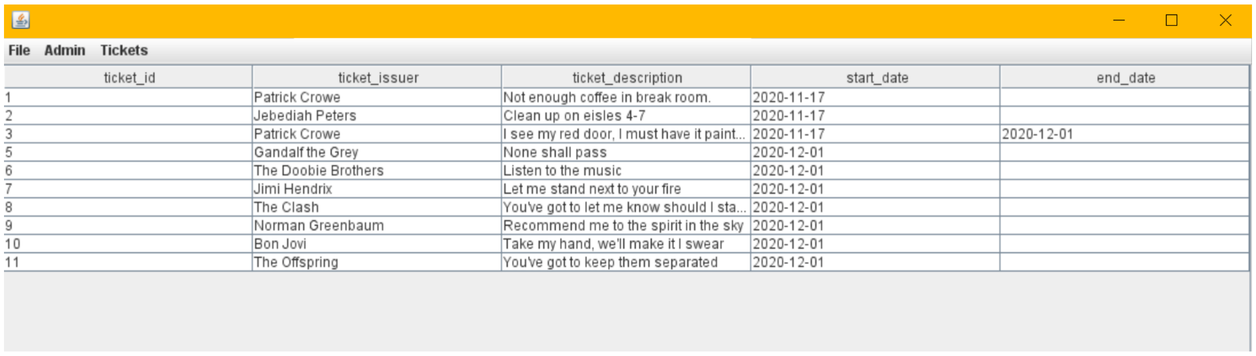
Patrick Crowe
ITMD-411
Lab04
12/12/20

Admin credentials:
- Username: “Patrick Crowe”
- Password: “pac”

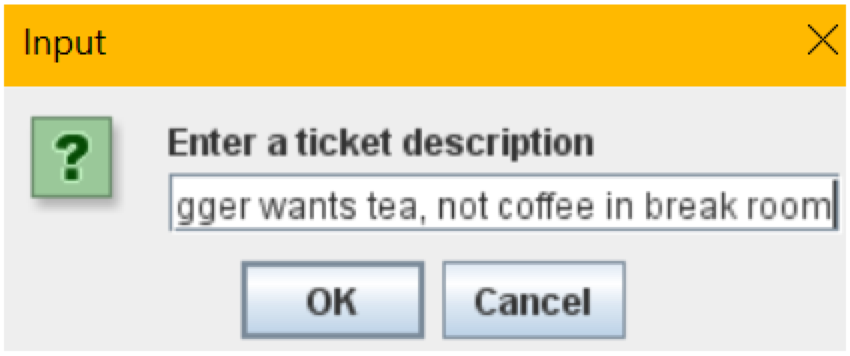
User credentials:
- Username: “Joe User”
- Password: “123”

Description:

This library of code is a working bulletin board tool. Users can submit tickets that they’d like everyone in the organization to see. Tickets have an ID and a name associated with them so that people know who’s requesting the change, and they have a description column that outlines the problem and perhaps a way to fix it. The last two columns of each ticket show what day the ticket was made and, if anyone has gotten around to fixing it, what day the ticket request was fulfilled. The software uses a database, so theoretically many users could access the database at once and see the same tickets, despite being on different machines with different hard drives. Every computer shares this database, so everything is synchronized.
If the user who logs in is an admin, they will have the additional opportunity to update a ticket or completely delete it. When an admin updates a ticket, it uses the admin’s name as the ticket_issuer, and the admin can change its description. Deleting a ticket doesn’t just list it as closed, instead it gets completely removed from the table view.

