

<TicketManager> Closed-Box Test Plan

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Introduction

There are 16 system tests. Each test is linked to a valid or invalid scenario or sub-flow for each use case. In addition, there is a [TicketManager test files](#) and provided that are required to run the tests.

To run the tests:

1. Right click on TicketManagerUI class in the Package Explorer
2. Select Run As > Java Application

Note that while all tests except for Test 1 end with the statement to Close GUI, you do not need to re-launch the GUI each time as long as there are no failures.

Test ID	Description	Expected Results	Actual Results
Test 1: Load valid ticket file (Michael)	Preconditions: Download the provided "ticketmanagertest.txt" <ol style="list-style-type: none">1. Run TicketManagerUI2. Click Load3. Browse for the provided "ticketmanagertest.txt" file in your file manager & open it4. <i>Check Results</i>	After Step 1: TicketManagerUI loads After Step 3: A new ticket list should appear with six tickets: "1. CodeRunner down... 2. Workshop account... 3. Add Gradescope plugin to Canvas... 4. Lights not working in Searles 223... 5. New VM... 6. Pizza..."	TicketManagerUI loaded successfully. After selecting "Load" in the "File" dropdown menu, I selected "ticket1.txt" in my test-files folder. The ticket list from the file appeared as expected.
Test 2: Create a new, empty ticket list	Preconditions: None <ol style="list-style-type: none">1. Run TicketManagerUI2. Click New3. <i>Check Results</i>	After Step 1: TicketManagerUI loads After Step 2: A new, empty list is created.	TicketManagerUI loaded successfully. After selecting "New" in the "File" dropdown menu, a blank ticket list was displayed, as expected.
Test 3: Filter ticket list (Michael)	Preconditions: Test 1 has passed. <ol style="list-style-type: none">1. Select the test ticket list to display2. Click Filter3. Either type "Incident" into the combo box or select it in the dropdown menu4. <i>Check results</i>5. Click Filter6. Either type "Request" into the combo box or select it in the dropdown menu7. <i>Check results</i>8. Click "Show All Tickets"	After Step 1: The ticket id, ticket type, state, subject, category, and priority are displayed for all tickets in the system. After Step 3: Each ticket displayed should be of type, "Incident" After Step 6: Each ticket displayed should be of type, "Request" After Step 8: Every ticket should be displayed again	After loading "ticket1.txt," all tickets in the file were displayed accurately. When "Incident" was selected in the dropdown menu and "List by Ticket Type" was clicked, only the incident tickets were displayed, as expected. When "Request" was selected in the dropdown menu and "List by Ticket Type" was clicked, only the request tickets were displayed as expected. After clicking on "Show All Tickets," the entire list was displayed again, as expected.

