**<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](https://bowdoin-my.sharepoint.com/:f:/g/personal/mmartinez_bowdoin_edu/EtcLIi6LuI5Ihcc4BaPRwJQBFP-8bG-zrO7SOfp_BpUApw?e=YuArlv) 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.

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| **Test ID** | **Description** | **Expected Results** | **Actual Results** | |
| **Test 1:**  Load valid ticket file (Michael) | **Preconditions:** Download the provided “ticketmanagertest.txt”   1. Run TicketManagerUI 2. Click **Load** 3. Browse for the provided “ticketmanagertest.txt” file in your file manager & open it 4. *Check Results* | 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…” | |  |
| **Test 2:**  Create a new, empty ticket list | **Preconditions:** None   1. Run TicketManagerUI 2. Click **New** 3. *Check Results* | After Step 1: TicketManagerUI loads  After Step 2: A new, empty list is created. | |  |
| **Test 3:**  Filter ticket list  (Michael) | **Preconditions:** Test 1 has passed.   1. Select the test ticket list to display 2. Click **Filter** 3. Either type “Incident” into the combo box or select it in the dropdown menu 4. *Check results* 5. Click **Filter** 6. Either type “Request” into the combo box or select it in the dropdown menu 7. *Check results* 8. Click “Show All Tickets” 9. *Check results* 10. Close GUI | 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 | |  |
| **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. *Check results* 7. Close GUI | * 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 | |  |
| **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. *Check results* 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. *Check Results* | After Step 6:   * 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:  “\*1#Working#Incident#CodeRunner down#k.preslermarshall#Software#Urgent#martinez#” | |  |
| **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 feedback: awaiting provider” as a note for the ticket 5. Click **OK** 6. *Check Results* 7. Close GUI | * 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 updated state in the ticket list | |  |
| **Test 7:**  Reopen a Feedback ticket  (Michael) | **Preconditions:** Test 1 has passed.   1. Select the ticket labeled “Add Gradescope plugin to Canvas” 2. Click **Edit** 3. Enter “Reopened ticket” as a note for the ticket 4. Click **Reopen** 5. *Check Results* 6. Close GUI | * 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 | |  |
| **Test 8:**  Confirm a Resolved ticket as resolved  (Michael) | **Preconditions:** Test 1 has passed.   1. Select the ticket labeled “Lights not working in Searles 223” 2. Click **Edit** 3. Enter “Incident handled” as a note for the ticket 4. Click **Confirm** 5. *Check Results* 6. Close GUI | * 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 | |  |
| **Test 9:**  Reopen a Closed ticket  (Michael) | **Preconditions:** Test 1 has passed.   1. Select the ticket labeled “New VM” 2. Click **Edit** 3. Enter “Reopened ticket” as a note for the ticket 4. Click **Reopen** 5. *Check Results* 6. Close GUI | * 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 | |  |
| **Test 10:**  Return to the ticket list with no change from a Canceled ticket  (Michael) | **Preconditions:** Test 1 has passed.   1. Select the ticket labeled “Pizza” 2. Click **Edit** 3. Click **Return** 4. *Check Results* 5. Close GUI | * 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 | |  |
| **Test 11:**  Attempt to load an invalid ticket file  (Michael) | **Preconditions:** Download the provided “invalidticketmanagertest.txt”   1. Run TicketManagerUI 2. Click **Load** 3. Browse for the provided “invalidticketmanagertest.txt” in your file browser & open it 4. *Check Results* 5. Click **OK** 6. Close GUI | After Step 1: TicketManagerUI loads  After Step 3: A dialog opens with the message “Unable to load file”  After Step 5: User should be returned to the Ticket Manager application. | |  |
| **Test 12:**  Attempt to create an invalid ticket  (Michael) | **Preconditions:** Test 2 has passed.   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:    1. Type: “”    2. Subject: “Invalid ticket”    3. Caller Id: “me”    4. Category: “Software”    5. Priority: “Low”    6. Note: “This is a test” 7. Click **Add** 8. *Check Results* 9. Click **OK** 10. Close GUI | After Step 2: A dialog opens with the message: “No ticket selected.”  After Step 3: User should be returned to ticket list view with no changes made.  After Step 7: A dialog opens with the message: “Ticket cannot be created.”  After Step 9: User should be returned to Add New Ticket window. | |  |
| **Test 13:**  Attempt to edit a New ticket  (Michael) | **Preconditions:** Test 1 has passed.   1. Select the first ticket labeled “CodeRunner down” 2. Click **Edit** 3. Leave the owner id field empty 4. Enter “Assigned to martinez” as a note for the ticket 5. Click **Investigate** 6. *Check results* 7. Click **OK** 8. Enter “martinez” in the owner id field 9. Leave the note field empty 10. Click **Investigate** 11. *Check Results* 12. Click **OK** 13. Close GUI | After Step 5: A dialog opens with the message “Invalid owner id.”  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 “Invalid command.”  After Step 12: User is returned to the New state user interface to enter the missing information. | |  |
| **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. *Check Results* 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. | |  |
| **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. *Check Results* 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. | |  |
| **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. *Check Results* 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. | |  |
| **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. *Check Results* 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. | |  |

**Document Revision History**

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| **Date** | **Author** | **Change Description** |
| **9/27/2022** | Michael Martinez | * Created eight tests for valid scenarios, one for each use case |
| **9/29/2022** | Michael Martinez | * Created some tests for invalid scenarios across multiple use cases, and a few more valid scenario tests |