newly added product.
* When the user clicks the View Product List link, the Product List page is displayed.

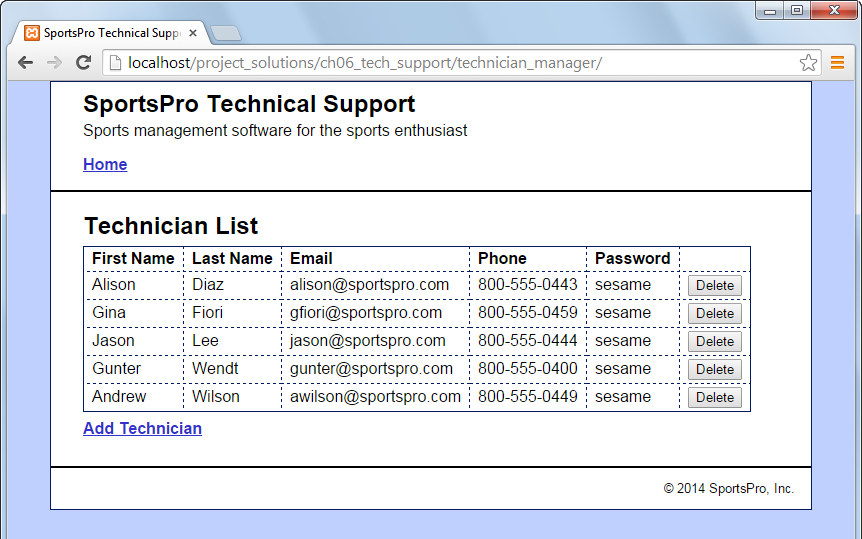
Specifications

* Validate the data the user enters on the Add Product page to be sure that the user enters a product code, name, version, and release date. If this data isn’t provided, display an Error page that indicates that a required field was not entered.

Part B: Manage technicians

For this part, you’ll create an application that lets an admin user view and delete existing technicians. In addition, this application lets the user add a new technician.

The Technician List page



Operation

* When the user clicks the Delete button for a technician, the technician is deleted from the database.
* When the user clicks the Add Technician link, the Add Technician page is displayed.

The Add Technician page



Operation

* When the user enters the data for a new technician into the text boxes and clicks the Add Technician button, the technician is added to the database.

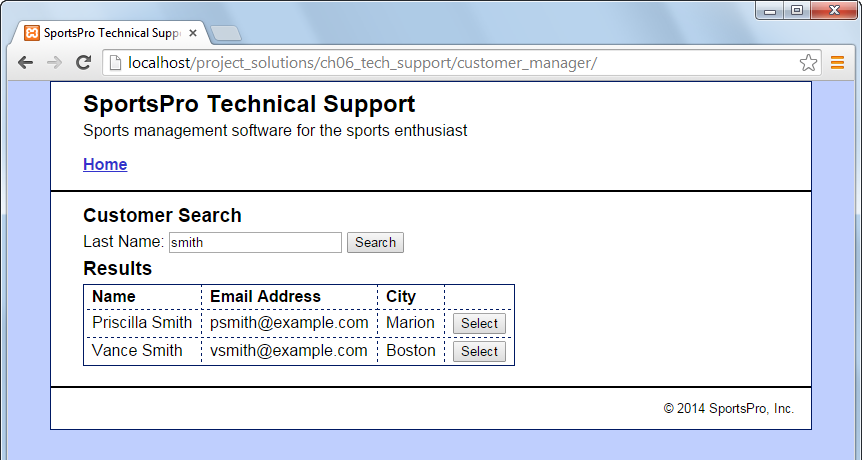
Specifications

* Validate the data the user enters on the Add Technician page to be sure that the user enters data in every text box. If this data isn’t provided, display an Error page that indicates that a required field was not entered.

Part C: Manage customers

For this project, you’ll create an application that lets an admin user maintain customer data. To start, this application lets the user select an existing customer. Then, the user can view or update the customer’s data.

