

The Bug Tracking System

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I. PROJECT DETAILS

Project Title: The Bug Tracking System

Group Name: BUG MAFIA

Group Members:

1. Neha Goud Baddam (Team Leader)
2. Vamsi Sai Konidena
3. Reshma Chowdary Divi
4. Prem Kumar Maddula
5. Rahul Mandalaju
6. Harika Uppalapati
7. Purandhara Maharshi Chidurala
8. Shiva Surya Vardhan Reddy

II. REQUIREMENT SPECIFICATION FOR PHASE - 3

1. FUNCTIONAL REQUIREMENTS DEVELOPED UNDER PHASE – 3 WITH RESPECT TO EACH MODULE

As part of phase-3 we have changed UI and tested the existing functionality.

1.1 CUSTOMER MODULE REQUIREMENTS:

1.1.1 REGISTRATION/ SIGN-UP:

- This component is specific to Customers.
- Customers can initially register with their organizations email id and password using the button “Customer Login” on the Main Page.
- Once they click on the button, Registration page will be displayed. In User Registration page, Customers should fill their details like Full Name, Email Id, Password and Contact No. Fields validation is also done.
- Once the customer is registered, they can login.

1.1.2 LOGIN VALIDATION:

- Customer should click on button “Customer Login” and enters his/her login credentials. Validation of credentials is done.
- If details are wrong, error “Invalid Username or Password” is popped.
- “Forgot Password” button is also available to change the password anytime. It requires Email Id, Contact No., New password and Confirm password fields to be filled. Once submitted with correct Email Id and Contact No. password will be updated successfully. Cancel option will cancel the password updating.

1.1.3 DASHBOARD DISPLAY:

Customer Dashboard has following sections:

1.1.3.1 DASHBOARD:

Dashboards display count of all the tickets created by the user that are in To Do, In Progress and Closed.

1.1.3.2 ACCOUNT SETTING:

Account settings have two buttons, profile and change password.

1.1.3.3 CREATE BUG:

Create Bug button will redirect to a Bug Creation page.

1.1.3.4 BUG HISTORY:

Bug History Button displays all the bugs that were created by the customer.

1.1.4 ACCOUNT SETTINGS:

Account settings have two main functionalities:

1.1.4.1 PROFILE:

Profile button will display customers profile information and user can also edit/update personal information.

1.1.4.1.1 Change Photo:

“Change photo” option lets customer to update their profile picture. The customer can use “choose file” option to insert image from their system and click on “submit” option to update the picture. Once updated message “Well Done! Profile picture updated successfully” is displayed. If invalid format document is uploaded error “Invalid format. Only jpg / jpeg/ png /gif format allowed” is displayed. If picture is not successfully uploaded error “Profile picture not updated !!” is displayed.

1.1.4.2 CHANGE PASSWORD:

Change password button is used for changing password. Customer can enter Current password, new password and Confirm password fields and submit for updating the password. If current password is wrong, “Oh Snap! Old password does not match” error is popped.

1.1.5 CREATE BUG/BUG CREATION:

Customer uses button “Create Bug” to create new Bug/Ticket.

Web page will have below fields in Bug creation page:

1. Type: Type of ticket must be mentioned i.e., either Bug / New (Bug-existing issue, New-new requirement).
2. Summary: Title for the Bug.
3. Description: Describe Bug.
4. Status: It is “To Do” by default while creating.
5. Priority: Set bug priority can be set (low/medium /high).
6. Remarks: Comments can be added.
7. Attachments: Documents/Files related to bug can be uploaded.

Web page will populate below fields in the backend into the same record in the database:

1. Creation Date: Gets timestamp and populates this field.
2. Reporter: Current user will be the Bug reporter.
3. Last Updated Date: Timestamp of last updated changes.

1.1.6 BUG HISTORY:

Customer can view all the bugs that were created by current customer. By clicking on “View Details” button in the Action Column, customer can view bug details.

Customer can view below fields in Bug Page:

1. Bug ID: unique Bug ID
2. Bug Type: Type of ticket must be mentioned i.e., either Bug / New (Bug-existing issue, New-new requirement).
3. Summary: Title for the Bug.
4. Description: Describe Bug.
5. Status: It is “To Do” by default while creating.
6. Priority: Set bug priority can be set (low/medium /high).
7. Attachments: Documents/Files related to bug can be uploaded.
8. Creation Date: Gets timestamp and populates this field.
9. Last Updated Date: Timestamp of last updated changes.
10. Assignee: Assignee must be only the managers – tickets can be assigned only to people with manager authority.

1.2 MANAGER MODULE REQUIREMENT:

Manger is the admin; multiple managers can be added from the database.

1.2.1 LOGIN VALIDATION:

- Manager should click on “Manager/Employee Login” and enters his/her login credentials. Validation of credentials is done. If details are wrong, error “Invalid Username or Password” is popped.
- “Forgot Password” button is also available to change the password anytime. It requires User Type (Either Employee or Manager), Username, Email ID/Contact No fields to be filled. Once submitted with correct details, password will be updated successfully.

1.2.2 ACCOUNT SETTING:

Account settings can be accessed by clicking on the icon on the top-right corner. It has three main functions:

1.2.2.1 PROFILE:

Profile button will display manager profile information and manager can also edit/update personal information.

1.2.2.2 CHANGE PASSWORD:

Change password button is used for changing password. Customer can enter Current password, new password and Confirm password fields and submit for updating the password. If current password is wrong, “Oh Snap! Old password does not match” error is popped.

1.2.2.3 LOGOUT:

User can logout just by clicking this button

1.2.3 DASHBOARD DISPLAY:

1.2.3.1 DASHBOARD:

Dashboard interface displays all the tickets the employees and

manager are currently working on.

1.2.3.2 EMPLOYEE DETAILS:

Manager is the admin and can add new employees to the database from the “Employee Details” section. Also, employee details can be managed, edit button will update the details.

1.2.3.2.1 Add Employee:

New employee can be added from this section. Employee Name, Employee Department, Email ID, Contact Number, Username (for logging in) and Password (can be later changed by the employee) details should be entered and submitted to create a new employee.

1.2.3.2.2 Edit Employee:

It displays all employees under the manager, click on “Edit” button under action column against the employee to update details. Employee Name, Employee Department, Email ID, Contact Number and Employee Status (Active or Blocked) can be updated.

1.2.3.3 MANAGE BUGS:

- This section shows all the To Do, Un-assigned, Closed and In Progress tickets.
- It displays Bug ID, Reporter, Creation Date, Status and Action Columns for the tickets.
- Manager can click on “View Details” button in Action column against the Bug to view Bug Details.

1.2.3.4 MANAGE EMPLOYEES:

This section will help in managing employees i.e., either delete or view employee details. This shows Employee name, Email ID, Contact No., Creation Date and Action Column. Action Column has two buttons as following:

1. **View Details:** Displays Employee Details.
2. **Delete:** Delete will remove the user from the database.

1.2.3.5 REPORTS:

It shows both Bug and Employee report between selected dates.

1.2.3.5.1 Bug Report:

We must select From and To Date from the calendar and it displays all Bugs Between the selected dates.

1.2.3.5.2 Employee Report:

We must select From and To Date from the calendar and it displays all Employee Bug Details Between the selected dates.

1.2.3.6 LOGOUT:

This button will log the user out.

1.2.4 BUG VIEW/EDIT OPTION:

Manager can view below fields in Bug Page:

1. Bug ID: Unique Bug number
2. Reporter: User who created the bug.
3. Creation Date: Bug creation Date.
4. Summary: Title for the Bug.
5. Status: Manager should assign “To Do” status bugs to the employees. After the Bug is resolved, employee assigns the Bug ticket back to the manager and the manager moves the status to “Closed.”
6. Priority: Set bug priority can be set (low/medium /high).
7. Attachments: Documents/Files related to bug can be uploaded.
8. Assignee: Manager can assign ticket to anyone in the project (both employees and Customers).
9. Last Updated Date: Timestamp of last updated changes.
10. Action: Action has two buttons “Take Action” and “View User Details”

- **Take Action:** This Button is used to update Bug status and add remarks.
- **View User Details:** This Button is used to display all the information of the Reporter.

1.2.5 PROJECT REPORT:

There are two different reports that can be displayed.

1.2.5.1 BUG REPORT:

We must select From and To Date from the calendar and it displays all Bugs Between the selected dates. It displays Bug ID, Reporter, Creation Date, Status and Action Columns of each Bug between the selected dates. Action Column has “**View Details**” button, this redirects to the Bug View.

1.2.5.2 EMPLOYEE REPORT:

We must select From and To Date from the calendar and it displays all Employee Bug Details Between the selected dates. It Displays Employee Name – Department, Total, To Do, In Progress and Closed Bugs with respect to each employee under the manager.

1.2.6 EMAIL TRIGGERS:

Whenever the Bug ticket is assigned to the Manager/Employee, triggers an email to the assignee, saying that the ticket is assigned.

1.3 EMPLOYEE MODULE REQUIREMENT:

1.3.1 LOGIN VALIDATION:

- Once manager creates a new employee, they share the credentials to the employee.
- Employee should click on “Manager/Employee Login” and enters his/her login credentials. Validation of credentials is done.
- If details are wrong, error “Invalid Username or Password” is popped.
- “Forgot Password” button is also available to change the password anytime. It requires User Type (Either Employee or Manager), Username, Email ID/Contact No fields to be filled. Once submitted with correct details, password will be updated successfully.

1.3.2 ACCOUNT SETTING:

Account settings can be accessed by clicking on the icon on the top-right corner. It has three main functions:

1.3.2.1 PROFILE:

Profile button will display manager profile information and manager can also edit/update personal information.

1.3.2.2 CHANGE PASSWORD:

Change password button is used for changing password. Customer can enter Current password, new password and Confirm password fields and submit for updating the password. If current password is wrong, “Oh Snap! Old password does not match” error is popped.

1.3.2.3 LOGOUT:

User can logout just by clicking this button

1.3.3 DASHBOARD DISPLAY:

1.3.3.1 DASHBOARD:

Dashboard displays count of all the tickets the employee is currently working on.

1.3.3.2 MANAGE BUGS:

- This section shows all the To Do, Un-assigned, Closed and In Progress tickets.
- It displays Bug ID, Reporter, Creation Date, Status and Action Columns for the tickets.
- Manager can click on “View Details” button in Action column against the Bug to view Bug Details. This will redirect to the Bug View.

1.3.3.3 LOGOUT:

This button will log the user out.

1.3.4 BUG VIEW/EDIT OPTION:

Employee can view below fields in Bug Page:

- Bug ID: Unique Bug number
- Reporter: User who created the bug.

3. Creation Date: Bug creation Date.
 4. Summary: Title for the Bug.
 5. Status: Manager should assign “To Do” status bugs to the employees. After the Bug is resolved, employee assigns the Bug ticket back to the manager and the manager moves the status to “Closed.”
 6. Priority: Set bug priority can be set (low/medium /high).
 7. Attachments: Documents/Files related to bug can be uploaded.
 8. Assignee: Manager can assign ticket to anyone in the project (both employees and Customers).
 9. Last Updated Date: Timestamp of last updated changes.
 10. Action: Action has two buttons “Take Action” and “View User Details”
- **Act:** This Button is used to update Bug status and add remarks.
 - **View User Details:** This Button is used to display all the information of the Reporter.

2. NON-FUNCTIONAL REQUIREMENTS DEVELOPED UNDER PHASE - 3

2.1 SECURITY REQUIREMENTS:

We will be using JavaScript functions for User Authentication and securing user data. Even during DOS attacks, the software must be available and behave consistently. The integrity of the customer account information must be ensured by the software. Any browser that the server cannot authenticate should not be served a restricted web page.

2.2 PRIVACY REQUIREMENTS:

The application does not show any personal information of users apart from the email id that will be used while registering. We will be using Java Script for Authenticating the login credentials.

2.3 SCALABILITY AND PERFORMANCE REQUIREMENTS:

All the employees in the organization will be working on the bug tracking system, as a part of their daily job. Hence the web page needs to be highly responsive and should perform at a greater speed, we will be using XAMPP server that is highly scalable.

2.4 USABILITY REQUIREMENT:

Usability plays a key role as this application works as a bridge between the user interface should be well-designed. We will be using jQuery and Ajax programming for making web pages user friendly. For the users to learn quickly and understandably, we will take them on a tour of the options and actions available to them.

2.5 COMPATIBILITY REQUIREMENT:

Our website should be compatible in working in the following browsers

- i. Chrome Browser Version 98.0.0.0 or above
- ii. Microsoft Edge Version 90 or above
- iii. Safari Browser Version 13.1.2 or above

3. INTERFACES (USER, HARDWARE, SOFTWARE, AND/OR COMMUNICATION) DEVELOPED UNDER PHASE - 3

3.1 HARDWARE INTERFACE REQUIREMENTS:

This application would need a browser installed on **Laptop / PC.**

3.2 SOFTWARE INTERFACES REQUIREMENTS:

1. **HTML:** We will be using HTML for website Designing.
2. **JQUERY:** We will be using jQuery for styling the website Design.
3. **AJAX:** We will be using AJAX dynamically loading the webpages.
4. **JavaScript:** We will be using JavaScript for making webpages interactive and to connect to the database and server. Also, for email verification, Registration and Login Java Script is used.
5. **PHP:** PHP is the language that will be used for developing the web application.
6. **SQL:** We will be using SQL for accessing the database.
7. **Visual Studio:** We will be using Visual Studio as Integrated Development Environment for the Project
8. **XAMPP:** XAMPP will be used as a server for deploying this project.

3.2 USER INTERFACE:

3.2.1 MAIN PAGE:

Use the Buttons to navigate. Customer will use buttons “Customer Login” and “Customer Registration.” Manager/Employee will use “Manager/Employee Login” button.

3.2.2 SIGN-UP/REGISTRATION INTERFACE:

In Registration interface, Customers should sign in with field Full Name, Email Id, Password and Contact No. Once the customer is registered, they can login.

3.2.3 LOGIN INTERFACE:

- In login interface, Customers should click button “Customer Login” from Main page and enters his/her login credentials, validation of credentials is done as a part of this component.
- Managers/Employee should sign-in using the “Manager/Employee Login” button on main page and enters his/her login credentials, validation of credentials is done

as a part of this component.

3.2.4 ACCOUNT SETTINGS:

Account settings have two main functionalities:

3.2.4.1.1 PROFILE:

Profile button will display customers profile information and user can also edit/update personal information.

3.2.4.2 CHANGE PASSWORD:

Change password button is used for changing password. Customer can enter Current password, new password and Confirm password fields and submit for updating the password. If current password is wrong, “Oh Snap! Old password does not match” error is popped.

3.2.5 DASHBOARD INTERFACE:

3.3.5.1 CUSTOMER VIEW:

- “Dashboard” displays count of all the tickets the user is currently working on.
- Web page will display a “Create bug” button in Customer View to create new bugs.
- “Account Setting” section will help in updating profile information and to change password.
- “Bug History” section displays all the bugs that are created by the customer.

3.3.5.2 MANAGER VIEW:

- “Dashboard” displays all the tickets the employees and manager are currently working on.
- Manager is the admin and can add new employees to the database from the “Employee Details” section. Also, employee details can be managed, edit button will update the details.
- “Manage Bugs” section shows all the To Do, Un-assigned, Closed and In Progress tickets.
- “Manage Employees” section will help in managing employees i.e., either delete or view employee details.
- Web page will display a “Reports” dropdown in Manager View. It shows both Bug and Employee report between selected dates.
- “Logout” will log the user out.

3.3.5.3 EMPLOYEE VIEW:

- Dashboard interface displays all the tickets the employees and manager are currently working on.
- “Manage Bugs” section shows all the To Do, Un-assigned, Closed and In Progress tickets.

- “Logout” will log the user out.
- Employees can change their Profile information.
- Employees can change their password.

3.3.6 CREATE BUG/ BUG CREATION:

Customer uses button “Create Bug” to create new Bug/Ticket.

Web page will have below fields in Bug creation page:

1. Type: Type of ticket must be mentioned i.e., either Bug / New (Bug-existing issue, New-new requirement).
2. Summary: Title for the Bug.
3. Description: Describe Bug.
4. Status: It is “To Do” by default while creating.
5. Priority: Set bug priority can be set (low/medium /high).
6. Remarks: Comments can be added.
7. Attachments: Documents/Files related to bug can be uploaded.

Web page will populate below fields in the backend into the same record in the database:

1. Creation Date: Gets timestamp and populates this field.
2. Reporter: Current user will be the Bug reporter.
3. Last Updated Date: Timestamp of last updated changes.

3.3.7 BUG VIEW/EDIT OPTION:

Employee can view below fields in Bug Page:

- i. Bug ID: Unique Bug number
- ii. Reporter: User who created the bug.
- iii. Creation Date: Bug creation Date.
- iv. Summary: Title for the Bug.
- v. Status: Manager should assign “To Do” status bugs to the employees. After the Bug is resolved, employee assigns the Bug ticket back to the manager and the manager moves the status to “Closed.”
- vi. Priority: Set bug priority can be set (low/medium /high).
- vii. Attachments: Documents/Files related to bug can be uploaded.
- viii. Assignee: Manager can assign ticket to anyone in the project (both employees and Customers).
- ix. Last Updated Date: Timestamp of last updated changes.
- x. Action: Action has two buttons “Take Action” and “View User Details”

- **Take Action:** This Button is used to update Bug status and add remarks.

- **View User Details**: This Button is used to display all the information of the Reporter.

3.3.8 PROJECT REPORT:

There are two different reports that can be displayed.

3.3.8.1 BUG REPORT:

We must select From and To Date from the calendar and it displays all Bugs Between the selected dates. It displays Bug ID, Reporter, Creation Date, Status and Action Columns of each Bug between the selected dates. Action Column has “**View Details**” button, this redirects to the Bug View.

3.3.8.2 EMPLOYEE REPORT:

We must select From and To Date from the calendar and it displays all Employee Bug Details Between the selected dates. It Displays Employee Name – Department, Total, To Do, In Progress and Closed Bugs with respect to each employee under the manager.

3.4 COMMUNICATION INTERFACE:

3.4.1 EMAIL TRIGGER:

Whenever the Bug ticket is assigned to the Manager/Employee, triggers an email to the assignee, saying that the ticket is assigned.

III. UML DESIGN

1. CLASS DIAGRAM

Class diagram for “The Bug Tracking System” with respect to the Phase – 2 Requirements.

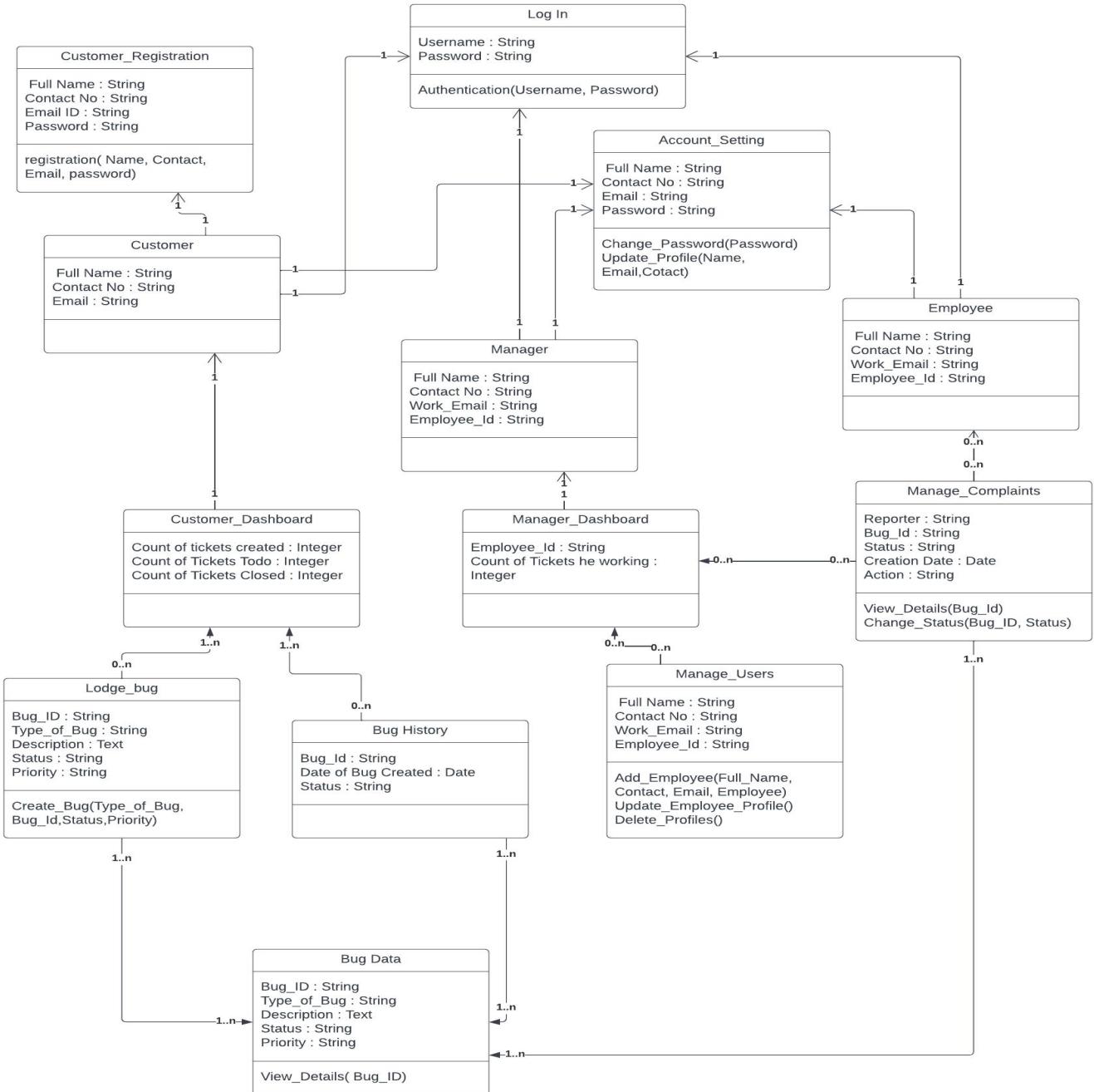


Figure 1: Class Diagram

2. SEQUENCE DIAGRAM

Sequence diagram for “The Bug Tracking System” with respect to the Phase – 2 Requirements.