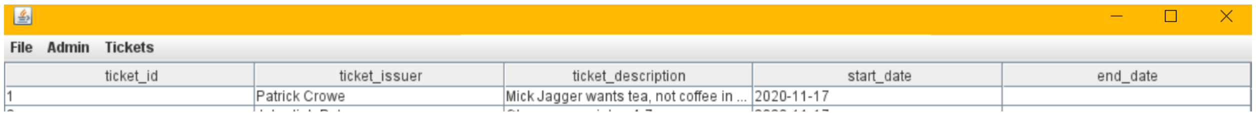


ticket_id	ticket_issuer	ticket_description	start_date	end_date
1	Patrick Crowe	Not enough coffee in break room.	2020-11-17	
2	Jebediah Peters	Clean up on eisles 4-7	2020-11-17	
3	Patrick Crowe	I see my red door, I must have it paint...	2020-11-17	2020-12-01
5	Gandalf the Grey	None shall pass	2020-12-01	
6	The Doobie Brothers	Listen to the music	2020-12-01	
7	Jimi Hendrix	Let me stand next to your fire	2020-12-01	
8	The Clash	You've got to let me know should I sta...	2020-12-01	
9	Norman Greenbaum	Recommend me to the spirit in the sky	2020-12-01	
10	Bon Jovi	Take my hand, we'll make it I swear	2020-12-01	
11	The Offspring	You've got to keep them separated	2020-12-01	

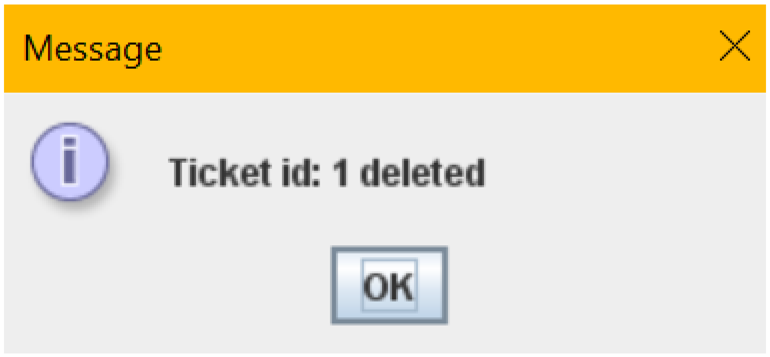


Enter a ticket description

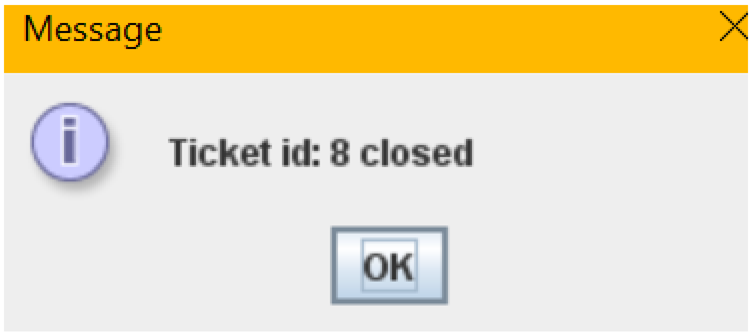
gger wants tea, not coffee in break room



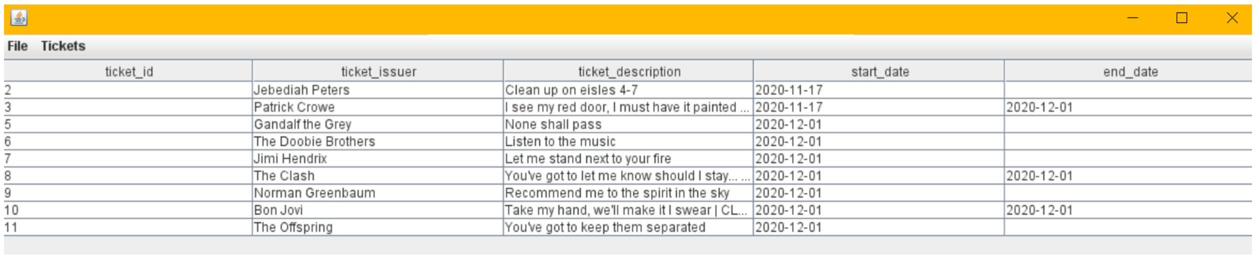
ticket_id	ticket_issuer	ticket_description	start_date	end_date
1	Patrick Crowe	Mick Jagger wants tea, not coffee in ...	2020-11-17	