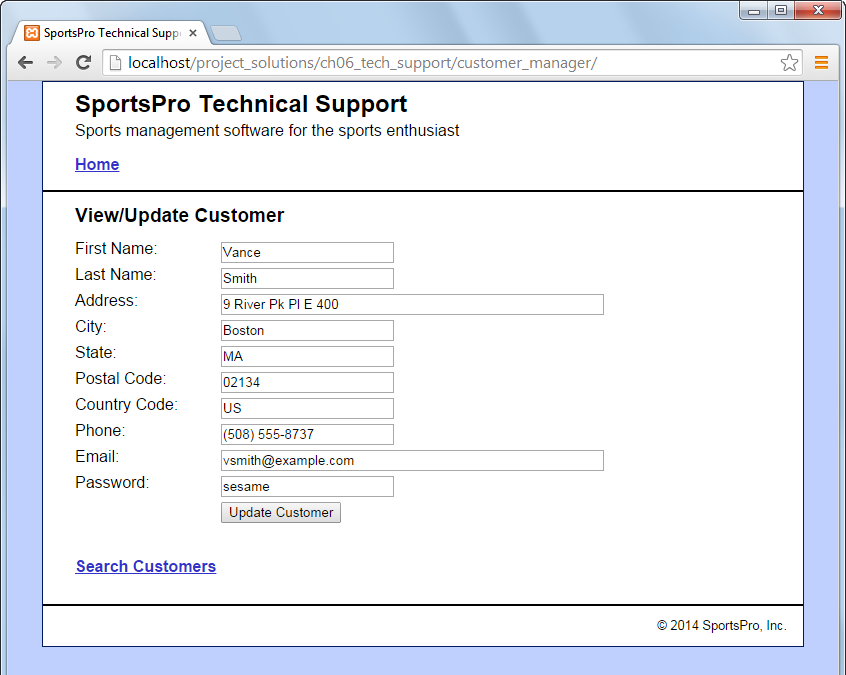
The Select Customer page



Operation

* When the user enters a last name and clicks the Search button, the application displays a table of customers with the specified last name.
* When the user clicks the Select button for a customer, the data for that customer is displayed on the View/Update Customer page.

The View/Update Customer page



Operation

* When the user clicks the Update Customer button for a customer, the application updates the database. The user can also click the Back button or the Search Customers link to return to the Search Customers page without modifying the database.

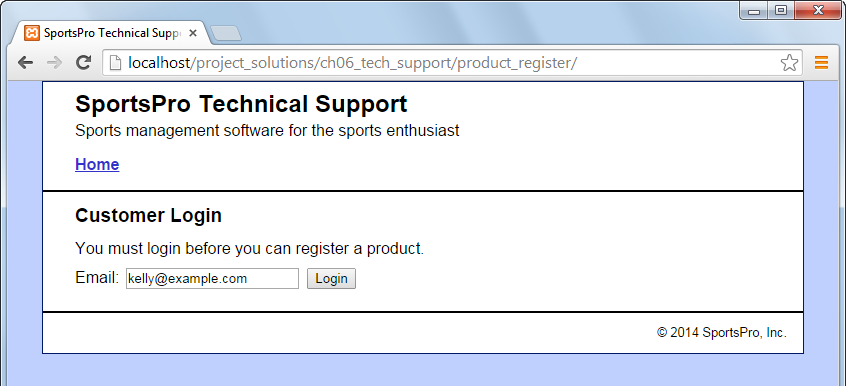
Specifications

* US is the country code for the United States.

Part D: Register product

For this project, you’ll create an application that lets a customer register a product.

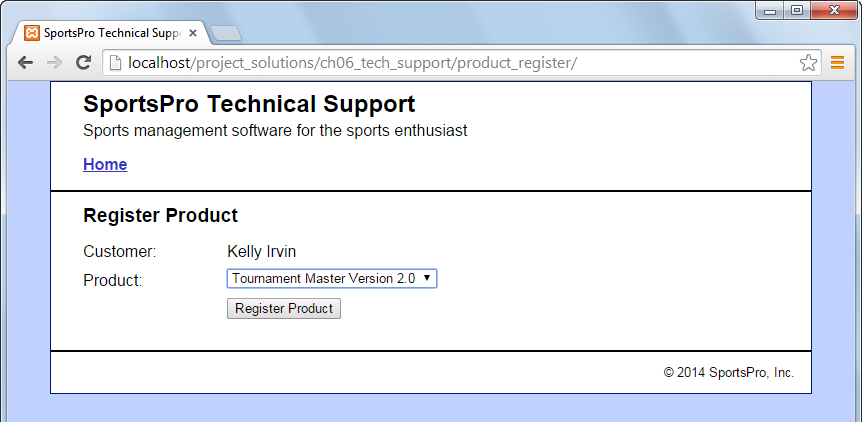
The Customer Login page



Operation

* To log in, the customer can enter his or her email address and click on the Login button.