	9. <i>Check results</i> 10. Close GUI		
Test 4: Assign a New ticket to an owner (Michael)	Preconditions: Test 1 has passed. 1. Select the first ticket labeled "CodeRunner down" 2. Click Edit 3. Enter "martinez" in the owner id field 4. Enter "Assigned to martinez" as a note for the ticket 5. Click Investigate 6. <i>Check results</i> 7. Close GUI	<ul style="list-style-type: none"> Ticket's state should now be "Working" Ticket's ownerId should now be "martinez" The new note should be saved with the ticket User should be returned to ticket list view The ticket's listing reflects the updated state in the ticket list 	When the first ticket was selected, it was highlighted with a blue background to confirm that it was selected. After clicking "Edit Ticket," the ticket's information was displayed with options to add an owner ID and note. After typing in "martinez" into the owner ID field, typing in "Assigned to martinez" into the note field, and clicking "Investigate," the application displayed the ticket list again, with the edited ticket's state updated to "Working." The other changes can be seen after clicking "Edit Ticket" again.
Test 5: Save an edited ticket file and quit application (Michael)	Preconditions: Test 1 has passed. 1. Select the first ticket labeled "CodeRunner down" 2. Click Edit 3. Enter "martinez" in the owner id field 4. Enter "Assigned to martinez" as a note for the ticket 5. Click Investigate 6. <i>Check results</i> 7. Ensure that the ticket list is selected 8. Click Quit 9. Browse for the provided "ticketmanagertest.txt" file in your file manager & save to it. 10. Open a Text Editor program on your computer 11. Open "ticketmanagertest.txt" in the Text Editor 12. <i>Check Results</i>	After Step 6: <ul style="list-style-type: none"> Ticket's state should now be "Working" Ticket's ownerId should now be "martinez" The new note should be saved with the ticket User should be returned to ticket list view The ticket's listing reflects the updated state in the ticket list After Step 9: TicketManagerUI closes After Step 10: The changes reflected after Step 6 should also be true to the text file's first line, which should read: <pre>*1#Working#Incident#CodeRunner down#k.preslermarshall#Software#Urgent#martinez#"</pre>	Steps 1 to 6 passed as they did in Test 4. After selecting "Quit" from the "File" dropdown menu, there was an option to select a file to save to. The application quit when the file was selected. After opening the edited file in a text editor, the changes can be seen as expected.
Test 6: Request feedback for a Working ticket (Michael)	Preconditions: Test 1 has passed. 1. Select the ticket labeled "Workshop account" 2. Click Edit 3. Select the feedback code, "Awaiting Provider," in the combo box 4. Enter "requested	<ul style="list-style-type: none"> Ticket's state should now be "Feedback" Ticket's feedback code should now be "Awaiting Provider" The new note should be saved with the ticket User should be returned to ticket list view The ticket's listings reflect the 	When the desired ticket was selected, it was highlighted in a blue background to confirm that it was selected. After clicking "Edit Ticket," its information was displayed. After selecting "Awaiting Provider" in the Feedback Code dropdown menu,

	<p>feedback: awaiting provider" as a note for the ticket</p> <ol style="list-style-type: none"> Click OK <i>Check Results</i> Close GUI 	updated state in the ticket list	entering "requested feedback: awaiting provider" in the note field, and clicking "Feedback," the ticket list was displayed again. The updated changes can be seen in the ticket list and when "Edit Ticket" was selected.
Test 7: Reopen a Feedback ticket (Michael)	Preconditions: Test 1 has passed. <ol style="list-style-type: none"> Select the ticket labeled "Add Gradescope plugin to Canvas" Click Edit Enter "Reopened ticket" as a note for the ticket Click Reopen <i>Check Results</i> Close GUI 	<ul style="list-style-type: none"> Ticket's state should now be "Working" Ticket should not have the feedback code, "Awaiting Provider," anymore The new note should be saved with the ticket User should be returned to ticket list view The ticket's listings reflect the updated state in the ticket list 	When the desired ticket was selected, it was highlighted in a blue background to confirm that it was selected. After clicking "Edit Ticket," its information was displayed. After typing in "Reopened ticket" into the note field and clicking "Reopen," the ticket list was displayed again. The changes can be seen in the ticket list.
Test 8: Confirm a Resolved ticket as resolved (Michael)	Preconditions: Test 1 has passed. <ol style="list-style-type: none"> Select the ticket labeled "Lights not working in Searles 223" Click Edit Enter "Incident handled" as a note for the ticket Click Confirm <i>Check Results</i> Close GUI 	<ul style="list-style-type: none"> Ticket's state should now be "Closed" Ticket should not have the resolution code, "Workaround," anymore The new note should be saved with the ticket User should be returned to ticket list view The ticket's listings reflect the updated state in the ticket list 	When the desired ticket was selected, it was highlighted in a blue background to confirm that it was selected. After clicking "Edit Ticket," its information was displayed. After typing in "Incident handled" and clicking "Confirm," the ticket list was displayed again. The changes can be seen in the ticket list and when clicking "Edit Ticket" again.
Test 9: Reopen a Closed ticket (Michael)	Preconditions: Test 1 has passed. <ol style="list-style-type: none"> Select the ticket labeled "New VM" Click Edit Enter "Reopened ticket" as a note for the ticket Click Reopen <i>Check Results</i> Close GUI 	<ul style="list-style-type: none"> Ticket's state should now be "Working" Ticket should not have the resolution code, "Completed," anymore The new note should be saved with the ticket User should be returned to ticket list view The ticket's listings reflect the updated state in the ticket list 	When the desired ticket was selected, it was highlighted in a blue background to confirm that it was selected. After clicking "Edit Ticket," its information was displayed. After typing in "Reopened ticket" into the note field and clicking "Reopen," the ticket list was displayed again. The changes can be seen in the ticket list and when clicking "Edit Ticket".
Test 10: Return to the ticket list with no change from a Canceled ticket (Michael)	Preconditions: Test 1 has passed. <ol style="list-style-type: none"> Select the ticket labeled "Pizza" Click Edit Click Return <i>Check Results</i> Close GUI 	<ul style="list-style-type: none"> Ticket's attributes should remain the same User should be returned to ticket list view The ticket's listings reflect the unchanged state in the ticket list 	When the desired ticket was selected, it was highlighted in a blue background to confirm that it was selected. After clicking "Edit Ticket," its information was displayed. After clicking "Return," the ticket list is displayed again. No changes were made to