Ticket id: 1 deleted

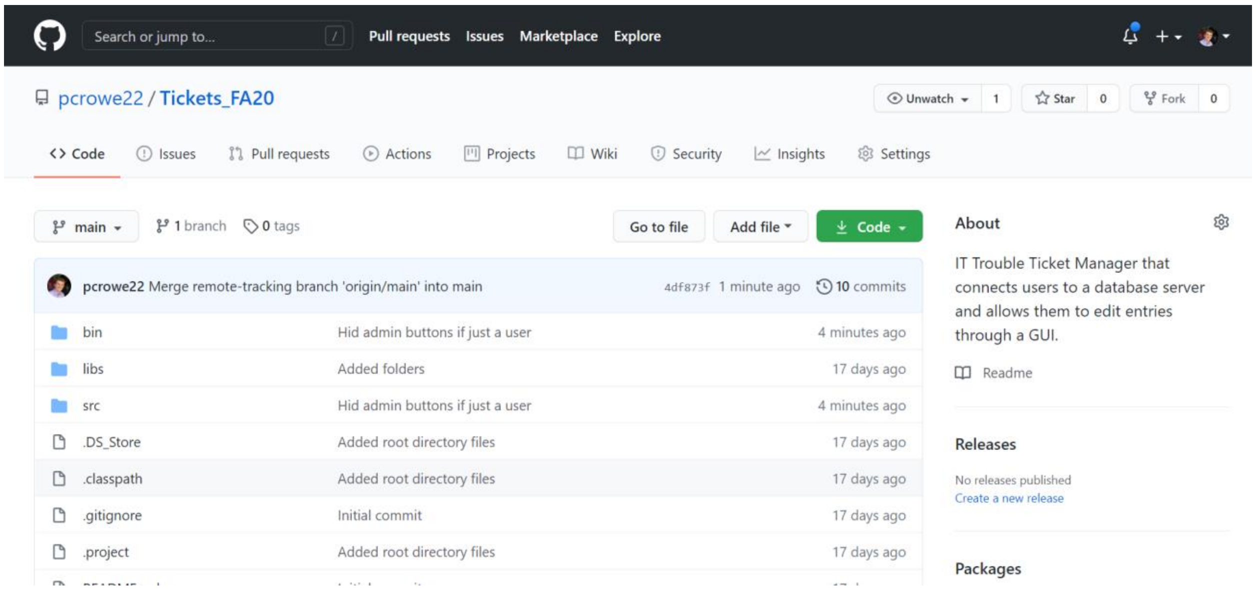


Ticket id: 8 closed



ticket_id	ticket_issuer	ticket_description	start_date	end_date
2	Jebediah Peters	Clean up on eisles 4-7	2020-11-17	
3	Patrick Crowe	I see my red door, I must have it painted ...	2020-11-17	2020-12-01
5	Gandalf the Grey	None shall pass	2020-12-01	
6	The Doobie Brothers	Listen to the music	2020-12-01	
7	Jimi Hendrix	Let me stand next to your fire	2020-12-01	
8	The Clash	You've got to let me know should I stay... ...	2020-12-01	2020-12-01
9	Norman Greenbaum	Recommend me to the spirit in the sky	2020-12-01	
10	Bon Jovi	Take my hand, we'll make it I swear | CL...	2020-12-01	2020-12-01
11	The Offspring	You've got to keep them separated	2020-12-01	

Extra Credit 1 (Git repository):



pcrowe22 / Tickets_FA20

1 branch 0 tags

pcrowe22 Merge remote-tracking branch 'origin/main' into main 4df873f 1 minute ago 10 commits

bin	Hid admin buttons if just a user	4 minutes ago
libs	Added folders	17 days ago
src	Hid admin buttons if just a user	4 minutes ago
.DS_Store	Added root directory files	17 days ago
.classpath	Added root directory files	17 days ago
.gitignore	Initial commit	17 days ago
.project	Added root directory files	17 days ago

About

IT Trouble Ticket Manager that connects users to a database server and allows them to edit entries through a GUI.