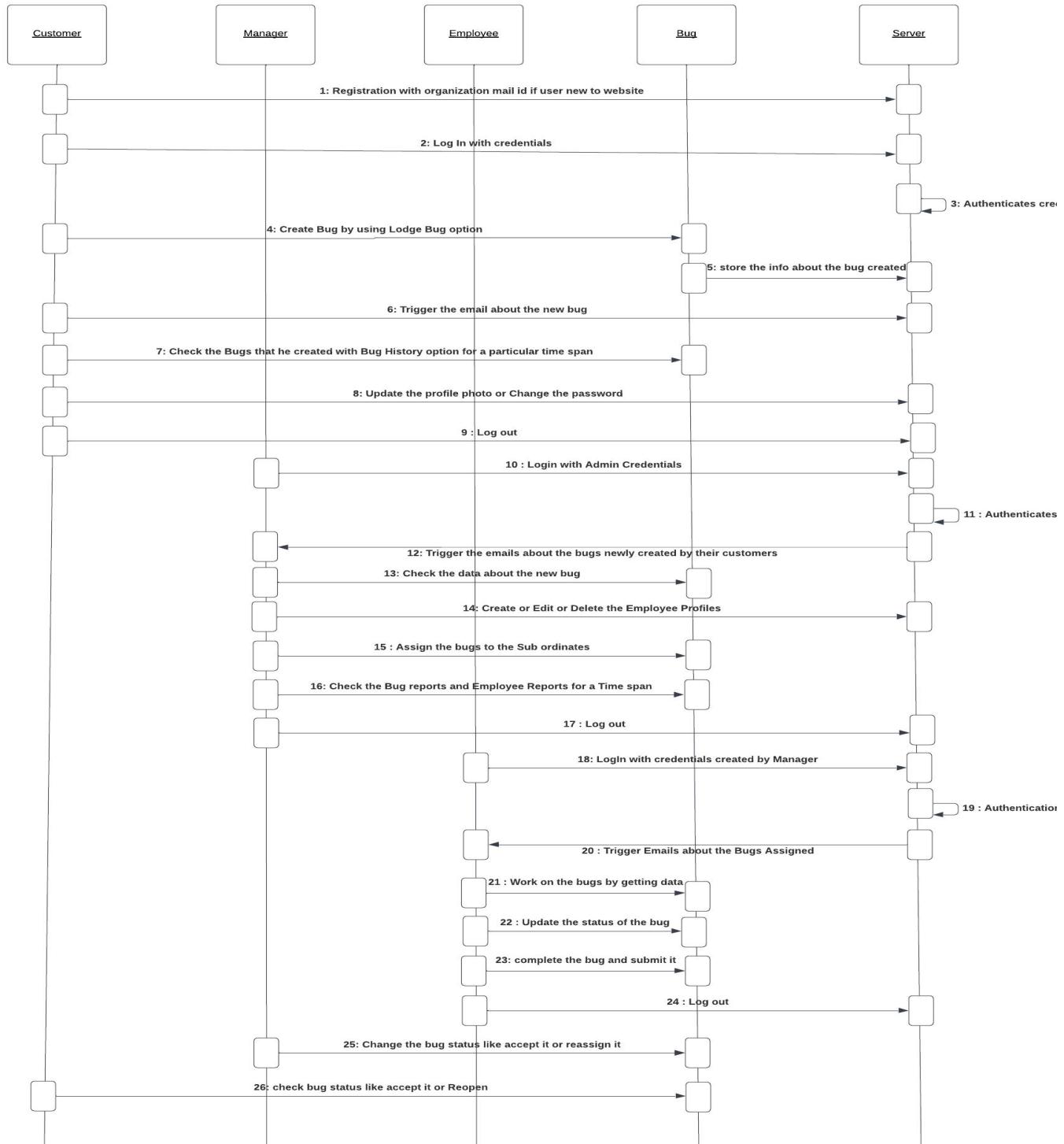


Figure 2: Sequence Diagram

3. USE CASE DIAGRAM

Use Case diagram for “The Bug Tracking System” with respect to the Phase – 2 Requirements.

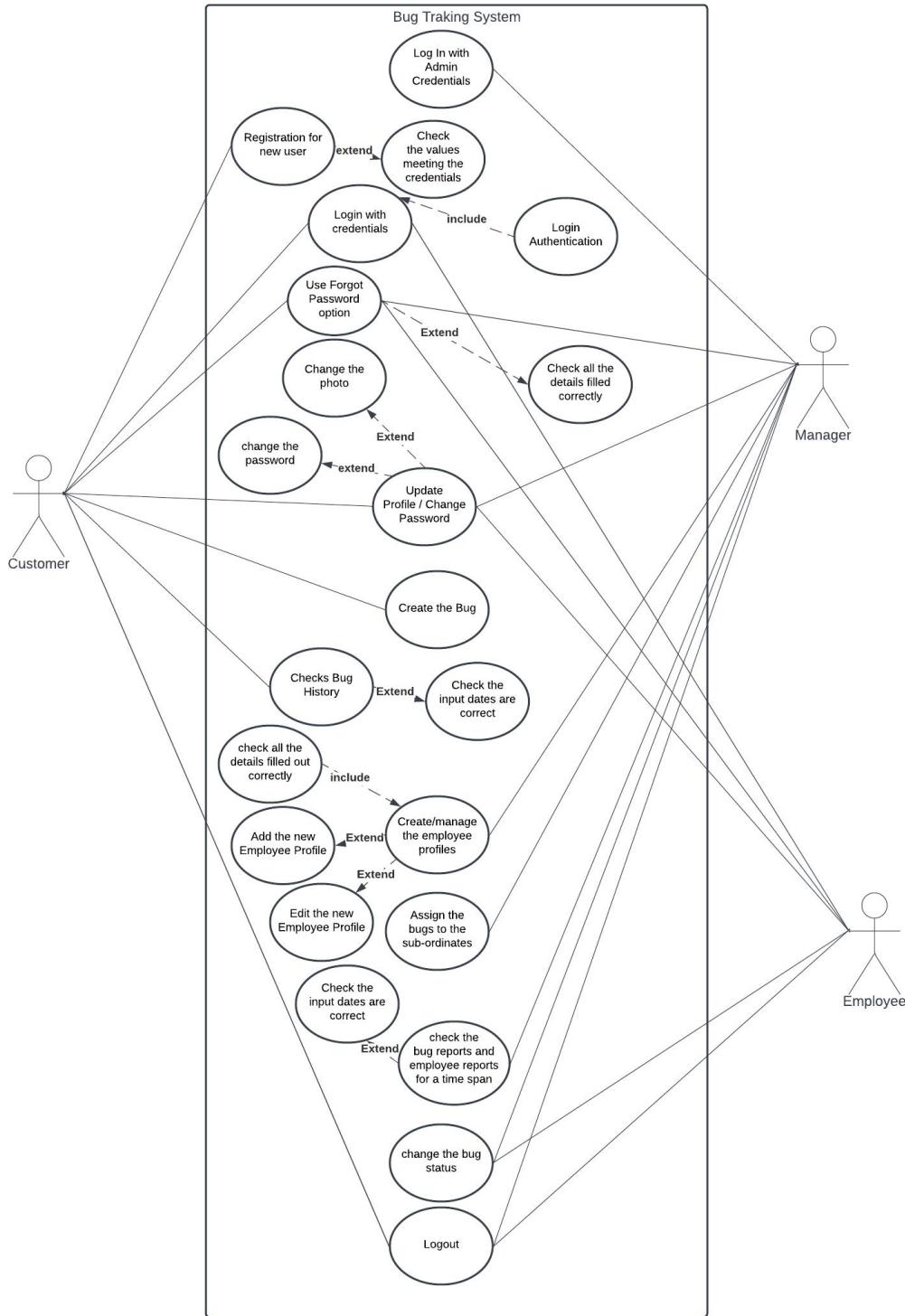


Figure 3: Use-case Diagram- normal case

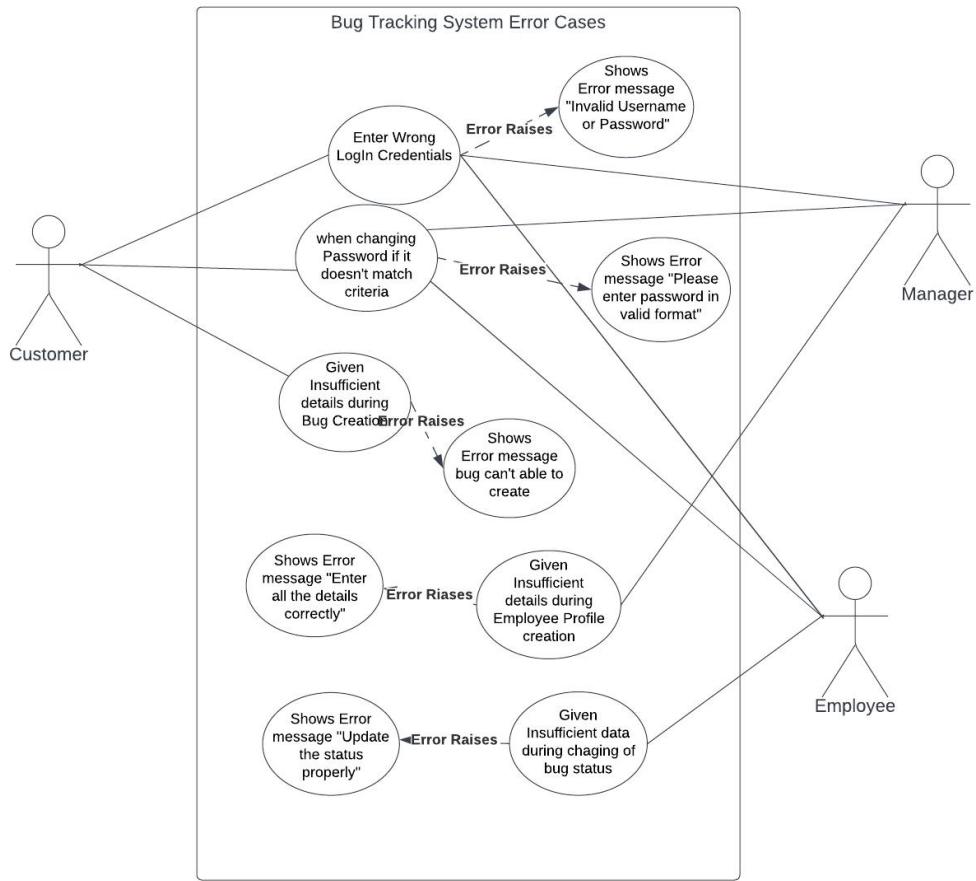


Figure 4: Use-case Diagram- error case

IV. TEST CASES

1. CUSTOMER REGISTRATION FUNCTIONALITY

Input: Entered incorrect E-mail address and tried to register.

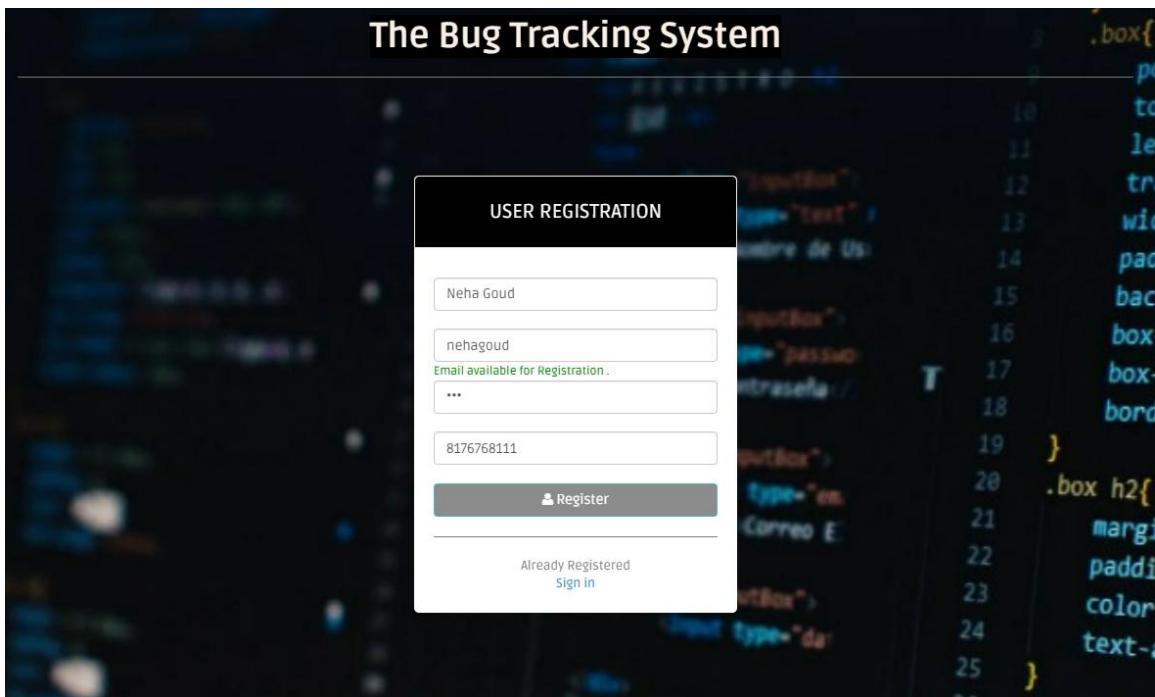


Figure 5: Test Case 1 - incorrect E-mail address

Output: Entered incorrect E-mail address, “error message is displayed.”

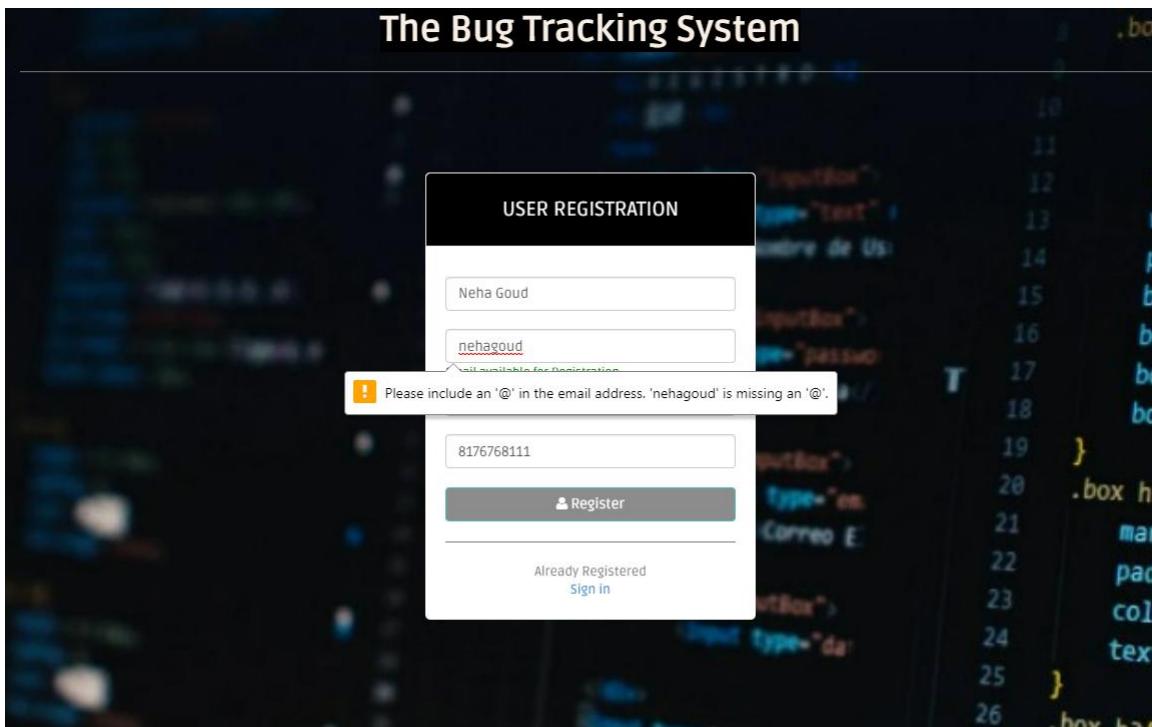


Figure 6: Test Case 1 Incorrect Email ID error

Functionality: Once all correct details are captured. Registration should be successful.

- Captured all the required details correctly and clicked on Register.

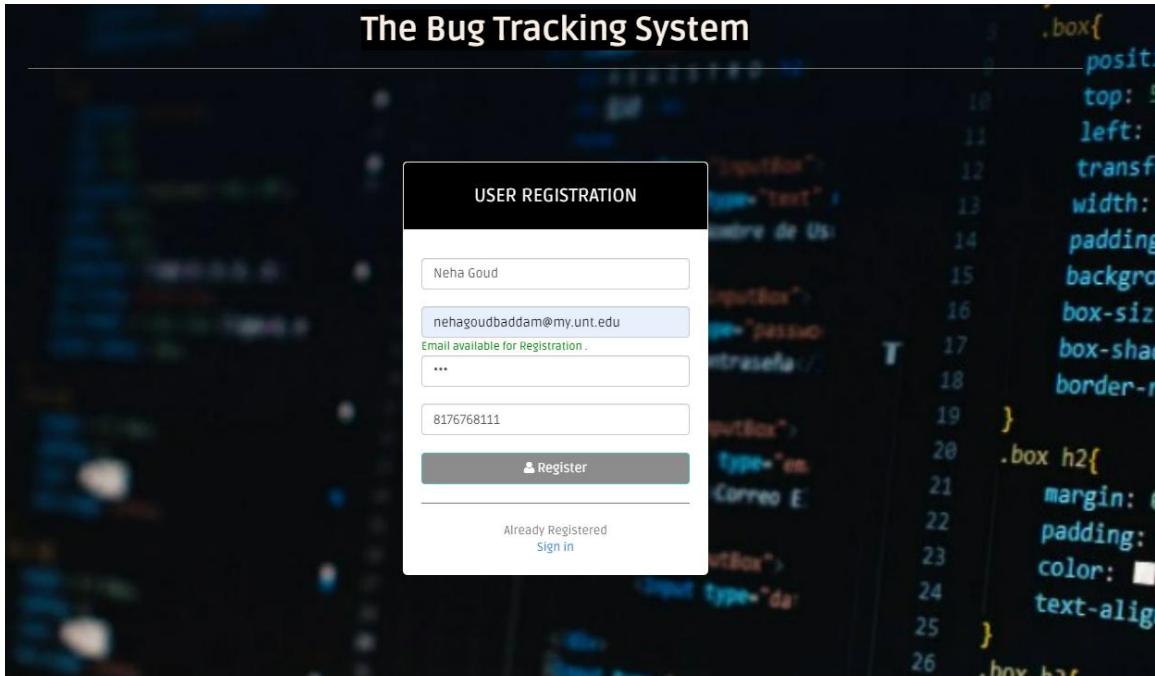


Figure 7: Test Case 1 Valid User Registration details

- User account has Registered successfully.

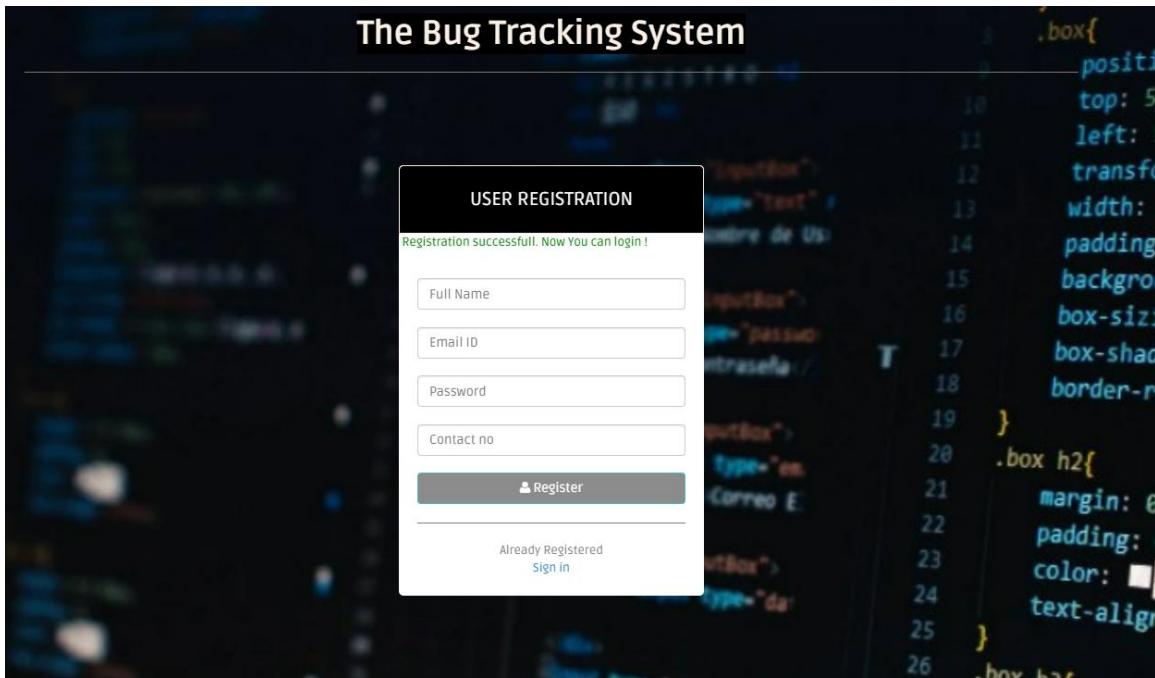


Figure 8: Test Case 1 Successful Customer Registration

2. CUSTOMER LOGIN FUNCTIONALITY

Input: Entered incorrect E-mail/Username and password.