			the ticket.
Test 11: Attempt to load an invalid ticket file (Michael)	Preconditions: Download the provided <code>"invalidticketmanagertest.txt"</code> <ol style="list-style-type: none"> 1. Run TicketManagerUI 2. Click Load 3. Browse for the provided <code>"invalidticketmanagertest.txt"</code> in your file browser & open it 4. <i>Check Results</i> 5. Click OK 6. Close GUI 	After Step 1: TicketManagerUI loads After Step 3: A dialog opens with the message <code>"Unable to load file"</code> After Step 5: User should be returned to the Ticket Manager application.	TicketManagerUI loaded successfully. After selecting "Load" from the "File" dropdown menu, there is an option to select a file to open. When choosing the given invalid test file, a error message appears: "Unable to load ticket file." The message goes away after clicking OK.
Test 12: Attempt to create an invalid ticket (Michael)	Preconditions: Test 2 has passed. <ol style="list-style-type: none"> 1. Make sure that the new, empty list is not selected 2. Click Add New Ticket 3. Click OK 4. Select the new, empty list 5. Click Add New Ticket 6. For each of the following fields, enter what's in quotations: <ol style="list-style-type: none"> a. Type: <code>""</code> b. Subject: <code>"Invalid ticket"</code> c. Caller Id: <code>"me"</code> d. Category: <code>"Software"</code> e. Priority: <code>"Low"</code> f. Note: <code>"This is a test"</code> 7. Click Add 8. <i>Check Results</i> 9. Click OK 10. Close GUI 	After Step 2: A dialog opens with the message: <code>"No ticket selected."</code> After Step 3: User should be returned to ticket list view with no changes made. After Step 7: A dialog opens with the message: <code>"Ticket cannot be created."</code> After Step 9: User should be returned to Add New Ticket window.	There is no option to select a ticket list. When "Add New Ticket" is selected, a new screen is shown with multiple fields to edit. There is no option to type in a Ticket Type, as it is only a dropdown menu of either "Incident" or "Request." Without filling any fields and clicking "Add Ticket," an error message pops up: "Invalid Ticket Information." After clicking "OK," the screen to add a new ticket is prompted again.
Test 13: Attempt to edit a New ticket (Michael)	Preconditions: Test 1 has passed. <ol style="list-style-type: none"> 1. Select the first ticket labeled <code>"CodeRunner down"</code> 2. Click Edit 3. Leave the owner id field empty 4. Enter <code>"Assigned to martinez"</code> as a note for the ticket 5. Click Investigate 6. <i>Check results</i> 7. Click OK 8. Enter <code>"martinez"</code> in the owner id field 	After Step 5: A dialog opens with the message <code>"Invalid owner id."</code> After Step 7: User is returned to the New state user interface to enter the missing information. After Step 10: A dialog opens with the message <code>"Invalid command."</code> After Step 12: User is returned to the New state user interface to enter the missing information.	When the desired ticket was selected, it was highlighted in a blue background to confirm that it was selected. After clicking "Edit Ticket," its information was displayed. After leaving the owner ID field blank, adding "Assigned to martinez" in the note field, and clicking "Investigate," an error message pops up: "Invalid command." New ticket edit screen is prompted again. Same error message occurs when leaving the note