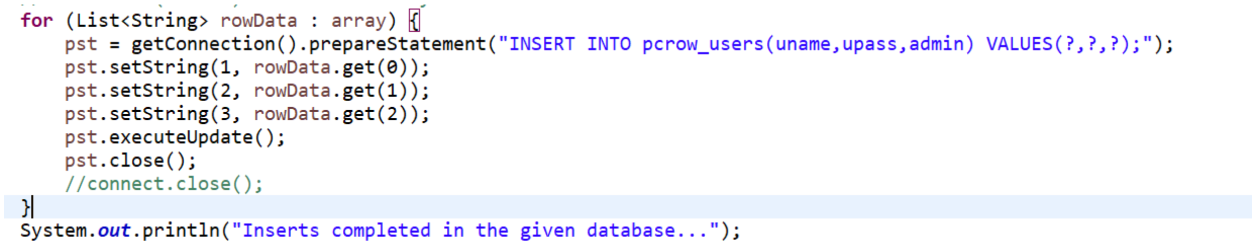
Readme

Releases

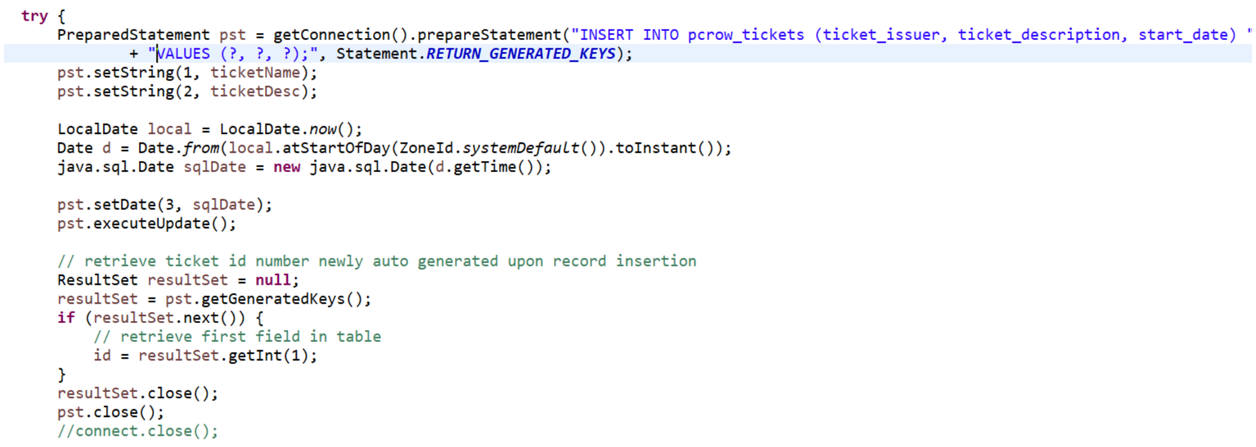
No releases published
Create a new release

Packages

Extra Credit 2 (SQL Prepared Statements):



```
for (List<String> rowData : array) {
    pst = getConnection().prepareStatement("INSERT INTO pcrow_users(uname,upass,admin) VALUES(?,?,?);");
    pst.setString(1, rowData.get(0));
    pst.setString(2, rowData.get(1));
    pst.setString(3, rowData.get(2));
    pst.executeUpdate();
    pst.close();
    //connect.close();
}
System.out.println("Inserts completed in the given database...");
```