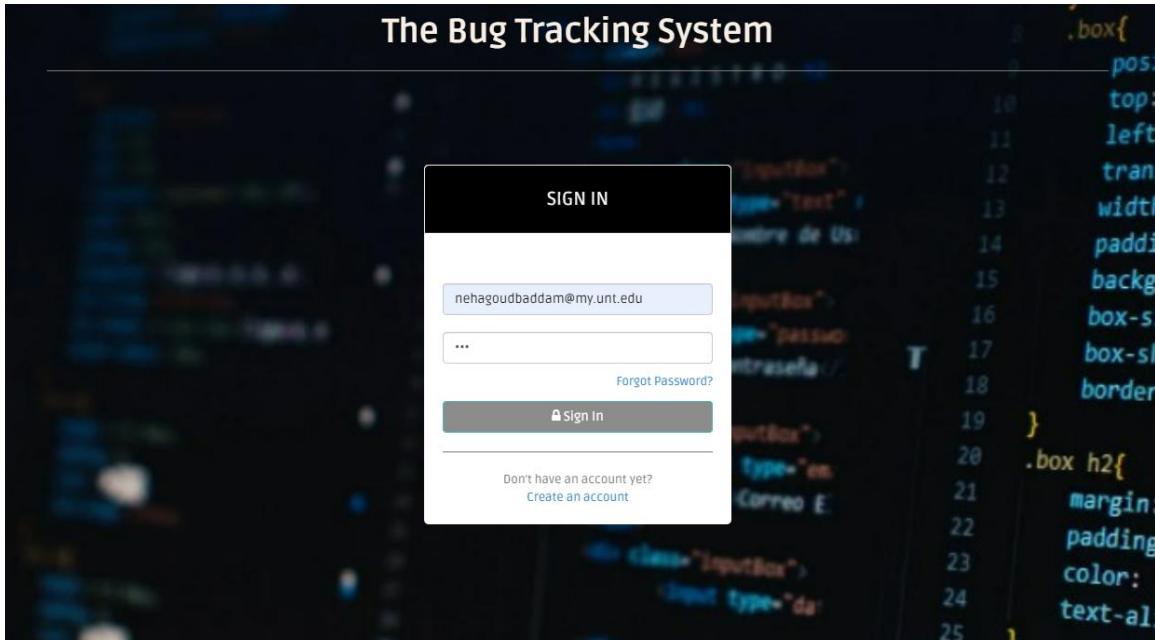


Figure 9: Test Case 2 Incorrect Login details

Output: Incorrect username and password error message has popped up.

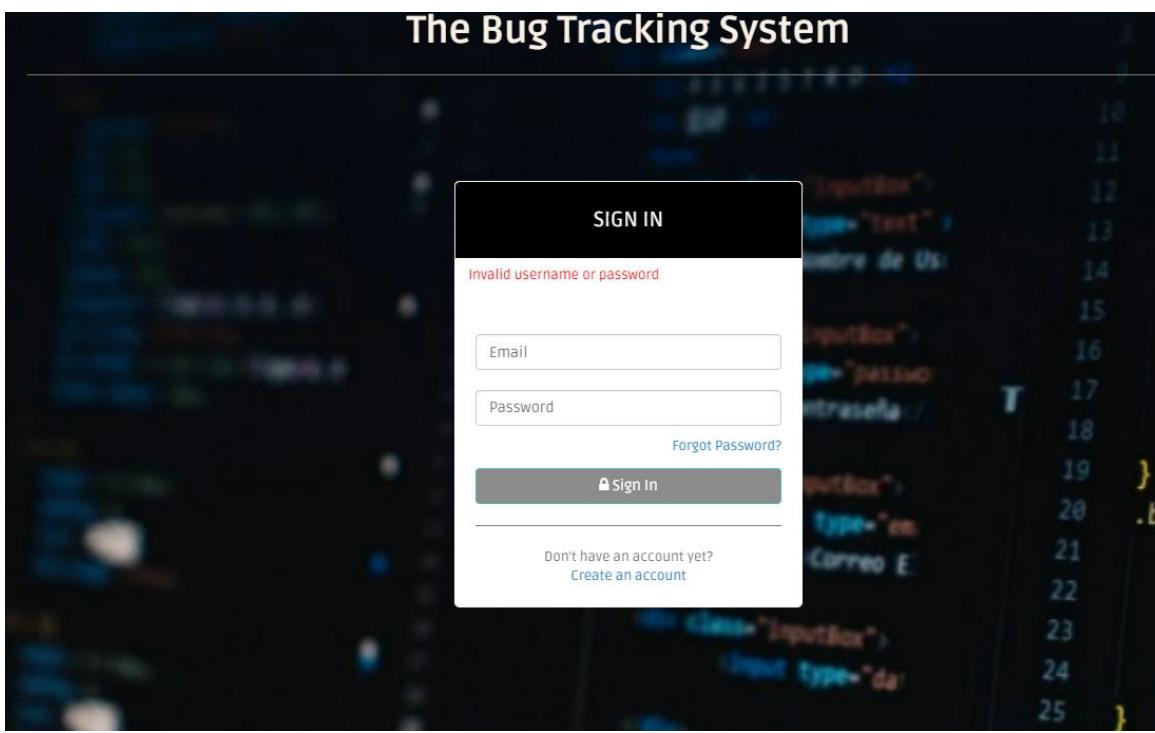


Figure 10: Test Case 2 Invalid username or password

Functionality: E-mail Id and Password to be validate. Login should be successful.

- Captured correct E-mail and password. Credentials are validated.

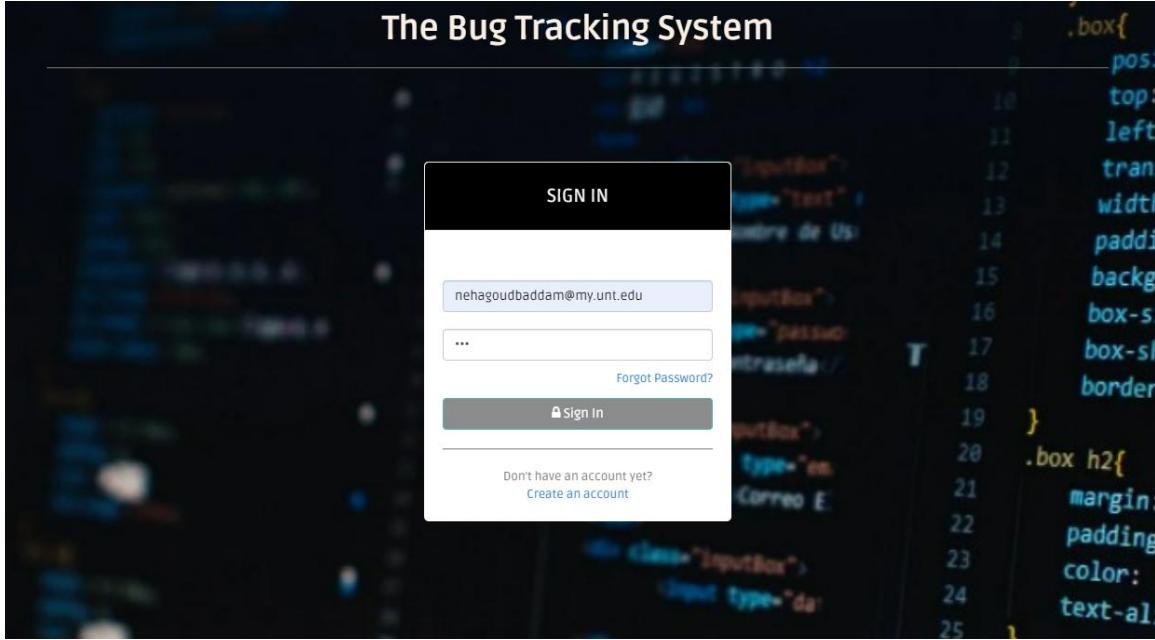


Figure 11: Test Case 2 Valid Customer Credentials

- Account has Logged in successfully.

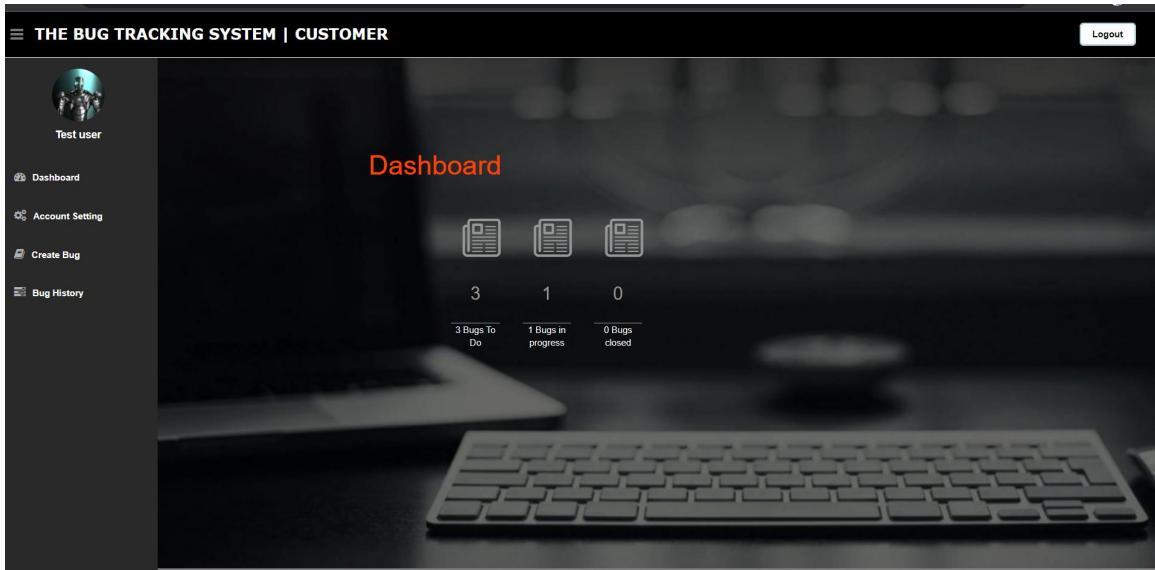
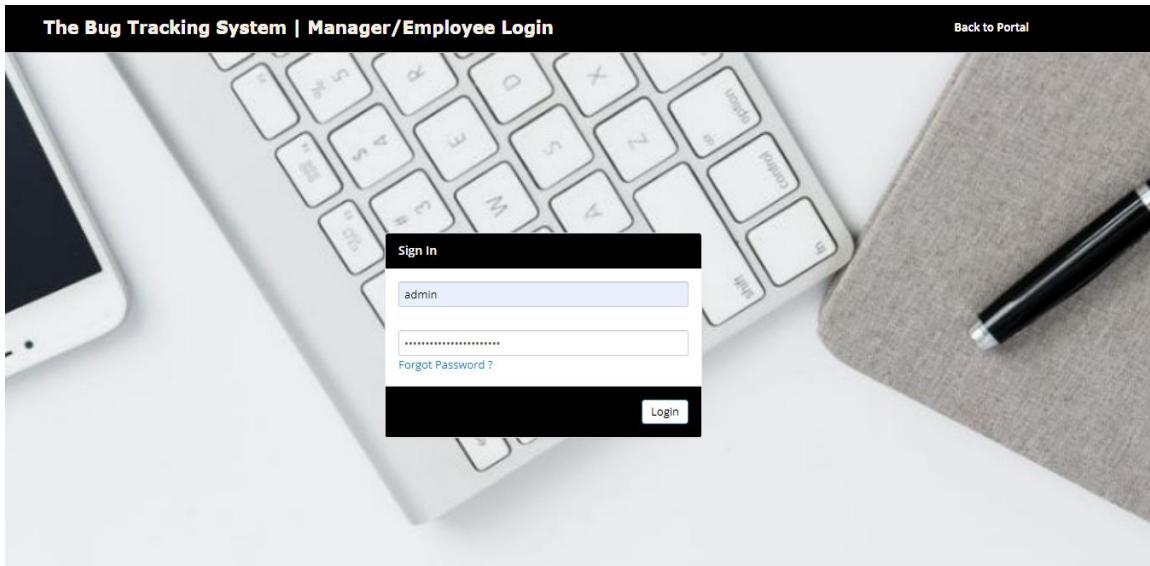


Figure 12: Test Case 2 Successful Login

3. EMPLOYEE/MANAGER LOGIN FUNCTIONALITY

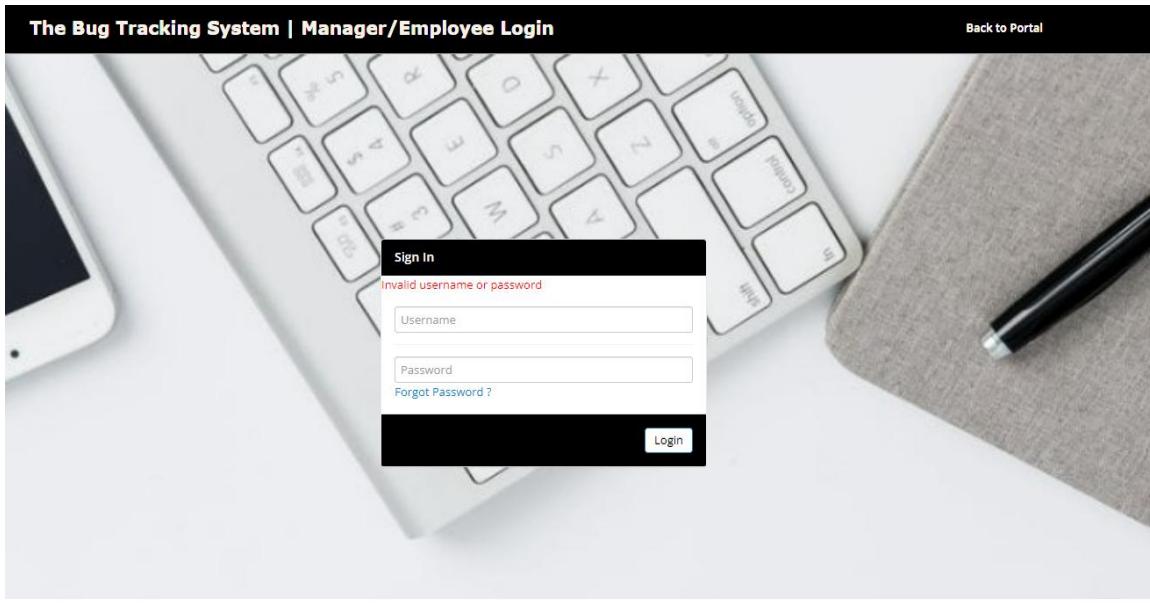
Evaluated by giving the unregistered email address to check whether our website check whether **Input:** Entered Login details which are not registered.



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Figure 13: Test Case 3 Incorrect User Credentials

Output: Validate the Username and password. Throw error if the credentials are not registered.

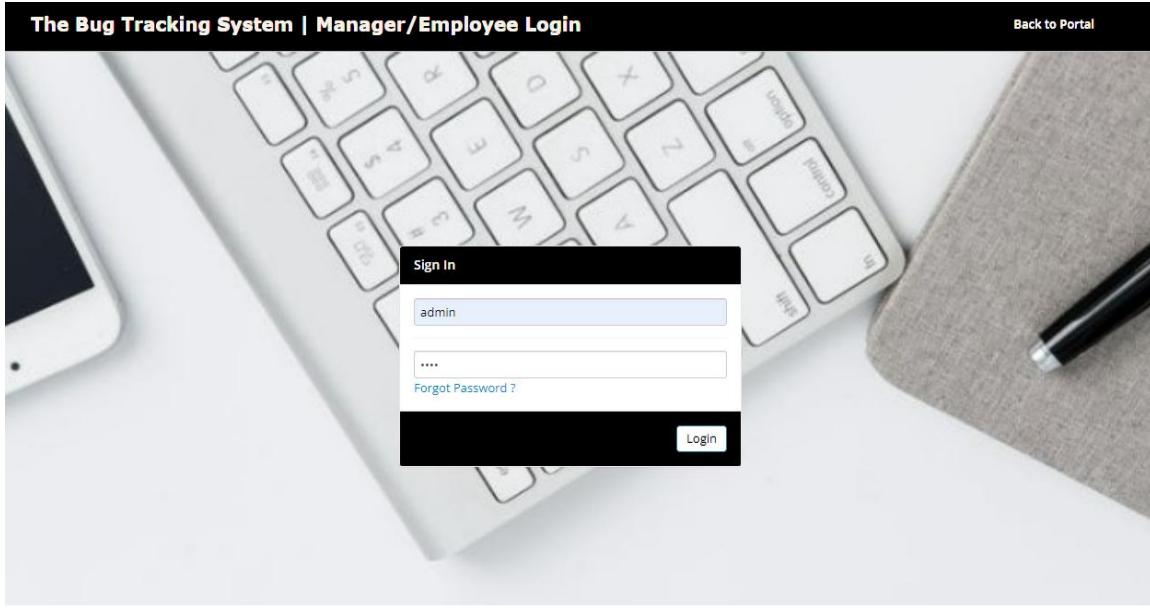


© BTS All rights reserved.

Figure 14: Test Case 3 Invalid username or password

Functionality: Enter correct login details which are registered in the system.

- Entered correct login details.



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Figure 15: Test Case 3 Correct Login Details

- Account has Logged In.

The Bug Tracking System-(BTS) | Manager

Manager

Dashboard

Total	Not Assigned	To Do	In Progress	Closed
17	13	2	11	2

Employee Bug Report

Employee Name /Dept	Total	To Do	In Progress	Closed
Anuj kumar-Information Technology	2	1	1	0
Maharshi-QA	2	2	0	0
test-test dept	1	0	0	1
Vaishnavi-Testing	1	0	0	1
Grand Total	6	3	1	2

Figure 16: Test Case 3 Successful Login

4. EMPLOYEE CHANGE PASSWORD

Input: enter new password and confirm password incorrectly.

The screenshot shows the 'Customer Change Password' form. The 'Old Password' field contains 'Neha@123'. The 'New Password' field contains 'Neha@123'. The 'Confirm Password' field contains 'Neha@123'. A red error message at the top says 'Oh snap! Old Password does not match New Password!!'. Below the fields is a 'Submit' button.

Figure 17: Test Case 4 Change password with incorrect password

Output: If password is mis-matched, then pop will be displayed.

The screenshot shows the 'Customer Change Password' form. The 'Old Password' field contains 'Neha@123'. The 'New Password' field contains 'Neha@123'. The 'Confirm Password' field contains 'Neha@123'. A JavaScript alert dialog box is overlaid, saying 'localhost says New Password and Confirm Password Field do not match !!' with an 'OK' button. Below the fields is a 'Submit' button.

Figure 18: Test Case 4 Password and Confirm Password do not match

Functionality: Validate correct new password and confirm password are same. Then change should be saved.

Now Enter Valid Details, password will be saved.

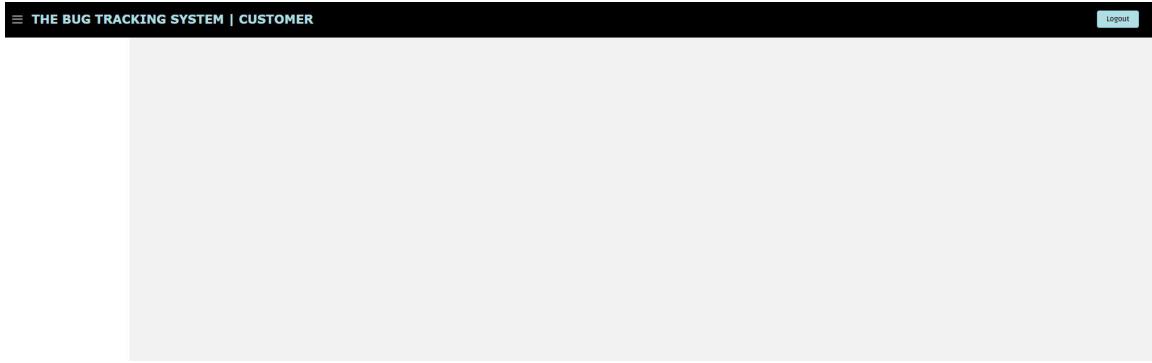


Figure 19 Test case 4: Successfully changed password

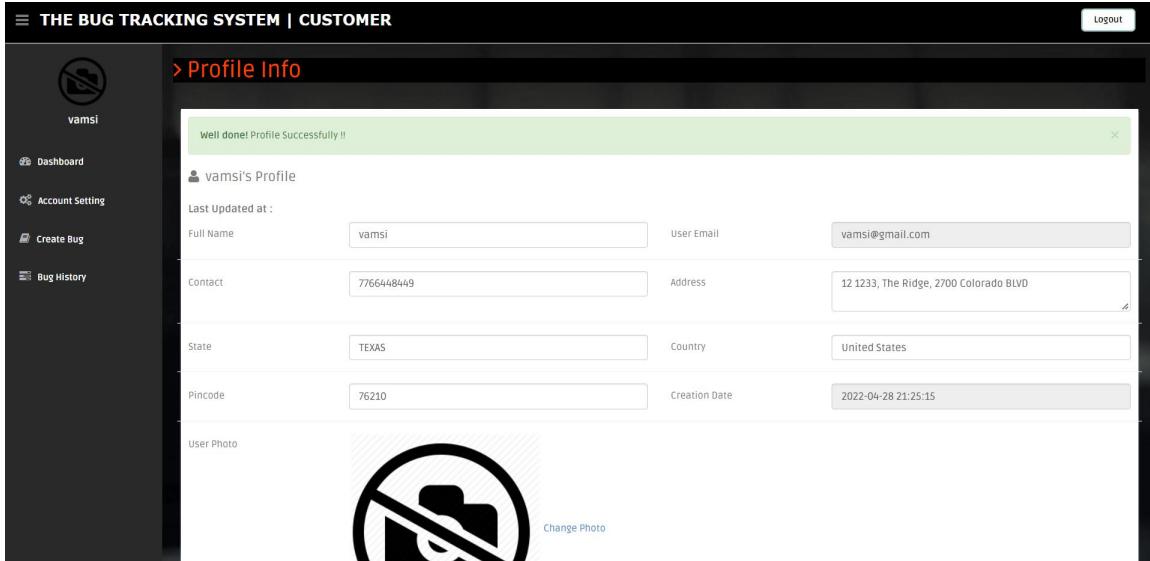
5. CUSTOMER PROFILE INFO

Input: we entered all the fields for the below test case

A screenshot of the "Customer Profile Info" page. The left sidebar shows navigation links: Dashboard, Account Setting, Create Bug, and Bug History. The user's name is listed as "vamsi". The main content area is titled "vamsi's Profile" and includes fields for Last Updated at, Full Name (vamsi), User Email (vamsi@gmail.com), Contact (7766448449), Address (12 1233, The Ridge, 2700 Colorado BLVD), State (TEXAS), Country (United States), Pincode (76210), and Creation Date (2022-04-28 21:25:15). Below these fields is a "User Photo" section with a "Change Photo" link and a "Prohibited Camera" icon.