	9. Leave the note field empty 10. Click Investigate 11. <i>Check Results</i> 12. Click OK 13. Close GUI		field blank and entering "martinez" into the Owner ID field.
Test 14: Attempt to leave note field empty while editing Working ticket (Michael)	Preconditions: Test 1 has passed. 1. Select the ticket labeled "Workshop account" 2. Click Edit 3. Select the feedback code, "Awaiting Provider," in the combo box 4. Leave the note field empty. 5. Click OK 6. <i>Check Results</i> 7. Click OK 8. Close GUI	After Step 5: A dialog opens with the message: "Invalid command." After Step 7: User is returned to the Working state user interface to add a note.	When the desired ticket was selected, it was highlighted in a blue background to confirm that it was selected. After clicking "Edit Ticket," its information was displayed. After choosing "Awaiting Provider" as the feedback code, leaving the note field empty and clicking "Feedback," an error message pops up: "Invalid command." User is returned to the ticket list.
Test 14: Attempt to leave note field empty while editing Feedback ticket (Michael)	Preconditions: Test 1 has passed. 1. Select the ticket labeled "Add Gradescope plugin to Canvas" 2. Click Edit 3. Leave the note field empty 4. Click Reopen 5. <i>Check Results</i> 6. Click OK 7. Close GUI	After Step 4: A dialog opens with the message: "Invalid command." After Step 6: User is returned to the Feedback state user interface to add a note.	When the desired ticket was selected, it was highlighted in a blue background to confirm that it was selected. After clicking "Edit Ticket," its information was displayed. After leaving the note field empty and clicking "Reopen," an error message pops up: "Invalid command." User is returned to the ticket list.
Test 15: Attempt to leave note field empty while editing Resolved ticket (Michael)	Preconditions: Test 1 has passed. 1. Select the ticket labeled "Lights not working in Searles 223" 2. Click Edit 3. Leave the note field empty 4. Click Confirm 5. <i>Check Results</i> 6. Click OK 7. Close GUI	After Step 4: A dialog opens with the message: "Invalid command." After Step 6: User is returned to the Resolved state user interface to add a note.	When the desired ticket was selected, it was highlighted in a blue background to confirm that it was selected. After clicking "Edit Ticket," its information was displayed. After leaving the note field empty and clicking "Confirm," an error message pops up: "Invalid command." User is returned to the ticket list.
Test 16: Attempt to leave note field empty while editing Closed ticket (Michael)	Preconditions: Test 1 has passed. 1. Select the ticket labeled "New VM" 2. Click Edit 3. Leave the note field empty 4. Click Reopen 5. <i>Check Results</i> 6. Click OK 7. Close GUI	After Step 4: A dialog opens with the message: "Invalid command." After Step 6: User is returned to the Closed state user interface to add a note.	When the desired ticket was selected, it was highlighted in a blue background to confirm that it was selected. After clicking "Edit Ticket," its information was displayed. After leaving the note field empty and clicking "Confirm," an error message pops up: "Invalid command." User is returned to the ticket list.

Date	Author	Change Description
9/27/2022	Michael Martinez	<ul style="list-style-type: none">Created eight tests for valid scenarios, one for each use case
9/29/2022	Michael Martinez	<ul style="list-style-type: none">Created some tests for invalid scenarios across multiple use cases, and a few more valid scenario tests