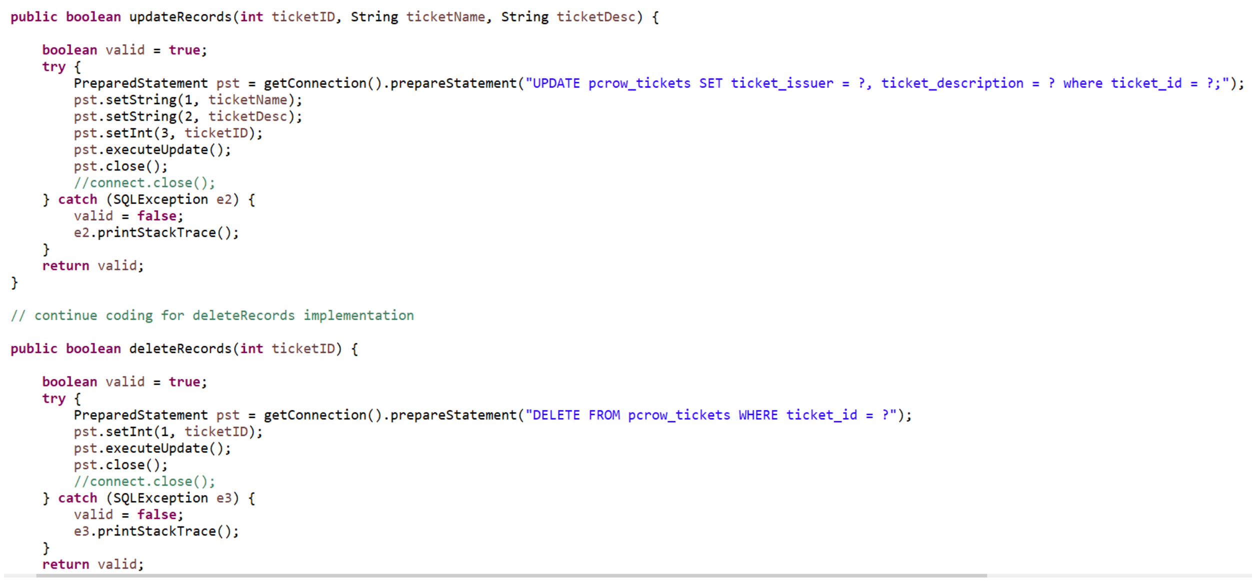


```
try {
    PreparedStatement pst = getConnection().prepareStatement("INSERT INTO pcrow_tickets (ticket_issuer, ticket_description, start_date) "
            + "VALUES (?, ?, ?);", Statement.RETURN_GENERATED_KEYS);
    pst.setString(1, ticketName);
    pst.setString(2, ticketDesc);

    LocalDate local = LocalDate.now();
    Date d = Date.from(local.atStartOfDay(ZoneId.systemDefault()).toInstant());
    java.sql.Date sqlDate = new java.sql.Date(d.getTime());

    pst.setDate(3, sqlDate);
    pst.executeUpdate();

    // retrieve ticket id number newly auto generated upon record insertion
    ResultSet resultSet = null;
    resultSet = pst.getGeneratedKeys();
    if (resultSet.next()) {
        // retrieve first field in table
        id = resultSet.getInt(1);
    }
    resultSet.close();
    pst.close();
    //connect.close();
```