Figure 20: Customer Profile Info Page

Output: all the fields have been updated in this test cases



*Figure 21*Customer profile info updated successfully

Functionality: as we entered the field are correct and valid so that profile as been updated.

6. CUSTOMER PROFILE PHOTO UPDATING

Input: we should upload the profile pic in the customer profile.

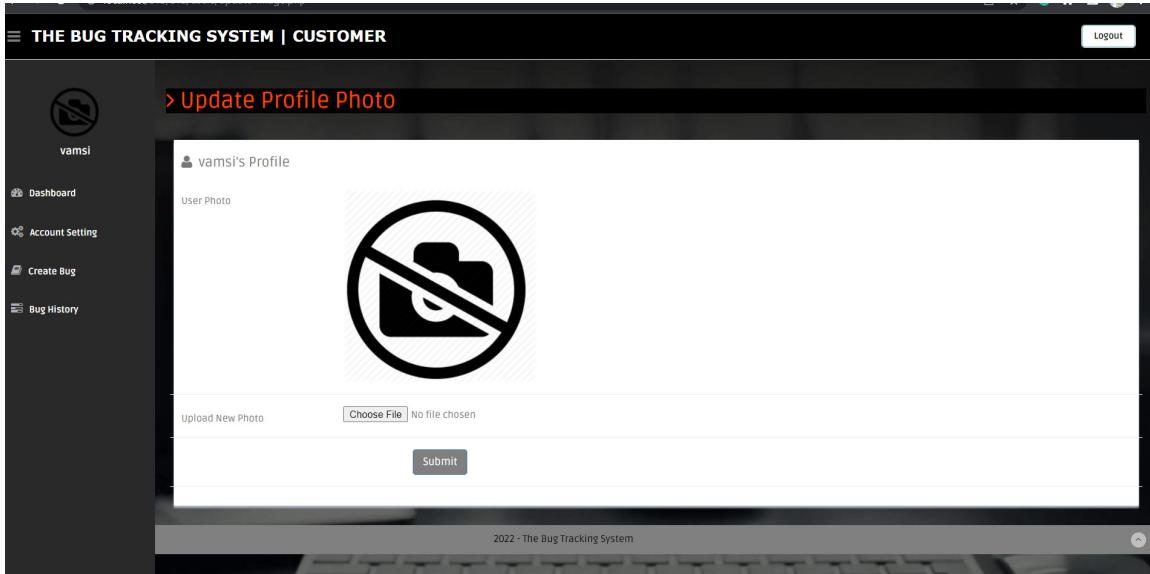


Figure 22: Customer profile photo updating page

Output: successfully we updated the profile pic.

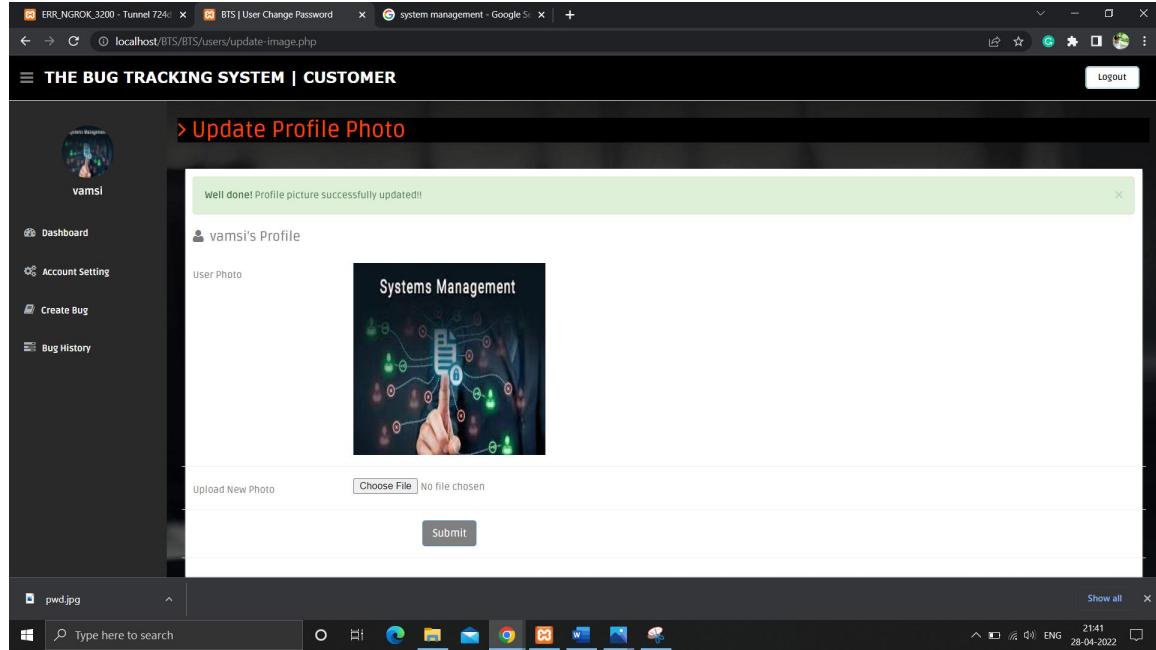


Figure 23: Customer profile picture successfully updated

Functionality: By this we can change or update the profile pic for the customer.

7. CUSTOMER CHANGE PASSWORD

Input: enter the new password and see if it is correct or not.

Figure 24: Customer change password Page

Output: so, the old password and the new password does not match.

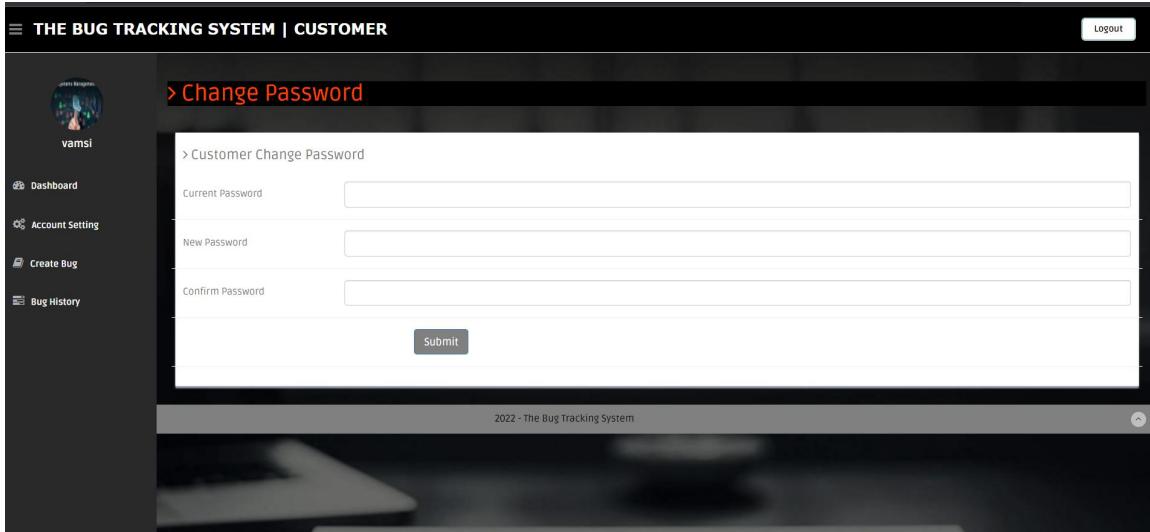


Figure 25: Incorrect password entered

Functionality: correct the new password and confirm password are same.

8. CUSTOMER CREATE BUG

Input: we created the bug in the customer module, and we entered the fields with all the files.

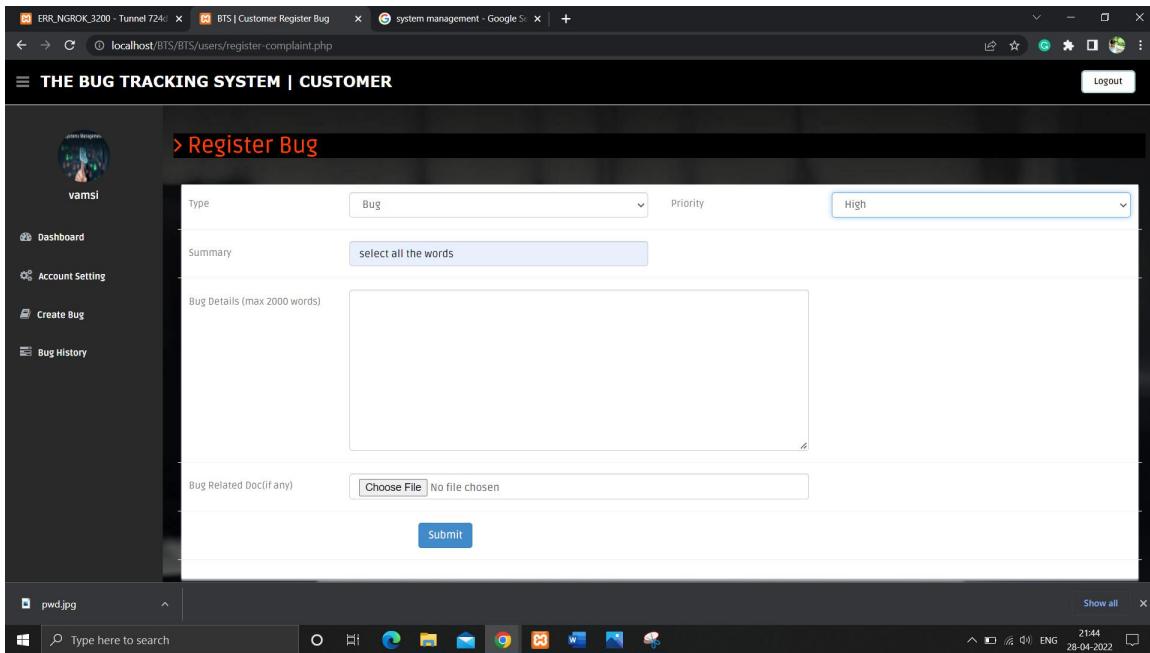


Figure 26: Customer Bug creation page

Output: as we updated the field in the customer profile as seen below

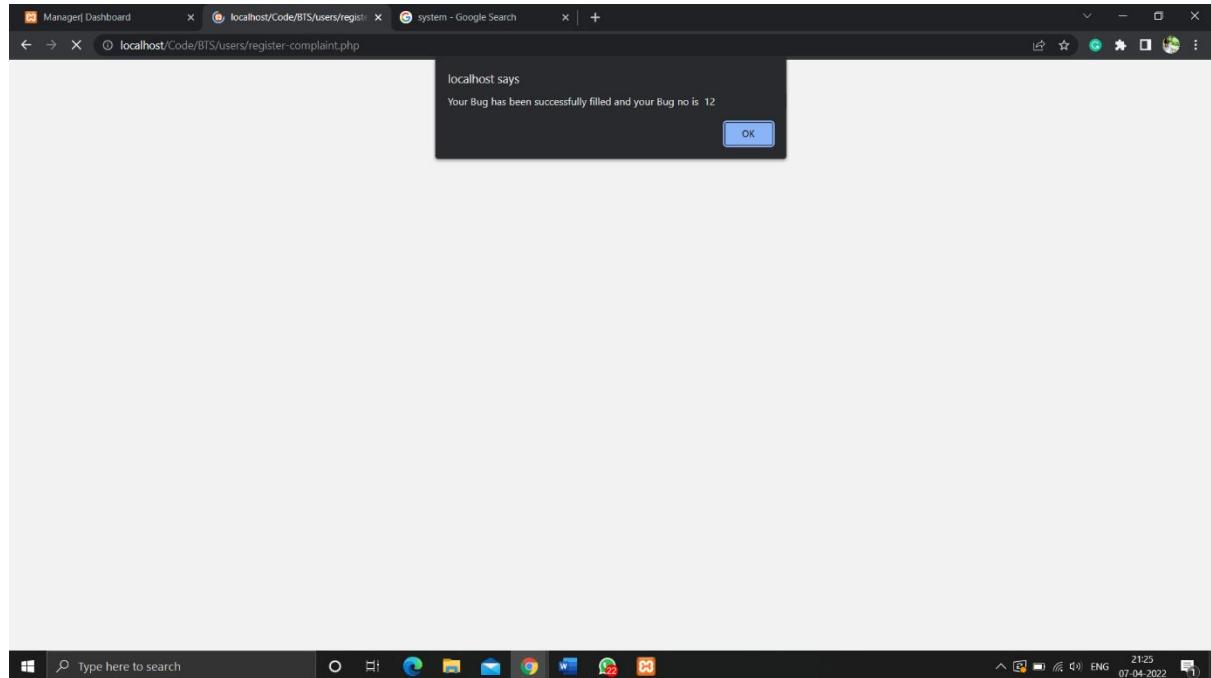


Figure 27: Bug created successfully

Functionality: by creating the bug we assess the bugs from the customer module.

9. CUSTOMER BUG HISTORY

Input: in the bug history we need to see all the details the file

The screenshot shows a dark-themed web application for 'THE BUG TRACKING SYSTEM | CUSTOMER'. On the left is a sidebar with user information ('John Benjamin', 'vamsi') and navigation links: 'Dashboard', 'Account Setting', 'Create Bug', and 'Bug History'. The main area is titled 'Your Bug History' and displays a table of bugs. The table has columns: Bug Number, Creation Date, Last Updation date, Status, and Action. Two rows of data are shown:

Bug Number	Creation Date	Last Updation date	Status	Action
13	2022-04-28 21:31:24		To Do	View Details
14	2022-04-28 21:32:19		To Do	View Details

At the bottom of the page, it says '2022 - The Bug Tracking System'.

Figure 28: Customer Bug history page

Output: in this we can view all the details of the bug details which we need to assess

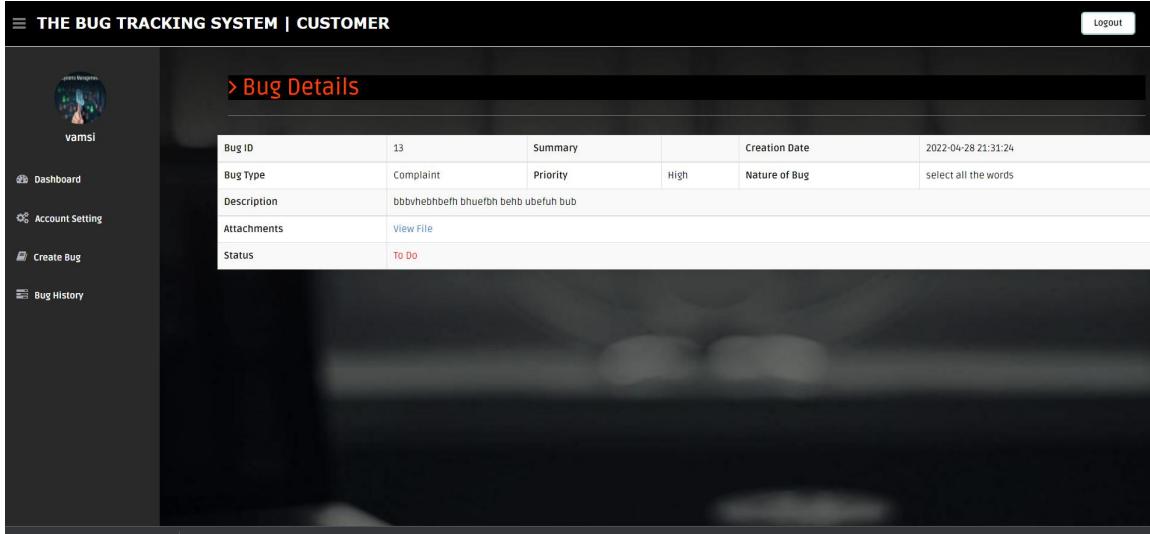


Figure 29: Customer Bug details page

Functionality: by this we can validate the each and every detail of the bugs.

10. MANAGER ADD EMPLOYEE

Input: we added the employee to the manager module.

Figure 30: Manager - Add employee page

Output: Employee has been successfully added in the field of employee details

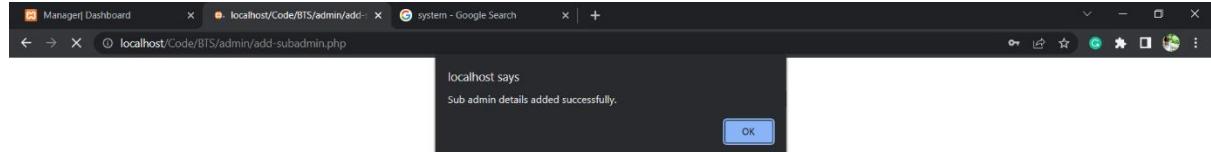


Figure 31: Successfully added employee

The screenshot shows the 'Manager View - manage employee page'. The left sidebar has a dark theme with navigation options: Dashboard, Employee Details (selected), Manage Bugs, Manage Employees, Reports, and Logout. The main content area is titled 'Manage Users' and displays a table of user data. The table has columns: #, Employee Name, Email ID, Contact No., Creation Date, and Action. The data is as follows:

#	Employee Name	Email ID	Contact No.	Creation Date	Action
1	Anuj kumar	phptest@gmail.com	1234567890	2020-06-27 14:14:17	View Details Delete
2	Test user	testuser@gmail.com	1234567899	2020-06-28 08:19:15	View Details Delete
3	Test	test1@gmail.com	123	2022-03-13 01:50:59	View Details Delete
4	prem	prem123@gmail.com	9872340971	2022-04-06 15:45:05	View Details Delete
5	sowndarya	s567@gmail.com	9900773355	2022-04-07 22:21:03	View Details Delete
6	rahul	rahul2@gmail.com	9872340971	2022-04-28 21:24:28	View Details Delete
7	vamsi	vamsi@gmail.com	7766448449	2022-04-28 21:25:15	View Details Delete

Showing 1 to 7 of 7 entries

Figure 32: Manager View - manage employee page

Functionality: we can add more than one employee to the employee details

11. MANAGER - MANAGER EMPLOYEE

Input: we need to edit the action field of the employee details

The screenshot shows the 'Manager' view of the 'The Bug Tracking System-(BTS) | Manager' application. On the left, there is a vertical navigation menu with options: Dashboard, Employee Details, Manage Bugs, Manage Employees, Reports, and Logout. The 'Manage Employees' option is currently selected. The main content area is titled 'Manage Employees' and displays a table of employee details. The table has columns for #, Employee Name, Employee Department, Email, Contact No., Creation Date, and Action. There are four entries:

#	Employee Name	Employee Department	Email	Contact No.	Creation Date	Action
1	Anuj kumar	Information Technology	test@gmail.com	1234567890	2020-06-28 08:00:51	<button>Edit</button>
2	Test subadmin	Finace	tests@gmail.com	1234567890	2020-06-28 08:22:17	<button>Edit</button>
3	Prem	system design	prem123@gmail.com	9872340971	2022-04-07 19:44:25	<button>Edit</button>
4	Reshma	Problem statement	reshma345@gmail.com	4563451234	2022-04-07 21:37:57	<button>Edit</button>

At the bottom of the table, it says 'Showing 1 to 4 of 4 entries'. The background of the page features a photograph of a keyboard, a pen, and some papers.

Figure 33: Manager View - Manage employees details updating

Output: we can update employees' details from the manager module.

The screenshot shows the 'Update/Edit Employee Details' page. It is a modal window that appears over the main 'Manage Employees' page. The form contains fields for various employee details:

- Creation Date: 2020-06-28 08:00:51
- Last Updation Date: 2020-06-28 08:01:20
- Username (used for login): anujk30
- Employee Name: Anuj kumar
- Employee Department: Information Technology
- Email id: test@gmail.com
- Contact Number: 1234567890
- Employee Account Status: Active Blocked

At the bottom of the form is a blue 'Update' button. The background of the page features a photograph of a keyboard, a pen, and some papers.

Figure 34: Manager view - Update/Edit employee details

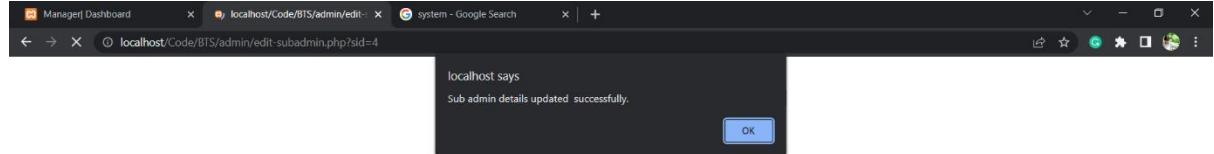


Figure 35: Manager view- employee details successfully updated

Functionality: by this we can update the employee details.

12. MANAGER – MANAGE BUGS

Input: in the manage bugs we can see To-do list and view the details by that we can assign the work.

A screenshot of a web application interface titled 'Manager View - Manage Bugs'. The left sidebar includes links for 'Dashboard', 'Employee Details', 'Manage Bugs' (selected), 'To Do' (10), 'In Progress' (1), 'Not Assigned' (8), 'Closed' (0), 'Manage Employees', 'Reports', and 'Logout'. The main content area is a table titled 'To Do' with the following data:

Bug ID	Reporter	Created Date	Status	Action
4	Test user	2022-03-11 00:56:47	To Do	View Details
5	Test user	2022-03-11 00:57:27	To Do	View Details
6	Test	2022-03-13 03:12:55	To Do	View Details
7	Test user	2022-03-22 11:45:47	To Do	View Details
9	prem	2022-04-07 18:18:47	To Do	View Details
10	prem	2022-04-07 18:20:39	To Do	View Details
11	prem	2022-04-07 21:24:23	To Do	View Details
12	prem	2022-04-07 21:25:17	To Do	View Details
13	vamsi	2022-04-28 21:31:24	To Do	View Details
14	vamsi	2022-04-28 21:32:19	To Do	View Details

Figure 36: Manager View - Manage Bugs page

Output: manager module will deal with the manage bugs of each detail of the system.