The Register Product page (view 1)



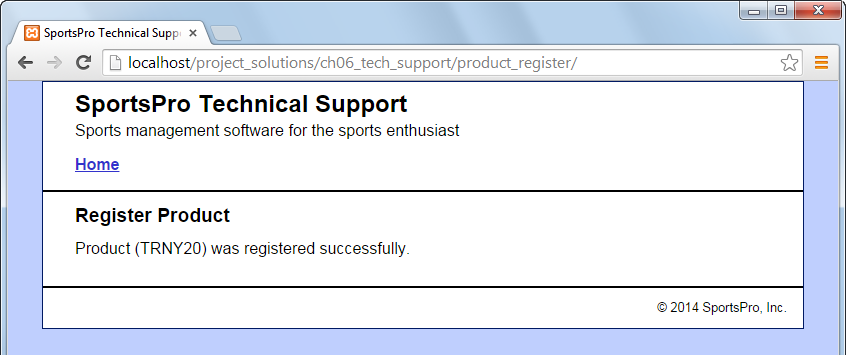
Operation

* To register a product, the customer can select the product and click on the Register Product button.

Specifications

* The Product drop-down list should include all products. If you have any trouble with this, look at Appendix A and Appendix B.

The Register Product page (view 2)



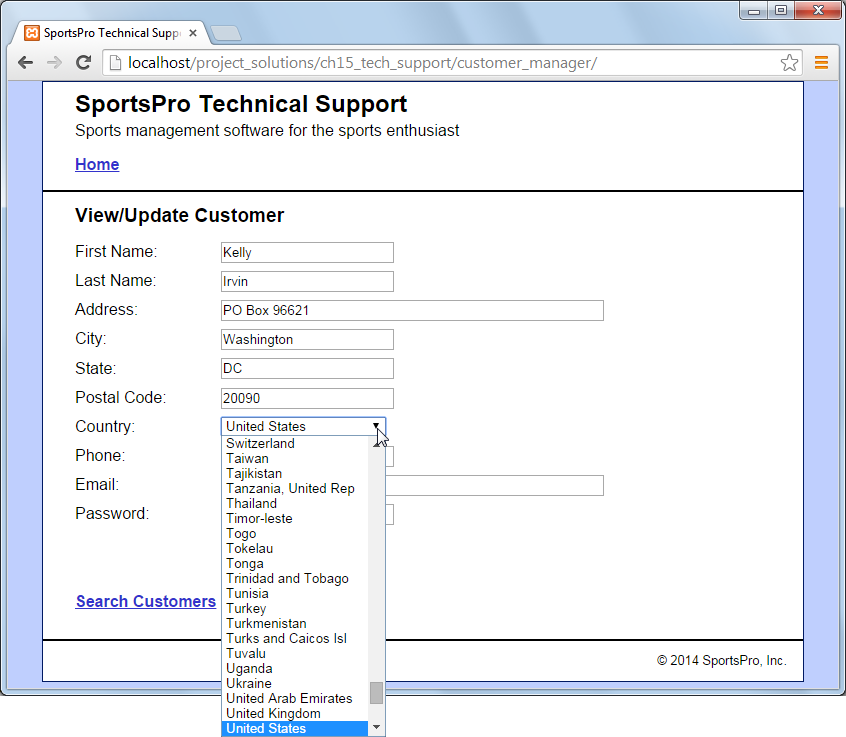
Operation

* After the customer clicks on the Register Product button, the application displays a message that indicates that the product was registered successfully. This message should include the product’s code.

Part E: Use a drop-down list

For this project, you’ll modify the Manager Customers application so it uses a drop-down list to display the country. Also, you’ll allow the user to use this drop-down to change the country. (*see Chapter 7*).

The View/Update Customer page



Operation

* When the user selects a customer, the View/Update Customer page should display the country in a drop-down list, and it should select the correct country for the customer. If you have any trouble with this, look at Appendix B.
* The user can use the Country drop-down list to change the country for the customer.

Specifications

* In the Country drop-down list, display all countries that are available in the countries table in the tech\_support database.
* When the page is first displayed, make sure to select the correct country for the specified customer. To do that, write code that sets the selected attribute of the <option> tag for the appropriate country.