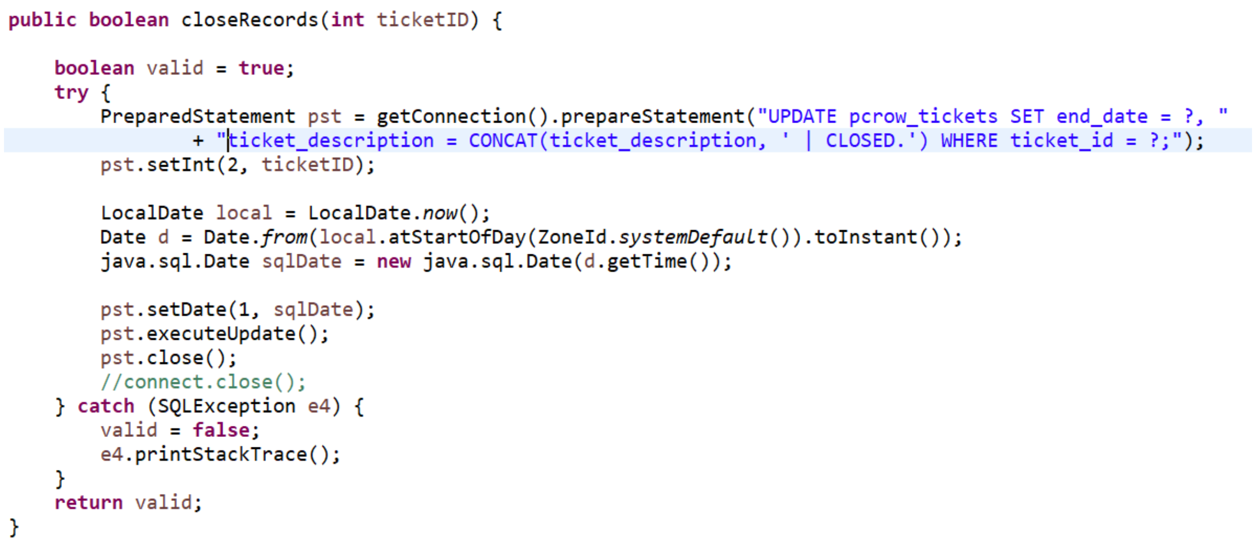
```java
public boolean updateRecords(int ticketID, String ticketName, String ticketDesc) {

    boolean valid = true;
    try {
        PreparedStatement pst = getConnection().prepareStatement("UPDATE pcrow_tickets SET ticket_issuer = ?, ticket_description = ? where ticket_id = ?;");
        pst.setString(1, ticketName);
        pst.setString(2, ticketDesc);
        pst.setInt(3, ticketID);
        pst.executeUpdate();
        pst.close();
        //connect.close();
    } catch (SQLException e2) {
        valid = false;
        e2.printStackTrace();
    }
    return valid;
}

// continue coding for deleteRecords implementation

public boolean deleteRecords(int ticketID) {

    boolean valid = true;
    try {
        PreparedStatement pst = getConnection().prepareStatement("DELETE FROM pcrow_tickets WHERE ticket_id = ?");
        pst.setInt(1, ticketID);
        pst.executeUpdate();
        pst.close();
        //connect.close();
    } catch (SQLException e3) {
        valid = false;
        e3.printStackTrace();
    }
    return valid;
```



```java
public boolean closeRecords(int ticketID) {

    boolean valid = true;
    try {
        PreparedStatement pst = getConnection().prepareStatement("UPDATE pcrow_tickets SET end_date = ?, "
                + "ticket_description = CONCAT(ticket_description, ' | CLOSED.') WHERE ticket_id = ?;");
        pst.setInt(2, ticketID);

        LocalDate local = LocalDate.now();
        Date d = Date.from(local.atStartOfDay(ZoneId.systemDefault()).toInstant());
        java.sql.Date sqlDate = new java.sql.Date(d.getTime());

        pst.setDate(1, sqlDate);
        pst.executeUpdate();
        pst.close();
        //connect.close();
    } catch (SQLException e4) {
        valid = false;
        e4.printStackTrace();
    }
    return valid;
}
```

```
Connecting to a selected database to create Table...
Connected database successfully...
Creating table in given database...
java.sql.SQLSyntaxErrorException: Table 'pcrow_tab' already exists
        at com.mysql.cj.jdbc.exceptions.SQLError.createSQLException(SQLError.java:120)
        at com.mysql.cj.jdbc.exceptions.SQLError.createSQLException(SQLError.java:97)
        at com.mysql.cj.jdbc.exceptions.SQLExceptionsMapping.translateException(SQLExceptionsMapping.java:122)
        at com.mysql.cj.jdbc.StatementImpl.executeUpdateInternal(StatementImpl.java:1335)
        at com.mysql.cj.jdbc.StatementImpl.executeLargeUpdate(StatementImpl.java:2108)
        at com.mysql.cj.jdbc.StatementImpl.executeUpdate(StatementImpl.java:1245)
        at lab04.Dao.createTable(Dao.java:37)
        at lab04.LoanProcessing.main(LoanProcessing.java:17)
Inserting records into the table...
Loan Analysis Report:
ID              Income          Pep
 id12101                22467.0          YES
 id12102                32825.0          YES
 id12103                16575.4          YES
 id12106                37869.6          YES
 id12107                8877.07          YES
 id12113                15735.8          YES
 id12114                55204.7          YES
 id12119                26909.2          YES
 id12121                57880.7          YES
 id12128                20114.0          YES
 id12130                24270.1          YES
 id12133                23443.2          YES
```