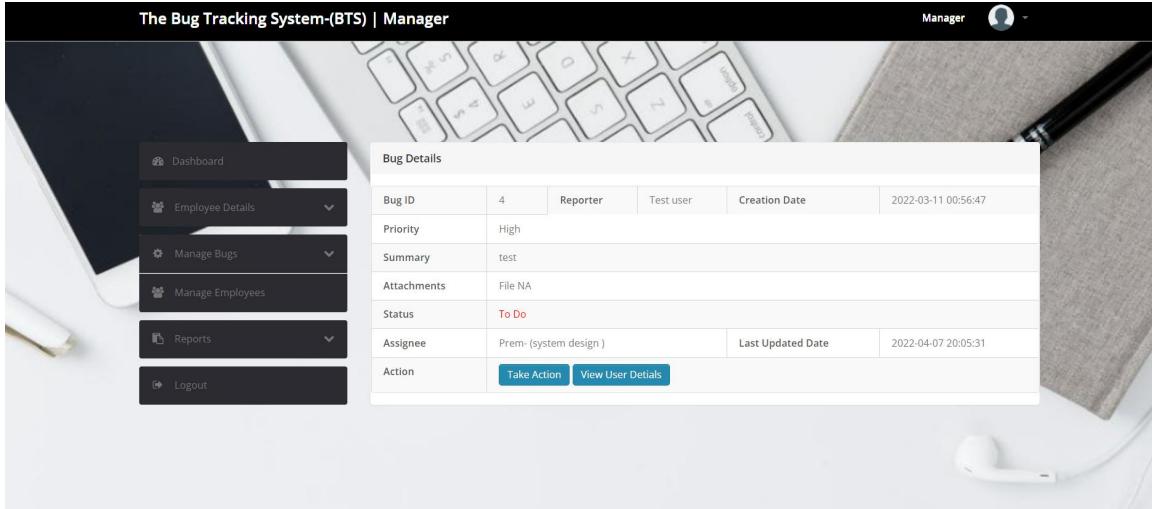


Figure 37: Manager BView - Bug details page

Functionality: manager can manage the bugs in the bug details.

13. MANAGER – BUG FORWARDING

Input: manager can forward these to any of the employee by the bug details.

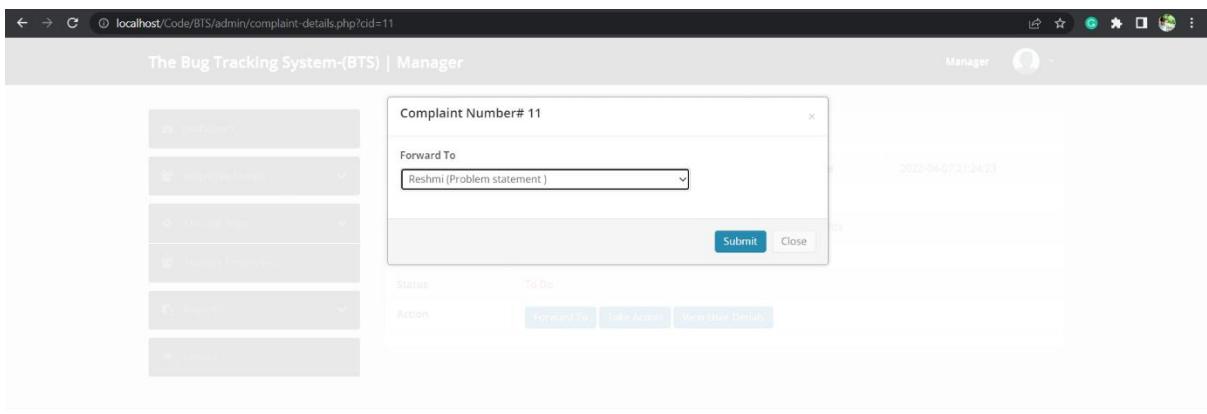


Figure 38: Manager View - Bug forwarding page

Output: By this manager can forward the bug to the employee.

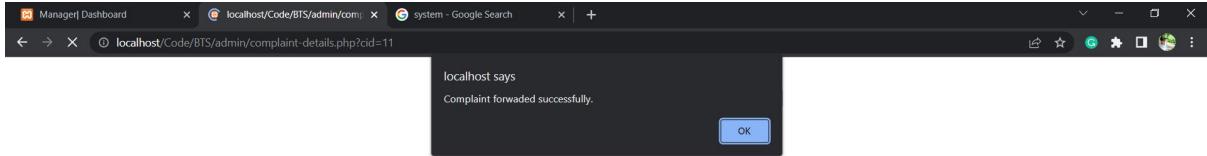


Figure 39: Manage View - successfully forwarded Bug

Functionality: manager can forward the bugs to employees.

14. MANAGER – MANAGE USERS

Input: In the bug tracking system we can see the details of the system of the employee.

A screenshot of a web application titled 'The Bug Tracking System-(BTS) | Manager'. The page features a sidebar with navigation links: 'Dashboard', 'Employee Details', 'Manage Bugs', 'Manage Employees', 'Reports', and 'Logout'. The main content area is titled 'Manage Users' and displays a table of employee information. The table has columns for '#', 'Employee Name', 'Email ID', 'Contact No.', 'Creation Date', and 'Action'. There are 7 entries listed:

#	Employee Name	Email ID	Contact No.	Creation Date	Action
1	Anuj kumar	phptest@gmail.com	1234567890	2020-06-27 14:14:17	View Details Delete
2	Test user	testuser@gmail.com	1234567899	2020-06-28 08:19:15	View Details Delete
3	Test	test1@gmail.com	123	2022-03-13 01:50:59	View Details Delete
4	prem	prem123@gmail.com	9872340971	2022-04-06 15:45:05	View Details Delete
5	sowndarya	s567@gmail.com	9900773355	2022-04-07 22:21:03	View Details Delete
6	rahul	rahul2@gmail.com	9872340971	2022-04-28 21:24:28	View Details Delete
7	vamsi	vamsi@gmail.com	7766448449	2022-04-28 21:25:15	View Details Delete

At the bottom, it says 'Showing 1 to 7 of 7 entries'.

Figure 40: Manager View - Manage Users Page

Output: we can view the details of the employee id and even the contact no and the creation details and even the action of the bug tracking

The screenshot shows a web application interface. On the left, a modal window titled "User Profile - Google Chrome" displays a user's profile information. The profile details include:

Reg Date:	2020-06-28 08:19:15
User Email:	testuser@gmail.com
User Contact no:	1234567899
Address:	New Delhi
State:	Delhi
Country:	India
Pincode:	110091
Last Updation:	
Status:	Active

At the bottom of this window is a "Close this window" button.

On the right, the main application area has a header "Manager" with a user icon. Below the header is a search bar labeled "Search:" and a table with the following data:

Name	Email ID	Contact No.	Creation Date	Action
phptest@gmail.com	1234567890	2020-06-27 14:14:17	View Details Delete	
testuser@gmail.com	1234567899	2020-06-28 08:19:15	View Details Delete	
test1@gmail.com	123	2022-03-13 01:50:59	View Details Delete	
prem123@gmail.com	9872340971	2022-04-06 15:45:05	View Details Delete	
s567@gmail.com	9900773355	2022-04-07 22:21:03	View Details Delete	

Below the table are navigation arrows for "entries". At the bottom of the main application area is a copyright notice: "© 2022 BTS All rights reserved."

Figure 41: Manager View - View employee details

Functionality: when the details employee can see the profile

V. USER MANUAL FOR PHASE - 3

The Bug Tracking System is a Web Application, used by Customers and Organization to track the bugs in their software.

Follow the Program Compilation and Run Instructions to setup the program on your system and type the URL, main page will be displayed. <http://localhost/BTS>

1. MAIN PAGE:

Use the Buttons on the top of the “Main Page” to navigate. Customer will use buttons “Customer Login” and “Customer Registration.” Manager/Employee will use “Manager/Employee Login” button.

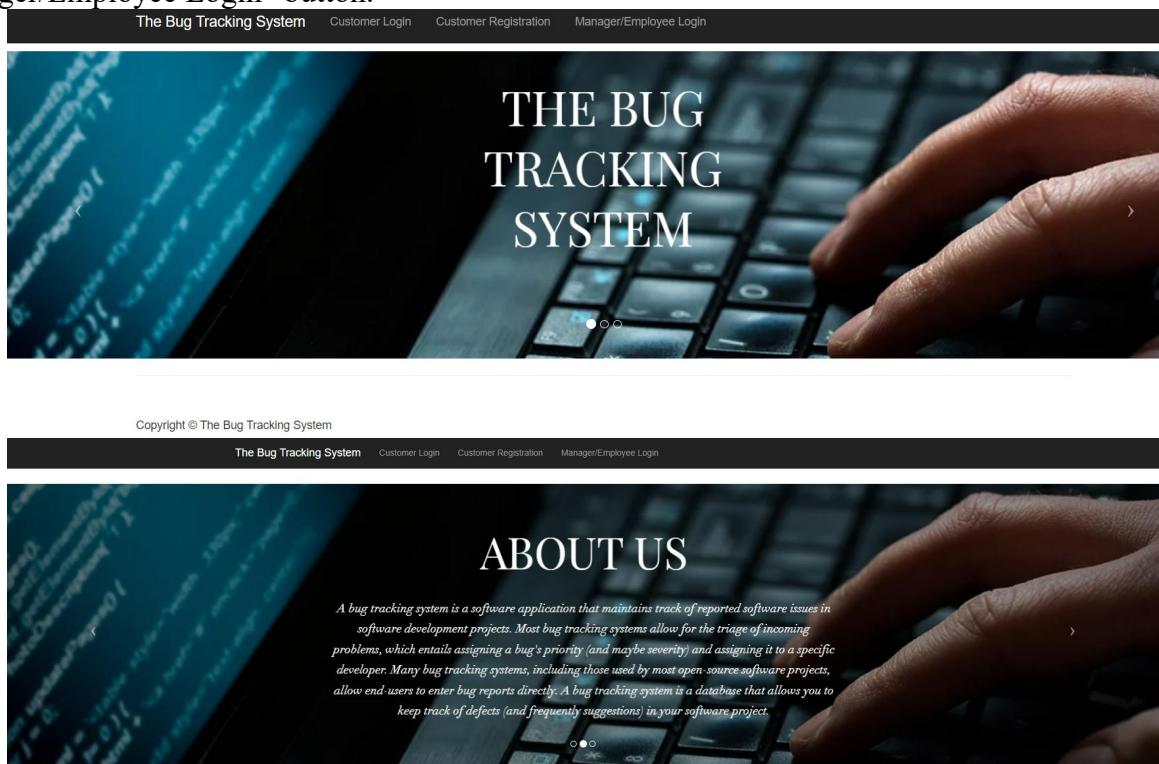


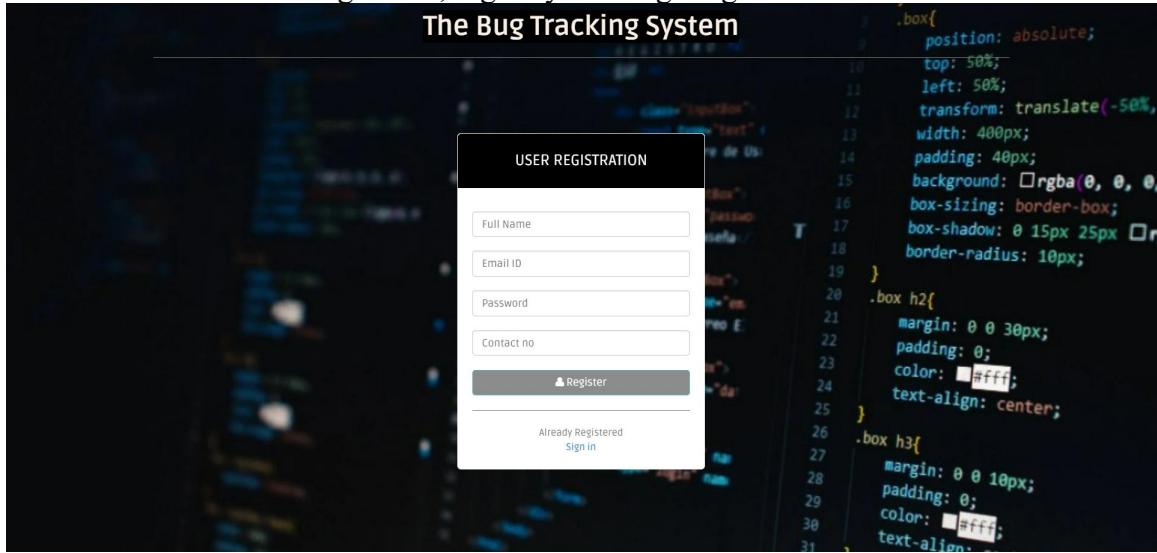
Figure 42: Main Page

1.1 CUSTOMER REGISTRATION

- This component is specific to Customers.
- Customers can initially register with their organizations email id and password using the button “Customer Registration” on the Main Page.
- Click on the button “Customer Registration,” Registration page will be displayed, fill the details like Full Name, Email Id, Password and Contact No. (Fields

validation is also done.)

- Once the account is registered, login by clicking “Sign in” button on the bottom.



The screenshot shows a registration form titled "USER REGISTRATION". It contains four input fields: "Full Name", "Email ID", "Password", and "Contact no.", followed by a "Register" button. Below the form, there are links for "Already Registered" and "Sign in". The background is dark with some blurred code snippets.

```

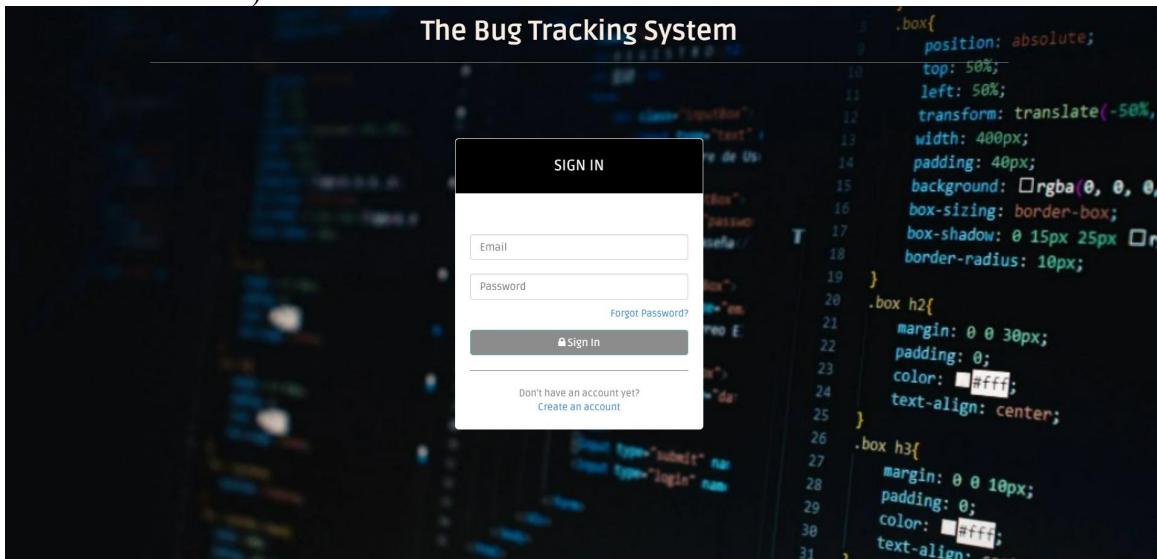
.box{
  position: absolute;
  top: 50%;
  left: 50%;
  transform: translate(-50%, -50%);
  width: 400px;
  padding: 40px;
  background: #rgba(0, 0, 0, 0.5);
  box-sizing: border-box;
  box-shadow: 0 15px 25px #000;
  border-radius: 10px;
}
.box h2{
  margin: 0 0 30px;
  padding: 0;
  color: #fff;
  text-align: center;
}
.box h3{
  margin: 0 0 10px;
  padding: 0;
  color: #fff;
  text-align: center;
}

```

Figure 43: Customer Registration Page

1.2 CUSTOMER LOGIN/SIGN IN

- Click on button “Customer Login” and enter login credentials. (Validation of credentials is done.)



The screenshot shows a login form titled "SIGN IN". It contains two input fields: "Email" and "Password", a "Forgot Password?" link, and a "Sign in" button. Below the form, there are links for "Don't have an account yet?" and "Create an account". The background is dark with some blurred code snippets.

```

.box{
  position: absolute;
  top: 50%;
  left: 50%;
  transform: translate(-50%, -50%);
  width: 400px;
  padding: 40px;
  background: #rgba(0, 0, 0, 0.5);
  box-sizing: border-box;
  box-shadow: 0 15px 25px #000;
  border-radius: 10px;
}
.box h2{
  margin: 0 0 30px;
  padding: 0;
  color: #fff;
  text-align: center;
}
.box h3{
  margin: 0 0 10px;
  padding: 0;
  color: #fff;
  text-align: center;
}

```

Figure 44: Customer Login Page

- Enter valid details, if not error “Invalid Username or Password” is popped.

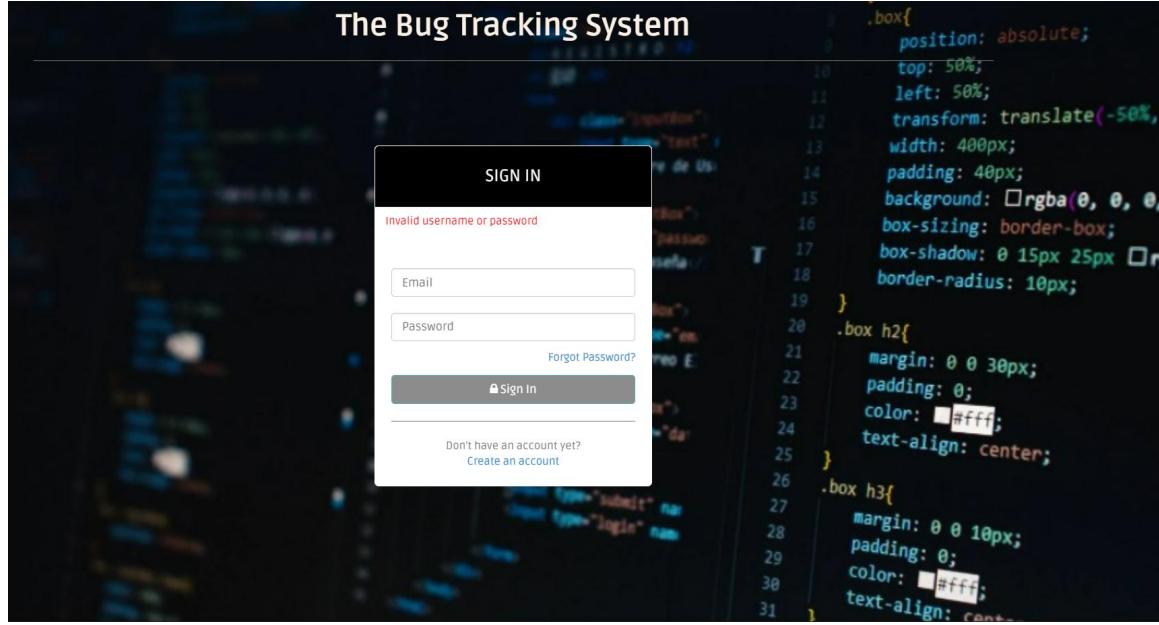


Figure 45: Invalid login details

- “Forgot Password” button is also available to change the password anytime. To change the password, enter Email Id, Contact No., New password and Confirm password fields.
- Once submitted with correct Email Id and Contact No, password will be updated successfully. Cancel option will cancel the password from updating.

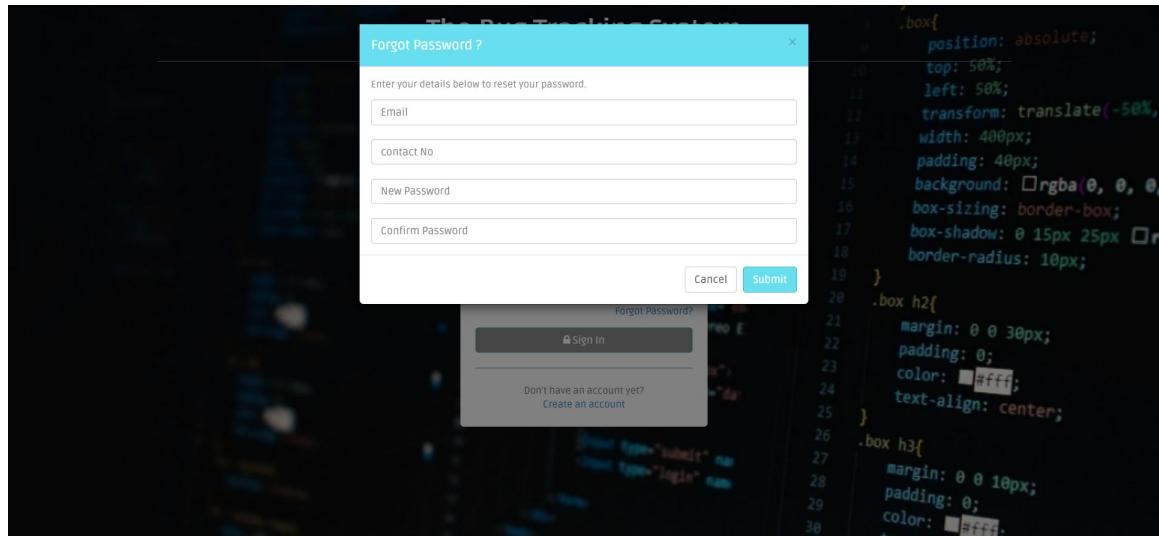


Figure 46: Forgot Password Option

1.3 MANAGER/EMPLOYEE LOGIN

1.3.1 MANAGER LOGIN

- Click on “Manager/Employee Login” on the “Main Page” and enter login credentials. Validation of credentials is done. If details are wrong, error “Invalid Username or Password” is popped.

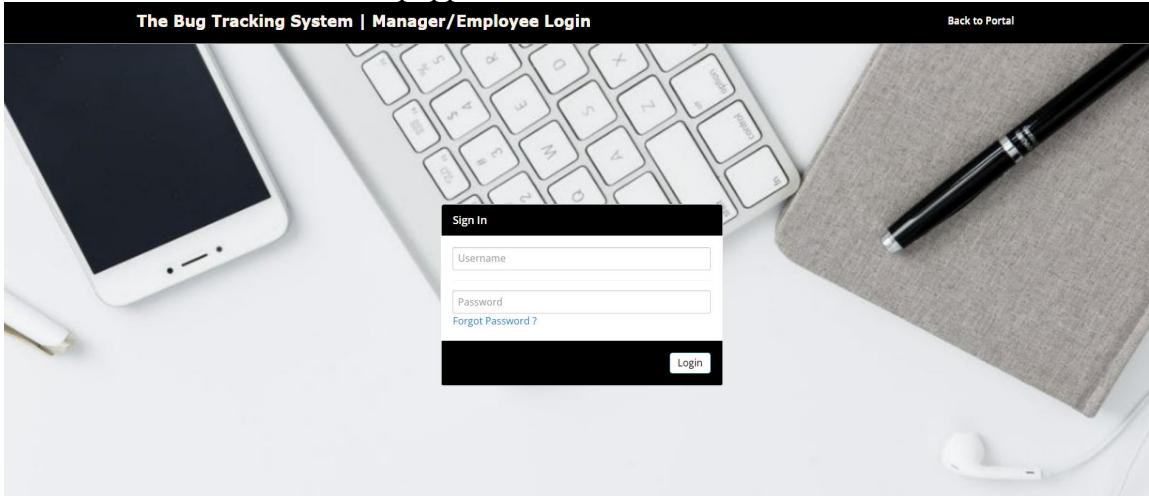


Figure 47: Manager Login Page

- “Forgot Password” button is also available to change the password anytime. It requires User Type (Either Employee or Manager), Username, Email ID/Contact No fields to be filled. Once submitted with correct details, password will be updated successfully.

The Bug Tracking System | Manager/Employee

Back to Portal

Password Recovery

Select user type

Username

Registered Email or Contact Number

Submit

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Figure 48: Manager Forgot Password Option

1.3.2 EMPLOYEE LOGIN

- Once manager creates a new employee, they share the credentials to the employee.
- Click on “Manager/Employee Login” on the “Main Page” and enters login credentials. Validation of credentials is done. If details are wrong, error “Invalid Username or Password” is popped.

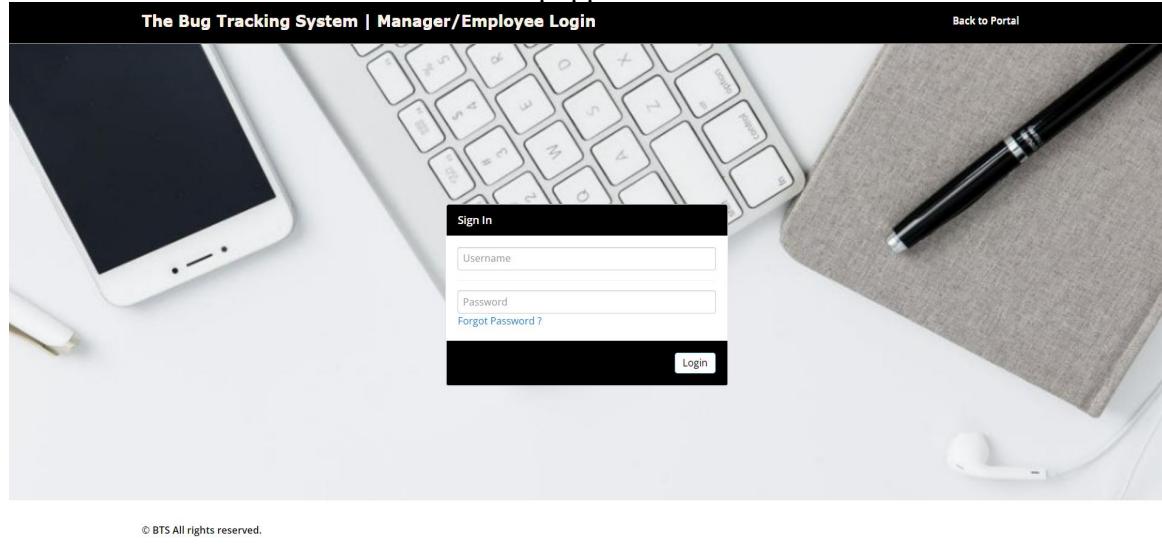


Figure 49: Employee Login Page

- “Forgot Password” button is also available to change the password anytime. It requires User Type (Either Employee or Manager), Username, Email ID/Contact No fields to be filled. Once submitted with correct details, password will be updated successfully.

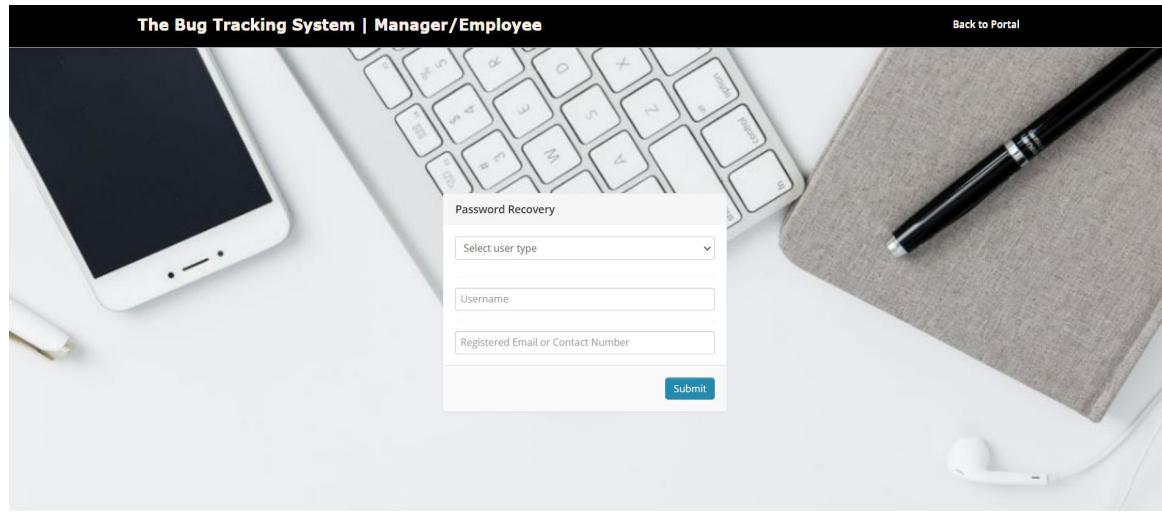


Figure 50: Employee forgot password option

2. CUSTOMER VIEW

Once the customer logs in, Dashboard is displayed by default. Customer View has following sections:

2.1 DASHBOARD:

Dashboards display count of all the tickets created by the user that are in To Do, In Progress and Closed.

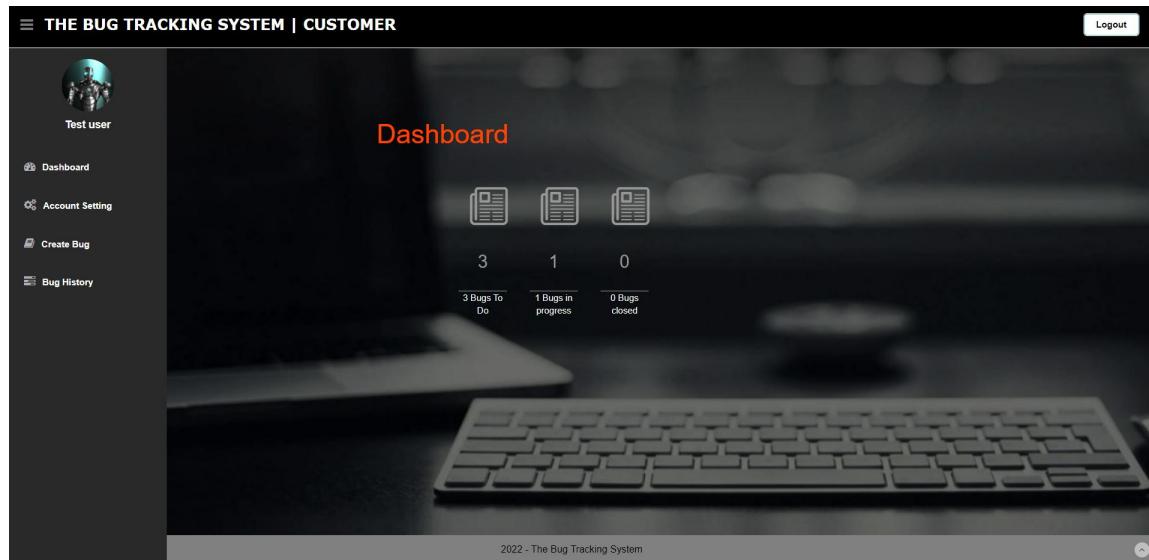


Figure 51: Customer Dashboard Display

2.2 ACCOUNT SETTING:

Account settings have two buttons, profile and change password.

2.2.1 PROFILE:

Profile button will display customers profile information and user can also edit/update personal information.

The screenshot shows the 'Profile Info' section of the customer dashboard. On the left is a sidebar with icons for Dashboard, Account Setting, Create Bug, and Bug History. The main area displays a user profile for 'Test user'. It includes fields for Full Name (Test user), User Email (testuser@gmail.com), Contact (1234567899), Address (New Delhi), State (Delhi), Country (India), Pincode (110091), and Creation Date (2020-06-28 08:19:15). Below these fields is a placeholder for 'User Photo' featuring Iron Man, with a 'Change Photo' link.

Figure 52: Customer Profile information

2.2.1.1 CHANGE PHOTO:

“Change photo” option lets customer to update their profile picture. The customer can use “choose file” option to insert image from their system and click on “submit” option to update the picture. Once updated message “Well Done! Profile picture updated successfully” is displayed. If invalid format document is uploaded error “Invalid format. Only jpg / jpeg/ png /gif format allowed” is displayed. If picture is not successfully uploaded error “Profile picture not updated !!” is displayed.

The screenshot shows the 'Update Profile Photo' page. The sidebar remains the same. The main area shows the current profile photo of Iron Man. Below it is a form with a 'User Photo' placeholder and a 'Choose File' button with the message 'No file chosen'. At the bottom is a 'Submit' button. The footer of the page reads '2022 - The Bug Tracking System'.

Figure 53: Customer Profile picture updating

2.2.2 CHANGE PASSWORD:

Change password button is used for changing password. Customer can enter Current password, new password and Confirm password fields and submit for

updating the password. If current password is wrong, “Oh Snap! Old password does not match” error is popped.

Figure 54: Customer Change Password Page

2.3 CREATE BUG:

Customer uses button “Create Bug” to create new Bug/Ticket.

Web page will have below fields in Bug creation page:

1. Type: Type of ticket must be mentioned i.e., either Bug / New (Bug-existing issue, New-new requirement).
2. Summary: Title for the Bug.
3. Description: Describe Bug.
4. Status: It is “To Do” by default while creating.
5. Priority: Set bug priority can be set (low/medium /high).
6. Remarks: Comments can be added.
7. Attachments: Documents/Files related to bug can be uploaded.

Web page will populate below fields in the backend into the same record in the database:

1. Creation Date: Gets timestamp and populates this field.
2. Reporter: Current user will be the Bug reporter.
3. Last Updated Date: Timestamp of last updated changes.

The screenshot shows the 'Register Bug' page of the system. On the left is a sidebar with a user profile picture and the name 'Test user'. Below the profile are links for Dashboard, Account Setting, Create Bug, and Bug History. The main area has a title '> Register Bug'. It contains several input fields: 'Type' set to 'Bug', 'Priority' dropdown, 'Summary' input with the value 'Button not working', 'Bug Details' text area with the value 'button in main page is not working as expected', and a file upload field showing 'Choose File C3 - Assignment.docx'. At the bottom is a 'Submit' button.

Figure 55: Bug Creation

2.4 BUG HISTORY:

- Bug History Button displays all the bugs that were created by the customer. Customer can view all the bugs that were created by current customer.

The screenshot shows the 'Your Bug History' page. The sidebar on the left is identical to Figure 55. The main area has a title '> Your Bug History'. It features a table with the following data:

Bug Number	Creation Date	Last Updation date	Status	Action
4	2022-03-11 00:56:47	2022-04-22 13:17:26	In Process	View Details
5	2022-03-11 00:57:27	2022-03-24 00:23:37	To Do	View Details
7	2022-03-22 11:45:47	2022-03-24 00:24:04	To Do	View Details
8	2022-03-24 15:26:29		To Do	View Details

Figure 56: Customer Bug History Page

- By clicking on “View Details” button in the Action Column, customer can view bug details.

The screenshot shows a dark-themed web application interface titled "THE BUG TRACKING SYSTEM | CUSTOMER". On the left is a sidebar with a user profile icon and links for Dashboard, Account Setting, Create Bug, and Bug History. The main content area has a header "Bug Details" and a table with the following data:

Bug ID	4	Summary		Creation Date	2022-03-11 00:56:47
Bug Type	Bug	Priority	High	Nature of Bug	test
Description	test				
Attachments	File NA				
Status	in process				
Assignee	Anuj kumar- (Information Technology)		Last Updated Date	2022-03-23 02:08:21	
Remark	duff		Remark By :	Admin	
Status	in process		Remark Date :	2022-04-22 13:17:26	

Figure 57: Customer Bug Details Page

3. MANAGER VIEW

Once the manager logs in, Dashboard is displayed by default.

3.1 ACCOUNT SETTING:

Account settings can be accessed by clicking on the icon on the top-right corner. It has three main functions:

The screenshot shows a light-themed web application interface titled "The Bug Tracking System-(BTS) | Manager". On the left is a sidebar with a user profile icon and links for Dashboard, Employee Details, Manage Bugs, Manage Employees, Reports, and Logout. The main content area has a header "Dashboard" and a table with the following data:

Total	Not Assigned	To Do	In Progress	Closed
5	5	0	1	0

Below the dashboard is a section titled "Employee Bug Report" with a table:

Employee Name /Dept	Total	To Do	In Progress	Closed
Anuj kumar-Information Technology	2	2	0	0
Maharshi-QA	2	2	0	0
Grand Total	4	4	0	0

On the right side of the header, there is a dropdown menu for the user "Manager" with options: Profile, Change Password, and Logout.

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Figure 58: Manager Account Settings

3.1.1 PROFILE:

“Profile” button will display manager profile information and manager can also edit/update personal information.

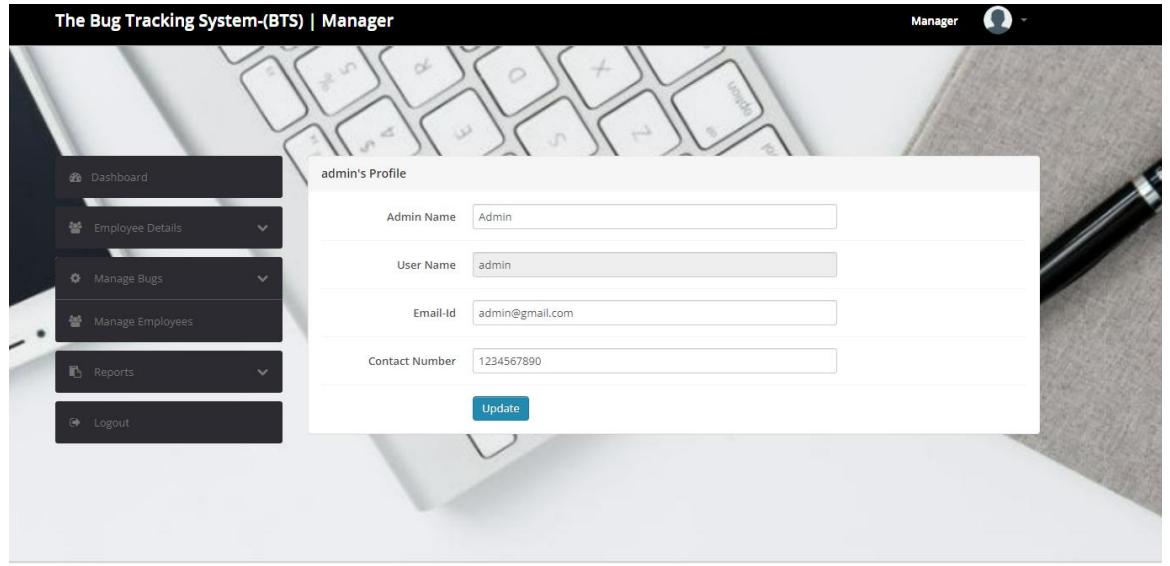


Figure 59: Manager Profile Information

3.1.2 CHANGE PASSWORD:

“Change password” button is used for changing password. Customer can enter Current password, new password and Confirm password fields and submit for updating the password. If current password is wrong, “Oh Snap! Old password does not match” error is popped.

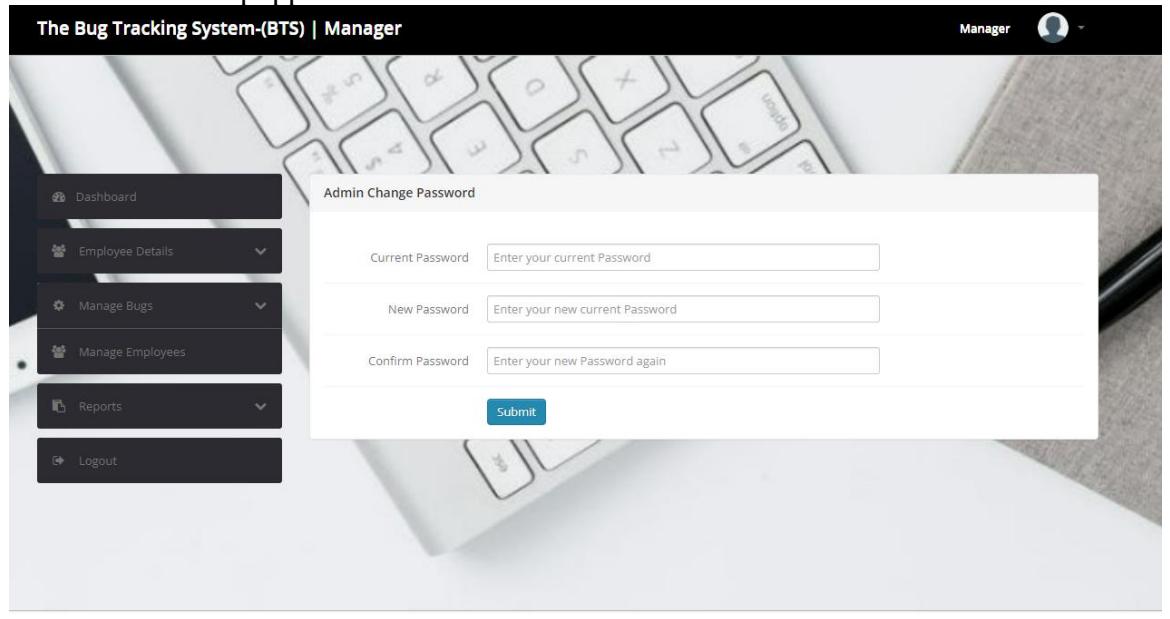
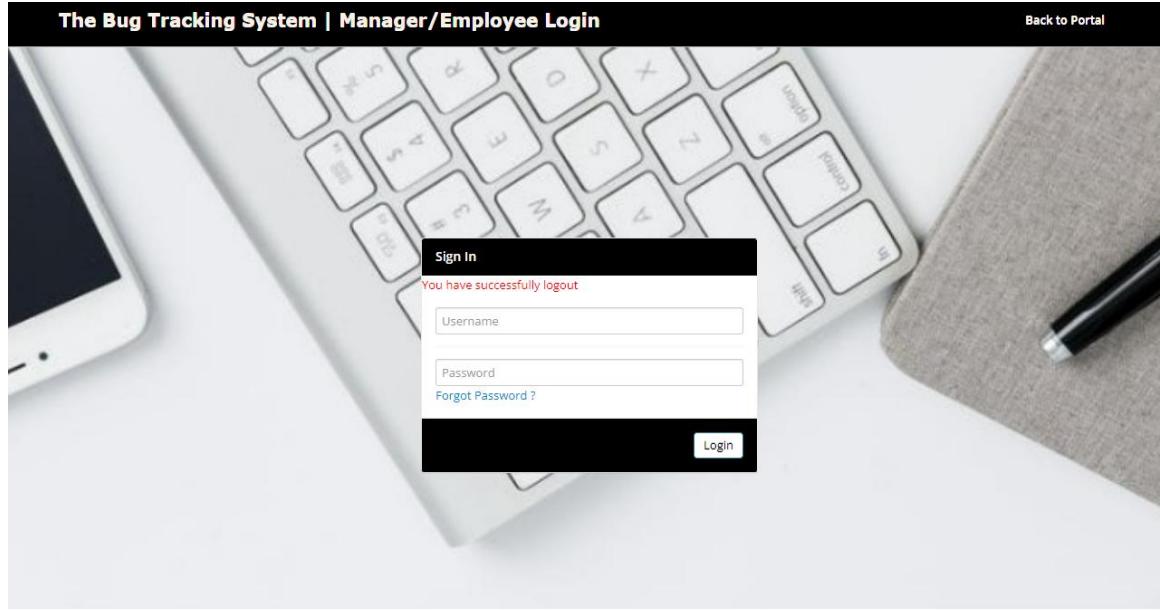


Figure 60: Manager Password Change Page

3.1.3 LOGOUT:

User can logout just by clicking this button.



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Figure 61: Manager successful Logout

3.2 DASHBOARD:

Dashboard interface displays all the tickets the employees and manager are currently working on.

The Bug Tracking System-(BTS) | Manager

Manager

Dashboard

Total	Not Assigned	To Do	In Progress	Closed
5	5	0	1	0

Employee Bug Report

Employee Name /Dept	Total	To Do	In Progress	Closed
Anuj kumar-Information Technology	2	2	0	0
Maharshi-QA	2	2	0	0
Grand Total	4	4	0	0

Dashboard

Employee Details

Manage Bugs

Manage Employees

Reports

Logout

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Figure 62: Manager Dashboard Display

3.1 EMPLOYEE DETAILS:

Manager is the admin and can add new employees to the database from the “Employee Details” section. Also, employee details can be managed, edit button will update the details.

3.1.1 ADD EMPLOYEE:

New employee can be added from this section. Employee Name, Employee Department, Email ID, Contact Number, Username (for logging in) and Password (can be later changed by the employee) details should be entered and submitted to create a new employee.

The Bug Tracking System-(BTS) | Manager

Manager

Add Employee

Employee Name	Neha Goud Baddam
Employee Department	Development
Email Id	nehagoudbaddam@my.unt.edu
Contact Number	9676378746
Username (used for login)	Neha Username available for Registration .
Password

Submit

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Figure 63: Manager Add Employee Page

3.1.2 EDIT EMPLOYEE:

It displays all employees under the manager, click on “Edit” button under action column against the employee to update details. Employee Name, Employee Department, Email ID, Contact Number and Employee Status (Active or Blocked) can be updated.

Manage Employees						
Show	10	entries	Search:			
#	Employee Name	Employee Department	Email	Contact No.	Creation Date	Action
1	Anuj kumar	Information Technology	test@gmail.com	1234567890	2020-06-28 08:00:51	<button>Edit</button>
2	Test subadmin	Finace	testsa@gmail.com	1234567890	2020-06-28 08:22:17	<button>Edit</button>
3	Maharshi	QA	maharshi@gmail.com	6352483432	2022-03-23 02:44:10	<button>Edit</button>
4	neha	Development	baddamneha@gmail.com	7326473264	2022-03-23 13:31:25	<button>Edit</button>
5	Neha Goud Baddam	Development	nehagoudbaddam@my.unt.edu	9676378746	2022-04-20 15:27:16	<button>Edit</button>

Showing 1 to 5 of 5 entries

Figure 64: Manager view Edit Employee Page

By clicking on the “Edit” button in Action column against Employee Name, below page is displayed.

The screenshot shows the 'Update/Edit Employee Details' form overlaid on the main 'Manager' interface. The form contains the following fields:

- Creation Date: 2020-06-28 08:00:51
- Last Updation Date: 2022-03-24 01:22:57
- Username (used for login): anujk30
- Employee Name: Anuj kumar
- Employee Department: Information Technology
- Email Id: test@gmail.com
- Contact Number: 1234567890
- Employee Account Status: Blocked Active
- Update button

Figure 65: Manager View - Edit Employee Details Page

3.2 MANAGE BUGS:

- This section shows all the To Do, Un-assigned, Closed and In Progress tickets.

- It displays Bug ID, Reporter, Creation Date, Status and Action Columns for the tickets.

The screenshot shows the 'Manager' view of the 'Manage Bugs' page. The left sidebar includes links for Dashboard, Employee Details, Manage Bugs (selected), To Do (5), In Progress (0), Not Assigned (1), Closed (0), Manage Employees, Reports, and Logout. The main content area has a heading 'To Do' and a table with the following data:

Bug ID	Reporter	Created Date	Status	Action
4	Test user	2022-03-11 00:56:47	To Do	View Details
5	Test user	2022-03-11 00:57:27	To Do	View Details
6	Test	2022-03-13 03:12:55	To Do	View Details
7	Test user	2022-03-22 11:45:47	To Do	View Details
8	Test user	2022-03-24 15:26:29	To Do	View Details

Showing 1 to 5 of 5 entries

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Figure 66: Manager Manage Bugs Page

- Manager can click on “View Details” button in Action column against the Bug to view Bug Details.

The screenshot shows the 'Manager' view of the 'Bug Details' page for Bug ID 4. The left sidebar is identical to Figure 66. The main content area has a heading 'Bug Details' and a table with the following data:

Bug ID	4	Reporter	Test user	Creation Date	2022-03-11 00:56:47
Priority	High				
Summary	test				
Attachments	File NA				
Status	To Do				
Assignee	Anuj kumar- (Information Technology)			Last Updated Date	2022-03-23 02:08:21
Action	Take Action View User Details				

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Figure 67: Manager Bug View Page

Action has two buttons “Take Action” and “View User Details”

- **Take Action:** This Button is used to update Bug status and add remarks. Click on “Submit” to update and “Close this window” to close the window.

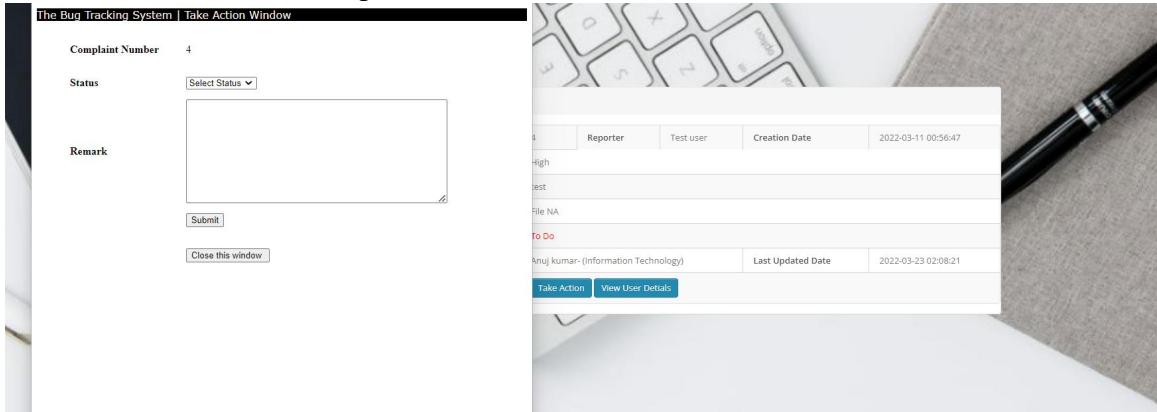


Figure 68: Bug View Take Action button

- **View User Details:** This Button is used to display all the information of the Reporter.

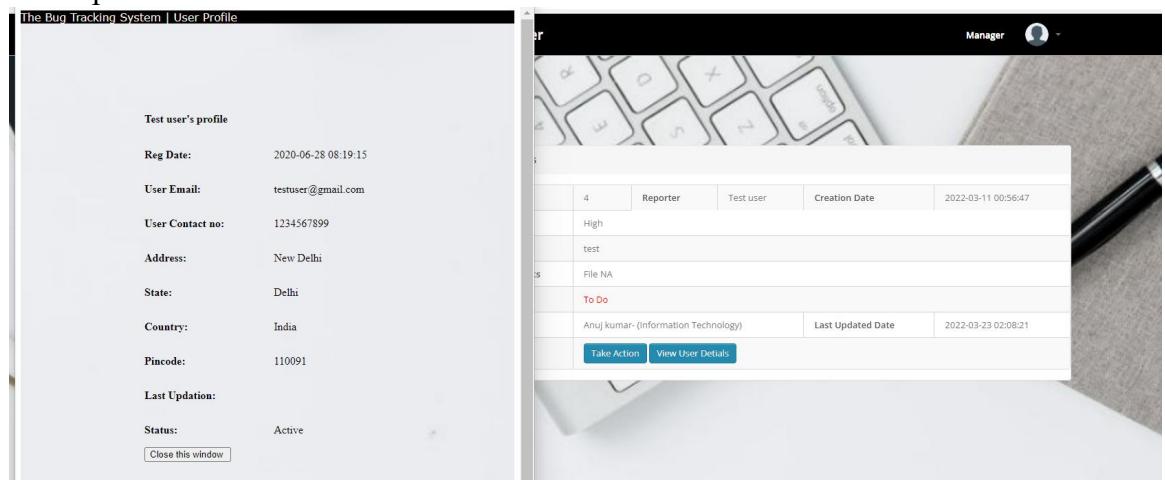
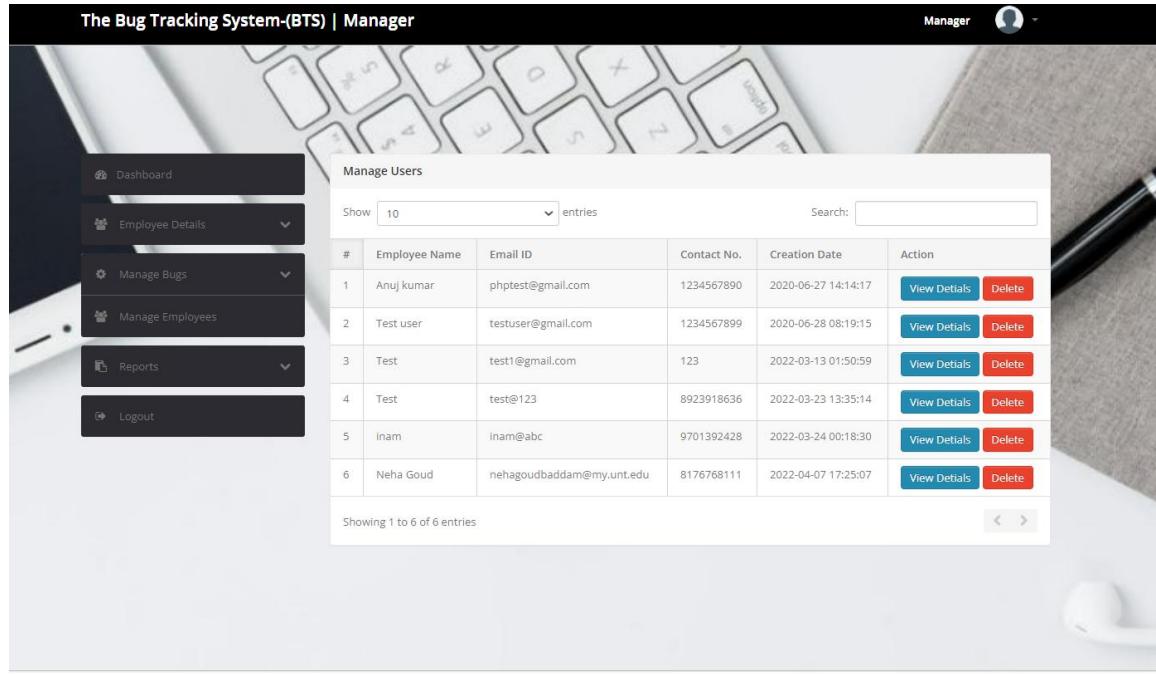


Figure 69: View User Details

3.3MANAGE EMPLOYEES:

This section will help in managing employees i.e., either delete or view employee details. This shows Employee name, Email ID, Contact No., Creation Date and Action Column. Action Column has two buttons as following:



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Figure 70: Manager Manage Employees Page

- View Details:** Displays Employee Details. Use button “Close this window” to close this window.

The screenshot shows two windows side-by-side. The left window is a modal titled 'Anuj kumar's profile' displaying employee details:

- Reg Date: 2020-06-27 14:14:17
- User Email: phptest@gmail.com
- User Contact no: 1234567890
- Address: (empty)
- State: (empty)
- Country: (empty)
- Pincode: (empty)
- Last Updation: (empty)
- Status: Active

At the bottom of this window is a button labeled 'Close this window'.

The right window is the same 'Manage Users' table as in Figure 70, showing the same six entries.

Figure 71: Manager View Employee Details

- Delete:** Delete will remove the user from the database.

3.4 REPORTS:

There are two different reports that can be displayed.

3.4.1 BUG REPORT:

- Enter From and To Date from the calendar and click on “Submit” to display all Bugs Between the selected dates.

The Bug Tracking System-(BTS) | Manager

Manager

Bug Report Between From Date - To Date

From Date: 02/24/2022

To Date: 05/05/2022

Submit

Dashboard Employee Details Manage Bugs Manage Employees Reports Bug Report Employee Report Logout

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Figure 72: Bug Report Dates Insertion Page

Enter Bug Number in the “search” filter to search for the bug. “Show” filter determines how many rows to be displayed in the report

The Bug Tracking System-(BTS) | Manager

Manager

Bug Report Between From Date - To Date

From Date: 04/01/2022

To Date: 04/20/2022

Submit

Dashboard Employee Details Manage Bugs Manage Employees Reports Bug Report Employee Report Logout

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Figure 73: Bug Report

- It displays Bug ID, Reporter, Creation Date, Status and Action Columns of each Bug between the selected dates.

The Bug Tracking System-(BTS) | Manager

Manager

Bug Report from 03-03-2022 to 20-04-2022

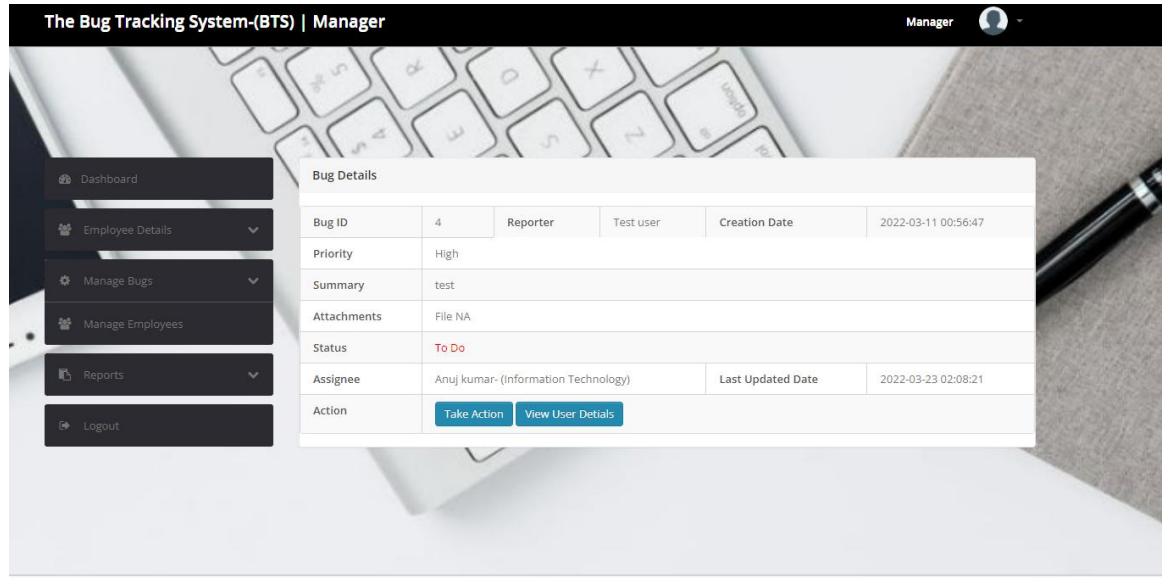
Bug ID	Reporter	Creation Date	Status	Action
4	Test user	2022-03-11 00:56:47	To Do	View Details
5	Test user	2022-03-11 00:57:27	To Do	View Details
6	Test	2022-03-13 03:12:55	To Do	View Details
7	Test user	2022-03-22 11:45:47	To Do	View Details
8	Test user	2022-03-24 15:26:29	To Do	View Details

Showing 1 to 5 of 5 entries

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Figure 74: Bug Report between specified dates

- Action Column has “View Details” button, this redirects to the Bug View.

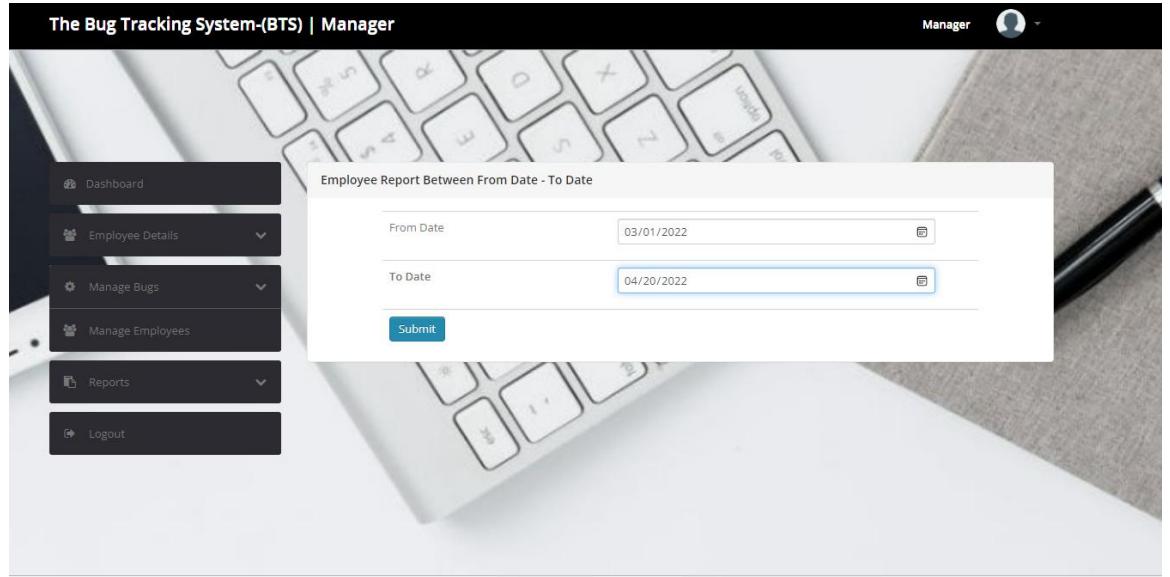


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Figure 75: Bug View Page re-directed from Bug Report Page

3.4.2 EMPLOYEE REPORT:

- Enter From and To Date from the calendar and click on “Submit” to displays all Employee Bug Details Between the selected dates.



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Figure 76: Employee Report

- It Displays Employee Name – Department, Total, To Do, In Progress and Closed Bugs with respect to each employee under the manager.

The Bug Tracking System-(BTS) | Manager

Manager

Employee Report from 01-03-2022 to 20-04-2022

Employee Name /Dept	Total	To Do	In Progress	Closed
Anuj kumar-Information Technology	2	2	0	0
Maharshi-QA	2	2	0	0
Grand Total	4	4	0	0

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Figure 77: Employee Report between specified dates

3.5LOGOUT:

This button will log the user out.

The Bug Tracking System | Manager/Employee Login

Back to Portal

Sign In

You have successfully logout.

Username

Password

[Forgot Password ?](#)

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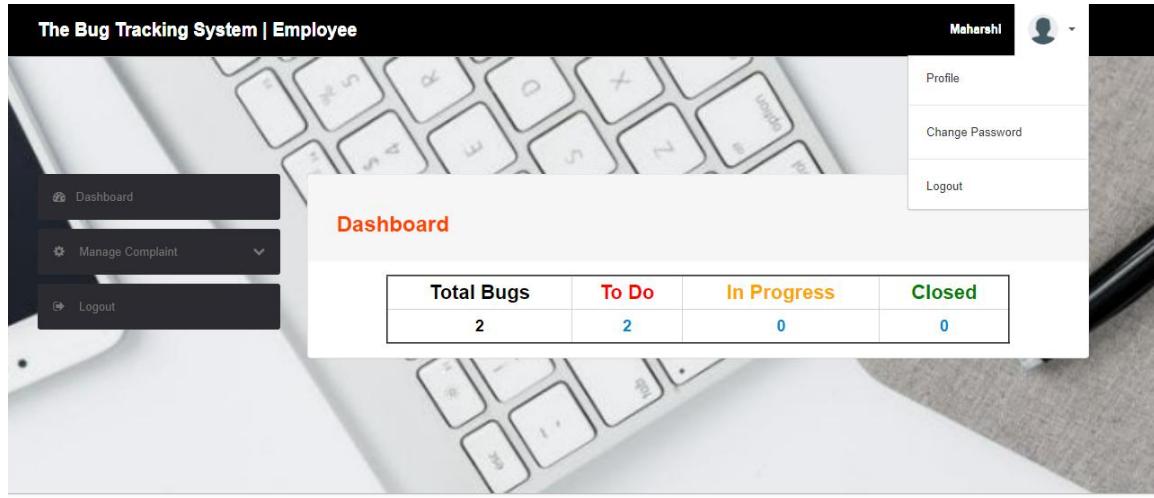
Figure 78: Manger logout

4. EMPLOYEE VIEW

Once the employee logs in, Dashboard is displayed by default.

4.1 ACCOUNT SETTING:

Account settings can be accessed by clicking on the icon on the top-right corner. It has three main functions:

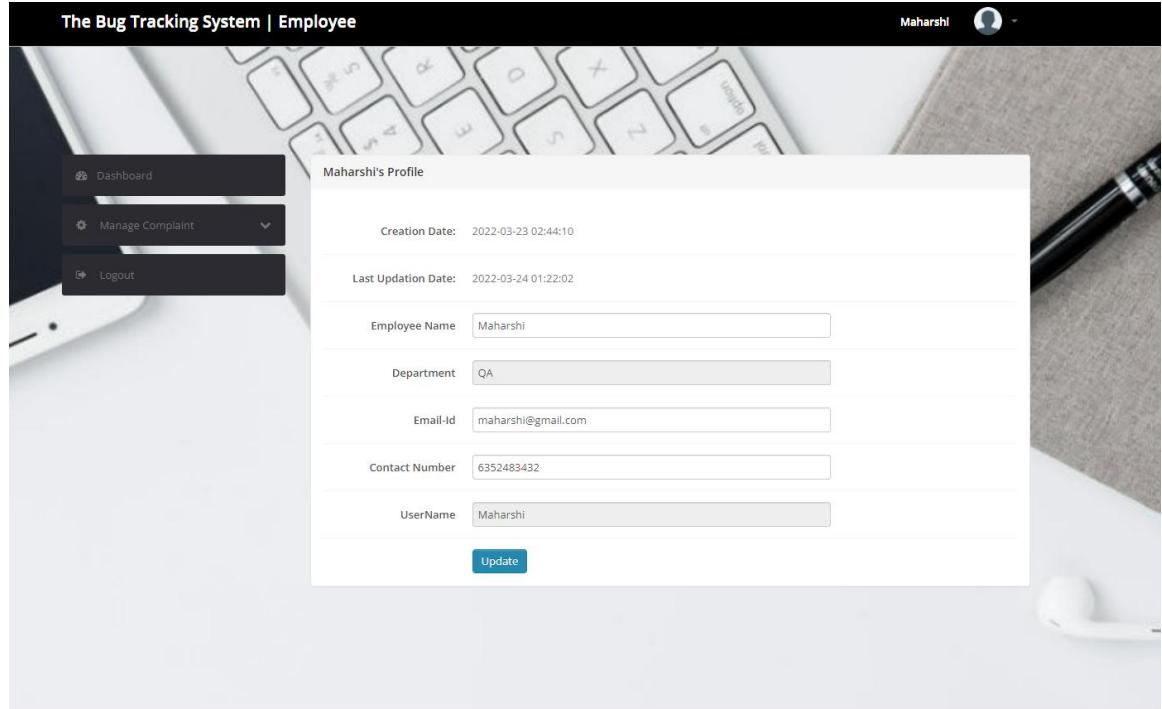


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Figure 79: Employee Account settings

4.1.1 PROFILE:

“Profile” button will display manager profile information and edit/update personal information.

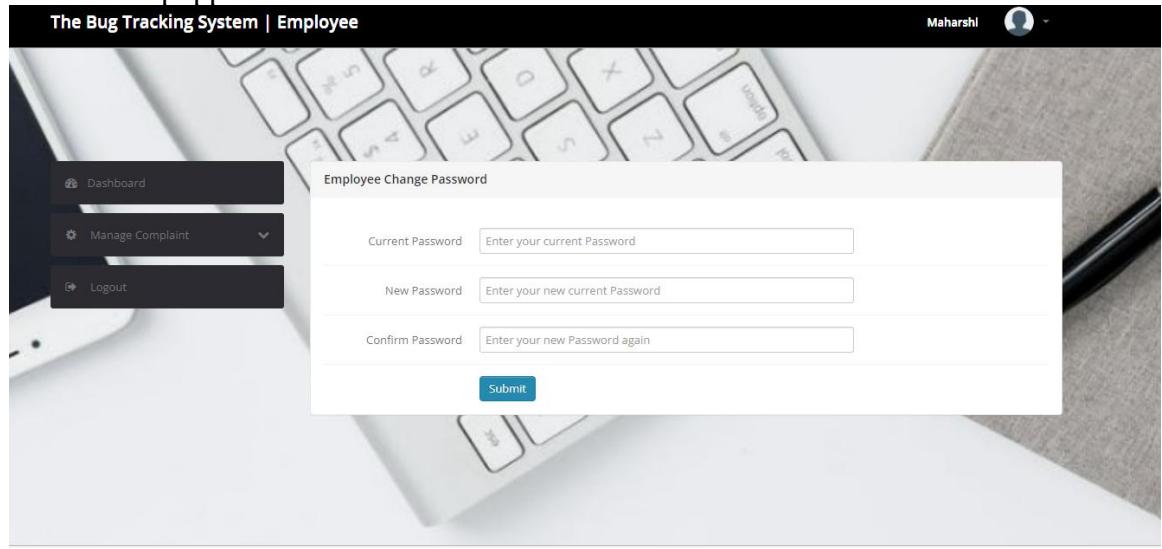


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Figure 80: Employee Profile Information

4.1.2 CHANGE PASSWORD:

“Change password” button is used for changing password. Enter Current password, new password and Confirm password fields and submit for updating the password. If current password is wrong, “Oh Snap! Old password does not match” error is popped.



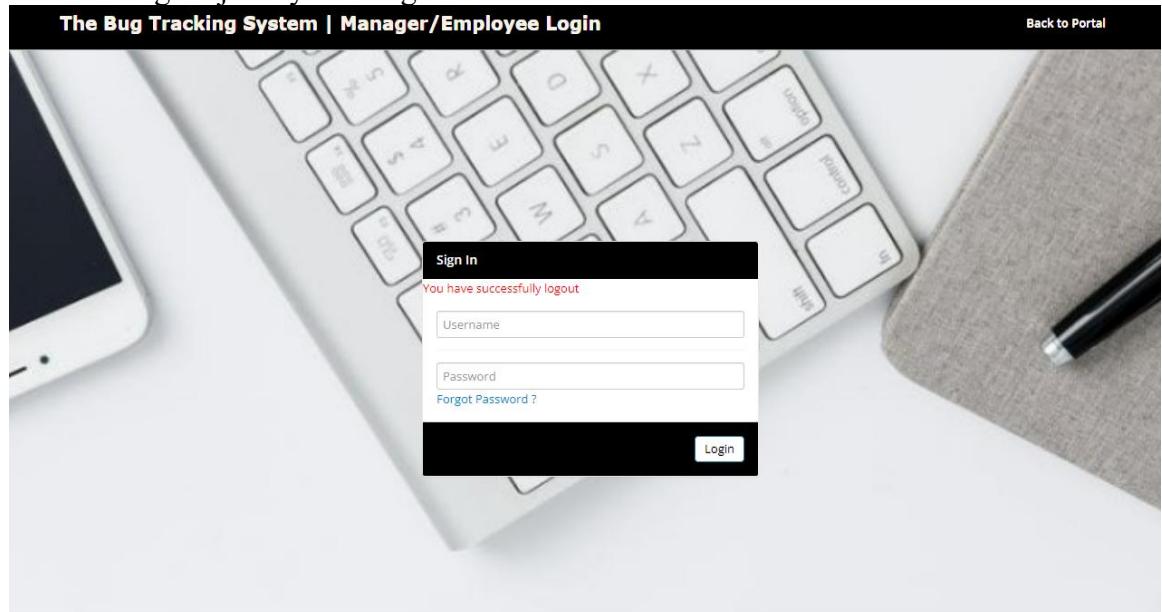
The screenshot shows the 'Employee Change Password' page of 'The Bug Tracking System'. At the top, there's a navigation bar with 'The Bug Tracking System | Employee' on the left and a user profile icon on the right. Below the navigation bar is a sidebar with 'Dashboard', 'Manage Complaint', and 'Logout' options. The main content area is titled 'Employee Change Password' and contains three input fields: 'Current Password' (placeholder: 'Enter your current Password'), 'New Password' (placeholder: 'Enter your new current Password'), and 'Confirm Password' (placeholder: 'Enter your new Password again'). A blue 'Submit' button is located at the bottom of the form. The background features a blurred image of a keyboard and a pen.

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Figure 81: Employee Change Password Page

4.1.3 LOGOUT:

User can logout just by clicking this button.



The screenshot shows the 'Sign In' page of 'The Bug Tracking System' after a successful logout. The title bar says 'The Bug Tracking System | Manager/Employee Login' and 'Back to Portal'. The main content area is titled 'Sign In' and displays a success message: 'You have successfully logout.' Below the message are two input fields: 'Username' and 'Password', and a 'Forgot Password ?' link. At the bottom is a blue 'Login' button. The background features a blurred image of a keyboard and a pen.

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Figure 82: Employee Logout Page

4.2 DASHBOARD:

Dashboard displays count of all the tickets the employee is currently working on.

The screenshot shows a web application titled "The Bug Tracking System | Employee". At the top right is a user profile icon labeled "Maharshi". The main content area is titled "Dashboard" in red. Below it is a table with four columns: "Total Bugs", "To Do", "In Progress", and "Closed". The data is as follows:

Total Bugs	To Do	In Progress	Closed
2	2	0	0

On the left, there is a sidebar with links: "Dashboard", "Manage Complaint" (with a dropdown menu showing "Not Assigned" (2), "In Progress" (0), and "Closed" (0)), and "Logout".

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4.3 MANAGE BUGS:

- This section shows all the To Do, Un-assigned, Closed and In Progress tickets.

The screenshot shows the "To Do Bugs" section of the application. The title is "To Do Bugs". It includes a search bar with "Show 10 entries" and a "Search:" input field. A table lists two entries:

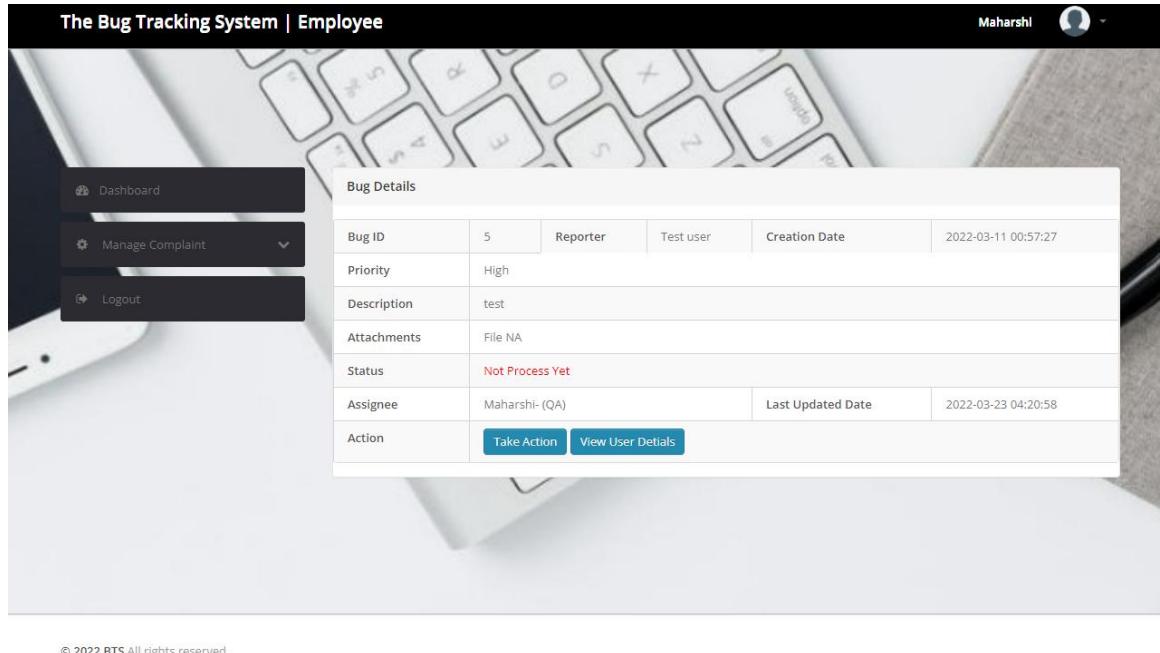
Bug ID	Reporter	Creation Date	Status	Action
5	Test user	2022-03-11 00:57:27	To Do	View Details
7	Test user	2022-03-22 11:45:47	To Do	View Details

Below the table, it says "Showing 1 to 2 of 2 entries". On the left, there is a sidebar with links: "Dashboard", "Manage Complaint" (with a dropdown menu showing "Not Assigned" (2), "In Progress" (0), and "Closed" (0)), and "Logout".

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Figure 83: Employee Mange Bugs

- It displays Bug ID, Reporter, Creation Date, Status and Action Columns for the tickets.
- Click on “View Details” button in Action column against the Bug to view Bug Details. This will redirect to the Bug View.
- is assigned.



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Figure 84: Employee Bug View

Action has two buttons “Take Action” and “View User Details”

- **Take Action:** This Button is used to update Bug status and add remarks. Click on “Submit” to update and “Close this window” to close the window.

Figure 85: Employee Bug View Take Action button

- **View User Details:** This Button is used to display all the information of the Reporter.

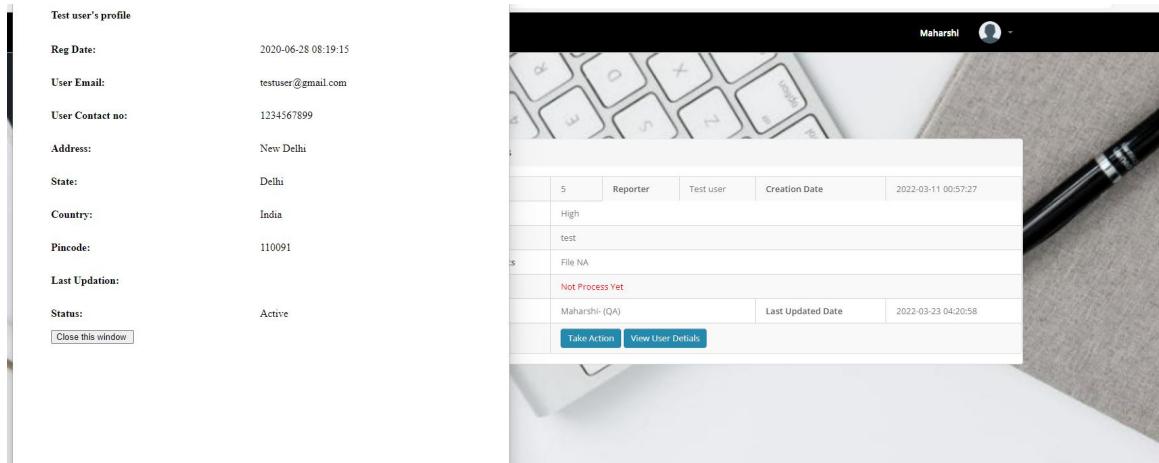
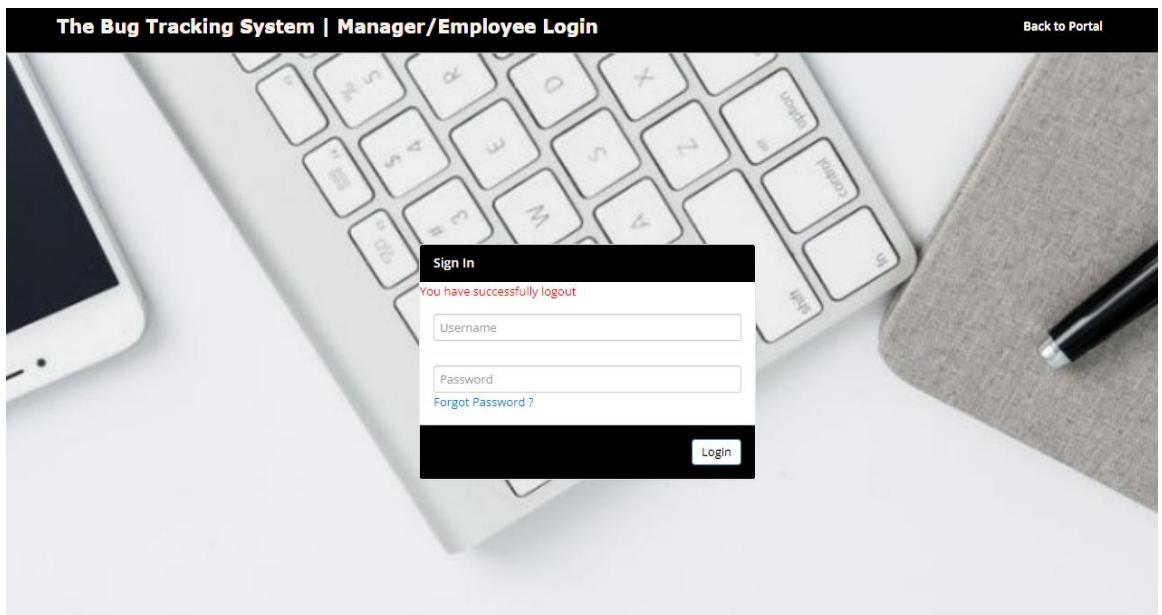


Figure 86: Employee Bug View "View User Details" Page

4.4LOGOUT:

This button will log the user out.



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Figure 87: Employee successful Logout

VI. PROGRAM COMPILE AND RUN INSTRUCTIONS

1. PROGRAM INSTRUCTIONS

1. Install Xampp on your system - <https://www.apachefriends.org/download.html>
2. Open GitHub (<https://github.com/nehabaddam/Software-Engineering-Project.git>) and download file “[Software-Engineering-Project/Code/Phase-1/BTS.zip](#)” .Extract “BTS.zip” folder to <C:\xampp\htdocs> folder on the laptop/PC.
Note: Make sure that the “BTS” folder is extracted and placed correctly in path <C:\xampp\htdocs>
3. Open the Xampp control panel and start the Apache and MySQL Modules.

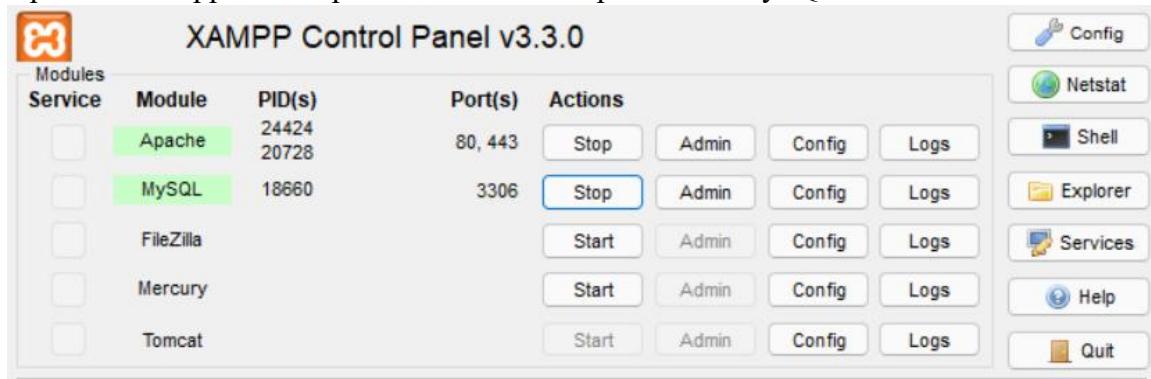


Figure 88: Xampp Control panel

4. Open PHPMyAdmin (<http://localhost/phpmyadmin>), Create a database with name bts and import the “bts.sql” file from the GitHub “Code/Phase-1” folder.

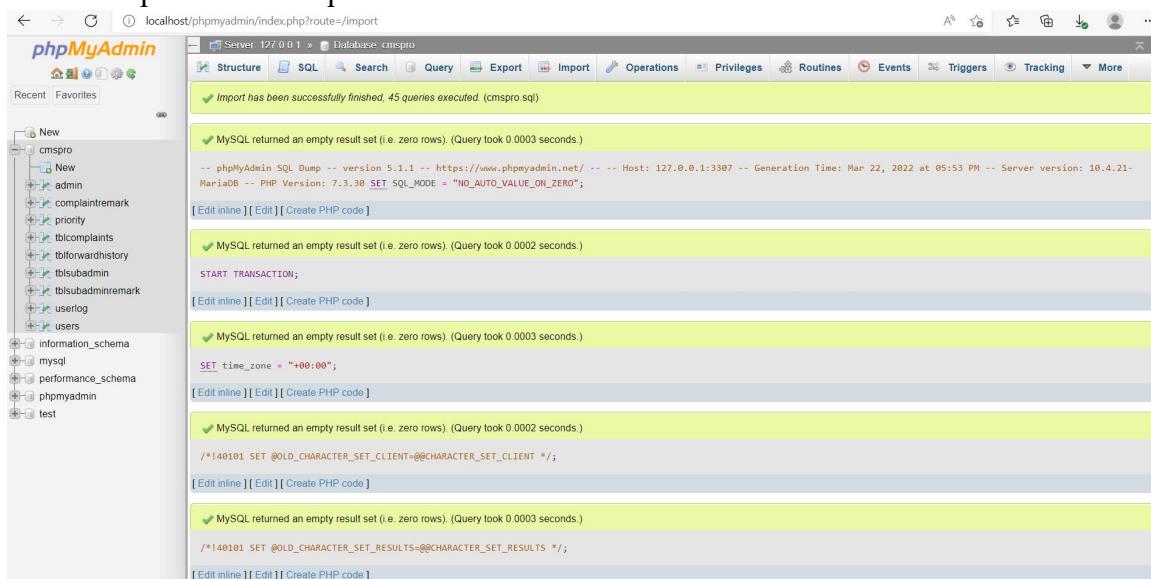


Figure 89: PhpMyAdmin

5. Type the URL <http://localhost/BTS>

(OR)

Type the URL on any web-browser, main page will be displayed.

<https://thebugtrackingsystem.com>



Figure 90: URL for the website

2. TESTING INSTRUCTIONS

As it is web application, most of the test cases executed as a part of Phase-3 were directly evaluated on the browser. Below are the steps:

1. Firstly, Setup the Program by executing all the steps provided in the Program Instructions section.
2. Now, execute each test case provided in the test cases section of this document.

VII. ACHIEVEMENTS AND LIMITATIONS

Achievements:

1. We were successfully completed development of all the webpages in customer, employee, and manager module.
2. We have completed a high-level development of backend functionalities of customer, employee, and manager module.
3. The project has been successfully deployed on Web.

Limitations:

1. XAMPP did not work as expected while deploying the project in real time, we had to take help of other tunneling software to successfully deploy the project.
2. We shall be implementing the download button for the project report at the manager end, as we could not implement that in the current version.
3. Email triggers have been added whenever the assignee is changed, but they are not working as expected. We might include this part in future developments.

VIII. ACCOMPLISHMENTS

A brief reflection on what has been accomplished, what went well and could be improved:

1. We have changed few more functionalities in Phase-3, for example changing customer profile pictures and storing it in database was causing issues in real time, we have fixed it. This part was difficult as we had no experience in adding such features before.
2. Changed the existing application layer for the webpage for faster loading of webpages. But the UI in Phase-2 was not up to the mark, so we have changed many features for easy usage of the application. Phase-3 code has more appealing webpages and easy for users to use.
3. We have deployed our project to make it accessible on Web, we have been having many meetings for knowledge transfer on how to deploy it. None of us have ever deployed a project before.
4. We have changed code to improve the webpage loading time and response time in real time. That part was difficult as we did not have any previous experience.
5. We have completed our system testing of the Customer, Manager and Employee Modules with the existing Front-End Applications and the Database.
6. We could not deploy the project using only XAMPP, we used ngrok along with XAMPP to deploy our project on web.

IX. MEMBER CONTRIBUTION TABLE

Member Name	Contribution Description	Overall Contribution (%)	Note (If Applicable)
Neha Goud Baddam	Functional and Non-Functional requirement specification and Full Stack Development, worked on all components.	13	
Vamsi Sai Konidena	Program Compilation and Run Instructions. Front-end development of Customer modules.	13	
Reshma Chowdary Divi	Test Cases and Back-end change of existing functionalities of employee and manager modules.	13	
Prem Kumar Maddula	Feedback and accomplishments. Back-end changes in manager modules.	13	
Rahul Mandalaju	Front-end and UI development of changes in functionalities of customer, employee, and manager modules.	13	
Harika Uppalapati	User Manual and GitHub updating.	10	
Purandhara Maharshi Chidurala	GitHub updating. Application and UI Development for Phase-3 Customer module.	12	
Shiva Surya Vardhan Reddy	UML Designs and Integrated Testing. Along with PPT.	13	